

BT wholesale

How to Place a Modify Order

Version 1



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Version Control

Date	Change	Version
January 18	User Guide Published	1

How To Modify your Circuit

Once your service has been installed, you are able to modify various attributes as your Customer's requirements may have changed since the original order was placed.

Charges and Contract Term impact

Modifying the service may reset the minimum contract term; for example if a new speed is selected, there will be a new contract terms for this.

Please visit our [Service Provider Price List](#) page on BTWholesale.com for a full breakdown of the costs.

Further information can be found in the relevant [Product Handbooks](#)

The screenshot displays the BT Wholesale customer portal interface. At the top, there is a navigation bar with the BT Wholesale logo, user information (Laura Avery), and links for Logout and Contact Us. Below this is a secondary navigation bar with tabs for Products & Services, Sales Tools, and Help & Support. The main content area is titled 'Business zone overview' and features a search bar with the directory number '01223245826'. A 'Service details' modal is open, showing the following information:

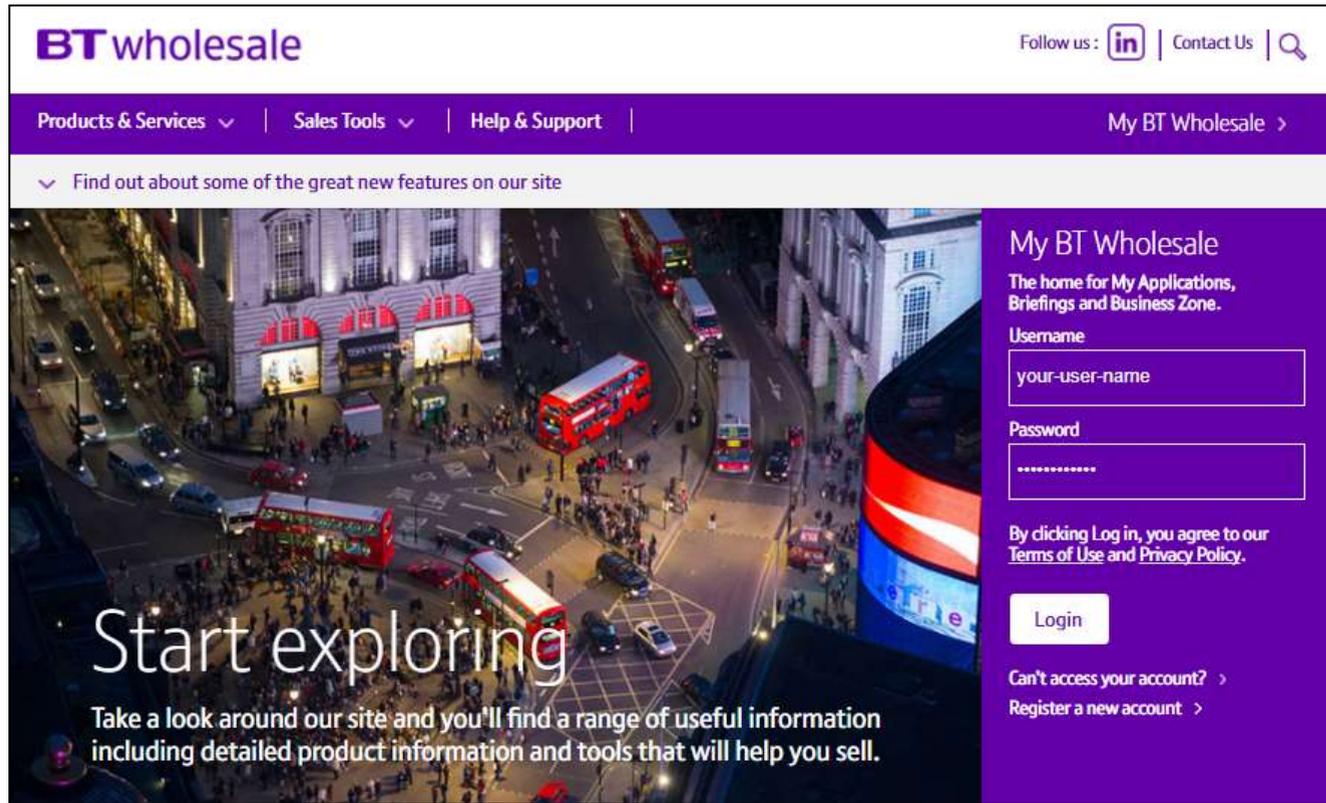
Field	Value
Service type	WBC End User Access (EUA)
Customer reference	BBEU24411499
Service reference	3-4Y2KHFO5
Asset ID	01223245826
Directory Number	01223245826
Last update	13 Oct 17 10:27
Last updated by	SIEBEL WITH

Below the service details, there is a 'I want to...' section with a dropdown menu. The dropdown menu is open, showing the following options:

- Please select action
- View details
- Cease
- Modify
- Diagnose
- Raise a fault

The 'Modify' option is currently selected. The background of the portal shows various navigation options and sections, including 'Order status', 'Actions required', and 'Frequent tasks'.

How To Modify your Circuit



The screenshot shows the BT Wholesale website interface. At the top left is the 'BT wholesale' logo. To the right, there are social media icons for LinkedIn and a search icon, with the text 'Follow us:'. Below the logo is a navigation bar with 'Products & Services', 'Sales Tools', and 'Help & Support'. On the right side of the navigation bar is 'My BT Wholesale >'. A banner below the navigation bar says 'Find out about some of the great new features on our site'. The main content area is split into two sections. The left section features a large image of a city street at night with red double-decker buses and the text 'Start exploring' in a large font, followed by 'Take a look around our site and you'll find a range of useful information including detailed product information and tools that will help you sell.' The right section is titled 'My BT Wholesale' and contains the text 'The home for My Applications, Briefings and Business Zone.' Below this are two input fields: 'Username' with the placeholder 'your-user-name' and 'Password' with a masked password '.....'. A 'Login' button is positioned below the password field. At the bottom of this section, there is a disclaimer: 'By clicking Log in, you agree to our Terms of Use and Privacy Policy.' and two links: 'Can't access your account? >' and 'Register a new account >'.

Step 1: Logging In

- Go to www.btwholesale.com
- Enter your Username and Password
- Click 'Login'

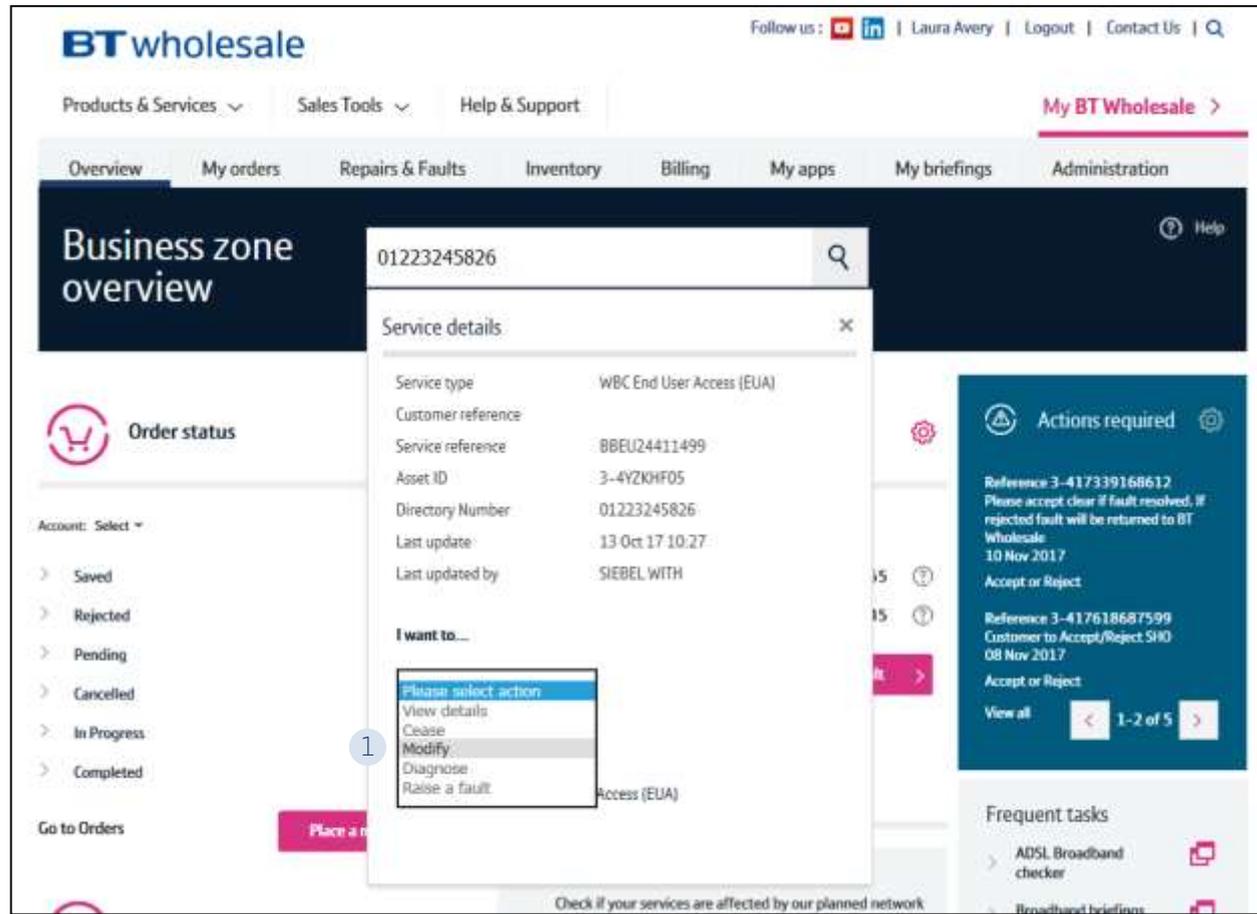
How To Modify your Circuit

The screenshot displays the BT Wholesale user interface. At the top, there is a navigation bar with the BT Wholesale logo, social media links, and user information. Below this is a secondary navigation bar with tabs for 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. The main content area is titled 'Business zone overview' and features a search bar with two numbered steps: 1) entering a search term (01223245826) and 2) clicking 'View details'. Below the search bar are three main sections: 'Order status' with a list of order states (Saved, Rejected, Pending, Cancelled, In Progress, Completed) and counts; 'Fault status' with a list of fault states (In Progress, Closed) and counts, and a 'Raise or Track a fault' button; and 'Actions required' with two entries for specific references and dates. There are also sections for 'Important updates' (Planned Network Change Notification) and 'Frequent tasks' (ADSL Broadband checker, Broadband briefings).

Step 2: Search for your Order

- 1) Use the Order Reference, Telephone Number or BBEU to search for your open order
- 2) Click on View Details to bring up the Quick View of your order

How To Modify your Circuit



Step 3: Place the Modify Order

1) In the 'Please select action' box, select 'Modify'

Allow the page to refresh

How To Modify your Circuit

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps | My briefings | Administration

Home > My basket > Item details: [Help & tips](#)

Select service | Item details | Configuration | My basket | Confirmation | Complete

Item details: Modify BBEU24411499

Required fields are marked with *

Directory number (DN) 01223245826

Site address *

UPRN e.g. 200003374544

Street number

Postcode * e.g. AC12 5AF Please ensure a space is used (and street number - if available)

Access technology FTTC

Step 4: Search for the Address

- 1) Enter the postcode of the address associated with the asset
- 2) Click 'Search'

How To Modify your Circuit

1

<input type="radio"/>	Gfast 29	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input type="radio"/>	Gfast 3	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input checked="" type="radio"/>	Gfast 30	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input type="radio"/>	Gfast 31	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input type="radio"/>	Gfast 32	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input type="radio"/>	Gfast 33	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input type="radio"/>	Ortest Gf 16	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input type="radio"/>	Ortest Gf 17	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input type="radio"/>	Ortest Gf 18	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR
<input type="radio"/>	Ortest Gf 3	Telephone Exchange	152	Coleridge Road	Cambridge	CB1 3PR

2

CANCEL

CREATE NEW

SELECT

Step 4: Search for the Address

1. Select the address from the list using the radio button
2. Press 'Select' at the bottom of the page

Note: If there are more than 50 addresses for the postcode, you may need to go to the next page using the > at the top of the page

1 - 50 of 50+ >

How To Modify your Circuit

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps | My briefings | Administration

Home > My basket > Item details: [Help & tips](#)

Select service | Item details | Configuration | My basket | Confirmation | Complete

Item details: Modify BBEU24411499

Required fields are marked with *

Directory number (DN) 01223245826

Site address *

UPRN e.g. 200003374544

Street number

Postcode * e.g. AC12 5AF Please ensure a space is used (and street number - if available)

Access technology FTTC

1

Step 5: Check Availability

- Allow the page to refresh before continuing (if there is one, the UPRN or street number will show following the refresh)

1. Click on 'Check Availability'

How To Modify your Circuit

Result details

1 - 10 of 12+ >

18x2 Availability Details : 18x2 Provide Available - N; 18x2 SIM Available - N

Access Line Status : FTTC VDSL: This line has jumpers in place. FTTC GFast: This line has no left in jumpers. SOGEA VDSL: This line has jumpers in place SOGEA GFast: This line has no left in jumpers.

Bridge Tap : N

CB1 3PR

Exchange ready date ADSL/ADSL2+ services will be available at CRH on 20-10-2017; No exchange data available for BET and FTTP; FTTC VDSL Service will be available at CHERRY HINTON on 04-09-2017; FTTC GFast service will be available at CHERRY HINTON on 04-09-2017; SOGEA VDSL Service will be available at CHERRY HINTON on 04-09-2017.SOGEA GFast Service will be available at CHERRY HINTON on 04-09-2017;

Downstream : ADSL : 007.500 Mbps, ADSL2+ : 010.500 Mbps, ADSL2+ Annex M : 010.500 Mbps, BET: No Expected Speed Data Available, FTTC VDSL : 79.0 Mbps (P), FTTC GFast : 227.7 Mbps, SOGEA VDSL: 79.0 Mbps (P), SOGEA GFast: 227.7 Mbps, FTTP : No Expected Speed Data Available.

Upstream : ADSL2+ Annex M : 001.500 Mbps, FTTC VDSL : 19.0 Mbps (P), FTTC GFast : 34.2 Mbps, SOGEA VDSL: 19.0 Mbps (P), SOGEA GFast: 34.2 Mbps, FTTP : No Expected Speed Data Available.

Downstream Handback Threshold: VDSL Range A (Clean): 76.6, VDSL Range B (Impacted): 67.0, G.fast Range A (Clean): 194.1, G.fast Range B (Impacted): 140.2; In order to be eligible for handback, downstream speed should be less than Downstream Handback Threshold values

Our check indicates that your line currently supports an estimated Fixed Rate ADSL2+ broadband line speed of 512Kbps, 1Mbps and 2Mbps.

Our check indicates that your line currently supports an estimated ADSL max broadband line speed of 7.5Mbps; typically the line speed would range between 6.5Mbps and 8Mbps.

CANCEL

1 CONTINUE

Step 5: Check Availability

The available products will be shown in the Results table should you wish to modify the product

1) Select 'Continue'

How To Modify your Circuit

Customer required date *

10/11/2017 00:00:00 1

Defaulted using a lead time based on order information captured so far. Further details captured later may affect this lead time, potentially increasing or decreasing it.

CANCEL

4 CONTINUE

Sun	Mon	Tue	Wed	Thu	Fri	Sat
5	6	7	1	2	3	4
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

12 00

(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London

CANCEL 3 SAVE

Step 6: Select the Customer Required Date

The first available date is automatically selected for you but if you require a future date please follow the steps below:

- 1) Click on the calendar icon
- 2) Select the date you require from the table
- 3) Click on 'Save'
- 4) Click 'Continue'

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Cost Options

Please complete the following pricing options. If you require a quote only please select done after completing this section.

Access Type	FTTC
FTTP On Demand	Not Applicable
Traffic Weighting	<input checked="" type="radio"/> Standard <input type="radio"/> Elevated
Self Install	Yes
Openreach Modem	No
RealTime speed	0Kbit/s
Downstream speed	55Mbit/s
Upstream speed	10Mbit/s
Maintenance category	Maintenance Category 5
EUAC Additional Data	<input type="checkbox"/> EUAC Additional Data

Step 7: Select the attributes you want to Modify

Not all of the options listed can be modified for an existing working line. For example Self Install and Openreach Modem are not applicable.

You can modify:

- Traffic Weighting
- RealTime Speed
- Upstream/ Downstream Speeds
- Maintenance Category
- Stability (from the Product Details screen)

You can select one, or multiple attributes to change against one order.

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My basket

Account selected: WBC TRIAL 1
Please review the line item(s) details before continuing.

[Order new services](#) | [Add quick order template](#) | [Modify or cease services](#)
1 - 1 of 1

Service	Quantity	Type	Service reference	Monthly charges	One off charges	Complete	
WBC End User Access (EUA) Name not specified [3-5BWHJLZA]	1	Modify	BBEU24411499	£21.9	£0		REMOVE EDIT

All order lines with a red flag must be completed by clicking on the Edit button before proceeding with the order.

Net total excluding VAT: £21.90

Line item: 1 < Previous | Next >

Service: WBC End User Access (EUA)	Post code: CB1 3PR	Billing account: 0455812674
	CRD: 13/11/2017	Appointment: To be assigned

[SAVE & CLOSE](#) 1 [CONTINUE](#)

Step 8: Confirm and Submit

- 1) Check the summary and click 'Continue'

How To Modify your Circuit

My basket

Account selected: WBC TRIAL 1
Please review the line item(s) details before continuing.

Order validation results - Internet Explorer

https://www.btwholesale.com/esales_enu_btwhcom/start.swe?SWEApplet=Validation+Message+Popup+BTCOM+Applet+BT

We have checked your order, please press 'continue' to proceed.

1 CONTINUE

All order lines with a red flag must be completed by clicking on the Edit button before proceeding with the order.

Net total excluding VAT: £21.90

Line item: 1 < Previous | Next >

Service: WBC End User Access (EUA)	Post code: CB1 3PR	Billing account: 0455812674
	CRD: 13/11/2017	Appointment: To be assigned

Step 8: Confirm and Submit

- 1) Check the summary and click 'Continue'
- Allow the page to refresh

How To Modify your Circuit

Confirm order details

Required fields are marked with *

Account WBC TRIAL 1 [Save](#)

Your order reference * 1 This reference will appear on your bill (50 characters max)

Your order description 255 characters max

Project

Order update method * 2

Keep you informed - Contact details

First name	LAURA	Last name	AVERY
Email	laura.avery@bt.com	Work phone	add / change contacts

For a Provide or Modify order with a Customer Required by Date of less than BT's standard lead time, you may be required to pay Time Related Charges as detailed in the Pricing Manual for any out of hours working, however we still cannot guarantee that your Customer Required by Date will be met. If you are ceasing a service before the end of it's contract term then you may incur additional charges. working, however we still cannot guarantee that your Customer Required by Date will be met. If you are ceasing a service before the end of it's contract term then you may incur additional charges.

To save this order as a quick order template, please tick 4

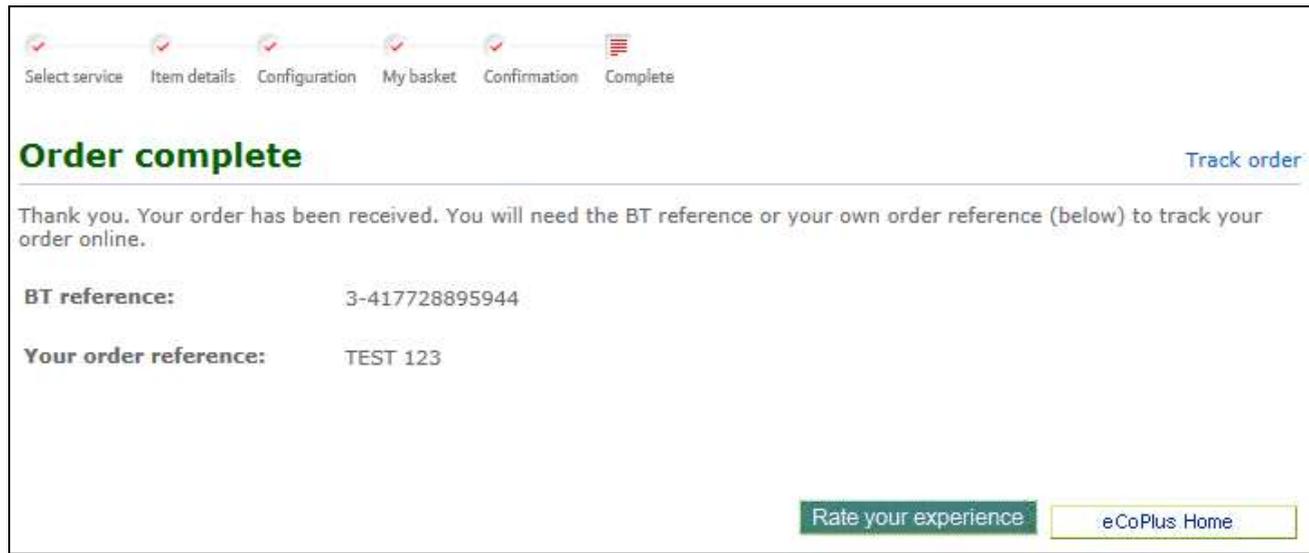
I accept the terms and conditions and understand that delays could be * 3

Step 8: Confirm and Submit

- 1) Enter your order reference
- 2) Select the Order Update Method – Online Tracking, Email, Critical KCI's only
- 3) Accept the Terms and Conditions by ticking the box
- 4) Click 'Submit'

You can also add your order description, Project reference, change contact details and save the order as a template if you are going to be placing the same type of order multiple times

How To Modify your Circuit



The screenshot shows a confirmation page with a progress bar at the top. The progress bar has six steps: 'Select service', 'Item details', 'Configuration', 'My basket', 'Confirmation', and 'Complete'. The 'Confirmation' step is currently active. Below the progress bar, the heading 'Order complete' is displayed in green, with a 'Track order' link to its right. A message reads: 'Thank you. Your order has been received. You will need the BT reference or your own order reference (below) to track your order online.' Below this message, two reference numbers are listed: 'BT reference: 3-417728895944' and 'Your order reference: TEST 123'. At the bottom of the page, there are two buttons: 'Rate your experience' and 'eCoPlus Home'.

Select service Item details Configuration My basket Confirmation Complete

Order complete

[Track order](#)

Thank you. Your order has been received. You will need the BT reference or your own order reference (below) to track your order online.

BT reference: 3-417728895944

Your order reference: TEST 123

[Rate your experience](#) [eCoPlus Home](#)

Step 9: Confirmation

Confirmation that your modify request has been placed

BT wholesale