

Placing an order for WBC FTTP on Enhanced eCoPlus

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How To Place an FTTP Provide Order

The screenshot displays the BT Wholesale Business zone overview page. At the top, there is a navigation bar with the BT Wholesale logo, user information (Nathan Sheedy), and links for Logout and Contact Us. Below this is a secondary navigation bar with categories like Products & Services, Sales Tools, and Help & Support. The main content area is titled 'Business zone overview' and features a search bar for reference numbers. The page is divided into several sections: 'Order status' (displaying a list of order statuses like Saved, Rejected, Pending, etc.), 'Fault status' (showing counts for In Progress, Customer Action Required, and Closed), 'Actions required' (listing specific references and their statuses), and 'Important updates' (including a 'Planned Network Change Notification'). A red box highlights the 'Place a new order' button in the bottom left corner.

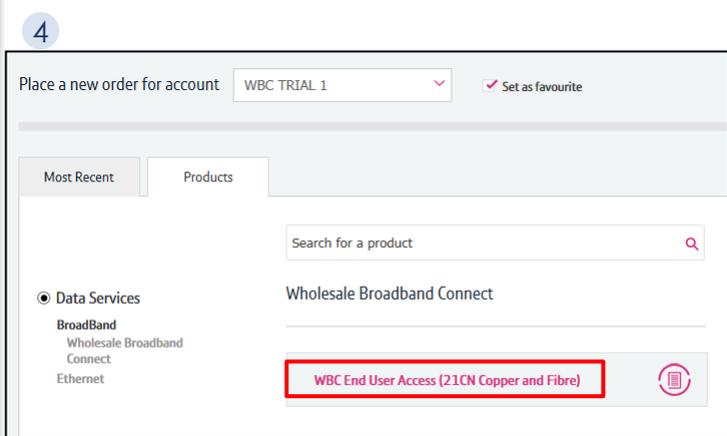
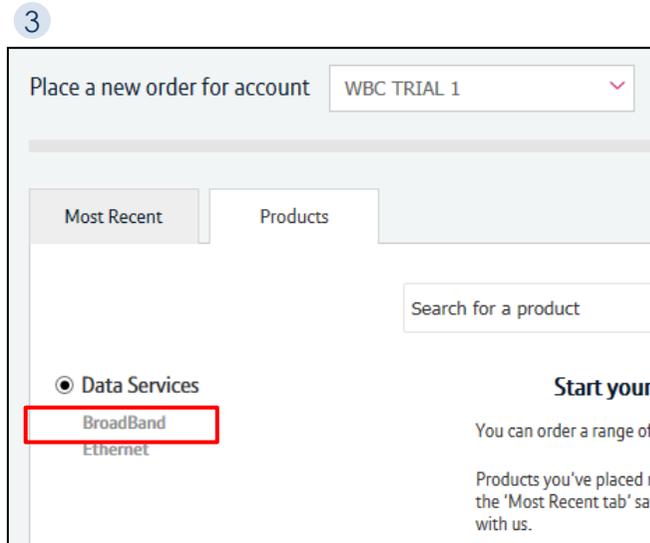
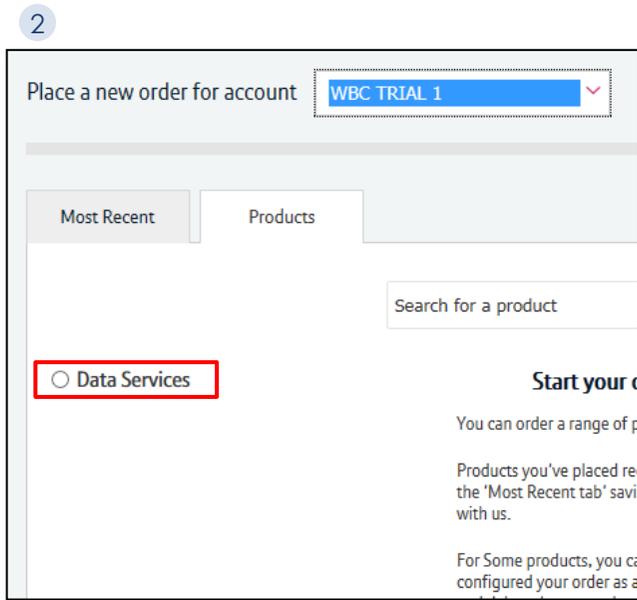
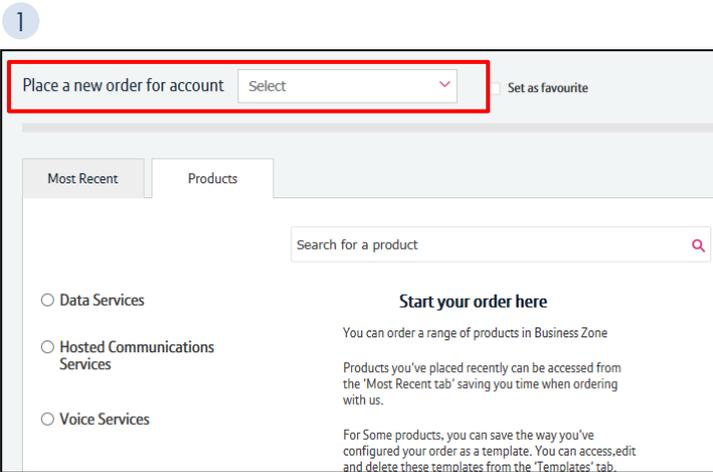
1. Accessing Enhanced eCoPlus

Once logged in to www.btwholesale.com, 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.

- Click 'Place a New Order'

How To Place an FTTP Provide Order



2: Accessing the order journey

If you have multiple accounts associated with your user id, you'll need to select the applicable account from the dropdown. You can tick the 'Set as favourite' box if you want this to be your default account

- Click 'Data Services'.
- Click 'Broadband'.
- 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 an FTTP Provide Order

Step 1. Configure your order

The screenshot shows the 'Check availability' dropdown menu with the following options:

- Provide using DN
- Provide with DN FTTP only
- Provide using address FTTP only
- Regrade WLR3 to FTTP
- Regrade ADSL/ADSL2+ to FTTP
- Regrade ADSL/ADSL2+ to FTTP CP Migration
- Regrade FTTC to FTTP
- Regrade FTTC to FTTP CP Migration
- Regrade SOGEA to FTTP
- Regrade SOGEA to FTTP CP Migration
- Regrade MPF to FTTP
- Provide using Access Line Id (SOGEA/SOADSL)
- Provide using address SOGEA New Line only
- SIM Provide (ADSL/ADSL2+/FTTC/FTTP)
- SIM Provide (FTTC with Access Line Id)
- Home Movers (ADSL/ADSL2+/FTTC)
- Home Movers (FTTC with Access Line Id)

The 'Provide using address FTTP only' option is highlighted in blue. The dropdown menu is framed by a purple border.

3: Select the Order Type

- Select the appropriate order type:
 - For a standalone provide, select 'Provide Using address FTTP only'. You should use this order type for placing a FTTP to FTTP CP Migration or Working Line Take Over order as well.
 - For change of technology migration orders, select the appropriate regrade option.
- Select 'Next'

How To Place an FTTP Provide Order

Step 1. Configure your order

WBC (EUA) (5-BE2XNOB5)	Check availability		Total	Qty 1	One-off £0.00	Monthly £0.00
Check availability	Find out what products are available at your customer's site.					
Order details	Order types*	Provide using address FTTP only				
Product details	Site address*	Search by Postcode or UPRN ?				
Activation		<input type="text"/>				

4: Address Search

- Enter the post code or UPRN
- Press the magnifying glass to look up the full address

Step 1. Configure your order

WBC (EUA) (1-CAD4KLG)	Check availability		Total	Qty 1	One-off £0.00	Monthly £0.00
Check availability	Find out what products are available at your customer's site.					
Order details	Order types*	Regrade ADSL/ADSL2+ to FTTP				
Product details	Current service ID*	<input type="text"/>				
Activation	Site address*	Search by Postcode or UPRN ?				
		<input type="text"/>				

For product migration orders you will also be asked for a line identifier such as Service ID or a Directory Number depending on the journey chosen.

How To Place an FTTP Provide Order

Site address x

Quick search

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

Search by Postcode or UPRN ?



Refine search

Sub premise	Building name	Street no.	Street name	City	Postcode	UPRN	Address key	Organization Name
	Arsenal Soccer Schools		Pennis Lane	Longfield	DA3 8LY		A14430940890	<input checked="" type="checkbox"/>
	Gay Dawn Farm		Pennis Lane	Longfield	DA3 8LY	10092020321	A00024497906	
Black Barn	Gay Dawn Farmhouse		Pennis Lane	Longfield	DA3 8LY		A00061041225	
Corinthian S...	Gay Dawn Farmhouse		Pennis Lane	Longfield	DA3 8LY		A00028012062	
Gaydown O...	Gay Dawn Farmhouse		Pennis Lane	Longfield	DA3 8LY		A00030249848	

< 1 - 11 of 11 >

Confirm >

5: Select Address

- Select the required address from the list
- Select 'Confirm' at the bottom of the page

Note: Use the scroll bar and move to the subsequent pages to see all addresses. Only 5 will show in the box.

Note: Please ensure you select the correct address. The engineer will not install service on the day anywhere other than at the specific NAD key selected. If the address you require is not listed, please consult the [Broadband Availability Checker](#) to ensure FTTP is available and that your required address has a Gold NAD key.

How To Place an FTTP Provide Order

Step 1. Configure your order

– WBC (EUA) (1-CAD4KLG) >	Check availability	 Total Qty 1
Check availability	Find out what products are available at your customer's site.	
Order details	Order types*	<input type="text" value="Regrade ADSL/ADSL2+ to FTTP"/>
Product details	Current service ID*	<input type="text"/>
Activation	Site address*	Search by Postcode or UPRN  <input type="text"/> 
	Copper cease required?	Yes  
	Number Port/ Transfer?	Yes  
	Directory number (DN)*	<input type="text"/> 
	<input type="button" value="Check availability >"/>	

*Required fields

6: Copper Cease / Number Porting Options

If you have selected a product migration order type, you will be asked to select two further options after confirming the address:

- Copper Cease required? – if you wish to cease the WLR line as part of the migration journey, you should set this option to Yes. If you wish to cease the broadband only and leave the WLR line in place, select No. Note that this option must be Yes for MPF/SOGEA to FTTP journeys.
- Number Port/Transfer? – if you wish to port or transfer the number select Yes. You will be asked to confirm the DN of the number to be ported/transferred. Note that the WLR DN must be in a range allocated to BT and a number port or transfer cannot be requested from an MPF or SOGEA service. We suggest making use of the Number Portability Checker app on www.btwholesale.com prior to placing an order with a number port/transfer to check that the DN can be successfully ported/transferred.
- Once all required fields have been completed, click 'Check availability'

How To Place an FTTP Provide Order

The screenshot shows a web form for placing an FTTP Provide Order. The form is divided into several sections:

- Order types***: A dropdown menu with the selected option "Provide using address FTTP only".
- Site address***: A text input field containing the address "3335 HUNTINGFIELD ROAD, LONDON, UNITED KINGDOM, GR8 9NW". Below the address is a "Change address" link.
- NAD key***: A text input field containing the NAD key "A90000504064". Below the key is a note: "NAD key selected is a Brownfield location".
- Premises Type**: A section indicating "Single Dwelling Unit Residential" and stating "FTTP is available and a new ONT may be ordered.".
- Check availability >**: A button to check the availability of the service at the address.
- ONT type***: A dropdown menu with two options: "New ONT" (highlighted in blue) and "Existing ONT".
- ONT option***: A dropdown menu that is currently greyed out.

7: Select the ONT type

CPs should check the FTTP Availability Flags on the [Broadband Availability Checker](#) to understand what options are available at the premise. There are multiple options depending on the combination of the three FTTP flags.

- Select the required ONT type
 - New ONT - where there is no ONT already installed at the premises, or an additional one is needed.
 - Existing ONT - where there is already an ONT installed and you want to activate a spare port or do a CP Migration or Working Line Take Over of a working port. Also if you are happy for an existing single port ONT to be swapped to a multiport ONT for provision of a 2nd service.

Note that depending on the availability results for the address chosen, the ONT type will sometimes be defaulted if there is only one possible option. E.g. If there is no existing ONT at the premise, it will be defaulted to New ONT or if the address is a Greenfield location and is in Planned status, it will default to Existing ONT.

How To Place an FTTP Provide Order

Order types* Provide using address FTTP only

Site address*
3335 HUNTINGFIELD ROAD
LONDON
UNITED KINGDOM
GR8 9NW
Change address

NAD key*
A90000504064
NAD key selected is a **Brownfield** location

Check availability >

ONT type New ONT

ONT Option*
Single port
Multiport

8a: Select an ONT option: New ONT

- If an ONT Type of New ONT has been selected, the available options are:
 - Single port – a 1 data port ONT
 - Multiport – a 4 data port ONT (note that multiport ONTs are not available in all locations and if not available a single port ONT will be installed)

How To Place an FTTP Provide Order

ONT type* Existing ONT ?

ONT reference number*

ONT port number*

ONT option* ?

[Get ONT details](#)

Step 8b: Select an ONT option: Existing ONT (i)

- If an ONT Type of Existing ONT has been selected, click on Get ONT details. A list of the existing ONTs installed at the premises will be displayed. The port status will indicate if the specific port is 'spare' or 'working'.
- Click on the pencil icon against the ONT/port that you wish to place an order against.

Select ONT reference ×

ONT reference number	Port number	Port status	ONT option		Floor	Room	Position	
ONT000447899	1	Working	Please select		Ground	1	Wall	
ONT000447899	2	Spare	Please select		Ground	1	Wall	
ONT000447899	3	Spare	Please select		Ground	1	Wall	
ONT000447899	4	Spare	Please select		Ground	1	Wall	

How To Place an FTTP Provide Order

Select ONT Option

ONT option*

Please select

Activate a spare port

Confirm >

Option where a spare port on a single or multiport port ONT has been selected

Select ONT Option

ONT option*

Please select

Swap to multiport

Restrict swap

CPM/WLTO

Confirm >

Options where a working port on a single port ONT has been selected

Step 8b: Select an ONT option: Existing ONT (ii)

- There are different options available depending on whether the existing ONT is single port or multiport and whether you selected a spare or working port. The appropriate option(s) will be displayed to you.
 - Activate a spare port – this is the only option if you have selected a spare port on an existing ONT
 - CPM/WLTO - to request a Change of Retailer or a Working Line Take Over of a working port on an existing ONT (only available on standalone provide orders, not migrations)
 - Swap to multiport - an existing single port ONT can be swapped to a multiport ONT to provide a 2nd FTTP service.
 - Restrict swap - if you wish a 2nd FTTP service to be provided on a new ONT instead of a swap of an existing single port ONT to a multiport ONT.
- Click on Confirm once you have selected your ONT option.

How To Place an FTTP Provide Order

ONT type*	Existing ONT	?
ONT reference number	ONT000447899	Get ONT details
ONT port number	1	
ONT option	Activate a spare port	

9: Confirm Product

The selected ONT option will be stamped on the order page. At the bottom the Product FTTP will be displayed.

- Click 'Next'

Select the product you would like to order.

Product* FTTP

*Required fields

Next >

How To Place an FTTP Provide Order

Step 1. Configure your order

Order details		Qty	One-off	Monthly
Total		1	£103.48	£25.00

Tell us more about what you'd like to order

Customer required date*  

Retailer ID* 

Billing account number*

Please [click here](#) to select billing account

Password 

Appointment type 

10: Order Details

- 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.
- Retailer ID – this is your RID ID supplied by Ofcom
- Billing Account - use the click here link to select your billing account number
- Password - optional
- Appointment type – FTTP appointments are AM or PM

How To Place an FTTP Provide Order

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. An Alternative site contact is useful if the engineer can't get in touch with the primary contact. It is required for an Advanced SVR and is also useful for orders with additional install options such as SSRAMS.

Set up primary contact >

Set up alternative site contact >

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 

Room 

Position 

11: Site Contacts (i)

- Site Contacts – select 'set up primary contact' to enter the details. Note that these are mandatory if you will be ordering an Advanced install.

How To Place an FTTP Provide Order

Site contacts

Set up primary contact

You can select a contact you have used previously, or create a new contact if they are not already listed.

Favourite contacts Create new contact Add existing contact

Note: If your contact is already in the database, click 'Add existing contact' and add them from there.

First name*

Last name*

Email address*

Preferred contact number*

Other contact number

*Required fields

Confirm >

11: Site Contacts (ii)

From here you can Create a New Contact. If you have a contact you use frequently, you can save their details as a Favourite contact to stop you having to enter the details every time.

Select 'Confirm' once you have entered all the details.

If you wish to change this after you have selected Confirm, you can go back and amend the details using an Edit option that will appear on the previous screen.

Site contacts

Set up primary contact

You can select a contact you have used previously, or create a new contact if they are not already listed.

Favourite contacts Create new contact Add existing contact

Search by Last name Search Refine search

First name	Last name	Email address	Preferred contact number	Other contact number
------------	-----------	---------------	--------------------------	----------------------

< No Records >

Save contact as favourite Confirm >

How To Place an FTTP Provide Order

Do you have any important notes to add?

Notes
Please add notes to tell us about any site access issues, special arrangements or hazards on site.

*Required fields

12: Add Notes

You can now add any notes to your order that may be important by clicking the Add note button. This is not a mandatory parameter.

You can add Hazard notes, Site Visit notes and Special Arrangement notes.

Once saved you will be given the option to Edit or Remove the notes if you wish to.

- Click on Next once you have added any notes.

How To Place an FTTP Provide Order

Step 1. Configure your order

Product details		Qty	One-off	Monthly	
		Total	1	£103.48	£25.00

Check availability	✓
Order details	✓
Product details	
Activation	

Tell us about your product requirements

Cost options

Access Type: FTTP

FTTP On Demand: No

Downstream speed: 80Mbit/s

Upstream speed: 20Mbit/s

Business Bundle: Not Applicable

Traffic Weighting: Standard Elevated

RealTime speed: 0Kbit/s

Charging category (FlatRateCategory): Not Applicable

Maintenance category: Maintenance Category 5

Change Of Retailer: Yes

Working Line Take Over: Yes

Excess construction charge band: 0

13: Cost Options

Use the Tool tips at the side of each category if you need help to understand the option and what you need to select.

- Downstream Speed – select the speed you require
- Upstream Speed – select the speed you require
- Business Bundle – refer to the product handbook for further details. Combines Traffic Weighting and Maintenance Category options.
- Traffic Weighting – options are Standard (in tariff) or Elevated (chargeable)
- RealTime speed – usually set to 0. Other options are chargeable as per the Price List.
- Charging category – Not Applicable unless you have a contract with a specific flat rate category
- Maintenance Category:
 - Category 5 = 40 hour repair (in tariff)
 - Category 4 = 20 hour repair (chargeable)
 - Category 14 = 7 hour repair (chargeable)
- Change of Retailer
- Working Line Take Over
- Excess construction charge band – to set a level of pre- authorisation if ECCs are quoted

How To Place an FTTP Provide Order

Product options

Stability Option

Standard

Additional options

Named Engineer

No
Yes

Named Engineer Notes

New SSRAMS Required

No

Use Previous SSRAMS

No

14: Product Options

- Stability Option – choose Standard, Stable or Super Stable.

Two additional product options are available.

- Named Engineer. When requested, Openreach will provide the names of up to three engineers ahead of the CCD, one of whom will fulfil the order. Additional information for engineers may be provided via an optional Notes field. Note that Named Engineer Notes should not exceed 100 characters and should not contain the characters & or <
- SSRAMS. This enables you to request that an FTTP provision includes a Site Specific Risk Assessment and Method Statement. You can either request a new SSRAMS (which will involve a survey pre-KCI2) or the use of an existing SSRAMS for the same premises. Note that SSRAMS can only be requested with a Premium or Advanced Site Visit Reason.

How To Place an FFTP Provide Order

If required, please select only ONE of the following 3 options:

Number Portability Details 

Number Transfer Details* 

Exchange Prefix* 

CUP ID*

Transfer Process 

Fixed Transfer Date 

Fixed Transfer Time

Controlled Cessation 

15: Number Port/Transfer Options

If you previously selected Number Port or Transfer as Yes, these options will be displayed:

- Select Number Portability details, Number Transfer Details or Controlled Cessation
- Enter Exchange Prefix and CUPID. Exchange Prefix is an Ofcom assigned voice call routing code and CUPID is an Ofcom assigned ID for the IP voice provider for the DN being ported or transferred. This information should come from the gaining VOIP provider.
- Select your required porting/transfer process. Auto Postpone allows you to control the timing of port or transfer and Fixed Porting allows you to set the timing of the port or transfer at the point of sale or amend.

For more information on number porting with FFTP migration orders please see the [WBC Migrations to FFTP](#) guide.

How To Place an FTTP Provide Order

FTTP Site visit reason ?

SVR details

Action

Create ▼

SVR

Standard ▼

Notes

Add another SVR

< Previous

Next >

16: Select Site Visit Reason

- Select Action as Create
- Select required Site Visit Reason:
 - No Site Visit – unappointed, for remote activations or orders against working ports e.g. CP Migration or Working Line Take Over
 - Standard – basic appointed option
 - Premium – appointed option with additional activities to optimise connectivity within the premise
 - Advanced – appointed option designed to support business customers with complex installations. Note, selecting Advanced will require you to input additional site information such as Alternative site contact, Company name, Site location/access details, Equipment location etc

For full details of what is included in each Site Visit Reason, see the [WBC FTTP Product Description](#).

- You may add optional SVRs if required:
 - Prove IP Voice - allows the engineer extra time to confirm that the CP's IP voice service is functioning over the FTTP service provided.
 - Install UPS - to request the engineer to install a CP-provided Uninterruptible Power Supply unit and power feed cable as part of the FTTP provision.
 - *Prove Telecare. Note this should not be used currently.*

- Select 'Next'

How To Place an FTTP Provide Order

Critical Service ?

- CNI
- 999
- No
- Not Applicable**

(These additional details are not mandatory but strongly recommended for installations at complex sites to avoid order delays)

Details exclusive to Advanced SVR

Site Parking Available ?

Site Parking Desc ?

Site Access Desc ?

Site Parking What3Words ?

Site Access What3Words ?

Equipment What3Words ?

X Marks The Spot ?

17: Advanced Details

- Confirm if the site is for a Critical Service or not.
- If you have selected an Advanced SVR, you may provide additional details to assist the engineer with installation if the site is complex.

How To Place an FTTP Provide Order

The screenshot shows the 'Order summary' page in a web application. At the top, there are four navigation tabs: 'Customize your product specifications, extras and more.', 'Tell us who should be kept updated about the progress of the order.', 'Review your billing account details.', and 'Make sure you're happy with everything, then go ahead and place the order.' Below these is 'Step 1. Configure your order' with a sidebar containing '+ WBC (EUA) - FTTC (4-AAVG30T5)' and 'Activation'. The main content area is titled 'Order summary' and includes a table with columns: Total, Qty (1), One-off (£54.00), and Monthly (£13.00). Below the table, there is a summary of the order, a note about completion dates, and a table titled 'Services in your basket' with columns: Product, Order line ID, Customer required by date, Appointment date, and Change. A tooltip for 'WBC End User Access (EUA) (FTTC)' is visible over the table. At the bottom, there are 'Previous' and 'Next' buttons, and a pagination indicator '1 - 1 of 1'.

Customize your product specifications, extras and more.

Tell us who should be kept updated about the progress of the order.

Review your billing account details.

Make sure you're happy with everything, then go ahead and place the order.

Step 1. Configure your order

+ WBC (EUA) - FTTC (4-AAVG30T5) ✓

Activation >

Order summary

Total	Qty	One-off	Monthly
	1	£54.00	£13.00

Here's a summary of your order

We'll aim to complete the order on the dates you requested, but the actual completion date may vary depending on the complexity of your order or any **unforeseen** delays that take place.

Services in your basket

Product	Order line ID	Customer required by date	Appointment date	
WBC End User Access ...	4-AAVG30T5	21/08/2019	21/08/2019 AM	Change

WBC End User Access (EUA) (FTTC)

< 1 - 1 of 1 >

*Required fields

< Previous

Next >

18: Order Summary

Your order is summarised confirming the selected CRD and appointment date.

If you want to change the appointment date or time you can select the Change option.

- If these details are correct, select 'Next'

How To Place an FTTP Provide Order

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

Order Wholesale Broadband products: Step 2 of 4

Configuration ✓
Customise 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 2. Set up your contacts

Contacts

Who should be informed of any updates to your order?

Contacts to Inform

All of these contacts will be sent updates on the progress of the order. The primary contact will be contacted if anything goes wrong with the order.

[Add contact](#)

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary	SIENA	KUMAR	sk0053092@btwholesale.co.uk	+441660381003	+4413434		

< 1 of 1 >

How should these contacts be updated about the order?

Update method*

Email

*Required fields

[Previous](#) [Next](#)

19: Order Contacts

You can add the details of who you want to be kept up-to-date on the progress of the order.

- Your details will be automatically populated from your btwholesale.com account details. You can edit these if needed.
- You can also add any additional contacts.
- You can also choose how you want to be updated; Email, Online Tracking or Critical emails only.
- Click 'Next'

How To Place an FTTP Provide Order

Order Wholesale Broadband products: Step 3 of 4

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 3. Enter billing information

Billing accounts

Here is the information of the billing account against this order.

Product	Order line ID	Billing account number	Billing account name	Invoice template
WBC End User Access (EUA) (FTTC)	4-AAVG30T5	0455812202	ONESIEBEL R6.1 BAC	WS BB Connect

WBC End User Access (EUA) (FTTC)

< 1 - 1 of 1 >

*Required fields

< Previous Next >

20: Billing

You don't need to do anything on this page. It confirms the Billing Account you selected in the earlier section.

- Click 'Next'

How To Place an FTTP Provide Order

Order Wholesale Broadband products: Step 4 of 4

- 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
+ WBC End User Access (EUA) (FTTC)	ME19 6DS	21/08/2019 00:00:00	ONESIEBEL R6.1 BAC	£54	£13	

Contacts will be updated by this method.
Update method

Email

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

Your order reference*

Your order description
0/255 chars

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

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

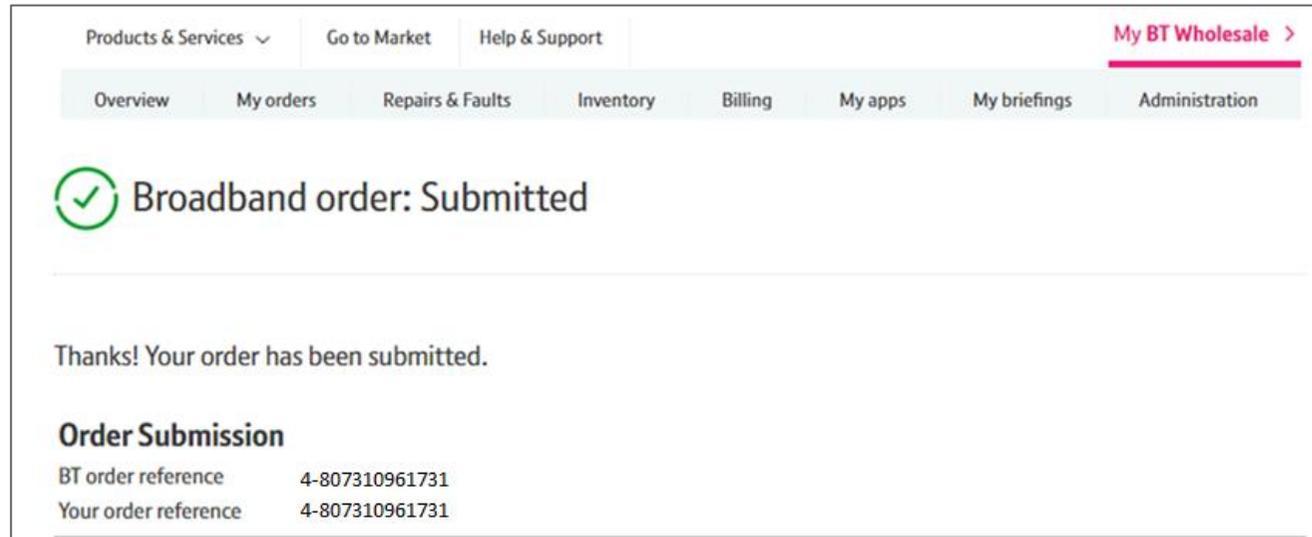
21: Order Confirmation

This screen provides a final summary of your order before submission. You can use the Edit option or the Previous box at the bottom of the page if you need to make any changes.

The following details are confirmed:

- What product you have ordered and the options you have selected.
- The monthly and one off costs
- Who needs to be kept updated on the progress of the order and how.
- You can also add your own order reference and description
- Select the tick box to accept the Terms and Conditions
- Select 'Place order'

How To Place an FTTP Provide Order



The screenshot shows a web application interface with a navigation bar at the top. The navigation bar includes links for 'Products & Services', 'Go to Market', 'Help & Support', and 'My BT Wholesale'. Below the navigation bar is a secondary menu with options: 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. The main content area features a green checkmark icon followed by the text 'Broadband order: Submitted'. Below this, a message reads 'Thanks! Your order has been submitted.' Underneath, there is a section titled 'Order Submission' containing two lines of text: 'BT order reference 4-807310961731' and 'Your order reference 4-807310961731'.

22: Order Submission

Final confirmation that your order has been submitted successfully and what your BT Wholesale order reference is.

Where to go for help

Orders - If you are experiencing issues with placing a broadband order please refer to <https://www.btwholesale.com/contact-us.html>

FoD - For FoD order queries please contact wolvesjc@bt.com

Systems Issues – If you are experiencing systems issues with accessing Enhanced eCoPlus you can raise a Bridge Case with the System Support Helpdesk via <https://www.btwholesale.com/contact-us.html>

Availability Queries - For assistance with product availability issues on the Broadband Availability Checker, please contact wholesalefibreenquiries@bt.com.

WBC FTTP Product documentation - can be accessed at [Fibre Broadband - Products & services | BT Wholesale](#)

Further contact and escalation points can also be found in the [Customer Service Plan](#)

