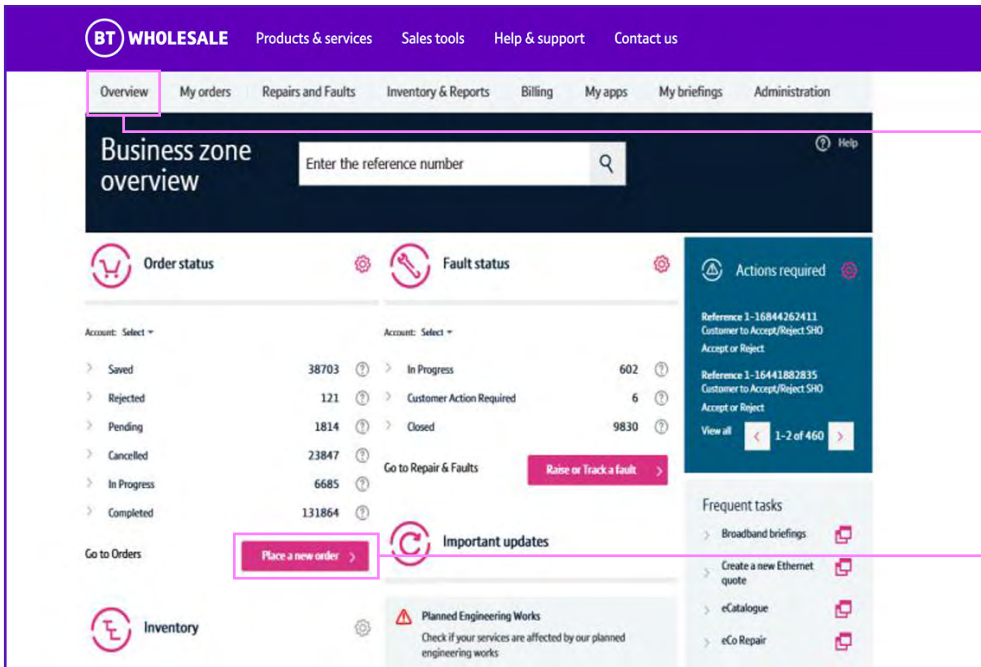




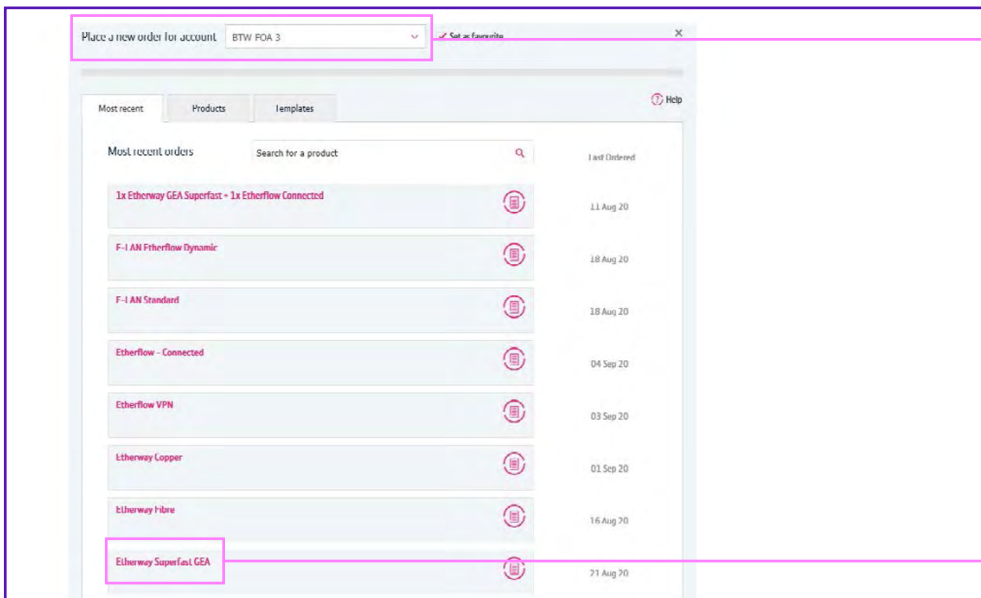
Wholesale Ethernet FTTP order journey guide

Existing Optical Network Termination
(ONT) with no appointment required





From the Overview tab, click on **Place a new order**.



Confirm you have the correct account.

Click on **Etherway Superfast GEA**.

Choose a network
To begin configuring your order, please choose the network you want to use.

We've selected your last used network: ⓘ

Network service reference: ETHN00016
 Network name: 1-10B3C10
 Network ID: 1-10B3C10

[Change network](#)

Please make sure you have selected the correct network before moving on. Selecting the wrong network may lead to issues with the way your order is processed.

Check availability
Find out if GEA Superfast is available at your customer's site. For fibre to the cabinet (FTTC) or Single Order G (SUG-A) orders, you will need to provide additional information. For SUG-A unserved premises select address and click "Check availability".

Site address*
 WD24

[Check availability >](#)

Confirm the network.

Populate the **Search by postcode** and click on the **magnifying glass** to search.

Site address

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

Search by Postcode: Refine search

Sub premise	Building name	Street no. Street name	City	Postcode	Address key	Northing	Easting
Ltr Ext Main...	Watford Tsvc	Orphanage Road	Watford	WD24 4QX	A12846956681	197097	511373
Ltr Inspector...	Watford Tsvc	Orphanage Road	Watford	WD24 4QX	A12846956681	197097	511373
Room 111	Watford Tsvc	Orphanage Road	Watford	WD24 4QX	A12846956681	197097	511373
Stores Office	Watford Tsvc	Orphanage Road	Watford	WD24 4QX	A12846956681	197097	511373
Unit 1	Watford Tsvc	Orphanage Road	Watford	WD24 4QX	A12846956681	197097	511373

Can't find your site address?
Try our Advanced Search. It may take a little longer, but will give more accurate results.

[Advanced search](#)

[Confirm >](#)

Select the correct address and click on **Confirm**.

Check availability

Find out if GEA Superfast is available at your customer's site. For fibre to the cabinet (FTTC) or Single Order GEA (SOGEA) orders, you will need to provide additional information. For SOGEA unserved premises select address and click "Check availability".

Site address* Room 111 Watford Tsv
Orphanage Road
Watford

WD24 8QK
Change site

Enhance Search Installation DN Access Line ID

Directory Number(DN)

[Check availability >](#)

To check Fibre to the Cabinet (FTTC) availability, you must provide an Installation Directory Number (DN) and an address recognized by Open reach and the Post Office.

To check Fibre to the Premises (FTTP) availability, you only need to provide an address recognized by Open reach and the Post Office.

To check SOGEA unserved premise DN and ALID not required to enter. You can click on "Check availability".

Click on **Check availability**.

Results

Estimated Ethernet downstream speed : FTTC: 70.38Mbit/s, FTTP: 330Mbit/s, SOGEA: 70.38Mbit/s.

Estimated Ethernet upstream speed : FTTC: 18.0Mbit/s, FTTP: 30Mbit/s, SOGEA: 18.0Mbit/s.

Exchange Ready Date : FTTC Service will be available at WAT on : FTTP Service will be available at WAT on : SOGFA Service will be available...

FTTC is available at the site.

FTTC Technology Code : OK to provision.

FTTP on Demand is not available at the site.

FTTP is available at the site. ONT exists with active service. A spare port is available in existing ONT. A new ONT may be ordered. ONT Inst...

Max line downstream speed : FTTC: 70.2Mbit/s, FTTP: 330Mbit/s, SOGEA: 70.2Mbit/s.

Max line upstream speed : FTTC: 20.0Mbit/s, FTTP: 30Mbit/s, SOGEA: 20.0Mbit/s.

SOGFA is available at the site.

1 - 10 of 11

Select the GEA Superfast variant you would like to order.

Access Technology* FTTP

ONT Type* Existing ONT

ONT Reference Number*

[If you don't know the ONT Reference, click here](#)

The search results will show FTTP availability and the order options available at the address.

Select the following dropdowns:
 Access Technology = **FTTP**
 ONT Type = **Existing ONT**
 If you know the ONT ref you can populate it here.

If you do not know the ONT ref you can click on here.

Select ONT reference ✕

ONT Reference Number	Room	Floor	Position	Data Spare Port
ONT000003	office	first	shelf	2
ONT000079				1

1 - 2 of 2

Confirm >

This screen will show you a list of available ONT's. Please select the correct ONT you would like to use for the service to be provided on.

Please click on **Confirm**.

1 - 10 of 11

Select the GEA Superfast variant you would like to order.

Access Technology* FTP

ONT Type* Existing ONT

ONT Reference Number* ONT000003

If you don't know the ONT Reference, [click here](#)

*Required fields

Save order Next >

Click on **Next**.

What are the specifics of your site?

Site details

This will help our engineers locate the site. Please note that incorrect site details will cause a delay in your order.

Floor* 2

Room* COMS

Location* COMS CABINATE 2

Password

Site type Normal Site

Company that owns the premises* TES

Complete the site details to help confirm the exact location of the install should an engineering visit be required.

Who are the main contacts for the site?

Site Contacts* ?

These contacts are really important for the engineer visiting the site. If these details are incorrect, it will cause a delay to your order. A secondary contact is useful if the engineer can't get in touch with the primary contact.

While we request Openreach to contact the individuals you provide, they may also contact other parties related to your order, including your end customer.

Set up primary contact > **Set up secondary contact**

Add a site contact.

Do you have any important notes to add?

Notes

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

Add note

It is mandatory to add Hazard notes on all FTTP orders.
Please click on **Add note**.

Add note ×

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

Note type: **Hazard Notes** Tell us about any hazards related to the site, e.g., asbestos present.

NO HAZARDS ON SITE

18/100 chars

Save >

Select **Hazard Notes** from the drop down and please enter a note.

Click on **Save**.

Do you have any important notes to add?

Notes

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

Add note

Notes	Type	Date & Time	User	Edit	Remove
NO HAZARDS ON SITE	Hazard Notes	04/09/2020 12:57:06	SONNY [REDACTED]		

< 1 - 1 of 1 >

*Required fields Last saved at [12:48]

< Previous **Save order** **Next >**

Click on **Next**.

Which pricing plan would you like?

Cost and pricing

Here you can set the pricing period for your Etherway, and see which maintenance support options you will get.

Access Type:

FTTP On Demand:

Etherway Bandwidth: ?

Etherway Upstream:

Access Pricing Period: ?

Resilience:

Distance Based Charge Band:

Maintenance category:

Etherway Bandwidth ✕

Valid Bandwidth combinations are (Etherway Bandwidth/Etherway Upstream):

40Mbit/s	-	10Mbit/s
80Mbit/s	-	20Mbit/s
115Mbit/s	-	20Mbit/s
220Mbit/s	-	20Mbit/s
160Mbit/s	-	30Mbit/s
220Mbit/s	-	30Mbit/s
330Mbit/s	-	50Mbit/s
0.5Mbit/s	-	0.5Mbit/s
550Mbit/s	-	75Mbit/s
500Mbit/s	-	165Mbit/s
1000Mbit/s	-	115Mbit/s
1000Mbit/s	-	220Mbit/s

On this screen you are able to customise the order. To see the valid combinations please click on the ?. Please complete the sections on this page as per your requirements.

Please provide access details for the Etherway connection.

Connectivity

If you need any help or advice with this part of your order, please visit the help section or consult the product handbook.


ONT Type:

Segmentation type: ?

Overbooking allowed: Yes No

ExtensionKit:

Site readiness

Accurate site visit details are crucial to allow the work to be carried out. When an engineer visits the site, the termination area must be ready, there must be available power and the landlord's consent must be granted. If any  of these requirements are not met, this will delay your order and you may have to pay aborted visit charges.

Please see the [terms and conditions](#) for further information.

I confirm*:

- The premises is currently occupied
- The termination area is ready
- There's a 1.3 amp socket within 1m of the specified NTE location
- Electricity is available

Yes No

Tell us when this site will be ready (DD/MM/YYYY)

Has the landlord consent been granted? Yes No
 Landlord consent is not required

Landlord's name *

Landlord's phone number *

Landlord's consent date (dd/mm/yyyy)

Willing to accept timescale charges Yes No

Contact before visit ?

Preferred day of the week for visit ?

GEA Site Visit

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

[Add another site](#)

GEA Site

Site Visit Reason *

Revision Action *

Site Visit Notes

[< Previous](#) You cannot save your order in this section of the order process. [Next >](#)

For this order journey, please select **No site visit**.

In site visit notes populate with **No site visit required**.

Click on **Next**.

Services in your basket

Product	Order line ID	Customer required by date	Appointment date
Etherway Superfast GEA...	4-AQ198CW	11/09/2020 00:00:00	Change

1 - 1 of 1

WARNING : Additional charge may occur if customer required date is less than the standard lead time.

*Required fields Last saved at [13:04]

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

Click on **Next**.

Validate network

	Qty	One-off	Monthly
Total	1	£300.00	£27.08

Click 'Validate network' to check your order and make sure it's ready to go. This may take a few minutes.

[Validate network >](#)

*Required fields Last saved at [13:14]

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

Click on **Validate network**.

Click on **Next**.

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary	SONNY	Sonny	sonny.etherway@gea.com	+4407911647100			

< 1 - 1 of 1 >

How should these contacts be updated about the order?

Update method*

Email

*Required fields Last saved at [13:18]

< Previous Save order **Next** >

Confirm KCI contact details are correct and confirm the update method.

Click on **Next**.

Step 3. Enter billing information

Billing accounts

Choose the billing accounts you wish to use for this order
You may set different billing accounts for each item in your order, if you wish.

Product	Order line ID	Billing account number*	Billing account name	Invoice template	
Etherway Superfast GEA (4-AQ119...	4-AQ1198CW	0455111111	WHOLESALE ETHERNET	WS DataServices Ethernet	Change

< 1 - 1 of 1 >

*Required fields Last saved at [13:20]

< Previous Save order **Next** >

Confirm the billing account is correct.

Click on **Next**.

Order Wholesale Ethernet products: Step 4 of 4 Help

Configuration ✓ Contacts ✓ Billing ✓ Confirmation ✓

Configuration: Customize your product specifications, extras and more.
 Contacts: Tell us who should be kept updated about the progress of the order.
 Billing: Review your billing account details.
 Confirmation: Make sure you're happy with everything, then go ahead and place the order.

Step 4. Confirm and place your order

Confirmation

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

Order summary

Product	Location	Customer Required Date	Billing Account	One-Off Charge	Monthly Charge	Edit
↑ Etherway Superfast GEA (4-AQ1198CW)	WD24 4QX	11/09/2020 00:00:00	WHOLESALE ETHERNET	£300	£27.08	

< 1 - 1 of 1 >

Confirm the order information is correct on the confirmation screen.

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

Your order reference*

Your order description

0/255 chars

Need to place a lot of similar orders?

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

Yes, save my order as a template

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

*Required fields Last saved at [13:23]

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

Confirm you accept the terms and conditions by **ticking the box**.

Click on **Place order**.



Order Wholesale Ethernet products: Submitted

Thanks! Your order has been submitted.

Order Submission

BT order reference 4-840329111674

Your order reference 4-840329111674

Your feedback is important to us

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

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

Extremely Difficult	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Extremely Easy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We value your comments.

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

Submit >>

Find out more

Visit: btwholesale.com

Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2020. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

September 2020

