

BT wholesale

Placing a Broadband SIM Provide Order

Version 1

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Version Control

Date	Change	Version
January 17	User Guide Published	1

Guidance

This guide takes you through the step-by-step instructions to place a SIM Provide order. The example uses a WBC SIM2 example, but the same principles can be applied to any Broadband Product.

For FTTC only SIM2 is available, for WBC/IPStream either SIM1 or SIM2 can be used. SIM1 will be retired in the future but there hasn't been a confirmed date for this yet.

Please refer to the SIM2 Best Practise Guide on the [Broadband Help and Support page](#)

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](#)

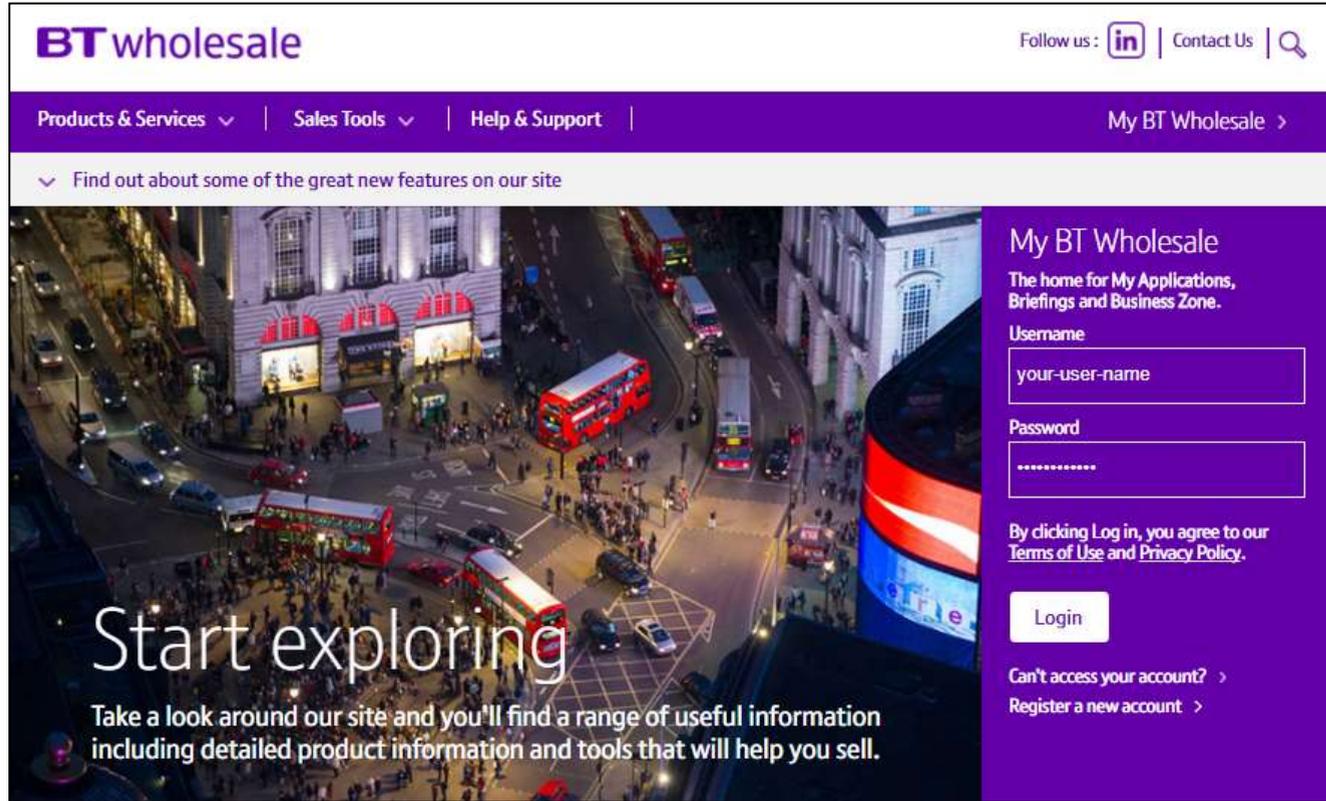
The screenshot shows the BT Wholesale Business zone overview dashboard. At the top, there is a navigation bar with 'Products & Services', 'Sales Tools', and 'Help & Support'. The user is logged in as 'Nathan Sheady'. Below the navigation bar, there is a search bar for 'Enter the reference number' and a 'Help' icon. The main content area is divided into several sections: 'Order status' (displaying updates of all orders, filtered by 'Data Services > Ethernet Component', with a table of order counts), 'Fault status' (displaying updates of all faults, filtered by 'Data Services > Ethernet Component', with a table of fault counts), 'Actions required' (displaying a list of actions required for specific references), 'Important updates' (displaying a 'Planned Network Change Notification'), and 'Frequent tasks' (displaying a list of tasks like 'ADSL Broadband checker' and 'Broadband briefings').

Account	In Progress	Customer Action Required	Closed
18293	1801	0	34984

Account	Saved	Rejected	Pending	Cancelled	In Progress	Completed
	18293	0	518	222	244	396

Placing a SIM2 Provide Order

How To Place a SIM 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 large image of a city street at night with red double-decker buses and the text 'Start exploring' and '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 input fields for 'Username' (containing 'your-user-name') and 'Password' (containing '*****'). 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 Place a SIM Provide Order

The screenshot shows the BT Wholesale Business zone overview page. The page includes a navigation menu with options like 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. A search bar is present with the text 'Enter the reference number'. Below the search bar, there are several data panels: 'Order status' (displaying updates of all orders), 'Fault status' (displaying updates of all faults), and 'Actions required' (displaying actions required for orders). The 'Order status' panel shows a table with columns for 'Account', 'Status', and 'Count'. The 'Fault status' panel shows a table with columns for 'Account', 'Status', and 'Count'. The 'Actions required' panel shows a list of actions required for orders. A red box highlights the 'Place a new order' button in the bottom left corner.

Account	Status	Count
In Progress		1801
Customer Action Required		0
Closed		34984

Account	Status	Count
Saved		18293
Rejected		0
Pending		518
Cancelled		222
In Progress		244
Completed		396

Step 2: Accessing the journey

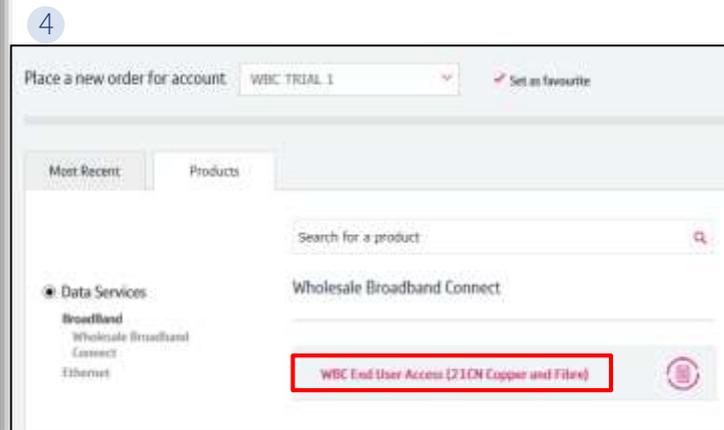
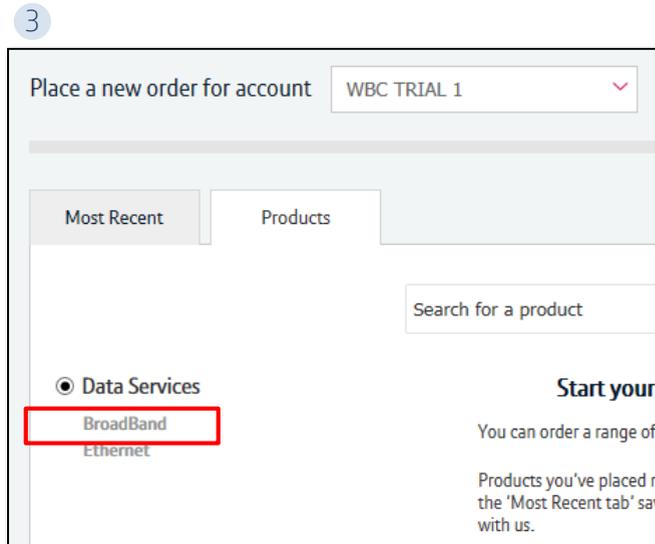
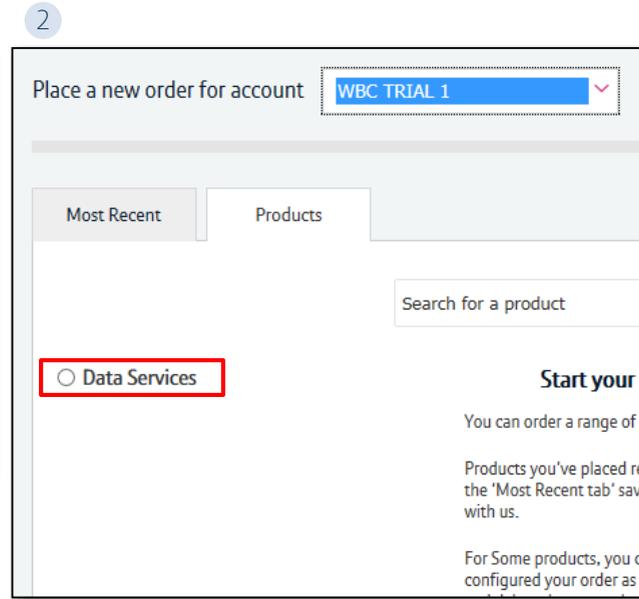
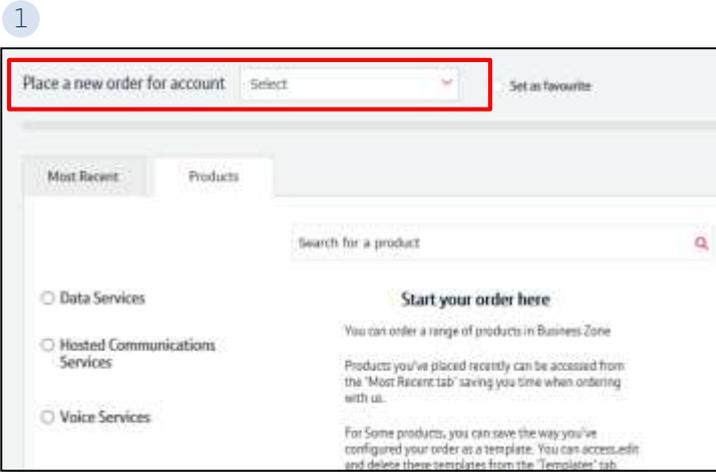
Once logged in, you'll be taken to Business zone.

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 SIM 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 SIM 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 * Please check 'Help & tips' to find out more about the 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+)

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Step 3: Select the Order Type

1. Select 'Sim Provide (ADSL/ADSL2+/FTTC/FTTP)'

There are other SIM Provide options in the drop down that can also be used

How To Place a SIM 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

Combined order reference (COR) * 1

Site address *

UPRN e.g. 200003374544

Street number

Postcode * 2 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 SIM Combined Order Reference (also called the LORN matching reference). This will be the same as the reference used on the associated PSTN order
2. Enter the Postcode
3. Press 'Search' to look up the address

How To Place a SIM Provide Order

<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

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 SIM 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

Combined order reference (COR) *

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.

Step 5: Check Availability

- Allow the page to refresh before proceeding

1. Click on 'Check Availability'

How To Place a SIM Provide Order

Access technology * 1

Fixed rate * 2

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 no left in jumpers.

DP Type : Internal

CB1 3PR

Exchange ready date ADSL/ADSL2+ services will be available at CRH on 20-10-2017; No exchange data available for BET, SOGEA VDSL, SOGEA GFast 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;;

Downstream : ADSL : 007.500 Mbps, ADSL2+ : 017.000 Mbps, BET: No Expected Speed Data Available, FTTC VDSL : 79.0 Mbps (), FTTC GFast : 329.0 Mbps, SOGEA VDSL: No Expected Speed Data Available, SOGEA GFast: No Expected Speed Data Available, FTTP : No Expected Speed Data Available.

Upstream : FTTC VDSL : 19.0 Mbps (), FTTC GFast : 50.0 Mbps, SOGEA VDSL: No Expected Speed Data Available, SOGEA GFast: No Expected Speed Data Available, 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): 76.6, 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

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

3

Step 6: Select Access Technology

1. Select the required Access Technology, in this case it's 'ADSL2+'
 2. Select if you want to order Fixed Rate or not
 3. Click 'Continue'
- For more information about the Fixed Rate option, please refer to the [Guide to Broadband Ordering Options](#)

How To Place a SIM Provide Order

The screenshot shows a web form for placing a SIM Provide Order. It is divided into seven numbered steps:

- Customer required date ***: A date-time input field containing "08/01/2018 00:00:00" with a calendar icon.
- Billing account ***: A text input field containing "0455812674" with a right-pointing arrow icon.
- Your order item reference**: A text input field with a note: "Maximum 255 characters".
- Appointment type**: A dropdown menu with "Please Specify" selected. A note states: "Defaults to earliest appt based on CRD & availability. Can be amended on My basket. Missed appt may incur abortive charges".
- Winback Order Type ***: A dropdown menu with "Sim Provide New Connection" selected.
- Retailer ID ***: A text input field containing "DDF". A note states: "3 or 4 Alphanumeric characters from Ofcom".

At the bottom left is a "CANCEL" button. At the bottom right is a "7 CONTINUE" button. A "Save" link is located at the top right of the form area.

Step 7: Additional Information

- 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.
- Billing Account** - use the > to select your billing account number
- Order Item Reference** - add in a reference if you need
- Appointment type** – leave as 'Please Select' as ADSL2+ is a non-appointed product
- Winback Type** – select either;
 - SIM Provide from MFP
 - SIM Provide from Cable
 - SIM Provide New Connection
 - Other
- Retailed ID** – this is you RID ID supplied by Ofcom
- Click 'Continue'

How To Place a SIM 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	ADSL2+
FTTP On Demand	Not Applicable
1 Traffic Weighting	<input checked="" type="radio"/> Standard <input type="radio"/> Elevated
2 RealTime speed	0Kbit/s
3 Downstream speed	24Mbit/s
4 Upstream speed	448Kbit/s
5 Maintenance category	Maintenance Category 5

Item:
WBC End User Access (EUA)

Non recurring charges: £39.79
Monthly recurring charges: £5.88

Previous	All	Next
"Valid Bandwidth options"		
"Downstream / Upstream"		
"512Kbit/s Fixed 256Kbit/s"		
"1Mbit/s Fixed 256Kbit/s"		
"2Mbit/s Fixed 256Kbit/s"		
"8Mbit/s 448Kbit/s"		
"8Mbit/s Uncapped"		
"8Mbit/s Annex M"		

Step 7: Select 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. RealTime speed – usually set to 0
3. Downstream Speed – select the speed you require
4. Upstream Speed – select the speed you require
5. 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 SIM Provide Order

Product Details

1 Use modified Fault Threshold Rate calculation? Yes No

2 Stability Option

MTBE Red Threshold

MTBE Green Threshold

MTBR Red Threshold

MTBR Green Threshold

3 Do you require Interleaving? Yes No Auto Not Applicable

Item:
WBC End User Access (EUA)
Non recurring charges: £39.79
Monthly recurring charges: £5.88

Previous	All	Next
"Valid Bandwidth options"		
"Downstream / Upstream"		
"512Kbit/s Fixed 256Kbit/s"		
"1Mbit/s Fixed 256Kbit/s"		
"2Mbit/s Fixed 256Kbit/s"		
"8Mbit/s 448Kbit/s"		
"8Mbit/s Uncapped"		
"8Mbit/s Annex M"		

Step 8: Product Options

1. Select if you want to use the Modified Fault Threshold Rate Calculation
2. Select the required Stability Option
3. Select if you require Interleaving on the line
2. Click 'Done'

If you need help understanding what these options mean, please refer to the [Broadband Order Placement Guide](#)

How To Place a SIM 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) Name not specified [3-SDRWH99E]	1	Add	To be assigned	£5.88	£39.79		1 2 REMOVE 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: £5.88 £39.79

Line item: 1 < Previous | Next >

Service: WBC End User Access (EUA) **Post code:** CB1 3PR **Billing account:** 0455812674
CRD: 08/01/2018 **Appointment:** To be assigned

4 [SAVE & CLOSE](#) 5 [CONTINUE](#)

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 SIM Provide Order

Confirm order details

Required fields are marked with *

1 Save

Account WBC TRIAL 1

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

3 Your order description 255 characters max

4 Project

5 Order update method *

Keep you informed - Contact details

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

6 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. 8

9 SUBMIT

BACK

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 SIM 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:	3-421806130445
Your order reference:	TEST123

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

Step 11: Confirmation

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

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