BT wholesale

Making it easier to do business with us

eBook

Email **clientreception@bt.com**

or call **0800 671 045**

www.btwholesale.com

show contents
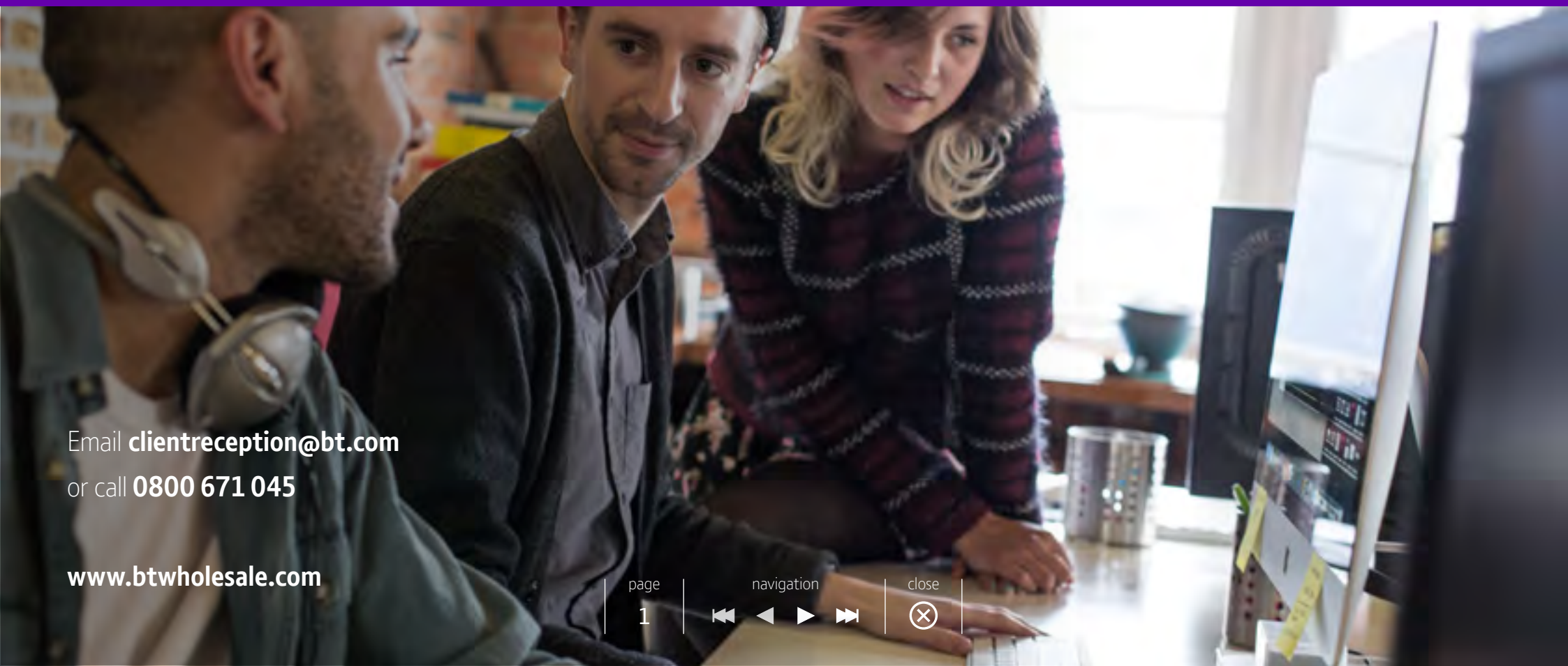
An interactive guide to BT Wholesale

We're making it easy for you to work with us. For you to easily find the information you need on our products and services, when you need it. That's why we created this interactive document.

What you'll find inside

All the most relevant, up-to-date details on our key products such as quick links to important documents, top tips and specialised web content.

Get started >

As you work through this document, you'll find you need to be logged in to **My BT Wholesale** to view certain content. You can do this from our **homepage** (or you will be prompted) – simply enter your BT Wholesale username and password or select **Register a new account** if you're new to the site.

Is your company new to BT Wholesale? Then follow these simple instructions to become our next valued customer. Contact our team to discuss your requirements by calling us on **0800 671 045** or **request a callback** from our contact us page.

Join the club >

Top tips and useful links
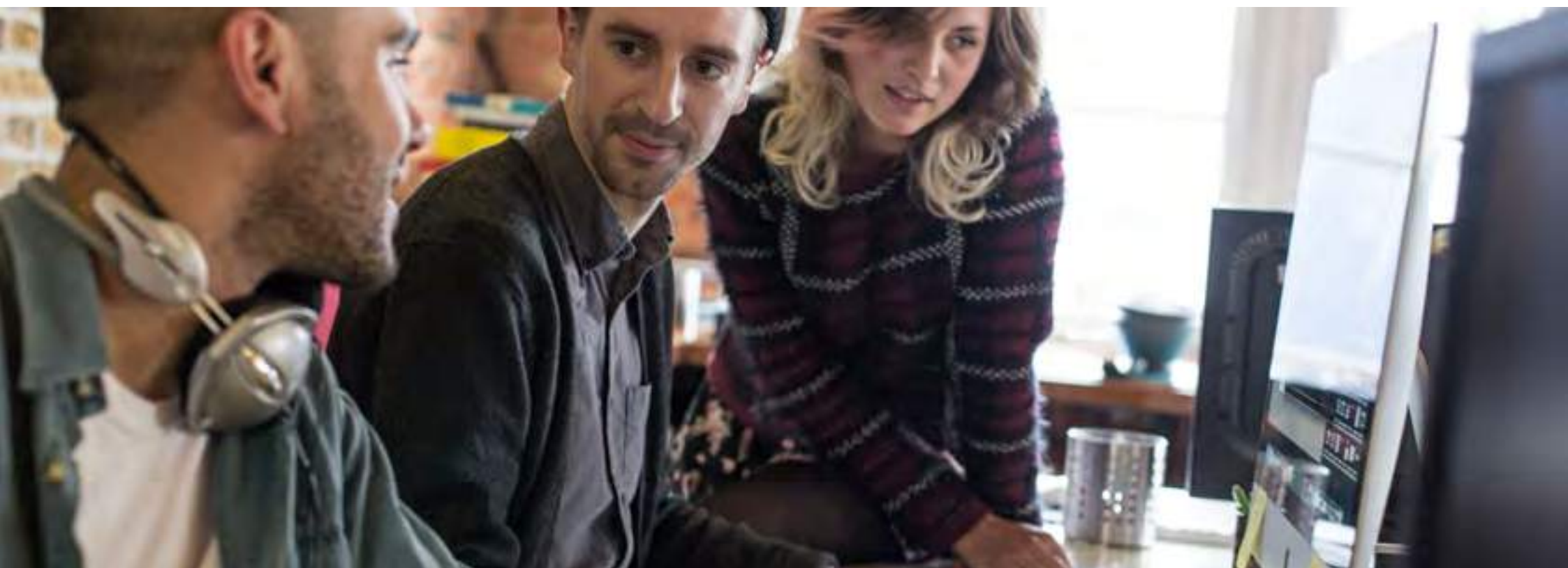
This section includes tips and links to the most commonly used sections of our website.

Top tips and useful links

Setting up My BT Wholesale

A run down on how to set up an account and a look at My BT Wholesale, Business Zone and other parts which will make your life easier.

Registration

Setting up an account on BT Wholesale is simple. From the home page, select **Register a new account** and follow the registration process. Or if you want to quickly get there:

Register a new account ›

Top tips and useful links

Setting up My BT Wholesale (cont'd)

My BT Wholesale and Business Zone
When you first log into My BT Wholesale, it will take you to Business Zone or My apps, depending on your setup.

Business Zone is where you can manage your account with BT Wholesale, giving you a consolidated quick view of your orders, faults, and inventory. It has a powerful predictive search that helps you quickly find what you are looking for. You can even search by your own customer reference.

There is a new and improved help screen which gives you the latest information about recent changes on the site and also lots of useful user guides to get you up to speed with how to use it.

Business Zone is personalised to your company and your role. It gives you access to our new speedy Ethernet order journeys, as well as other new features like eChat and online escalations for Broadband.

Business Zone gives you access to the latest information about Major Service Outages (MSOs) and Planned Network Change Notifications (PNCNs) impacting your services. You can find out what action you need to take to ensure your orders and faults keep progressing. You can also get access to My apps from Business Zone too.

If you currently land on My apps when you log in, but want to change this to Business Zone, you can get access to it by request access to eCo Plus (found on **Quote & Orders tab** in **My apps**). Your administrator will then give you permission and you will land on Business Zone the next time you log in.

Visit My BT Wholesale >

Top tips and useful links

Setting up My BT Wholesale (cont'd)

My apps
If you land on My apps when you log in, from here you can get access to a wide range of useful tools. Click through the different tabs to gain access to quotes, faults, diagnostics, billing, content, planning and reporting, administration and a handy A-Z.

View app A-Z >

Briefings
You can stay up-to-date with the latest news, information and changes to our products and services with our briefing update emails.

We'll automatically subscribe you to our **General briefings**, however you can choose additional briefings by selecting **Set my preferences** from **My briefings** in My BT Wholesale.

My briefings >

Top tips and useful links

Setting up My BT Wholesale (cont'd)

Industry briefings
If an event like the ones detailed below happens, we'll notify you via our industry briefs. These can be configured in your **Set my preferences** section.

View my preferences ›

- **Matters beyond our reasonable control (MBORCs)**.
- **Post Incident Reviews (PIRs)** – your account manager will need to email a list of email addresses to the Incident Manager.
- **System outages**.

eBilling
This lets you view bills online and download backup information for reconciliation purposes. In response to customer feedback, we've made it quicker and easier for you to access our online eBilling service.

You can register for an access eBilling from **My BT Wholesale**. From **My apps** select the **Billing** tab.

We'll email you to let you know when your request has been accepted.

Raise a billing query
To raise a billing query, log in to **eBilling** and select **Raise a Query**. For help with the eQuery tool, you can contact our billing team at **btwholesalebilling@bt.com**.

Top tips and useful links

The right help for the right time

Help & support

Whether you need assistance for each step of your journey or you're just looking for important information, our extensive **Help & Support** section will help make life easier for you. When you land on the help page, you'll see a list of our popular topics, these are the ones used most by our customers. You can select the **All topics** tab to view a full list. And remember, we're always on standby to help so don't ever hesitate to **get in touch**.

Visit Help & Support >

Training Academy

Put on the Rocky soundtrack and get ready to fully understand our products and other business applications with Academy Learning. It provides you with interactive and easy to run e-learning courses.

Visit Academy Learning >

In order to register and get stuck into the training, simply send an email to **product.marketing@bt.com** with the following details:

- first name
- last name
- company name
- email address
- contact number.

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Top tips and useful links

The right help for the right time (cont'd)

Customer Service Plans (CSPs)
Our CSPs detail the ordering, repair and billing processes for our products and services, together with key contact information. From **Help & Support**, select **Customer Service Plans** – they're easy to find at the top of the page.

View Customer Service Plans >

Wholesale Customer Reporting
Featuring all our Management Information System (MIS) with reports on Provision, Repair and Inventory for our products. Take a look at our app and the handbook for more information.

Open app >

View handbook >

After clicking the button, head to **Broadband Reports**, click through and scroll down to **Wholesale Customer Reporting (WCR)**.

Top tips and useful links

Useful documents

Online user guides
If you're a new customer and you want to find out how to use Business Zone, you can read our latest user guides by clicking on the help icon on the top right hand side of the **Overview page** on **Business Zone**. Alternatively you can check out our handy FAQs.

Go to Business Zone overview >

View FAQs >

Guides
Make sure you get the very latest copy of this document from your account manager:

• A Customers Manager's Guide to service

Product handbooks
Find everything you need to know about the products and services you sell in our product handbooks. These are very useful sources of information and should be used in conjunction with our Terms & Conditions.

From any page on btwholesale.com, open the **Products & Services** menu to pick the product or service you're interested in. At the bottom of the page, you'll find drawers you can open containing product handbooks, technical documents and more.

Top tips and useful links

Useful documents (cont'd)

Data services Jargon buster

Confused by all the names and acronyms we use when we talk about our services? You're not alone. In fact, sometimes we even confuse ourselves! Use this helpful document to clear things up.

View Jargon Buster >

SINet

This site contains information about BT's networks and services. It's primarily aimed at providing technical information to equipment manufacturers in order to allow them to design equipment that's compatible with BT's networks and services. The site also provides notification to Service Providers about some BT services which may be of particular interest to them.

Visit site >

Our key products

Below is a list of our **key products that our customers keep coming back for.** The key products that really make a difference to end users. But it's not just a list of products. It's all the **extra useful information** that comes with it, such as reporting issues and diagnostics. Take a look through and find what you're looking for.

Broadband	>
Ethernet	>
IP Exchange (IPX)	>
Wholesale Calls	>
Avaya Cloud Solutions	>
Hosted Centrex	>
Hosted Contact Centres (HCC)	>
Inbound Services	>
Wholesale Hosted Communications (WHC)	>
Wholesale SIP Trunking (WSIPT)	>

show contents

Our key products

Broadband

There's no business without broadband. And with our broadband solutions on your side, you'll have the best in broadband. With high access speeds, excellent service and superb reliability, you'll have everything you need to offer your customers top quality broadband services.

Beginning with broadband	›
Easy communication	›
Services and support	›
WBC overview	›
Fibre Broadband overview	›
Broadband Complete overview	›
Handy handbooks	›
Important information	›

Our key products – Broadband

Beginning with broadband

When it comes to broadband, do you know how we make it easy for you to work with us? We start from the beginning. Right from making sure you've got the right systems in place up to checking for availability and reporting on any issues you may have. Take our hand and we'll guide you on the right path.

Entering Business Zone
We've made it easy for you to manage your broadband orders and faults, track the latest updates and find all the useful information you need. How? With Business Zone.

Business Zone is where you can manage your account with BT Wholesale, giving you a consolidated quick view of your orders, faults and inventory. It has a powerful predictive search that helps you quickly find what you are looking for. You can even search by your own customer reference. When the result is returned you can click on the reference to see the quick view. The quick view gives you access to chat to an agent or raise an escalation, in just one click. Business Zone will fill in known information about the order, fault, or service, for you. This saves you time and reduces the amount of data you need to enter, making it quicker to achieve your task.

Business Zone gives you access to the latest information about Major Service Outages (MSOs) and Planned Network Change Notifications (PNCNs) impacting your broadband services. You can find out what action you need to take to ensure your broadband orders and faults keep progressing. You can also get access to Billing and My apps from Business Zone too.

If you don't already have access to Business Zone, you just need to request access to eCo Plus (found on **Quote & orders tab** in **My apps**). Your administrator will then give you permission and you will land on Business Zone the next time you log in.

Log into Business Zone ›

Our key products – Broadband

Beginning with broadband (cont'd)

Questions?
Any queries about Business Zone? Find all your answers here.

Business Zone FAQs   >

Availability checker
Use our availability checker to see if your customers are able to receive broadband. Simply enter a telephone number or access line ID to find out the results instantly.

View broadband availability checker   >

Build your own
You can interface with our availability checker using XML so you can build your own branded version of our availability checker, check into your online shop, regrade portals and CRM tools.

Read more   >

Which broadband product is right for you?
Visit our dedicated page to see more.

Discover our broadband solutions   >

Our key products – Broadband

Easy communication

Chat with an advisor

Got a problem and need someone to talk to? Then try our eChat feature and let your fingers do the talking. Log into **Business Zone**, search for your **broadband order or fault** and click on the **reference** to see the quick view. You'll see the latest update but to initiate chat, click on the relevant **live eChat button** and you'll be taken to the Chat with an advisor section. Enter a service or fault reference and our team can start helping.

Start chatting >

Failed Retest eChat

Under certain criteria, you can use our Failed Retest eChat service to try and resolve your problem. If you are affected by the following scenarios then start chatting now:

- **cross-jumper issues** – for example, a post migration failure
- **profile changes/CCSNR** – we will only accept eChat queries when the request has been initiated but not completed within four hours
- **stabilisation period** – where you have a No Sync or No Connection fault during the initial ten day stabilisation
- **port issue on the DSLAM/MSAN** – we'll complete further diagnostics to resolve the issue remotely or determine the next appropriate action
- **authentication failures** – if the circuit mapping has been built incorrectly and you tried to complete a port reset via self-serve.

We're here seven days a week between 8am and 8pm to chat with you.

Access Failed Retest eChat >

Our key products – Broadband

Easy communication (cont'd)

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Escalations

If you need to bring orders or faults to our attention immediately without the need for calling or talking via eChat then you can do so via **Business Zone**. Log in and click on the **reference** to see the **quick view**. From here, simply click on the **escalation flag**. If the flag is red then an escalation has already been raised. You can see the latest information by clicking on the flag.

You can also go into the **Orders** page or **Repairs & Faults** page to see all orders or faults, including those with escalations. If you only want to see escalated orders or faults, then you can filter by escalations only. If you want to get more detailed information on each escalation you can click on reports.

Log into Business Zone >

Our key products – Broadband

Easy communication (cont'd)

Tags on the Line Portal
If you need to perform a 'Tags On The Line' check quickly you can do it directly via our website without the need to call or eChat. You don't want your customers left with no broadband connection so we'll help sort this out straight away. To access this, simply click on the **subscribe** now button to get started.

Access Tags on the Line portal ›

What's a Tag On The Line?
Occasionally when switching suppliers, a tag is created when a broadband service is connected at the exchange. Without this, a service will not be able to be provided to your line when switching suppliers and until the tag is removed, you cannot get a connection.

Our key products – Broadband

Services and support

Broadband content
Get access to broadband systems, network-roll outs and interface documentations. Head on over to
My BT Wholesale and go to the **Content** tab.

Network information
Find out more about our planned engineering works, roll-out details and the latest 21st century
network (21CN) broadband service availability.

Access network information >

Knowledge Based Diagnostics (KBD)
A test and diagnostics tool that you can use to identify the cause of customers' broadband faults.
You can request access to KBD from the **My apps** section of **My BT Wholesale** – you'll find KBD
under **Faults & diagnostics**.

Access KBD >

You'll find handbooks, best practice guide and technical documents for our KBD tools in
Help & Support.

Help with KBD >

Our key products – Broadband

Services and support (cont'd)

Self Service Repair Tool
In order to make it easy for you to make your own diagnosis, we created our Self Service Repair Tool. Take a look at our document and find out just how this can help you on your diagnostic journey. In the **Help & Support** section of **My BT Wholesale**, head to **Broadband** and then **Faults & diagnostics** (or alternatively click below). Scroll down to **Fault Diagnostic Guides** and you'll see the **Self Service Repair Tool** where we house our regularly updated document.

View Self Service Repair Tool >

Broadband Development Release Documentation
Access all the documentation you'll need associated with our Broadband Development Releases, including XML and process changes.

View documentation >

Customer Premises Equipment (CPE)
We have a wide range of CPE for you to offer to your customers. You can order via our Dabs portal and with over 60,000 products to choose from, you'll have everything you need to offer top quality solutions plus equipment to your customers.

View Customer Premises Equipment (CPE) >

For more information, get in touch with your account manager.

Our key products – Broadband

Services and support (cont'd)

Special Faults Investigation (SFI2)
SFI2 is an Openreach service which sends an engineer to test if the customer's line is working. You can offer this service when Knowledge Based Diagnostics identifies a fault exists in the access network or customer's home. You can also offer it if your customer rejects the test outcome and requests a visit.

The SFI2 Information Deck and FAQs can be found on the Wholesale Broadband Connect product page, under **Support and Tools**.

Take me to the resources   >

Network congestion reports
If your end user is ever suffering any problems due to a pending network upgrade, we have reports which you can use to help them right away.

Find out more about our 21C network. This will be in the form of an Excel file and will show the status of individual S-VLANs, both WBC VLANs and Fibre VLANS.

View 21C network report   >

You can also view our report for our 20C network. Again this will be an Excel file and shows the status of individual Virtual Paths for the IPstream Connect Broadband service.

View 20C network report   >

Our key products – Broadband

Services and support (cont'd)

Network information
Here you will find all you need to know about our network infrastructure, including Planned Engineering Works, 21C broadband service availability and
roll-out details.

View network information >

REIN process
Otherwise known as Repetitive Electrical Impulsive Noise – a radio interference emitted from an electrical source. The process of remedying this could take a long time so instead of rushing into anything, we've got a document which is brimming with useful information and will help you identify any potential problems.
On the **Faults & diagnostics** page, head down to **Broadband Performance** and under the guides you will find the **REIN Best Practice Guide**.

Find out more about REIN >

Asset List Inventory Reports
These are designed to help you understand the current broadband assets we provide to you. Easy to find, these are at the top of the **Broadband Reports** page.

View reports >

Our key products – Broadband

Wholesale Broadband Connect overview

Or as we like to call it, WBC (original we know).

In a world of fast, internet-based communication, it's obvious that connectivity is important. Which is why we excel in providing top speed broadband which you can offer to your customers. Not only that, you can deliver customisable, reliable internet access to meet your customers' needs.

We've made it easy for you to do just that with WBC.

And, we've made it even easier for you to understand WBC by putting all you need to know, right here.

Start your investigation into simple, fast and secure broadband by taking a look here.

View Wholesale Broadband Connect >

Customer Service Plans (CSPs)
Find out more about our Customer Service Plans and other documentation about WBC. They're right at the top of the page.

View Customer Service Plans >

Our key products – Broadband

Wholesale Broadband Connect overview (cont'd)

Handbook
Our operational handbooks and user guides can be found in the **Handbook and Technical section** on the WBC page.

View Handbooks and Technical section >

WBC migrations
You can find out more about our broadband migrations on our **Help & Support** page for broadband by heading to the **Orders, Migrations and Cancellations** section. Scroll down to **Ofcom Notice of Transfer (NoT) Process** and you'll see all items listed.

View Broadband Migrations handbooks >

Our key products – Broadband

Fibre Broadband overview

Fibre is truly game-changing as its ultra-high speed connections bring out the best of new technologies. And that means a whole lot of new opportunities for you. Our Fibre Broadband can help you get started with this.

With WBC fibre you can deliver a broadband service that is up to 40 times faster than copper. You can take your customers to cloud-based services and help reduce their IT costs or integrate voice and data networks. With so many possibilities available, there's no time like the present to take a look at everything our Fibre Broadband service has to offer.

View Fibre Broadband ›

Fibre Broadband information
Find out how our fibre services can benefit your customers

View information ›

Fibre modems
Download our document on **Approved devices for use on WBC FTTC products**.

View Fibre modems ›

Our key products – Broadband

Fibre Broadband overview (cont'd)

Product handbooks
Download all the latest, updated information on our Fibre Broadband.

View handbooks >

SOGEA and SOG.Fast
Otherwise known as Single Order GEA and Single Order G.Fast – new product variants currently in development. Click through and read up on our new product descriptions and our development roadmaps which will appear when available.

View documents >

Our key products – Broadband

Broadband Complete overview

Helping you deliver a complete broadband solution to your customers, offering them access download speeds of up to 20Mbps, and up to 80Mbps via fibre – Broadband Complete – it's all in the name.

Three service options make things easy for you
- Internet access for SMEs.
- Private service for large scale retail.
- L2TP Interconnect.

You can find out more about Broadband Complete here.

View Broadband Complete >

Our key products – Broadband

Handy handbooks

It's always frustrating when you want to check up on something but don't have the handbook to hand. Not any more. All you have to do now is remember that we've got quick links to them right here so when you want to know the latest about FTTC or information about our services, it's easy to get to. Simply click on the product you want, scroll down to the **Handbooks and Technical Documents** section and you'll find what you need.

Broadband Complete   ›

Fibre Broadband   ›

IPstream Connect   ›

Wholesale Broadband Connect (WBC)   ›

Wholesale Broadband Managed Connect (WBMC)   ›

Our key products – Broadband

Important information

Best practice
For any issues with orders and faults, broadband performance and troubleshooting – head to the **Broadband Performance Guides** in **Faults & diagnostics**.

View best practices　>

WBC rollout
Access the monthly schedules for Wholesale Broadband Connect. Simply click below and scroll down to the **National Service Migration Schedules & CP Forecast Templates**.

View WBC rollout　>

FTTC/FTTP rollout
Our Network Inventory report will keep you up to date with the latest rollouts.
If you do not have access to the file, simply head over to **My apps** in **My BT Wholesale.** From the **Content** tab, you can request access to **Broadband Content**.

View FTTC/FTTP rollout　>

Price list
For full information on our prices and charges, download our documents to keep up-to-date on all the latest costs.

View price list　>

Our key products – Broadband

Important information (cont'd)

WBMC price list
For our WBMC pricing, please look at the WBMC Shared Service Schedule 4 document in the list.

View pricing ›

Request for Outage (RFO)
If you are a WBMC customer with Host Links and are experiencing a loss of service across the links, you can request an investigation by sending the following information to **proactive.repair@bt.com**:

- WBMC Dedicated
- contact details – phone number/email
- Loss of Service to BGP – yes or no?
- A/B Leg is down?
- provide the BBCH
- start date/time
- finish date/time
- Interconnect site
- Associate BGP IP addresses
- Associated BBEP reference
- 24 hour access to intrusive test?

You then need to follow this up with an eChat to confirm the RFO so we can raise it for you. This can be done by choosing **eChat** from the **Broadband incident helpdesk**. The lead time for this whole process is 48 hours.

Start eChat ›

Our key products – Broadband

Important information (cont'd)

Broadband briefings
All our updates, information on improved functionality and news and notices can be found on our briefings page.

View broadband briefings >

Our key products

Ethernet

With the greatest range of access options in the UK, our Ethernet solutions can help you deliver high-quality connectivity to your customers, whatever their size. With Ethernet in the First Mile (EFM), dedicated fibre and next-generation fibre, we can help boost your selling power.

Early start with Ethernet >

Services and support >

Wholesale Ethernet overview >

Harmonised Ethernet Additional Reporting >

Our key products - Ethernet

Early start with Ethernet

We've been investing heavily into next-generation fibre so you can tap into new market opportunities. But that's not the only way we're helping you with our great Ethernet offering – we've also conveniently placed all the information you need right here.

Entering Business Zone

We've made it easy for you to manage your Ethernet orders and faults, track the latest updates and find all the useful information you need. How? With Business Zone.

Business Zone is where you can manage your account with BT Wholesale, giving you a consolidated quick view of your orders, faults and inventory. It has a powerful predictive search that helps you quickly find what you are looking for. You can even search by your own customer reference. When the result is returned you can click on the reference to see the quick view. You can also get access to Billing and My apps from Business Zone too.

Business Zone gives you access to our speedy new Ethernet order journey. The new order journey provides a more intuitive ordering experience, with common options being pre-populated for you. More validations are run up front, saving you time, and you'll notice a new interface that makes it clearer for you to see what you've done and what to do next. The new order journey can now be accessed by the latest browser versions. It's now faster to order Ethernet with customers informing us they can place an order in under ten minutes.

Our key products – Ethernet

Early start with Ethernet (cont'd)

But we're not stopping there…there are always further improvements to the online Ethernet order journey over subsequent releases. All based on feedback we get from you.

Please note, from 14 May 2017, the Etherway, Etherflow and Copper order journeys have closed on eCo Plus. All access to these journeys are now via Business Zone.

If you don't already have access to Business Zone, you just need to request access to eCo Plus (found on **Quote & orders** tab in **My apps**). Your administrator will then give you the permission and you will land on Business Zone the next time you log in.

<div style="background:purple;color:white;padding:8px;display:inline-block">Log into Business Zone   ></div>

Questions?
Any queries about Business Zone? Find all your answers here.

<div style="background:purple;color:white;padding:8px;display:inline-block">View Business Zone FAQs   ></div>

Our key products – Ethernet

Services and support

Address Matching Guide
The new Ethernet order journey now lets you search by Unique Property Reference Number (UPRN). When you search by UPRN instead of a postcode it gives you an exact match on the location of the premises you need your Ethernet service installed. This is particularly helpful when there are multiple premises in one building and speeds up the time it takes for you to add the address to the order.

Find out more about URPN >

Order Progress – KCI updates
Using the Business Zone portal you can track your order progresses. When you initially place an order you can select your preferred method of receiving updates – your information will be provided at key milestone points known as Keep Customer Informed (KCI) points.

Excess Construction Charges (ECCs)
Occasionally ECCs will be applied to an order. These will be advised at KCI2 and confirmed at KCI3 and are accepted via the Business Zone portal.

Daily update tracker
If you want a daily report consisting of an overview of your outstanding orders, just let us know. Contact your account manager and they'll get it set up for you.

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Services and support (cont'd)

Ethernet schedule documents
For more specific information about our updates on our rollouts, points of presence and more, take a look at our **Handbook and Technical documents**.

View Ethernet schedule documents   >

SINet
This site contains information about BT's networks and services. It's primarily aimed at providing technical information to equipment manufacturers in order to allow them to design equipment that's compatible with BT's networks and services. The site also provides notification to Service Providers about some BT services which may be of particular interest to them.

Visit site   >

Interactive map
Find out which data services are available and enabled in exchanges in your area – take a look at this useful interactive map.

View map   >

Our key products – Ethernet

Wholesale Ethernet overview

Ethernet is now seen as the obvious choice for voice traffic, IP and converged networks and is compatible for businesses of any size. We have one of the largest Ethernet networks in the UK and a product portfolio that can really make you stand out from the competition.

When choice matters
Read our brochure on Ethernet and see how you can benefit from selling Ethernet.

View Ethernet brochure >

It's all online
Take a look at our website and you'll be able to see how our Ethernet can help you and your customers. We've also got a huge selection of materials to help.

View Wholesale Ethernet >

Customer Service Plans (CSPs)
Find out more about our Customer Service Plans and other documentation about Wholesale Ethernet.

View Customer Service Plans >

Terms and Conditions
Download documents highlighting our current charges and our contract terms and conditions.

View Terms and Conditions >

Our key products – Ethernet

Harmonised Ethernet Additional Reporting

If you require a Reason for Outage (RFO) report after a fault that usually clears before a fault is raised or diagnostics are run, then please follow this simple process:

- raise a Non-Live fault on eCo Plus. This will be picked up by the diagnostic team and a response via eCo Plus will be received in five working days.

If, however, you need to request a full report after a fault has been diagnosed and rectified then this must be requested via your account manager who will then submit the request. Reponses are delivered back to you within five working days.

Lastly, if you require more information on a fault that is cleared but not yet closed, simply reject the clear on the open fault and make the request as the reason you have rejected the clear. This will go to the diagnostic team and an update with come back via eCo Plus.

Our key products

IP Exchange (IPX)

Call routing has never been easier. And more cost-effective. With IP Exchange, you can enjoy seamless interconnectivity across networks. Take advantage of Voice over Internet Protocol (VoIP) and integrate it with traditional voice services and start creating new opportunities and new revenue.

IP Exchange overview ›

Important information ›

Our key products – IP Exchange (IPX)

IP Exchange overview

We know that you need to keep up-to-date with fast communications. And we're making it easy with a trusty, industry-leading network and a fully interconnected and interoperable service that you can scale up or down as you need.

A future-proofed product
Our datasheet lets you know 'what's in it for you' when you take on IPX, how you can take advantage of global reach and much, much more.

View IP Exchange datasheet   >

More information online
Take a look at our website to find out more about our effortless connectivity. A range of downloadable material can be found in the **Related Tools and Documents** section.

View IP Exchange   >

Product handbook
Take a look at the IPX handbooks and find more technical and useful information.

View product handbook   >

Our key products – IP Exchange (IPX)

Important information

Customer Service Plans (CSPs)
Get your copy of the latest CSPs for IP Exchange.

View Customer Service Plans >

Pricing
Want to know the costs involved? It's easy. Click below.

View pricing >

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Our key products

Wholesale Calls

Deliver a high-end telephone service to your customers, all fully managed with built-in support and maintenance. You can rebrand our white label service, offer it to your customers and focus on selling. We'll do the rest.

Getting started >

Wholesale Calls overview >

Important information >

Our key products – Wholesale Calls

Wholesale Calls Line Independent (WCLI)

Getting started

We provide the widest range of voice services in the UK and now we're helping you to do just the same with our white-labelled telephony solution. With no major upfront investment or high running costs, Wholesale Calls is the simplest way to offer more.

Entering Business Zone

We've made it easy for you to manage your orders, report faults, track updates and find all the useful information you need. How? With Business Zone.

Business Zone is our online portal that makes it quicker, simpler and easier to do business with us. Business Zone can be set up through eCo Plus which can be accessed via **My apps**. Once you have done this and permission has been granted, the next time you log in you to My BT Wholesale you will see a snap shot of your account. You can keep in control of all your orders, faults and product inventory, use the instant search function to find what you're looking for and have all your online billing and orders in one convenient place.

Log into Business Zone >

Questions?

Any queries about Business Zone? Find all your answers here.

View Business Zone FAQs >

Our key products – Wholesale Calls

Wholesale Calls overview

No matter how fast the technological world is changing, businesses still rely on telephone calls.
Our Wholesale Calls solution gives you the opportunity to offer your customers something special, something which comes with a range of features and offers key benefits for both you and your customers.

All the data you need
Take a look at our Wholesale Calls datasheet and learn more about our wide range of voice services.

View Wholesale Calls >

There's more online
Take a look at our website and you'll see the benefits available for you and your customers.

View Wholesale Calls >

Product handbook
A handy guide to Wholesale Calls. This has everything you need to help you understand the procedures and processes required and will be updated with any new changes.

View product handbook >

Wholesale Calls overview (cont'd)

show
contents

Ordering in bulk

If you're ordering in bulk, up to 1,000 orders per file then this guide will take you through the steps involved. Click through and then scroll down to the section titled **Bulk Load Facility User Guide**.

View Ordering guide   >

Debt Management guide – Call Barring

This function provides you with the process to prevent an end user from making chargeable calls. To find out more, take a look at our guide – click below and you'll find it under the **Debt Management User Guide** section.

View Debt Management user guide   >

SINet

This site contains information about BT's networks and services. It's primarily aimed at providing technical information to equipment manufacturers in order to allow them to design equipment that's compatible with BT's networks and services. The site also provides notification to Service Providers about some BT services which may be of particular interest to them.

Visit site   >

Our key products – Wholesale Calls

Important information

Terms and conditions
Our Wholesale Calls terms and conditions are available upon request. Get in touch with your account Manager for more information.

Customer Service Plans (CSPs)
Get a hold of the latest CSPs for Wholesale Calls.

View Customer Service Plans (CSPs) >

Pricing
Access our Service Provider Price List for charges for Wholesale Calls and Wholesale Service Provider Calls.

View pricing >

Technical help
We're here and happy to help with any queries about Wholesale Calls. Email us at **technicalhelpdesk@bt.com** or call 0870 242 7448. We're available 8.00am to 6.00pm, Monday to Friday.

Watch our video
Watch our video for more insights into Wholesale Calls. Click through the main banners on the page to get to the video.

View video >

Our key products – Wholesale Calls

Important information (cont'd)

Notifications
If there are any changes that affect BT Wholesale Calls, we will let you know as they are automatically distributed to anyone registered on btwholesale.com. You can enable notifications by activating a **Briefing** via **My BT Wholesale** – just select Wholesale Calls after going through the **My Briefings** process.

Go to My Briefings   >

Wholesale Calls (WCLR)
This is the name for Wholesale Calls Line Associated – the default calls package for Wholesale Line Rental (WLR) lines.

WLR product information
You can find more information about this on our Openreach site.

Go to Openreach   >

Our key products – Wholesale Calls

Important information (cont'd)

SPHUR
An affective high spend monitoring capability for Service Providers. It detects and actions potential high spend (risk) from all end customers.

SPHUR Lite
An email alert option that sends alerts five times a day, detailing when a CP chosen threshold for cumulative in-day spend has been breached.

Auto Call Barring is also available on SPHUR Lite – an automated capability to request an Outgoing Call Bar (OCB) on a CLI when a CP-chosen threshold has been breached.

Access to the web-based SPHUR system
Call data is received every two hours and cumulative in-day spend refreshed providing 'near real-time' high spend monitoring. This enables:

- bespoke reports by type of spend
- CP to check and review the cumulative spend for CLI/customers
- ascertain which call category the spend was associated to, for example premium rate service or international calls
- CP to drill down to review the associated calls
- CP to add notes against the CLI for future reference.

For more information, including pricing, please contact your account manager.

Our key products

Avaya Cloud Solutions

Delivered by us, Avaya Cloud Solutions gives you the chance to take control of an enterprise-grade service that makes it even easier to take your customers to the cloud. Our partnership means we can help you open up new opportunities, add more value and increase your revenues.

Avaya Cloud Solutions overview   >

Our key products – Avaya Cloud Solutions

Avaya Cloud Solutions overview

Your customers want to host their communications in the cloud but the cost of a private cloud service can be particularly daunting. And very expensive. Thankfully, Avaya Cloud Solutions gives you the full capabilities of the Avaya Aura® Contact Centre and Unified Communications propositions, a unique pay-as-you-go model which creates new opportunities for you.

Transform business with the cloud
Read our datasheet to find out how you can seamlessly take your customers to the cloud.

View datasheet   >

More material online
Take a look at our Avaya Cloud Solutions webpage and discover materials that will help you sell, such as brochures and white label material.

View Avaya Cloud Solutions   >

Customer Service Plans (CSPs)
Find out more about our conferencing Customer Service Plans.

View Customer Service Plans   >

Our key products

Hosted Centrex

Unified Communications (UC) encompass the integration of real-time, enterprise and communication services such as VoIP, Instant Messaging, audio and video conferencing, desktop sharing and much more. Hosted Centrex is our complete, white-label UC service – a complete package which enables you to sell all the services and extra features your customers need to properly utilise UC.

As of June 2017, our existing Hosted Centrex offering has moved to our new Wholesale Hosted Communications (WHC) offering. Yes, it might have a familiar abbreviation but it's a new solution that combines the best elements of Hosted Centrex and SIP Trunking on one proposition.

| Get prepared on Business Zone | > |

| Hosted Centrex overview | > |

Our key products – Hosted Centrex

Get prepared on Business Zone

A one-stop portal
We've made it easy for you to manage your Centrex orders and faults, track the latest updates and find all the useful information you need. How? With Business Zone.

Business Zone is where you can manage your account with BT Wholesale, giving you a consolidated quick view of your orders, faults and inventory. It has a powerful predictive search that helps you quickly find what you are looking for. You can even search by your own customer reference. When the result is returned you can click on the reference to see the quick view.

If you don't already have access to Business Zone, you just need to request access to eCo Plus (found on **Quote & orders tab** in **My apps**). Your administrator will then give you permission and you will land on Business Zone the next time you log in.

Log into Business Zone   >

Questions?
Any queries about Business Zone? Find all your answers here.

View Business Zone FAQs   >

Our key products – Hosted Centrex

Hosted Centrex overview

With Hosted Centrex, users will have the ability to work and communicate from anywhere on any device. This hosted service can see you address all of your customers' communication needs and boost your share of wallet in the process.

Taking communication to the cloud
Read our brochure on Hosted Centrex to see how you can create a unique proposition.

View brochure >

There's more online
Want to read our datasheets? Or our vertical use cases? Simply head to our dedicated Centrex webpage.

View Hosted Centrex >

Using the Document Centre
For access to user guides and other information about Hosted Centrex, you can find them in the Document Centre. You can request access to the Wholesale Hosted Centrex Document Centre from **My BT Wholesale**. Head over to **My apps** and select the **Content** tab.

Request access to Hosted Centrex Document Centre >

Once your access is confirmed, you can open Document Centre on the Hosted Centrex page.

Go to Hosted Centrex Document Centre >

Our key products – Hosted Centrex

Hosted Centrex overview (cont'd)

Customer Service Plans (CSPs)
Find out more about our Customer Service Plans and other documentation about Hosted Centrex.

View Customer Service Plans　>

Our key products

Hosted Contact Centres (HCC)

Our white label contact centre solution gives you easy access to the constantly growing cloud contact centre market. With no major upfront investment required, it's a low risk solution which lets your customers deliver an outstanding service experience.

Hosted Contact Centres overview ›

Our key products – Hosted Contact Centres (HCC)

Hosted Contact Centres overview

Contact centres are important to business success – people need to communicate with businesses across a variety of devices. With our white label solution you can help your customers do just that, bridging the gap between the cloud and traditional on premises solutions.

Overcome contact centre challenges
Read our brochure on Hosted Contact Centres to see what benefits you can expect when selling our solution.

View brochure >

Material to help you sell
Check out our webpage, in particular our brochures, datasheets and other documents to help you sell.

View Hosted Contact Centres >

Customer Service Plans (CSPs)
Get your hands on the latest CSPs for our Hosted Contact Centres.

View Customer Service Plans >

Our key products

Inbound Services

Let our high capacity and highly resilient intelligent network handle all your inbound traffic. It gives you and your customers full control over how that traffic is managed and can be combined with our other hosted products to create complete customer solutions.

Inbound Services overview ›

Our key products – Inbound Services

Inbound Services overview

Customers need to be able to contact businesses. And in many cases the preferred method of communication is by making a telephone call. With our Inbound Services you can create flexible routing plans to manage your incoming traffic. You can also use the statistical information provided to analyse your calls and improve how you handle them, both in terms of efficiency and providing a better experience for your customers.

And by using our new Intelligent Call Services (ICS) platform, you can utilise many new and innovative features, including: advanced IVR, large scale call queuing with call back, call recording with search and transcription, and text-to-speech messaging. You can also combine Inbound Services with our Secure Payments product for a PCI compliant solution.

Talk the talk
Read our brochures to see how you can give your customers smarter call handling.

Download brochures >

More information
Take a look at our other material on the Inbound Services webpage. You'll find sales and marketing material and other important information.

View Inbound Services >

Our key products

Wholesale Hosted Communications (WHC)

Our new Wholesale Hosted Communications is more than just a traditional voice service. It enables you and your customers to take communication into the cloud with a complete Hosted Centrex or a SIP Trunking telephony and Unified Communications (UC) solution.

Wholesale Hosted Communications has been available since June 2017 and replaces Hosted Centrex. It's also taken over the WHC abbreviation.

| Get prepared on Business Zone | > |

| Wholesale Hosted Communications overview | > |

Our key products – Wholesale Hosted Communications (WHC)

Get prepared on Business Zone

A one-stop portal
We've made it easy for you to manage your WHC orders and faults, track the latest updates and find all the useful information you need. How? With Business Zone.

Business Zone is where you can manage your account with BT Wholesale, giving you a consolidated quick view of your orders, faults and inventory. It has a powerful predictive search that helps you quickly find what you are looking for. You can even search by your own customer reference. When the result is returned you can click on the reference to see the quick view.

If you don't already have access to Business Zone, you just need to request access to eCo Plus (found on **Quote & orders** tab in **My apps**). Your administrator will then give you permission and you will land on Business Zone the next time you log in.

Log into Business Zone >

Questions?
Any queries about Business Zone? Find all your answers here:

View Business Zone FAQs >

Our key products – Wholesale Hosted Communications (WHC)

Wholesale Hosted Communications overview

With WHC, users will have the ability to work and communicate from anywhere on any device. This hosted service can see you address all of your customers' communication needs and boost your share of wallet in the process.

Taking communication to the cloud
Read our brochure on WHC to see how you can create a unique proposition. down.

View brochure ›

There's more online
Read up on WHC, how the combined service works and take a look at our datasheets, brochures and vertical use cases

View WHC ›

Using the WHC Document Centre
For access to user guides and other information about WHC, you can find them in the Document Centre. You can request access to the WHC Document Centre from
My BT Wholesale. Head over to **My apps** and select the **Content** tab.

Request access to WHC Document Centre ›

Our key products – Wholesale Hosted Communications (WHC)

Wholesale Hosted Communications overview (cont'd)

Once your access is confirmed, you can open Document Centre on the **Wholesale Hosted Communications** page.

Go to WHC Document Centre >

Customer Service Plans (CSPs)
Find out more about our Customer Service Plans and other documentation about WHC.

View Customer Service Plans >

Our key products

Wholesale SIP Trunking (WSIPT)

It's easy. It's affordable. And it's the voice technology of the future. As the ideal replacement for ISDN30, you can take your customers to next-generation technology and open up new opportunities and markets for yourself.

Get prepared on Business Zone 〉

Wholesale SIP Trunking overview 〉

Important information 〉

Our key products – Wholesale SIP Trunking (WSIPT)

Get prepared on Business Zone

A one-stop portal
We've made it easy for you to manage your WSIPT orders and faults, track the latest updates and find all the useful information you need. How? With Business Zone.

Business Zone is where you can manage your account with BT Wholesale, giving you a consolidated quick view of your orders, faults and inventory. It has a powerful predictive search that helps you quickly find what you are looking for. You can even search by your own customer reference. When the result is returned you can click on the reference to see the quick view. You can also get access to Billing and My apps from Business Zone too.

Business Zone gives you access to our speedy new SIPT order journey. We've merged together setting up your SIPT installation with new and ported numbers, making it quicker to assign them to your Trunk Groups and Trunks. It's now faster to order SIPT, coming down from an average of 16 minutes to six minutes, saving you ten minutes per order.

If you don't already have access to Business Zone, you just need to request access to eCo Plus (found on **Quote & orders tab** in **My apps**). Your administrator will then give you permission and you will land on Business Zone the next time you log in.

Log into Business Zone >

Questions?
Any queries about Business Zone? Find all your answers here.

View Business Zone FAQs >

Our key products – Wholesale SIP Trunking (WSIPT)

Wholesale SIP Trunking overview

The next generation of voice technology is here and we're here to guide you through SIP Trunking to make sure you're well equipped to take your customers towards Unified Communications with ease.

Product documentation
You'll find all the information you need in our **Wholesale SIP Trunking Document Centre**, including:

- product handbook
- billing guides
- user guides and training material
- rate cards
- authorise equipment list and configuration guides.

Sign up and see
You can request access to WSIPT Document Centre from **My BT Wholesale**. Head over to **My apps** and select the **Content** tab.

Request access to WSIPT Document Centre >

Once your access is confirmed, you can open Document Centre on the **Wholesale SIP Trunking** page.

Go to WSIPT Document Centre >

Our key products – Wholesale SIP Trunking (WSIPT)

Important information

Ordering
In order to access the WSIPT ordering and support via Business Zone, get in touch with your My Admin user.

Customer Service Plans (CSPs)
Click through and get your copy of the latest CSPs for WSIPT.

View Customer Service Plans >

Industry engagement

We know that only through listening and working with you can we really deliver the news and improved wholesale products and solutions that meet your needs.

Statement of Requirements. Please use the BT Wholesale Management Tool to submit new product requirements and improvements (also known as SORs – Statement of Requirements).

Access tool   >

Offices worldwide

BT wholesale