Raising a CC-NON-SFI Fault on 21C Portal Application (Open UI)

Version 2

Contents

What's in this User Guide?

BT WHOLESALE

Version Control

Date	Change	Version
July 22	User Guide Published	1
Nov 22	User Guide updated	2

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Overview

What is KBD?

New Knowledge Based Diagnostics (KBD) is a diagnostic tool for 21C copper and fibre broadband. It uses a combination of BT Wholesale network tests, Openreach Copper Line test/ GEA service test and Service Layer data and brings it all together in one place. It can identify and locate faults, or show the End Customer's service is working if no adverse results are found. The results screen gives additional measures and data to help support the decision-making process for local access and End User environment diagnostics.

Do I need to run KBD?

Yes, KBD is mandatory and needs to be run within 2 hours prior to raising a fault. The KBD outcome will advise you next course of action. However on certain outcome will not allow you to raise a fault into BT Wholesale. During Fault raising, the System will check for KBD Results and will let you proceed in completing the Fault Reporting Journey. If the System is unable to find the latest KBD Results you will be ask to run KBD.

Where do I run KBD?

You can run KBD by logging into www.btwholesale.com > My apps Tab:

1. To run KBD on 20CN product select 20C Knowledge Based Diagnostics

2. To run KBD on 21CN Copper and Fibre Product select New Knowledge Based Diagnostics.

Where can I learn more on KBD?

Please login to www.btwholesale.com and then click on the link below for all information around KBD.

https://www.btwholesale.com/pages/static/help-and-support/broadband/faults-diagnostics-repair.htm

Overview – KBD Code – Appointment Required

KBD Code – Appointment Required

This guide will cover how to report a Fault which requires an appointment.

The KBD statement will mention 'Appointment Required' which will allow you to book an appointment whilst raising a fault.

At this stage BT Wholesale recommend that the End User is contacted for Availability as the Openreach Engineer may require access to the premise.

Logging In

Step 1: Logging In

- Go to www.btwholesale.com

- Click 'Login/register'

Logging In

Step 1: Logging In

- Enter your Username and Password.

- Click 'Login'

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.

Accessing the journey

Step 2: Accessing the journey

Click on 'Raise or Track a fault'

Raising a CC-NON-SFI Fault

Step 3: Raising a CC-NON-SFI Fault

Select 'Raise a fault'.

Enter the Service ID you want to report a fault against.

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: | Raise a fault | BBEU21848179 | Go

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Raising a CC-NON-SFI Fault

Step 3: Raising a CC-NON-SFI Fault

After choosing to raise a fault you are asked to confirm type of fault you wish to report. Only option available is 'KBD Fault' as default.

Select 'KBD Fault'

After choosing KBD fault, you are asked to confirm if KBD has been run in the last 2 hours. This should have been done prior to raising a fault.

Select 'Yes'

WBC End User Access (EUA) (ADSL)

Asset details

Service Id	BBEU21848179	Date Installed	22/04/2016 08:28:53
Account name	WBC TRIAL 1	Address	Halfway Te
Billing account	5002639427		32 Traquair Drive
Directory number	01418831235		Lanarkshire
			Glasgow
			G52 2TB

Below you will find fault questions which will help to analyse the issue(s) you are experiencing on your service, please ensure all mandatory (marked *) fault questions are answered.

Please select the type of fault you wish to report.*

KBD Fault

Please confirm that the selected circuit has been diagnosed with KBD in last 2 hours.*

Yes

When was the End User last aware that the service was operating correctly

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Raising a CC-NON-SFI Fault

Step 4: Additional Information

- Insert date and time the service was last operating correctly.

- Select 'No' for IPV6 question

- Enter your Technical helpdesk contact number

- Enter the availability of the technical helpdesk

- Enter your Customers full name

- Enter you Customers contact number

When was the End User last aware that the service was operating correctly.
If you are unaware of the date and time, Please continue to the next question.

02/11/2021 10:15:37

Do you suspect this fault to be related to a PTA provided IPV6 facility?

No

Please enter a contact number for the Technical Assistance Service Desk of the Communication Provider.*

0800800800   90 characters left

Please enter contact availability times for the technical service desk of the Communication Provider.*

9-5   252 characters left

Please enter the End User Primary Contact's Name.*

Joe Bloggs   90 characters left

Please enter the End User's Primary contact Telephone Number*

0800800800   40 characters left

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Raising a CC-NON-SFI Fault

Step 4: Additional Information

- Enter the Availability of your customer

- Select either 'Yes' or 'No' as this will allow you to add additional contact details

- Enter any additional contact information you may want provide.

Please enter the best contact times for the primary contact.*

`9-5`   252 characters left

Are secondary contact details available?*

`No`

Please enter any additional contact information.

`None`   96 characters left

Please give any supplementary information which might assist in resolving this fault.

`Test`

1996 characters left

Please enter Access arrangement details.

`None`   96 characters left

Are there any new Site Hazards that our Engineers should be made aware of?

`None`   96 characters left

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Raising a CC-NON-SFI Fault

Step 4: Additional Information

- Enter any information you would like to give to BT Wholesale that might help resolve the fault quicker.
  For example What is the End User Issue, any useful diagnostics information or what you want engineer to achieve during the visit? E.g. check internal wiring and correct.
  Please note – What you enter in this field will be made visible to Openreach, however if you edit this later in the fault cycle, the update wont be passed on.
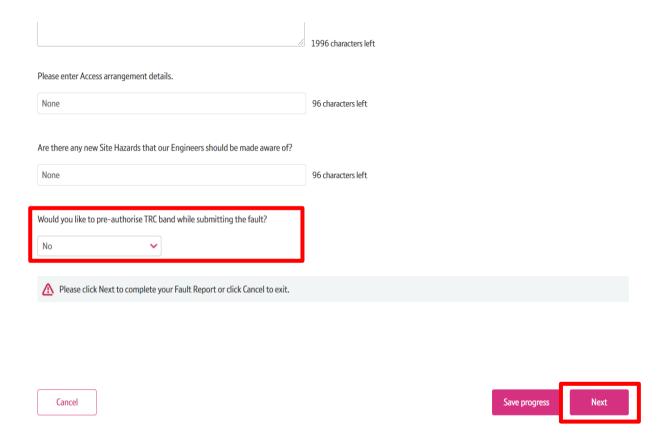
- Enter the Contact Name and Number of whom will be available to receive a call from Engineer.

- Enter any known Hazards for example 'beware of dog'

Please enter the best contact times for the primary contact.*

9-5   252 characters left

Are secondary contact details available?*

No

Please enter any additional contact information.

None   96 characters left

Please give any supplementary information which might assist in resolving this fault.

Test   1996 characters left

Please enter Access arrangement details.

None   96 characters left

Are there any new Site Hazards that our Engineers should be made aware of?

None   96 characters left

Raising a CC-NON-SFI Fault

Step 4: Additional Information

- Select 'Yes' or 'No' for TRC band

- Click 'Next'

1996 characters left

Please enter Access arrangement details.

| None | 96 characters left |

Are there any new Site Hazards that our Engineers should be made aware of?

| None | 96 characters left |

Would you like to pre-authorise TRC band while submitting the fault?

No ⌄

⚠ Please click Next to complete your Fault Report or click Cancel to exit.

Cancel   Save progress   Next

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Raising a CC-NON-SFI Fault

Step 5: CC-NON-SFI Appointment Booking

- Click 'Book Appointment'.

WBC End User Access (EUA) (ADSL)

Asset details				
Service Id	BBEU21848179		Date Installed	22/04/2016 08:28:53
Account name	WBC TRIAL 1		Address	Halfway Te
Billing account	5002639427			32 Traquair Drive
Directory number	01418831235			Lanarkshire
				Glasgow
				G52 2TB

Appointment details

Appointment date	
Appointment time	
Appointment status	

Book Appointment

Contacts

Raising a CC-NON-SFI Fault

Step 5: CC-NON-SFI Appointment Booking

- Click on the Calendar icon.

Raising a CC-NON-SFI Fault

Step 5: CC-NON-SFI Appointment Booking

- Select the appointment date.

- Click 'Done'

Raising a CC-NON-SFI Fault

Step 5: CC-NON-SFI Appointment Booking

- Click 'List available slots'

Raising a CC-NON-SFI Fault
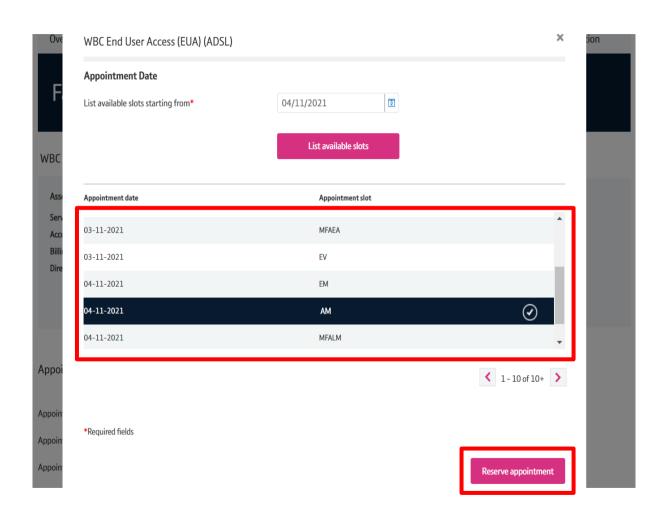
Step 5: CC-NON-SFI Appointment Booking

- Select the AM / PM Slot of your choice.

- Click 'Reserve appointment'

Raising a CC-NON-SFI Fault

Step 5: CC-NON-SFI Appointment Booking

- Your chosen Appointment Date and slot will be displayed.

- The appointment hasn't been booked at this point.

- Click 'Save Changes'

Appointment Date

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

Product	WBC End User Access (EUA) (FTTP)
Confirmed date	4/11/2021
Confirmed time	AM

Save changes ›

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Raising a CC-NON-SFI Fault

Step 6: Contact Information

- You will be given the opportunity to add additional contacts to whom you want to receive updates on this fault

- You can also edit the existing contacts if its incorrect.

Contacts

Who should be informed of any updates to your fault?

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

‹ 1 – 1 of 1 ›

Contacts willl be updated by this method.

Update method

Online tracking

Update frequency

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Raising a CC-NON-SFI Fault
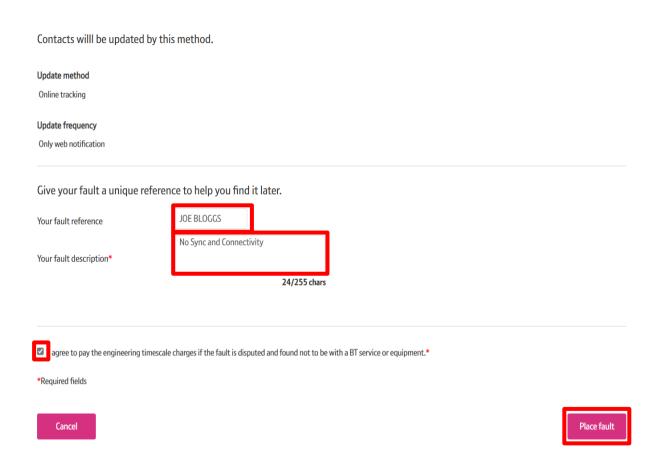
Step 7: Submitting the Fault

- Enter your Reference Number

- Enter the description of the fault the customer is experiencing. For example What is the End User Issue, any useful diagnostics information or what you want engineer to achieve during the visit? E.g. check internal wiring and correct.

- Tick the check box once you agree with the statement about charges

- Click 'Place Fault'

Contacts willl be updated by this method.

Update method

Online tracking

Update frequency

Only web notification

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

Your fault reference   JOE BLOGGS

Your fault description*   No Sync and Connectivity

24/255 chars

☑ agree to pay the engineering timescale charges if the fault is disputed and found not to be with a BT service or equipment.*

*Required fields

Cancel   Place fault

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Raising a CC-NON-SFI Fault

Step 8: Confirmation

- Confirmation that your fault has been received and details of the BT Wholesale Fault Reference number.

- When checking on your fault progression, you can use this reference or the Service ID.

Track fault

Your fault has been submitted.

Your fault has been received. You will need the BT reference or your reference below to track your fault online.

BT fault reference:	5-870030695632
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

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Raising a CC-NON-SFI Fault

Step 9: Appointment Confirmation

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

Track fault

Your fault has been submitted.

Your fault has been received. You will need the BT reference or your reference below to track your fault online.

BT fault reference: 5-870030695632
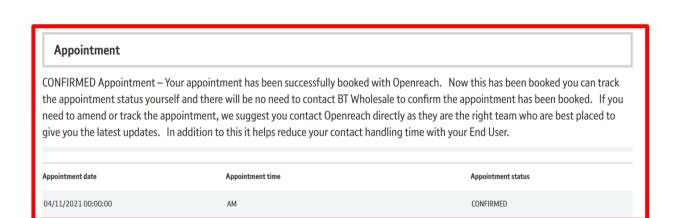
Your fault reference: JOE BLOGGS

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

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Raising a CC-NON-SFI Fault

Step 9: Appointment Confirmation

- You can scroll down to Appointment section. You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to the refresh the page till the Appointment status change.

Appointment

CONFIRMED Appointment – Your appointment has been successfully booked with Openreach.   Now this has been booked you can track the appointment status yourself and there will be no need to contact BT Wholesale to confirm the appointment has been booked. If you need to amend or track the appointment, we suggest you contact Openreach directly as they are the right team who are best placed to give you the latest updates.   In addition to this it helps reduce your contact handling time with your End User.

Appointment date	Appointment time	Appointment status
04/11/2021 00:00:00	AM	CONFIRMED

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