



Fibre & Partial Fibre (SOGEA) Broadband - User Guide for BT Wholesale and AllPoints Fibre (APF)

Contents

Summary	3
Pricing for SOGEA and FTTP Lines only	3
BT Wholesale Products	3
BT Single Order Generic Ethernet Access (SOGEA)	3
BT Fibre to the Premises (FTTP)	4
General Notes.....	4
Customer Premises Equipment (CPE)	4
Broadband Availability Checker	4
APF Fibre products (FTTP)	5
Additional:.....	5
General Notes.....	5
Customer Premises Equipment (CPE)	5
Fibre Availability Checker	5
Placing an Order – AllPoints Fibre	6
Ancillary notes for AllPoints Fibre	9
Rejected orders	9
Changes to an order	10
Installation	10
Faults.....	10
Billing query, information, change and cease	10
Switching	10
Placing an Order via MAGIC Portal – BT only	11
Ancillary notes for BT Wholesale	16
Rejected Orders	16
Changing an Order.....	16
Cancelling an Order.....	17
Cancel Own.....	17
Cancel Other.....	17
Installation	17
Stabilisation Period	18
Care Levels	18
Faults.....	19
Service Level Agreement.....	19
Ceasing Broadband Line.....	19
Switching	20

Summary

The following User Guide is applicable to clients who have signed up to the Magrathea Fibre Broadband product. Words and expressions in this guide shall have the meaning given to them in the TSA and Schedule-14-Fibre & Partial Fibre (SOGEA) Broadband Product.

We have two suppliers available for clients to use: BT Wholesale and AllPoints Fibre (APF)

Where Fibre to the Premises (FTTP) is available you must select that option, but if FTTP is not yet available you can choose BT Wholesale Single Order Generic Ethernet Access (SOGEA), which is a variant of Fibre to the Cabinet (FTTC).

BT SOGEA	BT & APF FTTP
Various speeds up to 80Mbps	Various speeds available up to 1000 Mbps

Pricing for SOGEA and FTTP Lines only

There is a minimum monthly spend requirement of £100 per month across all inbound services.

Please see separate Pricing Sheet. If you require this document please email support@magrathea-telecom.co.uk

BT Wholesale Products

BT Single Order Generic Ethernet Access (SOGEA)

SOGEA is a variant of Fibre to the Cabinet (FTTC). For users wanting an access line without a traditional telephone service you can now order SOGEA which is a single copper line from the exchange to the premises for the purpose of broadband provision.

With SOGEA, you can offer a standalone hybrid fibre broadband line leaving you to package your voice solution over the top.

SOGEA Products
SOGEA 0.5/0.5
SOGEA 40/10
SOGEA 80/20

BT Fibre to the Premises (FTTP)

Pure fibre from the exchange to the premises at up to 1Gbps download speeds. This is our highest speed ultrafast fibre offering. FTTP is available in a growing number of areas in the UK and must be chosen above SOGEA where available. There is no requirement for a copper access line.

FTTP Products
FTTP 0.5/0.5
FTTP 40/10
FTTP 80/20
FTTP 115/20
FTTP 160/30
FTTP 220/30
FTTP 330/50
FTTP 550/75
FTTP 1000/115

General Notes

Customer Premises Equipment (CPE)

The products explained in this document are provided by BT Wholesale, utilising their managed ordering process. As part of this arrangement you may select to use their CPE or provide your own. The rental prices exclude any CPE, enhanced service cover or additional installation fees. Please refer to the Pricing Sheet and Contract Schedule for full details.

Broadband Availability Checker

Before you place an order for BT Broadband, please check what is available at your customers premises by using the availability checker here:

<https://www.broadbandchecker.btwholesale.com>

APF Fibre products (FTTP)

APF Fibre
SOHO FTTP 160 Mbps (Smallbusiness/Residential)
SMB FTTP 300Mbps (Small / Medium business)
SMB FTTP 500Mbps
SMB FTTP 900Mbps

Additional:

ALL	Care plans are included – SLAs - SOHO is next working day and SMB products 8 hours
SOHO FTTP	Static IP available – extra monthly charge (see pricing sheet)
SMB FTTP (all speeds)	Static IP included

General Notes

Customer Premises Equipment (CPE)

AllPoints Fibre do not provide routers, these will need to be sourced separately and configured correctly. Please contact support@magrathea-telecom.co.uk.

In summary a public IPv4, default gateway will be provided on the day of installation. PPPoE should automatically assign IPv4, DNS, default gateway IPs.

If you need to enter our DNS servers manually, they are:

- 1) Primary DNS: 37.48.224.26
- 2) Secondary DNS: 185.102.149.13

Please note, you will need to use VLAN ID '911' for any CityFibre Business FTTP connections. All other services VLAN is untagged and not applicable.

The Optical Network Termination (ONT) belongs to APF and **must not** be moved or taken away if the end-user moves out of the premises.

Fibre Availability Checker

Before you place an order for APF Fibre then please email support@magrathea-telecom.co.uk to check what is available at your customers premises

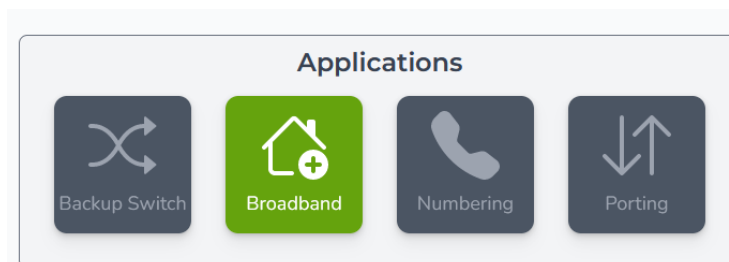
Placing an Order – AllPoints Fibre

All order requests should be submitted via our MAGIC portal, using your portal username and password that has been allocated to you by our support team.

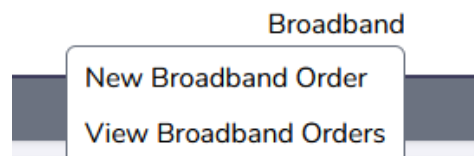
Please use the following URL link: <https://magic.magrathea.net/>



Once logged in, under Applications click on Broadband.



This will take you to the below window. You have options to submit a new Broadband order or view Broadband orders in progress or completed.



From the main menu, select 'New Broadband Order' and work through the screens. Here are some notes to assist you:

Portal Page 1: Broadband Request

These are your details as our client, so that we can contact you regarding the order.

For availability checking please email support@magrathea-telecom.co.uk along with your customers full address and postcode.

Premises: This will be the end user details. Please select either Residential or Business from the drop-down menu.

Provider: Please select AllPoints Fibre from the drop-down menu.

Broadband Request

Your Name

Your Contact Number

Your Email

Premises

Provider

Portal Page 2: Broadband Request

These are the end user contact details. The postcode needs to have a space in to proceed (for example SP1 1AC or SP11 1AC)

Broadband Request

SITE Contact

Contact Number 1

Contact Number 2

Address

Town

County

Postcode

Portal Page 3 and Page 4: Select the type of installation required

Product: If you have selected Residential then SOHO FTTP 160 will be available.

If you have selected Business you have 3 SMB options available Please select which one you require from the drop-down menu.

Broadband Request

Product

Magrathea Managed Order Suitable for more complex/time-critical installations requiring hands-on management

Appointment Preference

Magrathea Managed Order Service:

This is an add on service that we are offering for any order on which you wish to have proactive handling by us. The charge is on top of any installation and ancillary charges but will ensure we have the resources available to monitor your order and chase progress, giving you regular updates.

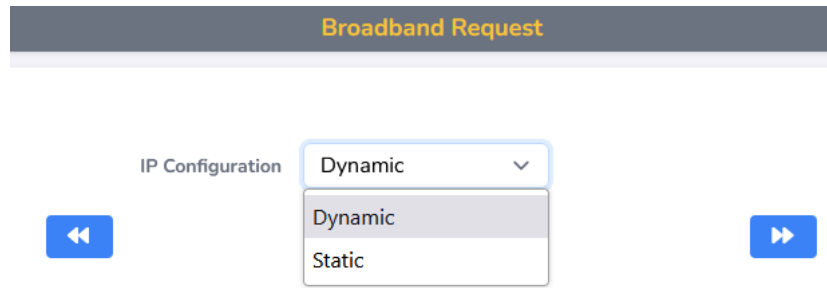
This can be chosen on a case by case basis and if you opt not take this service for a specific Broadband order then all updates will simply be passed to you via email as and when they become available.

Magrathea Managed Order Service
<ul style="list-style-type: none">✓ Suitable to more complex installs and multi-occupancy premises that require hands-on management✓ Suitable to time critical or service critical installations✓ Phone, email and portal updates throughout with proactive management by Magrathea support team

Appointment Request: 3 options are available - Soonest available, AM or PM. Unfortunately, we cannot guarantee these requests, but will do our best to accommodate

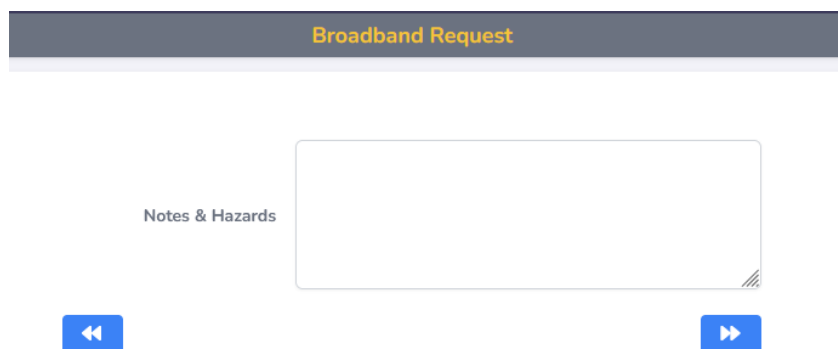
your customer's requirements. Each area has different lead times which can vary from between 5 working days and 14 working days.

IP Configuration: The option SMB comes with 1 static IP address. The option SOHO FTTP 160 comes with 1 dynamic IP address. If you would like a static IP address please select this option from the dropdown menu (there is an additional charge for this)



The screenshot shows a section of a web form titled "Broadband Request". Below the title is a label "IP Configuration" followed by a dropdown menu. The dropdown menu is open, showing two options: "Dynamic" (which is currently selected) and "Static". There are blue navigation buttons with double arrows on either side of the dropdown menu.

Portal Page 5: Notes, & Hazards



The screenshot shows a section of a web form titled "Broadband Request". Below the title is a label "Notes & Hazards" followed by a large, empty text area for input. There are blue navigation buttons with double arrows on either side of the text area.

Please ensure any notes and hazards that may be at the premises are added on this screen for the engineer visit.

The final page shows a summary of the order placed. Please check and amend if required and submit if all the details are correct.

Ancillary notes for AllPoints Fibre

Rejected orders

There may be circumstances when an order is rejected in the initial processing, either by Magrathea or APF, for example when incorrect information is provided. There may be a charge for any administrative costs incurred, please see pricing sheet for information.

Changes to an order

APF are there to help co-ordinate delivery of your order until the installation completes. Please contact support@magrathea-telecom.co.uk if you wish to make any changes. We will need to contact APF on your behalf and the SLA response time is 8 business hours.

Please see pricing sheet for information.

Installation

Customers are responsible for managing the provision and configuration of routers and organising any site visit required we are not able to assist with this information.

If the end-user does not already have an APF or CityFibre service included a typical install will usually take between two and three hours. Someone over 18, who has authority to approve where equipment is situated inside and out, must be in attendance. Details will be provided when order has been confirmed, or email support@magrathea-telecom.co.uk

Faults

There are a number of common fault types that can impact a Broadband connection.

If your customer experiences an issue please email our customer support team on support@magrathea-telecom.co.uk with the below information:

- Broadband Service ID and postcode
- When the fault first occurred
- A short description of the fault

With this information you provide we will run the necessary tests via our portal and advise the outcome/actions required.

Billing query, information, change and cease

For any question relating to billing, information about services and request for changes to existing services please email support@magrathea-telecom.co.uk.

Switching

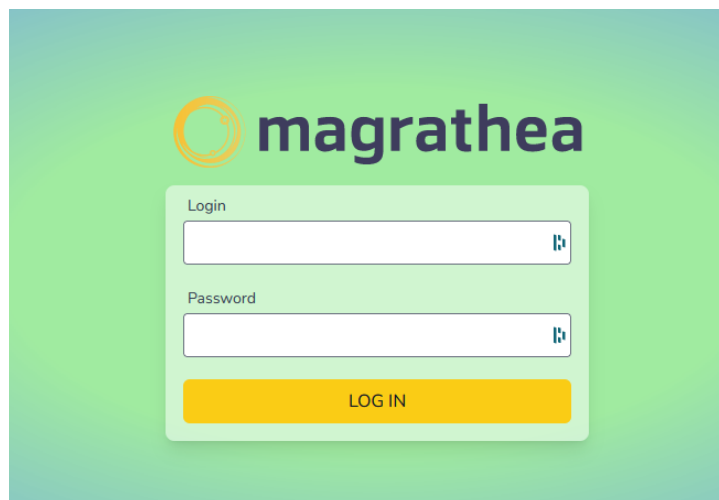
The Customer will comply with current Gaining Party Led switching requirements and indemnify Magrathea against any End-user claims of compensation or any losses incurred as a result of the Customer failing to meet these requirements.

Placing an Order via MAGIC Portal – BT only

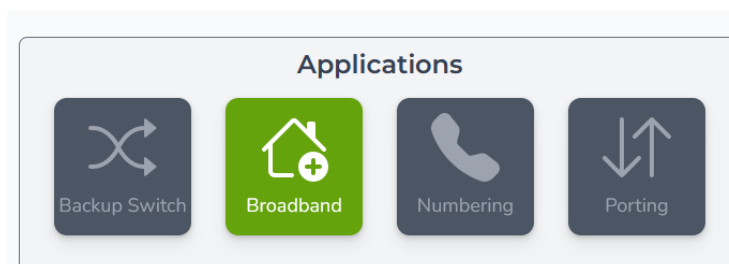
All orders requests should be submitted via our MAGIC portal, using your portal username and password that has been allocated to you by our support team.

Please note that engineers will not be able to install at an address where Telecare is currently working.

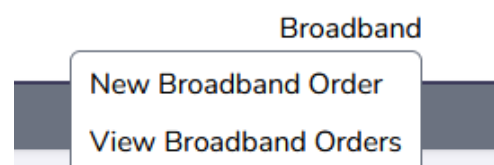
Please use the following URL link: <https://magic.magrathea.net/>



Once logged in, under Applications click on Broadband.



This will take you to the below window. You have options to submit a new Broadband order or view Broadband orders in progress or completed. Broadband orders can be filtered by clicking on the search/filter option on the tool bar.



From the main menu, select 'New Broadband Order' and work through the screens. Here are some notes to assist you:

Portal Page 1: Broadband Request

These are your details as our client, so that we can contact you regarding the order. There is also a link to the broadband availability checker which advises what is available at your customer premises.

Please select the address checker tab at the top of the page and enter the postcode of the premises. Select address from the drop-down list. Once selected scroll down the page and confirm if FTTP is or is not available.

Other Offerings	Availability Date
VDSL Multicast	Available
G.Fast Multicast	Available

Exchange Product Restrictions	Status
FTTP Priority Exchange	N
WLR Withdrawal	Y
SOADSL Restriction	N

FTTP is not available.

The exchange is not in a current fibre priority programme

Premises: This will be the end user details. Please select either Residential or Business from the drop-down menu.

Broadband Request

Your Name

Your Contact Number

Your Email

Premises

Business ▼
Residential
Business

Provider

BT ▼

Before placing an order, please check what services are available at your customer's premises. [Availability Checker](#)

← →

Provider: Please select BT from the drop-down menu. We offer SOGEA and FTTP products.

Portal Page 2: Broadband Request

These are the end user contact details. The postcode needs to have a space in to proceed (for example SP1 1AC or SP11 1AC)

Broadband Request

SITE Contact

Contact Number 1

Contact Number 2

Address

Town

County

Postcode

[<<](#) [>>](#)

Portal Page 3: Select the type of installation required

Broadband Request

Product

Magrathea Managed Order Suitable for more complex/time-critical installations requiring hands-on management

Migrate Existing WLR Line

WLR Number to Migrate

Appointment Request

IP Configuration

Static IP Blocks

[<<](#) [>>](#)

Product: Two options are available. Please select either SOGEA or FTTP from the drop-down menu.

Magrathea Managed Order Service: There are two options available. Please select Yes or No from the drop-down menu.

This is an add on service that we are offering for any order on which you wish to have proactive handling by us. The charge is on top of any installation and ancillary charges but will ensure we have the resources available to monitor your order and chase progress, giving you regular updates.

This can be chosen on a case by case basis and if you opt not take this service for a specific Broadband order then all updates will simply be passed to you via the Broadband Portal as and when they become available.

Magrathea Managed Order Service
<ul style="list-style-type: none">✓ Suitable to more complex installs and multi-occupancy premises that require hands-on management✓ Suitable to time critical or service critical installations✓ Phone, email and portal updates throughout with proactive management by Magrathea support team

Migrate an Existing WLR Line to SOGEA: If you have selected SOGEA you will have the option to take over an existing WLR line or install a new copper line as part of this order. Please select Yes or No from the drop-down menu.

If you select Yes to takeover an existing WLR line, you may also be interested in migrating the associated BT phone number. To do so you will need to enter the number you wish to migrate AND submit a SoGEA Integral Number Transfer order via our Porting Portal, so we can tie the two orders together. (This process is specifically for existing WLR customers **and only for BT range holder numbers**)

Appointment Request: 3 options are available - Soonest available, AM or PM. Unfortunately, we cannot guarantee these requests, but will do our best to accommodate your customer's requirements. Each area has different lead times which can vary from between 5 working days and 14 working days.

IP Configuration: 2 options are available - Dynamic or Static IP's, if Static is selected the options available are 1, 2, or 6 IP addresses in the dropdown menu (these are chargeable.)

Portal Page 4: Select care package and speed

Broadband Request

Care Plan

Speed

Termination

Site Visit

◀
▶

Care Packages: FTTP offers three options - Standard, Enhanced and Prompt. SOGEA offers four options - Basic, Standard, Enhanced and Prompt.

Product type	Care Packages
FTTP	Standard Care – within 48 business hours
FTTP	Enhanced Care – within 24 business hours
FTTP	Prompt Care – within 7 business hours
SOGEA	Basic Care – within 72 business hours
SOGEA	Standard Care – within 48 business hours
SOGEA	Enhanced Care – within 24 business hours
SOGEA	Prompt Care – within 7 business hours

Speed: SOGEA offers 0.5/0.5, 40/10 and 80/20

For FTTP multiple speeds are offered 0.5/0.5, 40/10, 80/20, 115/20, 160/30, 220/30, 330/50, 550/75 and 1000/115

Termination: For FTTP three options are available - New ONT, Multi Port and Existing ONT

New ONT	This is a New single Optical Network Termination please select this if FTTP has not been supplied to the premises before.
Multiport	This is a new multi optical network. This is aimed for business who require more than one router connection.
Existing ONT	If FTTP is already installed then this option should be selected.

Portal Page 5: Notes, Hazards & Router Details

Please ensure any notes and hazards that may be at the premises are added on this screen for the engineer visit.

If a router is required please select Yes and fill in the details of where the router needs to be sent.

The final page shows a summary of the order placed. Please check and amend if required and submit if all the details are correct.

The screenshot shows a form titled "Broadband Request" with the following fields:

- Notes & Hazards: A large text area for entering notes and hazards.
- Router Required: A dropdown menu currently set to "Yes".
- ROUTER Contact: A text input field.
- Contact Number 1: A text input field.
- Contact Number 2: A text input field.
- Company: A text input field with a magnifying glass icon.
- Address: A text input field with a magnifying glass icon.
- Town: A text input field with a magnifying glass icon.
- County: A text input field with a magnifying glass icon.
- Postcode: A text input field with a magnifying glass icon.

At the bottom of the form, there are two blue navigation buttons: a left arrow and a right arrow.

As your order progresses we will update you via the email you have proved to us.

Ancillary notes for BT Wholesale

Rejected Orders

Please note, orders may be rejected by Magrathea or by our suppliers during the initial processing stage. If this happens, we will send you an email or advise via the Portal to let you know, charges may apply, please refer to the pricing sheet

Changing an Order

If you would like to make changes to your Broadband Order before it has been submitted to BT Wholesale you will need to email our support team on support@magrathea-telecom.co.uk so we can look into this for you. If the order has already been accepted unfortunately changes are not possible – you will need to cancel and re-order.

Cancelling an Order

Orders can be cancelled at any time up to 4pm two days prior to the activation date.

There are two types of cancel orders, Cancel Own and Cancel Other.

Cancel Own

If you or your user change their mind and wish to cancel an order you can do so up until 4pm 2 days before the activation date but you may be charged (see Price List).

To cancel an order please email support@magrathea-telecom.co.uk. Orders cancelled later than 4pm 2 days prior may be subject to full order costs.

Cancel Other

If the gaining CP fails or will not cancel the migration then you can use the Broadband One portal to initiate the "Cancel Other" process to cancel the migration request. This can be done up to but no later than 10.00am the day before the migration is due to happen. If this cut-off is missed for any reason, then you can place an order to migrate the End User back.

Once the order is placed, contact the Broadband One Service Desk and ask them to initiate the Urgent Service Restoration process for you which ensures the EU service is restored back to you usually with 3 working days.

Installation

Customers are responsible for managing the provision of routers and organising any site visit required.

Please note that engineers will not be able to install at an address where Telecare is currently working

If provision of the service is subject to a survey and / or engineering visit, there may be an Excessive Construction Charge. At this point there is an option to cancel an order without obligation.

For **SOGEA** there are two types of Installation:

Self-Install – engineers are ONLY required to make changes to the cabinet; the end-user will be responsible for the installation of the router. The router can be purchased from BT or provided by a third party.

Managed Install – engineers will visit the end user site (Premium Site Visit Reason). The engineer will contact the end-user directly and if they haven't received a router by the time of the visit BT may raise an Abortive Visit Charge and a new appointment will be needed.

A Premium site visit will involve:

- Where an NTE5 (Network Termination Equipment for an Access Line) exists, will connect the Customer/EU provided router to the NTE5
- Where no NTE5 exists, will install a NTE5 using up to 30 metres internal wiring beyond the entrance to the EU premise and will connect the Customer/EU provided router to the NTE
- Connect up to 2 more devices
- Conduct Wi-Fi analysis in up to 3 rooms
- Move router to provide best Wi-Fi coverage
- Install up to 2 data extension kit

FTTP is slightly different in set up and a Premium Site visit is only required when either a new ONT (Optical Network Terminal) is required or a change is needed to the physical location of the ONT.

The visit will include:

- Up to 30 metres internal wiring
- Connect up to 2 more devices
- Conduct Wi-Fi analysis in up to 3 rooms
- Move router to provide best Wi-Fi coverage
- Install up to 2 data extension kits.

The end-user will be required to be present and if a second appointment is needed then you will need to specify when you will be available for this to be appointed.

Stabilisation Period

Once a broadband connection has gone live, there is a period of up to 10 days from the date that the End User starts using the broadband connection where the service will attempt to establish the maximum stable connection speed (also referred to as Maximum Stable Line Rate).

It takes around 10 days for broadband speeds to settle at the speeds the End User will get consistently.

Care Levels

Basic care is only available on SOGEA; there is no cost and the aim for repair is within 72 business hours. In addition, there are three further care levels offered for repairs. Please see separate Pricing Sheet. If you require this document please email support@magrathea-telecom.co.uk

BT Openreach maintains the lines and deal with the faults.

BT's normal working hours for site visits are 08:00 to 17:00 Monday to Friday (excluding UK public and bank holidays).

Faults

There are a number of common fault types that can impact a Broadband connection.

If your customer experiences an issue please email our customer support team on support@magrathea-telecom.co.uk with the below information:

- Broadband Service ID and postcode
- When the fault first occurred
- A short description of the fault

With this information you provide we will run the necessary tests via our portal and advise the outcome/actions required.

Please be advised that tests are intrusive and your customer will need to stay off the connection whilst the tests are being run.

Service Level Agreement

New orders submitted will be processed within one working day and in accordance with the forecast provided to Magrathea. Faults will be handled in accordance with our standard SLA that is provided to our wholesale customers.

Ceasing Broadband Line

If you wish to cease a FTTP or SOGEA based services. You remain responsible and liable for charges for all Access Lines, broadband circuits & assets that are listed as live on the portal. If these circuits and assets are not required it's your responsibility to cease them.

Each Broadband service has an associated minimum contract term. If the service is ceased within the contract term either as a result of you raising a cease order or as a result of action on the line which results in an unsolicited cease being raised, you will be required to pay early termination charges.

Please note there is a 1-month rental liability period for BT Broadband Access Line services, meaning ceases placed with a lead time of less than 1 month will still incur 1-month Access Line rental from the point at which the order was placed.

A one-off cessation charge will be applied in many instances where a Broadband service is ceased, the exact charge will depend on the reasons for the cessation and can be found on the Pricing Annex. The cease reasons are divided into 3 groups:

- Cease due to change of product / technology
- Cease due to migration to another CP, provided on the BT network
- Cease due to loss/cease of associated Access Line or migration to a LLU network

If a broadband service is ceased and Routers have been provided by BT, we advise you to retain the equipment in case the EU decides to take the product up again in the future.

Switching

The Customer will comply with current Gaining Party Led switching requirements and indemnify Magrathea against any End-user claims of compensation or any losses incurred as a result of the Customer failing to meet these requirements.