

Placing an order for WBC SOADSL on the Portal

Issue 2

April 2024

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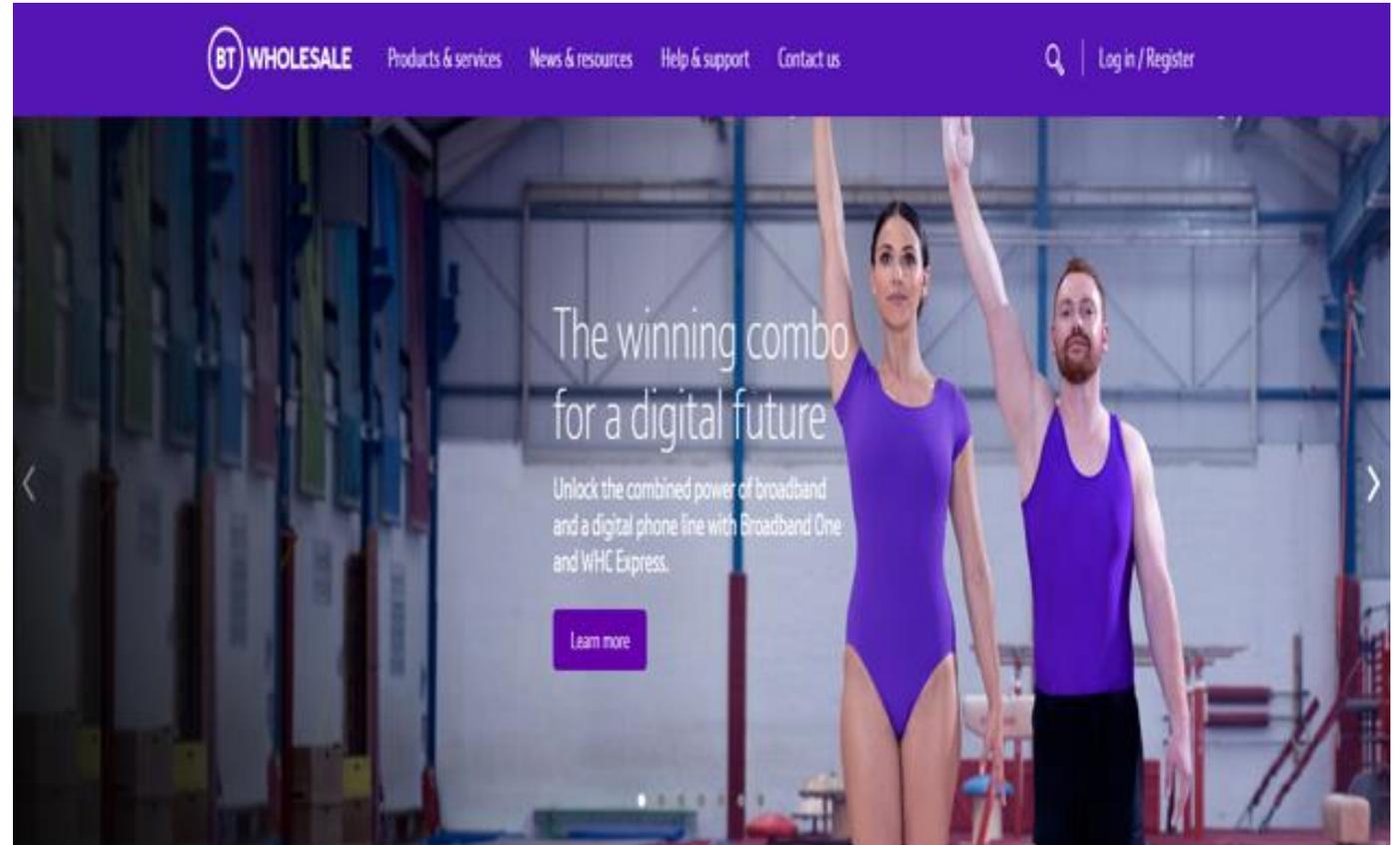
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How To Place a SOADSL Provide Order

Step 1: Logging In

- Go to www.btwholesale.com
- Click on 'Login/register'



It's our mission to make sure you're a success

That means giving you all the help you need to sell our world-leading solutions to your customers. So come and have a look at our site and see how we can help enhance your business.

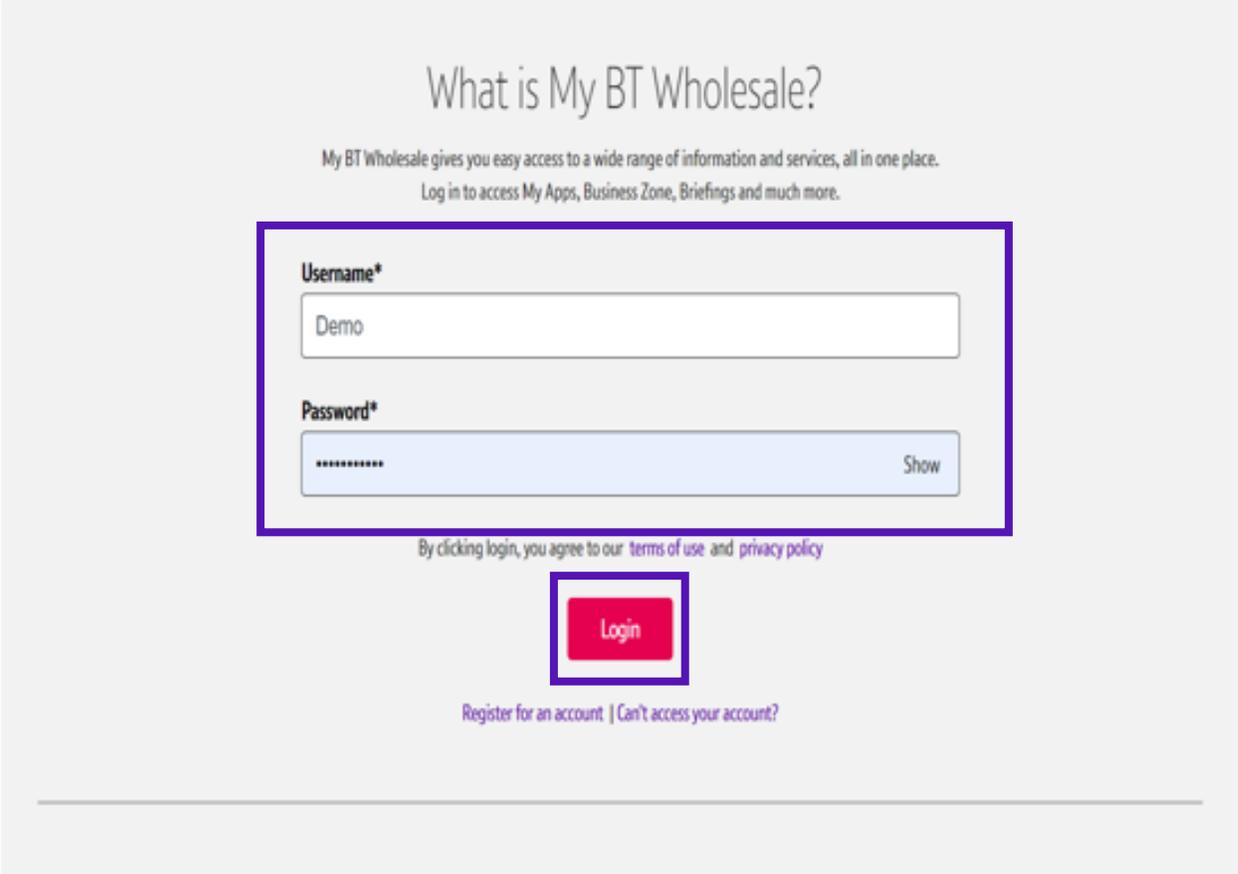


How To Place a SOADSL Provide Order

Step 1: Logging In

- Enter your Username and Password.
- Click on 'Login'

 | My BT Wholesale



What is My BT Wholesale?

My BT Wholesale gives you easy access to a wide range of information and services, all in one place.
Log in to access My Apps, Business Zone, Briefings and much more.

Username*

Demo

Password*

..... Show

By clicking login, you agree to our [terms of use](#) and [privacy policy](#)

Login

[Register for an account](#) | [Can't access your account?](#)

How To Place SOADSL Provide Order

Step 2: Accessing Enhanced eCoPlus

Once logged in, you'll be taken to Business zone.

If you aren't taken to Business zone, you'll need to arrange access via your company administrator.

To access the new journey:

- Click on 'Place a New Order'

The screenshot shows the BT Wholesale Business zone overview dashboard. At the top, there are navigation tabs: Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. Below the navigation is a dark header with the text 'Business zone overview' and a search bar labeled 'Enter the reference number'. A 'Help' icon is in the top right corner.

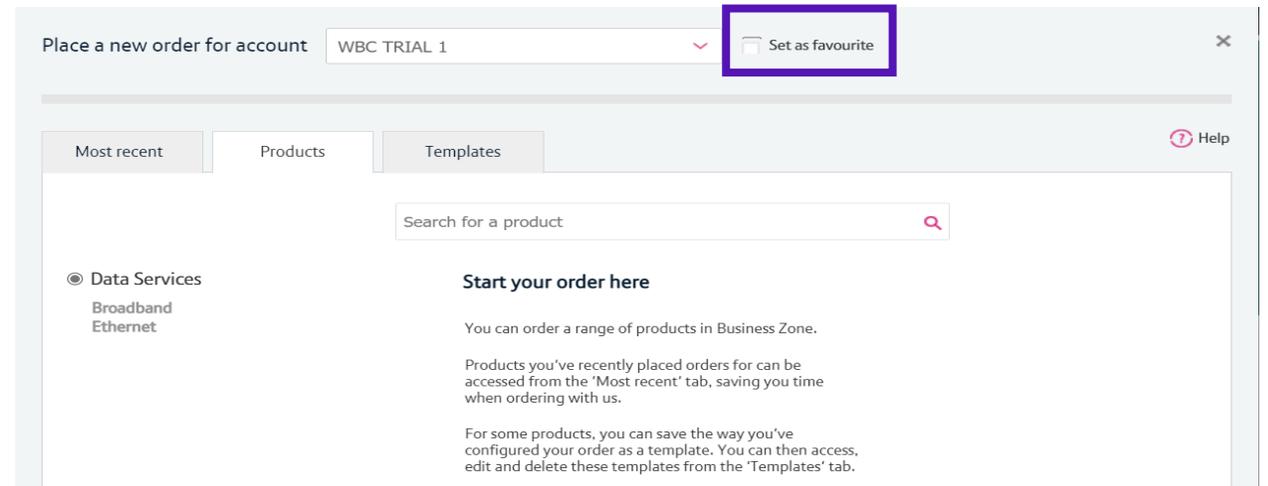
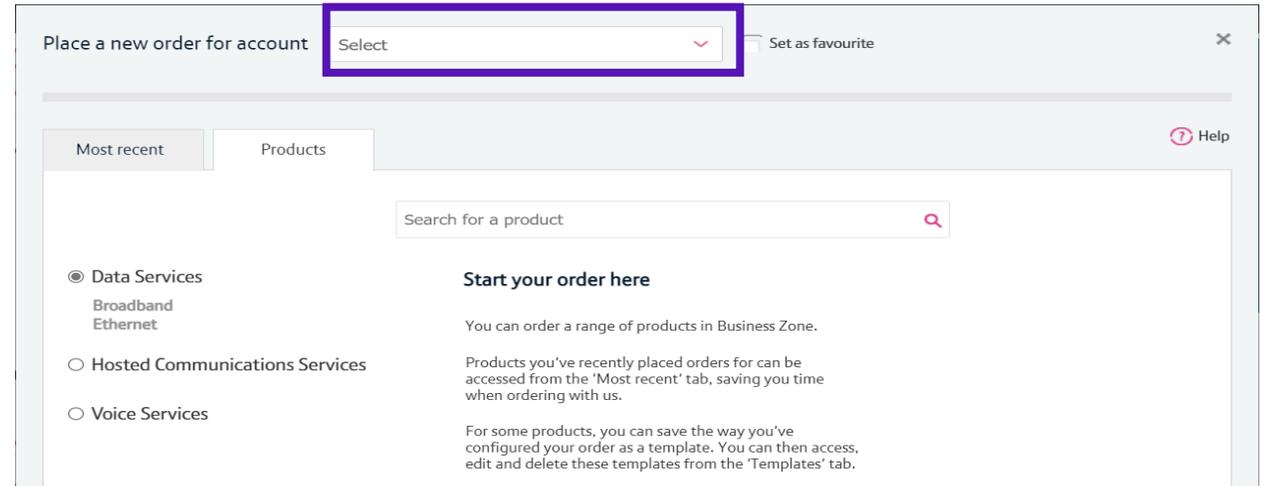
The main content area is divided into several sections:

- Order status:** A table showing the number of orders in various states: Saved (1), Pending (44), Cancelled (5469), In Progress (1656), and Completed (34492). A 'Place a new order' button is highlighted with a red box.
- Fault status:** A table showing the number of faults in various states: In Progress (3183) and Closed (190). A 'Raise or Track a fault' button is visible.
- Actions required:** A list of actions for specific references: Reference 1-16441882835 (Customer to Accept/Reject SHO) and Reference 1-16861878396 (Customer to Accept/Reject CPD). A 'View all' button and a pagination indicator '1-2 of 19992' are also present.
- Important updates:** A section titled 'Planned Engineering Works' with a warning icon, stating 'You have 344 Planned Engineering Works that affect your services'. Below it, there is a section for 'Major Service Outages (MSO)'.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, and eCo Repair.

How To Place a SOADSL Provide Order

Step 3: Accessing the journey

If you have multiple accounts associated with your user id, you'll need to select the applicable account from the dropdown. You can Tick the 'Set as favourite' box if you want this to be your default account.



How To Place a SOADSL Provide Order

Step 3: Accessing the journey

- Click on 'Data Services'.
- Click on 'Broadband'.
- Select 'WBC End User Access (EUA)'.

If you have performed these steps previously then the product will be listed on the 'Most Recent' tab

The image displays two screenshots of the BT Wholesale ordering interface. The top screenshot shows the 'Place a new order for account' page for 'WBC TRIAL 1'. The left sidebar has 'Data Services' and 'Broadband' highlighted. The main content area shows a search bar and a 'Start your order here' section with instructions. The bottom screenshot shows the same page, but the 'Wholesale Broadband Connect' section is expanded, and 'WBC End User Access (21CN Copper and Fibre)' is highlighted in a red box.

How To Place a SOADSL Provide Order

Step 4: Select the Order Type

- Select order type 'Provide using address SOADSL New Line only'

Order Wholesale Broadband products: Step 1 of 3 Help

- Configuration** (Active)
Customize your product specifications, extras and more.
- Contacts**
Tell us who should be kept updated about the progress of the order.
- Confirmation**
Make sure you're happy with everything, then go ahead and place the order.

Step 1. Configure your order

– WBC (EUA) (5-BYUHA15G) >

- Check availability
- Order details
- Product details
- Activation

Check availability		Qty	One-off	Monthly
	Total	1	£0.00	£0.00

Find out what products are available at your customer's site.

Order types* Provide using address SOADSL New Line only ▼

Site address* Search by Postcode or UPRN ?

How To Place a SOADSL Provide Order

Step 5: Select the Address

- Enter the Post code, then select the magnifying glass to look up the full address

Order Wholesale Broadband products: Step 1 of 3 Help

- Configuration** (Active)
Customize your product specifications, extras and more.
- Contacts**
Tell us who should be kept updated about the progress of the order.
- Confirmation**
Make sure you're happy with everything, then go ahead and place the order.

Step 1. Configure your order

– WBC (EUA) (5-BYUHA15G) >

Check availability

	Qty	One-off	Monthly
Total	1	£0.00	£0.00

Find out what products are available at your customer's site.

Order types*

Site address* Search by Postcode or UPRN

How To Place a SOADSL Provide Order

Step 5: Select the Address

- Select the required address from the list
- Select '**Confirm**' 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 bottom of the address list.

Site address ✕

Quick search

Search for your site address below, select the one you want, then click '**Confirm**' to continue with your order.

Search by Postcode or UPRN ? [Refine search](#)

Sub premise	Building name	Street no.	Street name	City	Postcode	UPRN	Address key	Location	Organization Name
	Street Cabinet		Fleet Street	Birmingham	B3 1BA		A15101025037		
	Brindley House		Newhall Street	Birmingham	B3 1BA		A00036970544		
Floor Bas-...	Brindley House		Newhall Street	Birmingham	B3 1BA		A15099823669		
Planning M...	Brindley House		Newhall Street	Birmingham	B3 1BA		A00062932416		
Room 616	Brindley House		Newhall Street	Birmingham	B3 1BA		A15102421529		

◀ 1 - 20 of 20+ ▶

How To Place a SOADSL Provide Order

Step 6: Check Availability

- Click 'Check availability'

The screenshot shows the 'Order Wholesale Broadband products: Step 1 of 3' interface. At the top, there are three main sections: Configuration (Customize your product specifications, extras and more.), Contacts (Tell us who should be kept updated about the progress of the order.), and Confirmation (Make sure you're happy with everything, then go ahead and place the order.). Below this, the main content area is titled 'Step 1. Configure your order'. On the left, there is a sidebar with a dropdown menu for 'WBC (EUA) (5-B2BP5SS9)' and four options: 'Check availability', 'Order details', 'Product details', and 'Activation'. The 'Check availability' option is highlighted. On the right, there is a 'Check availability' button with a shopping cart icon. Below this, there is a table with columns: Total, Qty (1), One-off (£0.00), and Monthly (£0.00). The main content area contains the text 'Find out what products are available at your customer's site.' and two form fields: 'Order types*' with a dropdown menu set to 'Provide using address SOADSL New Line only' and 'Site address*' with the text 'Street Cabinet', 'Fleet Street', 'Birmingham', and 'B3 1BA'. Below the address field is a 'Change address' link and a 'Check availability >' button, which is highlighted with a red box.

Order Wholesale Broadband products: Step 1 of 3 Help

Configuration
Customize your product specifications, extras and more.

Contacts
Tell us who should be kept updated about the progress of the order.

Confirmation
Make sure you're happy with everything, then go ahead and place the order.

Step 1. Configure your order

WBC (EUA) (5-B2BP5SS9) >

Check availability

Order details

Product details

Activation

Check availability Shopping Cart

Total	Qty	One-off	Monthly
	1	£0.00	£0.00

Find out what products are available at your customer's site.

Order types* Provide using address SOADSL New Line only

Site address*
Street Cabinet
Fleet Street
Birmingham
B3 1BA
Change address

Check availability >

How To Place a SOADSL Provide Order

Step 6: Check Availability

The available products will be shown in the Results table.

- On the Product drop down this will show SOADSL
- Click on **'Next'**

SOADSL Restriction: N : The premise/line is associated with exchange where SOADSL service is not restricted.

SOADSL Restriction: N : The premise/line is associated with exchange where SOADSL service is not restricted.

amme and if fibre prod...

< 11 - 20 of 20 >

Select the product you would like to order.

Product*

SOADSL

*Required fields

Save order

Next >

How To Place a SOADSL Provide Order

Step 7: Order Details

- **Customer Required by Date** - will default to the standard lead time for the product and order type. If you want a date in the future, use the calendar icon to select the date you want.
- **Retailer ID** – this is your RID ID supplied by Ofcom
- **Billing Account** - use the click here link to select your billing account number
- **Appointment type** – Standard SOADSL appointments are AM or PM

Note: If you want a chargeable Flexible AM/PM or a More Focused Appointment slot, pick the option from the list.

All Day appointment should **only** be used on a self install order requiring a Frames appointment (where an Engineer is required to visit the BT Exchange). Please do not select this if unsure as Openreach will automatically add a frames appointment if needed.

The screenshot shows the top navigation bar with a shopping cart icon and the text "Order Wholesale Broadband products: Step 1 of 3". Below this is a horizontal menu with three items: "Configuration" (with a gear icon), "Contacts" (with a list icon), and "Confirmation" (with a checkmark icon). Each item has a brief description of its function.

Step 1. Configure your order

The screenshot shows the "Configure your order" page. On the left is a sidebar menu with the following items: "WBC (EUA) - SOADSL (5-BYUHA15G)" (selected), "Check availability" (with a checkmark), "Order details", "Product details", and "Activation". The main content area is titled "Order details" and includes a summary table:

	Qty	One-off	Monthly
Total	1	£44.00	£18.00

Below the table is a section titled "Tell us more about what you'd like to order" containing several form fields:

- Customer required date*: 22/09/2023 (with a calendar icon)
- Retailer ID* (with a question mark icon)
- Billing account number* (with a question mark icon and a link "click here" to select billing account)
- Password (with a question mark icon)
- Appointment type (with a dropdown arrow and a question mark icon)

How To Place a SOADSL Provide Order

Step 7: Order Details

- **Site Contacts** – select ‘Set up primary contact’ - to enter details

Who are the main contacts for the site?

Site Contacts*

These contacts are really important for the engineer visiting the site. If these details are incorrect, it will cause a delay to your order.

[Set up primary contact >](#)

Do you have any important notes to add?

Notes

Please add notes to tell us about any site access issues, special arrangements or hazards on site.

[Add note](#)

*Required fields

Last saved at [10:46]

[< Previous](#)

[Save order](#)

[Next >](#)

How To Place a SOADSL Provide Order

Site contacts ×

Set up primary contact

You can select a contact you have used previously, or create a new contact if they are not already listed.

[Favourite contacts](#) [Create new contact](#) [Add existing contact](#)

 **Note:** If your contact is already in the database, click 'Add existing contact' and add them from there.

First name*

Last name*

Email address*

Preferred contact number*

Other contact number

*Required fields

[Confirm >](#)

Step 7: Order Details

From here you can Create a New Contact. If you have a contact you use frequently, you can save their details as a Favourite contact to stop you having to enter the details every time.

Select '**Confirm**' once you have entered all the details.

If you wish to change this after you have selected Confirm, you can go back and amend the details using an Edit option that will appear on the previous screen.

Site contacts ×

Set up primary contact

You can select a contact you have used previously, or create a new contact if they are not already listed.

[Favourite contacts](#) [Create new contact](#) [Add existing contact](#)

Search by Last name Search [Refine search](#)

First name	Last name	Email address	Preferred contact number	Other contact number
------------	-----------	---------------	--------------------------	----------------------

[<](#) No Records [>](#)

[Save contact as favourite](#) [Confirm >](#)

How To Place a SOADSL Provide Order

Step 7: Order Details

You can now add any notes to your order that may be important by **clicking the Add note button**. This is not a mandatory parameter.

You can add **Hazard notes, Site Visit notes and Special Arrangement notes**.

Once saved you will be given the option to Edit or Remove the notes if you wish to.

Note: Hazard Notes is mandatory and requires input -Please ensure you add Hazard notes and if no Hazard write NO hazard or None.

- Click on '**Next**' once you have added any notes

Do you have any important notes to add?

Notes

Please add notes to tell us about any site access issues, special arrangements or hazards on site.

Add note

Add note



You can add notes relating to any hazards at the site that we should be aware of, any important information relating to site access availability, or any necessary special arrangements.

Note type

- Hazard Notes
- Special Arrangement Notes
- Site Visit Notes

Save >

*Required fields

Last saved at [10:46]

< Previous

Save order

Next >

How To Place a SOADSL Provide Order

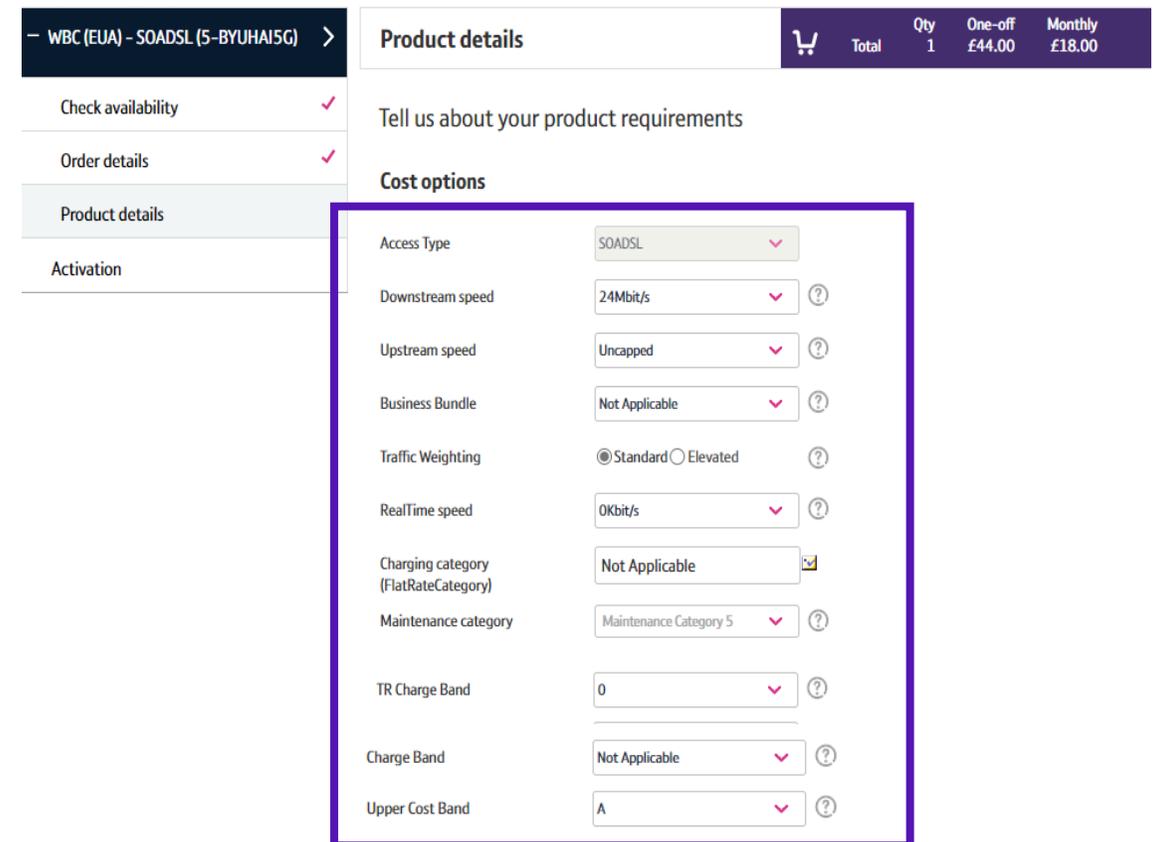
Step 8: Product Details/Cost Options

Use the tool tips at the side of each category if you need help to understand the option and what you need to select.

- **Downstream Speed** – Select the speed you require.
- **Upstream Speed** – Select the speed you require.
- **Business Bundle** – refer to the product handbook for further details. Combines traffic weighting and Maintenance Category combinations.
- **Traffic Weighting** – Options are Standard (in tariff) or Elevated (chargeable).
- **RealTime speed** – Usually set to 0. Other options are chargeable as per the Price List.
- **Charging Category** – usually Not Applicable unless you have a contract with a specific flat rate category.
- **Maintenance Category:**
 - Category 5 = 40 hour repair (in tariff)
 - Category 4 = 20 hour repair (chargeable)
 - Category 14 = 7 hour repair (chargeable)
- **TR Charge Band** – TRC charge band is only selected when a TRC SVR is selected.
- **Charge Band** – Not applicable.
- **Upper Cost Band** – This is the maximum chargeband the CP is willing to pay.



Step 1. Configure your order



How To Place a SOADSL Provide Order

Step 8: Product Details

- **Stability Option** – choose Standard, Stable or Super Stable.
- **Do you require Interleaving** – select the interleaving option if required.
- Click on **'Next'**

Product options

Use modified Fault Threshold Rate calculation? Yes No

Stability Option

MTBE Red Threshold

MTBE Green Threshold

MTBR Red Threshold

MTBR Green Threshold

Do you require Interleaving? Yes No Auto Not Applicable

[< Previous](#)

You cannot save your order in this section of the order process.

[Next >](#)

How To Place a SOADSL Provide Order

Step 8: Product Details/Select Site Visit Reason

- **Select required Site Visit Reason:**
 - **No Site Visit** – unappointed, for remote activations or orders against working ports e.g., CP Migration.
 - **Standard** – basic appointed option
 - **Premium** – appointed option with additional activities to optimise connectivity within the premise

For full details of what is included in each Site Visit Reason, see the [WBC SOADSL Product Description](#)

- You may add optional SVRs if required:
 - **TRC** - authorises the Openreach engineer to carry out additional work at the customers premises and must be selected with either Standard or Premium SVR.
 - **ADSL Speed Test** – must be selected with either Standard or Premium SVR. It allows the engineer to perform a sync speed test at the customers premises to test the service is achieving a minimum of 2Mbit/s downstream speed.
- You can add notes for the engineer to see.
- Click on **'Next'**

SOADSL Site Visit Reason

You can provide one Site Visit per order. Please supply a reason for why a site visit is required as this will help the engineers understand the need more clearly. (?)

Add another SVR

SVR details

SVR	Standard 
Notes	<input type="text"/>

< Previous

You cannot save your order in this section of the order process.

Next >

How To Place a SOADSL Provide Order

Step 9: Order Summary

Your order is summarised confirming the selected CRD and appointment date.

If you want to change the appointment date or time you can select the Change option.

When you are happy, select **'Next'**

The screenshot shows the 'Order Wholesale Broadband products: Step 1 of 3' interface. It features three main sections: Configuration, Contacts, and Confirmation. The Configuration section is active, showing a product 'WBC (EUA) - SOADSL (5-BYUHAISG)' with a checkmark and an 'Activation' button. The Order summary table shows a total of £44.00 (one-off) and £18.00 (monthly). Below this, a table lists 'Services in your basket' with columns for Product, Order line ID, Customer required by date, and Appointment date. The 'Customer required by date' field is highlighted with a red box and contains the value '22/09/2023'. The 'Appointment date' is '22/09/2023 AM' with a 'Change' link. At the bottom, there are navigation buttons: 'Previous', 'Save order', and 'Next' (highlighted with a red box). The BT Wholesale logo is in the bottom right corner.

Order Wholesale Broadband products: Step 1 of 3 Help

Configuration
Customize your product specifications, extras and more.

Contacts
Tell us who should be kept updated about the progress of the order.

Confirmation
Make sure you're happy with everything, then go ahead and place the order.

Step 1. Configure your order

+ WBC (EUA) - SOADSL (5-BYUHAISG) ✓

Activation >

Order summary

Total	Qty	One-off	Monthly
£44.00	1	£44.00	£18.00

Here's a summary of your order

We'll aim to complete the order on the dates you requested, but the actual completion date may vary depending on the complexity of your order or any unforeseen delays that take place.

Services in your basket

Product	Order line ID	Customer required by date	Appointment date	
WBC End User Access ... 5-BYUHAISG		22/09/2023	22/09/2023 AM	Change

< 1 - 1 of 1 >

*Required fields

Last saved at [11:10]

< Previous

Save order

Next >

BT WHOLESALE

How To Place a SOADSL Provide Order

Step 10: Order Contacts

You can now add the details of who you want to be kept up-to-date on the progress of the order.

- Your details will be automatically populated from your BTWholesale.com account details. You can edit these if needed.
- You can also add any additional contacts.
- You can also choose how you want to be updated; Email, Online Tracking or Critical emails only.
- Click on **'Next'**

Configuration ✓
Customize your product specifications, extras and more.

Contacts
Tell us who should be kept updated about the progress of the order.

Confirmation ✓
Make sure you're happy with everything, then go ahead and place the order.

Step 2. Set up your contacts

Contacts

Who should be informed of any updates to your order?

Contacts to inform

All of these contacts will be sent updates on the progress of the order.
The primary contact will be contacted if anything goes wrong with the order.

Add contact

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary							

How should these contacts be updated about the order?

Update method*

Email

*Required fields

Last saved at [15:03]

[< Previous](#) [Save order](#) [Next >](#)

How To Place a SOADSL Provide Order

Step 11: Order Summary and Contacts

This summarises your order before submission. You can use the Edit option or the Previous box at the bottom of the page if you need to make any changes.

The following details are confirmed:

- What product you have ordered and the options you have selected.
- The monthly and one off costs

Note: charges shown in the screenshot are for illustration only and should not be considered as the actual charge.

Order Wholesale Broadband products: Step 3 of 3 Help

Configuration ✓
Customize your product specifications, extras and more.

Contacts ✓
Tell us who should be kept updated about the progress of the order.

Confirmation ✓
Make sure you're happy with everything, then go ahead and place the order.

Step 3. Confirm and place your order

Confirmation

Here's a summary of your order.
Please make sure everything on this page is correct before you place your order.

Order summary

Product	Location	Customer Required Date	Billing Account	One-Off Charge	Monthly Charge	Edit
+ WBC End User Access (EUA) (SOADSL)	IP33 1NS	22/09/2023 00:00:00	WBC	£44	£18	

< 1 - 1 of 1 >

Your totals for this order are

£44.00 (excl. VAT) one-off	£18.00 (excl. VAT) every month
--------------------------------------	--

If you require your order before BT's standard delivery time, you may be required to pay extra charges as detailed in the Pricing Manual. Unfortunately, we can never guarantee that early requirement dates can be met. You may also incur additional charges if you're stopping a service before the end of its contract.

[< Previous](#) [Save order](#) [Next >](#)

How To Place a SOADSL Provide Order

Step 11: Order Contacts

- Who needs to be kept updated on the progress of the order and how.
- You can also add your own order reference and description

These contacts will be updated on the progress of your order.

Contacts to inform

All of these contacts will be sent updates on the progress of the order.
The primary contact will be contacted if anything goes wrong with the order.

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number
Primary					

< 1 - 1 of 1 >

Contacts will be updated by this method.

Update method

Email

Give your order a unique reference to help you find it later.

Your order reference*	<input type="text" value="5-867066758627"/>
Your order description	<input type="text" value="test"/>

4/255 chars

How To Place a SOADSL Provide Order

Step 12: Order Confirmation

- Select the tick box to accept the Terms and Conditions.
- Select **'Place order'**

Need to place a lot of similar orders?

Saving your order as a template will save you time when placing multiple similar orders. Please note, however, a template will not keep all information from the order, only certain fields.

Yes, save my order as a template

I accept the terms and conditions, and understand that delays could be encountered if any of the details I have provided are incorrect or missing.*

*Required fields

Last saved at [15:18]

[< Previous](#)

[Save order](#)

[Place order >](#)

How To Place a SOADSL Provide Order

Step 12: Order Confirmation

Final confirmation that your order has been submitted successfully and what your BT Wholesale order reference is.

Please fill in the survey (if offered) to tell us how easy it was to submit your order. We're always looking to improve the systems so your feedback is really valuable to us.

[Overview](#) | [My orders](#) | [Repairs and Faults](#) | [Inventory & Reports](#) | [Billing](#) | [My apps](#) | [My briefings](#) | [Administration](#)

Broadband order: Submitted

Thanks! Your order has been submitted.

Order Submission

BT order reference 5-867066758627

Your order reference 5-867066758627

Your feedback is important to us

Please take a moment to tell us how we are doing.

Overall, how easy was it for you to complete your order journey on btwholesale.com today?

Extremely Difficult Very Difficult Fairly Difficult Neither Fairly Easy Very Easy Extremely Easy

We value your comments.

Please let us know what we can do to continue to improve our online experience.

Where to go for help

If you are experiencing issues with placing a broadband order, please refer to <https://www.btwholesale.com/contact-us.html> or connect with one of the options below:

Order Issues: If you are experiencing issues with placing a broadband order, please refer to [Broadband Orders](#)

Faults: If you are experiencing broadband faults, please refer to [Broadband Faults](#)

System Issues: If you are experiencing xml or system issues, you can raise a Bridge Case with the System Support Helpdesk via [System Support Helpdesk](#)

Availability Queries – for assistance with product availability issues on the Broadband Availability Checker, please contact wholesalefibreenquiries@bt.com

WBC SOADSL Product documentation – can be accessed under the Single Order ADSL (SOADSL) section via [Fibre Broadband - Products & services | BT Wholesale](#)

Further contact and escalation points can also be found in the [Customer Service Plan](#)

