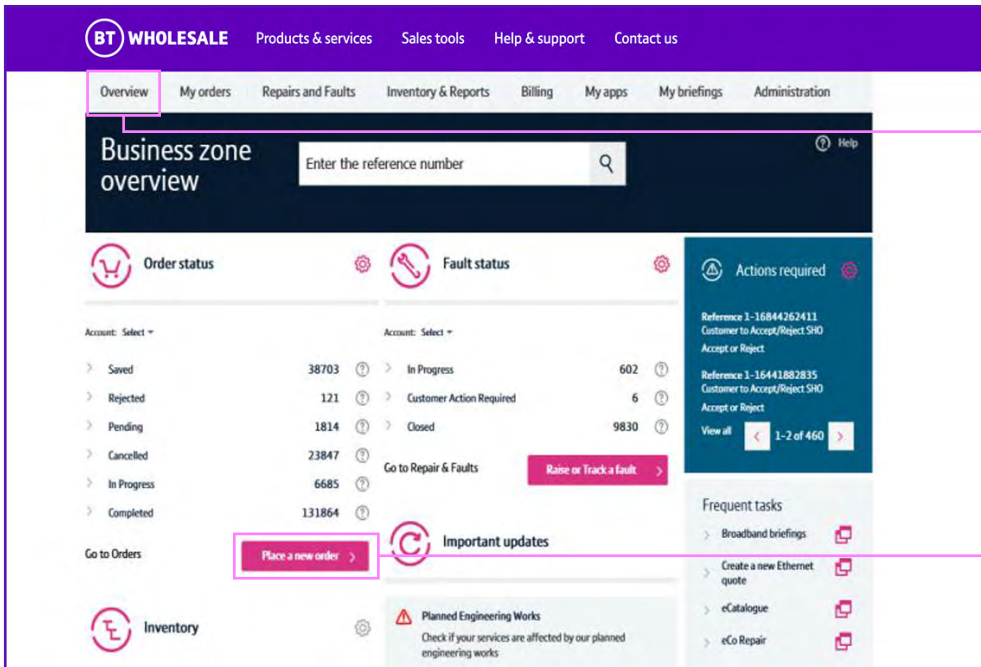




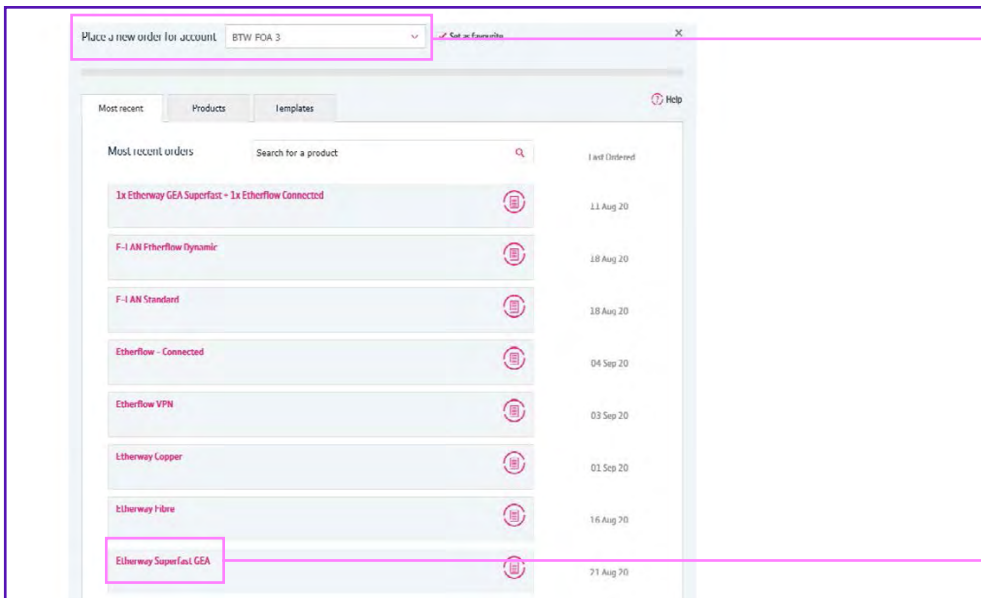
# Wholesale Ethernet FTTP order journey guide

New Optical Network Termination  
(ONT) 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 4QX

[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

1 - 20 of 20+ >

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 4QJ  
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**.

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 . SOGEA Service will be availabl...

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: 78.2Mbit/s, FTTP: 330Mbit/sMbit/s, SOGEA: 78.2Mbit/s.

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

SOGEA is available at the site.

1 - 10 of 11

Select the GEA Superfast variant you would like to order.

Access Technology\*

ONT Type\*

\*Required fields

Save order **Next >**

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

Select the following dropdowns:  
Access Technology = **FTTP**  
ONT Type = **New ONT**

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*	TEST	?

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.

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

< 1 - 1 of 1 >

**Appointment for installing ONT**

End user consent\*

\*Required fields Last saved at [12:01]

End user must be **EU Access Granted**.

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 **Standard**.

Please also add site visit notes.

Click on **Next**.

**Set the required by date**

	Total	Qty 1	One-off £300.00	Monthly £27.08
--	-------	----------	--------------------	-------------------

When would you like your new products to be activated?

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	
Etherway Superfast GEA...	4-AQ:198CW	24/09/2020 00:00:00		<a href="#">Change</a>

[<](#) 1 - 1 of 1 [>](#)

This order will be driven by the appointment date. Please click on **Change**.



Etherway Superfast GEA (4-AQ1198CW) ✕

**Customer required by date**

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

Product Etherway Superfast GEA (4-AQ1198CW)  
 Order line ID 4-AQ1198CW  
 Customer required by date 24/09/2020 00:00:00

Select date

Sep 2020

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Select time

Time 00:00:00

Hour

Minute

Now Done Save changes

Warning: If you change the Customer required by date after the Etherway with the last order, the order will automatically change to one day after the Etherway with the last order.

Select the date the service is required.

The minimum lead time on this type of provide order is 14 working days.

Click on **Done**.

Etherway Superfast GEA (4-AQ8KBQQ0) ✕

**Customer required by date**

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

Product Etherway Superfast GEA (4-AQ8KBQQ0)  
 Order line ID 4-AQ8KBQQ0  
 Customer required by date 29/09/2020 00:00:00

Book Appointment

To book an appointment click here.

Etherway Superfast GEA (4-AQ8KBQQO)

**Appointment Date**

Appointment Type\* Standard (AM)

List available slots starting from\* 30/09/2020 08:00:00

Select date

Sep 2020

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Select time

Time 08:00:00

Hour

Minute

Now Done >

Select the required appointment type  
**(Standard AM or PM).**

Click on the **calendar applet** and select the required appointment date.

Etherway Superfast GEA (4-AQ8KBQQO)

**Appointment Date**

Appointment Type\* Standard (AM)

List available slots starting from\* 30/09/2020 08:00:00

List available slots

Click on **List available slots** to select an available appointment date.

Appointment date	Appointment slot
05-10-2020	AM
05-10-2020	PM
06-10-2020	AM
06-10-2020	PM
07-10-2020	AM

1 - 10 of 10+

Reserve appointment >

You can now select the most suitable appointment slot from the earliest available results in the table.

Once you have selected a suitable slot, please click on **Reserve appointment.**

**Customer required by date**

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

Product Etherway Superfast GEA (4-AQ8KBQQ0)  
 Order line ID 4-AQ8KBQQ0  
 Customer required by date 29/09/2020 00:00:00  
 Confirmed date 05/10/2020  
 Confirmed time AM

[Change appointment](#)

**Warning:** If you change the Customer Required by Date (CRD) on your Etherway/s, the Etherflow CRD will automatically change to one day after the Etherway with the latest CRD on your order.

[Save changes >](#)

You can see your confirmed appointment date and time slot on this screen.

Please click on **Save changes**.

**Services in your basket**

Product	Order line ID	Customer required by date	Appointment date
Etherway Superfast GEA...	4-AQ8KBQQ0	29/09/2020 00:00:00	05/10/2020 02:00:00

[Change](#)

< 1 - 1 of 1 >

\*Required fields Last saved at [12:33]

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

On this screen you can see the CRD and the appointment date selected.

Please click on **Next**.

**Validate network**

Qty	One-off	Monthly
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.ether@optus.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	0455	WHOLESALE ETHERNET	WS Data services Ethernet	<a href="#">Change</a>

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]

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



#### We value your comments.

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

Submit >>

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