

Placing a WBC SOADSL NTE Shift order on the Portal

Version 1

October 2023

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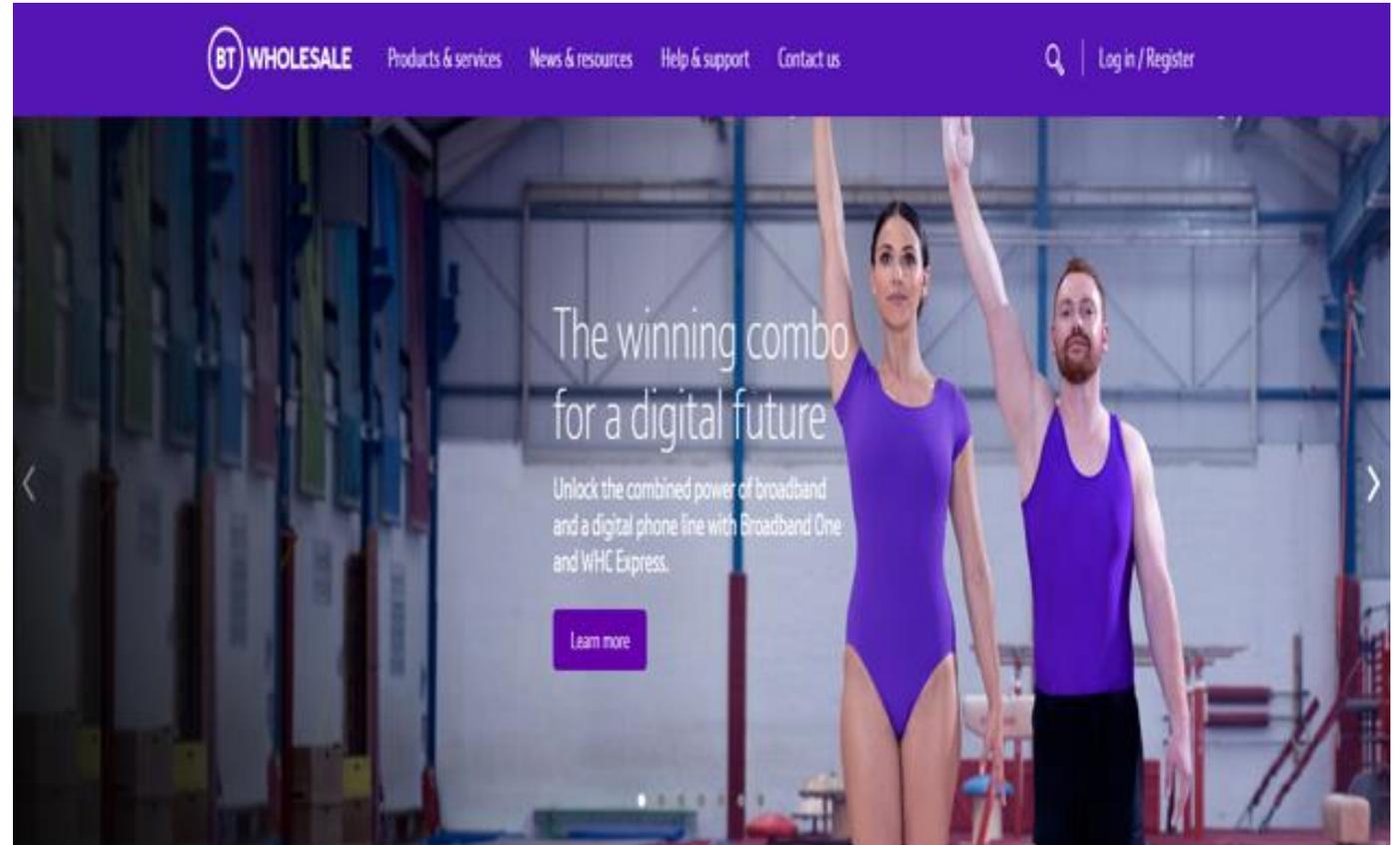
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How To Place a SOADSL NTE Shift Order

Step 1: Logging In

- Go to www.btwholesale.com
- Click on 'Login/register'



It's our mission to make sure you're a success

That means giving you all the help you need to sell our world-leading solutions to your customers. So come and have a look at our site and see how we can help enhance your business.

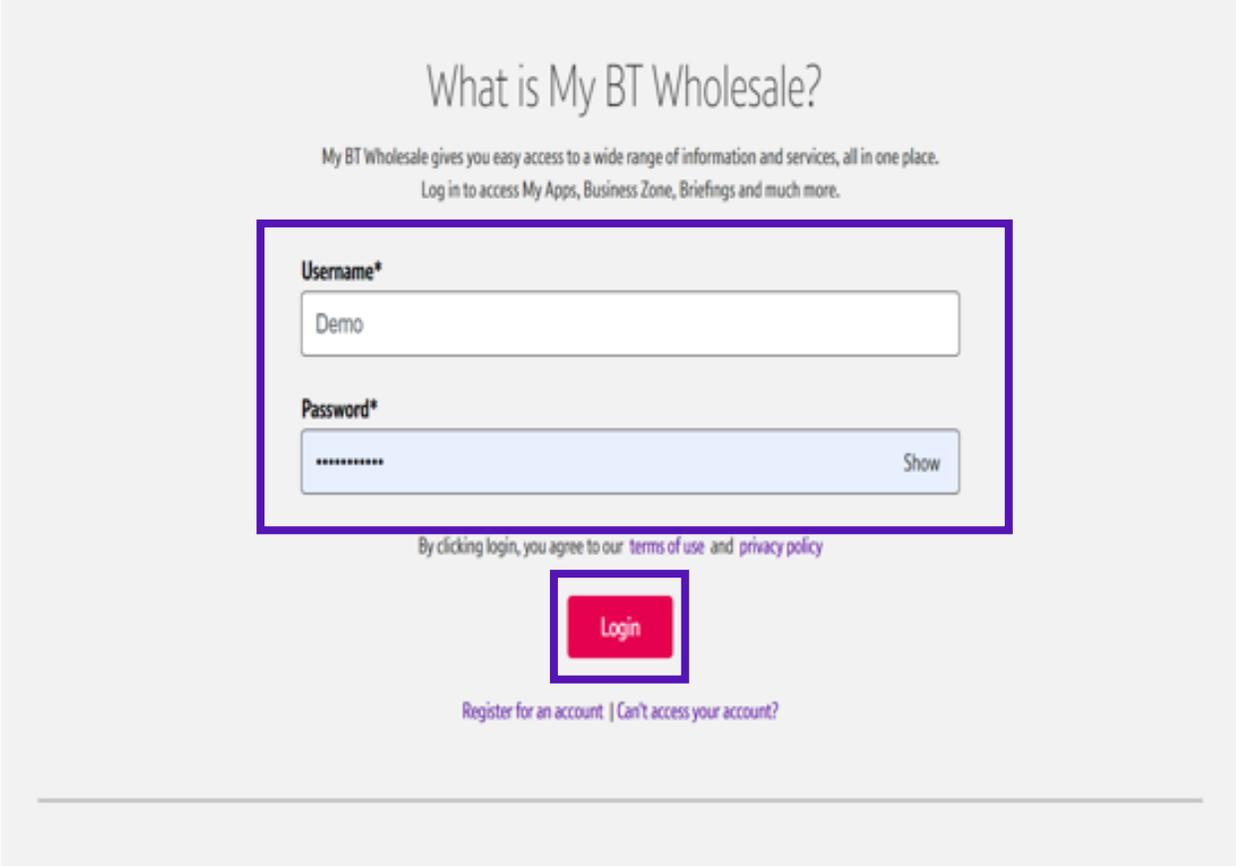


How To Place a SOADSL NTE Shift Order

Step 1: Logging In

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

 | My BT Wholesale



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?](#)

How To Place a SOADSL NTE Shift Order

Step 2: Guidance

This guide takes you through the step-by-step instructions to place a Shift NTE order on the Portal for SOADSL.

Please visit our page on BTWholesale.com for a full breakdown of the costs by product.

<https://www.btwholesale.com/help-and-support/pricing/service-provider-price-list.html#section44-wholesale-broadband-services>

Further information can be found in the relevant [Fibre Broadband - Products & services | BT Wholesale](#)

The screenshot displays the BT Wholesale portal interface. At the top, the user is logged in as Nathan Sheady, with options for Logout and Contact Us. The main navigation bar includes Products & Services, Sales Tools, Help & Support, and My BT Wholesale. Below this, a secondary navigation bar lists Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, My briefings, and Administration. The main content area is titled 'Business zone overview' and features a search bar for reference numbers. Below the search bar, there are three main sections: Order status, Fault status, and Actions required. The Order status section shows a list of orders with columns for Account, Status, and Count. The Fault status section shows a list of faults with columns for Account, Status, and Count. The Actions required section shows a list of actions with columns for Reference, Customer, and Date. The interface also includes a 'Planned Network Change Notification' banner and a 'Frequent tasks' section with links to ADSL Broadband checker and Broadband briefings.

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

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

How To Place a SOADSL NTE Shift Order

Step 3: 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.

1. Enter the BBEU you wish to view
2. Click on the **Magnifying glass**

The screenshot displays the BT Wholesale Business zone overview page. At the top, there's a navigation bar with 'Products & Services', 'Sales Tools', and 'Help & Support'. The user is logged in as 'Nathan Sheady'. Below the navigation, there are tabs for 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. The main content area is titled 'Business zone overview' and features a search bar with the BBEU 'BBEU53065518' entered. Below the search bar, there are three main panels: 'Order status', 'Fault status', and 'Actions required'. The 'Order status' panel shows a list of order statuses with counts: Saved (18293), Rejected (0), Pending (518), Cancelled (222), In Progress (244), and Completed (396). The 'Fault status' panel shows counts for In Progress (1801), Customer Action Required (0), and Closed (34984). The 'Actions required' panel lists two references: 'Reference 3-135953444171' and 'Reference 3-139123312029'. There are also sections for 'Important updates' and 'Frequent tasks'.

How To Place a SOADSL NTE Shift Order

Step 3: Accessing the journey

1. Select the **'Modify'** Option from the dropdown box that will appear under the - **'Please select action'** section

The screenshot shows a search results page for the reference number BBEU53065518. A 'Quick view' modal is open, displaying the following details:

Service type	WBC End User Access (21CN Copper and Fibre)
Customer reference	
Service reference	BBEU53065518
Asset ID	5-BY5ULTY1
Directory Number	YBJ555571X5
Last update	14 Sep 23 10:58
Last updated by	SIEBEL WITH
Asset Status	Active

Below the modal, there is a dropdown menu labeled 'I want to...' with the text 'Please select action' and a red notification badge with the number '1'.

How To Place a SOADSL NTE Shift Order

Step 4: Select the Address

1. Enter the post code of the address
2. Click on the **Magnifying glass** to look up the full address.

Modify Asset BBEU53065518 Help

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

Step 1. Configure your order

– Modify WBC (EUA) (5-BZDAZNXS) >

- Check availability
- Order details
- Product details
- Activation

Check availability

Find out what products are available at your customer's site.

	Qty	One-off	Monthly
Total	1	£0.00	£42.19

Service Id* BBEU53065518

Site address* Search by Postcode or UPRN ?
W1T 4JZ **1** **2**

Product* SOADSL

[Check availability >](#)

How To Place a SOADSL NTE Shift Order

Step 4: Select the Address

1. Select the Address from the list
2. Click on '**Confirm**' at the bottom of the page

Note: Use the scroll bar  or  to view all the addresses

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 or UPRN   [Refine search](#)

Sub premise	Building name	Street no.	Street name	City	Postcode	UPRN	Address key	Location	Organization Name
Bttv 9	BT Tower		Cleveland Mews	London	W1T 4JZ		A14612867654		
Ddtv Room	BT Tower		Cleveland Mews	London	W1T 4JZ		A15101508073		
Digital Roo...	BT Tower		Cleveland Mews	London	W1T 4JZ		A15101508074		
Fifth Floor ...	BT Tower		Cleveland Mews	London	W1T 4JZ		A00027996516		
First Floor	BT Tower		Cleveland Mews	London	W1T 4JZ		A15102000497		

 21 - 40 of 40+ 

Confirm 



How To Place a SOADSL NTE Shift Order

Step 5: Check Availability

1. Click on 'Check availability'

Modify Asset BBEU53065518 Help

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

Step 1. Configure your order

– Modify WBC (EUA) (5-BZDAZNXS) >	Check availability		Total	Qty 1	One-off £0.00	Monthly £42.19
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Find out what products are available at your customer's site.

Service Id*

Site address*

Change address

Product*

[Check availability >](#) 1

How To Place a SOADSL NTE Shift Order

Step 5: Check Availability

The available products will be shown in the Results table.

1. Select '**Next**' at the bottom of the page

Note: SOADSL will appear automatically in the product box

No exchange data available for FTTC GFast product.

Downstream Range B : FTTC VDSL : 8.8 Mbps (P), FTTC GFast : No Expected Speed Data Available, SOGEA VDSL: 8.8 Mbps (P), SOGEA G...

Downstream : FTTP : 1000.00 Mbps.SOGEA VDSL: 11.0 Mbps (P).SOGEA GFast: No Expected Speed Data Available.

Upstream : FTTP : 220.000 Mbps.SOGEA VDSL: 1.1 Mbps (P).SOGEA GFast: No Expected Speed Data Available.

Upstream Range B : FTTC VDSL : 1.0 Mbps (P), FTTC GFast : No Expected Speed Data Available, SOGEA VDSL: 1.0 Mbps (P), SOGEA GFas...

FTTP Availability Details : FTTP is available and a new ONT may be ordered.

< 1 - 10 of 12+ >

Select the product you would like to order.

Product*

*Required fields

Next > 1

How To Place a SOADSL NTE Shift Order

Step 6: Order Details

1. **'Customer required by date'** - This will default to the standard lead time of 1 day. You can push this date out if you want, to the date you want the appointment to be.
2. **'Billing account number'** – Select your account
3. **'Modify type'** – Shift NTE
4. **'Set up primary contact'** - This is where the updates of the progression of the order will go to
5. Click on **'Next'**

Modify Asset BBEU52992448 Help

Configuration
Customize your product specifications, extras and more.

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

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

Step 1. Configure your order

— Modify WBC (EUA) – SOADSL (5-BZ... >

Order details Shopping cart icon Total Qty 1 One-off £0.00 Monthly £24.90

Check availability ✓

Order details

Product details

Activation

Tell us more about what you'd like to order

Customer required date* ? 1

Billing account number* ? 2

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

Modify type ? 3

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.

Set up primary contact > ? 4

*Required fields

[< Previous](#) [Discard changes](#) [Next >](#) ? 5

How To Place a SOADSL NTE Shift 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 >

Step 6: Order Details

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 a SOADSL NTE Shift Order

Step 6: Order Details

1. Click on '**Add note**' – Insert notes about Hazard as this is mandatory.

Note - You can add any other notes for the engineer under Special arrangement Notes & Site visit.

2. Click '**Next**'

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.

Add note

1

*Required fields

< Previous

Discard changes

Next >

2

How To Place a SOADSL NTE Shift Order

Step 7: Product Details

Important: For a NTE Shift order, you cannot make any changes to the following parameters as these options are currently set by the original base order. CPs **should not** change these parameters as part of the modify request.

1. **'Downstream speed'** – select the speed you require
2. **'Upstream speed'** – select the speed you require
3. **'Business Bundle'** – refer to the product handbook for further details. Combines Traffic Weighting and Maintenance Category combinations.
4. **'Traffic Weighting'** – options are Standard or Elevated
5. **'RealTime speed'** – usually set to 0
6. **'Charging category'** – usually Not Applicable
7. **'Maintenance Category'**:
 - Category 5 = 40 hour repair
 - Category 4 = 20 hour repair
 - Category 14 = 7 hour repair

The screenshot shows the 'Modify Asset BBEU52992448' interface. At the top, there are three main sections: Configuration (Customize your product specifications, extras and more.), Contacts (Tell us who should be kept updated about the progress of the order.), and Confirmation (Make sure you're happy with everything, then go ahead and place the order.). Below this is 'Step 1. Configure your order' with a sidebar menu containing: Modify WBC (EUA) - SOADSL (5-B...), Check availability, Order details, Product details (selected), and Activation. The main content area is titled 'Product details' and includes a summary table: Total Qty 1 One-off £31.00 Monthly £24.90. Below the summary is a section 'Tell us about your product requirements' with 'Cost options' listed: Access Type (SOADSL), Downstream speed (24Mbit/s), Upstream speed (Uncapped), Business Bundle (Not Applicable), Traffic Weighting (Standard selected, Elevated), RealTime speed (0Kbit/s), Charging category (FlatRateCategory) (ChargingCategory21), and Maintenance category (Maintenance Category 4). Each option has a help icon and a numbered callout (1-7).

How To Place a SOADSL NTE Shift Order

Step 7: Product Details

Important: For a NTE Shift order, you cannot make any changes to these following parameters as these are fixed values governed by the Stability option chosen in the base order. CPs **should not** change this value as part of a modify order.

1. 'Stability Option' – select the speed as standard
2. 'MTBE Red Threshold' – This is auto populated
3. 'MTBE Green Threshold' – this is auto populated
4. 'MTBR Red Threshold' – This is auto populated
5. 'MTBR Green Threshold' - This is auto populated
6. 'Do you require Interleaving?' - This is auto populated
7. **Notes** – Here you can add notes or site contact details. Please ensure this is up to a maximum of 50 characters
8. Click 'Next'

Product options

Use modified Fault Threshold Rate calculation?	<input type="radio"/> Yes <input checked="" type="radio"/> No	?	
Stability Option	Standard	?	1
MTBE Red Threshold	10	?	2
MTBE Green Threshold	8,640	?	3
MTBR Red Threshold	3,600	?	4
MTBR Green Threshold	8,640	?	5
Do you require Interleaving?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Auto	?	6

SOADSL Site Visit Reason

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 SVR

SVR details

SVR	Shift NTE	
Notes		7

< Previous

You cannot discard your order in this section of the order process.

Next >

8

How To Place a SOADSL NTE Shift Order

Step 8: Order Summary

Your order is summarised confirming the selected CRD and the costs.

1. Click on '**Book**' to select the appointment date for the Shift to take please.

Modify Asset BBEU52992448 Help

Configuration
Customize your product specifications, extras and more.

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

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

Step 1. Configure your order

- + Modify WBC (EUA) - SOADSL (5-B... ✓
- Activation >

Order summary

	Total	Qty	One-off	Monthly
		1	£31.00	£24.90

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 ...	5-BZDCTC02	03/10/2023	To be assigned at KCI2	Book 1

< 1 - 1 of 1 >

*Required fields

< Previous

Discard changes

Next >

2

How To Place a SOADSL NTE Shift Order

Step 9: Booking the Appointment

1. **Appointment type** – Here choose the standard Am or PM option

2. **List available appointment slots from** - This will bring up the latest appointment slots available

3. Click on **'List Available slots'**

4. Select the appointment you require

5. Click on **'reserve appointment'**

WBC End User Access (EUA) (SOADSL) ×

Appointment Date

Appointment type* ? 1

List available slots starting from* ? 2

List available slots

WBC End User Access (EUA) (SOADSL) ×

Appointment Date

Appointment type* ? 3

List available slots starting from* ?

List available slots

Appointment date	Appointment slot
06-10-2023	AM
09-10-2023	AM
10-10-2023	AM
11-10-2023	AM
12-10-2023	AM

< 1 - 10 of 10+ >

*Required fields

Reserve appointment > 5

How To Place a SOADSL NTE Shift Order

Step 9: Booking the Appointment

This then shows you the appointment you have reserved. If you are happy with this

1. Click on '**Save Changes**'

WBC End User Access (EUA) (SOADSL) ✕

Appointment Date

Once you've updated your requested date, click 'Save changes' to continue with your order.

Product	WBC End User Access (EUA) (SOADSL)
Order line ID	5-BZDCTC02
Confirmed date	10/10/2023
Confirmed time	AM

Save changes >

1

How To Place a SOADSL NTE Shift Order

Step 10: Order Summary

Your order is summarised confirming the selected appointment and the cost details.

If you want to change the appointment, you still can.

1. When you are happy select '**Next**'

Modify Asset BBEU52992448 Help

Configuration
Customize your product specifications, extras and more.

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

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

Step 1. Configure your order

- + Modify WBC (EUA) - SOADSL (5-B... ✓
- Activation >

Order summary

Total	Qty	One-off	Monthly
£31.00	1	£31.00	£24.90

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 ...	5-BZDCTC02	03/10/2023	10/10/2023 AM	Change

< 1 - 1 of 1 >

*Required fields

< Previous

Discard changes

Next > 1

How To Place a SOADSL NTE Shift Order

Step 11: Order Contacts

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

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

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

Modify Asset BBEU52992448

Help

- Configuration** ✓
Customize your product specifications, extras and more.
- Contacts**
Tell us who should be kept updated about the progress of the order.
- 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 2

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary							1

< 1 - 1 of 1 >

How should these contacts be updated about the order?

Update method* ?

Email 3

*Required fields

< Previous Discard changes Next > 4

How To Place a SOADSL NTE Shift Order

Step 12: Order Confirmation

This screen summarises 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:

1. What product you have ordered and the options you have selected.
2. The monthly and one off costs

Modify Asset BBEU52992448 Help

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

Step 3. 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) (SOADSL)	B90 8BG	03/10/2023 00:00:00	WBC	£31	£24.9	

< 1 - 1 of 1 >

Your totals for this order are

£31.00 (excl. VAT)
one-off

£24.90 (excl. VAT)
every month

If you require your order before BT's standard delivery time, you may be required to pay extra charges as detailed in the Pricing Manual. Unfortunately, we can never guarantee that early requirement dates can be met. You may also incur additional charges if you're stopping a service before the end of its contract.

How To Place a SOADSL NTE Shift Order

Step 12: Order Confirmation continued

This screen summarises 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:

1. Who needs to be kept up to date with the progress of the order
2. You can now add you own reference and description of the order
3. Select the tick box to accept the Terms and Conditions
4. Select 'Place order'

These contacts will be updated on the progress of 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.

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number
Primary					

Contacts will be updated by this method.

Update method

Email

< 1 - 1 of 1 >

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

Your order reference*

2

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.*

3

*Required fields

< Previous

Discard changes

Place order >

4

How To Place a SOADSL NTE Shift Order

Step 13: Confirmation

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

Please fill in the survey to tell us how easy it was to submit your order. We're always looking to improve the systems so your feedback is really valuable to us.

The screenshot displays the BT Wholesale customer portal interface. At the top, there are navigation links: 'Products & Services', 'Go to Market', 'Help & Support', and 'My BT Wholesale'. Below these are tabs for 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. The main content area features a green checkmark icon and the text 'Broadband order: Submitted'. Below this, a message reads 'Thanks! Your order has been submitted.' The 'Order Submission' section lists 'BT order reference' and 'Your order reference' as 4-807310961731. A feedback survey titled 'Your feedback is important to us' asks the user to rate their experience on a scale from 'Extremely Difficult' to 'Extremely Easy'. The survey includes a text box for comments and a vertical scrollbar on the right side.

Where to go for help

If you are experiencing issues with placing a broadband order, please refer to <https://www.btwholesale.com/contact-us.html> or connect with one of the options below:

Order Issues: If you are experiencing issues with placing a broadband order, please refer to [Broadband Orders](#)

Faults: If you are experiencing broadband faults, please refer to [Broadband Faults](#)

System Issues: If you are experiencing xml or system issues, you can raise a Bridge Case with the System Support Helpdesk via [System Support Helpdesk](#)

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

WBC SOADSL Product documentation – can be accessed under the Single Order ADSL (SOADSL) section via [Fibre Broadband - Products & services | BT Wholesale](#)

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

