



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

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## 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](mailto: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. Below you can find the upload and download speeds available.

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. Below you can find the upload and download speeds available.

<b>FTTP Products</b>
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>

Before you place an order for APF Fibre please email [support@magrathea-telecom.co.uk](mailto:support@magrathea-telecom.co.uk) to check what is available at your customers premises as there is no facility to check this directly online at the present time.

## APF Fibre products (FTTP)

APF Fibre
SOHO FTTP 160 Mbps (Small business/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.

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.

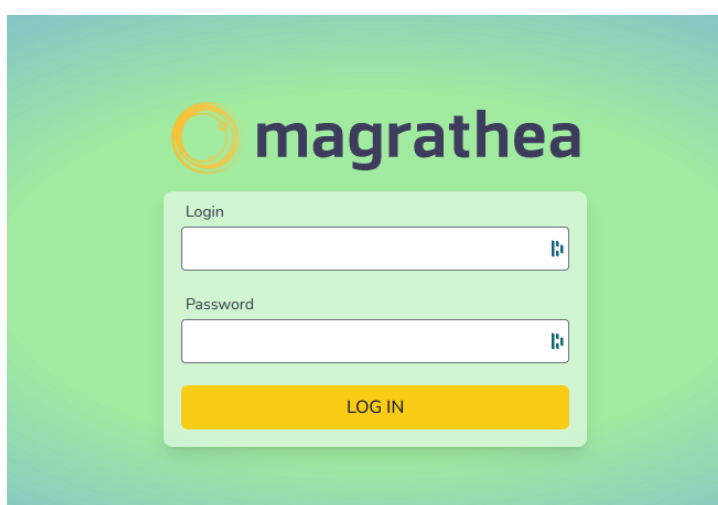
## Placing an Order via the MAGIC Portal

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.

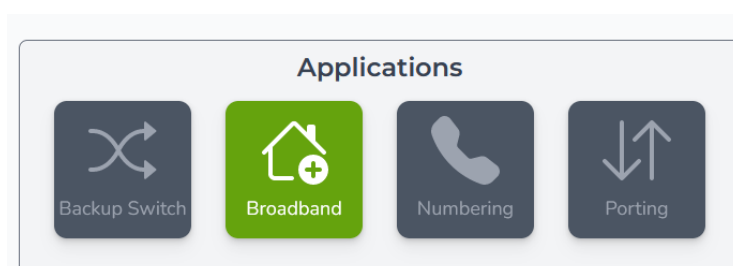
**Please note that engineers will not be able to install at an address where Telecare is currently working.**

**Please note at the present time we are unable to accept HOT SITE requests as these are currently not supported by the BT Broadband 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. Broadband orders can be filtered by clicking on the search/filter option on the tool bar.

From the main menu, select Broadband ‘New 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 BT Fibre & Partial Fibre installations there is a link to the broadband availability checker on the Magic Portal which will advise what is available at your customer premises, for APF Fibre please email us on [support@magrathea-telecom.co.uk](mailto:support@magrathea-telecom.co.uk) to check availability for you.

The BT Fibre checker will allow you to 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

This is the first screen you will see to start to add your details:

Broadband Request

Company Name

Contact Number

Email

Premises

Residential

Provider

Residential

Business

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

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

◀

▶

**Provider:** Please select BT or APF from the drop-down menu. We offer SOGEA and FTTP products for BT and FTTP only for APF.

**Premises:** This will be the end user details. Please select either Residential or Business from the drop-down menu. Please note all Business Premises are now serviced with Premium or Advanced Installations due to more complex requirements on sites – these will have additional charges please see pricing list.

## 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

SOGEA

SOGEA

FTTP

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

Magrathea Managed Order

Migrate Existing WLR Line

Yes

WLR Number to Migrate

Appointment Preference

AM

Broadband Request

Product

SOHO FTTP 160

Magrathea Managed Order

No

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

Appointment Preference

AM



**Product:** Two options are available.

BT - Please select either SOGEA or FTTP from the drop-down menu.

APF - 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.

**Magrathea Managed Order Service:** We offer this personal service to assist with more complex installations where we allocate a member of the team who looks after and handholds your order from start to finish, we pro-actively monitor, update and follow up the order on your behalf and email you directly rather than update via the portal.

Please select Yes or No from the drop-down menu if you require this service. Please note the additional 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.

If an order is submitted and this then moves to delayed status the order will need to be upgraded to a Magrathea Managed Order and we will update the portal to reflect this service and the additional charge will be added to your order. Common reasons for orders being put into delayed status are order requiring SSRAMs (Site Specific Surveys), Work Surveys, Road Closures or Dig Work required.

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

**Migrate an Existing WLR Line to SOGEA (BT only):** 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.

## Portal Page 4: Select care package and speed

The screenshot shows a 'Broadband Request' form with the following fields and values:

- IP Configuration:** Static
- Static IP Blocks:** 1
- Careplan:** Standard (48 hrs)
- Speed:** 0.5/0.5
- Termination:** None
- Site Visit:** A dropdown menu is open, showing options: None, New ONT, Multiport, and Existing ONT.

Navigation buttons (back and forward) are visible at the bottom of the form.

## IP Configuration:

BT - 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.)

APF - 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)

**Care Packages:** These are for BT orders only: 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:

BT offer:

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

APF offer:

SOHO FTTP 160 Mbps (Small business/Residential)

SMB FTTP 300Mbps, 500Mbps and 900Mbps (Small / Medium business)

**Termination:** For BT orders only: 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.

### Site Visits

When ordering BT SOGEA or BT FTTP that all Business Premises are now serviced with Premium or Advanced Installations due to more complex requirements on sites (see installation section for more details on what is included for these options –additional charges will apply please see pricing list.

### 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 (only available for BT Fibre Broadband) 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.

Broadband Request

Notes & Hazards

Router Required

Yes

ROUTER Contact

Contact Number 1

Contact Number 2

Address

Town

County

Postcode

«

»

As your order progresses we will update you via the portal or via the email address you have provided to us.

Once the order has completed we will send you an email advising you of the completion along with your router information and IP address assigned to your account.

The router username will always be in the same format which is  
BBONnumber@Bband1.com

A password is not required as authentication is performed against the Broadband circuit ID.

If you require a password you can use a password generator and any 15-digit combination.

## Ancillary notes for BT Wholesale

### Rejected Orders

Please note, orders may be rejected by Magrathea or by our suppliers during the processing stage. If we reject an order we will send you an email or advise via the Portal to let you know that the order has been rejected. Rejection Charges may apply and we will advise if charges will be made against the order, please refer to the pricing sheet.

### Delayed Orders

Orders are sometimes delayed due to other works needing to be completed before the line can be installed. A few examples of these are SSRAMS (Site Specific Surveys), Road Closures, Dig Work or Cabling Work required or other work which needs permissions from other parties, e.g Landlords, Council, etc

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## 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](mailto: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 (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](mailto:support@magrathea-telecom.co.uk). Orders cancelled later than 4pm 2 days prior may be subject to full order costs.

## Installation

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

We have been advised by our suppliers that the router should be on site ready for the engineer, pre-configured ahead of the day of scheduled appointment so they can test the equipment and installation on the day. We suggest that this router is clearly labelled with any credentials you need to identify the equipment.

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

**Please note at the present time we are unable to accept \*HOT SITE requests as these are currently not supported by the BT Broadband team.**

**\*Hot Site** - A Hot Site is primarily found in the vicinity of an electricity company's power stations or other operational buildings, or in "hot zones" which may extend beyond the perimeter of the associated electricity station, this may also include temporary installations and uninhabitable locations. For example, places of worship, street furniture, traffic control systems.

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.

If more than 30 metres of internal wiring is required then we can upgrade FTTP orders to Advance Site visit and this will allow up to 100 metres of internal wiring – please contact [support@magrathea-telecom.co.uk](mailto:support@magrathea-telecom.co.uk) if this is required.

## 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](mailto: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](mailto: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 (SLA)

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.

## Invoicing

Broadband monthly rental, static IPs and care plans are billed monthly in advance.

Line Rental is billed from the Installation Completion date to the end of that month or part month this will show on your invoice as how many days the charge applies to eg Part Monthly Rental x number of days x daily charge.

A breakdown of your Broadband order can be found on the Magic Portal using the search filter.

Customers are able to dispute charges and the dispute will be accepted as long as they are submitted within 10 working days of the invoice the dispute relates to being received by the customer. Please address all disputes with the Portal Reference, BBON reference and detail the issue you are wishing to raise.

## Switching

Clients will need to comply with current One Touch Switch (OTS) and Gaining Party Led switching requirements and indemnify Magrathea against any End-user claims of compensation or any losses incurred as a result of failing to meet these requirements.



NB - If you are the losing party and you or your customer suspect inaccurate, erroneous or malicious switching then please contact us as soon as possible so BT can investigate.

Likewise if you are the gaining party and your switch request is reported to BT as suspect inaccurate, erroneous or malicious switching they reserve the right to cancel your order to switch.

In both cases it is likely the orders will be cancelled and will need to re-submitted once any issues have been resolved.

## **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.

If we reject an order we will send you an email or advise via the Portal to let you know that the order has been rejected. Rejection Charges may apply and we will advise if charges will be made against the order, please refer to the pricing sheet.

### **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](mailto: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](mailto:support@magrathea-telecom.co.uk)

## Faults

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If your customer experiences an issue please email our customer support team on [support@magrathea-telecom.co.uk](mailto: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](mailto:support@magrathea-telecom.co.uk).

Please note that once the Cease request has been processed the Cease will happen immediately. Please see price list for charges for Cease orders.

## 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.

## Invoicing

Broadband monthly rental, static IPs and care plans are billed monthly in advance.

Line Rental is billed from the Installation Completion date to the end of that month or part month this will show on your invoice as how many days the charge applies to eg Part Monthly Rental x number of days x daily charge

A breakdown of your Broadband order can be found on the Magic Portal using the search filter.

**NB** Customers are able to dispute charges and the dispute will be accepted as long as they are submitted within 10 working days of the invoice the dispute relates to being received by the customer. Please address all disputes with the Portal Reference, BBON reference and detail the issue you are wishing to raise.