ENGAGE PORTAL ONLINE USER GUIDE



BUSINESS

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1. Hello and welcome...

Welcome to Engage. It's great to have the opportunity to work with you.

The world is becoming more complex. You need to extend the reach of your network, control costs and ensure the security of your business – all while adopting new ways of working.

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We're not claiming that solving such complexities is simple. But now we're working together we hope that Engage makes it easier and faster for you to get what you need. Then you can use the solutions you choose to turn those everyday complexities into opportunities.

Delve into this user guide whenever you need help on the portal.

2. Getting Started

The Engage portal can be accessed from the following URL:

www.virginmediabusiness.co.uk/engage

Supported browser versions -

Chrome v31 and above

Firefox v25 and above

IE8 and above

Safari (Mac) v6 and above

A shorter, Quick Reference User Guide has been put together too. This can be located in the '**My Documents**' section of the Engage Portal, alternatively click on the following link:

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Quick Reference Guide

Once you have launched the site, please follow the on-screen instructions.

Login

At first login, you'll be asked several questions to personalise and secure your account.

You should have received an email from us containing a username and password. If not, please contact your system administrator.

Enter the login details provided – as indicated below – then click the "Login" button. Please note: your username and password are case sensitive.

By logging into and / or by using the Engage portal you accept and agree to be bound by the Engage Terms of Use (a link to the related document can be found near the bottom of the page).

Login:	
Username	
TestUser	
Password	
•••••	
Login	Forgot password?

Initial Login Password Reset

Once you've logged in, you'll be prompted to reset your password. This is your chance to create a personal password that's a little easier to remember.

Password format requirements are as follows:

- Minimum of eight characters
- At least one digit
- One upper case letter
- One lower case letter
- One of the following special characters "@#\$%"

Change Password:
It must be 8 to 20 characters long with at least one digit, one upper case letter, one lower case letter and one of the following special characters @#\$%.
New password
Confirm new password
Change Password

Security settings

We would like you to feel confident that any information you share with us will be kept safe. We ask you to apply some personal security to your account, so that only you, and additional users requested by you, can access your account.

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Next you'll be asked to set your security questions and answers. Simply select your options from the drop down menus and create your personal answers.

You'll then be asked to provide a unique question and answer of your own, keeping things extra secure.

Make sure you store your answers somewhere safe, as they'll be used to confirm your identity if you need to reset your password in the future.

Set Security Questions:
Question 1:
What is your favorite food?
Please Select
What is the name of your first elementary/primary school?
What is the name of your high school/secondary school? What is your dream car?
What is your father's first name?
What is your favorite food?
What was the name of your first pet? What was your favorite toy as a child?
When is your father's birthday?
When is your mother's birthday?
Model Answer 2
Question 3: Please enter a question of your own
What your favourite meal of the day?
Answer 3: Please enter a response to the question you have chosen
Model Answer 3
Submit back to Homepage

Once you've set your security questions, you'll be directed to the Engage homepage. A message will display, confirming that your security question changes are complete.

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			↓ ↓		
Hey, look how different look! Messages Image: Strain St	90 QUT		Vou have success		
Hild BP! Missages Hello BP! Also of interest Britesee Britesee Description Britesee Description Britesee			My Accounts Serviceabili	BUSINESS	
Also of interest BP: only you will see this BP:		Hi Chris, You have 0 New Messages and 0 New Planned Works Hotices Contact us	look!	Hey, look how different I	
FAQ:		Serviceability Check BP, only you will see this submit	Track My Order	WAR.	
My Documents Ratio Incident Request New User		Request New User	Raise Incident	Ny Documents	

How to change your password

To change your password, select the change password option under the **My Account** tab. You'll now have a view on-screen similar to the box displayed below. Enter your new password and then re-enter for confirmation.

Remember! Password format requirements are as follows, minimum of eight characters, at least one digit, one upper case letter, one lower case letter and one of the following special characters " @ **# \$ %**".

Change Password:
It must be 8 to 20 characters long with at least one digit, one upper case letter, one lower case letter and one of the following special characters @#\$%. New password
Confirm new password
Change Password

Now click "**Change Password**" to submit change. You'll be redirected to the homepage, where you'll receive a confirmation message at the top of the page advising password change has been successful.

Forgot your password?

If you can't recall your password then at the homepage there is the option to request a reset.

Login:	
Username	
Password	
Login	Forgot password?

Then enter your username and you'll be emailed a link to reset your password.

Forgot Password:			
Please enter your username Username			
YourUserID			
Submit back to Logi	n		

The email will take you to a page to answer your security questions and then you'll be able to enter a new password.

Account locked?

After three failed attempts your account will be locked out. To gain access again, please contact your Engage administrator.

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Where possible please request a password reset on a second failed attempt to login. Otherwise your account will lock on a third failed attempt.



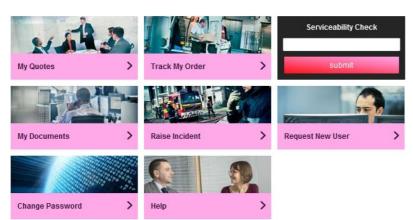
Throughout Engage you may see tool tips which offer additional information or guidelines. Simply mouse over the icon for details.

For example:



Enter a postcode or keyword to find your site quickly!

Also on the homepage you'll see quick links to common areas of the Engage site:



3. My Account

Good housekeeping

You manage the information that we hold on your organisation, so it's important to keep the information in this section up-to-date, as it will be used to automatically populate the order forms. Accurate information will help to improve service delivery timescales.

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My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests
Customer Management						
User Management						
My VMB Contacts						
Change Password						

Customer Management

Company information:



If you wish to edit your company details:

- Choose "Customer Management"
- Then "Company Information"
- Update the details as appropriate
- Once finished click "Save" at the bottom of the screen

Contacts:

Account Company	Information Contacts							
Edit Customer - Conta	octs							
 Contact 	► Contact view							
 Billing Contact 		view						
▼ Delivery								
Delivery Contact								
First Name*	First							
Last Name*	Last							
Email*	first.last@test.com							
Contact Tel*	01234 567890							
Contact Mobile	07777 123458	Change Contact						
* Required Fields								
Cancel		Finish						

_ _ _ _ _ _ _ _

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You can store different addresses for *billing*, *delivery* and *general* correspondence. Account information can be amended by updating the relevant field/s, then click "**Change Contact**" when you have finished making your changes.

Note: All fields marked with an asterisk are mandatory and must be completed in order to progress.

The functions described in this User Guide apply to most Engage users. The naming convention we've adopted for this type of user is a Standard User. However, every customer organisation also has at least one Super User who has additional rights and responsibilities. You'll find more details about these roles in the User Management tab.

User Management

By selecting the "User Management" option, those with permissions (Super Users) can:

_ _ _ _ _ _ _ _ _ _ _ _ _

- Request new users
- Review and change an existing user's details
- Adjust roles/permissions
- Unlock user accounts
- Delete user accounts

1	ly Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests
Customer Management		-					
User Management My VMB Contacts		_					
My VMB Contacts Change Password							

Create New User

To create a new user, enter the user's details in the request new user section.

Ensure you select the Super User or Standard User from the "User Type" drop down menu. If you do not select a user type you will receive an error message preventing you from further navigation, until a selection is made.

User Details							
Request New User							
Select Contact							
User Details							
User First Name*	First	User Surname*	Last				
User Email*	first.last@test.com	User Type	Please Select				
User Contact Information							
Department	Billing	Job Title	Accounts Payable				
Telephone	01234 567890	Mobile Telephone	07777 123456				
Office Location	UK	Office Floor	Ground				
* Required Fields							

Next you can set the required access levels for the user. You have five permission options available.

Tick the "Select All" box to choose all, otherwise tick each one according to your preference for example:

- Raise Incident
- View MyBill
- Edit Requests
- Edit my orders
- Create quote
- Request user

Access Control

Permissions	
Select All Manage my details	- III
Register for My Bill	
View My Bill	Ŧ

To complete the user registration process or update a user, once you have clicked Save User you will need to click Finish to complete the process.

Click "Save User" to submit your request to the administrator. The new user will receive login details by email.

Update User Details / Permissions

There may be times when you need to change the information or permissions that you have given your users.

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Alongside the user's details on the right hand side of the list, click "**Edit**". Use the Search bar to search by name or navigate through the list using the directional arrows. Make your required changes then select "**Save**" – the changes will take immediate effect.

Current Users

User List				
Show 10 💭 entries			Search: tester	
Name	Email	Username	Status	
A Tester	mana ngangiyaan yaak	307143 Thedank	ACTIVE	Edit Delete
B Tester	static spregorgination.a	107143 Taster®	ACTIVE	Edit Delete
C Tester	staris oproginginals out	30740 (Taster))	ACTIVE	Edit Delete
Charlie Testerson	staris: riget@syllens.ytials	107143 Taslanson E	ACTIVE	Edit Delete
D Tester	ataris ngen@irgimeis.oa	107143 (Tastard)	ACTIVE	Edit Delete
E Tester	jejne prinadoğul girmada con	10714571esterE	ACTIVE	Edit Delete
F Tester	jere pitradiği i girmele con	30714571adar#	ACTIVE	Edit Delete
G Tester	jejne prinadoğul girmelie con	307143 (Tasteri)	ACTIVE	Edit Delete
H Tester	jayadiğarik son	107143 Classory	ACTIVE	Edit Delete
i Tester	jen mign a	307143 (Tastari	ACTIVE	Edit Delete
Showing 1 to 10 of 11	entries (filtered from 29 total entries)	« < > »		

Unlock a User Account

To unlock a user account click "Unlock" then select "Finish" – the user account will now be active.

B7516868	Bill Baird	nilanjana talukdar@virginmedia.co.uk.test	Tet: 012568988989 Mob: 9009098889	LOCKED	Edit Delete

My Virgin Media Business Contacts

If you need any direct support, just give us a shout! We know how your account works and will put you in touch with an account team representative to gget things moving in the right direction.

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests
Customer M	anagement					
User Manage	ement					
My VMB Cor	ntacts -					
Change Pas	sword					

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Under the Virgin Media Business Contacts section you will find the contact details for your support functions:

- Service Relationship Manager
- Billing
- Incidents
- Account Manager
- Support
- Orders and Provisioning

My Virgin Media Business Contacts

Service Relationship Manager	Billing
Name:	Name:
Service Relationship Manager	Billing Contact
Phone (Landline):	Phone (Landline):
Phone (Mobile):	Phone (Mobile):
Service Manager Email:	Billing Email:
Incidents	Account Manager
Name:	Name:
Fault Management	Account Manager
Phone (Landline):	Phone (Landline):
Phone (Mobile):	Phone (Mobile):
Incident Email:	Account Manager Email:
Support	Orders and Provisioning
Cappon	
Name:	Name:
Support Management	Orders Provisions
Phone (Landline):	Phone (Landline):
Phone (Mobile):	Phone (Mobile):
Support Email:	Orders Email:

Change Password

To change your password, select "**Change Password**" under the My Account tab. A box will display onscreen, similar to that shown in the following screen shot. Enter your new password and then re-enter for confirmation.

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing
Customer M	anagement				
User Manage	ement				
My VMB Cor	ntacts				
Change Pas	sword				

Remember: Password format requirements are as follows:

- Minimum of eight characters
- At least one digit
- One upper case letter
- One lower case letter
- One of the following special characters " @ # \$ % "

Change Password:
It must be 8 to 20 characters long with at least one digit, one upper case letter, one lower case letter and one of the following special characters @#\$%.
New password
Confirm new password
Change Password

Now click "**Change Password**" to submit your changes. You'll be redirected to the homepage, where you will receive a confirmation message at the top of the page, advising that the password change has been successful.

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My Profile

You can update your security questions or user details at any time by clicking on "**My Profile**" at the top right hand section on the homepage.

USINES	My Accounts Serviceability M	y Documents (Orders	Quotes	Billing	Incidents & Requests	
Ay Profile							
My Profile							
Name *	First Last						
Username	307451ParrinC						
Department *	1						
Office Location							
Office Floor							
Job title *							
Email address*	first.last@test.com						
Telephone			- 1				
Mobile	· · · · · · · · · · · · · · · · · · ·						
Roles	Super User						
User Type	External						
Role	Super User						
Company	Test Account 1 - Partner Markets Bus Partners -CP						
BPT Customer ID	30745						

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4. Messages

Keeping you informed

From time to time we'll send you information to keep you up-to-date with what's going on and any planned changes that may affect you. When you login to Engage, you'll see a message notification on the right hand side of the homepage.



When you click on the message link, messages will be displayed in list format.

My Messages

My Messages		
Show 10 🗬 entries		Search:
Date	Subject	Message Status
23/09/2014 17:24	Helo you guja!	Unread
23/09/2014 17:23	Look at what a swarky message I and	Unread
19/09/2014 11:27	Just Recome	Unread
18/09/2014 12:49	My recert message	Unread
15/05/2014 09:47	and the second se	Unread
12/05/2014 15:53	Charlie - helic all et customers	Unread
12/05/2014 15:53	Chartie - helio TA1	Unread
22/11/2013 10:51	Hi every user! It's a 3.1 test!	Unread
22/11/2013 10:46	Helo/ It's a 3.1 Test	Unread
20/11/2013 09:17	Test Message 87516665	Unread
	Showing 1 to 10 of 18 entries << > >>	

Select the message you would like to read by clicking on the subject field.



You can now read the content of your message on-screen. The status of the message will show as having been read and will be automatically stored for future reference.

The Planned Works messages function in the same way, please see section later in this document.

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5. Serviceability

Are you within easy reach?

The Engage portal has been designed to make doing business easier, faster and more flexibly. Serviceability checks can now be performed instantly – saving you valuable time and helping us work together, smarter.

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests
		and the second				

To verify site serviceability i.e. whether you are on-net or off-net, please enter the postcodes of each of your sites, to check whether you are within reach.

rviceability		
tcodes	NE27 0QF BR11JQ IG11BY	+
		+
		+
		+
		+
		+
	Please write or paste your postcodes in the space provided above - a Maximum of	+
	50 are allowed within any one submission. Postcodes should be entered individually on separate lines with no additional characters (:*@, etc).	+
ply type in th	ne postcode(s) – you can check up to <i>50</i> postcodes per search. view results of the available connectivity for those postcodes.	Next + + + + + + + + + + + + + + + + + + +
ply type in th < " Next" to v	view results of the available connectivity for those postcodes.	+ + + + + + + + + + + + + + + + + + +
ply type in th < " Next" to v Enter Post Codes	view results of the available connectivity for those postcodes.	Next + + + + + + + + + + + + + + + + + + +
ply type in th < " Next" to v Enter Post Codes rviceability - F	view results of the available connectivity for those postcodes.	Next + + + + + + + + + + + + + + + + + + +
oly type in th K "Next" to w <i>Enter Post Codes</i> <i>rviceability - F</i> This product is	view results of the available connectivity for those postcodes.	Next + + + + + + + + + + + + +
oly type in the second	view results of the available connectivity for those postcodes.	Next + + + + + + + + + + + + + + + + + + +
ply type in th ("Next" to v Enter Post Codes rviceability - F) This product is) This product is tcode	view results of the available connectivity for those postcodes.	Next + + + + + + + + + + + + + + + +
ply type in th K "Next" to v <i>Enter Post Codes</i> <i>rviceability - F</i> This product is This product is trode 37EP	view results of the available connectivity for those postcodes.	Next + + + + + + + + + + + + + + + + + + +
ply type in the k "Next" to v Enter Post Codes rviceability - F This product is This product is This product is This product is	view results of the available connectivity for those postcodes. view Connectivity Results 2 View Connectivity Results 4 View Network Build Requirements Results available at this site. available but the site you have selected is not serviceable. Virgin Media Connectivity 3rd Party Connectivity Image: Connectivity	Next + + + + + + + + + + + + + + + + + + +
ply type in the k "Next" to v Enter Post Codes rviceability - F This product is This product is This product is This product is This product is trode	wiew results of the available connectivity for those postcodes.	
k "Next" to v Enter Post Codes rviceability - F This product is This product is This product is This product is 13160 13170 1319	wiew results of the available connectivity for those postcodes.	Next + + + + + + + + + + + + + + + + + + +

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One of the following two connectivity options will be displayed on-screen:

- Virgin Media Connectivity
- 3rd Party Connectivity

Click "Next" to continue.

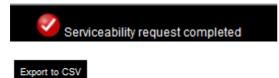
1 Enter Post Codes	View Connectivity Results Select Address Postcodes	4 View Network Build Requirements
Serviceability - Virgin M Please select an address for e	fedia Business Connectivity each post code;	
SE137EP *	VIRGIN MEDIA STORE UNIT 68 LEWISHAM CENTRE LONDON	\checkmark
BR11JQ *	VIRGIN MOBILE 101 HIGH STREET BROMLEY	
IG11BY *	Select an Address	
* Required Fields		
Cancel		Previous Next

Select from the drop down list of full postal address/es for each of your entries, then click "Next" to submit.

1 Enter Post Codes	> 2 View Connectivity Result	s Select Address Po	ostcodes 4 View Network	k Build Requirements	
Serviceability - Virgin	n Media Business Con	nectivity Results			Export to CSV
O This product is available	able at this site.				
8 This product is avail	able but the site you have se	elected is not serviceable.			
Address	Postcode	Ethernet	Cable Modem	Ethernet Lite	Broadband WBC
VIRGIN MEDIA STORE UNIT 6	SE137EP	0	0	0	8
8 LEWISHAM CENTRE LOND ON		Virgin Media Civils Required	Virgin Media Civils Required	Third Party Tail	
VIRGIN MOBILE 101 HIGH ST	BR11JQ	0	0	0	8
REET BROMLEY		Virgin Media Site Connected	Virgin Media Site Connected	Third Party Tail	
VIRGIN MEDIA STORE 112A H	IG11BY	0	0	0	0
IGH ROAD ILFORD		Virgin Media Site Connected	Virgin Media Site Connected	Third Party Tail	Third Party Tail
Cancel					Previous Finish

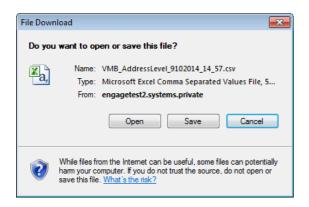
Results are displayed on-screen, showing if network is readily available for connection, or whether further work will be required to get you up and running.

Click "**Finish**" when your search is complete. You'll be redirected to the homepage and a message will display, confirming that your request is complete. The serviceability result includes the access types available at the site so that you know if broadband, ethernet and SDH is available prior to raising a quote.



At the top right hand corner of the screen there is an option available to export to CSV format for future reference as per the example below. If this is required, click "**Export to CSV**".

Your document storage options are now displayed:



Below is an example of the CSV export:

	А	В	С	D	E	F	G	Н	I.
1	Address	Postcode	SDH	Ethernet	ADSL	ADSL2+	Cable Modem	Ethernet Lite	BroadbandFTTC
2	VIRGIN MOBILE 101 HIGH STREET BROMLEY	BR11JQ	Yes	Yes	Yes	Yes	Yes	Yes	Access Type not available at this site.
3	VIRGIN MEDIA STORE 112A HIGH ROAD ILFORD	IG11BY	Yes	Yes	Yes	Yes	Yes	Yes	Access Type not available at this site.
4	VIRGIN MEDIA STORE UNIT 68 LEWISHAM CENTRE LONDON	SE137EP	Yes	Yes	Yes	Yes	Yes	Yes	Access Type not available at this site.

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6. Quotes

Quotes

Create Quote					
Point to Point El	thernet	Point to Point Postcode Level	VPN	Managed Internet Access	Broadband and Phone
Saved Quotes	∕ly Sites				

In this section you can raise and view quotes for a number of products and service types. Each section details the associated products, and will provide guidance on the requirements to submit your quote successfully.

All of the sites you've added during the quote and order process are available in the "**My Sites**" section. These include:

- Site a physical location (building or office) used by your organisation
- POI (Points of Interconnect) "Your POI" is a POI set up especially for your organisation. The "Telehotel" is a POI that any customer can use

You're able to store details of your company's hubs and key sites. This will help you to speed up the quote and order process since the information you have entered will automatically be populated into the order form. Any information that has been saved and stored for each site can be used and accessed by all users in your company. It's therefore important to get all the details right first time.

_ _ _ _ _ _ _ _ _ _ _ _

Create Quote

Select Create Quote from the Quotes drop down box.

> CONTACT US > SITE MAP > GLOSSARY > HELP					> номе	> MY PROFILE	> LOG OUT
BUSINESS							
My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents 8	Requests
				Poi VPI Mar	nt to Point E nt to Point P N naged Interr adband and Quotes	Postcode Level	

Under the **Quotes** tab you can select from the following:

- Point-to-Point EthernetPoint-to-Point postcode level
 - Point-to-Point postco
- VPN
- Managed Internet Access
- Broadband and phone

Note: To find out more about our products, please refer to the Products & Configuration section. If there are products you can't see but you're interested in, please speak to your Account Manager.

Site-to-site Quote

Here is an example of how to request a **Point-to-Point Ethernet** quote:

1 Sites 2 Serviceability 3 Configuration	on 🔰 4 Site	Configuration	5 Saved Quote(s)						
				Show helpful info					
Site Selection									
Please select the sites you wish to use to prepare a	quote.								
Add 1 A end site.									
For a site to site quote, add 1 B end site.									
 For a site to multi-site quote, add more B end 	sites.								
Choose an A End Site:									
Choose which type of site to define as site A									
Existing Point of Interconnect (POI)									
 All other sites/addresses (Non-POIs) 									
Current stored POI sites:									
Filter:									
POI Site Test Account 1 - NNE - Your POI	Add Add +								
	Add +	^							
E14 2AA - London Telehouse East - Telehotel									
E14 2AA - Telehouse 2 (Adjacent to T1) - Telehotel	Add +								
E14 9FJ - Redbus Interchange London 2 - Telehotel	Add +								
E14 9GE - London Telecity 2 (Harbour Exch) - Telehotel	Add +								
E14 9GE - Redbus Interchange London 1 - Telehotel	Add +	~							
Showing 1 to 22 of 22 entries									
Cancel				Next					

If you have a POI (Point of Interconnect) you'll be able to select this as you're A-End, by clicking '**Add'** next to where it says '*Your POI'*. All of your POI sites will be available to select from the list, use the filter box to quickly find the one you need for your quote.

If you do not have a POI you can search for an A-End by selecting 'All other sites/addresses' (Non-POI)' and entering your postcode and selecting your address.

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Once you have selected your A-End you will need to select your B-End(s):

1 Sites 2 Serviceability 3 Configuration	n 🔰 4 Site Co	onfiguration	5 Saved Quote(s)		
					Show helpful info
Site Selection					
The A End Site you have selected is:					
Address	Change Site A				
RG279UP - VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK	Change				
Site B Selection:					
Search for a B end Site					
Please enter the full postcode.					
B26 3RZ Search					
Current stored sites		Th	e B End Sites yo	u have selected ar	e:
B End Address	Add	Ad	dress		Remove All
B263RZ - Site Address	Add -	A B26	63RZ - Site Address		Remove
	Add +			You can	select a max of 50 sites.
B263RZ - Site Address	Add +				
B263RZ - Site Address	Add +				
B263RZ - Site Address	Add +				
B263RZ - Site Address		~			
Showing 1 to 14 of 14 entries					
Site not found? Please contact your Account Team.					
Cancel					Next

Enter your postcode and click 'Search'

Select your B-End(s) by clicking 'Add'

If you want to prepare a Site to Multi Site quote then simply keep selecting and adding B-End sites

Once you have both an A-End and a B-End(s) selected click 'Next'

The serviceability results for your chosen sites will now be displayed to help you understand which products are available. Click "**Next**" to move onto the next step.

1 Sites	2 Serviceability	3 Configuration	4 Site Configuration	5 Saved Quote(s)						
Service Availability										
Please find below details of the products available to select at the sites you have chosen. You may delete sites from the table should you find the product you want is not available. A minimum of two sites should remain in order for you to proceed with the quote.										
The second se	service is fully available									
😣 Serv	ice is not available									
Serv	ice is not available for sit	e to multi-site								
Site A	Site B	Ethern	et Extensions Ether	net Extensions + Na	ational Ethernet					
BB98BN	E142AA	🔀 Mo	re info 🛛 😵 Ma	ore info 📿						
Please not	Please note: Non serviceable sites will not be considered for quote processing.									
Cancel					Previous Next					

You'll now be able to select the **Product** for which you wish to prepare a quote.

The Quote Name field is automatically populated with your company name to save you time. You can however type over the pre-populated names. It's a good idea to agree a naming convention so that all quote names follow the same format. This will make it much easier for all your users to find and identify saved quotes in the future.

1 Sites 2 Serviceabil	ity 3 Configuration	4 Site Configuration	5 Saved Quote(s)	
Select Product *	National Ethernet	☑)		
Quote Name *	IESI			
Contract term *	1 Year			
	2 Years			
	✓ 3 Years			
	4 Years			
	5 Years			
Billing Frequency *	Quarterly	~		
Reporting	Advanced Reporting			
Edge QoS *	No	v		
Layer 2 Control Protocol *	No	v		
Is A End site an existing ENNI? *	Yes	~		
Specify ENNI bearer bandwidth *	10 Gbps	v		
* Required Fields				
Cancel				Previous Next

Next select the Contract term and Billing Frequency, Edge QoS and Layer 2 Control Protocol options. For POI sites that have an ENNI enabled, you'll also be asked to select the correct option.

Please then choose "Next" to proceed.

🖗 🗢 B U S I N E S S

Configuration	
	Show helpful info
<form></form>	
ARTLEY WOOD BUSINESS PARK	ноок
andwidth must be greater than or equal	Please note: incompatible options are hidden.
Too mops	10 Mbps / 10 Mbps / Alcatel 8 Port
TU* Alcatel 24 Port	10 Mbps / 100 Mbps / Alcatel 8 Port
A End Sile Configuration A End Sile Configuration B End Sile Configuration Regroup Virkelin Media 10-44 B End Sile Configuration Barner Evolution Business Park B End Sile Configuration or create your own custom configuration. To proceed to quote results click Next. Please note that the A end bearer B End Sile configuration or create your own custom configuration. To proceed to quote results click Next. Please note that the A end bearer B End Sile configuration or create your own custom configuration. To proceed to quote results click Next. Please note that the A end bearer B End Sile proceed to the obsered to quote results click Next. Barry III (1) Mbps / 10 Mbps / Alcatel 8 Port D 10 Mbps / 10 Mbps / Alcatel 8 Port III 10 Mbps / 100 Mbps / Alcatel 8 Port D 10 Mbps / Alcatel 8 Port IIII 100 Mbps / 100 Mbps / Alcatel 8 Port D 100 Mbps / Alcatel 8 Port IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	
Required Fields	100 Mbps / 1 Gbps / Alcatel 8 Port
	*e.g. Circuit Bandwidth 10 Mbps, Bearer Bandwidth 10 Mbps, NTU Alcatel 8 Port
	Create Custom Configuration
 Configure an A-End b Bearer Bandwidth 	Previous Next
 Configure an A-End b Bearer Bandwidth NTU Selecting the bearer a making it easier for your Next configure your B Choose one of the de Create Custom Conf Select an A-End and of 	Previous Next y selecting: and NTU values will reduce the list of available options for your B-End since but to select the correct options -End fault configurations or create a custom configuration by clicking on iguration click 'Apply Configuration'
 Configure an A-End b Bearer Bandwidth NTU Selecting the bearer a making it easier for your Next configure your B Choose one of the de Create Custom Configure to the select an A-End and of have selected multiple sites ble configurations. Simply seconfiguration to all sites by the select of the selec	Previous Next y selecting: and NTU values will reduce the list of available options for your B-End side to select the correct options -End fault configurations or create a custom configuration by clicking on iguration click 'Apply Configuration' for your quote then you'll see these displayed in a table below the elect the configuration you want for each of the sites and either apply the using the Select All feature or apply to multiple or single sites by ticking
 Configure an A-End b Bearer Bandwidth NTU Selecting the bearer a making it easier for you Next configure your B Choose one of the de Create Custom Configure to the select an A-End and of have selected multiple sites ble configurations. Simply seconfiguration to all sites by the select of the select	Previous Next y selecting: and NTU values will reduce the list of available options for your B-End side to select the correct options -End fault configurations or create a custom configuration by clicking on iguration click 'Apply Configuration' for your quote then you'll see these displayed in a table below the elect the configuration you want for each of the sites and either apply the using the Select All feature or apply to multiple or single sites by ticking
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 Configure an A-End b Bearer Bandwidth NTU Selecting the bearer a making it easier for your Next configure your B Choose one of the de Create Custom Conf Select an A-End and of have selected multiple sites ble configurations. Simply se configuration to all sites by the 	Previous Next y selecting: and NTU values will reduce the list of available options for your B-End side to select the correct options -End fault configurations or create a custom configuration by clicking on iguration click 'Apply Configuration' for your quote then you'll see these displayed in a table below the elect the configuration you want for each of the sites and either apply the using the Select All feature or apply to multiple or single sites by ticking
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If you do make a mistake, you can select a site or sites using the tick and click on Remove Configuration.

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					Show helpful i			
A End Site	Configuration	B End S	Site Configuration					
RG279UP VIR	GIN MEDIA 10-14	Select a c	configuration:					
	OOD BUSINESS PARK	Default	*					
BARTLEY WA	HOOK	O 10 M	bps / 10 Mbps / Alcatel 8 Port					
	at the A end bearer st be greater than or equal	O 10 M	bps / 100 Mbps / Alcatel 8 Port					
	he B end Site bandwidths.		Mbps / 100 Mbps / Alcatel 8 Port					
B								
Bearer Bandwidth*	Please Select		O 100 Mbps / 1 Gbps / Alcatel 8 Port					
NTU*	Please Select		ps / 1 Gbps / Alcatel 8 Port					
		*e.g. Circ	uit Bandwidth 10 Mbps, Bearer Ban					
* Required Fie	lds	Create Cu	ustom Configuration	Remove Configuration	Apply Configuration			
		Postcode	Address	B End Configuration	<u>Selec</u> <u>All</u>			
		RG279UP	VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK					
		RG279UP	VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK					
		RG279UP	LENOVO 240 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK					
		B263RZ	EAGLE 2 HATCHFORD WAY BIRMINGHAM					
		B263RZ	EAGLE TWO HATCHFORD WAY					

Please click "Next" to proceed.

BUSINESS

Please en selected	for the 'Sav	vhen you p ed Quote' i	3 Configuration	service bas it isn't and t	he selected addr		te' that you I				lide helpful i address yd	
• The p • You n at the Please co	ricing show nay be liable incorrect si ontact your add the new	n in the 'Sa e to pay us ite address Account Te	eam if you can't fin Iddress into Engag	lid for instal ellation of yo d the correc	lation at the corre our incorrect ord t site address tha	er and/or our o at you need ar	costs incurre nd provide th	em with t	ne releva	ant correct i		
Quote Name	Quote ID		A End Site		B End Site		Circuit Bandwidth	Status	Term	Install	Rental	Select Items
TEST-2-34285-001-)61216	9034723	National Ethernet	Test Account 1 - NN	E	RG279UP - VIRGI 14 - 10008961155		100 Mbps	ОК	2 yrs	£1,805.00	£6,534.00	0
teturn to Home										Create Ano	ther Quote	Order

_ _ _ _ _ _ _ _ _ _

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Click "**Select Items**" for the quotes you wish to save. There could be more than one quote listed if you added additional quote configurations. If you have prepared a site to multisite quote then all B-End sites will be listed in the column appropriate column.

To view all of your existing Saved Quotes click See all Saved Quotes.

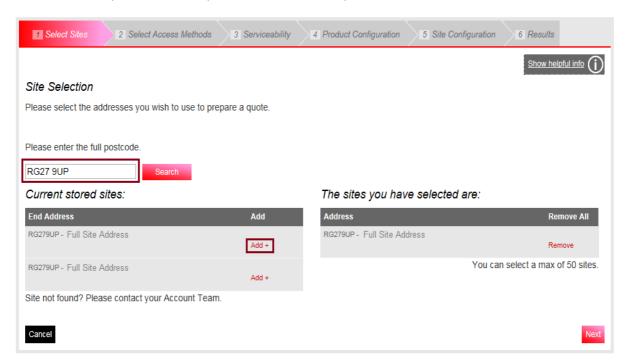
Click "Create Another Quote" to save and start another quote. This will take you to the first page of the quote journey – Site Selection.

Click "Order" to progress this quote into an order.

Your quote has now been stored in the "Saved Quotes" section.

MIA/VPN Quote

Here is an example of how to request a MIA or IPVPN quote:



Enter your Postcode and click 'Search'.

Select your chosen site by clicking 'Add'.

Once you have all sites selected click 'Next'.

Select which access methods you wish to quote for and click "Next" to move onto the next step.

1 Select Sites	2 Select Access Methods	3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results	
		Show helpful info	D
Please select at	east 1 option to proceed		
IPVPN	Cable Modem SDH Cable Modem	ADSL2+	
EVPN	Ethernet		
For a more acc postcode.	urate serviceability check please	e enter the phone number for each site - if you do not have this information we will use the	
E142AA - Site 32			
Cancel		Previous	ext

The serviceability results for your chosen sites will now be displayed to help you understand which products are available Click "**Next**" to move onto the next step.

1 Select Sites	2 Select Access Methods	3 Serviceability	4 Product Configuration	5 Site Configuration	6 Results
Service Availa	ability				
product you want			u have chosen. You may dele o order for you to proceed with		iould you find the
Sites EVPN	IPVF	PN			
Ethernet	Cabl	e Modem	ADSL2+	Ethernet	
RG279UP 🥑	81	More info	0	0	Delete
Please note: Nor	n serviceable sites will not b	e considered for quote p	rocessing.		
Cancel					Previous Next

Now select the **Product** for which you wish to prepare a quote.

_ _ _ _ _ _ _ _ _ _ _ _ _

BUSINESS

1 Select Sites 2 Sel	ect Access Methods	3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results
		Show helpful info
Please select at least 1 opti	ion to proceed	
IPVPN	Cable Modem	ADSL2+
	🗆 SDH	Broadband FTTC
	Ethernet	
EVPN	Ethernet	
For a more accurate servi postcode. NE270QF - VIRGIN MEDIA U 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE RG279UP - VIRGIN MEDIA 1 14 BARTLEY WOOD BUSINE PARK BARTLEY WAY HOOK	NIT	e enter the phone number for each site - if you do not have this information we will use the

The "Quote Name" field is automatically populated with your company name to save you time. You can however type over the prepopulated names. It's a good idea to agree a naming convention so that all quote names follow the same format. This will make it much easier for all your users to find and identify saved quotes in the future.

1 Select Sites 2 Sel	lect Access Methods	3 Serviceability	Product Configuration	5 Site Configuration	6 Results
					Show helpful info
Quote Name *	TEST				
Select Contract Terms *	1 Year				
	2 Years				
	3 Years				
	4 Years				
	5 Years				
Billing Frequency *	Quarterly	v			
Service Type *	Please select	~			
Quality Of Service Enabled *	Please select	>			
* Required Fields					
Cancel					Previous Next

Next select the Contract term, Billing Frequency, Service Type and Quality of Service Enabled.

Please then choose "Next" to proceed.

Select one of the sites in the box and click on Configure Selected Site(s).

Select Sites Select Access Methods Serviceability Product Configuration Site Configuration	6 Results
Hold the Ctrl key and select to choose multiple sites. Filter	
NE270QF VIRGIN MEDIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NE RG279UP VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK	
Configure Selected Site(s)	
Cancel	Previous

Configure your site by selecting the Access Circuit from the drop down menu.

	Chow holeful info	\bigcirc
ite configuration - E270QF - VIRGIN ME onfigured)	Step 1 of 2 DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON, (being	+++
coess Circuit	Cable Modem	+
ancel	Previous	+ Next +
and than aboa	an "Nevt" to proceed	+
	se " Next " to proceed.	+
	s Bandwidth and Installation Option from the drop down menu and for this IPVPN	+
ample tick Hon	neworker if required.	+
1 Select Sites	Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results	+
Select Sites	Select Access Methods 7 Serviceability 7 Product Conliguration 7 Site Conliguration 7 Site Conliguration 7 Site Conliguration	
	Show helpful info	() +
te configuration	- Step 2 of 2 - Cable Modem	+
te configuration 2270QF - VIRGIN ME nfigured)		+ + +
270QF - VIRGIN ME htigured)	- Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being	÷ + + +
270QF - VIRGIN ME nfigured) xess Flavour*	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net	• • • • • •
270QF - VIRGIN ME (figured) ess Flavour* ess Bandwidth *	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select	• • • • • • • •
270QF - VIRGIN ME nfigured) ess Flavour* ess Bandwidth * allation Option *	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net	• • • • • • • • •
270QF - VIRGIN ME (figured) ess Flavour* ess Bandwidth * allation Option * exted CPE *	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select	• • • • • • • • • • • •
270QF - VIRGIN ME nfigured) ess Flavour* ess Bandwidth * allation Option * ected CPE * neworker	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select Please select Please Select	• • • • • • • • • • • •
270QF - VIRGIN ME nfigured) ess Flavour* ess Bandwidth * allation Option * ected CPE * neworker	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select Please select Please Select	• • • • • • • • • • • • • • • • • • •
270QF - VIRGIN ME nfigured) xess Flavour* xess Bandwidth * tallation Option * ected CPE * meworker <i>Required Fields</i>	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select Please Select	+ + + + + + + + + + + + +
270QF - VIRGIN ME nfigured) wess Flavour* wess Bandwidth * allation Option * ected CPE * meworker Required Fields	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select Please Select	+ + + + + + + + + + + + + + + + +
270QF - VIRGIN ME nfigured) xess Flavour* xess Bandwidth * tallation Option * ected CPE * meworker <i>Required Fields</i>	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select Please Select	• • • • • • • • • • • • • • • • • • •
2270QF - VIRGIN ME nfigured) cess Flavour* cess Bandwidth * tallation Option * lected CPE * meworker • <i>Required Fields</i>	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select Please Select Previous Previous	+ + + + + + + + + + + + + + + +
2270QF - VIRGIN ME nfigured) cess Flavour ^a cess Bandwidth * tallation Option * lected CPE * meworker <i>Required Fields</i>	Step 2 of 2 - Cable Modem DIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being On net Please select Please Select Previous Previous	• + + + + + + + + + + + + + + + + + + +

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Mathematical BUSINESS

Select Sites	ct Access Methods	6 Results
VIRGIN MEDIA 10-14 BA	RTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK RG279UP	hide
Access Flavour	On net	
Access Bandwidth Circuit Size	100 Mbps 30 Mbps	
Selected CPE QoS Template Required	CISCO1921/K9 SKU 10030003 No	
		delete configure
VIRGIN MEDIA UNIT 2, N	ETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNI	E NE270QF view
Cancel		Previous Next

Based on the information entered, Engage will now generate your quote(s) and display them in the Results screen.

Quote Results	See all	Saved Quotes								
Quote Name	Quote ID	Postcode	Site	Circuit Bandwidth	Install	Rental	Product	Term	Status	Select Items
TEST-3-63775-001- 091216	9043359	RG279UP	RG279UP - VIRGIN MEDIA 10- 14 - 10008961155	30 Mbps	£300.00	£5,472.00	IPVPN	3 yrs	ок	0
		NE270QF	NE270QF - VIRGIN MEDIA UNIT 2 NETWORK HOUSE - 47054533	30 Mbps						
TEST-5-63775-002- 091216	9043360	RG279UP	RG279UP - VIRGIN MEDIA 10- 14 - 10008961155	30 Mbps	£300.00	£5,168.00	IPVPN	5 yrs	ок	0
		NE270QF	NE270QF - VIRGIN MEDIA UNIT 2 NETWORK HOUSE - 47064633	30 Mbps						

Click "**Select Items**" for the quotes you wish to save (there could be more than one quote listed if you added additional quote configurations).

Click "Create Another Quote" to save and start on another quote.

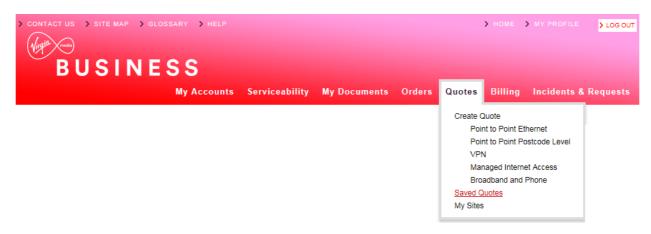
Click "Order" to progress this quote into a full order.

Your quote has now been stored in the "Saved Quotes" section.

_ _ _ _ _ _ _ _ _

Saved Quotes

All saved quotes will be stored automatically for future reference. To view your saved quotes select "Saved Quotes" from the "Quotes" tab.



All of your saved quotes will now display in list format, as per example below:

Saved Quotes

arch	Please Sele	ct 💂	Date From		Date To 10/10	/2014 Se	earch Clea
y Quotes - Data				l	Displaying fr	om 31/08/2014	to 10/10/2
how 10 25 50 100 per page					Filter p	age:	
Quote Name	Quote ID 포	Product	Bandwidth	A Sites	B Sites	User name	Date Raised
USER GUIDE QUOTE_06691_01	5862032	Leased Line	4X2 Mbps	RG279UP	S93SE	307451PerrinC	10/10/2014
EVPN SLA CHECK_05820_002	5861666	Ethernet VPN	40 Mbps	S93SE		R7511889	08/10/2014
FESTINH_46163_01	5861625	National Ethernet	1 Gbps	E149GE	B258ET	307451KirkpatrickA	08/10/2014
FESTINH_44902_01	5861624	National Ethernet	1 Gbps	E149GE	B258ET	307451KirkpatrickA	08/10/2014
1750 RETEST!_29385_0_04	5861563	Ethernet Extensions	10 Mbps	S93SE	S93SE	R7511889	08/10/2014
1750 RETEST!_32297_0_03	5861562	Ethernet Extensions	100 Mbps	S93SE	S93SE	R7511889	08/10/2014
1750 RETEST!_85152_0_01	5861561	Ethernet Extensions	10 Gbps	S93SE	S93SE	R7511889	08/10/2014
750 RETEST!_45084_0_02	5861560	Ethernet Extensions	1 Gbps	S93SE	S93SE	R7511889	08/10/2014
NE POI_07576_01	5861280	National Ethernet	2 Mbps	RG279UP	RG279UP	307451RogersC	07/10/2014
EE PLUS POI_31659_01	5861279 (QQ)	Ethernet Extensions +	6 Mbps	RG279UP	RG279UP	307451RogersC	07/10/2014
		1 2 3	4 5	Next F	Page 9		

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You can search for a quote (that has been created within the last 90 days) by product, quote name, quote ID, A or B-End postcode, username or quick quote.

Search	Please Select	Date From	Date To 10/10/2014	Search Clear

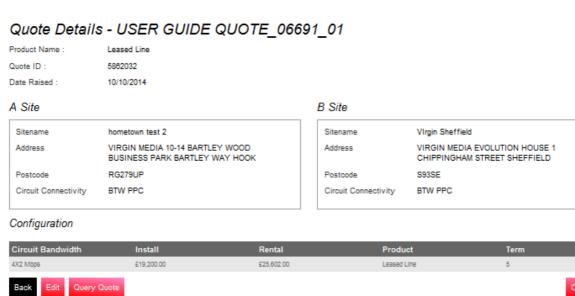
Enter the information about the quote in the search field, and click "Search".

The quotes will then be filtered accordingly, making it easier and faster for you to find the required quote.

Click on the Quote Id displayed in red font to select the quote.

Quote Name	Quote ID 포	Product	Bandwidth	A Sites	B Sites	User name	Date Raised
USER GUIDE QUOTE_06691_01	5862032	Leased Line	4X2 Mbps	RG279UP	S93SE	307451PerrinC	10/10/2014
EVPN SLA CHECK_06820_002	5861666	Ethernet VPN	40 Mbps	S93SE		R7511889	08/10/2014
TESTINH_46163_01	5861625	National Ethernet	1 Gbps	E149GE	B258ET	307451KirkpatrickA	08/10/2014
TESTINH_44902_01	5861624	National Ethernet	1 Gbps	E149GE	B258ET	307451KirkpatrickA	08/10/2014
1750 RETEST!_29385_0_04	5861563	Ethernet Extensions	10 Mbps	S93SE	S93SE	R7511889	08/10/2014
1750 RETEST!_32297_0_03	5861562	Ethernet Extensions	100 Mbps	S93SE	S93SE	R7511889	08/10/2014
1750 RETEST!_85152_0_01	5861561	Ethernet Extensions	10 Gbps	S93SE	S93SE	R7511889	08/10/2014
1750 RETEST!_45084_0_02	5861560	Ethernet Extensions	1 Gbps	S93SE	S93SE	R7511889	08/10/2014
NE POI_07576_01	5861280	National Ethernet	2 Mbps	RG279UP	RG279UP	307451RogersC	07/10/2014
EE PLUS POI_31659_01	5861279 (QQ)	Ethernet Extensions	6 Mbps	RG279UP	RG279UP	307451RogersC	07/10/2014

This will then display the selected quote:



From here you can "Edit", "Query Quote" or "Create Order".

Edit – will take you through the above steps and allow you to make amendments.

Query Quote – takes you to the following screen so that you can contact us:

Query Quote

Send Query	
Order/Quote ID	5882032
Confirm your email *	first.last@test.com
Copy another user on replies	
Problem type *	Pricing Query
Problem description	This is a query with a quote.
	5971 remaining
* Required Fields	
	Save

The populated details will then be sent to the relevant team and you'll receive the following confirmation:

Thank You

Your message has been sent someone will look at your request and contact you as soon as possible.

Create Order – please see the order section on how to progress the quote to an order.

Create Postcode Level Quote

> CONTACT US > SITE MAP > GLOSSARY > HELP					> номе	> MY PROFILE	> LOG OUT
Nirgin made							
BUSINESS							
My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents &	Requests
				Create (Quote		
				Poi	nt to Point Ef	thernet	
						ostcode Level	
				VPI			
					naged Intern		
				Bro	adband and	Phone	
				Saved G	luotes		1
				My Sites	\$		

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From the "Quotes" tab select "Point to Point Postcode level" as shown above, then:

- Choose a quote name
- Select required contract term
- Choose Billing Frequency
- Select product option

Click "Next" to proceed.

1 Quote Name Product 2 Pr	roduct Configuration 3 Postcodes 4 Save Quotes	+	+
Choose quote name:	User Guide Indicative Quote	+	+ +
	Quote Name C Enter in quote Line	+	+
Contract term:	1 Year 2 Years 3 Years	+	+ -
	4 Years 5 Years		+ -
Billing Frequency *	Quarterly	+	+ -
Product:	National Ethernet	+	+ •
		+	+
Cancel	Next	+	+ -
		+	+ ·
		+	+
		+	+ -
		+	+ ·
		+	+ -
		+	+ ·
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		+	+ -

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Now enter:

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- A & B-End bearer requirements Specify circuit bandwidths required for each or all circuits •

Click "Next" to proceed.

1 Quote Name Product	2 Product Configuration	3 Postcodes 4 Save Quotes	
A end bearers *	C Specified individually C 1 Gbps	🏽 10 Mbps 🕙 100 Mbps	
B end bearers *	 Specified individually 1 Gbps 		
Circuit bandwidths *	All the same	⁽ C Specified individually	
Choose Bandwidth *	10 Mbps		
* Required Fields			
Cancel			Previous Next
Enter the required	postcodes.		
Now click " Next" to	proceed.		

1 Quote Name Prod	luct 2 Product	Configuration 3	Postcodes	4 Save Quotes	
A End Post Code	B End Post Code RG279UP	Cirouit Bandwidth: 10 Mbps	A end bearer: 10 Mbps	B End Bearer: 10 Mbps	
Cancel					Previous Next

BUSINESS

Quote Nam e	A End PostCode	B End PostCode	A End Bearer	B End Bearer	Circuit Bandwidth	Install	Rental	Products	Terms	Status
User Guide Indi cative Quote_74 638_0q01_01	S93SE	RG279UP	10 Mbps	10 Mbps	10 Mbps	60	£3,165.00	National Ethern et	5	OK

_ _ _ _ _ _ _ _ _ _ _ _

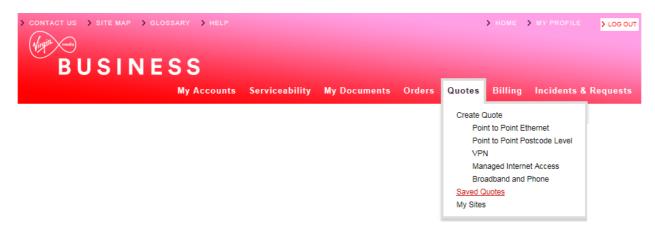
Then click "Finish" to add to your saved quotes page and you'll see the confirmation at the top of the next screen.



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Convert a Postcode Level Quote to a Full Quote

If you want to turn a **Postcode Level Quote** into an order, you must first convert it into a **Full Quote**. Select **"Saved Quotes**" from the **"Quotes**" tab.



All postcode level quotes are flagged as "(PL)" so they can be easily identified.

To convert your postcode level quote, select the quote by clicking the Quote ID:

Saved Quotes

					7			
earch userguide	Quote name	•	Date From		Date To	03/11/2014		Search Clear
ly Quotes - Data				D	isplavin	a from 05/	08/2014	to 03/11/2
				_		,		
Show 10 25 50 100 per pag	e				F	ilter page:		
Show 10 25 50 100 per pag Quote Name	e Quote ID ▼	Product	Bandwidth	A Sites	F B Sites		name	Date Raised
_		Product IPVPN	Bandwidth 10 Mbps 10 Mbps	A Sites BN133QZ BH11HZ BS207XR		User	name 1Kirkpatrick	

Any information you specified when creating the postcode level quote, will be pre-populated.

+ +

_ _ _ _ _ _ _ _ _ _

At the bottom of the page, click "Convert to Full Quote".

Product Name :	National Ethernet				
Quote ID :	5862114				
ate Raised :	10/10/2014				
A Site			B Site		
Sitename	1919801561S93SE1412940801147		Sitename	Test Account 1	- NNE
Address	R K MOTORS 228 CHIPPINGHAM STR SHEFFIELD	EET	Address		10-14 BARTLEY WOOD RK BARTLEY WAY HOOK
Postcode	\$93SE		Postcode	RG279UP	
Circuit Connectivity	Virgin Media Civils Required		Circuit Connectivity	Virgin Media Sit	te Connected
Bearer Bandwidth	10 Mbps		Bearer Bandwidth	10 Mbps	
Configuration	Install	Rental	Prode	ıct	Term
10 Mbps	£0	£3,165.00	Nation	al Ethernet	5
Back Convert to Full	Quote Query Quote				

Quote Details - USER GUIDE INDICATIVE QUOTE_74638_0Q01_01

Now follow the normal Create a Quote process steps to proceed to completion.

7. Orders

Let's get down to business

Raise Orders

Here we look at how you can raise an order from a saved quote. Remember, if you wish to convert a postcode level quote to an order, it has to be converted to a full quote, and then saved before progressing to order stage.

Select **Quotes** from the homepage tool bar tab at the top of the page.

CONTACT US > SITE MAP > GLOSSARY > H		> HOME > MY	PROFILE > LOG OUT			
(Virgin madia)						
BUSINESS						
Му Асс	ounts Serviceability My Documents	Orders Quotes Billing Inc	idents & Requests			
		Create Quote				
		Point to Point Ethernet				
		Point to Point Postcode	e Level	+	+	4
		Managed Internet Acce		+	+	-
		Broadband and Phone Saved Quotes		+	+	4
		My Sites		+	+	-
				+	+	
w select "Saved Quotes" fron	n the drop down list.			+	+	4
I'll find a list of your "Sayed O	uotes" populated on-screen.			+	+	
				+	+	
				+	+	-
				+	+	
				+	+	
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ner: Engage Product Owner	Engage External User Guide	v1 10	Page 43 of 12	+	+	+
ner: Engage Product Owner est Update: 25.04.17	Engage External Oser Guide Public	v1.10	Faye 43 01 12	.0 +	+	+

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Either **Filter** in the tool bar at the top, or scroll through the list until you locate the quote you would like to convert to an order and click **Quote ID.** For this example we have used a National Ethernet order.

_ _ _ _ _ _ _ _ _ _ _ _

y Quotes - Data					ping ing	m 17/07/2014 t	
10 25 50 100 per page					Filter pa	age:	
Quote Name	Quote ID 🔻	Product	Bandwidth	A Sites	B Sites	User name	Date Raised
E CONVERT TO FULL QUOTE_41848_01	5862399	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
IE QQ_87821_0Q05_01	5862398 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
IE QQ_59719_0Q04_01	5862397 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
IE QQ_22120_0Q03_01	5862396 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
IE QQ_57826_0Q02_01	5862395 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
IE QQ_00069_0Q01_01	5862394 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
USER GUIDE INDICATIVE QUOTE_74638_0 201_01	5862114 (QQ)	National Ethernet	10 Mbps	S93SE	RG279UP	307451PerrinC	10/10/2014
TESTINH_46163_01	5861625	National Ethernet	1 Gbps	E149GE	B258ET	307451Kirkpatrick A	08/10/2014
TESTINH_44902_01	5861624	National Ethernet	1 Gbps	E149GE	B258ET	307451Kirkpatrick A	08/10/2014
IE POI_07576_01	5861280	National Ethernet	2 Mbps	RG279UP	RG279UP	307451RogersC	07/10/2014
		1 2 3	4 5	Next F	Page 7		
		Sho	wing Page 1	of 7			
uick Quotes are labelled QQ							

Review the details then select "Create Order" to progress.

Quote Details - NE CONVERT TO FULL QUOTE_41848_01

roduct Name :	National Ethernet		
Quote ID :	5862399		
Date Raised :	13/10/2014		
A Site		B Site	
Sitename	23	Sitename	B908AD
Address	UNIT 4B SMALL HEATH BUSINESS PARK TALBOT WAY BIRMINGHAM	Address	BAXTER STORY THE ORACLE BUILDING, ORACLE DRIVE BLYTHE VALLEY PARK
Postcode	B100HJ		SHIRLEY SOLIHULL
Circuit Connectivity	Virgin Media Civils Required	Postcode	B908AD
Bearer Bandwidth	10 Mbps	Circuit Connectivity	Virgin Media Site Connected
	·	Bearer Bandwidth	100 Mbps

Configuration

Circuit Bandwidth	Install	Rental	Product	Term
2 Mbps	£0	£4,995.00	National Ethernet	5
Back Edit Query Quote				Create Order

The first screen in the order process is Virgin Media Business' Terms and Conditions. Please read these carefully before accepting.

	Save
Terms and Conditions	
Address Name	Test Customer 1 Billing Address
Billing Address	260
Town	Hook
Postcode	RG27 9UP
Country	UK
Product	Ethernet Extensions
	Change Address
Ts&Cs *	Virgin Media Business Limited standard terms and conditions which have been provided to you TEST shall apply to this Order and the subsequent Contract.
	 Please note that the Service You order may require Us to undertake installation work which may affect the delivery time and/or Charges. Please note that if the Order Form You submit contains incorrect data this may cause delay and/or additional cost for which You will be responsible. Subject to Virgin Media Business Limited order acceptance. Subject to Survey. Prices are subject to VAT.
	Tick to accept
	Click here for My Documents
* Required Fields	
Exit Delete	Next

You can click the '**Save**' button at any stage during the create order process and your progress will be saved. This can be picked up at any point in the saved orders page.

Click "Next" to progress to the customer details screen.



Check that the prepopulated details are correct, and then enter your PO and account number. A PO number is mandatory. You will not be able to progress without entering these details.

To make amendments to correspondence/billing addresses or contacts, select the "Change" option at the bottom of each entry.

Then click "Next" to proceed.

Customer Details			
Customer Name *	Test Account 1 - Partner Markets Bus Partners -CP	Customer PO Number *	12345
Company Reg No	30745	Customer Account Number **	22222
BPT Quote Reference	5862399		
Correspondence Address		Correspondence Contact	
Address Name	Test Address	Contact Name	First Last
Address	1	Telephone	01234 567890
Town / City	Town	Mobile	07777 123456
Postcode	AB1 2CD	Email	first.last@test.com
Country	Change		Change
** Note: Please confirm your Cancel	existing Virgin Media Business account nu	mber to be used for this order	Previous
1 Ts & Cs 2 Qus	tomer Details 3 Service 4	Circuit 5 Associated Orders/I	Notes 6 Order Details
	equires you to add details of y example below. Please note the		ry Date and CRM reference RM reference on your original

quote.

- Confirm if you would be happy to accept early delivery •
- Confirm order type (new, upgrade, downgrade, move or amend) .

- Enter CRM reference number
- Enter VLAN Tagging Scheme if applicable •

Click "Next" to proceed.

1 Ts & Cs 2 Custome	er Details 3 Service 4 Circuit	5 Associated Orders/Notes	6 Order Details
Service			
Service *	National Ethernet	Order Type	New
Order Date	15/10/2014	Service Required Date **	26/11/2014
Accept Early Delivery *	Yes	Customer CRM Ref No *	CRM1234
Qos Classification *	Dot1p	VLAN Tagging Scheme *	C-VLAN12345
Performance Reporting	Advanced Reporting	Is QoS needed ?	No
* Required Fields			
	ion for your requirements. However, Virgi e confirmed following acceptance of the c		d target lead times, please contact us for subject to survey.
Note: if this is an amendment t section.	to an existing service, please provide circl	uit number(s)/reference/telephone	e number(s) in the 'Additional Information'
Cancel			Previous Next

Now you'll be presented with the A End site details screen requesting further details.

Enter all mandatory information to proceed.

Service Presentati	on Required	Standard Ethernet Pr	hysical Interface
A End*	Please select	▼ A End*	10/100Mbit/s RJ45Mb
A End Installation Ac	ldress		
Address	UNIT 4B	Floor *	
	SMALL HEATH BUSINESS PARK	Room *	
	TALBOT WAY	Rack *	
Town	BIRMINGHAM	Contact First Name *	
Country		Contact Last Name *	
Postcode	B100HJ	Phone *	
		Email *	
Does this property have a	any existing Virgin Media Business services (exclud	ling xDSL)? ** New	
nstallation Details			
A End Bearer Bandwidth Network Status	10 Mbps Virgin Media Civils Required		
Network Status	Alcatel 8 Port		
Business will select the r	Id the Service be added to? If none requested Virgii next appropriate. Agent Contact Details	n Media	
Lanuloi a/Managing A	igent oontaet Details		
Are you the owner of this	property *	Please select	
Additional Info			
Please provide details of Circuit details (A1 to B1)	any site specific information that Virgin Media Busi	ness should be aware of. **	
Sirear details (/// to b /)			
000 remaining			
* Required Fields			
complete a way leave q	rgin Media Business services not exist at the in: uestionnaire to identify the most appropriate pro ceived and assessed we can determine an appro	cedure and to help ensure the efficien	ry to carry out cabling work into the building. Plea t installation of the service. Once the additional
Cancel			

+ +

Landlord/Managing Agent Contact Details

We want to reduce any potential order delays as much as possible. One way of doing this is processing our wayleaves quicker. In order to do this, we very often need the specific information about the landlord managing agent from our customers.

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

The mandatory questions below are presented on the 'Circuit' tab of orders for all products.

_ _ _ _ _ _ _ _ _ _

Are you the leaseholder/owner of this property? If you select Yes, then no further information is required.

If you select **No** then a second mandatory question is presented allowing the landlord details to be entered as this will help to speed up your order.

Are you the owner of this property *	No					
How many years are left of your lease?	125					
Do you have authority to make changes internally to your building, including routing cabling?	Yes					
Are you willing and able to provide a copy of your lease?	Yes					
Is the property a listed building?	Yes		+	+	+	+
Do you have the Landlord/Managing Agent contact details? *	Yes		+	+	+	+
			+	+	+	+
Contact First Name * First Contact	ct Last Name *	Last	+	+	+	+
Email * first.last@test.com Phone	*	01234 567890	+	+	+	+
					÷	+
Notes and comments					ĺ.	+
More details here.			Ţ	Ţ	Ţ	Ţ
			+	Ŧ	-	+
			+	+	+	+
			+	+	+	+
			+	+	+	+
			+	+	+	+
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			+	+	+	+
			+	+	+	+
			+	+	+	+
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Then add any additional site information.

Additional Info

Please provide details of any site specific information that Virgin Media Business should be aware of. **
Circuit details (A to B)

6000 remaining

Click "Next" to proceed.

You'll be presented with the site details screen again. But this time it's requesting further details on the B-End site.

_ _ _ _ _ _ _ _ _ _

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Enter all mandatory information to proceed.

Now you will have the A&B-End sites summary screen. Click "Next" to proceed.

1 Ts & Cs 2	Customer Details	3 Service	4 Circuit	5 Associated Orders/Notes	6 Order Details	
► A-END 23 B10	0HJ					view
▼ B-END B908A	D B908AD					
Service Presentation R Ethernet Physical Interf	-	'LAN 0/100Mbit/s RJ45Mb				
						Edit
Cancel						Previous Next

Add any further details that will help to progress your order. Click "Next" to proceed.

😔 B U S I N E S S (Virg

sociated Uf(as Information	
	er Information	
0 remaining		
ase provide	details of any site specific information that Virgin Media Business should be aware of. **	
0 remaining <i>lote: nothin</i>	rentered in this box shall vary any provision of the Framework Master Services Agreement applicable to this Order, which shall prevail.	
ancel	Previous Next	
Ts & Cs	2 Qustomer Details 3 Service 4 Circuit 5 Associated Orders/Notes 6 Order Details	
Ts & Cs	2 Oustomer Details 3 Service 4 Circuit 5 Associated Orders/Notes 6 Order Details Details screen provides the full order form content and financial results:	
Ts & Cs Order	Image: Customer Details Image: Service Image: Customer Details Image: Customer Details Image: Customer Details Image: Customer Details Image: Customer Details Image: Customer Details Image: Customer Details	
Ts & Cs	2 Customer Details 3 Service 4 Circuit 5 Associated Orders/Notes 6 Order Details Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service	
Ts & Cs Order	Image: Customer Details Image: Service Image: Customer Details Image: Customer Details Image: Customer Details Image: Customer Details Image: Customer Details Image: Customer Details Image: Customer Details	
Ts & Cs Order	Image: Customer Details Image: Curcuit Image: Associated Orders/Notes Image: Order Details Details screen provides the full order form content and financial results: Image: Section 1 – Customer Details Image: Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	
Ts & Cs Order	Image: Customer Details Image: Curcuit Image: Associated Orders/Notes Image: Order Details Details screen provides the full order form content and financial results: Image: Section 1 – Customer Details Image: Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	
Ts & Cs Order	Image: Customer Details Image: Customer Details Image: Details screen provides the full order form content and financial results: Section 1 – Customer Details Section 2 – Service Section 3 – Circuit Details Section 4 – Additional Information Section 5 – Associated Orders Section 6 – Notes and Comments	

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Section 7:Billing requirements

Itemisation	Total Installation Charges(£)	Total Quarterly Rental Charge (£)	Purchased Bandwidth
B100HJ <-> B908AD	£0	£1,248.75	2 Mbps
QoS Charges	£0	£0	
Reporting Charges	£0	£0	
Total Charges	£0	£1,248.75	

Total Annual Rental Charge £4,995.00

Invoiced in advance as specified: Quarterly

Minimum contract period: 5

Cancel

Previous Submit Order

4

If all is ok, click "Submit Order". Your order will be stored under the Saved Orders tab.

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Saved Orders

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests
			<u>Save</u> Ceas	<u>d Orders</u> e		

All saved orders will be stored automatically for future reference. To view your saved orders select "**Saved Orders**" from the "**Orders**" drop down menu, as per the above.

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

All of your saved orders will be displayed in two tabs:

- Order Tracker
- Orders

In the **order tracker** tab you can view your Work in Progress (WIP) orders or filter to specific delivery stages to give you the latest updates and progress of your order(s).

ved Or	rders								Export	WIP Order Tra
rder Trac	cker C	Orders								
earch Orc	der Status		All WIP Submitted In Planning		Search	Clear				
			In Delivery							
/ly Orde	r Tracke	r 100 perpage	In Delivery				F	ilter page:		
	_		In Delivery	CAL Reference	Product	A End Postcode	F B End Postcode	ilter page: Order Type	Order Status	Last Updated
Show	10 25 50 Engage	100 perpage			Product National Ethernet		B End			
Show Date ▼	10 25 50 Engage ID	100 per page Order Detail ID			National	Postcode	B End Postcode	Order Type	Status	

In the *orders* tab you can search for an order by:

- Submitted
- All WIP
- In Planning
- Completed
- Awaiting Customer Approval
- Cancelled
- Rejected
- In Delivery
- Pending Submission

Enter the information you hold about the order in the Filter page field and click "Search".

The orders will then be filtered accordingly, making it easier and faster for you to find the order required for review. Click on the **Order ID** displayed in red to select the order.

rder Tracker	Orde	ers							
earch Order S	tatus	V	All		Date From	07/09/2016	Date To De	6/12/2016 Sea	rch Clear
ly Orders							Displaying f	rom 07/09/201	16 to 06/12/20 ⁻
Show 10	25 50 100	per page					Fi	lter page:	
Show 10 Date	25 50 100 Engage ID	per page Order ID	CRM ID	Product	A End Postcode	B End Postcode	Fi Order Type	lter page: Order Status	Last Updated
_	Engage		CRM ID	Product National Ethernet					Last Updated
Date	Engage ID				Postcode	Postcode	Order Type	Order Status Awaiting Customer	

_ _ _ _ _ _ _ _ _ _

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For orders which have been saved during the order process stage, the status will show as '**Pending Submission**'.

For orders which have been completed on your behalf by your Account Manager, the order status will show as 'Awaiting Customer Approval'

Order Tracking

From the "Saved Orders" screen you can view the progress of the orders you've placed with Virgin Media Business.

Select the order you would like to view the progress of by clicking on the Order ID.

								Gearch Clear
Orders						Displayin	g from 31/08/2	014 to 10/10/2
w 10 25	5 50 100 perpage					Filte	r page:	
ate	Engage ID	Order ID	CRM ID	Product	A End Postcode	B End Postcode	Order Type	Order Status
ocessing	5862032	703875	CRM123456	Leased Line	RG279UP	S93SE	New site/service	Submitted
ocessing	5861793	703757	234567	Managed Internet Access	S93SE		New site/service	Submitted
ocessing	5859219	703739	45678	Managed Internet	S93SE		New site/service	Submitted

Click on the **Order Details** tab. Here you'll be provided with an in-depth overview of the current status of your order.

ngage ID:	5862032	Order ID:	703875
ddress:	Test Address 2 2	Date:	10/10/2014
	Town AB1 2CD	Product:	Leased Line
		Order name:	USER GUIDE QUOTE_06691_01
lser name:	307451PerrinC		
A End Site Details		B End Site Details	
Postcode:	RG279UP	Postcode:	S93SE
Bearer Bandwidth:	4X2 Mbps	Bearer Bandwidth:	4X2 Mbps
		Circuit Bandwidth:	4X2 Mbps
Itemisation	Total Installation Charges(£)	Total Quarterly Rental Charge (£)	Purchased Bandwidth
RG279UP <-> S93SE	£19,200.00	£8,400.50	4X2 Mbps
Fotal Charges	£19,200.00	£8,400.50	
Total Annual Rent	tal Charge £25,602.00		
nvoiced in advance as specified	i: Quarterly	Minimum contract period:	5
Total Annual Rent		Minimum contract period:	5 Back View full Or

- Order Detail ID this is our 12 digit FORCE reference. This needs to be added to all correspondence
- **Progress bar** this displays a high level overview of the current order process
- Status Update this is the current RAG status (red/amber/green)
- Order Update/Additional Information This is more detail on the status of the order. E.g. Wayleave in progress. Awaiting response from the solicitor
- **Expedite Process Invoked** this confirms if you have selected the paid expedite option
- Order Status This will display the overall status of the order
- Planned Install Date this is the date the order should be installed
- **Confirmed Install Date date** this is the date your order was installed (only populated on completed orders)
- Product this will display the product you have ordered
- **Customer Contact** the main customer contact
- Bearer Bandwidth the overall size of the circuit
- **Circuit Bandwidth** the circuit speed you're ordering
- Your Order Contact at Virgin Media Business this is the person who is currently managing your order
- **A-End Customer Contact Details** this contains the A-End address, site contact name, telephone number and email address
- **B-End Customer Contact Details** this contains the B-End address, site contact name, telephone number and email address
- **Updates** this part of the portal will contain all KCI emails (Keep Customer Informed) that have been sent to you. This includes all the milestone KCI mails along with ad hoc KCI emails

Adknowledged		In Planning		In Delivery	Order Deliv
Status Update ()	GREEN	Order Update	We're progressing y	our order	
		Expedite Process Invoked (1)	No		
Order Status	Submitted	Planned Install Date			
		Product	National Ethernet	Customer Contact ii	Jayne Prince
		Bearer Bandwidth	1Gbps	Circuit Bandwidth	1Gbps
Your Order Cont	act at Virgin Med	dia Business 🕕	System Administrate	or (SYSTEM)	
A End Customer	Contact Details:	:			
		EAST CORIANDER AVENUE E14.2	2AA		
A End Address	TELEHOUSE E	AST CORIANDER AVENUE E142			
A End Address Name	TELEHOUSE E james axton	AST CORIANDER AVENUE E142	Telephone	01256777111	
		AST CORANDER AVENUE E142		01256777111	
Name	james axton xxx@yyy.zzz			01256777111	
Name Email B End Customer	james axton xxx@yyy.222 Contact Details:			01256777111	

Ceases

We understand that changes happen in any business so we've provided you with the facility to make changes to your service online.

Under the Orders tab select "Cease".

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests
			Save <u>Ceas</u>	d Orders <u>e</u>		

The first screen provides you with details of the conditions you're agreeing to when requesting a cease via Engage.

Once you have read the note and if you're happy to proceed click "Next".

1 Please	e Note 2 Customer Info 3 Service 4 Product 5 Product Info 6 General Info
Please n	iote
You m you.	nust observe the service/circuit cancellation minimum notice requirements set out in the contract under which we provide the service/circuit to be ceased to
	effective cease date you are requesting is earlier than the earliest cease date dictated by the minimum notice requirement you will be charged for the e/circuit in full up to the end of that minimum notice period.
	effective cease date you are requesting is prior to the expiry of the fixed minimum period for the service/circuit you may be liable to pay cancellation es and/or early termination charges.
	ill treat the cease instruction you give us via the Engage portal as written notice given to us under the contract under which we provide the service/circuit to ased to you.
Cancel	Next

Please check the prepopulated details are correct and enter an additional email address that you would like us to include in any correspondence.

Click "Next" to proceed.

BUSINESS

Customer Info						
siness name:	Test Account 1 - Partner Markets Bus Partners -CP	Contact first name*:	First			
ntact last name*:	Last	Contact telephone*:	01234 557890			
ntact email*:	first.last@test.com	CC email:				
ctor:	Business Partners	Service Manager:	Asa Kirkpatrick			
count Manager:	Jayne Prince					
Required Fields						
ancel				Previous Next		
ancer				Flevious		
1 Please Note 2	Customer Info 3 Service 4 Produc	t 5 Product Info 6 G	ieneral Info			
ervice						
rvice*:						
vice.	Data				+	
Required Fields	Data Voice				+	
				Description March	+	
ancel				Previous Next	+	
	en vou'll need to advise of the	type of service that		Previous Next	++++	
	en you'll need to advise of the	type of service that	you require ceasing.	Previous Next	+ + +	
he Service scre • Data	en you'll need to advise of the	type of service that	you require ceasing.	Previous Next	+ + +	
he Service scre	en you'll need to advise of the	type of service that	you require ceasing.	Previous Next	+ + + +	
he Service scre • Data • Voice		type of service that	you require ceasing.	Previous Next	+ + + + + + + + +	
he Service scre • Data • Voice		type of service that	you require ceasing.	Previous Next	+ + + + + + +	
he Service scre • Data • Voice ck " Next " to pro			you require ceasing. General Info	Previous Next	+ + + + + + + +	
he Service scre Data Voice ck " Next " to pro	oceed.			Previous Next	+ + + + + + + +	
he Service scre Data Voice k " Next " to pro 1 Please Note 2 roduct Info	oceed.			Previous Next	* * * * * * * * * * *	
ne Service scre Data Voice k " Next " to pro 1 Please Note 2 oduct Info	oceed.			Previous Next	+ + + + + + + + + + +	
ne Service scre Data Voice k "Next" to pro Please Note 2 oduct Info duct*:	Customer Info			Previous	* * * * * * * * * * * *	
ne Service scre Data Voice k "Next" to pro Please Note Please Note 1 Please Note 2 oduct Info duct*: Required Fields	Customer Info				* * * * * * * * * * * * *	
ne Service scre Data Voice k "Next" to pro Please Note Please Note 1 Please Note 2 oduct Info duct*: Required Fields	Customer Info			Previous Next	* * * * * * * * * * * * * *	
ne Service scre Data Voice k "Next" to pro <i>I Please Note</i> <i>2</i> oduct Info duct*: Required Fields ancel	Customer Info 3 Service 4 Product	5 Product Info 6			~ + + + + + + + + + + + + +	
ne Service scre Data Voice k "Next" to pro Please Note Please Note 2 oduct Info duct*: Required Fields ancel	Customer Info	5 Product Info 6			* * * * * * * * * * * * * * * *	
ne Service scre Data Voice k "Next" to pro Please Note 2 oduct Info duct*: Required Fields ancel ect the product	against which the request is be	5 Product Info 6			* * * * * * * * * * * * * * * * *	
ne Service scre Data Voice k "Next" to pro Please Note 2 oduct Info duct*: Required Fields ancel ect the product	against which the request is be	5 Product Info 6			~ + + + + + + + + + + + + + + + +	
he Service scre Data Voice k "Next" to pro 1 Plesse Note 2 oduct Info duct*: Required Fields snoel ect the product	against which the request is be	5 Product Info 6			~ + + + + + + + + + + + + + + + + + + +	
he Service scre Data Voice k "Next" to pro 1 Plesse Note 2 oduct Info duct*: Required Fields snoel ect the product	against which the request is be	5 Product Info 6			* * * * * * * * * * * * * * * * * * * *	
Data Voice ck "Next" to pro 1 Please Note 2 roduct Info aduct*: Required Fields ancel	against which the request is be	5 Product Info 6			~ + + + + + + + + + + + + + + + + + + +	

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1 Please Note 2 Custon	ner Info 3 Service 4	Product	5 Product Info	6 General	Info	
Product Info						
Bandwidth*	2		Circuit Ref*		ABC123	(j)
A-End postcode*	S1 1AB		B-End postcode*		S2 2CD	
If there is an off-net element, does it need ceasing?*	Yes	i				
Contact details at site to be ce	ased					
First name*	First		Last name*		Last	
Telephone number*	01234 567890		E-mail*		first.last@test.com	
* Required Fields						
Cancel					Pre	vious Next

The product info screen requires you to provide additional product and site information. (The fields in this screen are specific to the product you have selected). Enter all the mandatory information, for example:

- Bandwidth
- Circuit Ref
- A and B-End postcodes
- Any off-net element
- Site contact details

Click "Next" to proceed.

4 Product 3 Service 5 Product Info 6 General Info 1 Please Note 2 Oustomer Info General Info Billing account number* Service cease date* 0 12345 30/11/2014 (i) Rental* (i) Full or partial cease' • i) 125 Full Reason for cease* Upgrade of Service -Additional comments None 251 remaining * Required Fields Cancel Previous

The General Info screen requires you to provide further information to assist us in processing your request. Enter all mandatory information to proceed:

_ _ _ _ _ _ _ _ _ _ _ _ _

- Billing account number your service is billed under
- Cease date
- Rental amount
- Full or partial cease
- Reason for the cease (leaving, upgrade, downgrade, relocation, site closure, other)
- Any additional comments to support your request

Click "Finish" to submit your request.

Cease request successful

8. Incidents and Requests

Raise Incidents

If you have an incident with your in-life service you can log, update and track the fault through to resolution on Engage.

This is found under Raise Incident or View Incidents in the new Incidents & Requests tab.

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests	
						Raise Incident	
						View Incidents	
						Raise Request	
						View Requests	
						Planned Works	

Click "Raise Incident" under the Incidents & Requests tab as per the above.

Incidents & Requests
Raise Incident View Incidents Raise Request View Requests Planned Works
This is the area where you and your colleges can raise and track incidents and minor change requests for your voice and data products.
Raise incident - facility to create incidents for services you have with Virgin Media Business in the event of a fault.
• View incidents - facility to search, view and update incidents that have already been logged with additional details.
Raise requests - facility to raise a request for a minor change.
• View Requests - facility to search, view and update requests that have already been logged with additional details.
 View Planned Works - facility to view planned works that may be affecting your services with Virgin Media Business.

Now select from the drop down list or enter the contact name. Alternatively, enter your Virgin Media Business representative's contact name. Then click "**Next**" to proceed.

1 Contacts 2 Referen	ce 3 Site Search 4 Sites 5 Products 6 Issue Type 7 Questions	
Raise Incident - Contact Please raise an Incident for an	y problems with your service. For everything else raise a Request.	
Contact Name *	Incident Management Imagement Jason Edger John Barrett John Barrett Kyle Dale Nick Blower Nick Blower Nick Kosambia E Peter Marshall E Ross Buntain Sade Emmerson-Tumer Steve Donnelly	
Cancel	Ne	xt

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You'll now be redirected to the raise incident reference screen. The contact details entered will be automatically populated. Here you're prompted to enter your own optional reference to help track the ticket.

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

1 Contacts 2 Reference	3 Site Search 4 Sites 5 Products 6 Issue Type 7 Questions
Raise Incident - Reference	ce
First Name	Incident
Last Name	Management
Email Address	nobody@televest.co.uk
Telephone Number	01248574848
Mobile Number	
My Reference	YourReference
Cancel	Previous Next

Next you'll be taken to the "Site Search" screen to search for the site you wish to log a ticket against.

1 Contacts	2 Reference 3 Site Search 4 Sites 5 Products 6 Issue Type 7 Questions		
	Show helpful info		+
Raise Incide	ent - Site Search		+
Search Type*	Post Code		÷
Search Term*	RG279UP Search		٢
Cancel	+ Previous	- 4	÷
			+
Search on o	one of the following criteria:		+
•	Account Number		÷
•	Circuit Reference		÷
•	STD Telephone Number	· - +	÷
•	Serial Number		+
•	Site Name		+
Note: You i	must enter a minimum of three characters.	- 4	÷
Then click '	*Search" to proceed.	{	÷
	+		F
	+	• •	F
			+
	+		+
	*		÷
	+		F
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From the Sites screen choose the site affected from the drop down menu. Then click "**Next**" to proceed to next step.

1 Contacts 2 Reference	3 Site Search 4 Sites 5 Products 6 Issue Type 7 Questions	
	ore results than we can show you. ole below you might like to narrow you search settings by clicking <u>here</u>	
Select Site *		
Cancel		Previous Next

Now from the Products screen select the product required.

Note: Only products relevant to the site selected will be available.

Ir specific prod	luct is not visible l	below you might like to narr	ow you search settings by	clicking <u>here</u>	
ct Name *	IPVPN	I - CAL0051892	-		
cel					Previous Next
				select the relevant or	ne from the drop
i menu. Th	en again clic	k " Next " to proceed	l.		
າext step is	s to select the	e type of issue you'r	e experiencing fror	n the Issue Type scr	een.
Contacts	2 Reference	3 Site Search 4 Sites	5 Products 6 Issu	e Type 7 Questions	
e Incident -	lssue Type				
Type *	Packe	t Loss			
				e the following open inci	lants
your site "LO	NDON" and pro	oduct selection "IPVPN -	CAL0051692" you hav	e the following open incid	
ncident ID C	NDON" and pro	oduct selection "IPVPN -	CAL0051692" you hav	Description	View
your site "LO ncident ID C	NDON" and pro	oduct selection "IPVPN -	CAL0051692" you hav		
your site "LO Icident ID C 103217797 31	NDON" and pro	oduct selection "IPVPN -	CAL0051692" you hav	Description	View View Notes
your site "LO noident ID C	NDON" and pro	oduct selection "IPVPN -	CAL0051692" you hav	Description	View
your site "LO Icident ID C 103217797 31	NDON" and pro	oduct selection "IPVPN -	CAL0051692" you hav	Description	View View Notes
your site "LO Icident ID C 103217797 31	NDON" and pro	oduct selection "IPVPN -	CAL0051692" you hav	Description	View View Notes

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Select from the drop down list the option which best describes the issue you're experiencing:

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- Erroring, Latency, Jitter
- Intermittent connection
- No connection
- Packet Loss
- Routing Issues
- Other Issues

Then again click "Next" to proceed.

Note: If you currently have open incidents raised, they'll be displayed on-screen below the issue type option.

Any further information required will be requested in the following screen.

1 Contacts 2 Reference 3 Site	e Search 4 Sites 5 Products 6 Issue Type 7 Questions			
Raise Incident - Questions				
Please answer these questions to help us be	tter understand what the issue is. You will need to answer each question before you are able to proceed.			
When did you first notice the problem?*	About 09:30 today.	+	+	+
		+	+	+
		+	+	+
		+	+	+
	382 Remaining Next Question	+	+	+
t Demoined Diable release and second them		+	+	+
* Required Fields, please enter more than	2 characters	+	+	+
Carrel		+	+	+
Cancel	Previous	+	+	+
		+	+	+
		+	+	+
		+	+	+
		+	+	+
		+	+	+
		+	+	+
		+	4	+
			Ì	+
		+		+
		-	- T	
			+	+
		+	+	+
		+	+	+
		+	+	+

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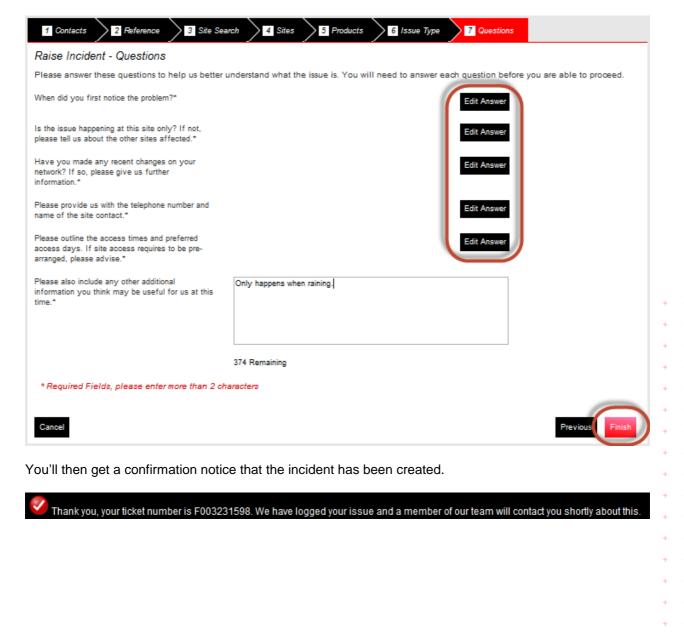
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Once you have made your selections, please click "**Next Question**" and complete until all questions have been answered. You can then proceed by clicking the "**Finish**" button.

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View Incidents

You now have the facility to view the incidents that have been created.

My Accounts	Serviceability	My Documents	Orders Quotes	Billing Ir	ncidents & Requests	
					Raise Incident	
					View Incidents	
					Raise Request	
					View Requests Planned Works	
					Fianned Works	
View Incid	lents				Raise Incident Export CSV	/
Search Please	Select		Date From 02	09/2014 Date	To 13/10/2014 Search Clear	
Incident His	tory			Dis	playing from 02/09/2014 to 13/10/201	4
Incident ID		Product Created O		My Ref	Description Status !	
F003231598	LONDON	IPVPN 13/10/2014 11	:03 307451PerrinC	MyRef1234	Intermittent connection Open	
The following	g incident deta	ils will be displa	yed to the user a	as part of the	e incident view:	
	Incident ID					
	Site Product					
	Created on da	te				
	Entered by					
	Customer incid					
	Short descripti Incident status	i.e. open/closed	d			
		•	- riggered by an al	arm		
		on each column ng " Export CSV		ts by this fie	ld and export a CSV file that will	ļ
View Incid	lents				Raise Incident Export CSV	/
Search Please	Select		Date From 02	09/2014 Date	To 13/10/2014 Search Clear	
Incident His	tory			Dis	playing from 02/09/2014 to 13/10/201	4
Incident ID	Site	Product Created O	n Entered By	My Ref	Description Status !	
F003231598	LONDON	IPVPN 13/10/2014 11	:03 307451PerrinC	MyRef1234	intermittent connection Open	

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The following incident details will be displayed when you select to view the incident details, by clicking on the Incident ID:

- Public incident notes
- Entered on (date)
- Entered by (name)

Edit Incident		
Detailed information about Incident F003231598 - Status: Open		Add Note
Note	Entered On	Entered By
When did you first notice the problem? About 09:30 today. Is the issue happening at this site only? If not, please tell us about the other sitesMore	13/10/2014 11:03	307451PerrinC
Cancel		

If you see "More" this can be clicked to show further detail.

You can also "Add Note" if required (then enter details and "Save Note").

Search Incident

This search will look for incidents that you have raised against the services you have with us. Under the new **Incidents & Requests** section select **View Incidents**, then enter your search criteria.

The following search criteria can be entered as part of the incident search:

- Site any text can be entered
- Incident Number any text can be entered
- Post code any text can be entered
- Product any text can be entered
- My Reference any text can be entered
- Status option of Open or Closed
- Date From, Date To you can select dates from a calendar and it's not possible to select a date in the future. The system will not allow you to select more than 6 months' worth of data

Note: You'll also have the option to export the search results to a file by clicking "**Export CSV**" at the top of the page.

ch M	/ Reference			Date From 02/0	9/2014 Date To	13/10/2014	Search Cle	ar
ident	History				Displa	ying from 02	2/09/2014 to 13/	/10/2014
icident l	D Site	Product	Created On	Entered By	My Ref	Descript	tion Status	!
03231598	LONDON	IPVPN	13/10/2014 11:03	307451PerrinC	MyRef1234		connection Open	
or to	the navie	ation process	shown in ab	ava avamplas	nlessa follov	, the stops	required to	
		n for logged in				the steps	required to	
	F			"O	d '' I .		ta lafa ka lu	
•		he search crite s, but you're a			the incident. I	ne searcn	is defaulted to	o the last
٠		ay search for						
	0	Site Name Postcode						
	0 0		ence (for exa	mple: CALxx	k, ENxxx, etc)			
	0	Line Numbe	r	-	, , ,			
	0	Account Nur Serial Numb	nber (voice o er	nly)				
•	-	enter at least		when search	ing for your si	e. The mo	re specific yo	ur search
	term, t	he quicker you	ı'll find what y	ou're looking	for			

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Update Incident

You'll have the facility to update incidents that have already been logged.

The following details can be completed as part of the incident update:

- Note
- Incident update recorded date
- Incident update entered by (name)

Note: You'll not be able to update a closed incident.

The below captures the steps required to successfully update incidents:

- Navigate to Incidents & Requests and select "View Incidents"
- Select the incident you wish to update and click "Add Note"
- Enter the details you wish to add to the incident
- Select "Save Note"
- The system successfully stores the incident information

Edit Incident		
Detailed information about Incident F003231598 - Status: Open		
New details added here.		
	Save Note	
	Save Note	<u></u>
Note	Entered On Entered By	
When did you first notice the problem? About 09:30 today. Is the issue happening at this site only? If not, please tell us about the other sites More	13/10/2014 307451Perrin 11:03	С
Cancel		

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Raise Request

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests
					_	Raise Incident
						View Incidents
					-	Raise Request
						View Requests
						Planned Works

Not only are you now able to log faults, you can also log a number of small changes, subject to the below conditions:

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

- The change has no cost impacts
- Requires no Virgin Media Business on-site resource
- Has no impact on other customers
- Does not cause disruption to service
- Can be completed during normal business hours
- Takes no longer than 15 minutes
- Does not require any change to your current design

	This is found in the new	Incidents & Rec	luests area by	/ selectina	"Raise Red	uest"
--	--------------------------	-----------------	-----------------------	-------------	------------	-------

It can also be accessed from the View Requests section.

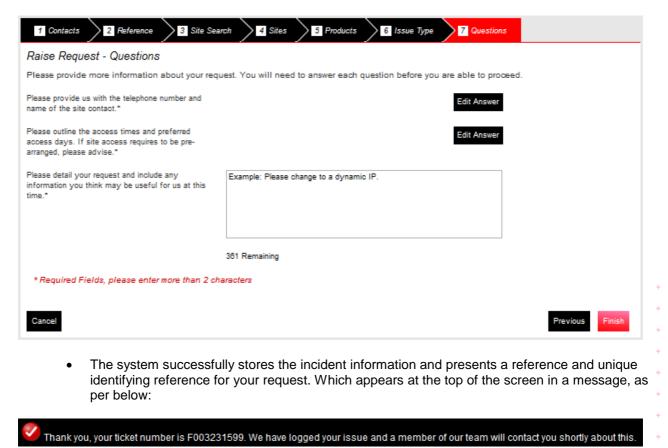
The following steps are required to log a request:

- Enter the contact name for the ticket you're about to log
- You're now presented with your contact details and will now be asked if you have a reference you would like to associate with the ticket
- You'll then be asked to search for the site you wish to log a request against
- Select the product
- The short description is set to New Request (you are unable to change this)

1 Contacts 2 Reference	3 Site Search	4 Sites	5 Products	6 Issue Type	7 Questions		+
Raise Request - Issue Typ	e						+
							+
Issue Type *	New request						+
							+
Cancel						Previous Next	+
							+

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• You'll be asked one mandatory question: "Describe what you would like to change? Add as much information as possible to help us resolve this request." You can enter between 2 and 400 characters. Then click "Finish"



View Request

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests	
						Raise Incident	
						View Incidents	
						Raise Request	
						View Requests	
						Planned Works	

You'll have the facility to view the requests that have been created. This is found in the new **Incidents & Requests** section of Engage, under **View Requests**.

The following details will be displayed as part of the request view:

- Request ID
- Site
- Product
- Created on
- Entered by
- My Ref
- Description
- Status

Note: You'll be able to export these details to a spreadsheet by clicking on "**Export CSV**" at the top of the page. You'll also be able to click on each of these column titles to sort their results by this field.

View Req	uests					Raise Request	Export CSV
Search Pleas	e Select			Date From 02/09/2014	Date To 13/10/20	114 Search	Clear
Request His	story				Displaying fr	rom 02/09/2014 to	o 13/10/2014
Request ID	Site LONDON	Product	Created On	Entered By 307451PerrinG	My Ref MyRequest123	Description New request	Status Open

The following incident details will be displayed when you select to view the incident details by clicking on the Request ID:

- Public request notes
- Entered on (date)
- Entered by (name)

Edit Request				
etailed information about Request F003231599 - Status: Open		Add Note		
Request Note	Entered On	Entered By		
Please provide us with the telephone number and name of the site contact. Dave 01234 587890 Please outline the access times and preferred access days. If site More	13/10/2014 12:15	307451PerrinC		
Cancel				

_ _ _ _ _ _ _ _ _ _ _ _

Search Request

You'll be able to search for requests that have been raised against the services you have with Virgin Media Business.

The following search criteria can be entered as part of the request search:

- Site
- Request Number
- Postcode
- Product
- My Reference
- Status
- Date From, Date To you can select dates from a calendar and it's not possible to select a
 date in the future. The system will not allow you to select more than 6 months' worth of data

Note: You'll also have the option to export the search results to a file by clicking "**Export CSV**" at the top of the page.

Follow these steps to successfully search for logged requests:

Navigate to Incidents & Requests and select "View Requests".

Enter your search criteria and select to search for the request. The default search is for 40 days' worth of requests, but you can amend this.

The system will retrieve the details of the request(s).

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Update Request

You have the facility to update requests that have already been logged.

The following details can be completed as part of the request update:

- Free text note
- Request update recorded date

Follow the steps below to successfully update requests:

- Navigate to Incidents & Requests and select "View Requests"
- Select the request you wish to update
- System will prompt you to enter the details you wish to add to the request

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

- Enter the request update details
- Select to save the note
- The system successfully stores the request information

Edit Request				
Detailed information about Request F003231599 - Status: Open			+	-
		+	+	
		+	+	4
		+	+	4
		+	+	-
		+	+	ł
		+	+	-
		+	+	-
Save Request		+	+	4
Request Note Entered On Entered By	11	+	+	-
Please provide us with the telephone number and name of the site contact. 13/10/2014 307451PerrinC Dave 01234 567890 12:15 12:15 12:15	1	+	+	1
Please outline the access times and preferred access days. If siteMore		+	+	-
Cancel		+	+	-
		+	+	ł

Planned Works

You now have the facility to view planned works that may affect your Virgin Media Business services. This appears under the new **Planned Works** tab under **Incidents & Requests**. Any unread messages will appear in purple, whilst read messaged will be in black. This is for each Engage user, rather than each customer.

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

► C00565323						view
▼ C00565322						
Customer Impact	during the schedu	gradation/loss of service led timeframe whilst the nce work is completed.	Status	Scheduled		
Scheduled start date/time	02/11/2014 00:00		Scheduled end date/time	02/11/2014 05:00		
Impacted Circuits*						
Circuit Reference	A End Site Name	A End Post Code	B End Site Name	B End Post Code	Product Name	
CAL0114377	TEST ACCOUNT	CF1 7WW			National Ethernet	
* Data products only						

Only Planned Outages relevant to you will be displayed and the following details will be displayed to them upon clicking "**View**":

- Change ID
- Customer Impact / Planned Works Summary
- Status
- Scheduled Start Date and Time
- Scheduled End Date and Time
- Sites Affected

► C00565323					view
▼ C00565322					
Customer Impact	during the schedu	gradation/loss of service led timeframe whilst the ance work is completed.	Status	Scheduled	
Scheduled start date/time	02/11/2014 00:00		Scheduled end date/time	02/11/2014 05:00	
Impacted Circuits*					
Circuit Reference	A End Site Name	A End Post Code	B End Site Name	B End Post Code	Product Name
CAL0114377	TEST ACCOUNT	CF1 7WW			National Ethernet
* Data products only					

You'll also receive a message about any Planned Works that may affect you. The message indication will appear under Messages on the homepage.



Follow the steps below to successfully view planned outages:

• Navigate to Incidents & Requests and select "Planned Works"

_ _ _ _ _ _ _ _ _ _

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

• The system displays any outages that relate to your services

Alternatively

- Click on **New Planned Works Notice** from the homepage
- The system displays any outages that relate to your services

9. Change Requests

You'll be able to configure and submit a range of change requests to manage your sites or networks more efficiently. It's possible to add new services to sites, or remove services that are no longer needed. Existing services can also be modified.

You'll be able to carry out the following type of change requests:

Routing changes & LAN features - edit the Local Area Network ports for sites and features.

- LAN (Local Area Network) Port Configuration
- ACL (Access Control List) Modification
- DHCP (Dynamic Host Control Protocol) Helper Modification
- DHCP Pool Modification

Monitoring – add or remove the network and IP (Internet Protocol) traffic configuration tools.

- Add/Remove Netflow
- Add/Remove SNMP (Simple Network Management Protocol)

Modify LAN Port



From the Home page select 'Change Request' from the toolbar and click on the relevant option.

Alternatively, you can click '**Change Request**' to take you directly to the landing page. Here you'll see a summary of your changes, as well as selecting the request type you're after.

Change Request

Change Request

What change do you require?

Here you can configure and submit a range of request changes to manage your sites networks. It is possible to add new services to sites, or remove those that are no longer required. Existing services can also be modified.

_ _ _ _ _ _ _ _ _ _ _ _

- > Select the request area from below or directly select the change
- Does it need to be added or removed
- The choose product it needs to be applied to
- If required set the configuration details
- Add any additional helpful notes for us
- Let us know who to notify, and set the request date & time
- Review and submit or save for a later date

Once submitted you will be notified that the request is open and pending, requests have a 10 working day lead time from submission. Changes can be made outside of office hours or late hours for minimum disruption to services, however this will incur extra charges than if undertaken in office hours.

Submitted and Saved Requests	
Routing Changes & LAN Feature	\$
Edit the Local Area Network ports for sites and their features.	Modify LAN Port ACL Modification DHCP Helper Modification DHCP Pool Modification
Monitoring	
Add or remove the Network & IP Traffic configuration tools.	Add/Remove Netflow Add/Remove SNMP

Now select 'Modify LAN Port'

Please note the following steps also apply for the following change requests:

- ACL (Access Control List) Modification
- DHCP (Dynamic Host Control Protocol) Helper Modification
- DHCP Pool Modification

You'll be taken to the 'LAN Port' screen.

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1 LAN Port	2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review				
LAN Port					
What change do ye	ou require?				
	Il Area Network settings for sites. Additionally manage the sub features of the LAN these include the Dynamic Host Configuration Configuration Helper and Access Control List.				
Please note work ur	idertaken outside of office hours will incur additional charges.				
In Hours	- between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays).				
Out of Hours - between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays.					
Late Night Hours	- Late Night hours between midnight to 7:00 AM.				
Exit	Next				

Here you'll see a description of your changes, as well as a reminder of the 'in hours', 'out of hours' and 'late night hours' times.

Now click 'Next'.

You'll be taken to the 'Site Selection' page.

LAN Port	2 Site Selec	ction 3	Configuration	4 Customer Deta	ails 5 Supp	porting Notes	6 Order Review	
Product *	Омі	۵						
	0	~						
Choose site	es							
Find & select si	tes from below of	r add manually.						
Show All Store	ad Sites			Please select		search		Search Clear
				Fiease select		Search	Add * for wildcard 🕤	Glear
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Managemer Flag	nt LAN Network IP
No data available i	n table							
							Select All Sites	Deselect All Sites
							N	1ax 0 sites selectable.
								Choose Selected Sites
Site not fou	Ind? Manually	Add Site - Show						
Selected Si	tes							
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model		.AN Network IP
No data available i	n table							
Exit Previou	IS							Save Next

Here you can search for your pre-loaded sites, or manually search for the different sites.

First select the product you'd like to make the changes to.

Note: You can only make changes to IPVPN and MIA products.

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BUSINESS

1 LAN Port	2 Site Select	ion 3 Co	onfiguration	4 Customer Details	5 Supp	oorting Notes	6 Order Review	
Product *	O MIA							
Choose site	s							
Find & select site	es from below or	add manually.						
Show All Stored	<u>I Sites</u>			Please select Postcode CAL Ref Hostname		search	Add * for wildcard 🚯	arch Clear
Postcode	Site Name	CAL Reference	Circuit Bandwidth	LAN Network IP Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
No data available in	table							
							Select All Sites	Deselect All Sites
							Ма	x 0 sites selectable.
							c	hoose Selected Sites
rom the dro	an down m	enu vou ca	an search	n for your sites	via the	following	:	

- Postcode
- CAL ref
- Host name
- LAN network IP

Alternatively, you can click on 'Show All Stored Sites' to show all the sites available to you.

Once you have selected which option you wish to search by, click 'Search'.

LAN Port	2 Site Select	tion 3 Co	onfiguration	4 Customer Details	5 Support	ing Notes	6 Order Review	
Product * IPVPN 	O MIA	A						
Choose si	ites							
Find & select s	sites from below or	add manually.						
Show All Sto	ored Sites			Please select		search Ac	dd * for wildcard 🚺	arch Clear
Show 10 💌 Postcode	entries Site Name	CAL	Circuit	Bearer	Hostname	Model	Filter: Management	LAN
CF1 7WW	TEST ACCOUNT	Reference	Bandwidth	Bandwidth	TEST	TSET	Flag	Network IP
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		
		<u>First</u>		owing 1 to 10 of 44 e 2 rows selected 1 2 3 4		Last	_	Deselect All Sites 50 sites selectable. hoose Selected Sites

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Click on the site you wish to change. If you wish to select more then one site hold the ctrl key and select all the additional sites.

_ _ _ _ _ _ _ _ _ _ _ _ _

Once you have selected all required sites, click 'Choose Selected Sites'.

If your site is not found, you'll need to enter it manually.

Next to the 'Site Not Found?', click 'Manually Add Site'

Site not fo	und? Manually	/ Add Site - Hide							
Please make s	ure site details y	ou enter are acc	urate. If we're u	nable to find any	site(s), we will n	ot be able to ap	ply this change t	to those site(s).	
Postcode *	Site Name *	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Manageme Flag	ent LAN Network	IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.	123.9
								U	pdate
									Add +
Selected S	ites								
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP	
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.98	Ŵ
Exit Previo	bus							Save	Next

Enter all your site information and click 'Add'. Continue to add as many sites as you need. Once you have selected all your sites, click 'Next'.

You'll then be taken to the 'Configuration' page.

1 LAN Por	2 Site S	election	Configuration	4 Custo	mer Details	5 Supporting N	lotes 6 Or	der Review	
Configure	Sites								
Choose sites	s to configure								
Product: IPVF	PN								
Select site fro	m table below,	then apply it's o	onfiguration						
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP	Configuration status
CF1 7WW	TEST ACCOUNT				TEST	TEST			
Search & add	l/remove/sites								
Apply cont	liguration								
○ Add	0	Modify	○ Remo	ove					
Port Type *		Please select	~]					
Interface descri	ption		Max 32 characters						
VLAN ID *									
LAN Featu	ires								
The following	LAN features c	an be added, re	emoved or modif	fied or leave u	nselected if no o	hanges require	ed		
HSRP		DHCP Helper		P Pool	ACL				
Exit Prev	ious				This will	clear the form but	t maintain your site		pply Configuration
-		-	r Remove make ch	-		r your cho	osen sites	5.	
. .			_	-					
hen sele	ect Add, N	lodify or	Remove o	option.					

Adding Configurations

Click 'Add'. Select 'Port Type' from the drop down menu. Enter an 'Interface Description' (if one is required). Enter your 'VLAN ID'. In the table, please enter the new IP addresses(s) and Subnet Mask(s).

BUSINESS

Modifying Configurations

Click 'Modify'.	+	+	+
Select 'Port Type' from the drop down menu.	+		+
Enter an 'Interface Description' (if one is required).	+		+
Enter your 'VLAN ID'.	+	+	+
Please enter your existing IP address(es) and Subnet Mask(s) in the table, as well as your new IP address(es) and Subnet Mask(s).	++++++	+++++	++++
Apply configuration	+	+	+
O Add Modify O Remove	++++++		+++++
Port Type * Please select	+	+	+
Interface description Max 32 characters	+		+
VLAN ID *	+	++	++
IP Address & Subnet Mask	+	+	+
EXISTING IP Address & Subnet Mask NEW IP Address & Subnet Mask 111.12.133.144 123 192.84.100.101 100	+	+	+
	+	+	+
	+	+	+
	+	+	+

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Removing Configurations

Click 'Remove'.

Select 'Port Type' from the drop down menu.

Enter an 'Interface Description' (if one is required).

Enter your 'VLAN ID'.

Please enter your existing IP address(es) and Subnet Mask(s) in the table.

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Apply configurati	on			
O Add	0	Modify		Remove
Port Type *		Please select		~
Interface description			Max 32 cha	racters
VLAN ID *				
IP Address & Su	bnet N	l ask		
EXISTING IP Address	s & Subi	net Mask		
111.12.133.144	123			

Once you have added, modified or removed configurations for your site, you can also add, modify or remove Local Area Network (LAN) features to your chosen site.

The following LAN features can be added:

HSRP

DHCP Helper

DHCP Pool

ACL

Please note for MIA changes the only LAN feature which can be added is HSRP.

HSRP feature

Select HSRP.

Enter Group Number, Virtual IP and Priority.

HSRP	
Group Numbers	10
	20
	30
	40
Virtual IP	
Priority	100

DHCP Helper

Enter a minimum of 1 and a maximum of 4 DHCP Helpers.

DHCP Helper	
DHCP Helpers *	119.10.123.45
	Min 1 & Max of 4

DHCP Pool

Enter a Network Range and Subnet Mask (if required).

Choose whether you wish to exclude IP addresses or IP ranges from the drop down.

Enter minimum 1 and maximum 255 pairs of DHCP Option Helpers.

Enter the Domain name.

Enter DNS Servers.

Enter Default Gateway.

BUSINESS

LAN Features							
The following LAN features	can be added, remo	ved or modified or leave	e unselect	ed if no changes rec	uired		
HSRP	DHCP Helper	DHCP Pool		ACL			
DHCP Pool							
Network Range & Subnet Mask							
Exclude IP/Range *	IP Host	~					
IP Address 1	123.45.111.222						
IP Address 2]				
	Min of	f 1 & Max of 2 IP Addresses	\$				
DHCP Option Number *	1234	123456	×	+ Add Another			
		Min 1 pair & Max of	255 pairs				
Domain name *	test.test.co.uk						
DNS Servers *	111.11.111.111						
		Min 1 8	Max of 4				
Default Gateway *	test.co.uk						
CL elect whether yo	u require a l	pasic or advan	nced A	CL mode.			
elect Action and	Transport V	alues.					
nter a Source IP	Range and	Destination IF	' Rang	je.			
ACL							
ACL Mode	Basic	O Advanced					
Action *	 Deny 	O Permit					
Transport Values *	О ТСР						
	• IP	O ICMP					
Source IP Range *	123.11.122.23	111.08.1	111.09		1000		
Destination IP Range *	112.21.112.21	111.22.1			1234		
						+ Add Another	
or Advanced AC	_:						
inter your ACL ac	vanced valu	ues in the text	box n	rovided.			
, ,			P				

+ + +

+

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Once you have selected your required LAN features, click 'Apply Configuration'.

Repeat this process for all your chosen sites and then click 'Next'.

You'll then be taken to the **Customer Details** screen.

Here you'll be able to enter and amend all company and contact details, as well as the prefered date for the work to be carried out.

Billing contact:

Review your billing contact and address details. If this needs to be amended click '**Change Contact**' or '**Change Address**'.

Billing Contact		
First Name *	DSDFSD	
Last Name *	DFSDF	
Email *		
	SAM@SAM.COM	
Contact Tel *	01141234567	
Mobile		Change Contact
Address		
Address Address Title/ Name *	100	
	100 TEST	
Address Title/ Name *		
Address Title/ Name * House Name/ Number *	TEST	
Address Title/ Name * House Name/ Number * Street Name	TEST	
Address Title/ Name * House Name/ Number * Street Name Town / City	TEST TEST TEST	

Technical contact:

Enter details of your technical contact.

At least 1 contact must be entered, with a maximum of 3.

Technical Contact
You must provide at least 1 technical contact & max of 3.
First Name *
Last Name *
Email *
Contact Tel *
Mobile
Add Another Contact +

+

Pre-notification contact:

Enter details of your pre-notification contact.

At least 1 contact must be entered, with a maximum of 3.

Pre-change Notification Contact							
You must provide at least 1 pre-change cont	tact & max of 3.						
First Name *							
Last Name *							
Email *							
Contact Tel *							
Mobile							
Add Another Contact +							

Testing notification contact:

Enter details of your testing contact.

At least 1 contact must be entered, with a maximum of 3.

Testing Notification Contact		
You must provide at least 1 Testing contact	: & max of 3.	
First Name *	1	
Last Name *]	
Email *]	
Contact Tel *]	
Mobile]	
Add Another Contact +		

Schedule:

Select the date you wish your changes to take place from the drop down menu.

Note: Changes must be scheduled at least 10 working days from the date of submission.

Select the preferred time for your change to take place from the drop down:

 Late Night Hours – between midnight to 7:00 AM, change request charged at £750.00 per site.

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

- In Hours between 9:00 AM to 5:30 PM on week days (excluding Bank Holidays), change request charged at £500.00 per site.
- **Out of Hours** between 5:30 PM to midnight and 7:00 AM to 9:00 AM on week days or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.

Note: Pricing will vary according to existing contractual agreements. Please check with your Account Manager for further details.

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Schedule	
Request Date * Preferred Start Time *	dd/mml/yyyy A minimum of 10+ working days lead time applies from submission date. Please select
In Hours	- between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays), change request charged at £500.00 per site.
Out of Hours	 between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.
Late Night Hours	- between midnight to 7:00 AM, change request charged at £750.00 per site.

Once you have entered all your contact details and preferred date, please click 'Next'.

You'll be taken to the Supporting Notes screen.

I LAN Port 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes	6 Order Review
Supporting notes Please provide any additional information applicable to the requested actions and details of any site specific inform should be made aware of.	mation that Virgin Media Business
enter some notes	
1984 remaining	
Exit Previous	Save Next

Enter any additional notes or information and then click 'Next'.

You'll be taken to the **Order Review** page, where you can review the details you've just entered.

There is an option to edit the details by clicking 'Edit' next to the section you wish to amend.

Once you have reviewed your options, click the box 'I confirm I have read and understood the existing Terms & Conditions' and then click '**Submit**'.

Existing Terms & Conditions can be found by clicking on the Terms & Conditions link on screen.

4 4

Your change request has now been submitted. You can now see your order in the 'Change Request' tab in the Saved Orders section.

ACL Modification

For any ACL Modifications select '**ACL Modification**' from the menu and follow the same steps as 'Modify LAN Port' for your site selection (see pages 81-83).

Once you get to the configuration screen you'll see the following:

ACL	Site Selec	ction 3 Co	onfiguration	4 Customer	Details 5	Supporting No	otes 6 Order I	Review	
Configure	Sites								
	s to configure								
Product: IPVI		45							
Select site fro	om table below,	CAL	Circuit	Dearer	_	_	Nonogoment	LAN	Configuration
Postcode	Site Name	Reference	Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	Network IP	Configuration status
CF1 7WW	TEST ACCOUNT				TEST	TSET			
Search & add	d/remove/sites								
Apply con	figuration								
O Add	0	Modify	O Re	move					
Port Type *		Please select		~					
Interface descri	iption		Max 32 characte	Ins					
VLAN ID *			max of onaraota						
VEANID									
ACL Mode		O Basic	С	Advanced					
					This wi	II clear the form	ı but maintain your sit		pply Configuration
Exit Prev	vious								Save Next
Choose v	vhether y	ou wish to	o Add, Mo	odify or Re	emove AC	CL.			
Enter you	ur 'Port Ty	vpe'.							
Enter an '	'Interface	Descripti	on' (if app	olicable).					
Enter 'VL	AN ID'.								
	ur desired	ACL Mor	he _ Raci	c or Adva	nced				
				o oi nuva	1000.				
Once you 89-91).	i have coi	nfigured y	our chan	ges, plea	se follow t	the same	e steps as '	Modify L	AN Port' (se

DHCP Helper Modification

For any DHCP Helper Modifications select '**DHCP Helper Modification**' from the menu and follow the same steps as 'Modify LAN Port' for your site selection (see pages 81-83).

Once you get to the configuration screen you'll see the following:

1 DHCP H	elper 2 S	Site Selection	3 Configurat	ion 4	Customer Details	5 Supp	oorting Notes	6 Order Review	
Configure	Sites								
	s to configure								
Product: IPV	PN om table below,	then apply it's	configuration						
		CAL	Circuit	Bearer	llesteres	Madal	Management	LAN	Configuration
Postcode CF1 7WW	Site Name	Reference	Bandwidth	Bandwidth	Hostname	Model TSET	Flag	Network IP	status
Search & adr	ACCOUNT								
Apply com	figuration								
O Add	0	Modify	O Rem	ove					
Port Type *		Please select]					
Interface descri	ption		Max 32 characters]					
VLAN ID *									
DHCP Helpers	*								
Dirici Tielpera									
				Min 1 & N	Max of 4				
					This cold		h	Reset form A	pply Configuration
Exit Prev	ious				i nis wi	i clear the form	but maintain your si	te(s) selection	Save Next
Choose w	hether yo	ou wish to	o Add, Mo	dify or R	lemove.				
inter you	r 'Port Ty	pe'.							
inter an '	Interface	Descript	ion' (if app	licable).					
Enter 'VL	AN ID'.								
Inter 'DH	CP Helpe	er' addres	sses.						
Once you	have cor	nfigured y	our chang	jes, plea	ase follow	the sam	e steps as	'Modify L	AN Port' (s
39-91).		-	_	-			-	-	

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DHCP Pool Modification

For any DHCP Pool Modifications select '**DHCP Pool Modification**' from the menu and follow the same steps as 'Modify LAN Port' for your site selection. (see pages 81-83)

Once you get to the configuration screen you'll see the following:

Configure Sites Product: FVPN Sectors for some the below, then apply if's configuration Image: Some the some the forecase of the some the so	1 DHCP Pool 2 S	ite Selection	3 Configuratio	on 4 Cust	tomer Details	5 Suppor	ting Notes 6	Order Review	
Product IPVPN Sector state store, where apply if is configuration is the two in two in the two in two in the two in t	Configure Sites								
Select site from table below, then apply it's configuration <td< td=""><td>Choose sites to configur</td><td>Ð</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	Choose sites to configur	Ð							
Postcode Site Name CAL Carutity Bearter Bandwicht Hostname Model Management LAN Configuration cit 17 WW TEST TEST TEST TEST State State <td>Product: IPVPN</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Product: IPVPN								
Point water Reference Bandwidth Bandwidth Model Flag Network IP status CP1 /WW TEST TEST TEST TEST Status Status Search & add/remove/sittes Account Modely Remove IEST TEST IEST	Select site from table below	v, then apply it's	configuration						
OPT 70W EST TEST Search & add/temove/sites Apply configuration Ad Mody Remove Port Type * Pease select Image: Add Amother VLAN ID * Image: Add Amother Image: Add Amother Network Range & Subnet Mask Pease select Image: Add Amother DPCP Option Number * Image: Add Amother Image: Add Amother DPS Servers * Image: Add Amother Image: Add Amother Image: Add Galeway * Image: Add Amother Image: Add Amother	Postcode Site Name		Circuit Bandwidth		Hostname	Model			
Appi configuration Ad Moily Renore Port Type * Port Type * Pesse select Max 22 characters VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select VLN ID * Pesse select Pesse select Pesse select Pesse select Pesse select Pesse					TEST	TEST			
Ad Modify Remove Port Type * Please select Interface description Max 32 characters VLN ID * Network Range & Subhet Mask Exclude IP/Range * Please select Min 1 pair & Max of 255 pairs Domain name * Image A Max of 255 pairs Domain name * Image A Max of 255 pairs Dis Servers * Image A Max of 255 pairs Image A Max	Search & add/remove/sites	i							
Port Type * Pease select Interface description Imax 32 characters VLAN ID * Imax 32 characters Imax 4 Ima	Apply configuration								
Interface description Max 32 characters VLAN ID * Network Range & Subnet Mask Exclude IP/Range * Please select DHCP Option Number * Min 1 pair & Max of 255 pairs Domain name * DNS Servers * Min 1 pair & Max of 255 pairs Min 1 & Max of 4 Default Gateway * Min 1 & Max of 4 Default Gateway * Min 1 & Max of 4	O Add C) Modify	⊖ Rem	nove					
Max 32 characters VLAN ID* Network Range & Subnet Mask Exclude IP/Range* Piease select DHCP Option Number* Im 1 pair & Max of 255 pairs Domain name* DnS Servers* Min 1 & Max of 4 Default Gateway* This will clear the form but maintain your state(s) selection	Port Type *	Please selec	t 🗸	•					
Network Range & Subnet Mask Exclude IP/Range * Please select DHCP Option Number * Min 1 pair & Max of 255 pairs Domain name * DNS Servers * Min 1 pair & Max of 255 pairs Min 1 & Max of 4 Default Gateway * Min 1 & Max of 4 Default Gateway * Min 1 & Max of 4 Min 1 & Max of	Interface description		Max 32 character	s					
Exclude IP/Range * Please select DHCP Option Number * Min 1 pair & Max of 255 pairs Domain name * DNS Servers * DNS Servers * Min 1 & Max of 4 Default Gateway * Min 1 & Max of 4	VLAN ID *								
DHCP Option Number * *Add Another Min 1 pair & Max of 255 pairs Domain name * DNS Servers * DNS Servers * Min 1 & Max of 4 Default Gateway * This will clear the form but maintain your site(s) selection	Network Range & Subnet Mask								
Imin 1 pair & Max of 255 pairs Domain name • DNS Servers • Imin 1 pair & Max of 255 pairs Imin 1 pair & Max of 4 Default Gateway • Imin 1 & Max of 4	Exclude IP/Range *	Please select	t 🔽	•					
Domain name • DNS Servers • DNS Servers • Min 1 & Max of 4 Default Gateway • Reset form This will clear the form but maintain your site(s) selection	DHCP Option Number *				+ Add	Another			
DNS Servers *			Min 1	pair & Max of 255	pairs				
Default Gateway *	Domain name *								
Default Gateway * Reset form Apply Configuration This will clear the form but maintain your site(s) selection Apply Configuration	DNS Servers *								
Default Gateway * Reset form Apply Configuration This will clear the form but maintain your site(s) selection Apply Configuration									
Default Gateway * Reset form Apply Configuration This will clear the form but maintain your site(s) selection Apply Configuration									
Default Gateway * Reset form Apply Configuration This will clear the form but maintain your site(s) selection Apply Configuration									
Default Gateway * Reset form Apply Configuration This will clear the form but maintain your site(s) selection Apply Configuration									
Reset form Apply Configuration This will clear the form but maintain your site(s) selection Apply Configuration				Min 1 & Max	c of 4				
Reset form Apply Configuration This will clear the form but maintain your site(s) selection Apply Configuration	Default Gateway *								
This will clear the form but maintain your site(s) selection	;								
This will clear the form but maintain your site(s) selection									pply Configuration
Exit Previous Save Next					This w	ill clear the form	but maintain your s	ite(s) selection	
	Exit Previous								Save Next
choose whether you wish to Add, Modify or Remove.		you wisi	i to riuu,		i i tomu	vo.			

Enter your 'Port Type'.

Enter an 'Interface Description' (if applicable).

Enter 'VLAN ID'.

Enter your 'Network Range' and 'Subnet Mask' (if applicable).

Enter the 'Execute IP Range'

Enter 'DHCP Option Number' (you can enter a minimum of 1 and a maximum of 255).

Enter 'Domain name'.

Enter 'DNS Servers' (you can enter a minimum of 1 and a maximum of 4).

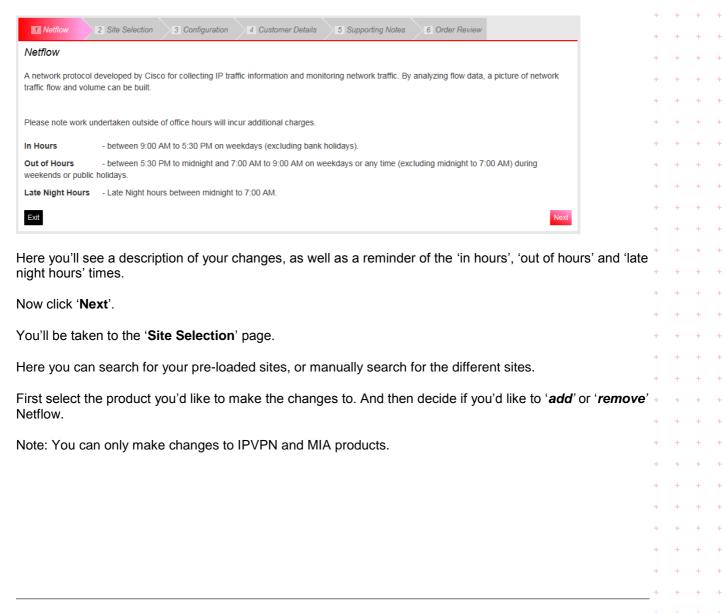
Enter 'Default Gateway'.

Once you have configured your changes, please follow the same steps as 'Modify LAN Port' (see pages 89-91).

Add/Remove Netflow

From the menu toolbar or landing page click 'Add/Remove Netflow'.

You'll be taken to the Netflow landing page.



1 Netflow 2 Site Selection	on <u>3</u> Config	uration 4	Customer Details	5 Suppo	rting Notes	6 Order Review	
Choose Product & Type							
Product * O IPVPN O MIA	ι.						
What type of change is required*	nove						
Choose sites							
Find & select sites from below or	add manually.						
Show All Stored Sites			Please select Postcode CAL Ref Hostname		search	Add * for wildcard 👔	Search Clear
Postcode Site Name	CAL Reference	Circuit Bandwidth	LAN Network IP Bearer Bandwidth	Hostname	Model	Managemen Flag	t LAN Network IP
No data available in table							
						Select All Sites	Deselect All Sites
						М	ax 0 sites selectable.
						l I	Choose Selected Sites

From the drop down menu you can search for your sites via the following:

- Postcode
- CAL ref
- Host name
- LAN network IP

Alternatively, you can click on 'Show All Stored Sites' to show all the sites available to you.

Then click 'Search'.

+ +

1 Netflow	2 Site Selection	3 Configuration	4 Customer Details	5 Suppo	rting Notes	6 Order Review			
Choose Pro	duct & Type								
Product * IPVPN 	O MIA								
What type of chan Add	ge is required* O Remove								
Choose site	es								
Find & select sit	tes from below or add	manually.							
Show All Store	ed Sites		Please select	~	search	Se dd * for wildcard (1)	arch Clear		
Show 10 🗸 er	ntries					Filter:			
Postcode	Site Name	AL Circuit Iference Bandwid	Bearer 1th Bandwidth	Hostname	Model	Management Flag	LAN Network IP		
CF1 7WW	TEST ACCOUNT			TEST	TSET				
CF1 7WW CF1 7WW	TEST ACCOUNT			TEST	TEST TEST1244				
CH48 4EF	TEST ACCOUNT LEES SOLICITORS - GRANGE RD			TEST	1E311244				+ + +
			Showing 1 to 10 of 4 1 row selecte			Select All Sites	Deselect All Sites		+ +
		<u>First</u> <u>Previou</u>	<u>s</u> <u>1</u> <u>2</u> <u>3</u>	<u>4 5 Ne</u>	ext <u>Last</u>		500 sites selectable. Choose Selected Sites		+ + + + + + + + + + + + + + + + + + + +
	e site you wis dditional sites		anges to. If yo	ou wish t	o select m	nore then on	e site hold th	ne ctrl key an	nd + + + +
Once you h	nave selected	all required	sites, click ' Cł	noose Se	elected S	ites'.			+ +
f your site	is not found,	you'll need e	nter it manual	ly.					+ + +
Then click '	Manually Ad	dd Site'.							+ +
Site not fo	und? Manually A	Add Site - Hide							+ +
			e. If we're unable to f	ind any site/) we will not	he able to apply th	his change to those	e site(s)	+ +
Postcode *	Site Name *	CAL (Circuit Bear	er	Hostname	Model	Management Flag	LAN Network IP	+ +
B28 8SE	Test		100mb 1Gt		Host	Model	Mgmt	192.11.123.9	+ + +
								Update	+ +

Add +

+

+

+

+++

+++

Enter all your site information and click 'Add'.

Continue to add as many sites as required.

If you need to remove any sites, then click the red bin icon.

Once you have selected all your sites, click 'Next'.

You'll be taken to the '**Configuration**' page.

If you have chosen to 'Add' Netflow you'll see the following screen:

1 Netflow	2 Site Select	tion 3 Con	figuration	4 Customer Details	5 Support	ting Notes 6	Order Review				
Configure S	Sites										
Selected Sites											
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP			
CF1 7WW	TEST ACCOUNT				TEST	TSET					
CF1 7WW	TEST ACCOUNT				TEST	TEST					
CF1 7WW	TEST ACCOUNT				TEST	TEST1244					
Apply confi											
Which version	of NETFLOW is r	required? *									
Version 5											
Enter Server I	P Address & UDP	Port Number *									
IP Address	UDP Por	t Number									
12.101.135.18	36 100										
Min 1 pair & M	ax of 3 pairs										
Exit Previo	bus							Save Next			

Note: When adding and removing network configurations you can only make changes to all sites. You will not be able to add or remove Netflow for individual sites.

From the drop down select which version of Netflow you require:

- Version 5
- Version 9

Enter new IP Address and UCP Port Number. You must enter a minimum of 1 and a maximum of 3 addresses.

If you have chosen to 'Remove' Netflow you'll see the following screen:

Configure Selected Site								
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		
You are remo	oving Netflow from s	ites. This char	ige will apply to al	I the above sites.				Save Ne

_ _ _ _ _ _ _ _ _ _ _

You'll then see all the sites you'd like to remove Netflow from.

Now click 'Next'.

You'll be taken to the 'Customer Details' screen.

Here you'll be able to enter and amend all company and contact details as well as a prefered date for your change to be carried out.

Billing contact:

Review your billing contact and address details. If this needs to be amended click '**Change Contact**' or '**Change Address**'.

Billing Contact			
First Name *	DSDFSD]	
]	
Last Name *	DFSDF		
Email *	SAM@SAM.COM		
Contact Tel *	01141234567]	
Mobile]	Change
Address			
Address Title/ Name *	100]	
House Name/ Number *	TEST		
Street Name	TEST		
Town / City	TEST		
County	TEST		
Country	TEST		
Post Code *	S93SE		

Technical contact:

Enter details of your technical contact.

At least 1 contact must be entered, with a maximum of 3.

Technical Contact

You must provide at least 1 technical contact	& max of 3.		
First Name *			
Last Name *			
Email *			
Contact Tel *			
Mobile			
Add Another Contact +			

_ _ _ _ _

Pre-notification contact:

Enter details of your pre-notification contact.

At least 1 contact must be entered, w	with a maximum of 3.
---------------------------------------	----------------------

Pre-change Notification Contact								
You must provide at least 1 pre-change contact	ct & max of 3.							
First Name *								
Last Name *								
Email *								
Contact Tel *								
Mobile								
Add Another Contact +								

+

+ +

Testing notification contact:

Enter details of your testing contact.

At least 1 contact must be entered, with a maximum of 3.

Testing Notification Contact	
You must provide at least 1 Testing contact 8	& may of 3
Four must provide at least 1 resulting contact	a max or o.
First Name *	
Last Name *	
Email *	
Contact Tel *	
Mobile	
Add Another Contact +	

Schedule:

Select the date you wish your changes to take place from the drop down menu.

Note: Changes must be scheduled at least 10 working days from the date of submission.

Select the preferred time for your change to take place from the drop down:

- Late Night Hours between midnight to 7:00 AM, change request charged at £750.00 per site.
- In Hours between 9:00 AM to 5:30 PM on week days (excluding Bank Holidays), change request charged at £500.00 per site.

Out of Hours – between 5:30 PM to midnight and 7:00 AM to 9:00 AM on week days or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.

Note: Pricing will vary according to existing contractual agreements. Please check with your Account Manager for further details.

Schedule	
Request Date *	dd/mm/yyyy A minimum of 10+ working days lead time applies from submission date.
Preferred Start Time *	Please select
In Hours	 between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays), change request charged at £500.00 per site.
Out of Hours	 - between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.
Late Night Hours	- between midnight to 7:00 AM, change request charged at £750.00 per site.

Once you have entered all your contact details and preferred date, then click 'Next'.

_ _ _ _ _ _ _ _ _ _ _ _

You'll be taken to the Supporting notes screen:

1 LAN Port	2 Site Selection	3 Configuration	4 Customer Details	5 Supporting Notes	6 Order Review	
Supporting I Please provide should be made	any additional informat	ion applicable to the n	equested actions and deta	ils of any site specific infor	mation that Virgin Media Bu	isiness
enter some notes						
1984 remaining Exit Previou	IS				Sa	ve Next

_ _ _ _ _ _ _ _ _ _

_ _ _ _ _ _ _ _ _ _ _ _

Enter any additional notes or information and click 'Next'.

You'll be taken to the Order Review page.

You can then review all the details you've entered for each of your sites.

Once you have reviewed your options, click the box 'I confirm I have read and understood the existing Terms & Conditions' and then click '**Submit**'.

Existing Terms & Conditions can be found by clicking on the Terms & Conditions link on screen.

Your change request has now been submitted. You can now see your order in the 'Change Request' tab in the Saved Orders section.

Add/Remove SNMP

From the menu toolbar or landing page click 'Add/Remove SNMP'.

You'll be taken to the Netflow landing page.

1 SNMP	2 Site Selection	3 Configuration	4 Customer Details	5 Supporting Notes	6 Order Review	
SNMP						
		nagement, used for co Protocol (IP) network		n, and configuring, netwo	rk devices, such as sen	vers, printers, hubs,
Please note wor	k undertaken outside	e of office hours will in	cur additional charges.			
In Hours	- between 9:00	AM to 5:30 PM on w	eekdays (excluding ban	k holidays).		
Out of Hours weekends or pu		PM to midnight and 7	7:00 AM to 9:00 AM on 1	weekdays or any time (ex	cluding midnight to 7:00) AM) during
Late Night Hou	rs - Late Night hou	urs between midnight	to 7:00 AM.			
Exit						Next

You'll see a description of your changes, as well as a reminder of the 'in hours', 'out of hours' and 'late night hours' times.

Now click 'Next'.

You'll be taken to the 'Site Selection' page.

Here you can search for your stored sites, through the drop downs in the search bar or manual site entry.

Please select which product you wish to submit your change request for. Also whether you wish to **add** or **remove** Netflow.

Note: You can only make changes to IPVPN and MIA products.

1 Netflow	2 Site Selecti	ion <u>3</u> Con	figuration 4	Customer Details	5 Suppo	rting Notes	6 Order Review	
Choose Pro	duct & Type							
Product *	Ом	A						
What type of chan O Add		move						
Choose site	es							
Find & select si	tes from below o	r add manually.						
Show All Store	ed Sites			Please select Postcode CAL Ref Hostname		search	Add * for wildcard (1)	arch Clear
Postcode	Site Name	CAL	Circuit	LAN Network IP Bearer	Hostname	Model	Management	LAN
No data available i		Reference	Bandwidth	Bandwidth	nostiunie	moder	Flag	Network IP
							Select All Sites	Deselect All Sites
								0 sites selectable.
							C	noose Selected Sites

From the drop down you can search for your sites via the following:

- Postcode
- CAL ref
- Host name
- LAN network IP

Alternatively, you can click on 'Show All Stored Sites' to show all the sites available to you.

After you have selected which option you wish to search your sites by, click 'Search'.

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1 Netflow	2 Site Selection	on 3 Configura	ation 4 Custome	r Details 5 Sup	porting Notes	6 Order Review	
Choose Pro	oduct & Type						
Product * IPVPN	O MIA	ι.					
What type of char Add	nge is required* O Ren	nove					
Choose sit	es						
Find & select s	ites from below or	add manually.					
Show All Stor	ed Sites		Please	select	search	Add * for wildcard 🚯	Search Clear
Show 10 🗸 e	entries					Filter:	
Postcode	Site Name		ircuit Bearer andwidth Bandw	Hostname	e Model	Manageme Flag	nt LAN Network IP
CF1 7WW	TEST ACCOUNT			TEST	TSET		
CF1 7WW	TEST ACCOUNT			TEST	TEST		
CF1 7WW	TEST ACCOUNT			TEST	TEST12	44	
CH48 4EF	LEES SOLICITORS - GRANGE RD						
				10 of 44 entries selected		Select All Sites	<u>Deselect All Sites</u>
		<u>First</u> Pr	revious <u>1</u> <u>2</u>	<u>3</u> <u>4</u> <u>5</u>	Next Last	Ma	x 500 sites selectable.
							Choose Selected Sites
							old the ctrl key Selected Sites

Next to the 'Site Not Found?', click 'Manually Add Site'.

Site not fou	Ind? Manually	Add Site - Hide						
Please make su	ure site details y	ou enter are acc	urate. If we're ur	nable to find any	site(s), we will r	not be able to ap	ply this change	to those site(s).
Postcode *	Site Name *	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Managem Flag	ent LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.9
								Update
								Add +
	M							
Selected Si	tes							
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.98 🛄
Exit Previou	IS							Save

+

+

Enter all your site information and click 'Add'.

Continue to add as many sites as required.

If you need to remove any sites, then click the red bin icon.

Once you have selected all your sites, click 'Next'.

You'll be taken to the 'Configuration' page.

If you have chosen to 'Add' SNMP you'll see the following screen:

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

1 SNMP	2 Site Selection	n 3 Cont	figuration	4 Customer Details	5 Suppor	ting Notes 6	Order Review	
Configure	Sites							
Selected Site	s							
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		
Apply cont	iguration							
	ust be in the same	VPN						
Product: IPVF	PN .							
	lin 1 & Max of 5							
Community S			7					
	5tr1ng-2016-*			an mixed east		norical digita		
Exit Prev	max of 50 characte	ers long & nave	an of the following	iy - mixeu case, of	ie of more hun	nencal ulgits.		Save Next

Note: When adding and removing network configurations you can only make changes to all sites. You're not able to add or remove SNMP for individual sites.

Enter new Server IP

Enter a Community String – A community string must be minimum of 20 and maximum of 50 characters long and have all of the following – mixed case, one or more numerical digits.

An example of what one should look like has been provided to you.

If you have chosen to 'Remove' SNMP you'll see the following screen:

BUSINESS

Configure Selected Site								
Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		
	oving SNMP from si	tes. This chang	e will apply to all	the above sites.				Save Nex

_ _ _ _ _ _ _ _ _ _ _ _

You'll see all the sites you're removing Netflow from.

Now click 'Next'.

You'll be taken to the Customer Details screen.

Here you'll be able to enter and amend all company and contact details as well as a prefered date for your change to be carried out.

Billing contact:

Review your billing contact and address details. If this needs to be amended click 'Change Contact' or 'Change Address'.

Billing Contact	
First Name *	DSDFSD
Last Name *	DFSDF
Email *	SAM@SAM.COM
Contact Tel *	01141234567
Mobile	
Address	
Address Title/ Name *	100
House Name/ Number *	TEST
Street Name	TEST
Town / City	TEST
County	TEST
Country	TEST
Post Code *	\$93SE

Technical contact:

Enter details of your technical contact.

At least 1 contact must be entered, with a maximum of 3.

Technical Contact			
You must provide at least 1 technical contac	t & max of 3.		
First Name *			
Last Name *			
Email *			
Contact Tel *			
Mobile			
Add Another Contact +			

Pre-notification contact:

Enter details of your pre-notification contact.

At least 1 contact must be entered, with a maximum of 3.

Pre-change Notification Contact
You must provide at least 1 pre-change contact & max of 3.
First Name *
Last Name *
Email *
Contact Tel *
Mobile
Add Another Contact +

Testing notification contact:

Enter details of your testing contact.

At least 1 contact must be entered, with a maximum of 3.

esting Notification Contact	
You must provide at least 1 Testing contact & max of 3.	
First Name *	
Last Name *	
Email *	
Contact Tel *	
Mobile	
Add Another Contact +	

Schedule:

Select the date you wish your changes to take place from the drop down menu.

Note: Changes must be scheduled at least 10 working days from the date of submission.

Select the preferred time for your change to take place from the drop down:

- Late Night Hours between midnight to 7:00 AM, change request charged at £750.00 per site.
- In Hours between 9:00 AM to 5:30 PM on week days (excluding Bank Holidays), change request charged at £500.00 per site.
- Out of Hours between 5:30 PM to midnight and 7:00 AM to 9:00 AM on week days or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.

Note: Pricing will vary according to existing contractual agreements. Please check with your Account Manager for further details.

Schedule	
Request Date * Preferred Start Time *	dd/mm/yyyy A minimum of 10+ working days lead time applies from submission date.
In Hours	- between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays), change request charged at £500.00 per site.
Out of Hours	 between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.
Late Night Hours	- between midnight to 7:00 AM, change request charged at £750.00 per site.

Once you have entered all your contact details and preferred date, please click 'Next'.

_ _ _ _ _ _ _ _ _ _ _ _ _ _

You'll be taken to the Supporting Notes screen:

1 LAN Port	2 Site Selection	3 Configuration	4 Customer Details	5 Supporting Notes	6 Order Review	
Supporting Please provide should be made	any additional informa	tion applicable to the	requested actions and deta	ails of any site specific infor	mation that Virgin Medi	a Business
enter some notes						
1984 remaining						
Exit Previo	IS					Save

_ _ _ _ _ _ _ _ _ _ _

_ _ _ _ _ _ _ _ _ _ _ _

Enter any additional notes or information and click 'Next'.

You'll be taken to the Order Review page.

Here all the details you entered for all the sites can be reviewed. There is an option to edit any of the details by clicking 'Edit' next to the section you wish to amend.

Once you have reviewed your options, click the box 'I confirm I have read and understood the existing Terms & Conditions' and then click '**Submit**'.

Existing Terms & Conditions can be found by clicking on the Terms & Conditions link on screen.

Your change request has now been submitted. You can now see your order in the 'Change Request' tab in the Saved Orders section.

Saving your progress

You're able to save your progress at any point during your change request journey.

Simply click 'Save'.

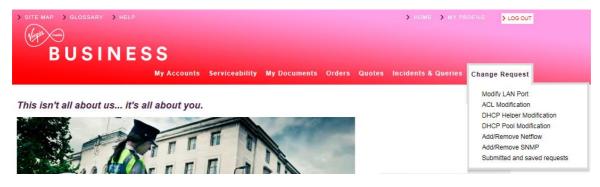
1 LA	N Port 2 Site Selection	3 Configuration	4 Customer Details	5 Supporting Notes	6 Order Review		
Please	orting notes provide any additional informa be made aware of.	ation applicable to the r	requested actions and det	ails of any site specific info	ormation that Virgin Med	ia Busine	SS
enter sor	me notes						
1984 ren	naining						
Exit	Previous					Save	Next

Your request will be saved in 'saved orders' under the change request tab.

To access saved or submitted orders you can go to the 'saved orders' page and click on the Change Request tab.

Alternatively, from the Home page go to 'Change Request' on the toolbar and click '**Submitted and Saved Requests**'.

_ _ _ _ _ _ _ _ _ _ _ _ _ _



You'll be taken directly to the change request tab in the saved orders page.

Saved Orders

arch Reque	est Status	All	Date From	09/01/2017	Date To 09/04/2	017 Sea	rch Clear
y Change	e Requests			Dis	playing from	09/01/201	17 to 09/04/201
Change Request ID	Request Type	Product	User Name	Request Status	Submission Date ▼	Edit/ Review	Cancel Order
00322	Modify LAN Port	IPVPN		Submitted	08/04/2017	Review	N/A
00321	SNMP	Managed Internet Access		Submitted	07/04/2017	Review	N/A
		Managed Internet Access		Submitted	07/04/2017	Review	N/A
00320	Netflow						
00320 00319	Netflow	IPVPN		Submitted	07/04/2017	Review	N/A

10. My Documents

Keep it safe and up-to-date

This area holds specific documents relevant to your services, such as product user guides, network diagrams, the Framework Master Services Agreement (MSA) between us and the Engage Terms of Use.

Please make sure you always refer to the documents in this section, rather than locally saved versions, as we update these documents regularly.

We'll take care of uploading all available documents. However, if you have any specific requirements for storing any other documents, please let your Account or Service Manager know.

To view documents

You can access your stored documents by selecting the My Documents tab on the tool bar across the top.

My Accounts Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests
----------------------------	--------------	--------	--------	---------	----------------------

Documents may be stored by folder or individually, whatever your preference.

My Documents

You Are Here > Document Store

Folder Type				
	Folder Name	No of Subfolders	No of Documents	
ú	Agreements	1	0	
6	Contract	0	9	
<i>i</i>	Engage Terms of Use	0	1	
6	Service Descriptions	0	2	
6	T&Cs by Service	10	0	
6	Test	1	0	
6	testing	0	1	
<i>i</i>	User Guildes	0	1	

Document(s)			
File Type	Document Name	Publish Date	Version
1	Customer Service Description - Ethernet Extensio ns v 2.1 March 2	Mon Sep 15 00:00:00 BST 2014	1.00
1	Customer Service Description NE and EE+	Mon Sep 15 00:00:00 BST 2014	1.00
2	Engage Terms of Use v1	Mon Sep 15 00:00:00 BST 2014	1.00

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11. Sign up to MyBill

Working smarter

(hate)						>	HOME > MY PROFILE
BUSINESS	My Accounts	Serviceability	My Documents	Orders	Quotes	<u>Billing</u>	Incidents & Requests
Billing						My Bi Billing	
My Bill Billing Help Billing Video	Register for My Bill						Video ter for My Bill
If you have a My Bill account you can Engage portal without having to use a time, we hope to centralise all the func	separate login. You ca	in view, print and que	ry your bills all in one				

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Billing address nilanjana.talukdar@virginmedia.co.uk

If you have a MyBill account, you can set up the Single Sign On feature. This means that you'll be able to access your account from the Engage portal, without having to use a separate login. You can view, print and query your bills all in one place. In time, we hope to centralise all the functions to make things as efficient as possible.

Click on the **Billing tab** at the top of the homepage. Now select the "**MyBill**" option and you'll be automatically redirected to the MyBill homepage.

Note: This option is only available to users who currently have a MyBill account. If you don't currently have a MyBill account, then click on the link below to register.

http://www.virginmediabusiness.co.uk/Customer-area/Billing-Portal-Registration/

12. Contact Us

To send us an email Click on "**Contact Us**" from the right hand side of the top tool bar or in the bottom right hand corner of the homepage, and make your preferred selection from the options available.

BUSINESS					CONT			> GLOBBARY	> HELP
	My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incident	s & Requests	

Select the query type in the 'How can we help' drop down box.

- Pricing Query
- Product Query
- Competitor Price Review
- Change of Existing Service
- Portal Feedback
- Bulk Site Request
- Raise A Complaint
- General Feedback

Next enter Order/Quote ID - this will help us deal with your query efficiently.

Please check the pre-populated contact details are correct.

Enter any additional email address that you'd like us to include in any correspondence.

Under "**More Information**" please provide as much detail as possible, as this prevents continuous call backs that may hold up your enquiry.

Contact us

Contact us	
How can we help	General feedback
Order/Quote/Account ID (If applicable)	ABC123
Name *	First Last
Confirm your email *	First.Last@test.com
Confirm your telephone number *	01234 567890
CC Email	
More Information *	Enter your comments here.
Cancel	Send Message

+

13. Product Configuration

Available quote types

Product configuration is required during the quote and the order stage.

During the quote stage the level of configuration is dependent on the quote type.

	Standard	Address	Postcode
National Ethernet	1	1	1
EE	1		1
EE+	1	1	1
LL	1		1
MIA	1	-	
IPVPN		1	
EVPN		-	
Broadband & Phone		1	

Standard quotes require the least configuration since it's using the most common configurations when calculating the quotes. Standard quotes are only available for National Ethernet, Ethernet Extensions+, Ethernet Extensions, Leased Lines and Managed Internet Access. All standard quotes are calculated in the background to allow you to perform other tasks while the quote is being calculated. You can select if you want to be notified or not when the quote is available to view in the saved quotes section.

Address quotes are the most accurate quote type since it allows you to select the exact site, bearer, bandwidth and required NTU/CPE.

Postcode quotes are only to be used when the exact address is not known, or when an indicative price for multiple sites is required. Postcode level quotes do not take dig distance or required civils into account. All postcode level quotes must be converted to address level quotes prior to being ordered. This quote type allows you to enter your configuration details into a table. You can add multiple A-End and B-End with the same or different configuration options.

During the order stage, a final set of configuration is required to ensure that we have all the necessary information to deliver the service you need when you need it.

The information below is required during the order stage for all products:

- Customer PO number this is a required field and should reflect your internal PO reference
- Customer Account Number select the account number that should be used for the specific order. This can be selected from the dropdown menu. Additional account numbers can be added in the Customer Management section
- Order Type you need to confirm the correct order type. The available options are "New", "Upgrade", "Downgrade", "Move" or "Amend"
- Service Required Date the earliest delivery date is showing by default, please change the date if you require delivery at a later date
- Accept Early Delivery the default option is "Yes". If you're unable to accept an early delivery
 please change this to "No"
- Customer CRM Ref Number this field is your internal CRM reference number. You're able to search for an order with this number, as well as the reference number provided by Engage and Virgin Media Business
- Confirm the A-End and B-End installation details such as:
 - o The exact location in the building including floor, room and rack details
 - Site contact details including full name, telephone number and email
- Confirm for both the A-End and B-End if sites have any existing Virgin Media Business service. The options to select from are "Existing", "Not Sure" and "New"
- Confirm for both the A-End and B-End if you're the owner of the property. The options are "Yes" or "No"
- For the sites where you're not the owner you'll need to confirm the landlord/managing agent contact details and the information listed below:
 - o Number of years left on the lease
 - If you have the authority to manage any changes internally to the building, including routing cabling
 - If you're willing to provide a copy of your lease
 - o If the property is a listed building
 - Confirm if you have the landlord managing agent's contact details
 - The landlord/managing agent contact details should include full name, telephone number and email address
- Any additional comments that will help to deliver the service such as access, specific service hours etc

National Ethernet and Ethernet Extensions+

Address level quotes

For this quote type you will need to specify the following:

- Exact address for both the A-End and B-End
- Quote name this has to be unique for each quote
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected for you, but you can change this if required. The options are "Monthly", "Quarterly" or "Annually"
- QoS confirm if the circuit requires QoS or not
- Layer 2 Control Protocol -- confirm if the circuits required layer 2 control protocol or not
- A-End and B-End bearer, the options are 10 Mbps, 100 Mbps and 1Gbps
- A-End and B-End NTU the options are:
 - Alcatel 8 Port select this NTU if you require no more than 8 circuits in the future at this site
 - o Alcatel 24 Port select this NTU if you'll order multiple circuits to this site in the future
 - Alcatel Hardened select this NTU if the circuit is delivered in a room that is not in a controlled environment
 - Alcatel High Bandwidth
 - Existing select this option if you already have an NTU with spare ports at the site
- Network delivery for both the A-End and the B-End. The options are "No Preference", "On-net" or "Third Party tail". If you select "No preference" the quote will provide you with the best possible price, whether this is using the last mile access from Virgin Media Business or one of our trusted network suppliers
- QoS template if you require QoS please select one of the following templates:
 - Classic historical National Ethernet settings with a single data class, therefore no differential QoS is supported
 - Complex Data Environments for advanced data environments with different identified application types
 - Converged Applications mixed simple data and voice environments
 - o Multi-Media Application voice and video centric environments with simple data
 - Advanced Environments next generation application aware environments, with managed CPE control elements covering voice, video and mixed data applications
- The required circuit bandwidth you can select one or multiple options with the available bandwidths between 2Mbps up to 1Gbps

Postcode level quotes

The following information is required for this quote type:

- Quote name this has to be unique for each quote. You can select to specify this as a default value or individually in the quote table
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected for you, but you can change this if required. The options are "Monthly", Quarterly" or "Annually"
- Product
- A-End and B-End bearer the options are 10Mbps, 100Mbps and 1Gbps
- The required circuit bandwidth you can select one or multiple options with the available bandwidths between 2Mbps up to 1Gbps
- Single or multiple postcodes for the A-End(s) and B-End(s)

Order stage

During the order stage in Engage you'll need to define/confirm the following configurations in addition to the standard questions that are asked for all products during the order stage:

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- VLAN Tagging Scheme in this section you need to highlight if you require a C_VLAN tag or not
- Service Presentation for both the A-End and B-End select between Port or VLAN presentation
- Standard Ethernet Physical Interface the circuit will be presented with either RJ45 Copper interface for 10/100Mbps service or 1000Mbps fibre (singlemode 1310nm or Multimode 850nm) LC for 1000Mbps as standard. A Copper, RJ45 presentation of 1000Mbps is available on request
- You'll need to specify the port the service should be added to. For the B-End site you'll need to specify if Layer 2 Control Protocol tunnelling is required or not
- Layer 2 Control Protocol Tunnelling to provide a completely transparent Ethernet transport service, layer 2 control frame tunnelling (CFT) is used. This enables any frame that is passed to the VM NTU from your network to be forwarded between your sites. The options include:
 - \circ $\,$ On (standard set) as per the table below for site-to-site
 - Off (discard everything)
 - Bespoke (as agreed with pre-sales)
 - Not applicable (not port-to-port)

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Ethernet Extensions

Address level quotes

For this quote type you will need to specify the following:

- Exact address for both the A-End and B-End
- Quote name this has to be unique for each quote
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected, but you can change this if required. The options are "Monthly", "Quarterly" or "Annually"
- The required circuit bandwidth there are only 4 available options, 10Mbps, 100Mbps, 1Gbps and 10Gbps
- A-End and B-End NTU, the options are dependent on the circuit bandwidth:
 - Existing select this option if you already have an NTU with spare ports at the site
 - For 10/100Mbps the options are single or multi-port EDX 100
 - For 1Gbps the options are single or multiport EDX 1006 for the A-End and a single Port EDX 1002 for the B-End
 - For 10Gbps the options are Multi port TM 301 or Single Port TM 102

Postcode level quotes

The following information is required for this quote type:

- Quote name this has to be unique for each quote. You can select to specify this as a default value or individually in the quote table
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected, but you can change this if required. The options are "Monthly", "Quarterly" or "Annually"
- Product
- A-End and B-End bearer, the options are 10Mbps, 100Mbps and 1Gbps
- The required circuit bandwidth you can select one or multiple options with the available bandwidths between 2Mbps up to 1Gbps
- Single or multiple postcodes for the A-End(s) and B-End(s)

Order stage

During the Engage order stage, you'll need to define/confirm the following configurations in addition to the standard questions that are asked for all products during the order stage:

- Standard Ethernet Physical interface this is dependent on the bandwidth you're ordering. The circuit will be presented with either RJ45 Copper interface for 10/100Mbps service or 1000Mbps fibre (singlemode 1310nm or Multimode 850nm) LC for 1000Mbps as standard for 1Gbps and 10Gbps services. For both the A-End and B-End you'll need to select if the service is using an Existing NTU or requires a new NTU
- You'll need to specify the port the service should be added to

Leased Lines

Address level quotes

For this quote type you will need to specify the following:

- Exact address for both the A-End and B-End
- Quote name this has to be unique for each quote
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected, but you can change this if required. The options are "Monthly", "Quarterly" or "Annually"
- Network delivery for both the A-End and the B-End. The options are "No Preference", "On-net" or "Third Party tail". If you select "No preference" the quote will provide you with the best possible price, whether this is using the last mile access from Virgin Media Business or one of our trusted network suppliers
- The required circuit bandwidth you can select one or multiple options with the available bandwidths being 2Mbps, 2x2Mbps, 3x2Mbps or 4x2Mbps

Postcode level quotes

The following information is required for this quote type:

- Quote name this has to be unique for each quote. You can select to specify this as a default value or individually in the quote table
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected, but you can change this if required. The options are "Monthly", "Quarterly" or "Annually"
- Product
- The required circuit bandwidth you can select one or multiple options with the available bandwidths being 2Mbps, 2x2Mbps, 3x2Mbps or 4x2Mbps. You can select to specify this as a default value or individually in the quote table
- Single or multiple postcodes for the A-End(s) and B-End(s)

Order stage

During the Engage order stage, you'll need to define/confirm the following configurations in addition to the standard questions that are asked for all products during the order stage:

- Service Presentation you'll need to select the service presentation you need for this circuit for both the A-End and the B-End
- G.703 is an ITU-T standard for transmitting voice or data over digital carriers such as T1 and E1. G.703 provides specifications for pulse code modulation (PCM). G.703 is either transported over 75 ohm co-axial cable terminated in BNC or Type 43 connectors or 120 ohm twisted pair cables terminated in RJ48C jacks. The choice is carrier and region dependant
- X.21 is an interface specification for differential communications introduced in the mid-1970s by the ITU-T. The Signal Element Timing, or clock, is provided by the carrier and is responsible for correct clocking of the data. X.21 is primarily used in Europe and Japan

Managed Internet Access

Address level quotes

For this quote type you will need to specify the following:

- Exact address for all sites included in the quote
- Quote name this has to be unique for each quote
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected, but you can change this if required. The options are "Monthly", "Quarterly" or "Annually"
- Network delivery for all sites. The options are "No Preference", "On-net" or "Third Party tail". If
 you select "No preference" the quote will provide you with the best possible price, whether this
 is using the last mile access from Virgin Media Business or one of our trusted network
 suppliers
- Access and circuit bandwidths
- Core Management level, the options are "Full With router" or Partial No router"
- Secure MIA Firewall the options are "No, we'll secure it ourselves " or " Quick start"
- If Quick start is selected, the following security features can be selected:
 - BGP Border Gateway Protocol (BGP) is the protocol which is used to make core routing decisions on the <u>Internet</u>. It involves a table of IP networks or "prefixes" which designate network reachability among <u>autonomous systems (AS)</u>
 - o Threat Prevention
 - o URL Web filtering
 - $\circ \quad \text{Extended Wildfire} \\$
 - Customer CPE select between a one box (combined firewall and router) or a two box solution

Order stage

During the Engage order stage, you'll need to define/confirm the following configurations in addition to the standard questions that are asked for all products during the order stage:

- Description you can include a description for your requirement here
- LAN presentation the option available is dependent on the bandwidth selected
- Do you have an existing AS Number? Autonomous System (AS) is a collection of connected Internet Protocol (IP) routing prefixes under the control of one or more network operators that presents a common, clearly defined routing policy to the Internet. AS numbers are assigned in blocks by the Internet Assigned Numbers Authority (IANA) to Regional Internet Registries (RIRs). If you select "yes" you'll need to provide us with the existing AS number that you'd like to use
- Do you have existing Provider Independent (PI) Address space? provider-independent addresses offer end-users the opportunity to change service providers without renumbering their networks and use multiple access providers in a multi-homed configuration. If you select "yes", you'll need to provide us with the existing PI address space that you intend to use with this service
- Do you want us to provide IP addresses for use with this service? an Internet Protocol address (IP address) is a numerical label assigned to each device (e.g. computer, printer) participating in a computer network that uses the Internet Protocol for communication. An IP address serves two principal functions: host or network interface identification and location addressing. If you'd like us to provide the IP address you need to let us know how many IP addresses you require. If you have existing IP addresses that you intend to use with this service, please let us know who owns these addresses

IPVPN

Quote stage

IPVPN can be configured with a number of access types – Ethernet, Ethernet lite, SDH, Cable Modem, Broadband FTTC, ADSL2+ and ADSL.

IPVPN uses Multi Protocol Label Switching (MPLS) to deliver extremely high levels of security and traffic performance. MPLS places information into packets and labels them according to one of eight different classes of service (three for broadband), as specified by you. Each class has an assigned committed bandwidth and is delivered across the network in accordance with the Service Level Agreement for that class of traffic.

- Real Time 1 & 2 a minimum bandwidth together with minimum loss, delay and jitter needs to be provided. Real Time traffic in excess of that specified by you will be policed i.e. dropped, to guarantee service quality for voice/video calls already established. Within the customer domain, a Call Admission Control method, and some form of bandwidth reservation protocol is also desirable for control of the voice traffic
- RealTime 1 traffic sent in excess of the contracted rate is discarded. The maximum amount
 of RealTime 1 bandwidth is 75% of the provisioned bandwidth or 50% if the access circuit is
 10/100/1000Mbps
- Application 1-4 the maximum amount of bandwidth that can be ordered per application class is equivalent to the available bandwidth. The minimum amount of in-contract application 1-4 bandwidth that can be ordered is 10% of provisioned bandwidth with the minimum for any individual class being 10Kbps or 1%, whichever is higher
- Customer Control this is intended for signalling and control data in support of your multimedia voice and video transactions. It's separately specified from the RealTime 1 & 2 classes to ensure that existing calls are not adversely impacted by the bandwidth needed to support signalling traffic
- Standard standard class is designed for business applications that have no specific
 performance requirement. Such traffic typically consists of email, intranet / internet HTTP traffic
 and FTP. The minimum bandwidth available for this class is 10 Kbps or 5% of the provisioned
 bandwidth, whichever is higher.Standard class traffic can use 100% of the provisioned
 bandwidth if no other traffic is being transmitted at the same time

You'll need to specify the following information during the quote stage:

- Exact address for all sites included in the quote
- Access type
- Phone numbers to the sites to improve the accuracy of the serviceability check for Ethernet lite, Broadband FTTC and ADSL2+

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- Quote name this has to be unique for each quote
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected, but you can change this if required. The options are "Monthly", "Quarterly" or "Annually"
- Service type select Managed or Unmanaged
- Quality Of Service enabled select Yes or No
- Select the access type required for each site you can only select the access type that is available at the site
- Access flavour for all sites the options are "No Preference", "On-net" or "Third Party tail". If you select "No preference" your quote will provide you with the best possible price, whether this is using the last mile access from Virgin Media Business or one of our trusted network suppliers
- Access bandwidth and port size the options will differ based on the access type selected
- Select the CPE-, the options will differ based on the access type selected
- Select the required QoS template

Order stage

During the order stage for IPVPN the following configuration options will need to be selected:

- Select the network topology there are two options (Hub and Spoke or Full Mesh)
- Physical Interface select the available options from a dropdown list
- Class of Service configuration provide detail prioritisation as a percentage for the selection you made during the quote stage

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Ethernet VPN

Quote stage

EVPN can be configured with two different access types Ethernet and Ethernet lite.

You'll need to specify the following information during the quote stage:

- Exact address for all sites included in the quote
- Access type
- · Phone numbers to the sites to improve the accuracy of the serviceability check for Ethernet lite
- Quote name this has to be unique for each quote
- Contract term you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency your default billing frequency will be pre-selected, but you can change this if required. The options are "Monthly", "Quarterly" or "Annually"
- Quality Of Service enabled select Yes or No
- Layer 2 Control Protocol select Yes or No
- Select the access type required for each site you can only select the access type that is available at the site
- Access flavour for all sites. The options are "No Preference", "On-net" or "Third Party tail". If you select "No preference" your quote will provide you with the best possible price, whether this is using the last mile access from Virgin Media Business or one of our trusted network suppliers
- Access bandwidth and port size, the options will differ based on the access type selected
- Select the NTU
- Select the required QoS template form the following options:
 - Complex data environments for advanced data environments with different identified application types
 - Converged applications mixed simple data and voice environments
 - Multi-Media application voice and video centric environments with simple data
 - Advanced environments next generation application aware environments, with managed CPE control elements covering voice, video and mixed data applications
- If you selected Ethernet lite as the access type you'll also need to define the contention ratio, select between dedicated and shared

Order stage

During the Engage order stage, you'll need to define/confirm the following configurations in addition to the standard questions that are asked for all products during the order stage:

- Service Presentation for both the A-End and B-End select between Port or VLAN presentation
- Layer 2 control protocol select the required protocol from the dropdown menu
- Standard Ethernet Physical Interface the circuit will be presented with either RJ45 Copper interface for 10/100Mbps service or 1000Mbps fibre (singlemode 1310nm or Multimode 850nm) LC for 1000Mbps as standard. A Copper, RJ45 presentation of 1000Mbps is available on request
- You'll also need to specify the port the service should be added to

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Broadband and Phone

Quote stage

You'll need to specify the following information during the quote stage:

- Exact address for all sites included in the quote
- For a more accurate serviceability check please enter the phone number for each site
- Select product the selection will apply to all of the sites in your quote and the options are broadband or broadband and phone
- Select the term the minimum term is 2 years and the maximum term is 5 years
- The billing frequency is 1 month and it cannot be changed due to usage charges
- For each site you'll need to select the required bandwidth from the dropdown menu showing all available options
- Select your requirements for Static IP from the dropdown menu if this option is available for the bandwidth you selected
- Select the install option from the dropdown menu
- Select the care level from the dropdown menu
- Select the number of phone lines required at the site, minimum is 1 and maximum is 10
- Select any additional phone features that you require

Order stage

- You'll need to confirm that your PCs meet the minimum specification required
- Confirm the telephone number of the line to be billed with the Business Broadband bundle
- Confirm if you have an existing broadband service to transfer select yes or no from the dropdown menu
- If yes, you need to provide the MAC code and expiry date and the phone number
- You also need to confirm if you have an existing phone line to transfer in. If so, please select yes from the dropdown menu
- If you have a phone line to transfer, you also need to confirm the existing phone line provider, the phone number and if a number port is required

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