BT wholesale

Placing a Broadband Provide Order

Version 1

British Telecommunications plc 2017

Contents

What's in this User Guide?

p3 – Version Control

p4 – Guidance

p5 – Placing a Provide Order

British Telecommunications plc 2017

BT wholesale

Version Control

Date	Change	Version
January 18	User Guide Published	1

British Telecommunications plc 2017

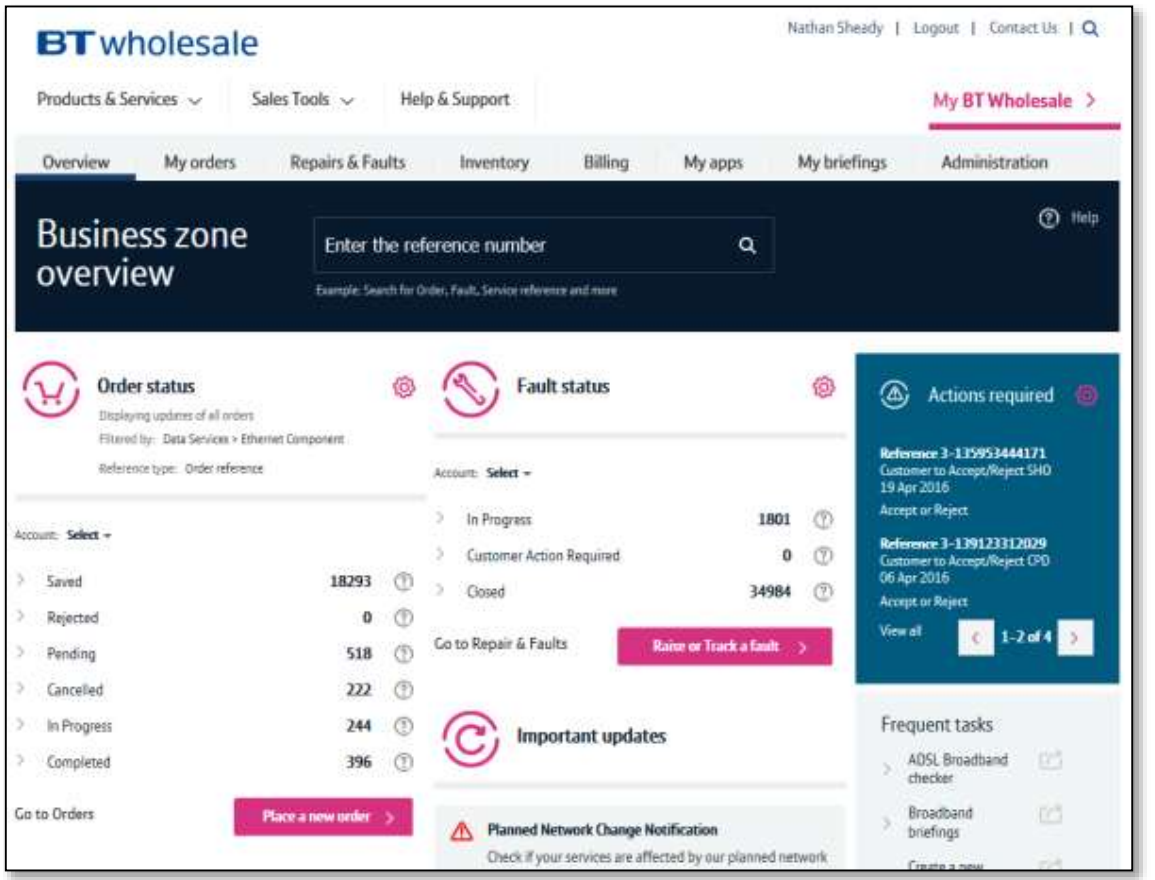
Guidance

This guide takes you through the step-by-step instructions to place a Provide order. The example uses a FTTC line, but the same principles can be applied to any Broadband Product.

There will be some variation in the Cost and Product Options and help can be found with these in the Guide to Broadband Ordering Options.

Please visit our Service Provider Price List page on BTWholesale.com for a full breakdown of the costs by product.

Further information can be found in the relevant Product Handbooks

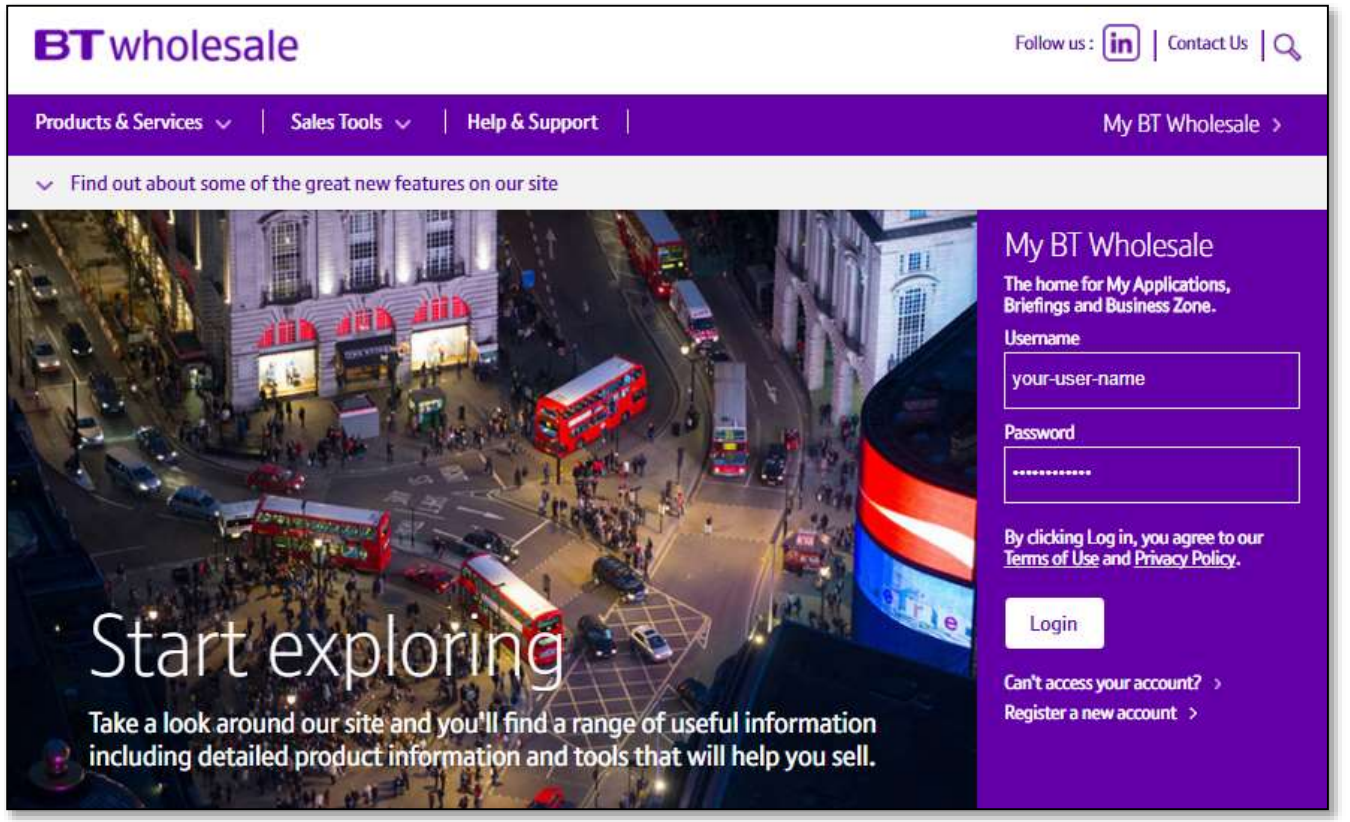


British Telecommunications plc 2017

Placing a Provide Order

British Telecommunications plc 2017

How To Place a Provide Order

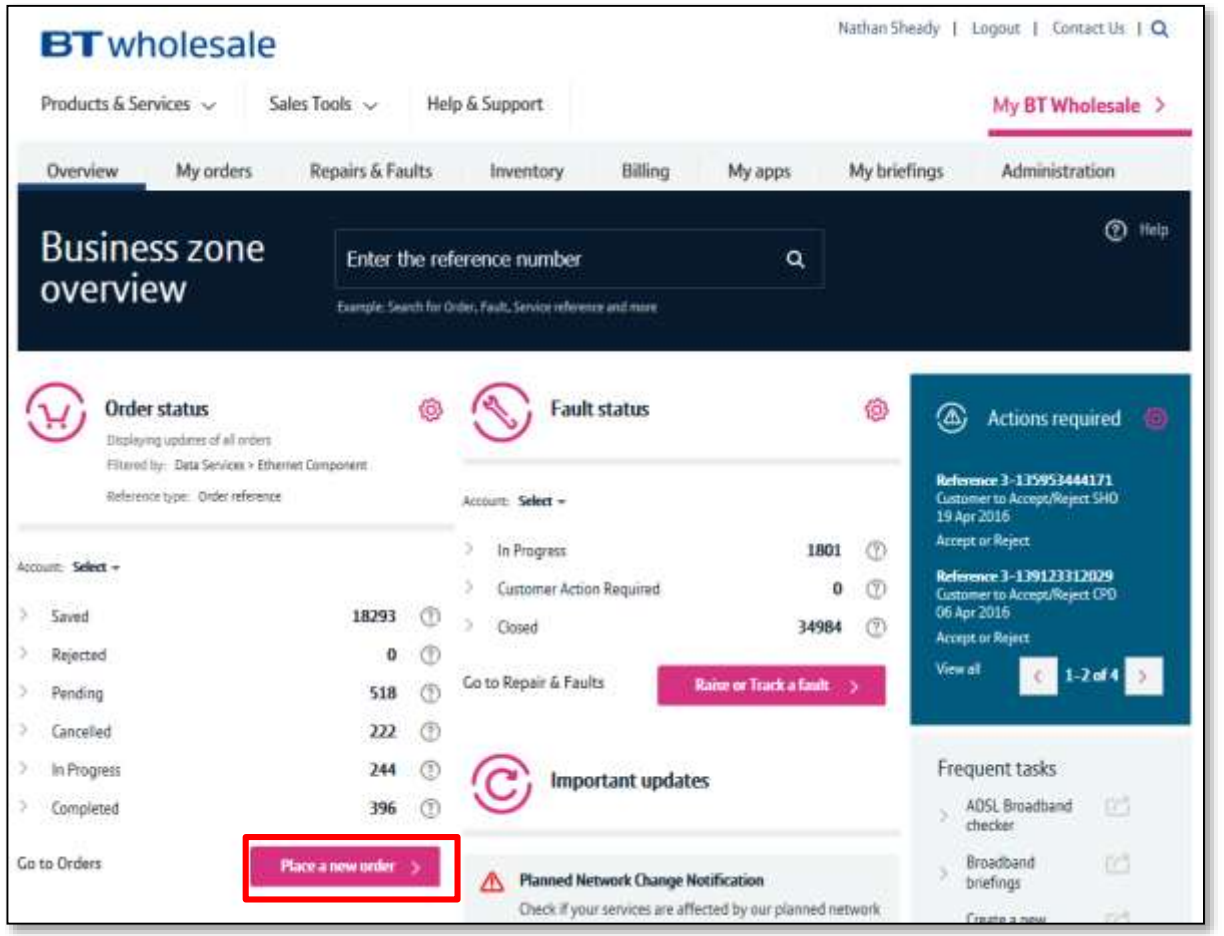


Step 1: Logging In

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

British Telecommunications plc 2017
BT wholesale

How To Place a Provide Order



Step 2: Accessing the journey

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:

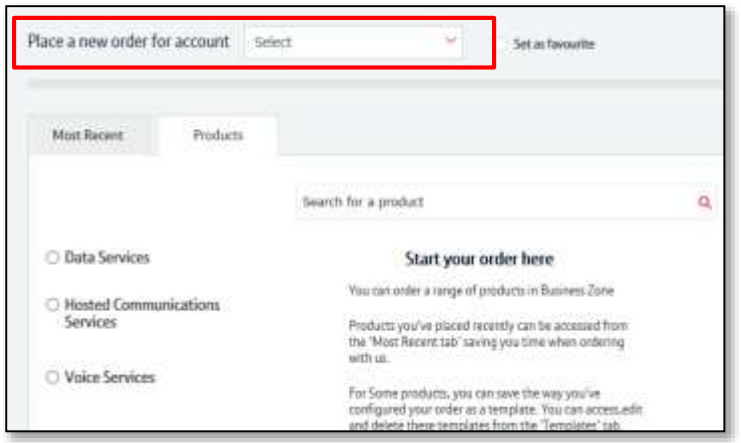
- Click 'Place a New Order'

British Telecommunications plc 2017

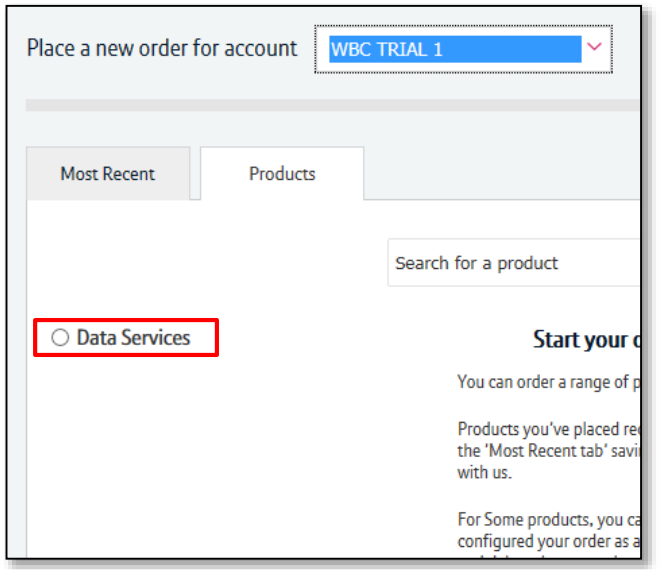
BT wholesale

How To Place a Provide Order

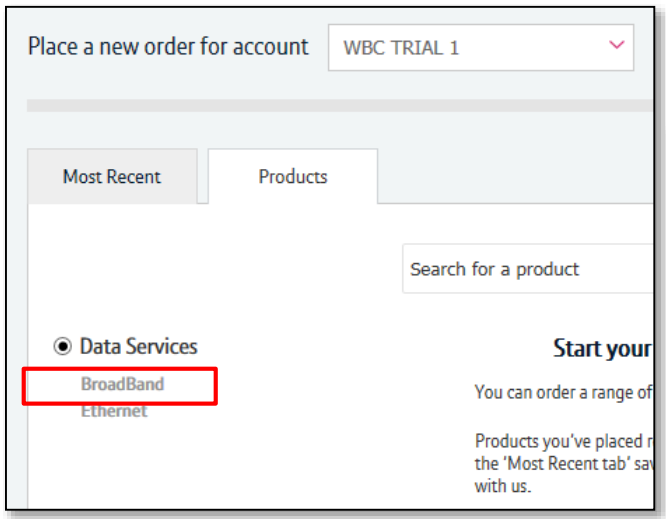
1



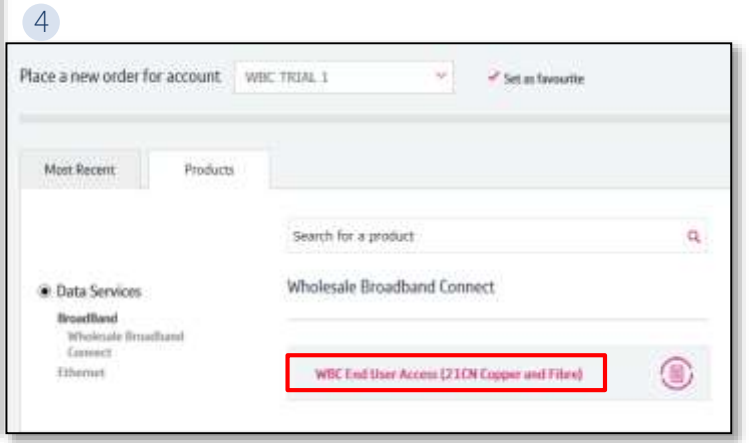
2



3



4



Step 2: Accessing the journey

If you have multiple accounts associated with your user id, you'll need to select the applicable account from the dropdown.

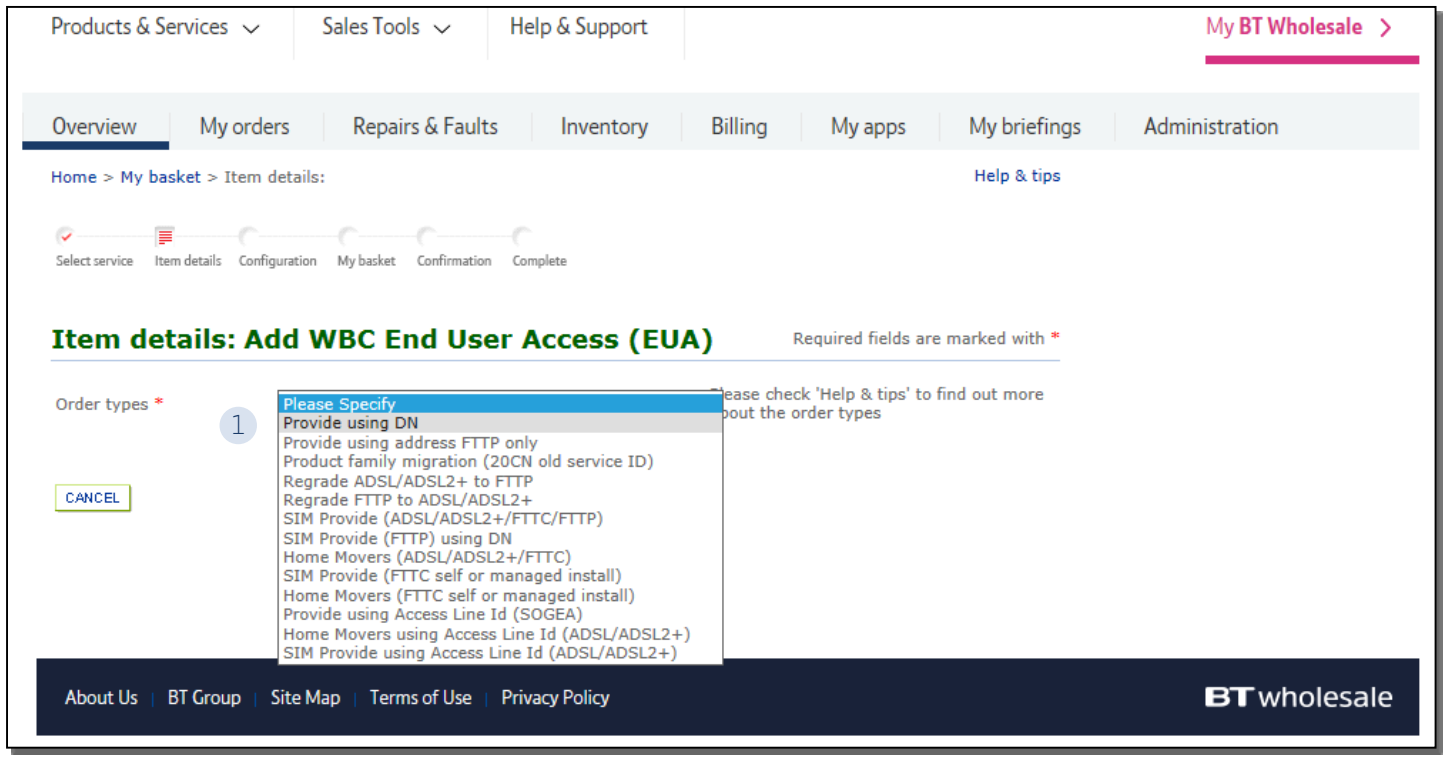
1. If you have multiple accounts, select the account from the drop down menu. Tick the 'Set as favourite' box if you want this to be your default account
2. Click 'Data Services'.
3. Click 'Broadband'.
4. Select 'WBC End User Access (EUA)'.

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

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



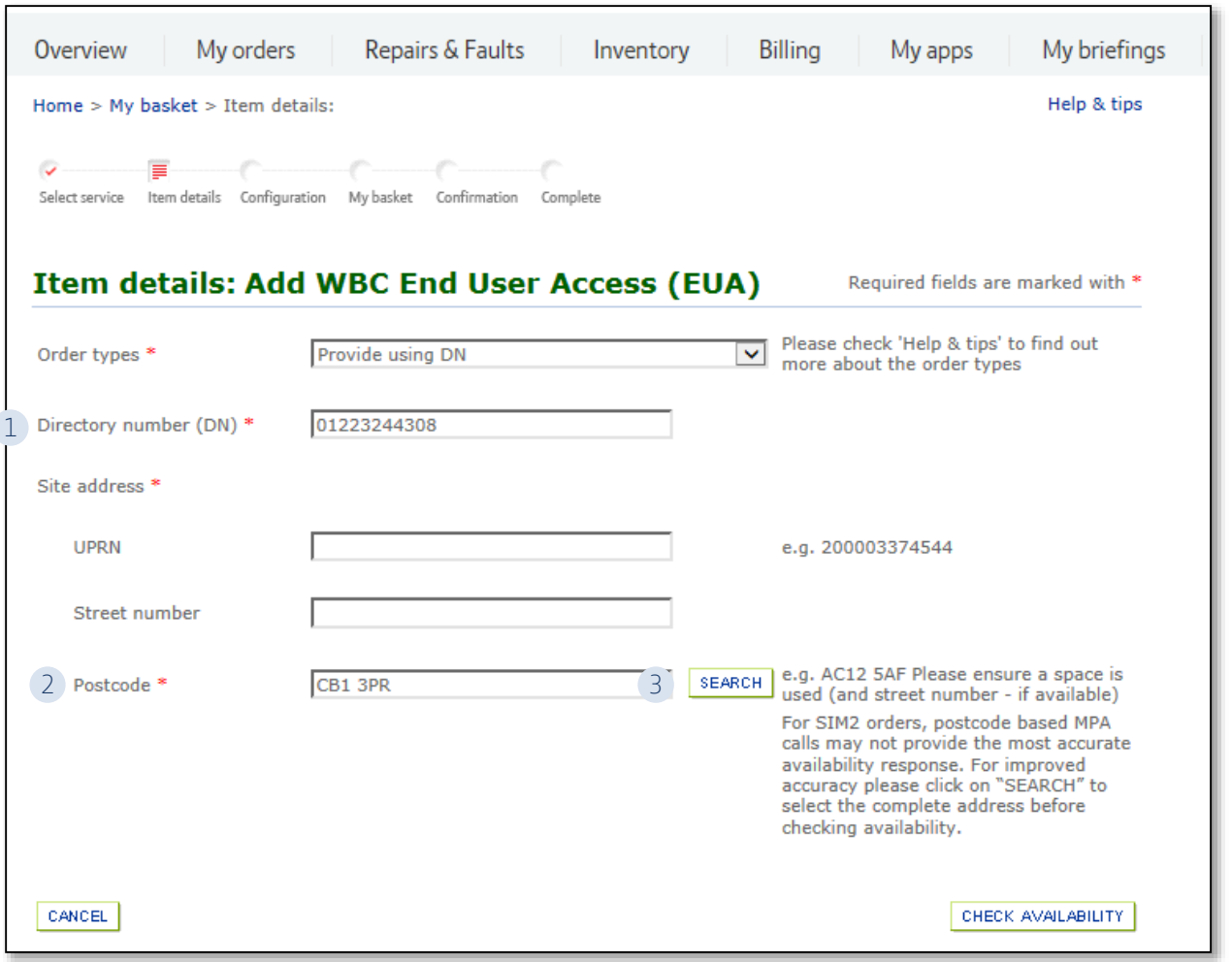
Step 3: Select the Order Type

1. Select ‘Provide using DN’

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



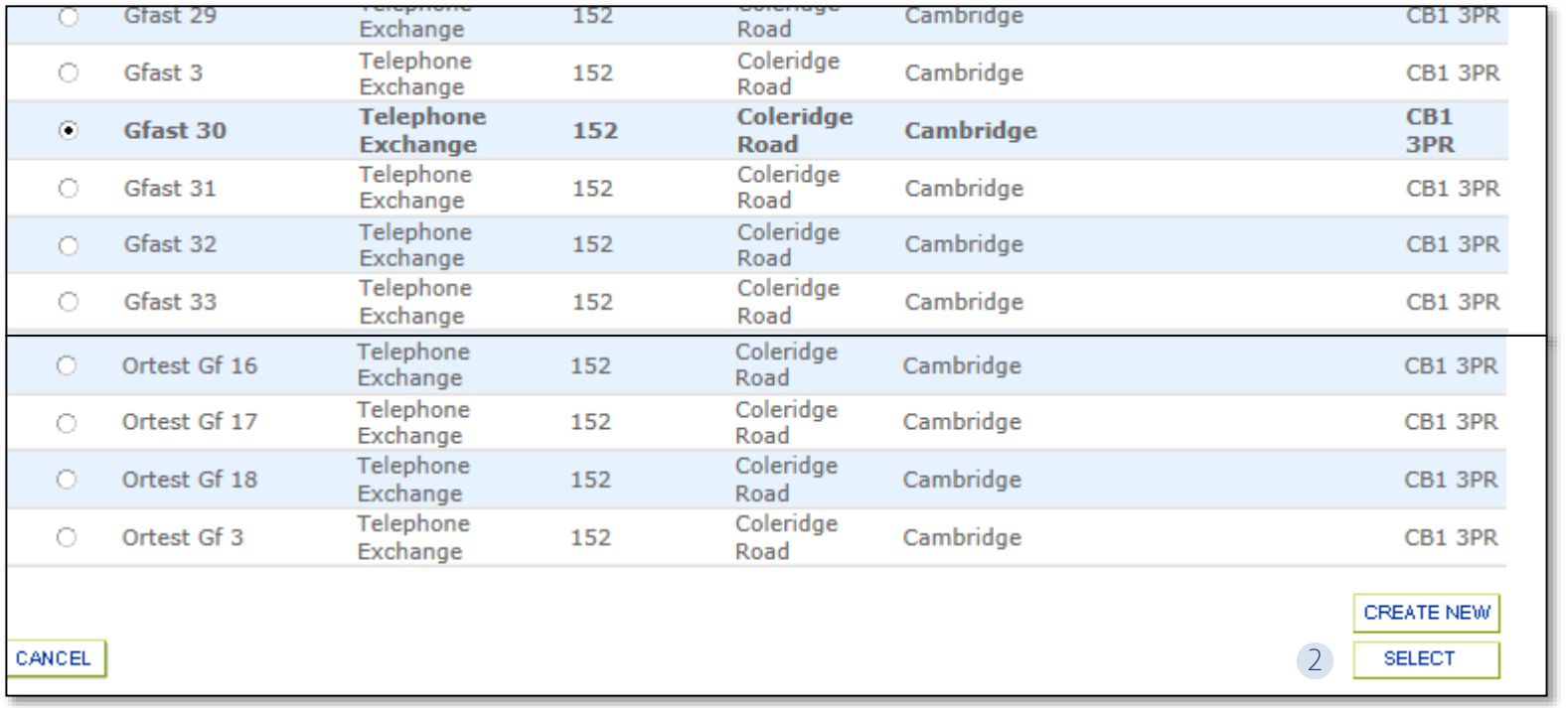
Step 4: Select the Address

1. Enter the Directory Number you want to place the order for
2. Enter the Postcode
3. Press ‘Search’ to look up the address

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



Step 4: Select the Address

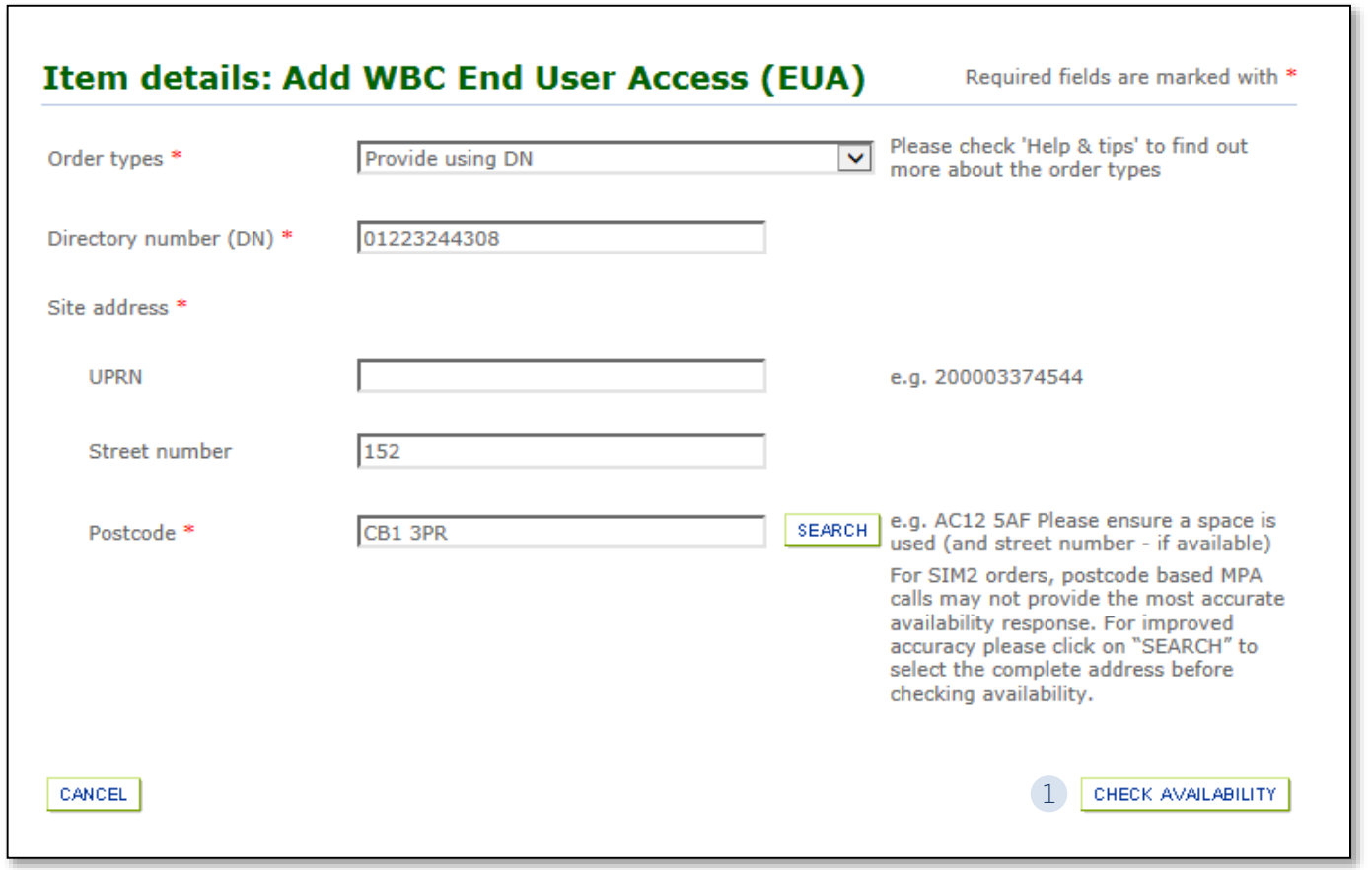
1. Select the address from the list using the radio button
2. Press ‘Select’ at the bottom of the page

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

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



Step 5: Check Availability

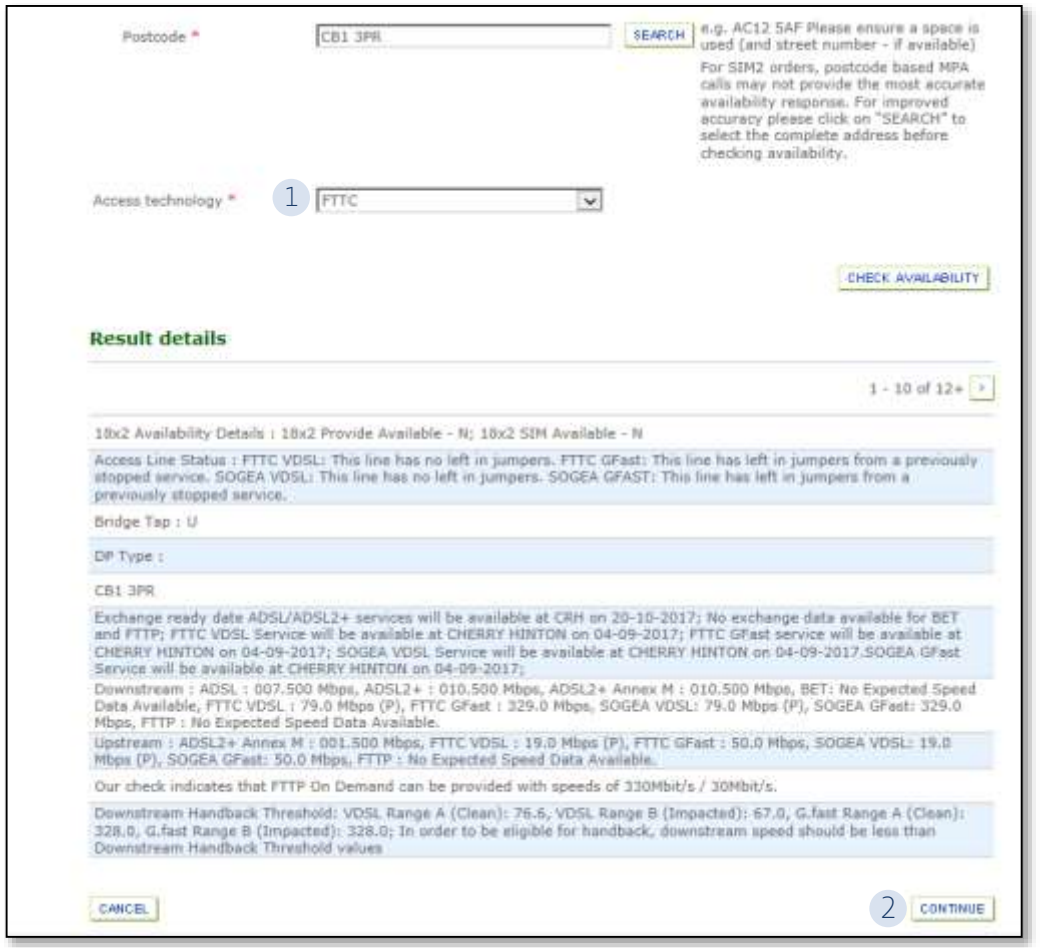
- Allow the page to refresh before proceeding

1. Click on ‘Check Availability’

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



Step 5: Check Availability

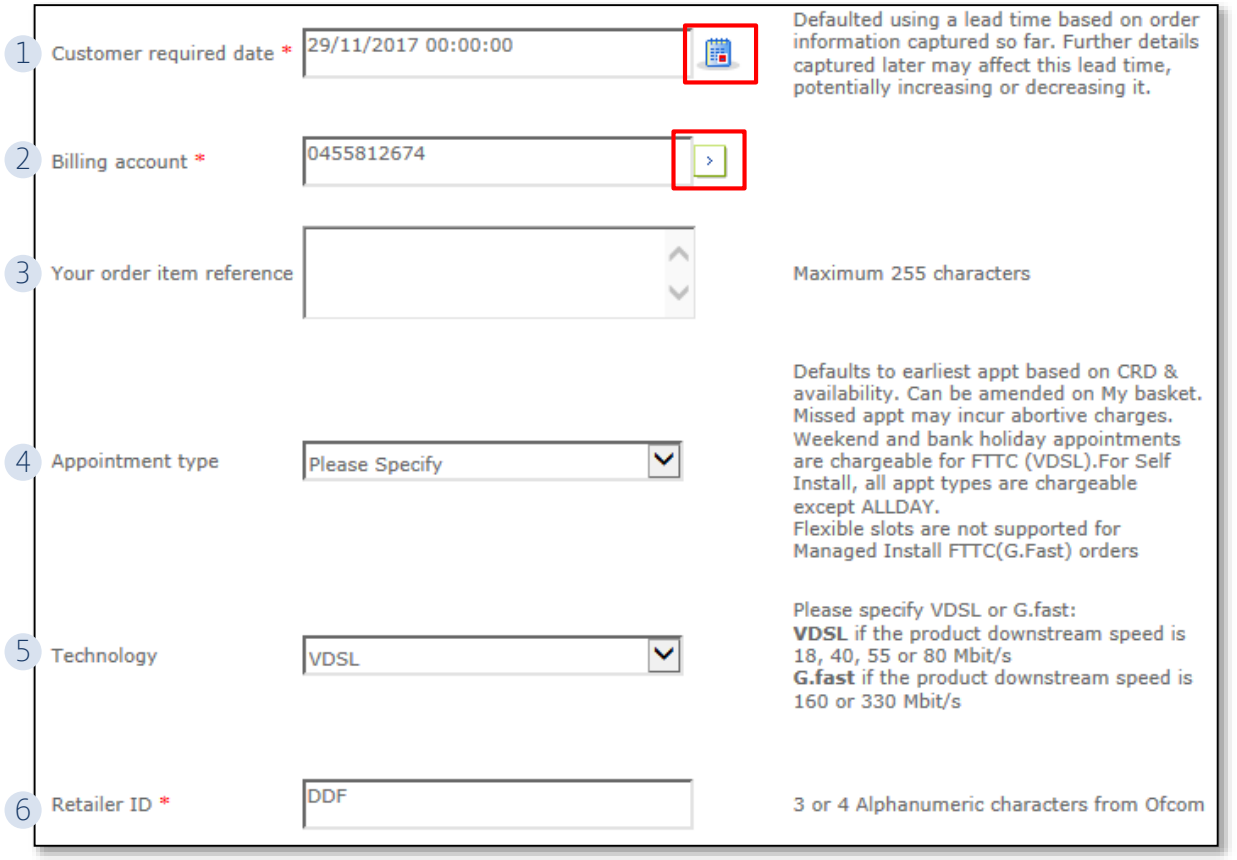
The available products will be shown in the Results table.

1) On the Access Technology drop down select ‘FTTC’
2) Click ‘Continue’

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



Step 6: Additional Information

1. **CRD** - The 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.
2. **Billing Account** - use the > to select your billing account number
3. **Order Item Reference** - add in a reference if you need
4. **Appointment type – IMPORTANT** leave as 'Please Select' if you require a standard All Day (non-chargeable) appointment.

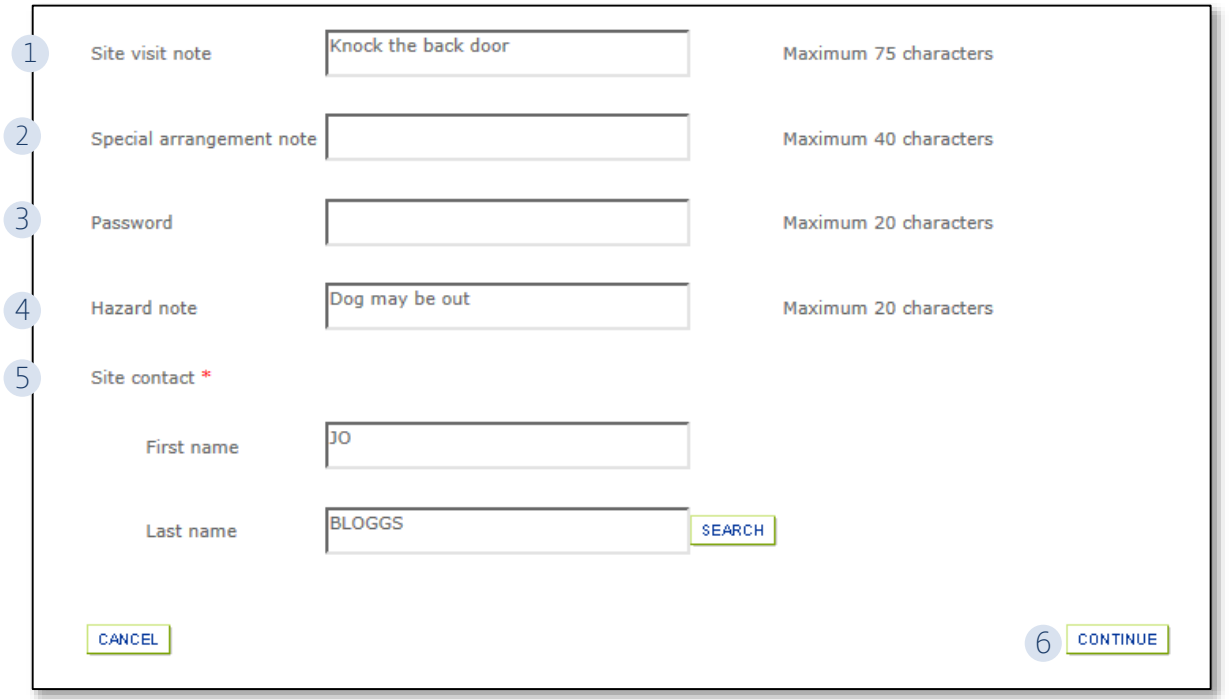
   If you want a chargeable AM/PM or More Focused Appointment slot pick the option from the list
5. **Technology** = 'VDSL'
6. **Retailed ID** – this is you RID ID supplied by Ofcom

Scroll down to complete the next steps

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



Step 6: Additional Information

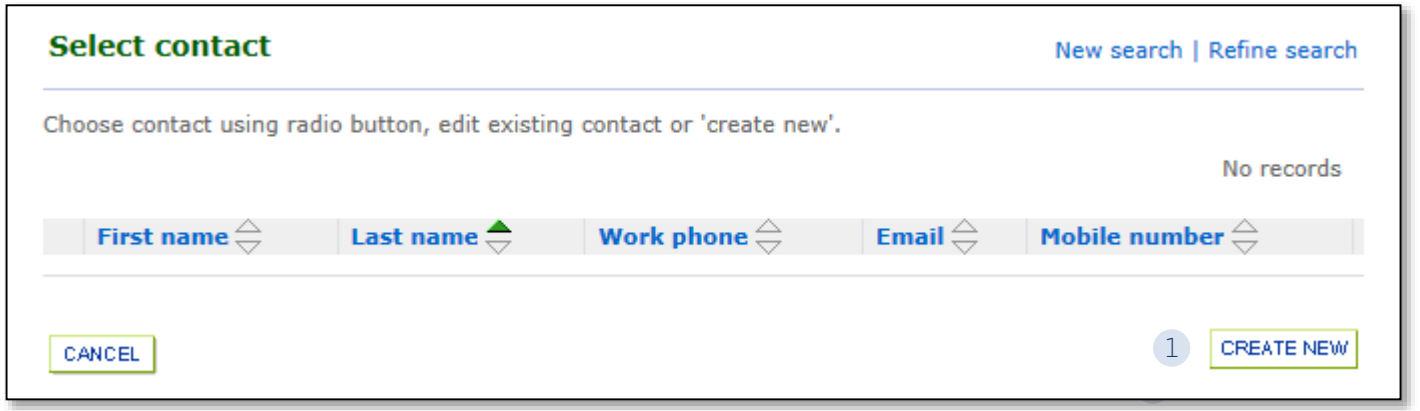
If you aren't booking an End User appointment (the order will be a Self-Install) most of the following options can be left blank

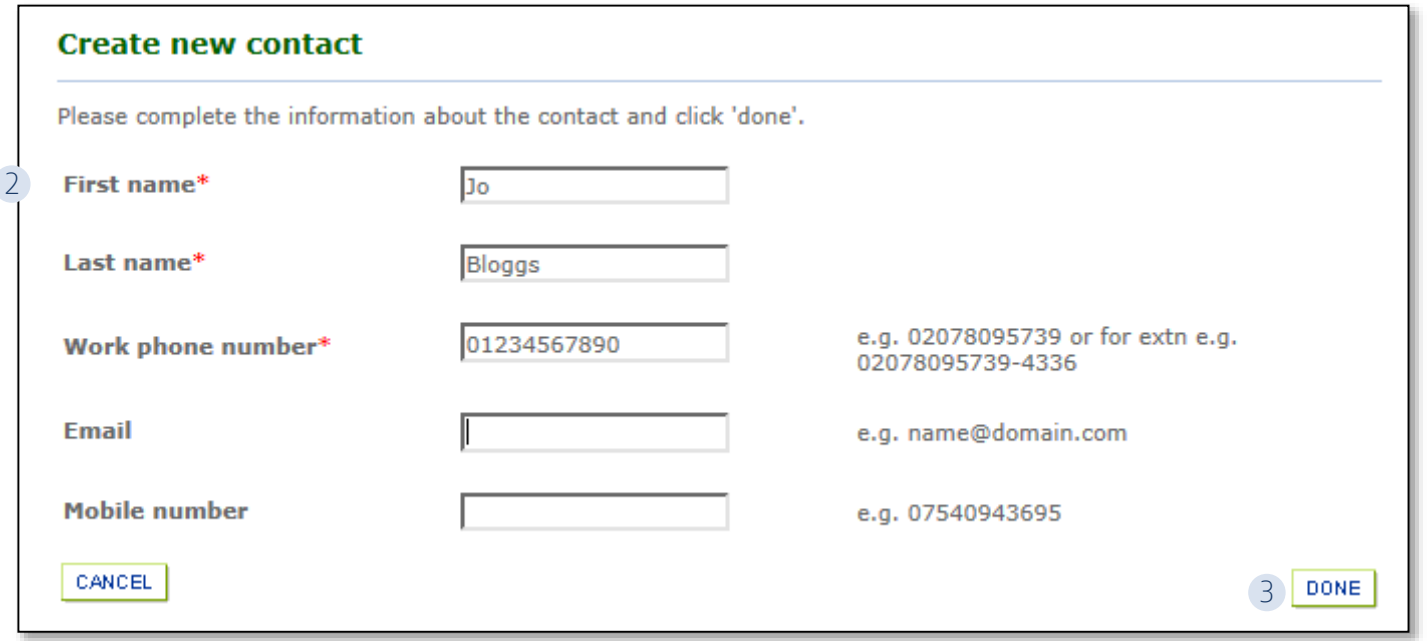
1. **Site visit note** – anything the engineer may need to know on the day
2. **Special Arrangement note** - anything the engineer may need to know on the day
3. **Password** – may be required for secure sites
4. **Hazard Note** - anything the engineer may need to know on the day
5. **Site Contact information** - this is mandatory. See the next slide for details of how to add a new contact
6. Click 'Continue'

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order





Step 6a: Site contact

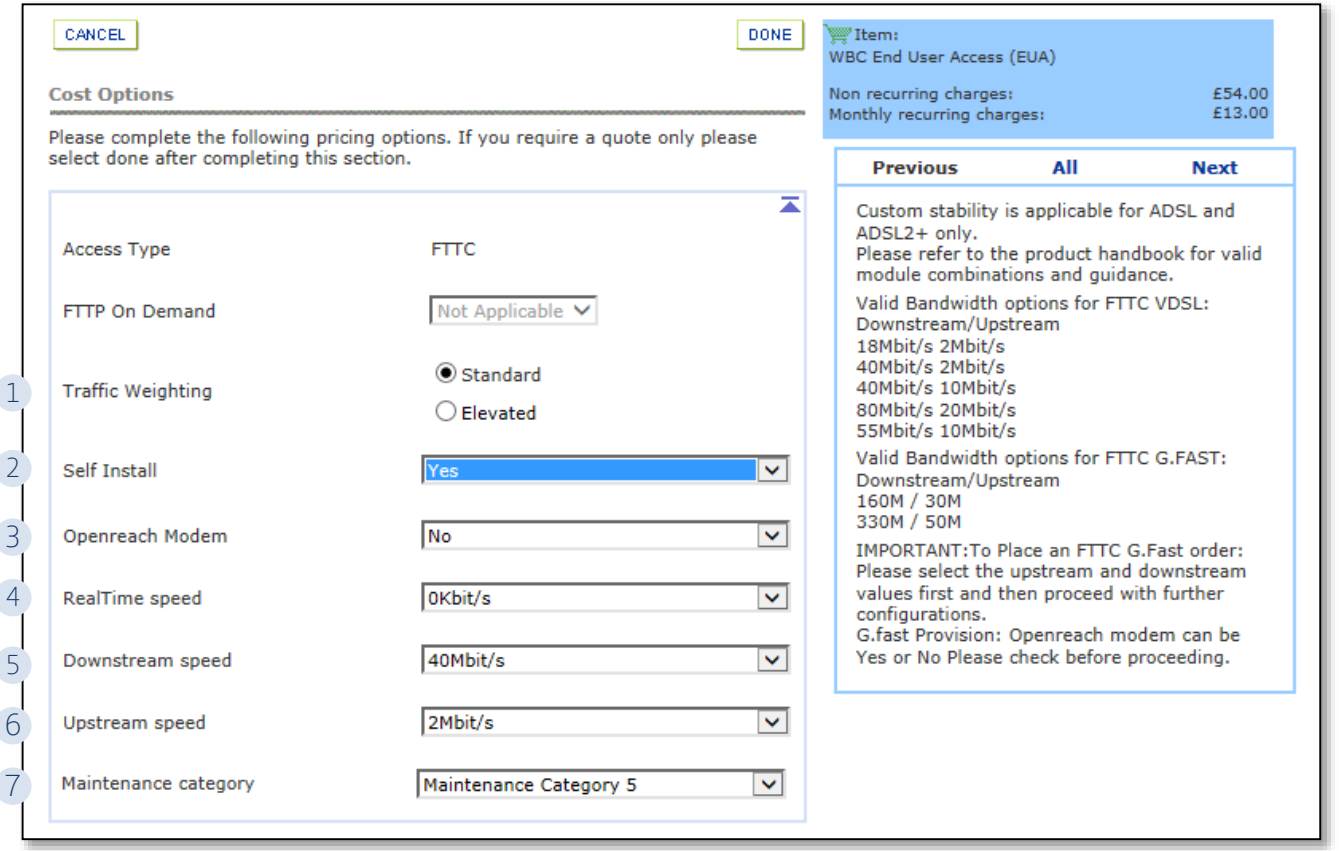
When you search for a site contact, you can select and existing contact or create a new one;

1. Click ‘Create New’
2. On the next screen input the First Name, Last Name and Work Phone Number, along with email and mobile number if you wish.
3. Select ‘Done’

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



Step 7: Cost Options

The notes to the right of the screen advise what speed combinations are valid for the product

1. Traffic Weighting – options are Standard or Elevated
2. Self Install: Yes = PCP only, no appointment at EU premises

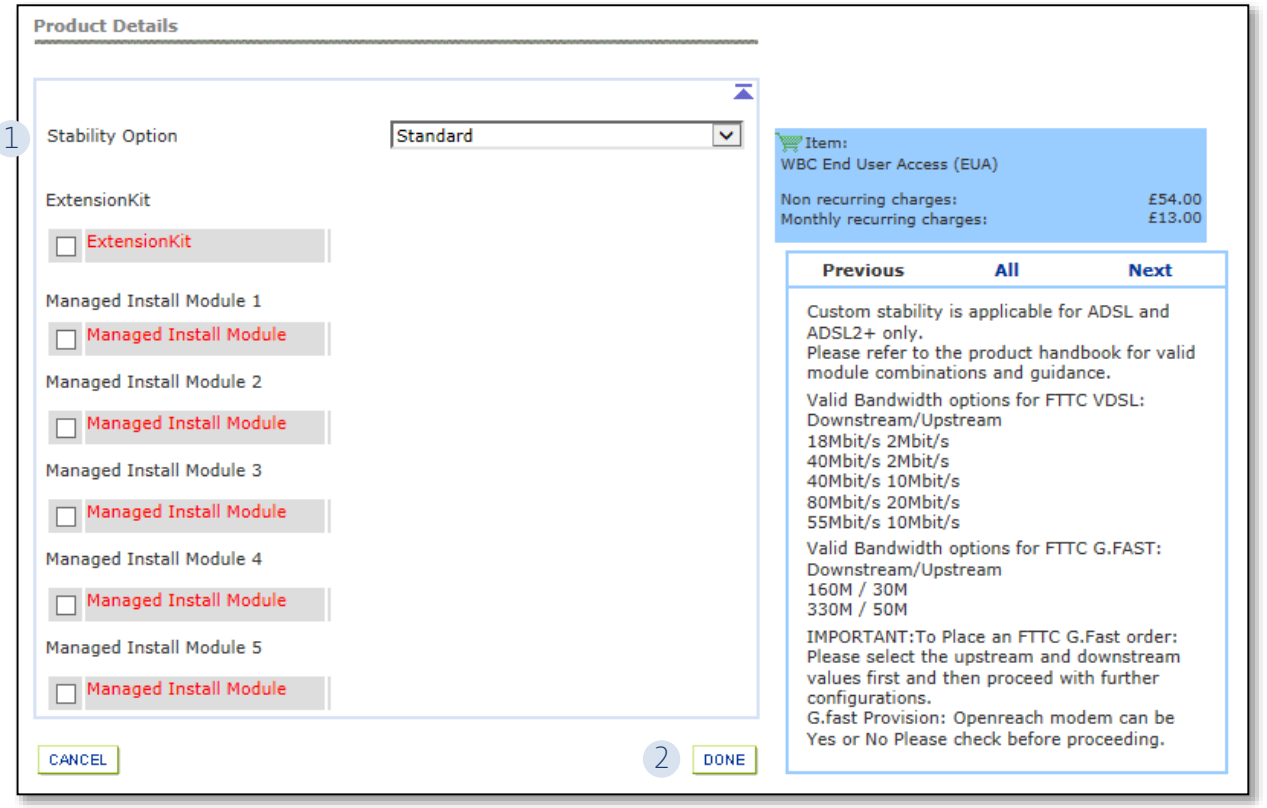
   No = Managed Install – EU premises visit
3. Openreach Modem = No
4. RealTime speed – usually set to 0
5. Downstream Speed – select the speed you require
6. Upstream Speed – select the speed you require
7. Maintenance Category:
   - Category 5 = 40 hour repair
   - Category 4 = 20 hour repair
   - Category 14 = 7 hour repair

If you need help understanding what these options mean, please refer to the Broadband Order Placement Guide.

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order



Step 8: Product Options

As we've selected Self Install on the Cost Options page, the only parameter we need to set on this page is the Stability Option.

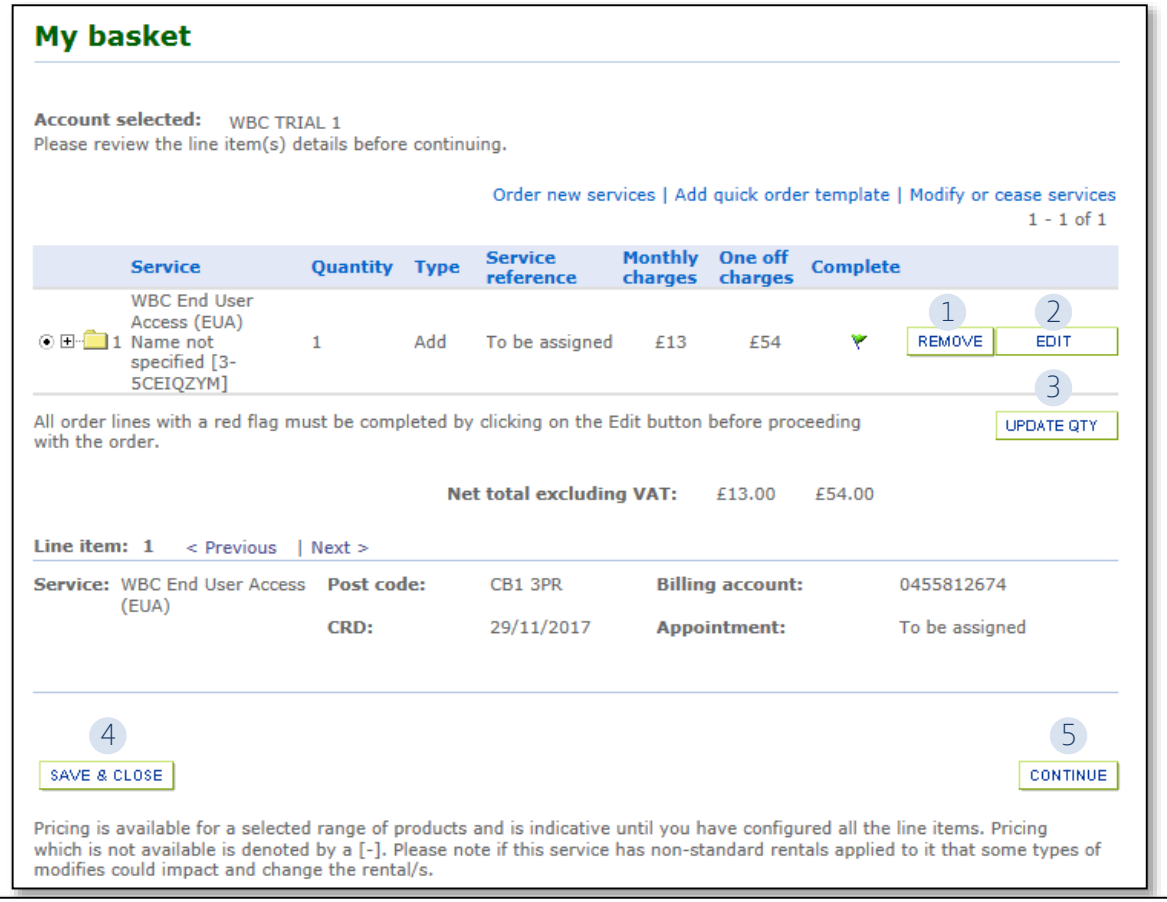
If you have selected Managed Install, you will need to select at least one module from the Managed Install Module list.

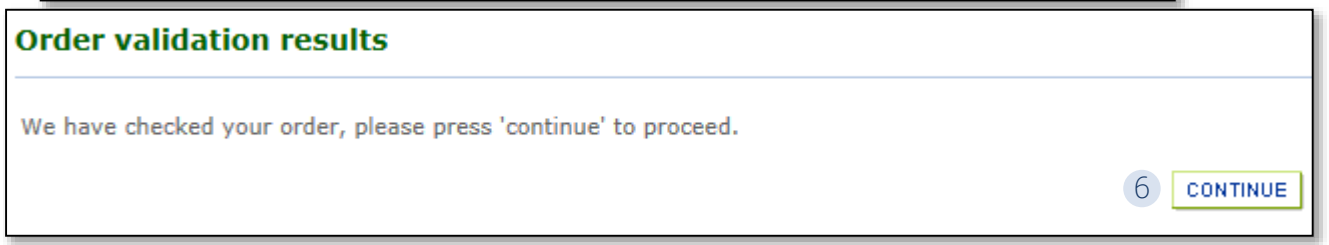
1. Stability Option – Choose from Standard, Stable or Super Stable
2. Click 'Done'

If you need help understanding what these options mean, please refer to the Broadband Order Placement Guide.

British Telecommunications plc 2017
BT wholesale

How To Place a Provide Order





Step 9: Order Summary

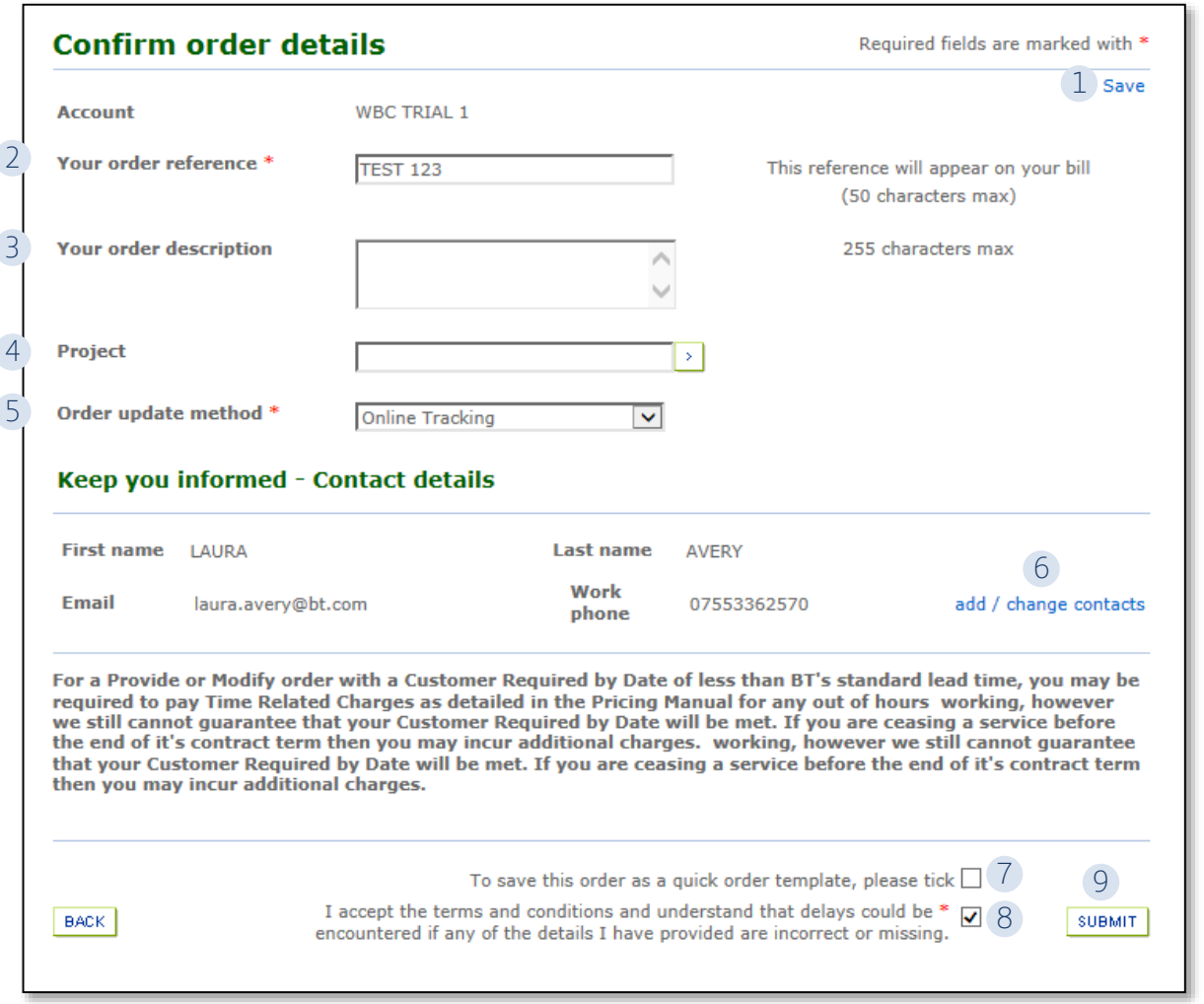
At this stage you will see a summary of your order so far. From here you can;

1. Remove the order if you need decide not to proceed
2. Edit the order (take you back to the page where you select the CRD)
3. Update your basket following any changes
4. Save and Close if you don't want to submit the order yet and want to come back to it later
5. Once you are happy, select 'Continue'
6. You will then be presented with a pop-up to confirm you are happy to proceed and place the order. Select 'Continue'

British Telecommunications plc 2017

BT wholesale

How To Place a Provide Order

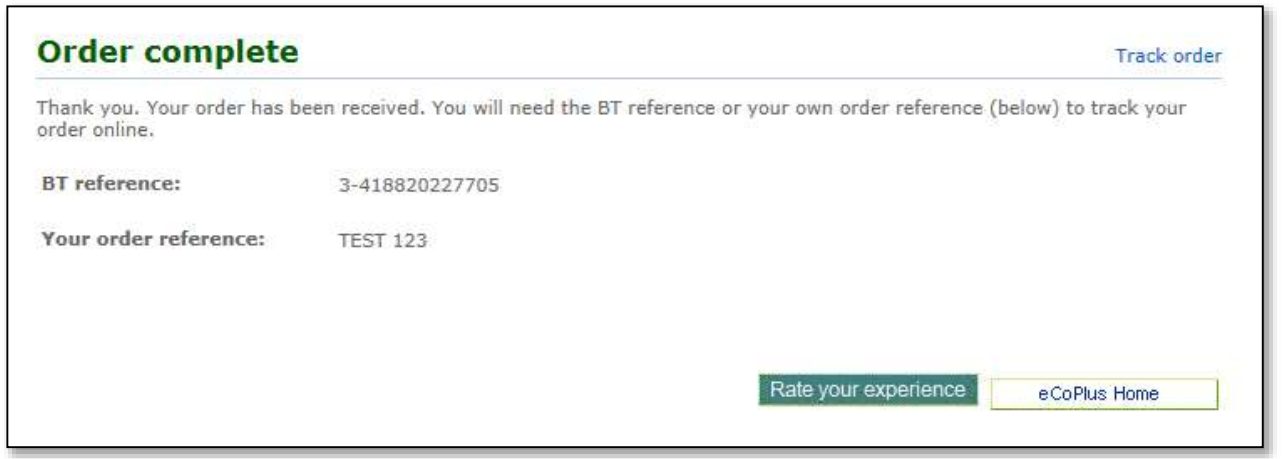


Step 10: Submit your order

1. If you aren't ready to submit your order, you can choose to Save it and return to it later
2. Add in your reference
3. Add a Description if you wish
4. Add a Project Reference if you wish
5. Select your method for receiving updates;
   - Email
   - Online Tracking
   - Critical emails only
6. Change or add your personal contact details
7. If you want to save the order template to use again in the future, select the first tick box
8. Tick the box to accept the Terms and Conditions
9. Select 'Submit' to place your order

British Telecommunications plc 2017
BT wholesale

How To Place a Provide Order



Step 11: Confirmation

Confirmation that your order has been received and details of the BT Wholesale Order Reference

British Telecommunications plc 2017

BT wholesale

BT wholesale