

# Placing a New Broadband Order

## Available Products

Gamma products are arranged by product family. Within each product family you have the option to order a number of variants of the family. See [Service Definition](#) for full details, but below is a summary of the products that can be ordered:

<b>Product family</b>	<b>Variants</b>
<b>Single Order Asymmetric Digital Subscriber Line (SoADSL)</b>	SoADSL
<b>Fiber to the Premises (FTTP)</b>	FTTP 40:10 FTTP 80:20 FTTP 115:20 FTTP 160:30 FTTP 220:30 FTTP 330:50 FTTP 500:165 FTTP 1000:115
<b>Single order Generic Ethernet Access (SoGEA)</b>	SoGEA 40:10 SoGEA 80:20

## SoADSL - Single Order Asymmetric Digital Subscriber Line

### Overview

Here are some key points that you need to be aware of:

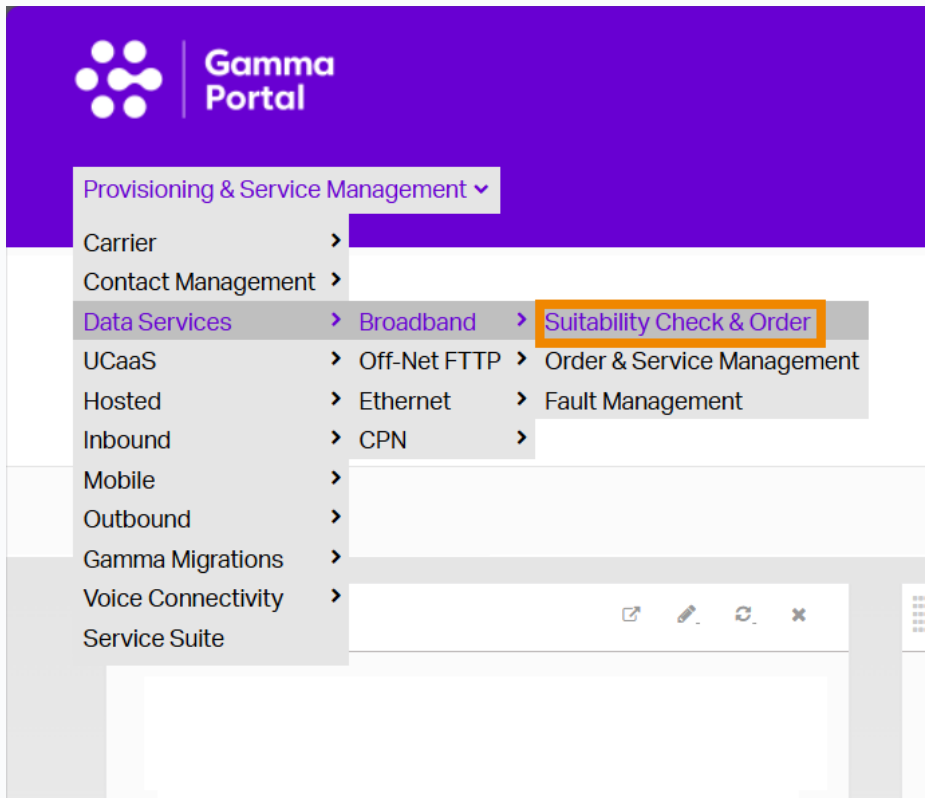
- SoADSL will only appear within the Product Suitability Checker if SoGEA and FTTP are not available at the site address.

- When placing the order, you will be given the choice of a 'Managed Install' or 'Premium Managed Install'. If Managed Install is selected, then an Openreach engineer will be attending your customer's site to complete the installation.
- If you select a premium site visit reason (SVR) in addition to the standard site visit reason, the engineer will carry out various activities and install the network termination equipment (NTE) up to 30m from lead-in.
- Currently the journey supported is for New Orders for new lines only.

Please note migrations and regrades are not available as part of this release and we are alooking to deliver these soon in an upcoming release.

## Placing a New SoADSL Order

1. Go to the **Gamma Portal**, go to **Provisioning & Service Management, Data Services, Broadband** and select **Suitability Check & Order**.



2. Search for the property's postcode, then select the full address. The CLI should also be added here if known.

**Site Details**

*Please enter the postcode and select the address of the site you wish to check for broadband suitability. The installation CLI can be entered in addition to this and may offer more accurate results. For existing SOGEA circuits being migrated in to Gamma the Access Line Identifier (ALID) can be entered instead of the CLI.*

Site Postcode:

Site Address: \*

Telephone Number (CLI):

Access Line Identifier (ALID):

3. Select the SoADSL bandwidth required from the results shown in the **Order** dropdown.

### Site Details

Please enter the postcode and select the address of the site you wish to check for broadband suitability. The installation CLI can be entered in addition to this and may offer more accurate results.

Site Postcode:

Site Address: \*

Telephone Number (CLI):

### Product Suitability Check -

Broadband Family	Broadband Product	Suitable	Likely Speed	Raise Order
Gamma Converged	Converged FTTP	<input checked="" type="checkbox"/>		
	Converged SoGEA	<input checked="" type="checkbox"/>		
Gamma Standard	ADSL 2+	<input checked="" type="checkbox"/>		
	SoADSL	<input checked="" type="checkbox"/>	10 Mbps downstream	<input type="button" value="Order"/>
Gamma Fibre	FTTP	<input checked="" type="checkbox"/>		SoADSL (1 month term)
	SoGEA	<input checked="" type="checkbox"/>		SoADSL (1 year term) SoADSL (1 month term)

- You will be taken to the Order Details screen. Choose your account from the dropdown menu. This will populate your details and expand the rest of the screen.

## Broadband Order Details

1 Broadband Suitability Check 2 Order Details 3 Review Order

### Channel Partner Details

Account: \*

Contact Name: \*

Contact Telephone: \*

Contact Email: \*

Email Notifications: \*  Yes

- Complete the fields within the **Site Details** and **Products & Features** sections.

# Broadband Order Details

1 Broadband Suitability Check

2 Order Details

3 Review Order

## Channel Partner Details

Account: \*  ✓

Contact Name: \*  ✓

Contact Telephone: \*

Contact Email: \*

Email Notifications: \*  Yes

## Site Details

Help

Site Company Name: \*

Site Contact Name: \*

Site Contact Email:

Site Contact Telephone: \*

Alternative Site Contact Name:

Alternative Site Contact Telephone:

Site Postcode: \*

Site Address:

## Installation Details

Help

**i** This option is for an install of a brand new connection to the premise, which can incur excess construction (ECC) or time related charges (TRC).

Approved ECC Banding: \*

Approved TRC Banding: \*

Customer Reference:

Customer Requested Date: \*

## Product & Features

Help

Product Name:

Product Supplier:

Care Level: \*

Voice Product: \*

Routed IPs: \*

**i** Please select the type of install required. If you have an internal wiring extension or require a new NTE5c faceplate then please select the managed install option. Please note that the minimum Site Visit Reason (SVR) is now available for you to select. This is essential to ensure your order progresses smoothly with the supplier. For more information, please refer to the help tab at the top of the page.

Install Type: \*

## CPE & Delivery Details

Help

Router Product: \*

← Back

→ Continue

6. At this point, one difference will be that you will be able to select how you would like your service to be installed. You will be presented with two options - **Managed Install** and

## Premium Managed Install.

7. Whilst filling in the details as part of the prior step, there will now be a section called **Installation Details** that will need to be populated -
  - Select the Approved ECC Banding with the amount the customer is comfortable pre-approving for the install. Anything above this figure will cause the order to go into delay whilst the ECC charge is returned for manual approval.
  
  - The customer requested date will also need to be populated at this point. Please note this will not be a guaranteed date for the installation. BT Wholesale will confirm the installation date after the order has been submitted.
  
  - Click **Continue** to progress.
  
8. When the order is completed, you'll be presented with a reference number. It can take up to 24 hours for any appointment dates to be visible.

## FTTP - Fibre to the Premises

### Overview

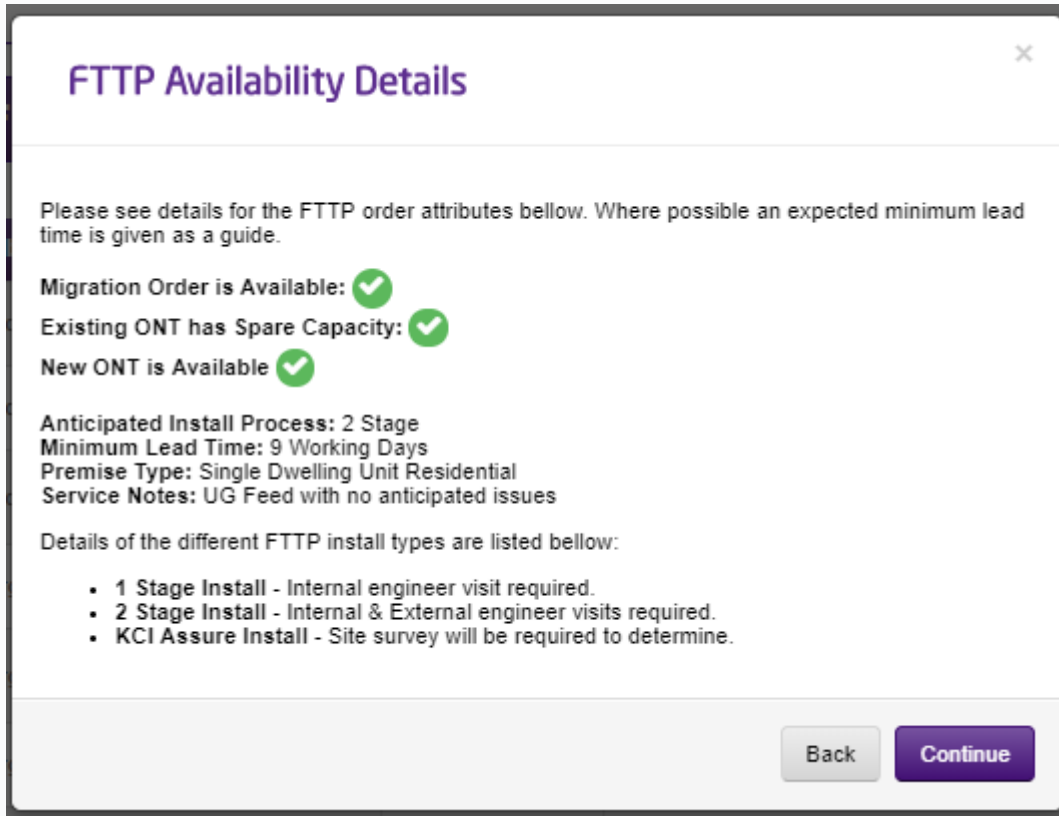
Here are some other key points that you need to be aware of:

- For FTTP, there will be no CLI available in most cases. A full address search will return accurate details on availability as we convert this to a NAD key to return results from BT Wholesale
  
- FTTP circuits terminate into a ONT (Optical Network Termination). The ONT along with the relevant port will be used as the identification of a FTTP circuit

- ECC's (Excess Construction Charges) are possible with FTTP installations. You will be required to select an acceptable level of charge during the ordering journey. If charges come back at a higher than selected amount, the order will fall into delay as charges will then need manual approval for installation to continue.
- For FTTP only a managed install will be available due to the need to install an ONT at the end users' premise. The option for managed/self-install has therefore been removed.
- There are several routers that will be used by Gamma to support FTTP. Once the bandwidth and products are selected from the suitability check, the relevant router(s) will be made available to select.

## Placing a New FTTP Order

- See **Steps 1-2 for Placing a SoADSL Order** and repeat then:
3. Select the FTTP bandwidth required from the results shown from the "Order" Dropdown. You will be presented with the below pop-up box to give details of the installation that will be necessary for the property to have FTTP installed. Click "Continue".



You will then be taken to the Order details screen.

- **Steps 4-5** will again mirror the new SoADSL order as you populate your details along with the required information for the order.

6. Whilst filling in the details as part of step 5 for FTTP, there will now be a new box called “Installation Details” that will need to be populated. First select the “Approved ECC Banding” drop down with the amount that the user is comfortable pre-approving for the circuit. Anything above this figure will cause the order to go into delay whilst the ECC charge is returned for manual approval.

7. The “ONT & Port selection” is where you can either select to take over an existing FTTP service, select a spare port to use for a new FTTP circuit, or order a new totally new ONT (and therefore new FTTP Service). Here you will also be able to request a replacement ONT if the existing one is damaged or lost. Replacement ONTs will be a chargeable extra.

**Installation Details** Help

Approved ECC Banding: \* Charge Band 1 (up to €300) ✓

ONT & Port Selection: \* Please select...  
Please select...  
ONT0000193112 - Data Port 1 (Working/Active)  
ONT0000193112 - Data Port 2 (Spare/Available)  
ONT0000193112 - Data Port 3 (Spare/Available)  
ONT0000193112 - Data Port 4 (Spare/Available)  
ONT0000193112 - Missing ONT (Request New)  
ONT0000193112 - Damaged ONT (Request New)  
N/A Request New ONT

View ONT Details

Customer Reference:

Customer Requested Date: \*

Note - The above screenshot shows a 4+2 port ONT with one active port and 3 spare ports. Moving forwards, Openreach have started to install only 1+1 port ONTs and so it will become more likely to see this rather than the above example.

The customer requested date will also need to be populated at this point. This will not be a guaranteed date for the installation. BTW will confirm the installation date after the order has been submitted.

Click continue to progress.

8. Check over your order details and tick the T+Cs box then click submit.

9. When the order is completed, you'll be presented with a reference number. It can take up to 24 hours for the appointment to be visible.

# SoGEA - Single Order Generic Ethernet

## Overview

Here are some other key points that you need to be aware of:

- When placing the order, you will be given the choice of or a 'Managed Install' or 'Premium managed install. If Managed Install is selected, then an Openreach engineer will be attending your customers site to complete the installation.
- If you select a premium site visit reason (SVR) in addition to the standard site visit reason, the engineer will carry out various activities, including testing of the IP Voice activities if required.
- Please ensure the line you are placing the SOGEA order on terminates on a NTE5 or SSFP socket rather than NTTP. If the socket is an NTTP socket our suppliers will detect this on order placement and this may cause the cancellation of your SOGEA order, including any potential cancellation charges. If you are unsure of the socket type onsite please contact your PSTN provider.
- A Fibre compatible router **MUST** be at the premises **before** the installation occurs.
- Once installed the Fibre broadband line will begin a "Training" period to establish the optimum speed of service. This is consistent with ADSL services and can continue during the first 10 days of service.

Please note: Depending on where the modem and router is placed by the Openreach engineer there may be a need for some drill work to be carried out. It is your responsibility to ensure that you have all the relevant permission for these types of modifications before you place your SOGEA order.

# Placing a New SOGEA Order

Please note:

If you have an open order on your telephone line, including a Line Transfer, please ensure that this order has completed prior to ordering your SoGEA service. If a SoGEA circuit is ordered whilst there is an open order on the telephone line this may cause the cancellation of your SoGEA order and potential cancellation charges being incurred.

- See Steps 1-2 for Placing a New SoADSL Order and then:

3. Select the SoGEA bandwidth required from the results shown from the “Order” Dropdown.

Please note: If you're unable to receive SoGEA on the CLI you've provided, you will see a red marker next to the SoGEA section. If you know that SoGEA is available for the CLI then please contact the Broadband Provisioning Team.

- Steps 4-5 will again mirror the new SoADSL order

At this point, one difference will be that you will be able to select how you would like your service to be installed, you will be presented with two options which are **Managed Install** and **Self-install**.

## Product & Features Help

**Product Name:**

**Product Supplier:**

**Care Level: \***  ✘ Please select a Level of Care

**Voice Product: \***  ✘ Please select a Voice Product

**Routed IPs: \***  ✘ Please select an option for Routed IPs

i Please select the type of install required. If you have an internal wiring extension or require a new NTE5c faceplate then please select the managed install option.

**Install Type: \***  ✔

Please select...

Managed Install

Premium Managed Install

Managed Install with Prove IP Voice

Premium Managed Install with Prove IP Voice

If you select Standard 'Managed Install', the engineer will do the work required to uplift the network where necessary, including removing issues in the premises.

6. Enter the Customer Required Date (please note the lead time for a new fibre provide is 5 working days so you will not be able to select a date earlier than this).
  
7. If you have selected a CPE Router Product, then the CPE Delivery Details box will become available. You can either select "same as site address" or manually enter alternative details.
  
8. When the order is completed, you'll be presented with a reference number. It can take up to 24 hours for the appointment to be visible.

## New Broadband Order

Thank you for placing your order

Your order ref is: **22594**

Your ~~SoG~~GEA engineer appointment time should be available on the Order Details screen within 24 hours. Please contact Gamma if this is not visible.

## Regrade to SoG**EA**

### Overview

- You can only regrade from an ADSL/FTTC/SoADSL to SoG**EA** via the regrade journey
- Any services upgrading to FTTP need to be placed as a new order via the New Order Journey

Please choose 'New Order' if there is currently no active broadband service at your premises or if your end user has an existing service they wish to migrate from another supplier to a Gamma service.

1. Access your service in Data Services - Broadband - Order and Service Management



- Carrier >
- Contact Management >
- Data Services > Broadband > Suitability Check & Order
- UCaaS > Off-Net FTTP > Order & Service Management
- Hosted > Ethernet > Fault Management
- Inbound > CPN >
- Mobile >
- Outbound >
- Gamma Migrations >
- Voice Connectivity >
- Service Suite

2. Select Actions - Regrade Service.

## Broadband Service Management

Partner Account:

CLI:

Service ID:

Service Status:

Broadband Category:

Customer Name:

Site Postcode:

IP Address:

CPE Username:

Records Per Page:

Max results returned:

Showing 1 to 10 of 100

Service ID	Channel Partner	Broadband Product	Service Status	CLI	Customer Name	Postcode	Actions
<a href="#">144610</a>					GSD	M17	<input type="button" value="Actions"/>
							<ul style="list-style-type: none"><li>Change Password</li><li>Configure rDNS</li><li>Diagnose Fault</li><li>Diagnose Fault (Advanced)</li><li>Disconnect Service</li><li>Fault Diagnostics</li><li>KBD Express</li><li>Line Profile Summary</li><li>Ping IP Address</li><li><b>Regrade Service</b></li><li>Request Cease</li><li>Suspend Service</li><li>Update Email Preferences</li><li>Update Routed IPs</li><li>Usage Report</li></ul>

3. Select the "Check available products" button.

## Regrade Service

Basic Service Details	
ServiceID:	144
CLI:	0161
Current Broadband Product:	Gamma Unlimited Business 2+
Current Care Level:	Standard Care

Regrade Service
Please click the button below to get a list of products available to your CLI.
<input type="button" value="Back"/> <input type="button" value="Check available products"/>

4. Select the available product from New Broadband Family

## Regrade Service

New Broadband Family: \*

New Broadband Product: \*

New Voice Product: \*



If left blank this will default to the earliest possible date for the chosen product.

Date:

### Router Delivery Address

Building:

Sub Premises:

Street: \*

Town: \*

County:

Postcode: \*

Delivery Contact Name: \*

Delivery Contact TelNum: \*

Delivery Contact Email: \*

Back

Regrade

If SoGEA is available, select the speed and term from the New Broadband Product dropdown, select the **Required by Date** and click **Regrade**.