

# Raising a CC-NON-SFI Fault on Enhanced Eco+

Version 1

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# Version Control

| Date    | Change               | Version |
|---------|----------------------|---------|
| July 22 | User Guide Published | 1       |

# 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](http://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](http://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 shows 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, Contact us, and My BT Wholesale. Below the navigation bar, the date and time are displayed as 02-11-2021 10:06:22. The main content area is titled 'Circuit Information' and contains a table with the following data:

|               |                     |                           |              |                                    |  |
|---------------|---------------------|---------------------------|--------------|------------------------------------|--|
| Circuit ID:   | CBUK98481763        | Service ID:               | BBEU21848179 | Current BRAS Profile (CVLAN Rate): | N.A.                                     |
| Product Info: | WBC End User ACCESS | Provisioned BRAS Profile: | adsl21000-b  | Profile Info:                      | BT IPStream Max/Max Premium 448/6dB/Fast |

Below the circuit information, there is a 'RAG Status' section with a red header. It shows the overall RAG Line Status as 'BTW Network' in red. The status is broken down into Customer Premises, Access Network, BTW Network, and Service Provider Network.

The 'Service Layer Data' section contains a table with the following data:

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

The 'Button Bar' section contains a table with the following data:

| Local Access Network   | Data Not Available                | DLM Profile Data     | N                   |
|------------------------|-----------------------------------|----------------------|---------------------|
| IP Connectivity        | No Working Session in last 48 hrs | 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        | Pass                |
| BRAG History           | Data Not Available                |                      |                     |
| Customer Question List |                                   | Additional Info      |                     |
| Inventory Data         |                                   |                      |                     |

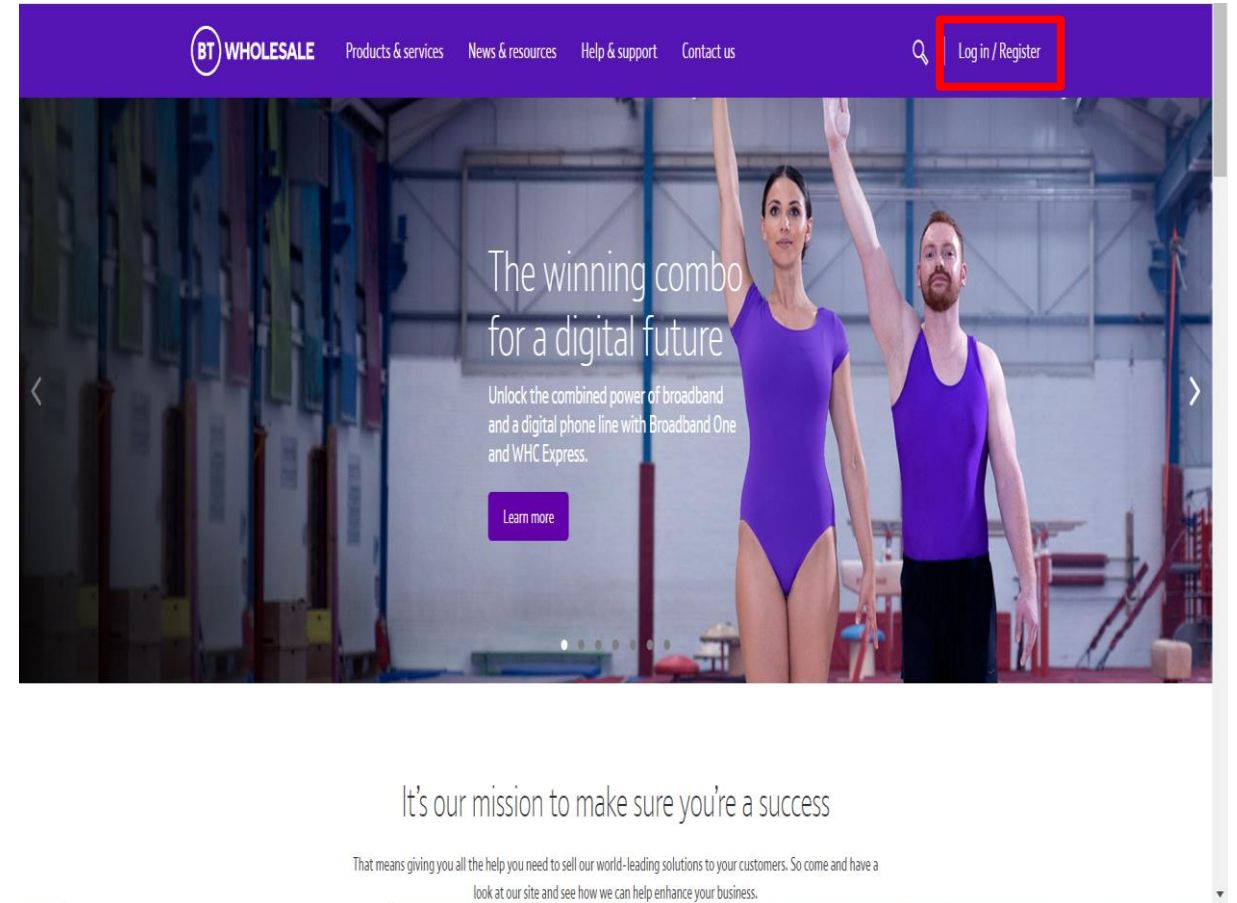
At the bottom of the page, there is a 'Decision' section with a red-bordered box containing the following text:

**Problem Explanation: [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](http://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 shows 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 blue 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 the number of orders in various states: 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 the number of faults in various states: In Progress (3742) and Closed (393). A 'Go to Repair & Faults' link and a 'Raise or Track a fault' button are present.
- 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, there is a 'Major Service Outages (MSO)' section.
- Actions required:** A blue sidebar on the right with a warning icon and text: 'Reference 1-16441882835: Customer to Accept/Reject SHO: Accept or Reject' and 'Reference 1-16861878396: Customer to Accept/Reject CPD: Accept or Reject'. It includes a 'View all' link and a pagination indicator '1-2 of 21195'.
- 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:

|               |       |   |
|---------------|-------|---|
| > Saved       | 1     | ? |
| > Pending     | 38    | ? |
| > Cancelled   | 5864  | ? |
| > In Progress | 1612  | ? |
| > Completed   | 35780 | ? |
- Fault status:** A list of fault statuses with counts and help icons:

|               |      |   |
|---------------|------|---|
| > In Progress | 3742 | ? |
| > Closed      | 393  | ? |
- Actions required:** A blue sidebar with two entries:
  - Reference 1-16441882835: Customer to Accept/Reject SHO. Action: Accept or Reject.
  - Reference 1-16861878396: Customer to Accept/Reject CPD. Action: Accept or Reject.A 'View all' button shows '1-2 of 21195' items.
- Important updates:** A section with a warning icon and two updates:
  - Planned Engineering Works:** You have 392 Planned Engineering Works that affect your services.
  - Major Service Outages (MSO):** (Partially visible)
- Inventory:** A section with a 'Place a new order' button and an 'Inventory' icon.
- Frequent tasks:** A list of tasks with icons:
  - Broadband briefings
  - Broadband One fault KBD diagnostics
  - Business Portal
  - Create a new Ethernet quote
  - eCo Repair
- Buttons:** 'Go to Orders', 'Go to Repair & Faults', and a highlighted 'Raise or Track a fault' button.

# 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<br>32 Traquair Drive<br>Lanarkshire<br>Glasgow<br>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<br>32 Traquair Drive<br>Lanarkshire<br>Glasgow<br>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 >

