Placing a WBC SOADSL NTE Shift order on the Portal

Version 1
October 2023

BT WHOLESALE

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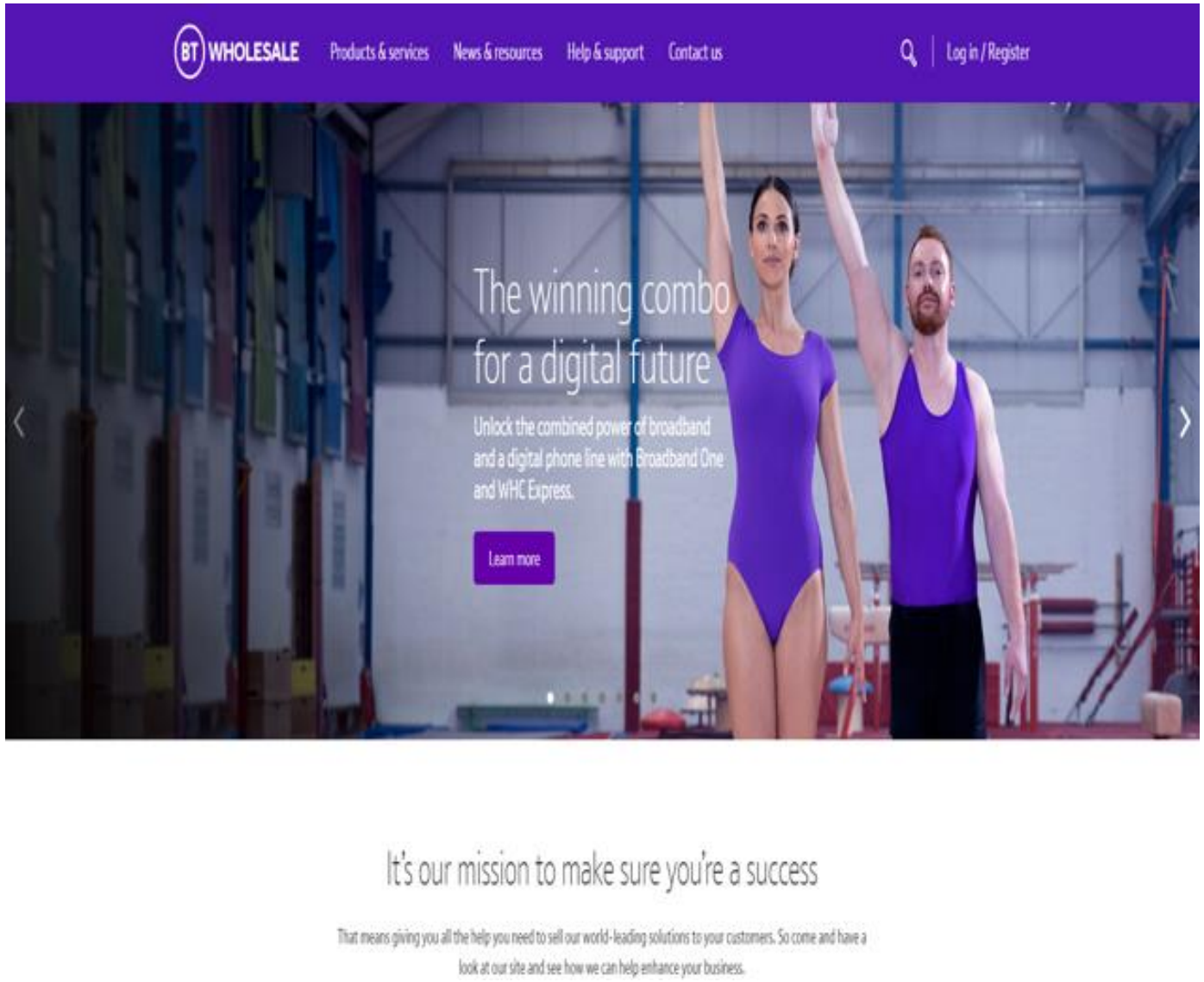
How To Place a SOADSL NTE Shift Order

Step 1: Logging In

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



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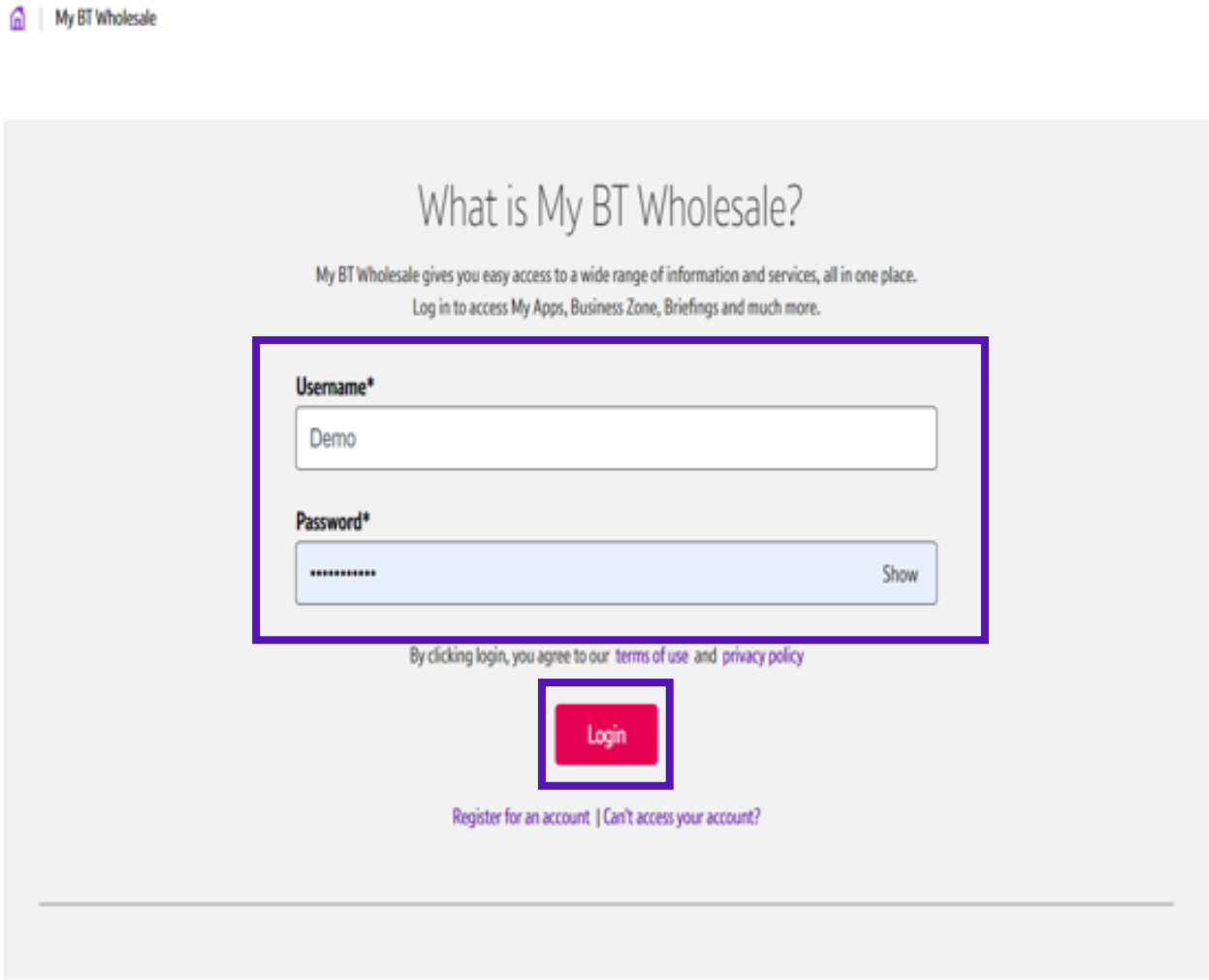
Step 1: Logging In

- Enter your Username and Password.
- Click on ‘Login’



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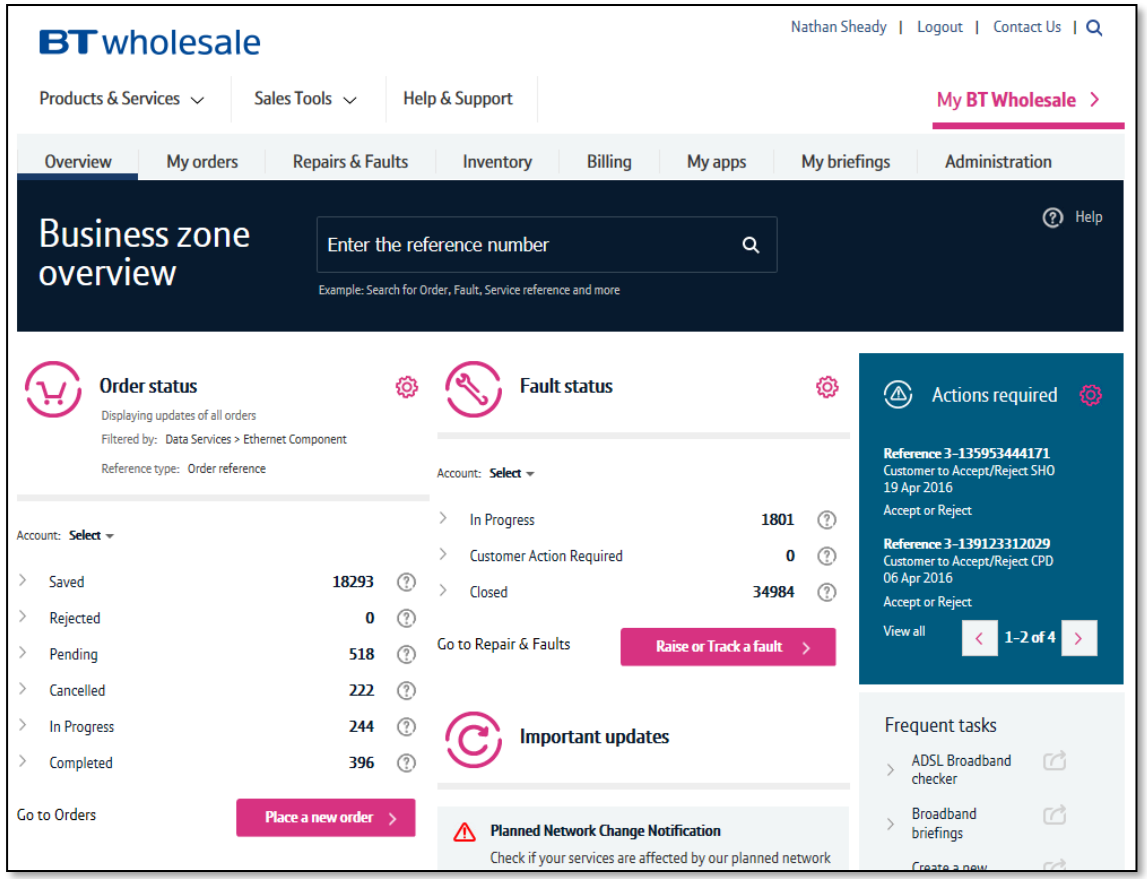
How To Place a SOADSL NTE Shift Order

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



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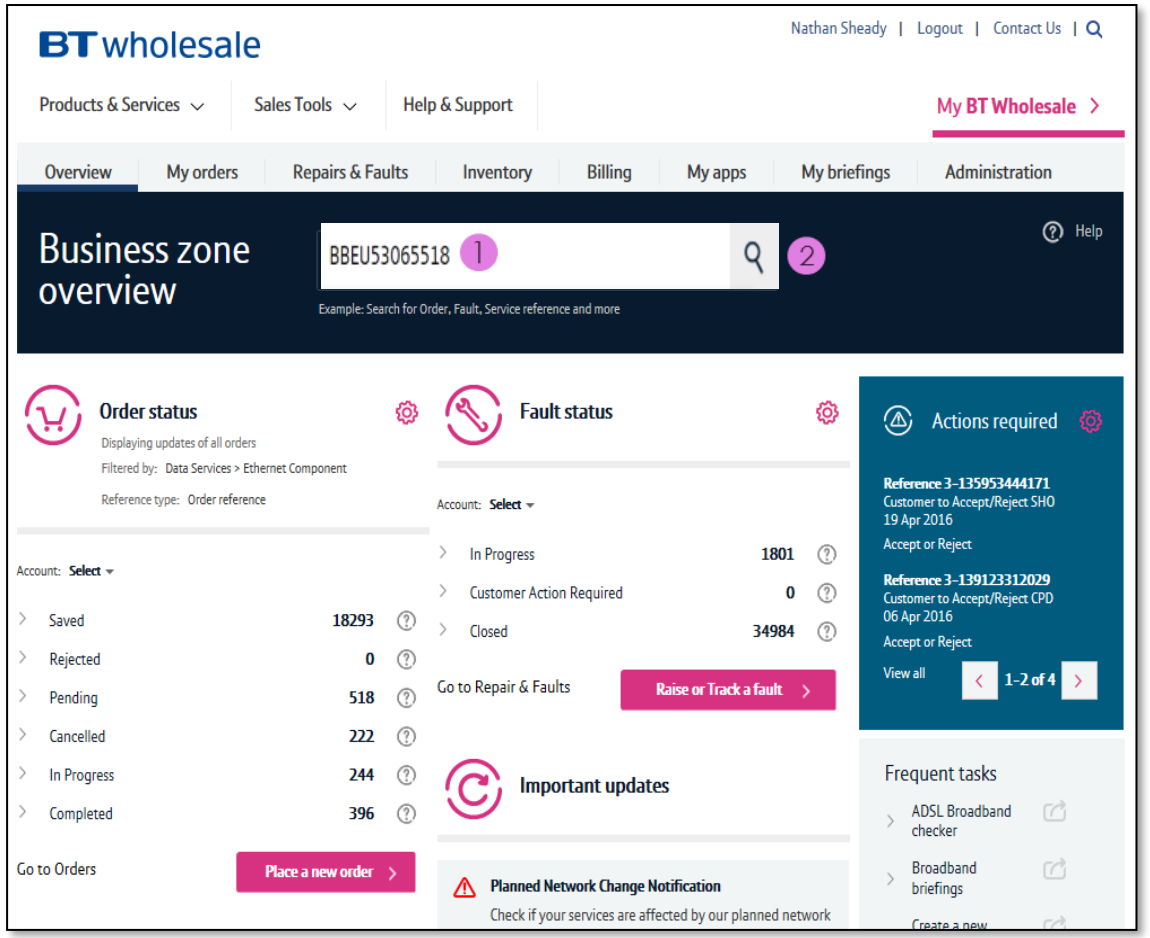
Step 3: Accessing the journey

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**



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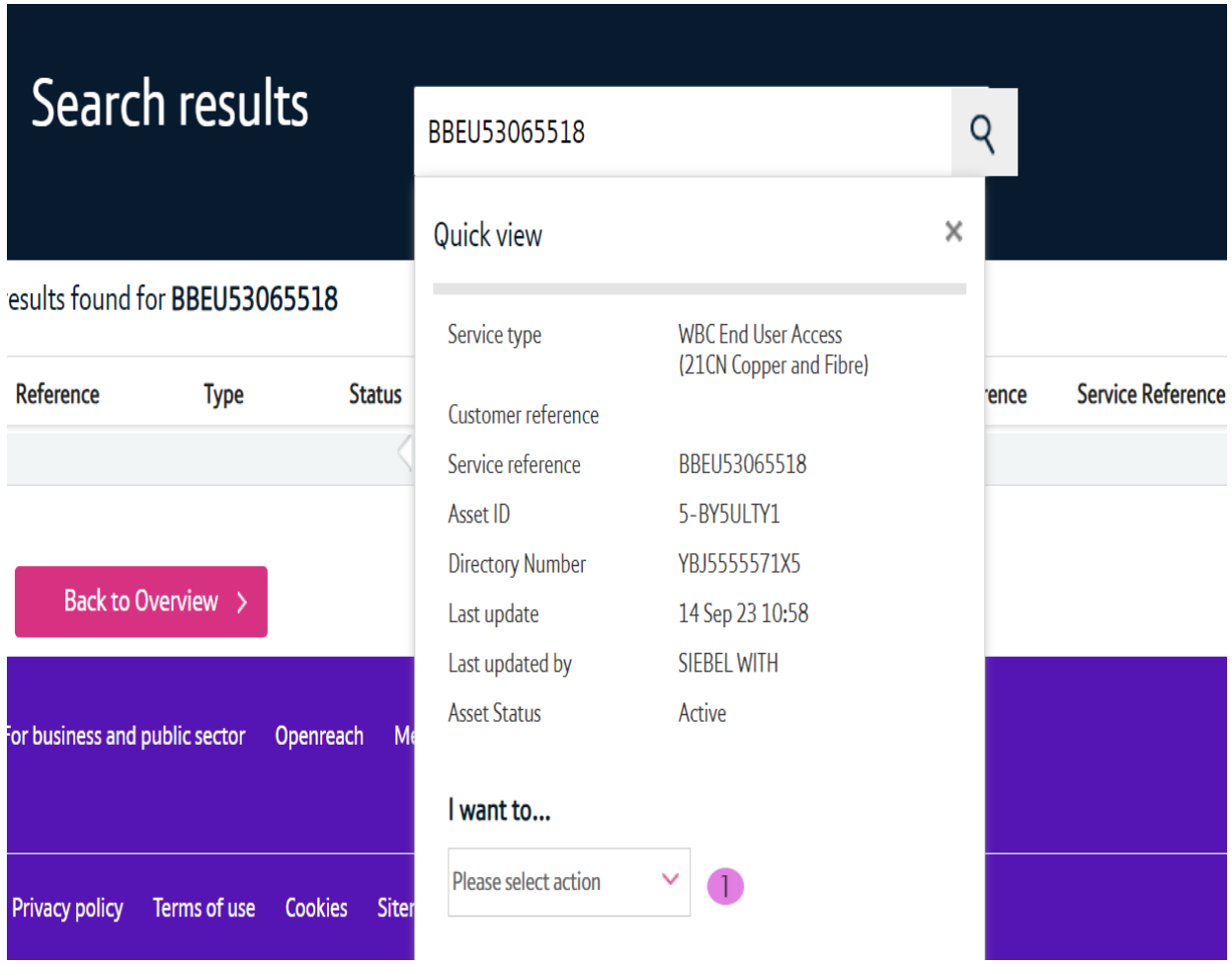
Step 3: Accessing the journey

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



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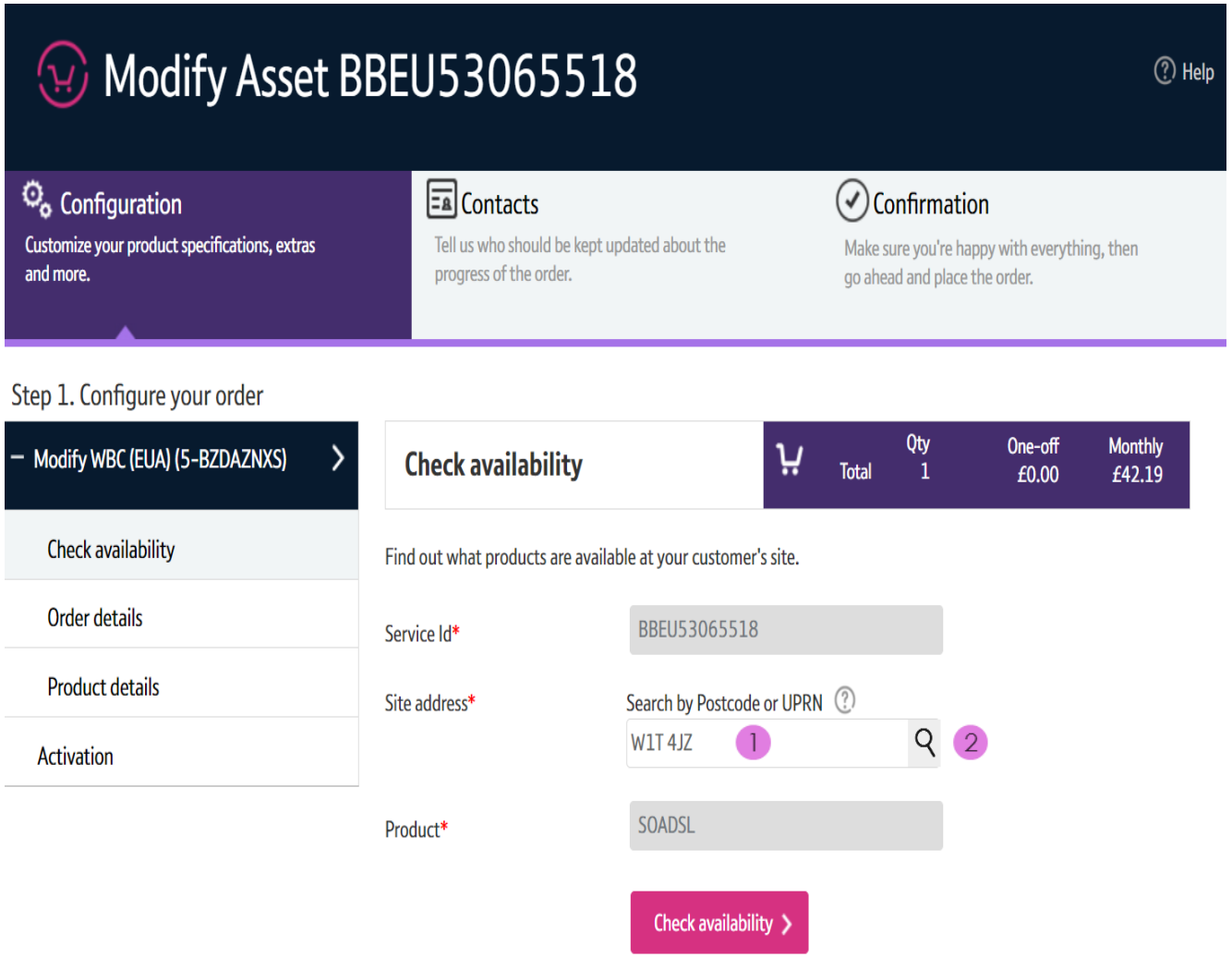
Step 4: Select the Address

1. Enter the post code of the address

2. Click on the **Magnifying glass** to look up the full address.



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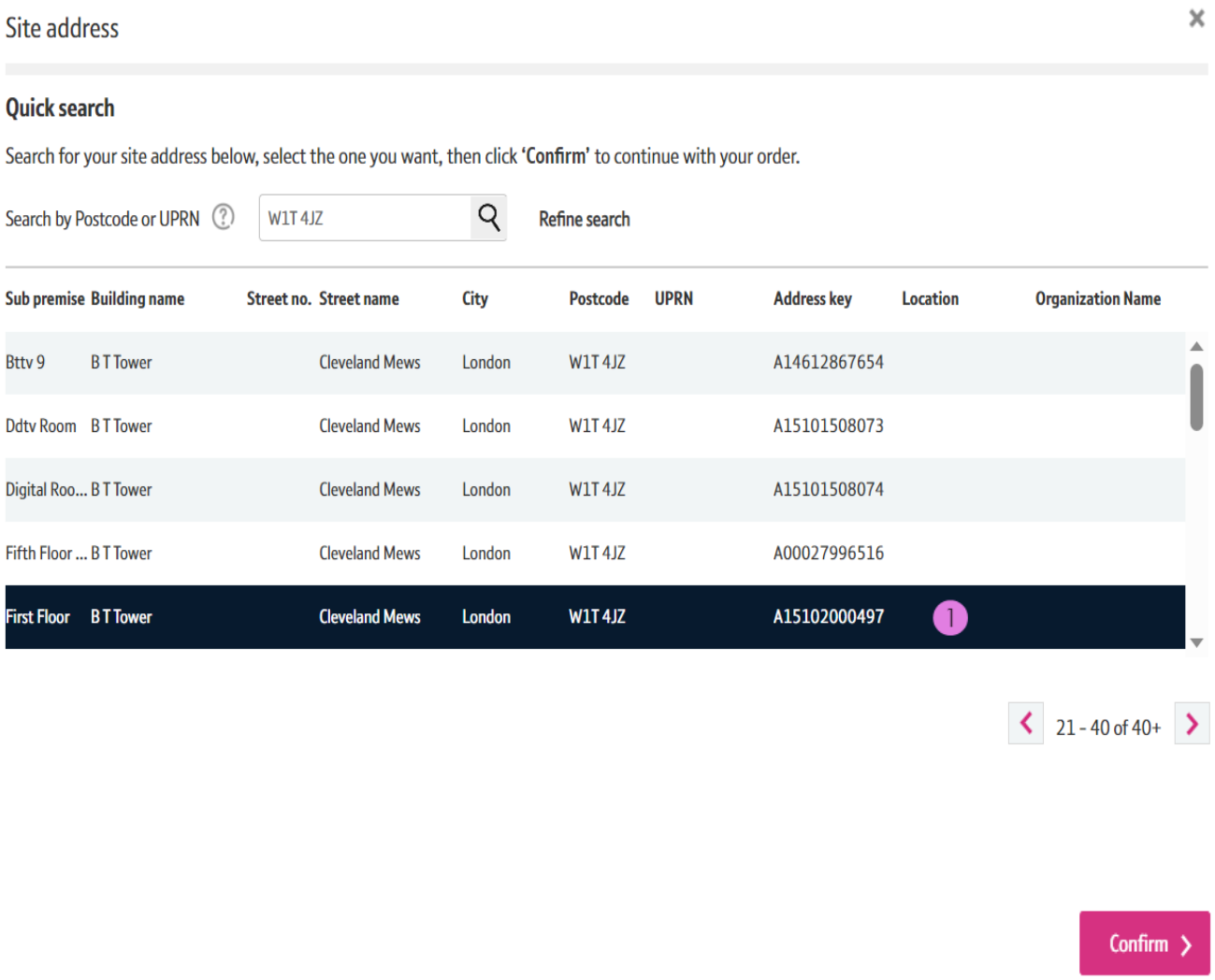
Step 4: Select the Address

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



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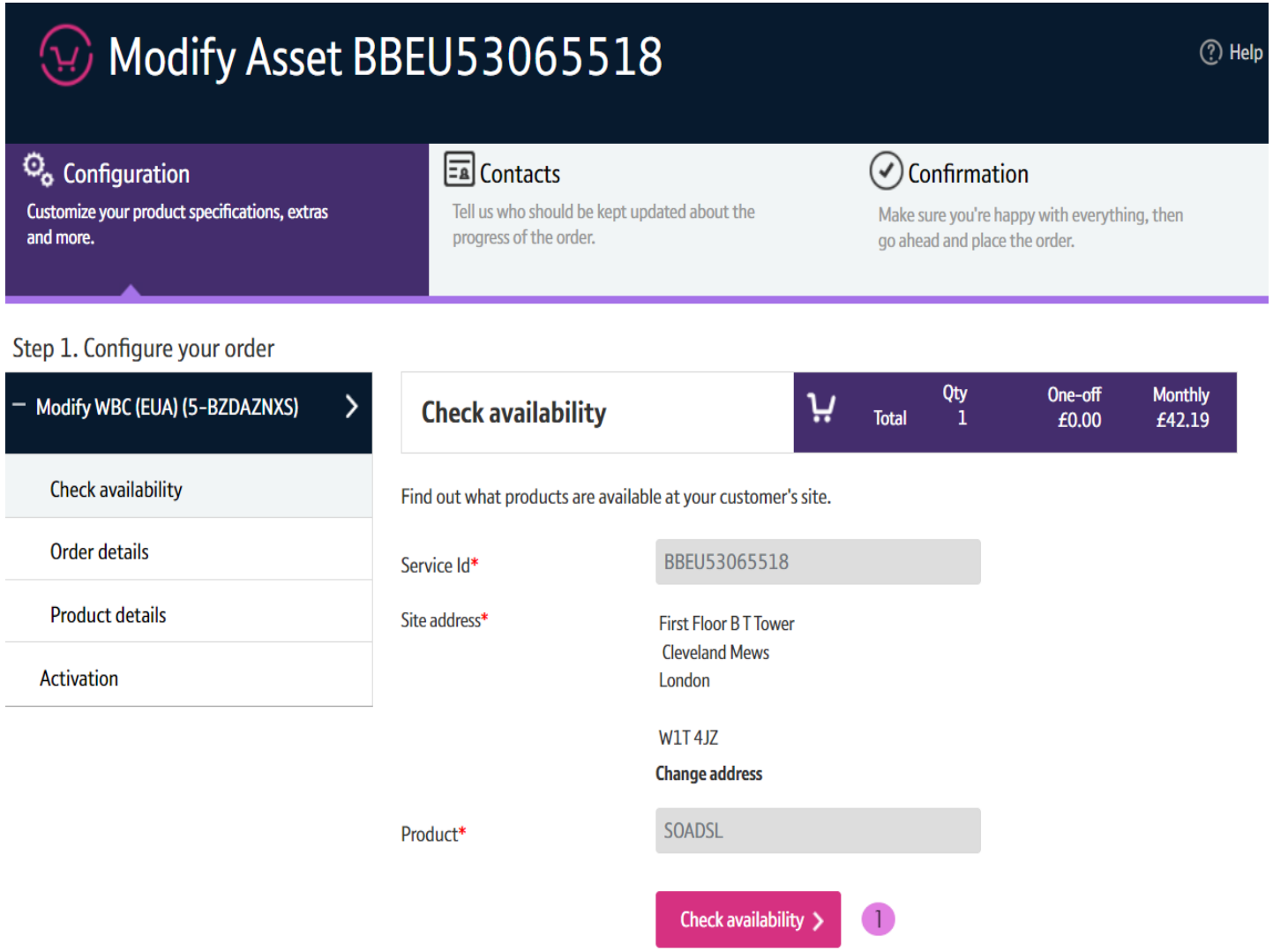
Step 5: Check Availability

1. Click on '**Check availability**'



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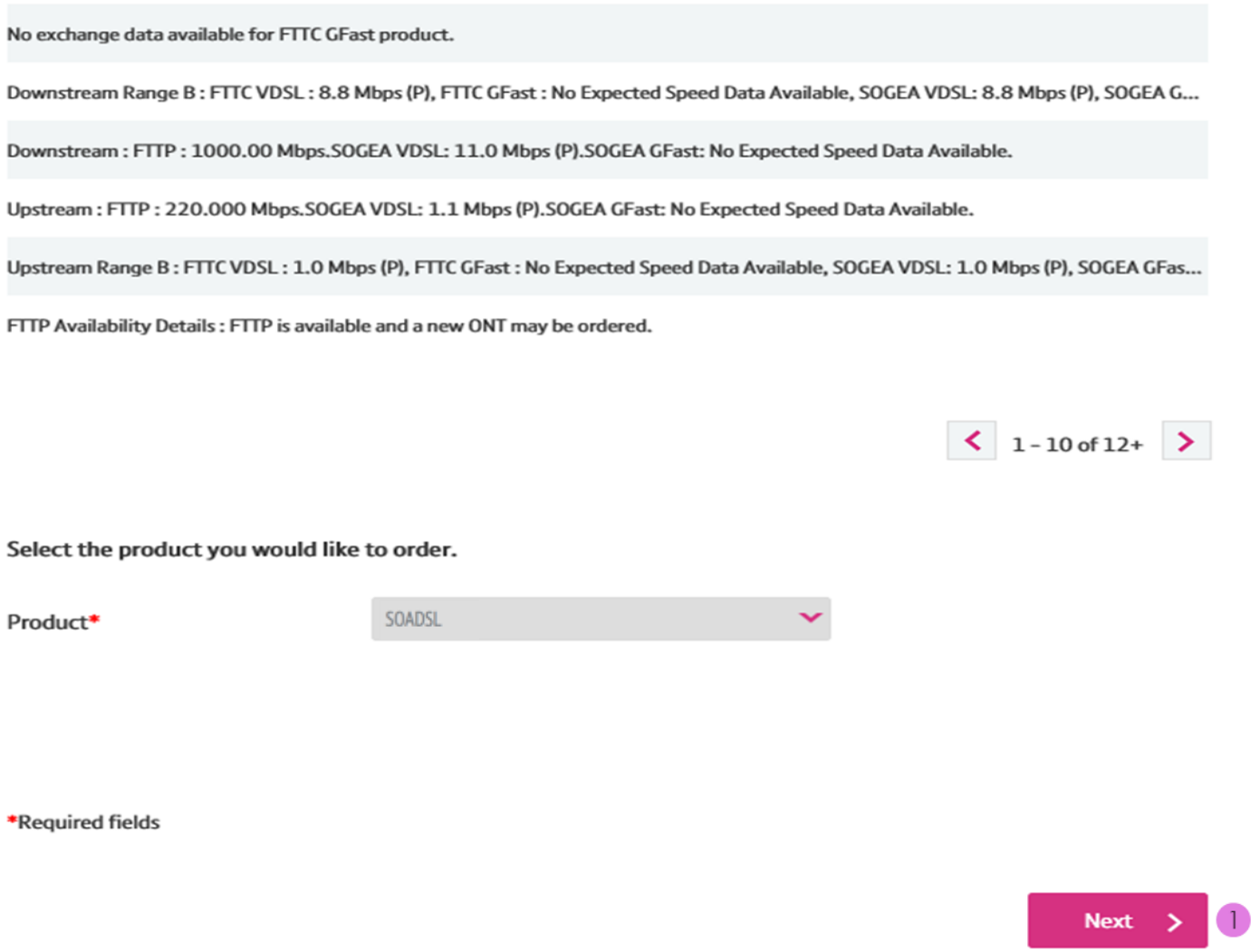
Step 5: Check Availability

The available products will be shown in the Results table.

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

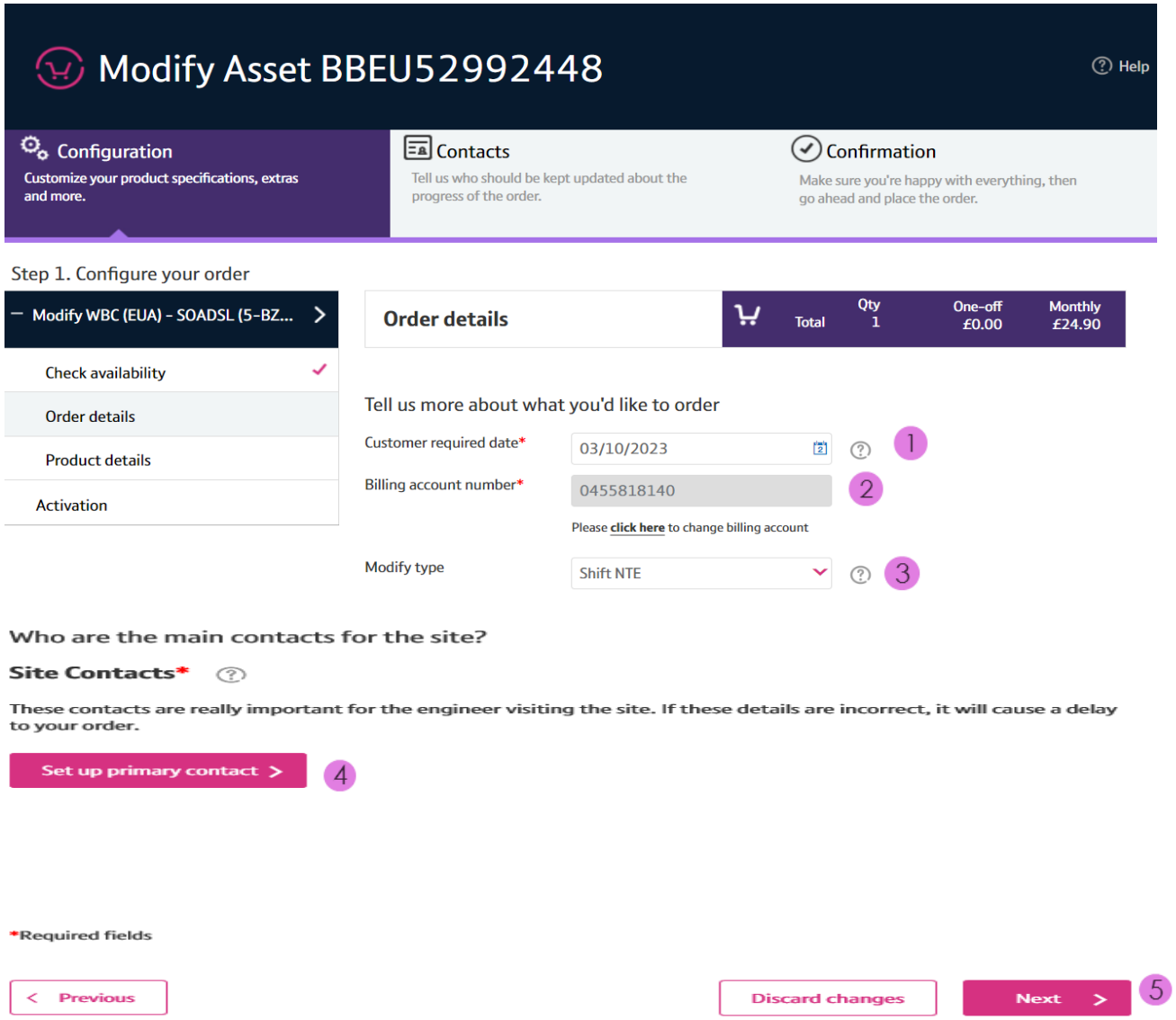
Note: SOADSL will appear automatically in the product box



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**'



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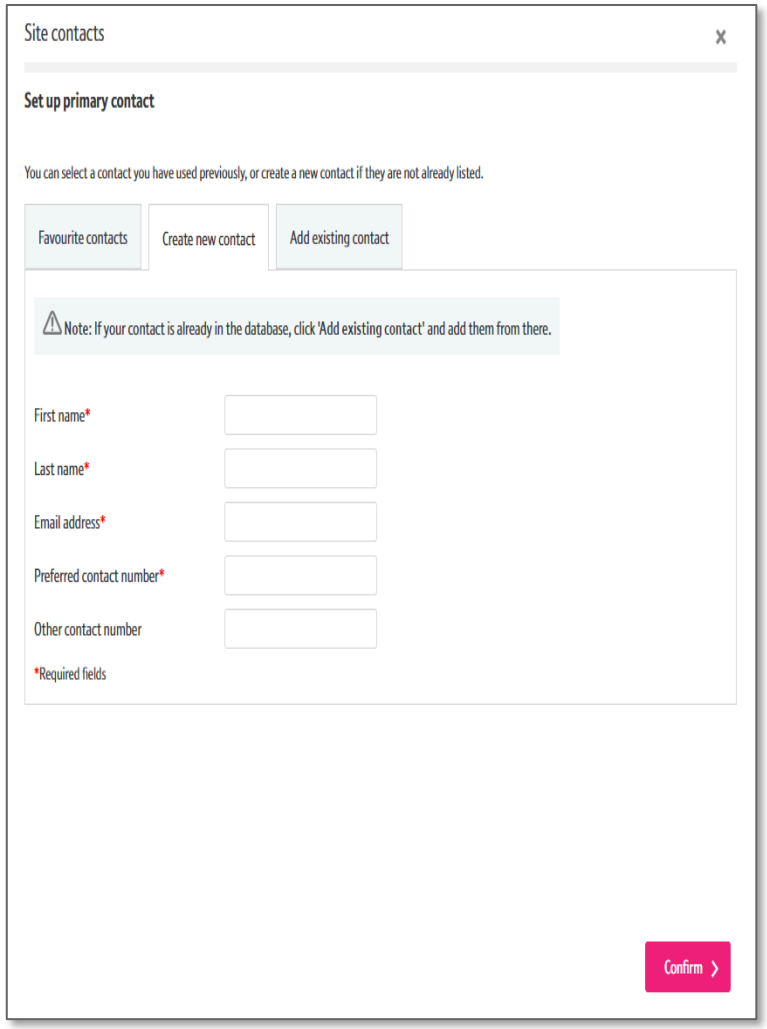
How To Place a SOADSL NTE Shift Order

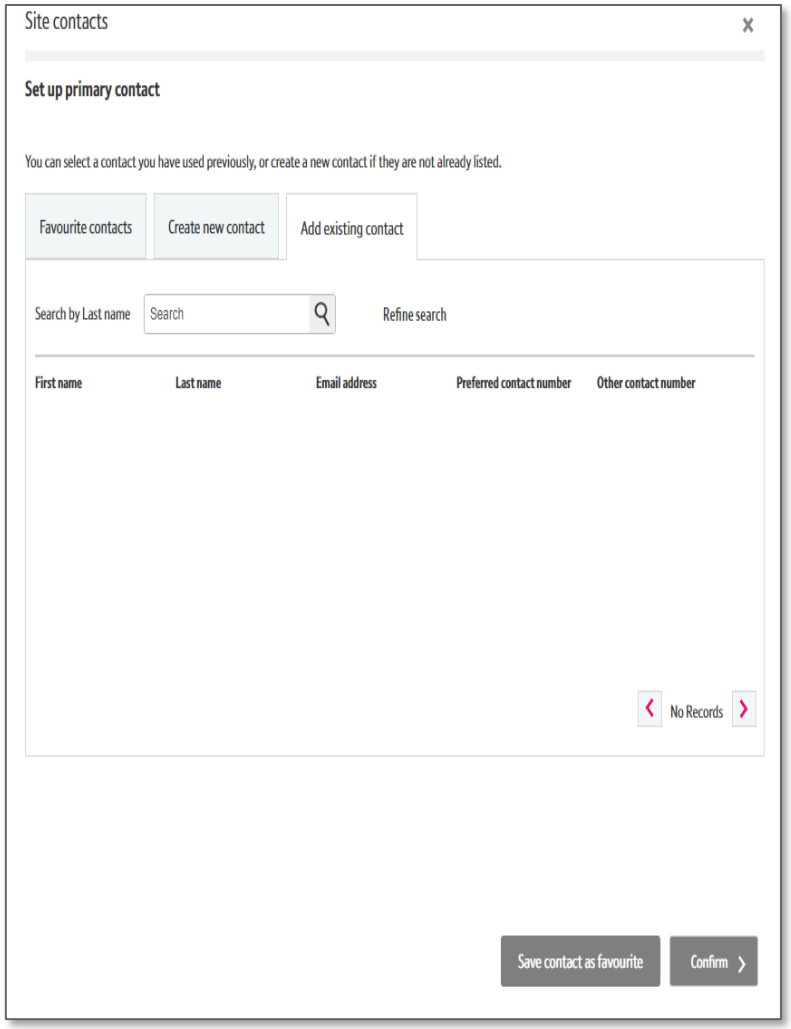


Step 6: Order Details

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.



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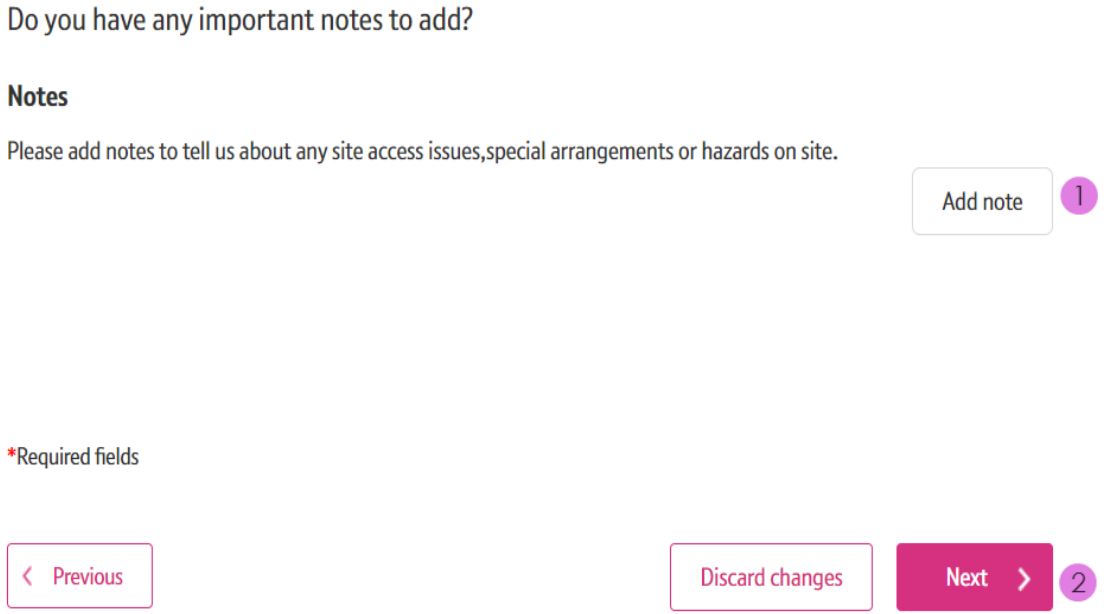
How To Place a SOADSL NTE Shift Order

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**'



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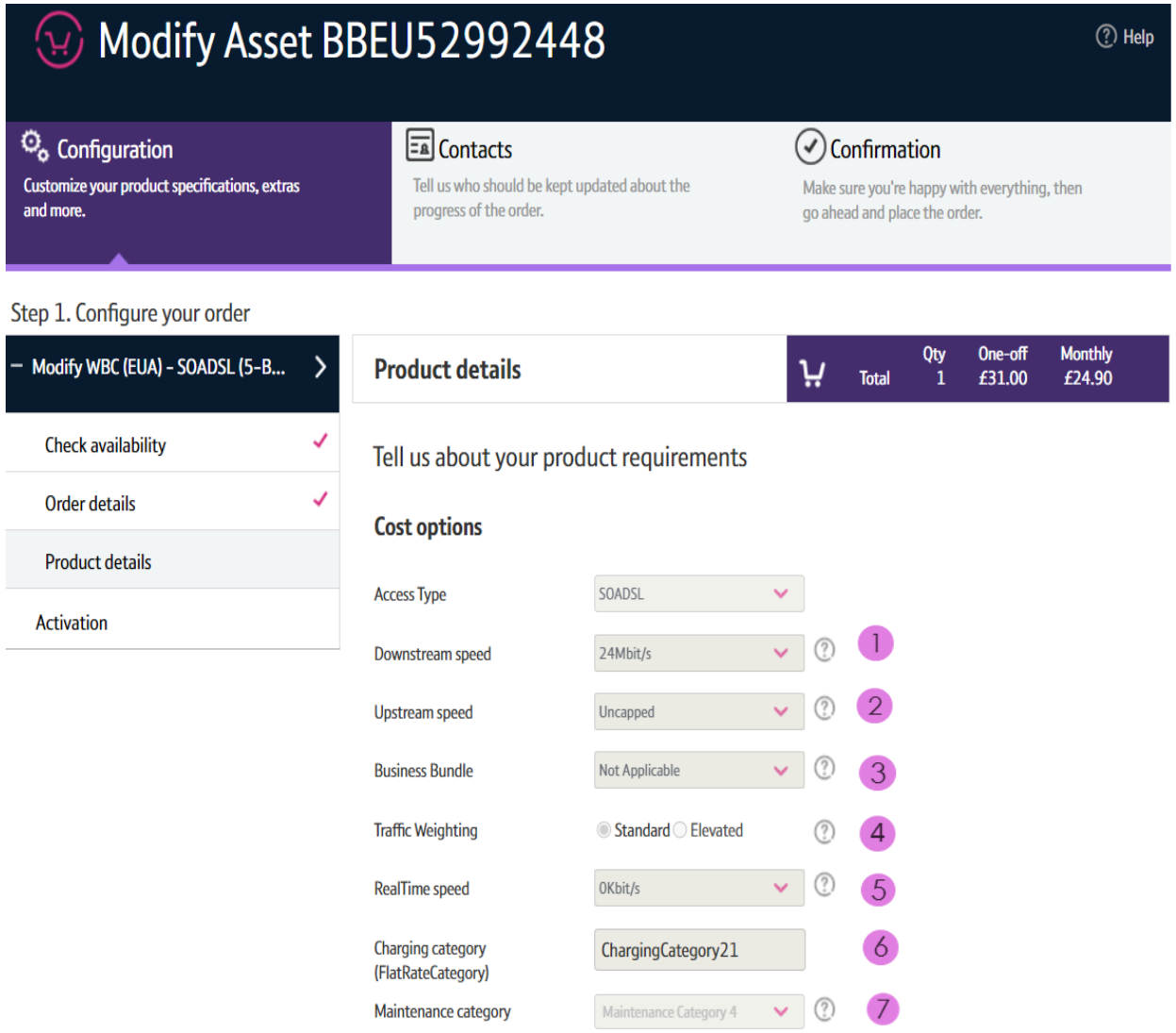
How To Place a SOADSL NTE Shift Order

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



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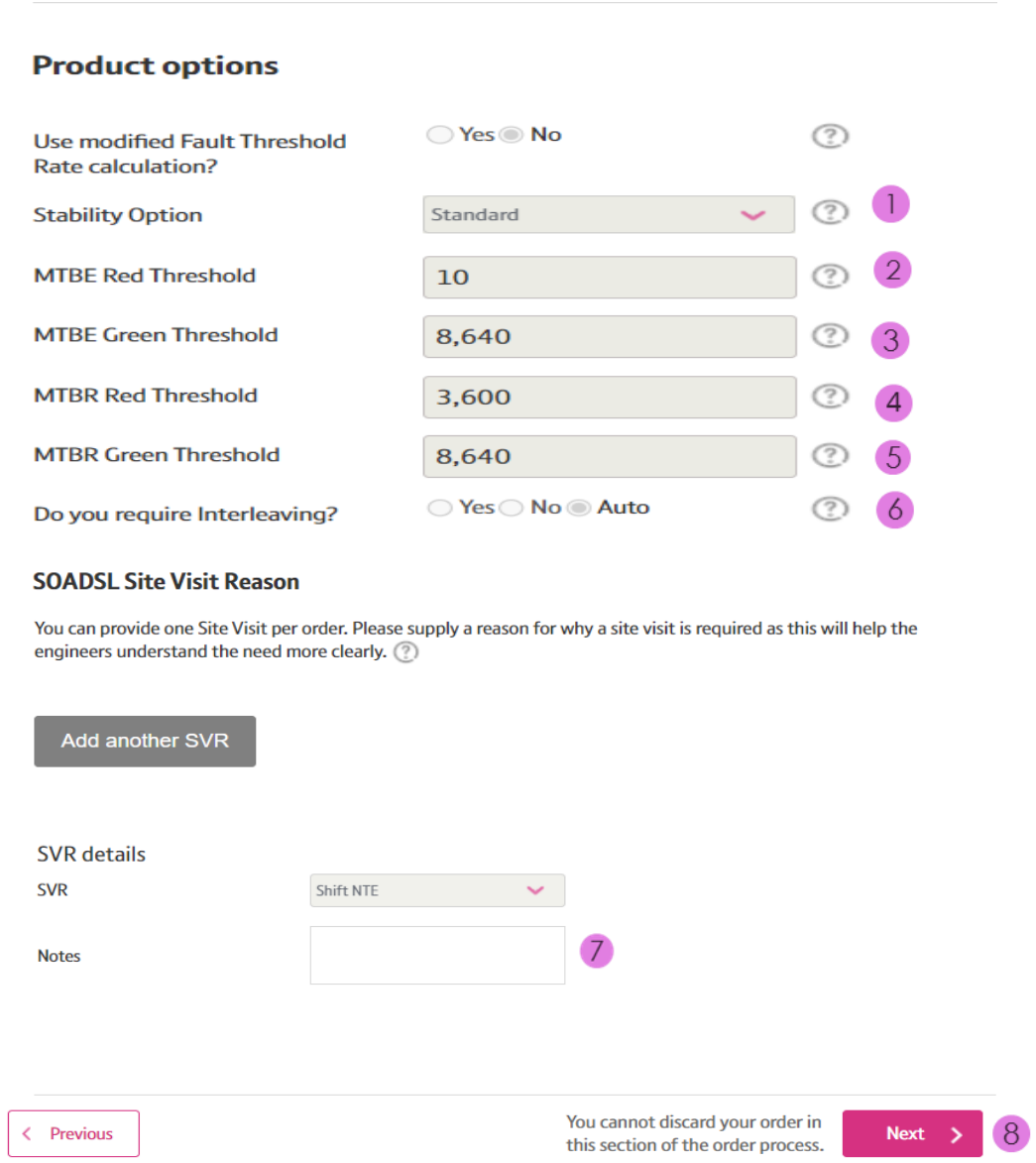
How To Place a SOADSL NTE Shift Order

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**'



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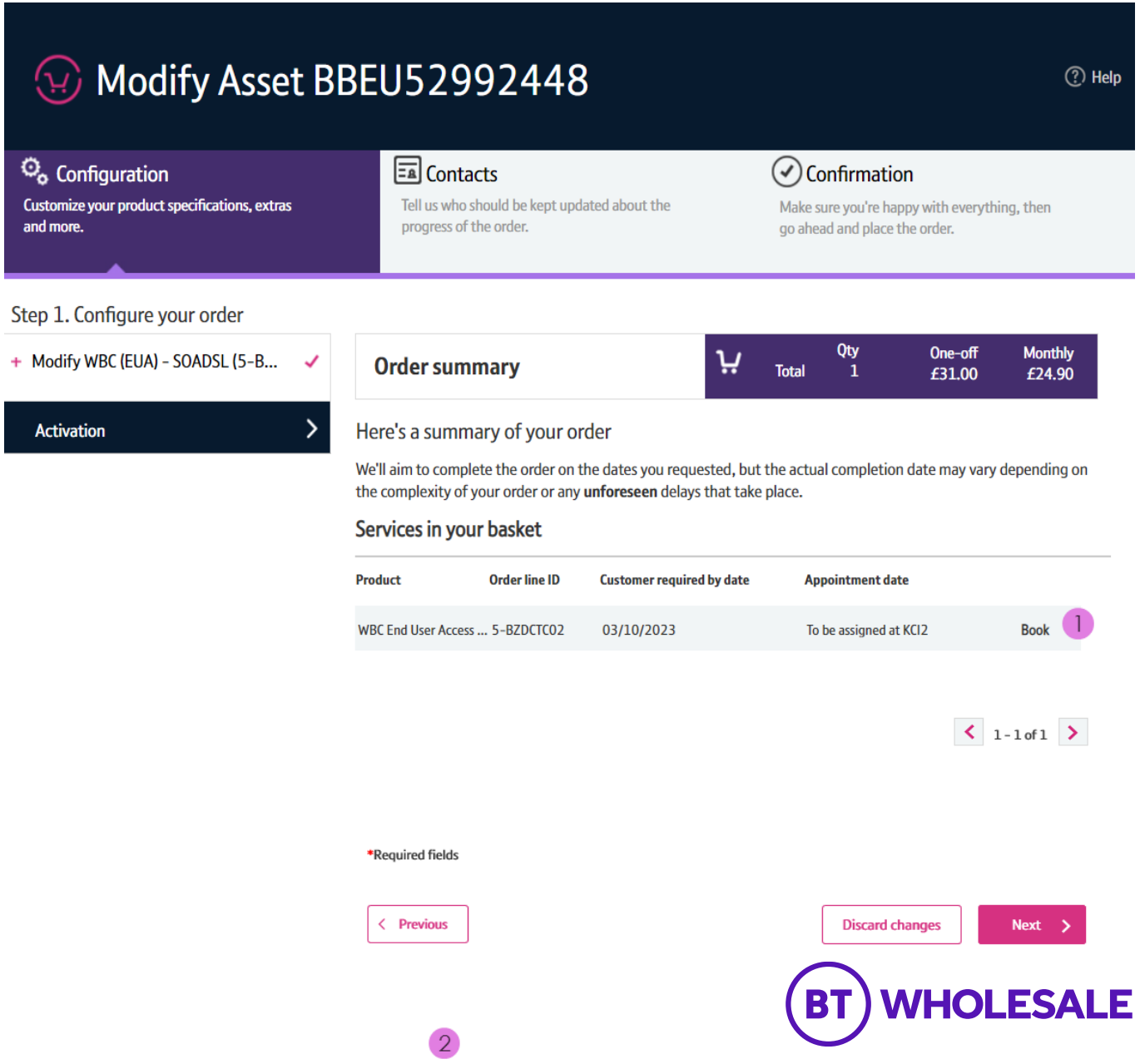
How To Place a SOADSL NTE Shift Order

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.



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Step 9: Booking the Appointment

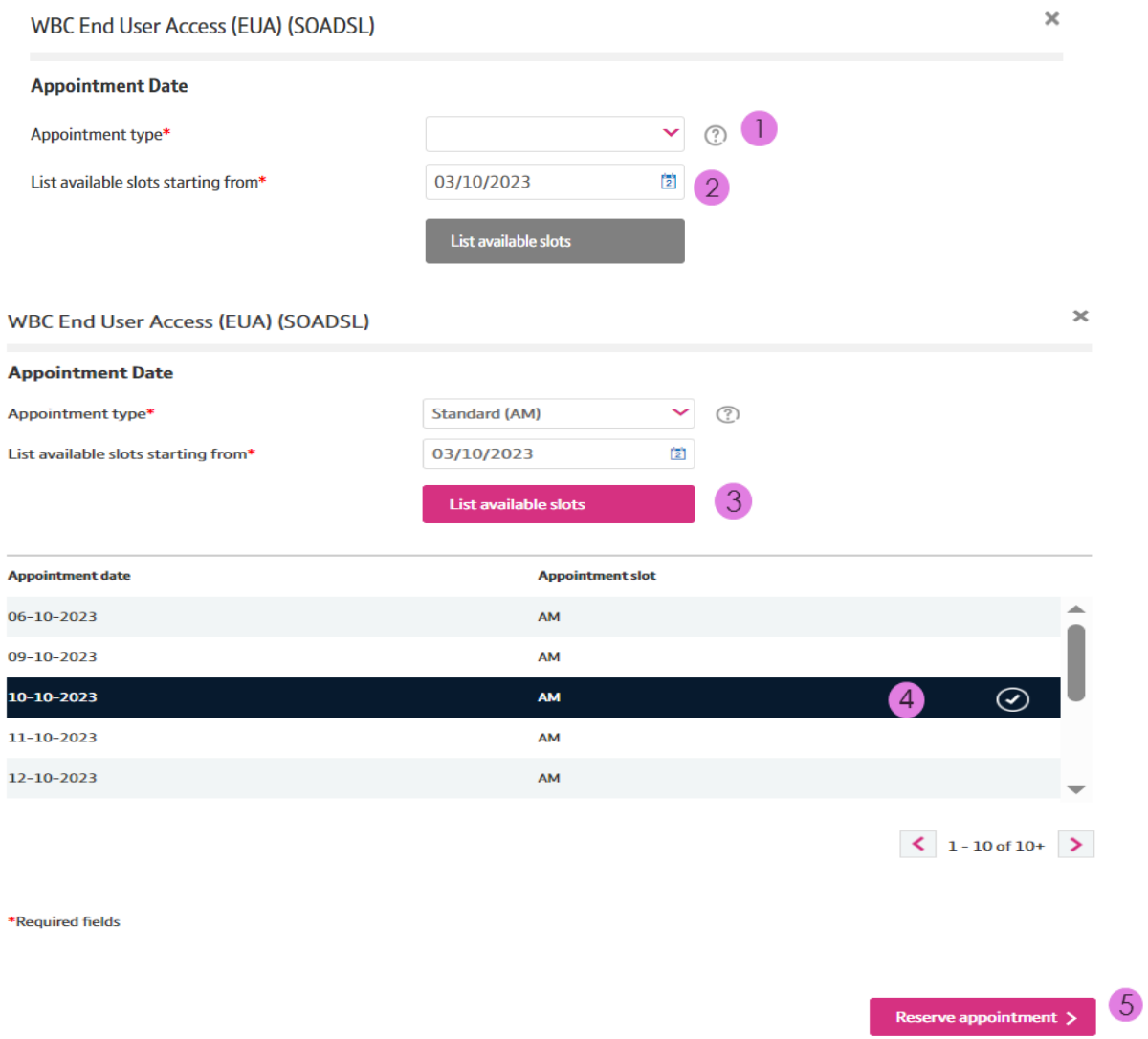
1. Appointment type – Here choose the standard Am or PM option

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**'

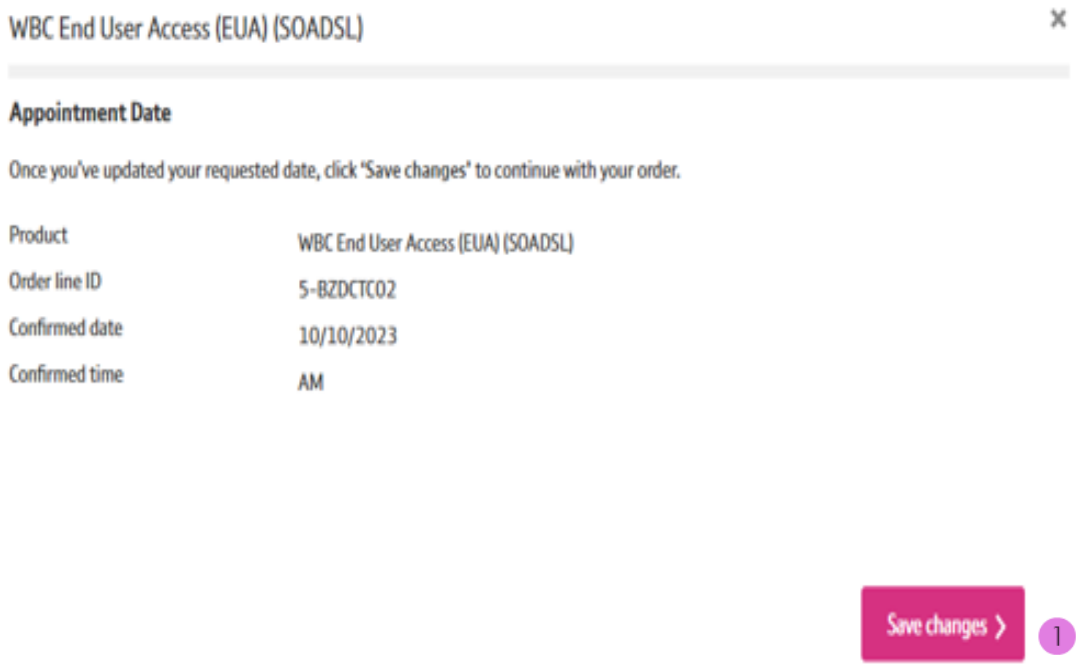


How To Place a SOADSL NTE Shift Order

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**'



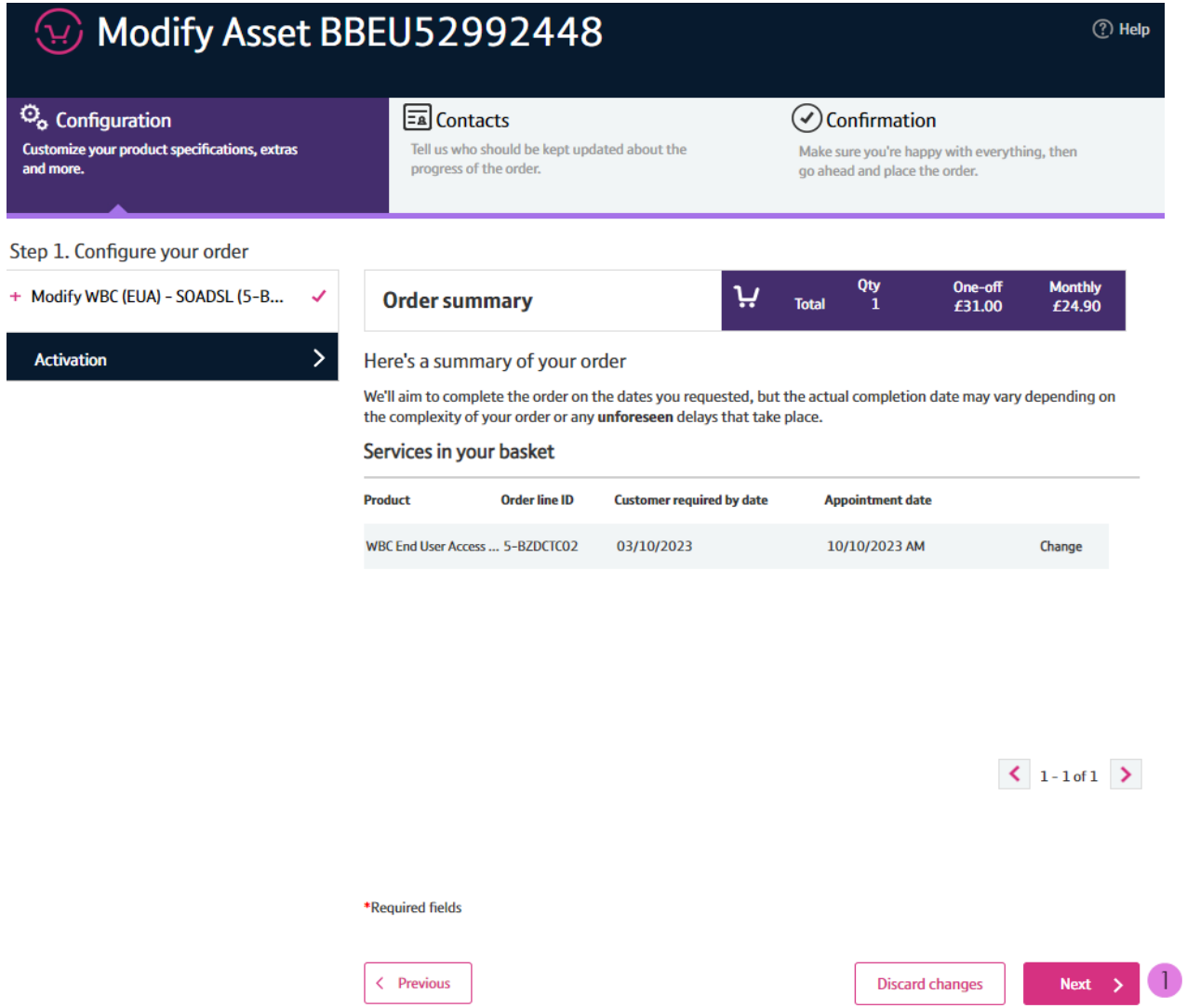
How To Place a SOADSL NTE Shift Order

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**'

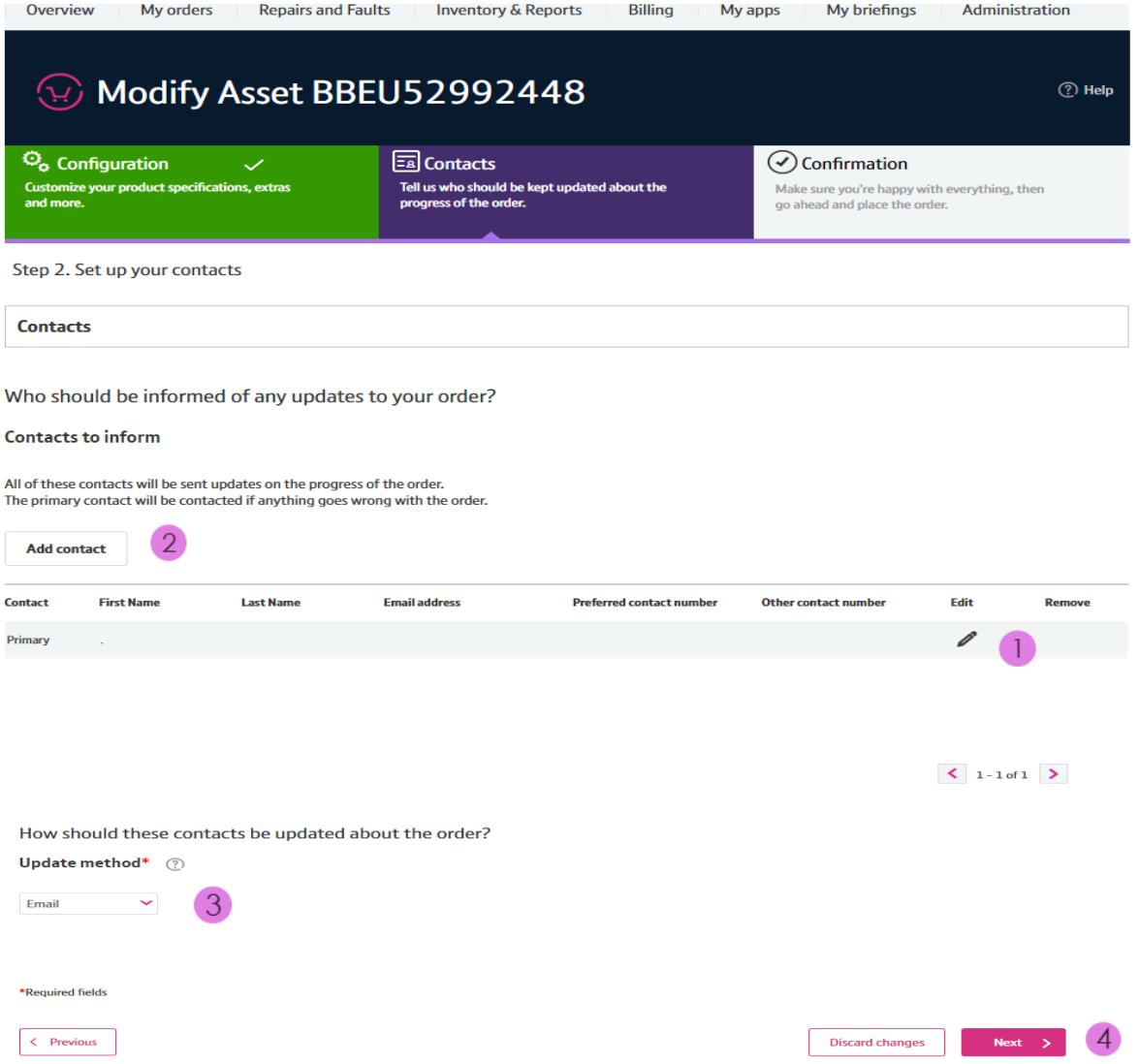


How To Place a SOADSL NTE Shift Order

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**'



How To Place a SOADSL NTE Shift Order

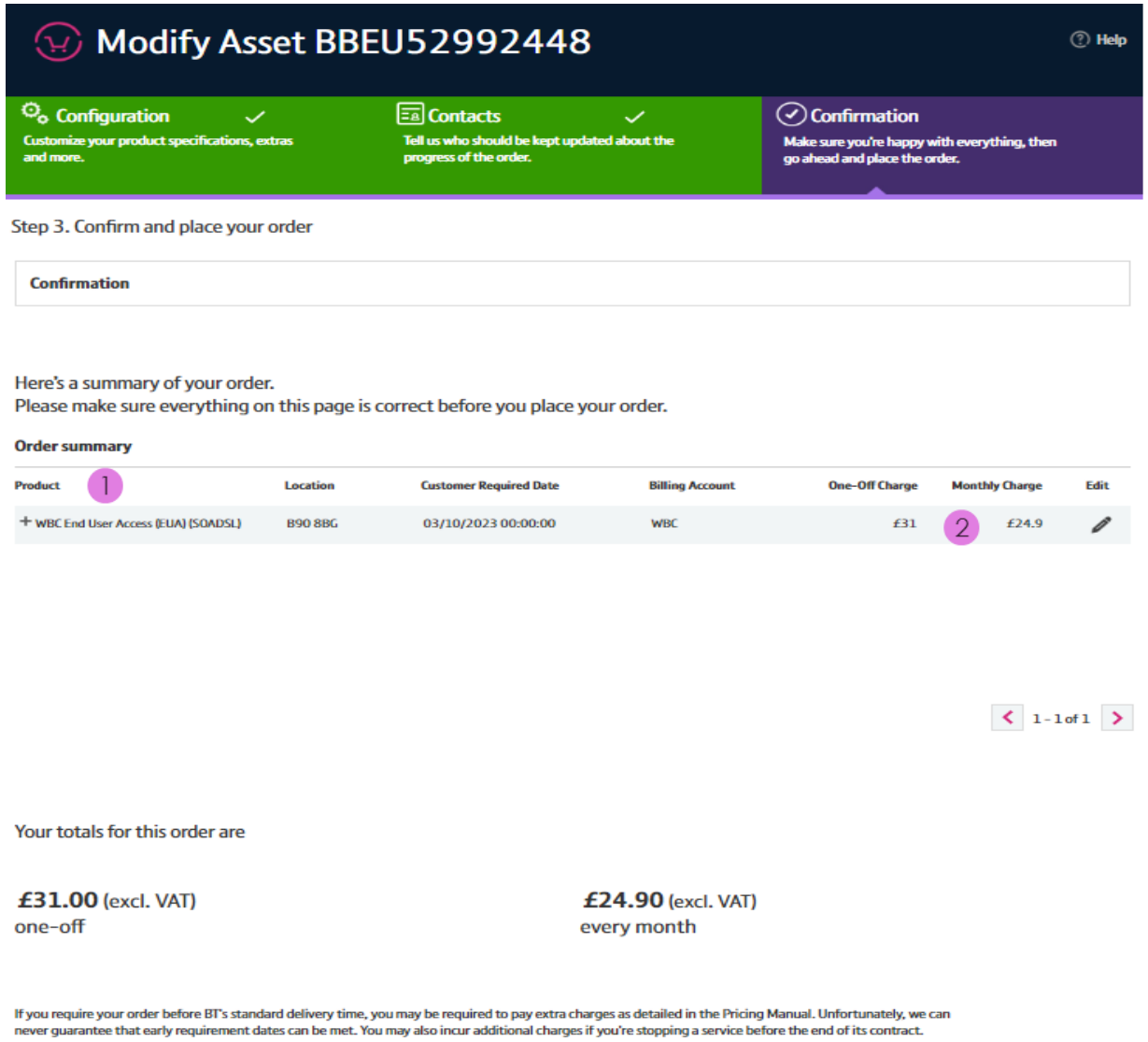
Step 12: Order Confirmation

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



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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.

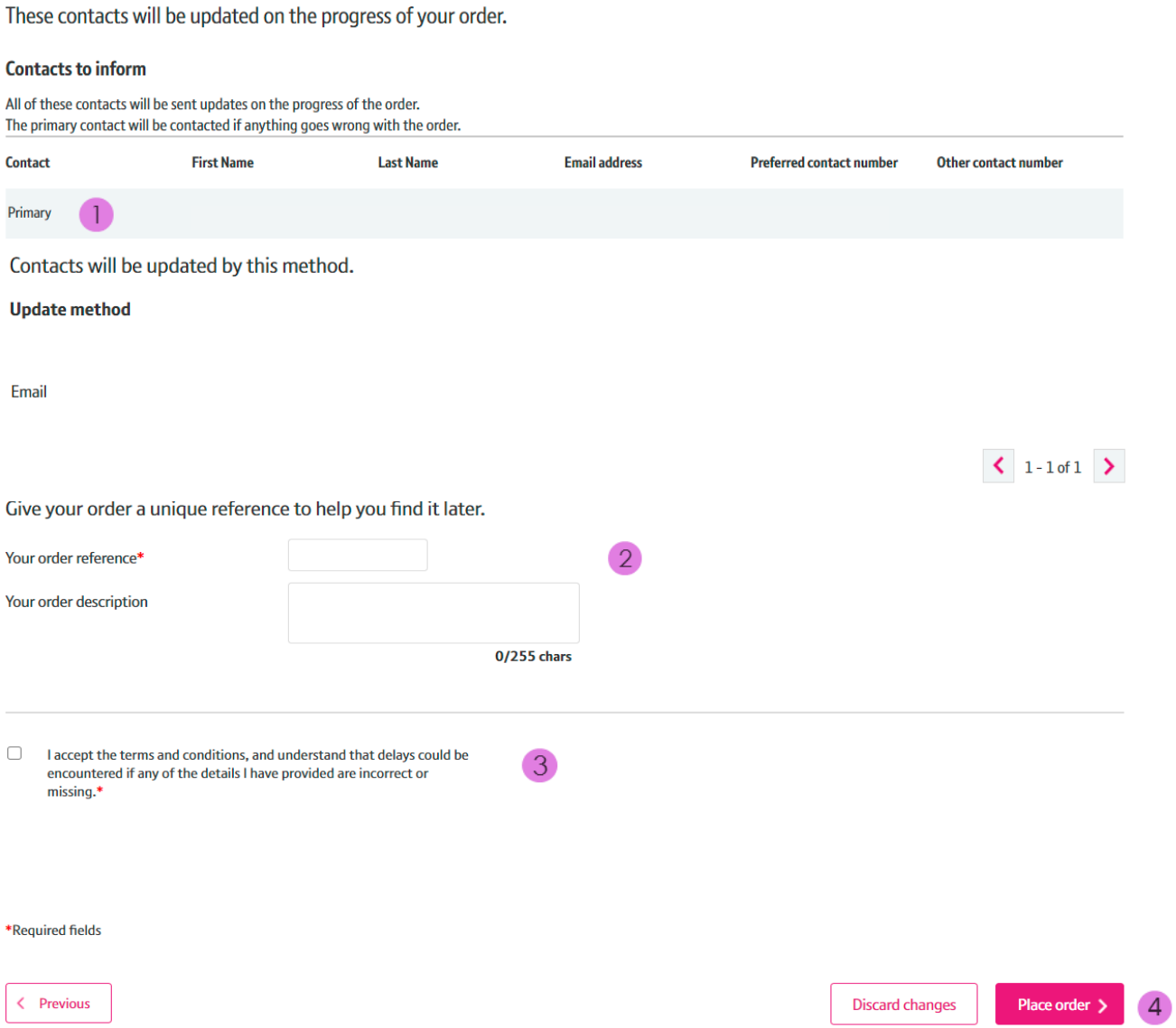
The following details are confirmed:

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'



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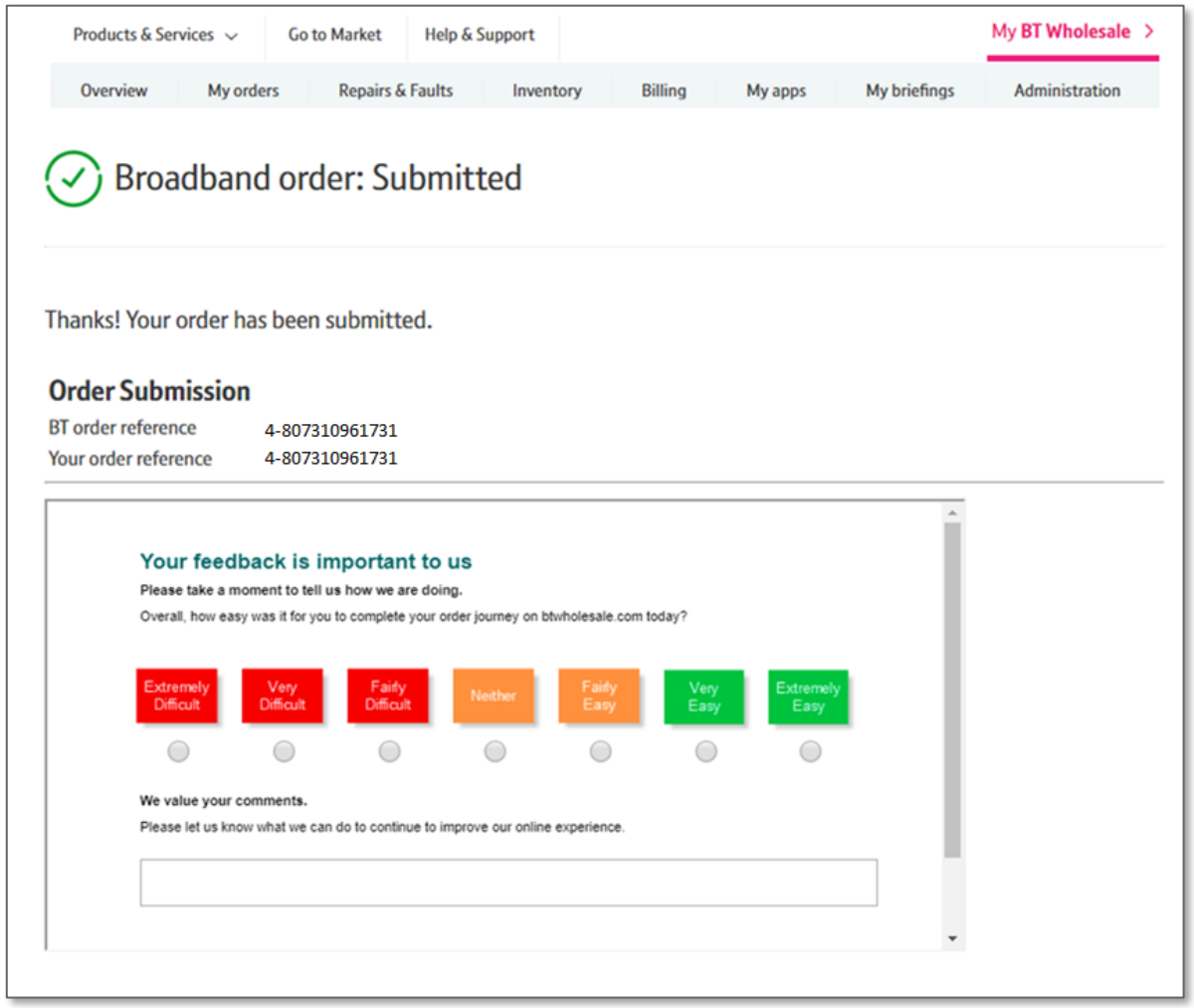
How To Place a SOADSL NTE Shift Order

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.



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

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