

BT wholesale

Placing a Broadband Provide Order

Version 1

Contents

What's in this User Guide?

[p3 – Version Control](#)

[p4 – Guidance](#)

[p5 – Placing a Provide Order](#)

Version Control

| Date | Change | Version |
|------------|----------------------|---------|
| January 18 | User Guide Published | 1 |

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](#)

The screenshot displays the BT Wholesale Business zone overview dashboard. At the top, the user is logged in as Nathan Sheedy, with options for Logout and Contact Us. The main navigation bar includes Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, My briefings, and Administration. A search bar for reference numbers is prominently featured. The dashboard is divided into several key sections: Order status (showing counts for Saved, Rejected, Pending, Cancelled, In Progress, and Completed), Fault status (showing counts for In Progress, Customer Action Required, and Closed), and Actions required (listing specific references and dates). A 'Planned Network Change Notification' banner is also visible at the bottom.

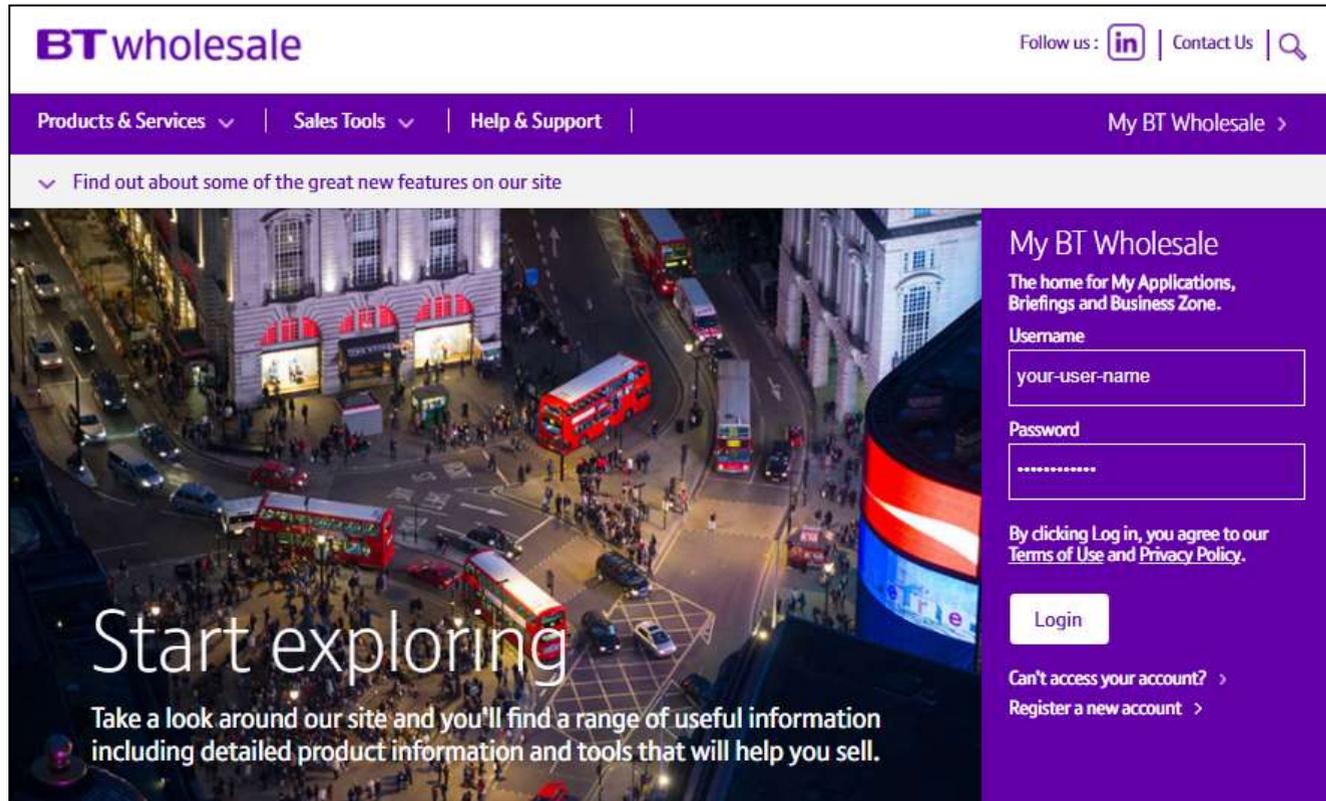
| Order status | Count |
|--------------|-------|
| Saved | 18293 |
| Rejected | 0 |
| Pending | 518 |
| Cancelled | 222 |
| In Progress | 244 |
| Completed | 396 |

| Fault status | Count |
|--------------------------|-------|
| In Progress | 1801 |
| Customer Action Required | 0 |
| Closed | 34984 |

| Actions required | Date |
|--------------------------|-------------|
| Reference 3-135953444171 | 19 Apr 2016 |
| Reference 3-139123312029 | 06 Apr 2016 |

Placing a Provide Order

How To Place a Provide Order



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 night-time photograph of a busy city street with red double-decker buses and a large digital billboard. Overlaid on this image is 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 a purple box titled 'My BT Wholesale' with the subtitle 'The home for My Applications, Briefings and Business Zone.' It contains a 'Username' field with the placeholder 'your-user-name', a 'Password' field with a masked password '*****', and a 'Login' button. Below the login fields, there is a link to '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 Place a Provide Order

BT wholesale Nathan Sheedy | Logout | Contact Us | Q

Products & Services | Sales Tools | Help & Support | My BT Wholesale >

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

Business zone overview

Enter the reference number

Example: Search for Order, Fault, Service reference and more

Order status

Displaying updates of all orders

Filtered by: Data Services > Ethernet Component

Reference type: Order reference

Account: Select -

| | |
|---------------|-------|
| > Saved | 18293 |
| > Rejected | 0 |
| > Pending | 518 |
| > Cancelled | 222 |
| > In Progress | 244 |
| > Completed | 396 |

Go to Orders

Place a new order >

Fault status

Account: Select -

| | |
|----------------------------|-------|
| > In Progress | 1801 |
| > Customer Action Required | 0 |
| > Closed | 34984 |

Go to Repair & Faults

Raise or Track a fault >

Important updates

Planned Network Change Notification

Check if your services are affected by our planned network

Actions required

Reference: 3-135953444171

Customer to Accept/Reject SHD

19 Apr 2016

Accept or Reject

Reference: 3-139123312029

Customer to Accept/Reject CPD

06 Apr 2016

Accept or Reject

View all < 1-2 of 4 >

Frequent tasks

- > ADSL Broadband checker
- > Broadband briefings

Create a new

Step 2: Accessing the journey

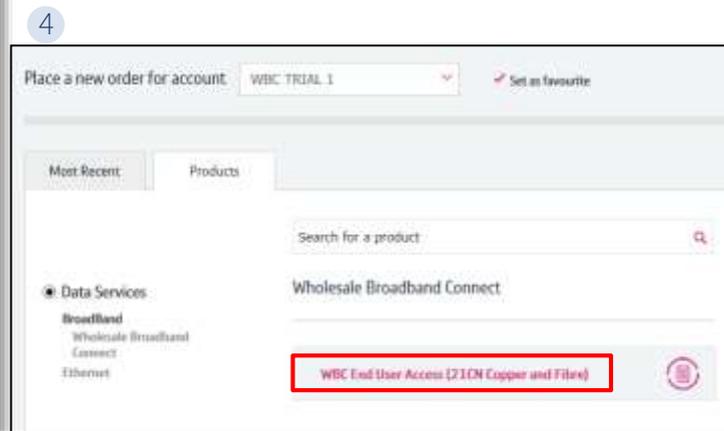
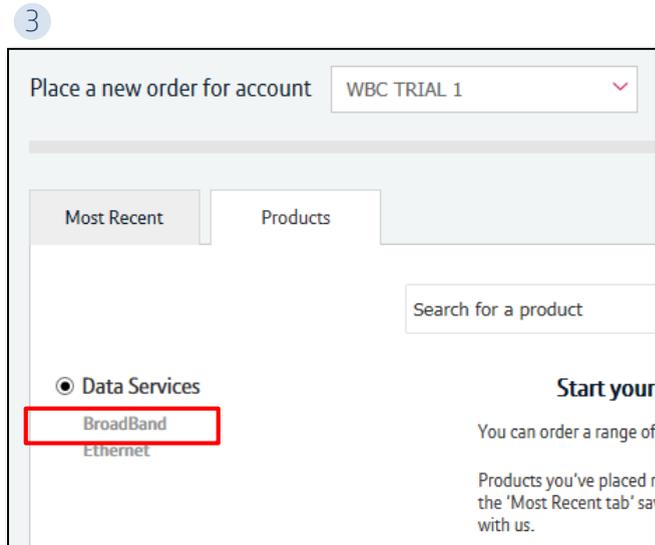
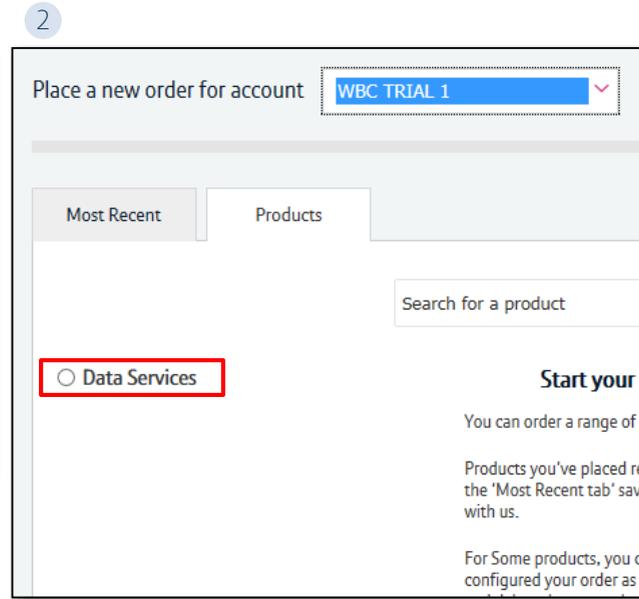
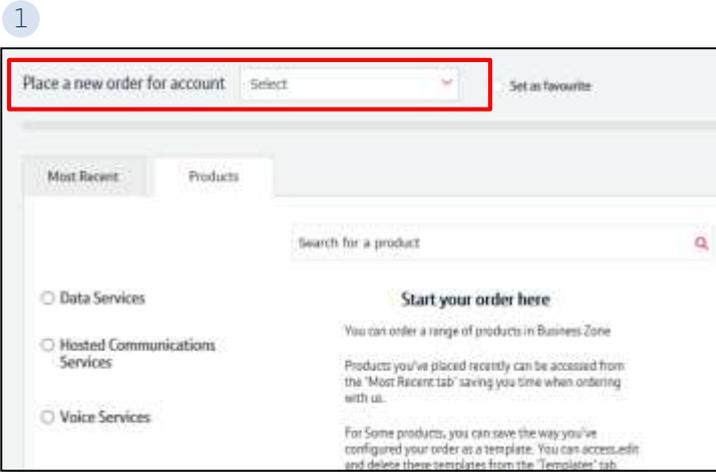
Once logged in, you'll be taken to Business zone.

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'

How To Place a Provide Order



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

How To Place a Provide Order

Products & Services ▾ | Sales Tools ▾ | Help & Support | **My BT Wholesale >**

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: Add WBC End User Access (EUA) Required fields are marked with *

Order types * **1**

- Please Specify
- Provide using DN**
- Provide using address FTTP only
- Product family migration (20CN old service ID)
- Regrade ADSL/ADSL2+ to FTTP
- Regrade FTTP to ADSL/ADSL2+
- SIM Provide (ADSL/ADSL2+/FTTC/FTTP)
- SIM Provide (FTTP) using DN
- Home Movers (ADSL/ADSL2+/FTTC)
- SIM Provide (FTTC self or managed install)
- Home Movers (FTTC self or managed install)
- Provide using Access Line Id (SOGEA)
- Home Movers using Access Line Id (ADSL/ADSL2+)
- SIM Provide using Access Line Id (ADSL/ADSL2+)

[CANCEL](#)

[About Us](#) | [BT Group](#) | [Site Map](#) | [Terms of Use](#) | [Privacy Policy](#) | **BT wholesale**

Step 3: Select the Order Type

1. Select 'Provide using DN'

How To Place a Provide Order

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

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

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

Item details: Add WBC End User Access (EUA) Required fields are marked with *

Order types * Please check 'Help & tips' to find out more about the order types

1 Directory number (DN) *

Site address *

UPRN e.g. 200003374544

Street number

2 Postcode * 3 e.g. AC12 5AF Please ensure a space is used (and street number - if available)
For SIM2 orders, postcode based MPA calls may not provide the most accurate availability response. For improved accuracy please click on "SEARCH" to select the complete address before checking availability.

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

How To Place a Provide Order

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: 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

1 - 50 of 50+ >

How To Place a Provide Order

Item details: Add WBC End User Access (EUA) Required fields are marked with *

Order types * Please check 'Help & tips' to find out more about the order types

Directory number (DN) *

Site address *

UPRN e.g. 200003374544

Street number

Postcode * e.g. AC12 5AF Please ensure a space is used (and street number - if available)
For SIM2 orders, postcode based MPA calls may not provide the most accurate availability response. For improved accuracy please click on "SEARCH" to select the complete address before checking availability.

1

Step 5: Check Availability

- Allow the page to refresh before proceeding

1. Click on 'Check Availability'

How To Place a Provide Order

Postcode * e.g. AC12 5AF Please ensure a space is used (and street number - if available)
For SIM2 orders, postcode based MPA calls may not provide the most accurate availability response. For improved accuracy please click on "SEARCH" to select the complete address before checking availability.

Access technology * 1

Result details

1 - 10 of 12+ >

10x2 Availability Details : 10x2 Provide Available - N; 10x2 SIM Available - N

Access Line Status : FTTC VDSL: This line has no left in jumpers. FTTC GFast: This line has left in jumpers from a previously stopped service. SOGEA VDSL: This line has no left in jumpers. SOGEA GFAST: This line has left in jumpers from a previously stopped service.

Bridge Tap : U

DP Type :

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 : 329.0 Mbps, SOGEA VDSL: 79.0 Mbps (P), SOGEA GFast: 329.0 Mbps, FTTP : No Expected Speed Data Available.

Upstream : ADSL2+ Annex M : 001.500 Mbps, FTTC VDSL : 19.0 Mbps (P), FTTC GFast : 50.0 Mbps, SOGEA VDSL: 19.0 Mbps (P), SOGEA GFast: 50.0 Mbps, FTTP : No Expected Speed Data Available.

Our check indicates that FTTP On Demand can be provided with speeds of 330Mbit/s / 30Mbit/s.

Downstream Handback Threshold: VDSL Range A (Clean): 76.5; VDSL Range B (Impacted): 67.0, G.fast Range A (Clean): 328.0, G.fast Range B (Impacted): 328.0; In order to be eligible for handback, downstream speed should be less than Downstream Handback Threshold values

2

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'

How To Place a Provide Order

| | | | | |
|---|---------------------------|---------------------|---|---|
| 1 | Customer required date * | 29/11/2017 00:00:00 |  | 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. |
| 2 | Billing account * | 0455812674 |  | |
| 3 | Your order item reference | | | Maximum 255 characters |
| 4 | Appointment type | Please Specify |  | Defaults to earliest appt based on CRD & availability. Can be amended on My basket. Missed appt may incur abortive charges. Weekend and bank holiday appointments are chargeable for FTTC (VDSL). For Self Install, all appt types are chargeable except ALLDAY. Flexible slots are not supported for Managed Install FTTC(G.Fast) orders |
| 5 | Technology | VDSL |  | Please specify VDSL or G.fast: VDSL if the product downstream speed is 18, 40, 55 or 80 Mbit/s G.fast if the product downstream speed is 160 or 330 Mbit/s |
| 6 | Retailer ID * | DDF | | 3 or 4 Alphanumeric characters from Ofcom |

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

How To Place a Provide Order

The screenshot shows a web form with the following fields and labels:

- 1** Site visit note: Maximum 75 characters
- 2** Special arrangement note: Maximum 40 characters
- 3** Password: Maximum 20 characters
- 4** Hazard note: Maximum 20 characters
- 5** Site contact *
 - First name:
 - Last name:

At the bottom left is a button and at the bottom right is a **6** button.

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'

How To Place a Provide Order

Select contact

[New search](#) | [Refine search](#)

Choose contact using radio button, edit existing contact or 'create new'.

No records

| | | | | |
|------------|-----------|------------|-------|---------------|
| First name | Last name | Work phone | Email | Mobile number |
|------------|-----------|------------|-------|---------------|

1

Create new contact

Please complete the information about the contact and click 'done'.

2

| | | |
|--------------------|--|--|
| First name* | <input type="text" value="Jo"/> | |
| Last name* | <input type="text" value="Bloggs"/> | |
| Work phone number* | <input type="text" value="01234567890"/> | e.g. 02078095739 or for extn e.g. 02078095739-4336 |
| Email | <input type="text"/> | e.g. name@domain.com |
| Mobile number | <input type="text"/> | e.g. 07540943695 |

3

Step 6a: Site contact

When you search for a site contact, you can select an 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'

How To Place a Provide Order

Cost Options

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

| | |
|----------------------|---|
| Access Type | FTTC |
| FTTT 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 | 40Mbit/s |
| Upstream speed | 2Mbit/s |
| Maintenance category | Maintenance Category 5 |

Item: WBC End User Access (EUA)
Non recurring charges: £54.00
Monthly recurring charges: £13.00

Previous All Next

Custom stability is applicable for ADSL and ADSL2+ only. Please refer to the product handbook for valid module combinations and guidance.

Valid Bandwidth options for FTTC VDSL:
Downstream/Upstream
18Mbit/s 2Mbit/s
40Mbit/s 2Mbit/s
40Mbit/s 10Mbit/s
80Mbit/s 20Mbit/s
55Mbit/s 10Mbit/s

Valid Bandwidth options for FTTC G.FAST:
Downstream/Upstream
160M / 30M
330M / 50M

IMPORTANT: To Place an FTTC G.Fast order: Please select the upstream and downstream values first and then proceed with further configurations.
G.fast Provision: Openreach modem can be Yes or No Please check before proceeding.

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](#).

How To Place a Provide Order

Product Details

1 Stability Option: Standard

ExtensionKit: ExtensionKit

Managed Install Module 1: Managed Install Module

Managed Install Module 2: Managed Install Module

Managed Install Module 3: Managed Install Module

Managed Install Module 4: Managed Install Module

Managed Install Module 5: Managed Install Module

Item: WBC End User Access (EUA)
Non recurring charges: £54.00
Monthly recurring charges: £13.00

Previous All Next

Custom stability is applicable for ADSL and ADSL2+ only. Please refer to the product handbook for valid module combinations and guidance.

Valid Bandwidth options for FTTC VDSL:
Downstream/Upstream
18Mbit/s 2Mbit/s
40Mbit/s 2Mbit/s
40Mbit/s 10Mbit/s
80Mbit/s 20Mbit/s
55Mbit/s 10Mbit/s

Valid Bandwidth options for FTTC G.FAST:
Downstream/Upstream
160M / 30M
330M / 50M

IMPORTANT: To Place an FTTC G.Fast order: Please select the upstream and downstream values first and then proceed with further configurations.
G.fast Provision: Openreach modem can be Yes or No Please check before proceeding.

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](#).

How To Place a Provide Order

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) 1 Name not specified [3-5CEIQZYM] | 1 | Add | To be assigned | £13 | £54 | ✔ | 1 REMOVE | 2 EDIT |
| | | | | | | | 3 UPDATE QTY | |

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: £13.00 £54.00

Line item: 1 < Previous | Next >

Service: WBC End User Access (EUA) Post code: CB1 3PR Billing account: 0455812674
CRD: 29/11/2017 Appointment: To be assigned

4 SAVE & CLOSE 5 CONTINUE

Pricing is available for a selected range of products and is indicative until you have configured all the line items. Pricing which is not available is denoted by a [-]. Please note if this service has non-standard rentals applied to it that some types of modifies could impact and change the rental/s.

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'

Order validation results

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

6 CONTINUE

How To Place a Provide Order

Confirm order details Required fields are marked with * 1 Save

Account WBC TRIAL 1

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

Your order description 255 characters max

Project

Order update method *

Keep you informed - Contact details

| | | | |
|-------------------|--------------------|-------------------|-------------|
| First name | LAURA | Last name | AVERY |
| Email | laura.avery@bt.com | Work phone | 07553362570 |

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 7

8 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.

9

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

How To Place a Provide Order

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: | 3-418820227705 |
| Your order reference: | TEST 123 |

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

Step 11: Confirmation

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

BT wholesale