

# Raising a CCSFI-ONT Mismatch Fault on Enhanced Eco+

Version 1

# Contents

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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 – ONT Mismatch

## KBD Code UD508 - ONT Mismatch

This guide will cover how to report a ONT Mismatch fault.

ONT Mismatch is where Serial Number showing on Broadband Availability Checker or on KBD shows different to the Serial Number at the Premise. KBD will identify a possible ONT Mismatch Issue as the Problem Explanation will show this. A KBD Code UD508 will be displayed.

At this stage BT Wholesale recommend that the End User is contacted for the Serial Number on the ONT Device. This will be required when raising a fault into BT Wholesale so that the task can be raised into Openreach to update the ONT Records.

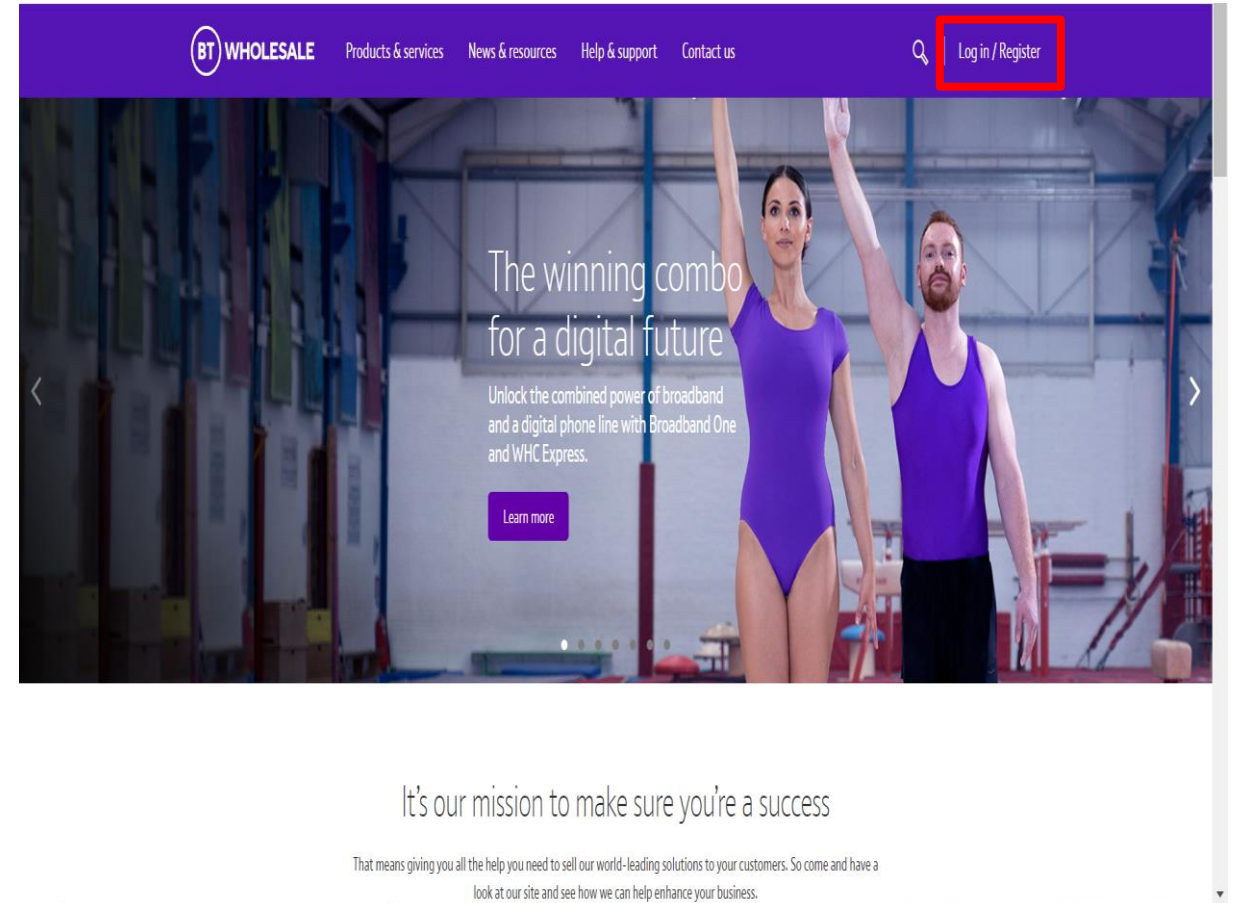
The screenshot displays the BT Wholesale KBD interface. At the top, there is a navigation bar with the BT Wholesale logo and links for Products & services, News & resources, Help & support, Contact us, and My BT Wholesale. Below this, the date and time are shown as 01-11-2021 17:16:43. The main content area is divided into several sections:

- Circuit Information:** A table with fields for Circuit ID (NA), Service ID (BBEU40170695), Current BRAS Profile (CVLAN Rate) (N.A.), Product Info (FTTP), Provisioned BRAS Profile (FTTP\_80\_20\_S), and Profile Info (NA).
- RAG Status:** A section with a color-coded bar for Overall RAG Line Status, divided into Customer Premises (red), Access Network (green), BTW Network (green), and Service Provider Network (orange).
- Service Layer Data:** A table with columns for BRAG, Line Reach Rate (NA), Line Stability (NA), Reset Reason (NA), and Brandenburg Code (NA). Below it, a Recommendation table shows Visit Recommended (NA) and Description (NA).
- Button Bar:** A grid of buttons for various diagnostic tests: IP Connectivity (No Working Session in last 48 hrs), Performance Test (No Result), VLAN Analysis (Pass), IP Test (Data Not Available), GEA Service Test (Pass), TAM Network Check, Consistency Check, Manage Associate (Pass), TV Connect, TVC Manage Associate, and BRAG History (Data Not Available).
- Customer Question List** and **Inventory Data** sections.
- Decision:** A red-bordered box containing the following text:  
**Problem Explanation:** [UD508] Openreach Diagnostics indicate the ONT UNI Port is faulty. The ONT serial number is: 48575443876DF99E.  
**Resolution/Recommendation:** Please retest after checking the customers ONT serial number against Openreach record.

# 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 in the top right corner.

The main content area is divided into several sections:

- Order status:** A table showing order counts for different 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 box listing two references: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. It includes a 'View all' link and a pagination indicator '1-2 of 21195'.
- 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)' section is partially visible.
- 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 (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: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), Completed (35780). Includes a 'Go to Orders' link and a 'Place a new order' button.
- Fault status:** A list of fault statuses: In Progress (3742), Closed (393). Includes a 'Go to Repair & Faults' link and a highlighted 'Raise or Track a fault' button.
- Actions required:** A blue panel with two entries: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. Includes a 'View all' link and a '1-2 of 21195' indicator.
- 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, 'Major Service Outages (MSO)' is partially visible.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, eCo Repair.
- Inventory:** A section with a gear icon and a 'Select' dropdown menu.

# Raising a CCSFI-ONT Mismatch Fault

## Step 3: Raising a CCSFI-ONT Mismatch 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 CCSFI-ONT Mismatch Fault

## Step 3: Raising a CCSFI-ONT Mismatch 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'

After choosing Yes you are asked to confirm if KBD has indicated that CCSFI is applicable and if you like to take this option. There will be a information box in next release to show the list of KBD codes that are CCSFI enabled which will help you make this decision.

Select 'Yes' as were raising a CCSFI Fault.

### WBC End User Access (EUA) (FTTP)

Asset details	
Service Id	BBEU39495487
Account name	WBC TRIAL 1
Billing account	5002639427
Directory number	ONT0035405673

Date Installed	29/03/2021 16:06:43
Address	P2B 160 Bt Test Facility
	Strand
	Swansea
	SA1 3ZW

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.\*

If KBD has indicated that CCSFI is applicable, would you like to take that option?\*

# Raising a CCSFI-ONT Mismatch 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
- Enter the Availability of your customer
- Select either 'Yes' or 'No' as this will allow you to add additional contact details

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?

Can this circuit be taken out of service for intrusive testing?\*

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

100 characters left

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

255 characters left

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

100 characters left

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

50 characters left

# Raising a CCSFI-ONT Mismatch Fault

## Step 4: Additional Information

- Enter any additional contact information you may want provide.
- Enter the following:  
'ONT-Mismatch - Serial Number showing on Broadband Availability Checker < Enter Incorrect Serial Number here >. Correct Serial Number at the premise is < Enter the correct Serial Number here >'
- **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. Please ensure the template above so that Openreach Helpdesk update the records
- 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'
- Select 'Next'

Please enter any additional contact information.

 100 characters left

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


 2000 characters left

Please enter Access arrangement details.

 100 characters left

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

 100 characters left

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

# Raising a CCSFI-ONT Mismatch Fault

## Step 5: CCSFI-ONT Mismatch Appointment Booking

- Click 'Book Appointment'.

### WBC End User Access (EUA) (FTTP)

#### Asset details

Service Id	BBEU39495487
Account name	WBC TRIAL 1
Billing account	5002639427
Directory number	ONT0035405673

Date Installed	29/03/2021 16:06:43
Address	P2B 160 Bt Test Facility Strand  Swansea SA1 3ZW

### Appointment details

Appointment date

Appointment time

Appointment status

Book Appointment

### Contacts


# Raising a CCSFI-ONT Mismatch Fault

## Step 5: CCSFI-ONT Mismatch Appointment Booking

- Click on the Calendar icon.

WBC End User Access (EUA) (FTTP) ×

**Appointment Date**

List available slots starting from\*  

\*Required fields

# Raising a CCSFI-ONT Mismatch Fault

## Step 5: CCSFI-ONT Mismatch Appointment Booking

- Select the appointment date.
- **Please note** - BT Wholesale recommend not to book the earliest appointment due to being ONT mismatch issue. Please select 1 working day ahead.
- Click 'Done'

The screenshot shows a web interface for booking an appointment. The main content area displays "WBC End User Access (EUA) (FTTP)" and "Appointment Date" with a note "List available slots starting from\*". A "Select date" modal is open, showing a calendar for November 2021. The calendar grid is highlighted with a red border. The "Done" button in the bottom right of the modal is also highlighted with a red border.

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				



# Raising a CCSFI-ONT Mismatch Fault

## Step 5: CCSFI-ONT Mismatch Appointment Booking

- Click 'List available slots'

WBC End User Access (EUA) (FTTP)

**Appointment Date**

List available slots starting from\*

**List available slots**

\*Required fields

# Raising a CCSFI-ONT Mismatch Fault

## Step 5: CCSFI-ONT Mismatch Appointment Booking

- Select the PM Slot.
- Click 'Reserve appointment'

WBC End User Access (EUA) (FTTP)

**Appointment Date**

List available slots starting from\*

Appointment date	Appointment slot
30-10-2021	AM <input checked="" type="checkbox"/>
30-10-2021	PM
01-11-2021	AM
01-11-2021	PM
02-11-2021	AM

< 1 - 10 of 20+ >

\*Required fields

# Raising a CCSFI-ONT Mismatch Fault

## Step 5: CCSFI-ONT Mismatch 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	2/11/2021
Confirmed time	AM

Save changes >

# Raising a CCSFI-ONT Mismatch 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 CCSFI-ONT Mismatch 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 CCSFI-ONT Mismatch 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: [5-869688388052](#)

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](#)

# Raising a CCSFI-ONT Mismatch 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:

[5-869688388052](#)

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](#)

# Raising a CCSFI-ONT Mismatch 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.
- Please note** – The appointment allows the fault to be raised with Openreach so that Openreach Helpdesk can update the ONT Records. Openreach will update the records and pass the fault back to check with End User to confirm Service. However if Openreach is unable to update the records or the template was not used then the appointment will go ahead.

< 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
02/11/2021 00:00:00	AM	CONFIRMED

< 1 - 1 of 1 >



# ONT Mismatch – Reject clear and Appointment booking

# ONT Mismatch – Reject clear

## Step 1: Fault Summary

If you chose 'NO' to the question 'if KBD has indicated that CCSFI is applicable and if you like to take this option' whilst raising a fault, BT Wholesale will pass the fault back as Status Open – Cleared. Here you will have to Reject Clear so that an appointment can be booked and allow you to provide the correct Serial Number.

- Scroll down to 'Your required Actions' section.

Fault details	
Service Id	BBEU40170695
BT reference	5-869961227782
Your reference	JOE BLOGGS
Directory number	ONT0036647763
Past point of no return	No <a href="#">?</a>
Service level	Maintenance Category 5
Account name	WBC TRIAL 1
Date reported	01/11/2021 17:18:25
Date cleared	01/11/2021 17:19:40
Clear code	R6
Clear text	Right When Tested; End User Equipment; All BT tests completed ok, diagnostics show no fault condition
Service level description	40 Clock hours on 24*7 basis ex B Hol.
Update frequency	Only web notification

Fault status	
Status	Open - Cleared
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	ONT Mismatch

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

Your required actions

# ONT Mismatch – Reject clear

## Step 1: Fault Summary

- The 'Description' field will tell you if an SFI will be offered
- Select 'Reject' to start booking an appointment.

### Your required actions

Here you will find the open actions pending on your fault.

Description	Status
Please accept clear if fault resolved. If rejected an SFI appointment will be offered. The ONT serial number is:48575443876DF...	Open <a href="#">Accept</a> <a href="#">Reject</a>

### Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
✉	01/11/2021 17:19:41	Assurance	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.
✉	01/11/2021 17:19:35	Update	Trouble Report Accepted - Your fault report has been received. The fault will now move through either our automated or manual diagnostic process dependent on the initial test outcome.

# ONT Mismatch – Reject clear

## Step 2: ONT Mismatch – Reject clear

- Select 'Failed Retest – ONT Mismatch'
- Enter the correct Serial Number in the field
- Read the statement and if you agree, tick in the check box
- Click 'Reject'

Fault status	
Status	Open - Cleared
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	ONT Mismatch

# ONT Mismatch – Appointment booking

## Step 3: ONT Mismatch Appointment booking

- Click 'Book Appointment'

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

## Amend Fault

Appointment details

Appointment date

Appointment time

Appointment status

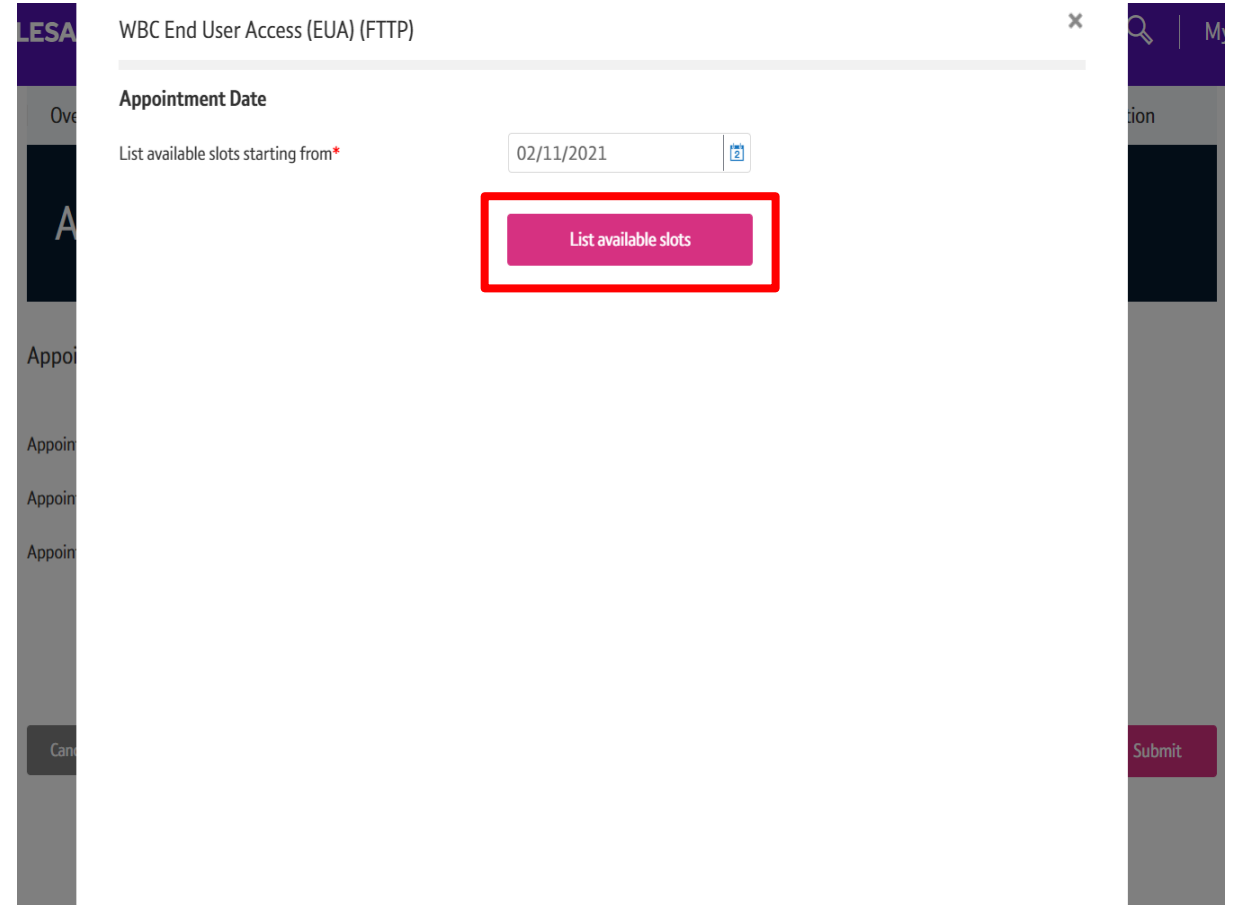
**Book Appointment**

Cancel Submit

# ONT Mismatch – Appointment booking


## Step 3: ONT Mismatch Appointment booking

- Click 'List available slots'



WBC End User Access (EUA) (FTTP) ×

**Appointment Date**

List available slots starting from\*  

**List available slots**

Submit

# ONT Mismatch – Appointment booking

## Step 3: ONT Mismatch Appointment booking

- **Please note** - BT Wholesale recommend not to book the earliest appointment due to being ONT mismatch issue. Please select 1 working day ahead.
- Select PM Slot.
- Click 'Reserve appointment'

WBC End User Access (EUA) (FTTP)

**Appointment Date**

List available slots starting from\*

**List available slots**

Appointment date	Appointment slot
02-11-2021	AM
02-11-2021	PM
03-11-2021	AM
03-11-2021	PM
04-11-2021	AM

< 1 - 10 of 10+ >

**Reserve appointment**

# ONT Mismatch – Appointment booking

## Step 3: ONT Mismatch Appointment booking

- Your chosen Appointment Date and slot will be displayed.
- Click 'Save Changes'

The screenshot shows a web interface for appointment booking. 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	3/11/2021
Confirmed time	PM

Below the highlighted section, there are several 'Appoi' labels and a 'Submit' button. At the bottom right, a 'Save changes >' button is highlighted with a red box.



# ONT Mismatch – Appointment booking

## Step 3: ONT Mismatch Appointment booking

- The selected appointment will show on the booking screen. The appointment hasn't been booked at this point.
- Click 'Submit'

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

## Amend Fault

Appointment details

Appointment date	03/11/2021 02:00:00
Appointment time	PM
Appointment status	RESERVED

Book Appointment

Cancel

Submit

# ONT Mismatch – Appointment booking

## Step 4: Confirmation

- The amendments has been submitted.
- **Please note** – The appointment allows the fault to be raised with Openreach so that Openreach Helpdesk can update the ONT Records. Openreach will update the records and pass the fault back to check with End User to confirm Service. However if Openreach is unable to update the records or the template was not used then the appointment will go ahead.

## Amended fault

### Your fault amendment has been submitted.

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

BT fault reference: [5-869891781819](#)

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](#)

