



# Booking an Appointment on Enhanced Eco+

Version 1

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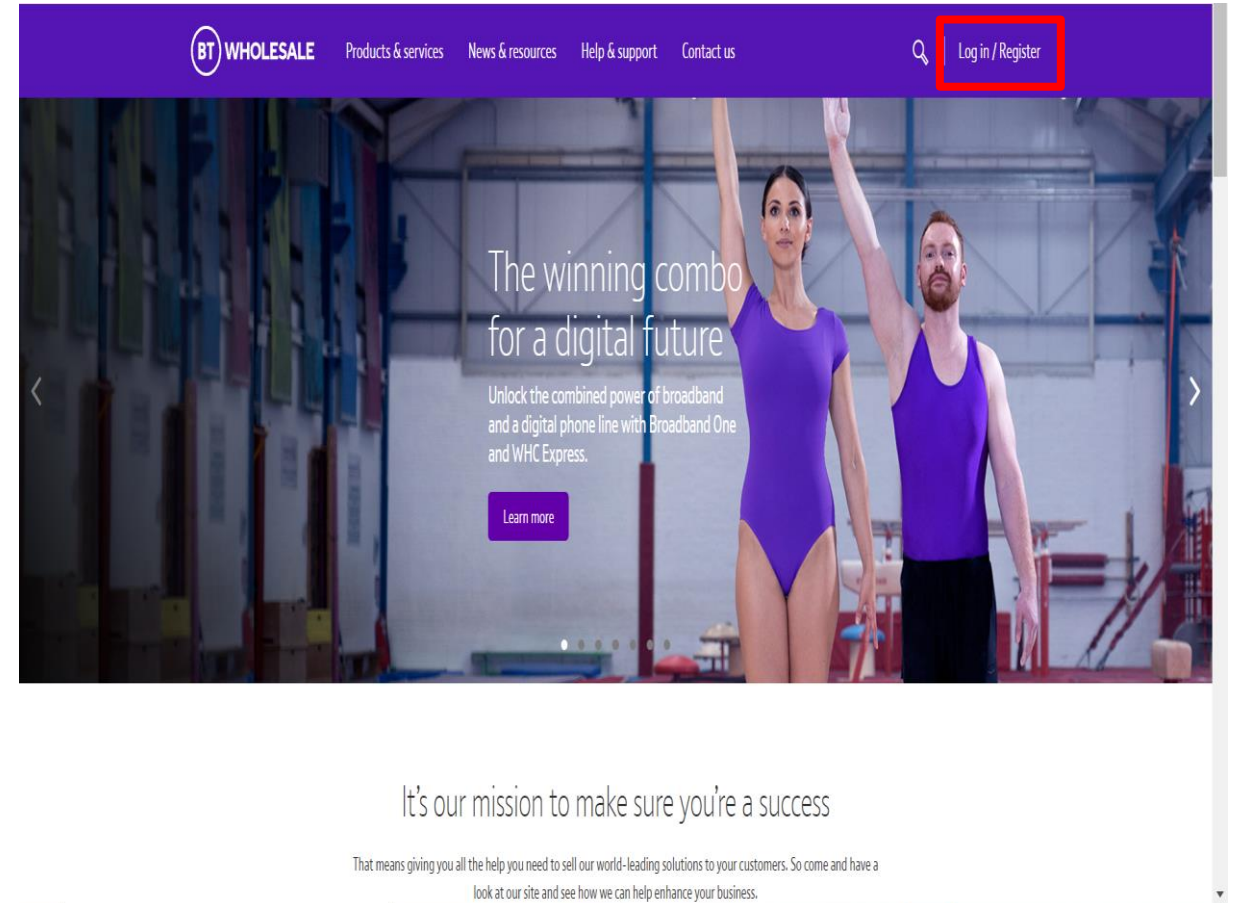
# Version Control

| Date    | Change               | Version |
|---------|----------------------|---------|
| July 22 | User Guide Published | 1       |

# Logging In

## Step 1: Logging In

- Go to [www.btwholesale.com](http://www.btwholesale.com)
- Click 'Login/register'



# Logging In

## Step 1: Logging In

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

### 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?](#)

# Accessing the journey

## 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.

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

The main content area is divided into several sections:

- Order status:** A list of order statuses with counts and help icons: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), and Completed (35780). A 'Go to Orders' link and a 'Place a new order' button are also present.
- Fault status:** A section displaying updates from the last 24 hours. It shows 'In Progress' (3742) and 'Closed' (393) faults. A 'Go to Repair & Faults' link and a 'Raise or Track a fault' button are included.
- Actions required:** A blue sidebar on the right containing two entries: '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 21195' are also shown.
- Important updates:** A section with a circular refresh icon, containing 'Planned Engineering Works' (392 works affecting services) and 'Major Service Outages (MSO)'.
- Inventory:** A section with a gear icon and an 'Account: Select' dropdown menu.
- 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.

# Accessing the journey

## Step 2: Accessing the journey

- Click on 'Raise or Track a fault'

The screenshot shows the 'Business zone overview' dashboard with the following components:

- Navigation:** Overview (selected), My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, My briefings.
- Search:** 'Enter the reference number' search bar with a magnifying glass icon and a 'Help' icon.
- Order status:** A list of order statuses with counts and help icons:

|               |       |   |
|---------------|-------|---|
| > Saved       | 1     | ? |
| > Pending     | 38    | ? |
| > Cancelled   | 5864  | ? |
| > In Progress | 1612  | ? |
| > Completed   | 35780 | ? |
- Fault status:** 'Displaying updates in the last 24 hrs'. A list of fault statuses with counts and help icons:

|               |      |   |
|---------------|------|---|
| > In Progress | 3742 | ? |
| > Closed      | 393  | ? |
- Actions required:** A blue sidebar with two entries:
  - Reference 1-16441882835: Customer to Accept/Reject SHO. Action: Accept or Reject.
  - Reference 1-16861878396: Customer to Accept/Reject CPD. Action: Accept or Reject.A 'View all' button shows '1-2 of 21195' items.
- Important updates:** A section with a warning icon and two items:
  - Planned Engineering Works:** You have 392 Planned Engineering Works that affect your services.
  - Major Service Outages (MSO):** (partially visible)
- Inventory:** A section with a gear icon and an 'Account: Select' dropdown.
- Buttons:** 'Place a new order' and 'Go to Repair & Faults'.
- Frequent tasks:** A list of tasks with icons:
  - Broadband briefings
  - Broadband One fault KBD diagnostics
  - Business Portal
  - Create a new Ethernet quote
  - eCo Repair

The 'Raise or Track a fault' button is highlighted with a red box.

# Search for your fault

## Step 3: Search for your fault

- Select 'Track a fault'.
- Enter either the Service ID or the fault reference.
- Please note – If you track the fault using Service ID you will be displayed current open fault along with any historic faults raised.
- Click 'Go'

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

## Fault Homepage

**Quick start**

Please select what you'd like to do, enter your Service Id, Directory number or Fault reference, then click 'Go'.

I want to:



# Search for your fault

## Step 3: Search for your fault

- You will see the following screen if you used Service ID to track your fault. As explained on previous slide you will be given current open fault and historic faults reported into BT Wholesale.
- Click the hyperlink under BT reference on the Open Fault.
- Please Note** - If there are no historic faults reported you will not see the following screen and can move onto the next slide

You can change your filter conditions, date period or refresh the current data on screen via the options below, please select apply filter to submit changes related to the filter options or date period.

Service id

Date from

Open       Closed       Proactive faults (Applicable for WMC/HE only)

---

In progress       In RCS validation       Unsubmitted       Cancelled

Cleared       Clock suspended       Completed       Front end closed

| Service Id     | BT reference                   | Status - Substatus | Latest update   | Last updated                        |
|----------------|--------------------------------|--------------------|---|-------------------------------------|
| 📧 BBEU24775445 | <a href="#">5-869891781819</a> | Open - Cleared     | Clear description: Right when tested, End User Equipment; All BT tests completed ok, diagnostics show no fault condition. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject the clear will expire at the end of the retest period, and a new trouble ticket will need to be raised. | Update received:01/11/2021 09:51:17 |
| 📧 BBEU24775445 | <a href="#">5-869890224672</a> | Closed - Completed | The fault has been cleared and the trouble ticket is now closed. Any charges incurred during fault fix will be visible under the Charge Details section.  | Update received:01/11/2021 09:49:31 |

# Viewing the fault details

## Step 4: Fault Summary

You are now given a summary of the fault

- Check the Outstanding Actions to make sure the fault is in the correct status for you to book an appointment.
- The 'Description' field will tell you if an SFI will be offered
- Select 'Reject' to start booking an appointment
- **Please Note** – You may see another description asking to book appointment which may not be offered SFI, however the appointing Journey will be the same but you will need to select 'Accept' and go to slide 12.

Fault status

|                    |   |
|--------------------|---|
| Status             | Open - Cleared  |
| Status information | Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended. |
| Description        | test  |

[Cancel fault](#) [ONT details](#) [Fault homepage](#) [Amend](#) [Refresh](#)

### Your required actions

Here you will find the open actions pending on your fault.

| Description  | Status |                        |                        |
|--|--------|------------------------|------------------------|
| Please accept clear if fault resolved. If rejected an SFI appointment will be offered. | Open   | <a href="#">Accept</a> | <a href="#">Reject</a> |

### Latest updates

# Appointment booking

## Step 5: Appointment booking

- Select 'Failed Retest'
- Enter your notes in 'Rejection Notes' field
- Read the statement and if you agree, tick in the check box
- Click 'Reject'

The screenshot shows a 'Reject Fault' form with the following elements:

- Title:** Reject Fault
- Please enter the Rejection reason\*:** A dropdown menu with 'Failed Retest' selected.
- Rejection Note\*:** A text input field containing 'Test'.
- Terms and Conditions:** A checkbox next to the text: 'This amendment may incur extra charges for the Customer for work already carried out. Please check CAPC (if not already checked) and ensure that the Customer is advised of the possible charges.\*'. The checkbox is checked.
- Buttons:** 'Cancel' and 'Reject >'.

Below the form, the 'Fault status' section is visible:

|                    |   |
|--------------------|---|
| Status             | Open - Cleared  |
| Status information | Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended. |
| Description        | test  |

# Appointment booking

## Step 5: Appointment booking

- Click 'Book Appointment'

## Amend Fault

### Appointment details

Appointment date

Appointment time

Appointment status

Book Appointment

Cancel

Submit

# Appointment booking

## Step 5: Appointment booking

- Click 'List available slots'

WBC End User Access (EUA) (ADSL2+)

Appointment Date

List available slots starting from\*

02/11/2021

List available slots

Submit

# Appointment booking

## Step 5: Appointment booking

- Select the AM / PM Slot of your choice.
- You can also use the forward arrow to view future dates.
- Click 'Reserve appointment'

WBC End User Access (EUA) (ADSL2+)

**Appointment Date**

List available slots starting from\*

**List available slots**

| Appointment date | Appointment slot |
|------------------|------------------|
| 02-11-2021       | AM               |
| 03-11-2021       | AM               |
| 03-11-2021       | PM               |
| 04-11-2021       | AM               |
| 04-11-2021       | PM               |

1 - 10 of 10

**Reserve appointment**

# Appointment booking

## Step 5: Appointment booking

- Your chosen Appointment Date and slot will be displayed.
- Click 'Save Changes'

The screenshot shows a web interface for appointment booking. A modal window titled "Appointment Date" is open, displaying the following information:

| Appointment Date   |                                  |
|--|----------------------------------|
| Once you've updated your requested date, click 'Save changes' to continue with your fault. |                                  |
| Product  | WBC End User Access (EUA) (FTTP) |
| Confirmed date   | 4/11/2021                        |
| Confirmed time   | PM                               |

Below the modal, a "Save changes >" button is highlighted with a red box. To the right, a "Submit" button is visible on a sidebar.

# Appointment booking

## Step 5: Appointment booking

- The selected appointment will show on the booking screen. The appointment hasn't been booked at this point.
- Click 'Submit'

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

## Amend Fault

Appointment details

|                    |                     |
|--------------------|---------------------|
| Appointment date   | 04/11/2021 02:00:00 |
| Appointment time   | PM                  |
| Appointment status | RESERVED            |

Book Appointment

Cancel

Submit



# Appointment booking

## Step 6: Appointment Confirmation

- You can scroll down to Appointment section. You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to refresh the page till the Appointment status change.
- You now have the opportunity to give us any additional information that may be useful to the engineer on the day by completing the structured questions.
- This will allow you to add Note for the Engineer to see and any additional contact details you would like to add.

< No Records >

### Appointment

CONFIRMED Appointment – Your appointment has been successfully booked with Openreach. Now this has been booked you can track the appointment status yourself and there will be no need to contact BT Wholesale to confirm the appointment has been booked. If you need to amend or track the appointment, we suggest you contact Openreach directly as they are the right team who are best placed to give you the latest updates. In addition to this it helps reduce your contact handling time with your End User.


| Appointment date    | Appointment time | Appointment status |
|---------------------|------------------|--------------------|
| 04/11/2021 00:00:00 | PM               | CONFIRMED          |

< 1 - 1 of 1 >

# Appointment booking

## Step 7: Additional Details

- Click 'Amend'

| Fault details           |  |                           |  |
|-------------------------|--|---------------------------|--|
| Service Id              | BBEU24775445   | Account name              | WBC TRIAL 1                            |
| BT reference            | 5-869891781819   | Date reported             | 01/11/2021 09:49:57                    |
| Your reference          | JOE BLOGGS   | Date cleared              |  |
| Directory number        | 01214540693  | Clear code                |  |
| Past point of no return | No  | Clear text                |  |
| Service level           | Maintenance Category 5   | Service level description | 40 Clock hours on 24*7 basis ex B Hol. |
|                         |  | Update frequency          | Only web notification                  |

| Fault status       |   |
|--------------------|---|
| Status             | Open - In Progress  |
| Status information | Your fault report is being progressed, see 'Fault progress updates' below for the latest information. |
| Description        | test  |

[Cancel fault](#) [ONT details](#) [Fault homepage](#) [Amend](#) [Refresh](#)

### Your required actions

# Appointment booking


## Step 7: Additional Details

- You will be given the opportunity to add additional contacts to whom you want to receive updates on this fault.
- You can also edit the existing contacts if its incorrect.
- Click 'Edit fault question'

### Contacts

Who should be informed of any updates to your fault?

**Add contact**

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

< 1 - 1 of 1 >

**Cancel** **Edit fault question** **Submit**

# Appointment booking

## Step 7: Additional Details

- Most of the details will have been filled in when you raised the fault, however this gives you opportunity to make any changes.

Please enter a contact number for the Technical Assistance Service Desk of the Communication Provider.\*

 90 characters left

Please enter contact availability times for the technical service desk of the Communication Provider.\*

 252 characters left

Please enter the End User Primary Contact's Name.\*

 90 characters left

Please enter the End User's Primary contact Telephone Number\*

 40 characters left

Please enter the best contact times for the primary contact.\*

 252 characters left

Are secondary contact details available?\*

 ▾

# Appointment booking

## Step 7: Additional Details

- The Access Arrangements and Site Hazard fields are the most important fields to fill out. The engineer will see these notes so please enter any information that will help them with their investigations
- If you want to change the appointment you selected in Step 5 then select 'Yes'. Otherwise select 'No'
- Tick the box if you agree with the statement.
- Click 'Next'

2000 characters left

Please enter Access arrangement details.

Customer will be at home waiting for the Engineer 51 characters left

Are there any new Site Hazards that our Engineers should be made aware of?

Dog so please ring ahead 76 characters left

Do you wish to Amend the Appointment?\*

No

Certain amendments may incur possible charges if the fault has progressed to a stage where agents may be working on it. Please check the box and click Next to confirm acceptance. Otherwise, click Cancel the Amend to return to the Fault Details page.\*

I Agree.

Cancel

Next

# Appointment booking


## Step 7: Additional Details

- Click 'Submit'

Contacts

Who should be informed of any updates to your fault?

Add contact

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

< 1 - 1 of 1 >

Cancel

Edit fault question **Submit**

# Appointment booking

## Step 8: Confirmation

- The amendments has been submitted.

## Amended fault

### Your fault amendment has been submitted.

Your fault amendment has been submitted, your reference details are:

BT fault reference: [5-869891781819](#)

Your fault reference: JOE BLOGGS

#### What's next

- You will receive an email (if applicable) to the primary email address associated to the fault.
- You'll receive further updates on the fault resolution.
- You can track the progress of your fault via the BT Fault reference hyperlink or via the Fault homepage.

[Fault homepage](#)

# Verify your Appointment Slot




# Verify your Appointment Slot

## Step 1: Appointment Details Screen

- From the Fault Details screen scroll down the page to the Appointment Details section

### Track fault

**Fault details**

|                         |  |                           |  |
|-------------------------|--|---------------------------|--|
| Service Id              | BBEU24775445   | Account name              | WBC TRIAL 1                            |
| BT reference            | 5-869891781819   | Date reported             | 01/11/2021 09:49:57                    |
| Your reference          | JOE BLOGGS   | Date cleared              |  |
| Directory number        | 01214540693  | Clear code                |  |
| Past point of no return | No  | Clear text                |  |
| Service level           | Maintenance Category 5   | Service level description | 40 Clock hours on 24*7 basis ex B Hol. |
|                         |  | Update frequency          | Only web notification                  |

**Fault status**

|                    |   |
|--------------------|---|
| Status             | Open - In Progress  |
| Status information | Your fault report is being progressed, see 'Fault progress updates' below for the latest information. |
| Description        | test  |

[Go back](#) [Cancel](#) [Print](#) [Share](#) [Refresh](#)

# Verify your Appointment Slot

## Step 1: Appointment Details Screen

- You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to refresh the page till the Appointment status change.
- If you have amended the appointment and the amended slot isn't showing on this page, then you can confirm the correct appointment by following the next slide

< No Records >

### Appointment

CONFIRMED Appointment – Your appointment has been successfully booked with Openreach. Now this has been booked you can track the appointment status yourself and there will be no need to contact BT Wholesale to confirm the appointment has been booked. If you need to amend or track the appointment, we suggest you contact Openreach directly as they are the right team who are best placed to give you the latest updates. In addition to this it helps reduce your contact handling time with your End User.

| Appointment date    | Appointment time | Appointment status |
|---------------------|------------------|--------------------|
| 04/11/2021 00:00:00 | PM               | CONFIRMED          |

< 1 - 1 of 1 >

# Verify your Appointment Slot




## Step 2: Additional Information

- Click 'Additional Information'

### Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

|   | Date created        | Update type | Description  |
|---|---------------------|-------------|--|
|  | 01/11/2021 11:53:12 | Update      | Appointment confirmed from Openreach end   |
|  | 01/11/2021 11:53:10 | Update      | Notification Only - TR Amendment Accepted  |
|  | 01/11/2021 10:47:35 | Update      | **Line Stability:**Network Stability:**Test Outcome:Pass**MFL:OK**Term Statement:CPE DETECTED (BELLS A-B LEGS)**Line Signature:**Distance to Fault:0**Cable length:2.76**Test Start Time:2021-11-01T10:47:29**Test Stop Time:2021-11-01T10:47:29 |
|  | 01/11/2021 10:46:27 | Update      | Appointment confirmed from Openreach end   |

< 1 - 5 of 5+ >

Mark all records as read

Additional information

### Fault charges

# Verify your Appointment Slot

## Step 3: Appointment Details Section

- You can view the Appointment Details extracted from Openreach's systems
- If you see a difference between the date on the Appointment Detail page and the Additional Information page, please contact BT Wholesale to confirm the slot.

Further updates on your fault: (5-869891781819)

Supplier notes | Missed appointments | Auto compensation | Exclusion reasons | View my engineer

[View appointment details](#)

---

Supplier details

|                          |                 |                        |                     |
|--------------------------|-----------------|------------------------|---------------------|
| Service fault reference: | 2-1258508677132 | Supplier status:       | Open                |
| Incident reference num:  |                 | Supplier substatus:    | In Progress         |
| Engineer assigned:       |                 | MBORC reference num:   |                     |
|                          |                 | Last update date time: | 21//2/01/1 12:06:19 |

---

Line test results

Line test results:

---

Appointment details

|                        |            |                           |    |
|------------------------|------------|---------------------------|----|
| Appointment date:      | 04/11/2021 | Appointment slot:         | PM |
| Appointment booked by: | CP         | Actual arrival date time: |    |

# Changing your Appointment (Amend)

# Changing your Appointment

## Step 1: Fault Summary

- You can only amend the appointment 24 hours before the appointment date. You can refer to 'Past point of no return'. This will either show 'Yes' or 'No'
- If it shows Yes then you will not be able to amend the appointment. The Amend button will be greyed out.
- If it shows No then you will be able to amend the appointment. The Amend button will not be greyed out.

### Track fault

| Fault details             |  |
|---------------------------|--|
| Service Id                | BBEU24775445                           |
| BT reference              | 5-869891781819                         |
| Your reference            | JOE BLOGGS                             |
| Directory number          | 01214540693                            |
| Past point of no return   | No ?                                   |
| Service level             | Maintenance Category 5                 |
| Account name              | WBC TRIAL 1                            |
| Date reported             | 01/11/2021 09:49:57                    |
| Date cleared              |  |
| Clear code                |  |
| Clear text                |  |
| Service level description | 40 Clock hours on 24*7 basis ex B Hol. |
| Update frequency          | Only web notification                  |

| Fault status       |   |
|--------------------|---|
| Status             | Open - In Progress  |
| Status information | Your fault report is being progressed, see 'Fault progress updates' below for the latest information. |
| Description        | test  |

Buttons: Cancel fault, ONT details, Fault homepage, Amend, Refresh


# Changing your Appointment

## Step 2: Amend Journey

- Click 'Amend'

### Track fault

**Fault details**

|                         |  |                           |  |
|-------------------------|--|---------------------------|--|
| Service Id              | BBEU24775445   | Account name              | WBC TRIAL 1                            |
| BT reference            | 5-869891781819   | Date reported             | 01/11/2021 09:49:57                    |
| Your reference          | JOE BLOGGS   | Date cleared              |  |
| Directory number        | 01214540693  | Clear code                |  |
| Past point of no return | No  | Clear text                |  |
| Service level           | Maintenance Category 5   | Service level description | 40 Clock hours on 24*7 basis ex B Hol. |
|                         |  | Update frequency          | Only web notification                  |

**Fault status**

|                    |   |
|--------------------|---|
| Status             | Open - In Progress  |
| Status information | Your fault report is being progressed, see 'Fault progress updates' below for the latest information. |
| Description        | test  |

Buttons: Cancel fault, ONT details, Fault homepage, **Amend**, Refresh

# Changing your Appointment


## Step 2: Amend Journey

- You will be given the opportunity to add additional contacts to whom you want to receive updates on this fault.
- You can also edit the existing contacts if its incorrect.
- Click 'Edit fault question'

### Contacts

Who should be informed of any updates to your fault?

**Add contact**

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

< 1 - 1 of 1 >

**Cancel** **Edit fault question** **Submit**



# Changing your Appointment

## Step 3: Additional Details

- Most of the details will have been filled in when you raised the fault, however this gives you opportunity to make any changes.

Please enter a contact number for the Technical Assistance Service Desk of the Communication Provider.\*

 90 characters left

Please enter contact availability times for the technical service desk of the Communication Provider.\*

 252 characters left

Please enter the End User Primary Contact's Name.\*

 90 characters left

Please enter the End User's Primary contact Telephone Number\*

 40 characters left

Please enter the best contact times for the primary contact.\*

 252 characters left

Are secondary contact details available?\*

# Changing your Appointment

## Step 3: Additional Details

- The Access Arrangements and Site Hazard fields are the most important fields to fill out. The engineer will see these notes so please enter any information that will help them with their investigations
- As we want to amend the appointment select 'Yes'
- Tick the box if you agree with the statement.
- Click 'Next'

2000 characters left

Please enter Access arrangement details.

Customer will be at home waiting for the Engineer 51 characters left

Are there any new Site Hazards that our Engineers should be made aware of?

Dog so please ring ahead 76 characters left

Do you wish to Amend the Appointment?\*

Yes

Certain amendments may incur possible charges if the fault has progressed to a stage where agents may be working on it. Please check the box and click Next to confirm acceptance. Otherwise, click Cancel the Amend to return to the Fault Details page.\*

I Agree.

Cancel

Next

# Changing your Appointment

## Step 4: Changing your Appointment

- Click 'Change appointment'

### WBC End User Access (EUA) (ADSL2+)

| Asset details    |              | Date Installed |                        |
|------------------|--------------|----------------|------------------------|
| Service Id       | BBEU24775445 | Date Installed | 17/01/2017 10:42:10    |
| Account name     | WBC TRIAL 1  | Address        | BIRMINGHAM CENTRE F... |
| Billing account  | 5002639427   |                | LADYWOOD ROAD          |
| Directory number | 01214540693  |                | BIRMINGHAM             |
|                  |              |                | B16 8SZ                |

### Appointment details

|                    |                     |
|--------------------|---------------------|
| Appointment date   | 04/11/2021 00:00:00 |
| Appointment time   | PM                  |
| Appointment status | CONFIRMED           |

[Change appointment](#)

### Contacts

# Changing your Appointment

## Step 4: Changing your Appointment

- Click 'List available slots'

WBC End User Access (EUA) (ADSL2+) ✕

**Appointment Date**

List available slots starting from\*  📅

**List available slots**

# Changing your Appointment

## Step 4: Changing your Appointment

- Select the AM / PM Slot of your choice.
- You can also use the forward arrow to view future dates.
- Click 'Reserve appointment'

WBC End User Access (EUA) (ADSL2+)

**Appointment Date**

List available slots starting from\*

**List available slots**

| Appointment date  | Appointment slot |
|-------------------|------------------|
| 02-11-2021        | AM               |
| 03-11-2021        | AM               |
| <b>03-11-2021</b> | <b>PM</b>        |
| 04-11-2021        | AM               |
| 04-11-2021        | PM               |

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**Reserve appointment**

# Changing your Appointment

## Step 4: Changing your Appointment

- Your chosen Appointment Date and slot will be displayed.
- Click 'Save Changes'

The screenshot shows a web interface with a sidebar on the left containing menu items: 'WBC', 'Ass', 'Serv', 'Acc', 'Billi', 'Dire', 'Appoi', 'Appoin', 'Appoin', and 'Appoin'. The main content area features a red-bordered box titled 'Appointment Date' containing the following text: 'Once you've updated your requested date, click 'Save changes' to continue with your fault.' Below this is a table with appointment details:

|                |                                  |
|----------------|----------------------------------|
| Product        | WBC End User Access (EUA) (FTTP) |
| Confirmed date | 3/11/2021                        |
| Confirmed time | PM                               |

At the bottom right of the interface, there is a red-bordered button labeled 'Save changes >'.

# Changing your Appointment

## Step 4: Changing your Appointment

- The selected appointment will show on the booking screen. The appointment hasn't been booked at this point.

### WBC End User Access (EUA) (ADSL2+)

| Asset details    |              | Date Installed |                        |
|------------------|--------------|----------------|------------------------|
| Service Id       | BBEU24775445 | Date Installed | 17/01/2017 10:42:10    |
| Account name     | WBC TRIAL 1  | Address        | BIRMINGHAM CENTRE F... |
| Billing account  | 5002639427   |                | LADYWOOD ROAD          |
| Directory number | 01214540693  |                | BIRMINGHAM             |
|                  |              |                | B16 8SZ                |

#### Appointment details

|                    |                     |
|--------------------|---------------------|
| Appointment date   | 03/11/2021 02:00:00 |
| Appointment time   | PM                  |
| Appointment status | RESERVED            |

[Change appointment](#)

#### Contacts

# Changing your Appointment


## Step 4: Changing your Appointment

- Click 'Submit'.

Contacts

Who should be informed of any updates to your fault?

Add contact

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

< 1 - 1 of 1 >

Cancel Edit fault question **Submit**



# Changing your Appointment

## Step 5: Confirmation

- Click on the hyperlink which is showing as the fault reference.

## Amended fault

### Your fault amendment has been submitted.

Your fault amendment has been submitted, your reference details are:

BT fault reference:

[5-869891781819](#)

Your fault reference:

JOE BLOGGS

#### What's next

- You will receive an email (if applicable) to the primary email address associated to the fault.
- You'll receive further updates on the fault resolution.
- You can track the progress of your fault via the BT Fault reference hyperlink or via the Fault homepage.

[Fault homepage](#)

# Appointment booking

## Step 6: Appointment Confirmation

- You can scroll down to Appointment section. You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to the refresh the page till the Appointment status change.
- You can also see the previous appointment booked showing closed.

< No Records >

### Appointment

CONFIRMED Appointment – Your appointment has been successfully booked with Openreach. Now this has been booked you can track the appointment status yourself and there will be no need to contact BT Wholesale to confirm the appointment has been booked. If you need to amend or track the appointment, we suggest you contact Openreach directly as they are the right team who are best placed to give you the latest updates. In addition to this it helps reduce your contact handling time with your End User.

| Appointment date    | Appointment time | Appointment status |
|---------------------|------------------|--------------------|
| 03/11/2021 00:00:00 | PM               | CONFIRMED          |
| 04/11/2021 00:00:00 | PM               | CLOSED             |

< 1 - 2 of 2 >

# Canceling your Appointment

# Cancelling your Appointment

- To cancel your Appointment you can contact Openreach who will cancel the appointment on your behalf, provided that the appointment is cancelled 24 hours before the appointment slot start.

