

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

Version 2

Contents

What's in this User Guide?

- [Version Control](#)
- [Best Practice: KBD \(Knowledge Based Diagnostics\)](#)
- [Overview – KBD Code – Appointment Required](#)
- [Logging In](#)
- [Accessing the Journey](#)
- [Raising a CC-NON-SFI Fault](#)

Version Control

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

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.

The screenshot displays the BT Wholesale portal interface. At the top, there is a navigation bar with the BT Wholesale logo and links for Products & services, News & resources, Help & support, Become a customer, Contact us, and My BT Wholesale. Below this is a secondary navigation bar with links for Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. The main content area shows a fault report for a circuit, dated 15-11-2022 13:48:59. The report includes a table for Circuit Information, a RAG Status section with an Overall RAG Line Status bar, a Service Layer Data table, a Button Bar with various diagnostic tests, and a Decision section. The Decision section contains a red-bordered box with the following text: "ProblemExplanation : [OD03] The Enhanced Copper Line test has failed (CE). Appointment Required. Resolution/Recommendation : Please pass to BTW for further diagnostics." The Overall RAG Line Status bar shows "Customer Premises" as green, "Access Network" as green, "BTW Network" as red, and "Service Provider Network" as green. The Button Bar shows "Status Check" as "Circuit Not In Sync", "CuLine Test" as "Fail", and "RRT 28 Days Data" as "Data Not Available".

Circuit Information					
Circuit ID:	CBUK98481763	Service ID:	BBEU21848179	Current BRAS Profile (CVLAN Rate):	N.A.
Product Info:	WBC End User ACCESS	Provisioned BRAS Profile:	adsl7000-b	Profile Info:	WBC 160K - 24M No delay (INP 0) 6dB Downstream\, 448 No delay (INP 0) 6dB Upstream (ADSL2+)

RAG Status

Overall RAG Line Status

Customer Premises	Access Network	BTW Network	Service Provider Network
-------------------	----------------	-------------	--------------------------

Service Layer Data

BRAG	Line Reach Rate	Line Stability	BRAG NA Reason	Brandenburg Code
	NA	NA	NA	NA
Recommendation	Visit Recommended	Description		
	NA	NA		

Button Bar

Local Access Network	Data Not Available	DLM Profile Data	Data Not Available
IP Connectivity	Data Not Available	Performance Test	No Result
Status Check	Circuit Not In Sync	IP Test	PPP Session is down
CuLine Test	Fail	TAM Network Check	Pass
Consistency Check	Not Able To Execute	Manage Associate	Pass
TV Connect		TVC Manage Associate	
RRT 28 Days Data	Data Not Available	VLAN Analysis	Inconclusive
BRAG History	Data Not Available		

Customer Question List **Additional Info** **Inventory Data**

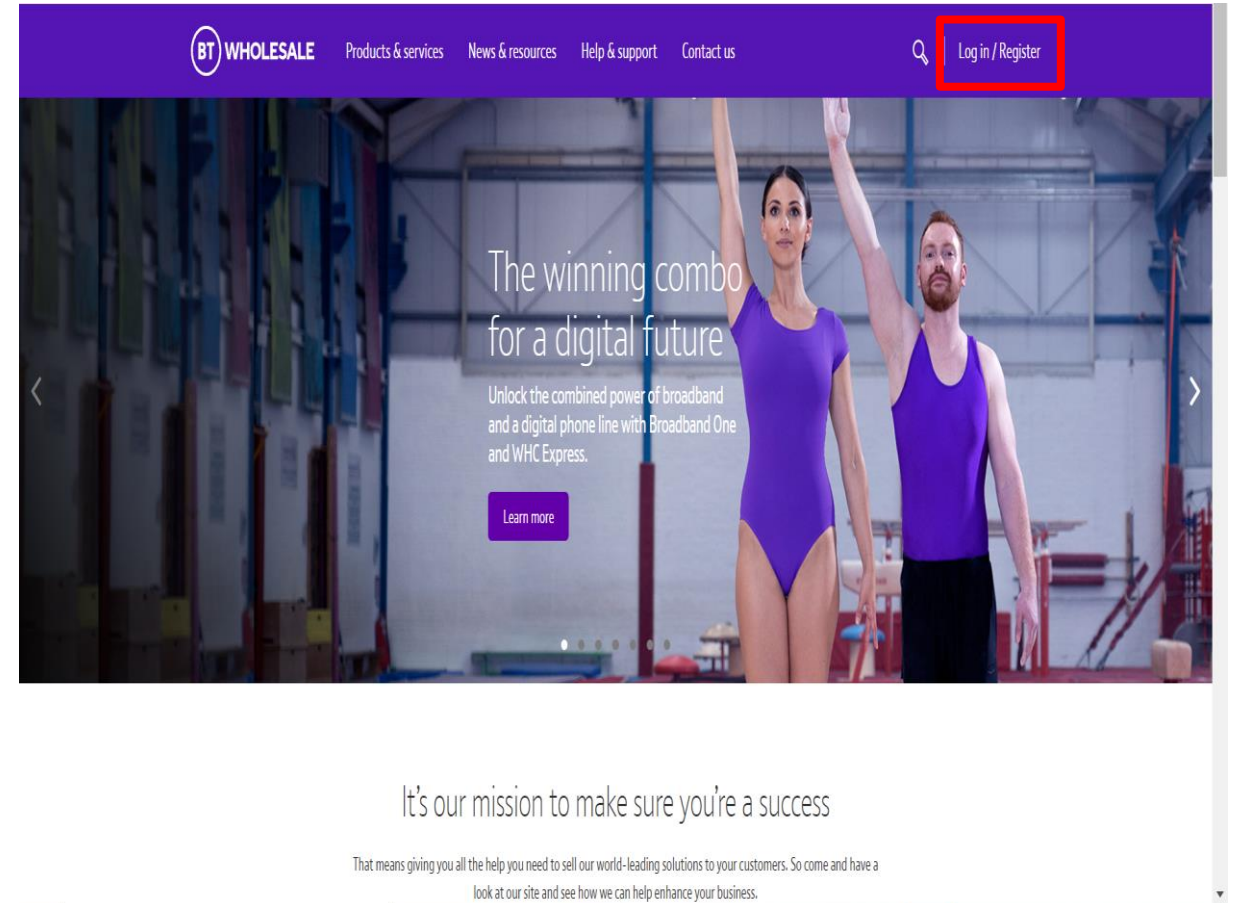
Decision

ProblemExplanation : [OD03] The Enhanced Copper Line test has failed (CE). Appointment Required.
Resolution/Recommendation : Please pass to BTW for further diagnostics.

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'

 My BT Wholesale

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*

Demo

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 menu with tabs for Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. Below the navigation 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 table showing order counts for various statuses: 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 table showing fault counts: In Progress (3742) and Closed (393). It includes a 'Go to Repair & Faults' link and a 'Raise or Track a fault' button.
- Actions required:** A blue sidebar containing two entries: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. A 'View all' button and a pagination indicator '1-2 of 21195' are also shown.
- Important updates:** A section with a warning icon and text: 'Planned Engineering Works You have 392 Planned Engineering Works that affect your services'. Below it, a 'Major Service Outages (MSO)' entry is partially visible.
- Inventory:** A section with a 'Place a new order' button and a 'Go to Orders' link.
- 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 (selected), My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, My briefings.
- Search:** 'Enter the reference number' search bar with a magnifying glass icon and a 'Help' icon.
- Order status:** A list of order statuses with counts and help icons:

Account: Select	1	?
> Saved	1	?
> Pending	38	?
> Cancelled	5864	?
> In Progress	1612	?
> Completed	35780	?
- Fault status:** 'Displaying updates in the last 24 hrs'. A list of fault statuses with counts and help icons:

Account: Select	3742	?
> In Progress	3742	?
> Closed	393	?

Go to Repair & Faults

Raise or Track a fault >
- Actions required:** A blue sidebar with two entries:
 - Reference 1-16441882835: Customer to Accept/Reject SHO. Accept or Reject.
 - Reference 1-16861878396: Customer to Accept/Reject CPD. Accept or Reject.

View all < 1-2 of 21195 >
- Important updates:** 'Planned Engineering Works' (392 works) and 'Major Service Outages (MSO)'. Includes a 'Place a new order' button.
- Inventory:** 'Inventory' section with an account selector.
- Frequent tasks:** A list of tasks with icons:
 - Broadband briefings
 - Broadband One fault KBD diagnostics
 - Business Portal
 - Create a new Ethernet quote
 - eCo Repair

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:

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
Account name	WBC TRIAL 1
Billing account	5002639427
Directory number	01418831235
Date Installed	22/04/2016 08:28:53
Address	Halfway Te 32 Traquair Drive 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.*

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

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

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.

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

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

 90 characters left

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

 252 characters left

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

 90 characters left

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

 40 characters left

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.*

 252 characters left

Are secondary contact details available?*

Please enter any additional contact information.

 96 characters left

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

 1996 characters left

Please enter Access arrangement details.

 96 characters left

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

 96 characters left

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.

 96 characters left

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

 96 characters left

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

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

Cancel

Save progress

Next

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
Account name	WBC TRIAL 1
Billing account	5002639427
Directory number	01418831235

Date Installed	22/04/2016 08:28:53
Address	Halfway Te 32 Traquair Drive 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.

WBC End User Access (EUA) (ADSL) ×

Appointment Date

List available slots starting from* 

*Required fields

Raising a CC-NON-SFI Fault

Step 5: CC-NON-SFI Appointment Booking

- Select the appointment date.
- Click 'Done'

WBC End User Access (EUA) (ADSL)

Appointment Date

List available slots starting from* 03/11/2021

Select date

Nov 2021

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

Now Done >

*Required fields

Raising a CC-NON-SFI Fault

Step 5: CC-NON-SFI Appointment Booking

- Click 'List available slots'

WBC End User Access (EUA) (ADSL) x

Appointment Date

List available slots starting from*

List available slots

*Required fields


Raising a CC-NON-SFI Fault

Step 5: CC-NON-SFI Appointment Booking

- Select the AM / PM Slot of your choice.
- Click 'Reserve appointment'

WBC End User Access (EUA) (ADSL) ×

Appointment Date

List available slots starting from* 

Appointment date	Appointment slot
03-11-2021	MFAEA
03-11-2021	EV
04-11-2021	EM
04-11-2021	AM <input checked="" type="checkbox"/>
04-11-2021	MFALM

*Required fields

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'

The screenshot shows a web interface for raising a fault. A red box highlights the 'Appointment Date' section, which contains the following information:

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

Below the appointment details, a red box highlights a 'Save changes >' button.

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 will be updated by this method.

Update method

Online tracking

Update frequency

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 will 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

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](#)

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](#)

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 refresh the page till the Appointment status change.

< No Records >

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

< 1 - 1 of 1 >

