



# Cancelling a Fault on Enhanced Eco+

Version 1

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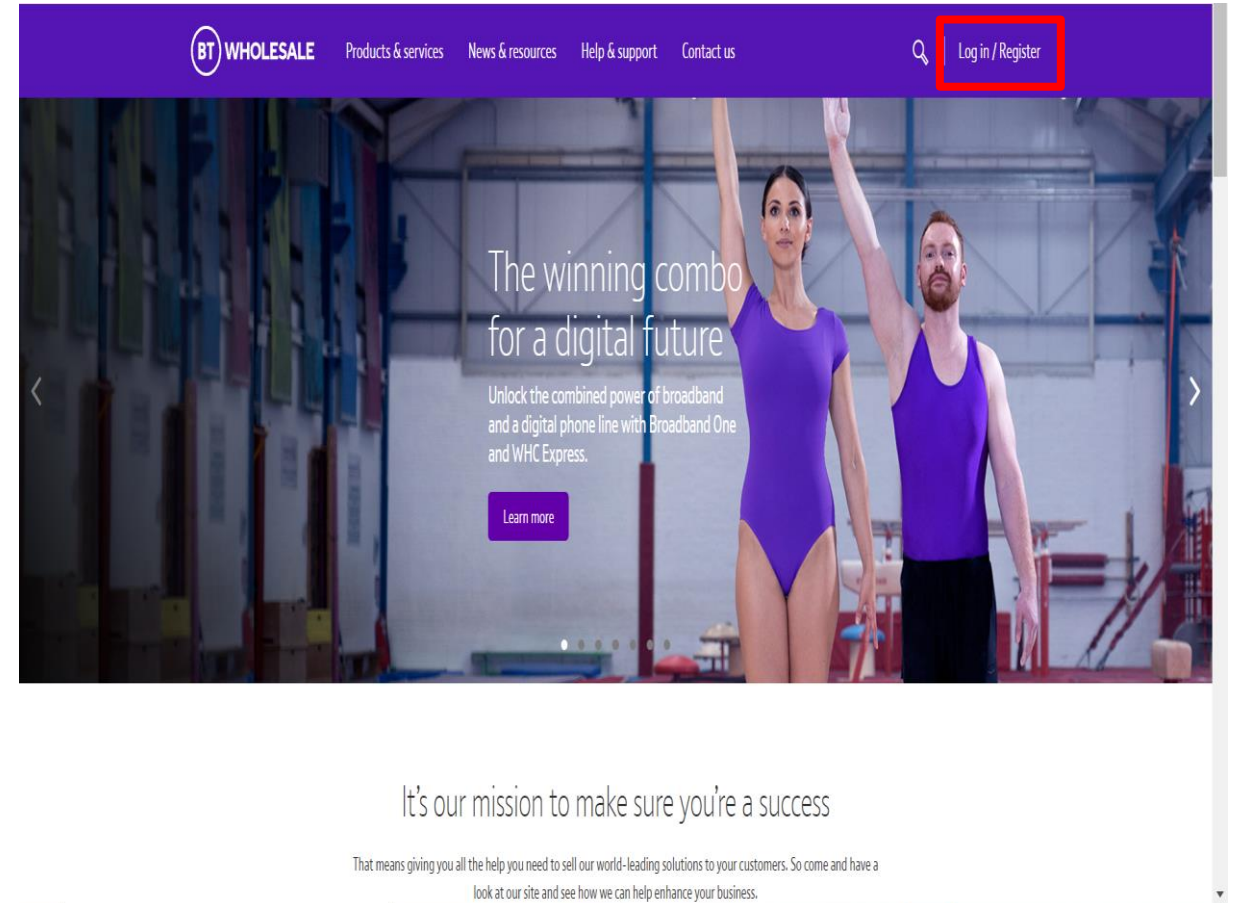
# Version Control

Date	Change	Version
July 22	User Guide Published	1

# Logging In

## Step 1: Logging In

- Go to [www.btwholesale.com](http://www.btwholesale.com)
- Click 'Login/register'



# Logging In

## Step 1: Logging In

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

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\***

**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?](#)

# Accessing the journey

## Step 2: 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.

The screenshot displays the 'Business zone overview' dashboard. At the top, there is a navigation bar with tabs for Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. Below this is a dark header with the text 'Business zone overview' and a search bar labeled 'Enter the reference number'. A 'Help' icon is visible in the top right corner.

The main content area is divided into several sections:

- Order status:** A list of order statuses with counts and help icons: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), and Completed (35780). A 'Go to Orders' link and a 'Place a new order' button are present.
- Fault status:** A section displaying updates from the last 24 hours. It shows 'In Progress' (3742) and 'Closed' (393) faults. A 'Go to Repair & Faults' link and a 'Raise or Track a fault' button are included.
- Actions required:** A blue sidebar on the right containing two entries: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. A 'View all' link and a pagination indicator '1-2 of 21195' are also shown.
- Important updates:** A section with a circular refresh icon, containing 'Planned Engineering Works' (392 works affecting services) and 'Major Service Outages (MSO)'.
- Inventory:** A section with a gear icon and an 'Account: Select' dropdown.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, and eCo Repair.

# Accessing the journey

## Step 2: Accessing the journey

- Click on 'Raise or Track a fault'

The screenshot shows the 'Business zone overview' dashboard with the following components:

- Navigation:** Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, My briefings.
- Search:** 'Enter the reference number' search bar.
- Order status:** Account: Select, Saved (1), Pending (38), Cancelled (5864), In Progress (1612), Completed (35780).
- Fault status:** Account: Select, In Progress (3742), Closed (393). Includes a 'Go to Repair & Faults' link and a highlighted 'Raise or Track a fault' button.
- Actions required:** Reference 1-16441882835 (Customer to Accept/Reject SHO), Reference 1-16861878396 (Customer to Accept/Reject CPD). Includes 'View all' and '1-2 of 21195'.
- Important updates:** Planned Engineering Works (392 works), Major Service Outages (MSO).
- Frequent tasks:** Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, eCo Repair.
- Inventory:** Account: Select.

# Search for your fault

## Step 3: Search for your fault

- Select 'Track a fault'.
- Enter either the Service ID or the fault reference.
- Please note – If you track the fault using Service ID you will be displayed current open fault along with any historic faults raised.
- Click 'Go'

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

## Fault Homepage

**Quick start**

Please select what you'd like to do, enter your Service Id, Directory number or Fault reference, then click 'Go'.

I want to:



# Search for your fault

## Step 3: Search for your fault

- You will see the following screen if you used Service ID to track your fault. As explained on previous slide you will be given current open fault and historic faults reported into BT Wholesale.
- Click the hyperlink under BT reference on the Open Fault.
- Please Note** - If there are no historic faults reported you will not see the following screen and can move onto the next slide

You can change your filter conditions, date period or refresh the current data on screen via the options below, please select apply filter to submit changes related to the filter options or date period.

Service id:

Date from:   Date to:



Open     Closed     Proactive faults (Applicable for WMC/HE only)

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In progress     In RCS validation     Unsubmitted     Cancelled

Cleared     Clock suspended     Completed     Front end closed

[Fault homepage](#)    [Export](#)    [Apply filters](#)

Service Id	BT reference	Status - Substatus	Latest update	Last updated
 BBEU40170695	<a href="#">5-869438445690</a>	Open - Cleared	Clear description: Right when tested, End User Equipment; All BT tests completed ok, diagnostics show no fault condition. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject the clear will expire at the end of the retest period, and a new trouble ticket will need to be raised.	Update received: 27/10/2021 12:06:26
 BBEU40170695	<a href="#">5-869433856332</a>	Closed - Front End Closed	Portal fault: Validated fault report.	Update received: 27/10/2021 10:05:51

# Viewing the fault details

## Step 4: Fault Summary

You are now given a summary of the fault

- You can now check to see if the fault can be cancelled by referring to 'Past point of no return'. This will either show 'Yes' or 'No'
- If it shows Yes then you will not be able to cancel the fault. The Cancel fault button will be greyed out.
- If it shows No then you will be able to cancel the fault. The Cancel fault button will not be greyed out.

### Track fault

**Fault details**

Service Id	BBEU39495487	Account name	WBC TRIAL 1
BT reference	5-869688388052	Date reported	29/10/2021 12:01:15
Your reference	JOE BLOGGS	Date cleared	NA
Directory number	ONT0035405673	Clear code	
Past point of no return	No ?	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

**Fault status**

Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	No Sync and Connectivity

[Cancel fault](#) [Fault homepage](#) [Amend](#) [Refresh](#)

# Viewing the fault details

## Step 4: Fault Summary

- You can click '?' icon which will explain the Point of no return.

### Track fault

Fault details

Service Id	BBEU39495487	Account name	WBC TRIAL 1
BT reference	5-869688388052	Date reported	29/10/2021 12:01:15
Your reference	JOE BLOGGS	Date cleared	NA
Directory number	ONT0035405673	Clear code	
Past point of no return	No		
Service level	Maintenance	el description	40 Clock hours on 24*7 basis ex B Hol.
		update frequency	Only web notification

Fault status

Status: Open - In Progress

Status information: Your fault report is being progressed, see 'Fault progress updates' below for the latest information.

Description: No Sync and Connectivity

Buttons: Cancel fault, Fault homepage, Amend, Refresh

**Point of no return tooltip:** Once your fault has reached point of no return (Yes) you will not be able to cancel or amend your fault.


# Cancelling your fault

## Step 5: Cancelling your fault

- Click 'Cancel fault'.

### Track fault

**Fault details**

Service Id	BBEU39495487	Account name	WBC TRIAL 1
BT reference	5-869688388052	Date reported	29/10/2021 12:01:15
Your reference	JOE BLOGGS	Date cleared	NA
Directory number	ONT0035405673	Clear code	
Past point of no return	No 	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

**Fault status**

Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	No Sync and Connectivity

[Cancel fault](#) [Fault homepage](#) [Amend](#) [Refresh](#)

# Cancelling your fault

## Step 5: Cancelling your fault

- Select the Cancellation Reason from the list.

< 1 - 1 of 1 >

Please enter your fault cancellation details below:

Service Reference\* BBEU39495487

Cancellation reason\*

- Access problems
- Circuit now working
- Cost implication
- Fault location changed
- Fault no longer exists on line
- Incorrect line reported
- Incorrect service id reported
- Line being ceased
- Problem on customer equipment
- Timeout awaiting response

Cancellation note

(Max 255 characters)

Your fault has now progressed to a stage where you can cancel the fault. If you are cancelling the fault, please check the box to accept the charges. Otherwise, click previous to return to the previous stage.

will incur extra charges. Please check the BOX and click Cancel fault to place your

Please check the box to accept the charges\*

\*Required fields

Previous

Cancel fault


# Cancelling your fault

## Step 5: Cancelling your fault

- Enter Cancellation Notes if you wish
- Read the Statement and tick the check box if you're happy to proceed.
- Click 'Cancel Fault'

< 1 - 1 of 1 >

Please enter your fault cancellation details below:

Service Reference*	BBEU39495487
Cancellation reason*	Access problems 
Cancellation note	<input type="text" value="Customer on Holiday"/> (Max 255 characters)

Your fault has now progressed to a stage where agents are working on it. This cancellation will incur extra charges. Please check the BOX and click Cancel fault to place your cancellation, otherwise click previous to return to the fault details.

Please check the box to accept the charges\*

\*Required fields

Previous

Cancel fault

# Cancelling your fault

## Step 5: Cancelling your fault

- Confirmation that your cancellation request has been submitted.

## Cancel fault

Your fault cancellation has been submitted.

Your fault cancellation has been submitted, your reference details are:

BT fault reference: [5-869688388052](#)

Your fault reference: JOE BLOGGS

### What's next

- You will receive an email (if applicable) to the primary email address associated to the fault.
- You'll receive further updates on the fault resolution.
- You can track the progress of your fault via the BT Fault reference hyperlink or via the Fault homepage.

[Fault homepage](#)

# Cancelling your fault

## Step 5: Cancelling your fault

- Click on the hyperlink which is showing as the fault reference.

## Cancel fault

### Your fault cancellation has been submitted.

Your fault cancellation has been submitted, your reference details are:

BT fault reference: [5-869688388052](#)

Your fault reference: JOE BLOGGS

#### What's next

- You will receive an email (if applicable) to the primary email address associated to the fault.
- You'll receive further updates on the fault resolution.
- You can track the progress of your fault via the BT Fault reference hyperlink or via the Fault homepage.

[Fault homepage](#)




# Cancelling your fault

## Step 5: Cancelling your fault

- You can confirm if the fault has been cancelled by referring to 'Status' field which will show 'Closed – Cancelled'.
- You can also use the Refresh button if the Status is not showing Closed – Cancelled.

### Track fault

**Fault details**

Service Id	BBEU39495487	Account name	WBC TRIAL 1
BT reference	5-869688388052	Date reported	29/10/2021 12:01:15
Your reference	JOE BLOGGS	Date cleared	NA
Directory number	ONT0035405673	Clear code	Z3
Past point of no return	No 	Clear text	Customer Cancelled Fault Report;Cancelled by Customer
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

**Fault status**

Status	Closed - Cancelled
Status information	The trouble ticket has been successfully cancelled. Any charges incurred during fault fix will be visible under the Charge Details section.
Description	No Sync and Connectivity

[Cancel fault](#) [Fault homepage](#) [Amend](#) [Refresh](#)

