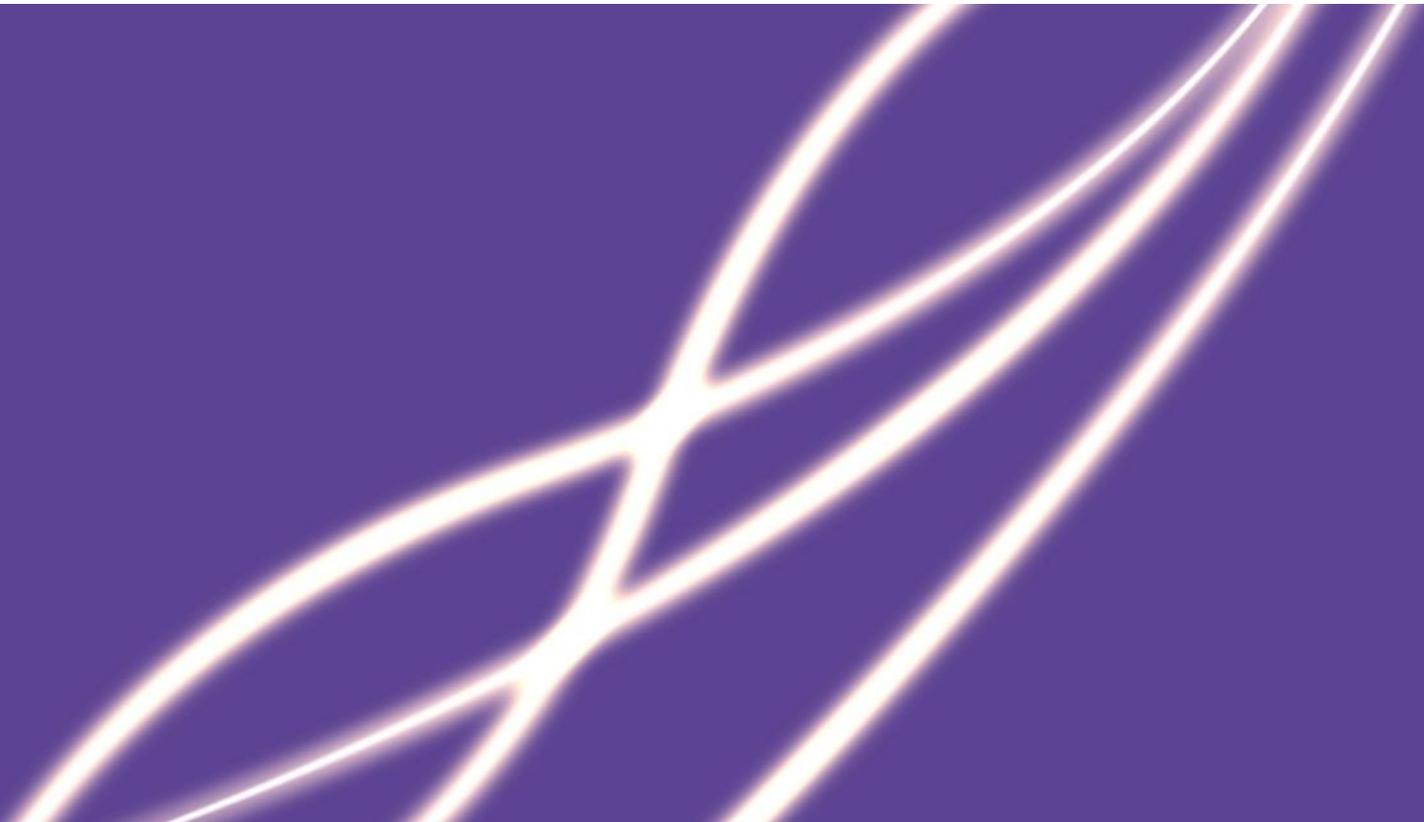


Sabor User guide for Dark Fibre

October 2023

R5350

Issued version 1.2



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Disclaimer

This User Guide is a guideline document that provides Communication Providers with some guidance regarding the steps they need to follow to place and manage Dark Fibre orders on the Openreach Portal.

The information provided is not contractually binding and may be amended from time to time by Openreach. Any developments carried out by a Communication Provider based on this information are entirely at the CP's own risk.

Confidentiality Statement

The information contained in these slides is confidential and must not be used, disclosed or modified without express permission in writing from Openreach Limited.

Openreach Limited

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Registered in England and Wales no. 10690039

Date Modified	Modified By	Changes Done
12 July 2021	Ethernet Model Office	Created for Provide, Amend, Suspend, Resume and Cancel
28 January 2022	Ethernet Model Office	Uplifted to R4850 (Inclusion of Modify and Cease screens)
10 October 2023	Ethernet Model Office	Uplifted to R5350 (Inclusion of ED during amend and new screens of Location Identifier Slides updated - (35-36, 62-63, 86-87) Addition of Slides – 140-149

1. How to use this guide

This guide assumes that the user will have already obtained access to the Openreach portal.

If access to the Openreach portal has not yet been obtained, please refer to the following guide which details to steps to be followed to register as a portal user:

http://www.openreach.co.uk/orpg/home/helpandsupport/help_support/downloads/new_openreach_portal_user_guide_v2.doc

Once you have obtained access to the Openreach portal, your CP Admin will need to apply for OR Siebel access on your behalf via the Openreach Help Desk on 0800 085 1287 (Option 3). The Helpdesk will initiate the access request when received from your authorized CP Admin user. You will receive automated confirmation notification when the additional access is completed and ready for use.

The following symbols and notations are used throughout this guide.



This symbol is used to indicate anything of particular interest or the primary action on the page.



This symbol is used to indicate the primary action on the page.



This symbol, with a number, is used to indicate other available actions on the page.



Callouts are used to provide additional information/guidance to the user.

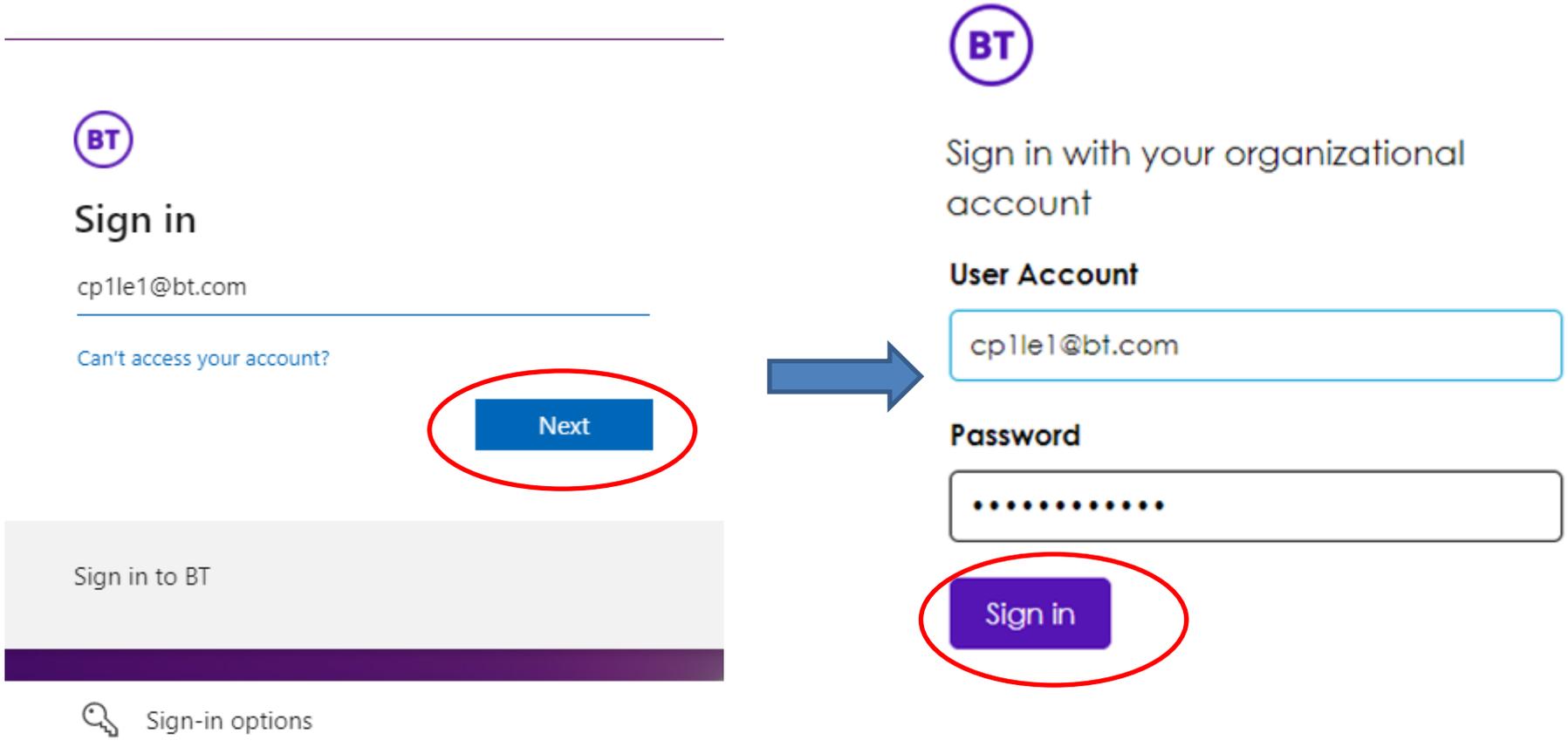
2. Logging in

Once access has been gained, you can login to the application as shown.

- On the OPENREACH website (<http://www.openreach.co.uk>), click the 'Login' icon as highlighted and a window appears to enter Username and Password.

The screenshot shows the Openreach Customer Portal website. At the top left, the 'openreach' logo is followed by 'Customer Portal'. In the top right corner, a user icon (a person silhouette) is circled in red, indicating the login button. Below the logo is a dark teal navigation bar with the following menu items: 'Products', 'Services', 'Industry Engagement', 'Updates', and 'Help & Support'. The main content area features a large image of a smiling man in an orange high-visibility vest and a white hard hat with the 'openreach' logo. Overlaid on the left side of the image is the text 'Connecting you to your network' in large white font. Below this, a smaller white text reads: 'We connect communications providers to our network so you can sell landline, mobile, broadband, TV and data services.' A green button with the text 'Find out more' is positioned below the text. At the bottom of the page, a dark teal footer contains a cookie consent message: 'We use cookies to do things like offer live chat support and show you content we think you'll be interested in. If you're happy with the use of cookies by Openreach and selected partners, click OK.' To the right of the message is a link 'About cookies' and a green button with the text 'OK'.

- Enter your login username and password and click on 'Sign in'



Click on 'Sabor' under 'Your tools' as indicated. And it will direct to customer zone page as shown in [slide 10](#)

openreach | Customer Portal NT

Products Services Industry Engagement Updates Help & Support Dashboard Network Status CP Admin

Hi !

Welcome to your dashboard. From here you can select a personalised view to suit your preferences and access your favourites, collaboration areas and a set of tools to assist you. [Click here](#) for more information.

To request access to other services and tools [Click here](#)

Please note that the Collaboration zone has been renamed as 'Active projects', working in the same way as previously.

To contact Openreach [Click here](#)

Useful Links:
[Ethernet Access Direct Reason for outage form](#)

Your tools

Recent Favourites Active tools



Openreach reporting



Openreach reporting admin tool



OR Siebel (Ordering and Trouble Reports)



Order Tracker



Request Connection Price Band



Route Maps



SABOR



Same retailer marker

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

[Dashboard](#)
[Ethernet channel management](#)
[Ethernet CP alarm configuration](#)

Openreach reference
 Your reference
 Service reference

Order

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select Inventory to manage an existing service using a service reference.
Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

[Ethernet services](#)
[Local loop unbundling](#)
[Superfast broadband](#)
[Service based solutions](#)
[Dark fibre](#)
[Physical infrastructure access](#)

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order



Ethernet Access Direct
(EAD)

Place an order Request a quote



TDM Backhaul Bearer
(TDM)

Place an order Request a quote



Ethernet Backhaul Direct
(EBD)

Place an order Request a quote

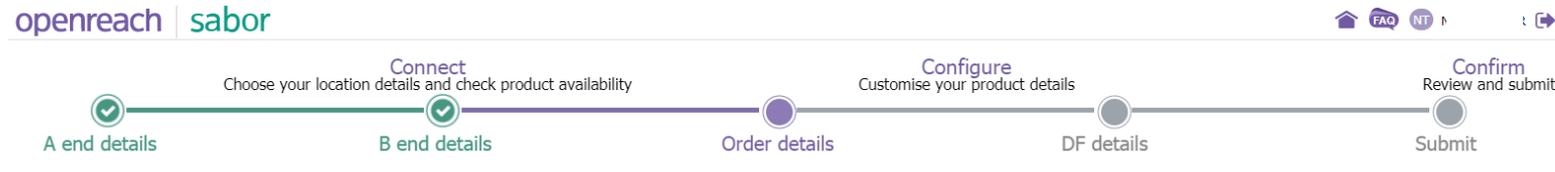
- After clicking on 'Sabor', it will navigate to the customer zone page.

3. Conventions

A few conventions followed in the entire journey are shown below.

The bar shown below is visible throughout the journey to indicate progress.

- Purple colour implies the current page
- Grey colour represents a yet un-navigated part of the journey
- Green colour implies that part of the journey which is complete



Red colour field on the screen indicates a mandatory field.



Back

Clicking this button will take the user back to the previous page.

Clicking on this button will cancel the order journey and return to the customer zone page.

Cancel

Save as draft

Next

Clicking this button will take the user to the Next page. This will usually be the primary action that can be performed on any page unless otherwise stated

Back

Cancel

Save as draft

Next

On Order details tab Click on 'Save as Draft' to save as draft

Please enter the Draft reference

Save as draft

Draft reference

NEWDRAFT

Draft description

New test draft

86 characters remaining

Cancel

Save



Ethernet services Local loop unbundling Superfast broadband Service based solutions Dark fibre Physical infrastructure access

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order

Dark Fibre (DF)

Place an order Request a quote



openreach | sabor

Drafts

Dashboard > Drafts

Draft reference Go

Draft reference	Draft description	Last modified
NEWDRAFT01	New Draft	15/06/2021 07:39:39

Back

Delete

Next

Click 'Delete' to delete the existing draft.

Click on 'Next' to continue placing the saved order

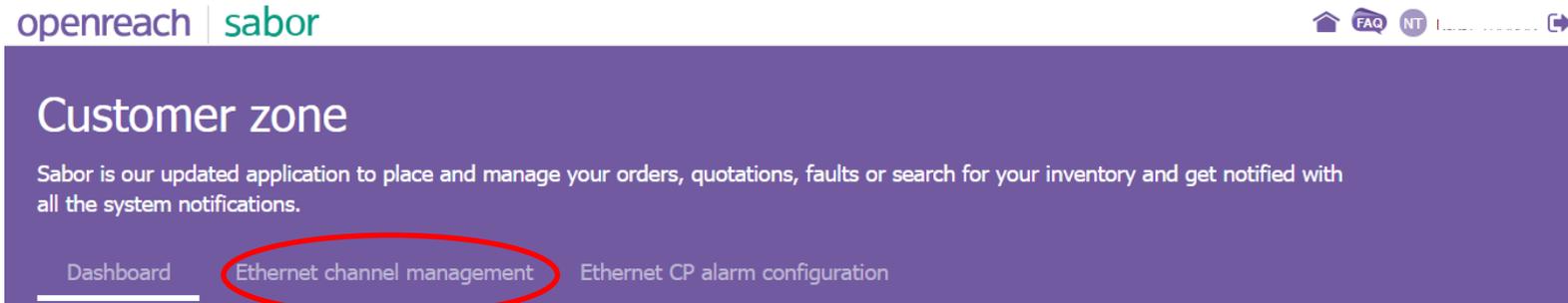
4. Pre-requisites for placing an order

- Data collated below will assist you to place a Dark Fibre order
 - Location Identifier for A end/B end (Address key/ Exchange 1141 code/ LLUC number/ MDF id/ Site id/ Unique Property Reference Number (UPRN)/ Easting and Northing/ Latitude and Longitude)
 - Customer reference
 - Channel reference
 - Customer required by date
 - KCI level
 - CP contact details
 - Helpdesk contact details
 - Primary and secondary site contact details for A end/B end
 - Hazard notes for A end/B end
 - Site access availability notes for A end/B end
 - Special arrangement notes for A end/B end
 - Resilience option (Standard/RO2)
 - Associated service id (for resilience option as RO2)
 - A end/B end physical location if known (floor, location, room, suite, rack, port number, Location Type, Landmark, Position and Equipment Type)
 - Authorised ECC (It is the excess construction cost to the nearest whole pound above the defined inclusive product allowance)
 - TRC band and preference if work is required to be conducted in out of office hours.

5. Channel Management

The Channel Management feature is an optional field in Dark Fibre orders and assets managed on Openreach's Equivalence Management Platform (EMP) to help Communication Providers filter their Dark Fibre assets into different channels within their business. For more details on Channel Management please refer to the EMP Channel Management Guide on

<https://www.openreach.co.uk/cportal/help/guides#Documents>



On Customer zone page, click on Ethernet channel management

Openreach reference Your reference Service reference

Order ▼

Select **Order** to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select **Inventory** to manage an existing service using a service reference.
Select **Fault** to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

Dashboard Ethernet channel management Ethernet CP alarm configuration

Account: IPSWICH & BATTERSEA TEST BED I

1 - 6 of 6

Channel reference	Action
CHANNEL_1	<input checked="" type="radio"/>
CHANNEL_2	<input type="radio"/>
CHANNEL_4	<input type="radio"/>
MGX	<input type="radio"/>
NEILS TEST ORDER	<input type="radio"/>
DFA CHANNEL	<input type="radio"/>

Navigation icons: expand, up, down, collapse

Back

Undo

Add

Delete

2

3

- 1 List of existing Channel References will be displayed.
- 2 Click on 'Add' to insert new Channel Reference.
- 3 Click on 'Delete' to remove existing Channel Reference.

Adding a Channel Reference

openreach | sabor

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

Dashboard | Ethernet channel management | Ethernet CP alarm configuration

Account: IPSWICH & BATTERSEA TEST BED I

Channel reference	Action
CHANNEL_1	
CHANNEL_2	
CHANNEL_4	
MGX	
NEILS TEST ORDER	
DFA CHANNEL	

Back | Undo | Add | Delete

Click on 'Add' to add a Channel Reference.

Please Note:- The Channel Reference field accepts alphanumeric values and has maximum length limit of 30 characters.

Special characters **ONLY** allowed are underscore (_) and space ().

Examples:-

Accepted –

CHANNEL 2

CHANNEL_2

Not Accepted –

CHANNEL@1

CHANNEL&1

The above information is mandatory.

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Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

Dashboard | Ethernet channel management | Ethernet CP alarm configuration

Account: IPSWICH & BATTERSEA TEST BED I

Channel reference	Action
Test	
CHANNEL_1	
CHANNEL_2	
CHANNEL_4	
MGX	
NEILS TEST ORDER	
DFA CHANNEL	

Back | Undo | Add | Delete

1

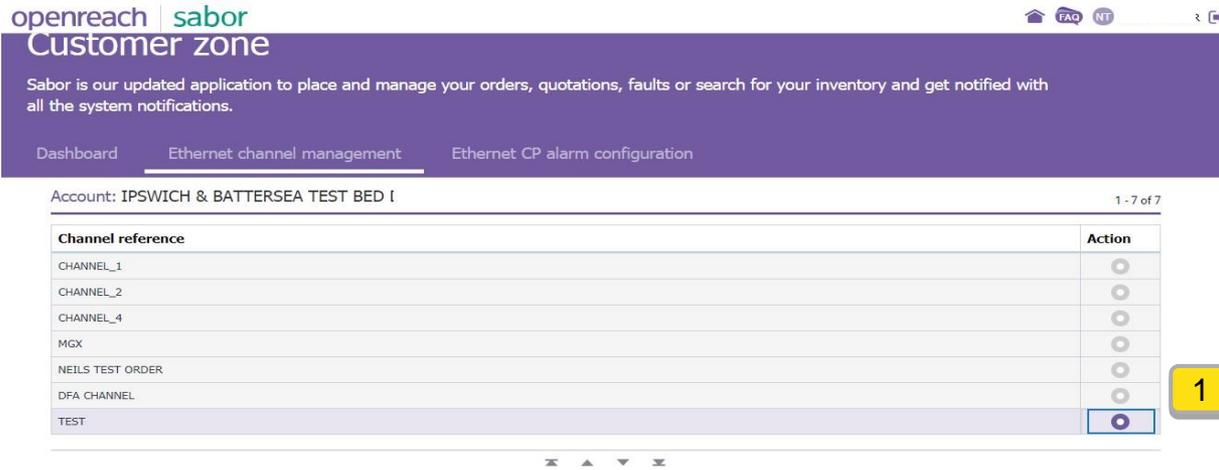
2

1 Enter the New Channel Reference in 'Channel Reference' field.

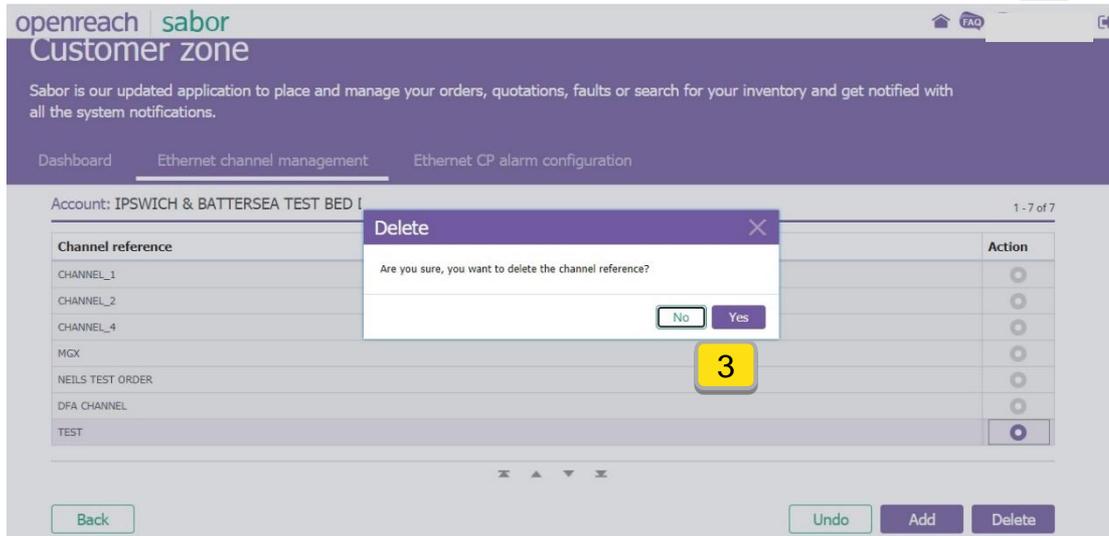
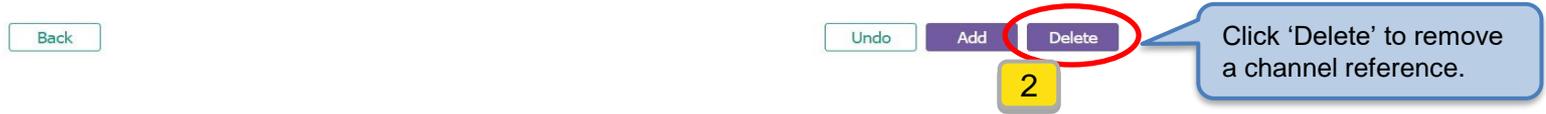
Click outside of the window to submit the change.

2 Click Undo if you have to rollback the changes.

Deleting a Channel Reference



- 1 Select the Channel Reference that needs to be removed by clicking on the radio button
 - 2 Click 'Delete' to remove the reference
 - 3 Click 'Yes' on the confirmation to delete the reference.
- Click 'Undo' if you have to rollback the changes.

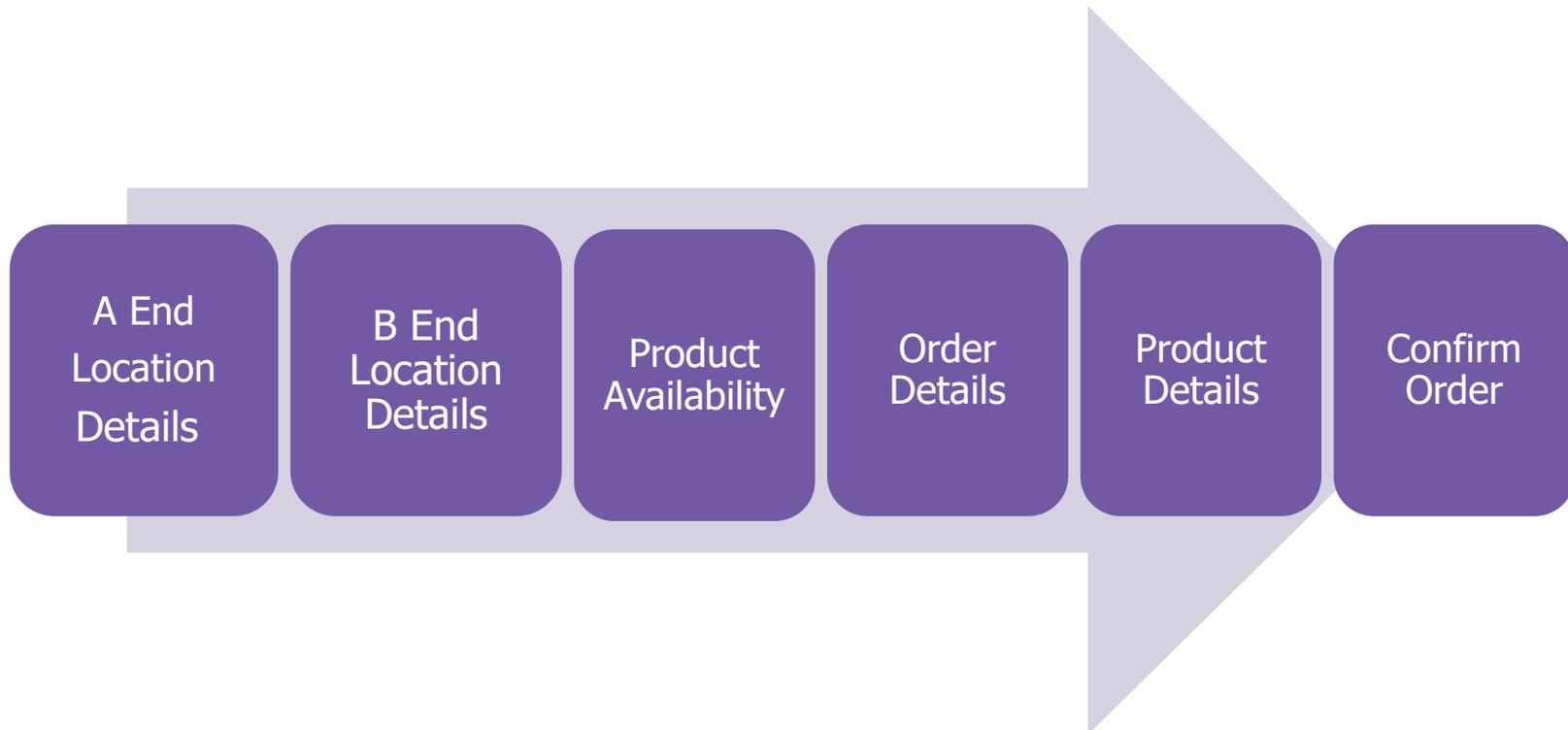


6. Place a Dark Fibre order

- You may either place a quotation order to have an idea of whether it is viable to have DF circuit between the given two end points and cost. Later you can decide to convert the quotation order to a firm provide order. This is explained in [section 6a](#) of this user guide.

OR

- You may decide to directly place a firm Dark Fibre provide order which is explained in [section 6b](#) of this user guide.



6a. Quotation order for provide

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- Dashboard
- Ethernet channel management
- Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select Inventory to manage an existing service using a service reference.
Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

- Ethernet services
- Local loop unbundling
- Superfast broadband
- Service based solutions
- Dark fibre
- Physical infrastructure access

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order

Dark Fibre
(DF)

On Customer zone page, Click on 'Request a Quote' under Dark Fibre (DF)



Quotation step 1 of 5: A end details

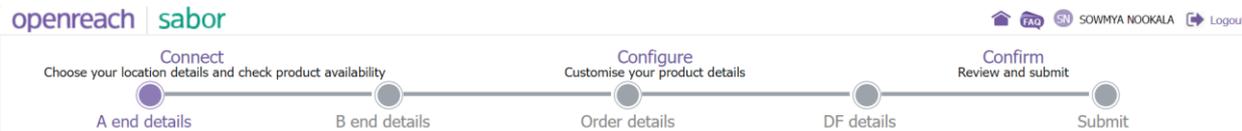
Address details

Location identifier type

- Exchange 1141 Code
- Address Key
- Exchange 1141 Code**
- LLUC Number
- MDF Id
- Site Id
- Existing Service ID
- Post Code
- UPRN
- Geospatial

Location identifier value

- Select the location identifier type i.e., Address Key, Exchange 1141 code/LLUC number/MDF id/Site id and enter the corresponding value in upper cases in 'Location Identifier Value' field.
- Please Note: If end location is a BT exchange site then select 'MDF id' from the dropdown list of values and provide the exchange ID value (e.g. WWTORQ) in the Location Identifier Value field. Alternatively you can provide LLUC number/Exchange 1141 Code/Site id.
- Enter a valid search combination i.e. Post Code or Post Code + Street Number etc.



Provide order step 1 of 5: A end details

Address details

Location identifier type

- Exchange 1141 Code
- Address Key
- Exchange 1141 Code
- LLUC Number
- MDF Id
- Site Id
- Existing Service ID
- UPRN
- Geospatial
- Equipment ID(SNE/PP ID)
- Post Code

Location identifier value

Clear Search

- If your company uses UPRN, you can search the location using the Unique Property Reference Number (UPRN). The UPRN is a 12 digit property reference number which allows the identification of locations with or without postal addresses.
- If you enter a 12-digit Unique Property Reference Number (UPRN), then no other search fields should be filled.
- Geospatial searches can be made either with Easting and Northing (up to seven digits and one decimal place) in British National Grid format or with Longitude and Latitude (up to two digits and six decimal places) along with a radius value.
- The search for address using UPRN and Geospatial inputs would give the precise information about the location and highlight the specific sites where Openreach have been locked out at the Dialogue Service order entry point. This would help in more precise planning.
- If you want to place the order as successional order you can select “Equipment ID(SNE/PP ID)” option from the dropdown and enter the Equipment ID and all details except port number will be prepopulated of the Equipment ID



Quotation step 1 of 5: A end details

Address details

Location identifier type: Exchange 1141 Code

Location identifier value: TA

Buttons: Back, Clear, Search

- For instance, enter a valid exchange 1141 code for A end location details and click on the Search button.
- Please enter the Location Identifier Value in upper case.



For B end, for instance if the post code is known, please enter as shown and click on 'Search'

Quotation step 2 of 5: B end details

Address details

Location identifier type

Post Code

Post code

TQ11 0AB

Post town

Street number

Street

Building name

Sub building

Site search description

All

Tick to include non-postal addresses that don't have an Openreach Address Key.

Back

Clear

Search



Quotation step 2 of 5: B end details

Address details

Location Identifier type:

Post code: Post town: Street number: Street:

Building name: Sub building: Site search description:

Tick to include non-postal addresses that don't have an Openreach Address Key.

4

Search results 1 - 4 of 50

1

- Gold**
Buckfast Business Centre,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
Buckfast Spinning Ltd,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
Golden Lion Court,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
1, Golden Lion Court,
Chapel Street,
Buckfastleigh, TQ11 0AB

Address details Map view Show more

✦ Easting 273819	✦ Northing 66121	🌐 Latitude 50.47712	🌐 Longitude -3.77378
Address key A00028777975	UPRN	Parent UPRN	Site classification
Technology			
Copper <input checked="" type="radio"/>	3 PointToPointFibre <input type="radio"/>	FTTPBrownfield <input type="radio"/>	FTTPGreenfield <input type="radio"/>

Select the address and press 'Next'.

5

- 1** Click on the box to select the appropriate address if multiple addresses are returned
- 2** Complete address details shown along with address qualifier when you click on 'Show more'
- 3** Technology marker for PointToPointFibre is marked as either 'Y', 'N' or 'E'.
For Exchange based NAD key, PointToPointFibre = 'E' is preferred
For other fibre served location, PointToPointFibre = 'Y' is preferred
- 4** Click 'Create' button to create your own temporary bronze key unidentified location in order to progress the order. Refer [Appendix A](#) for further details
- 5** Click on 'Next' to confirm the selection

Provide order step 3 of 5: Order details

Product availability

◆ A End : Exchange 1141 Code SEU ◆ B End : Address Key A12669890071

⊗ The selected exchange for A end is closed.

Variant	A end exchange name	A end fibre availability	Product availability	B end exchange name	B end fibre availability
	NA	N	N	NA	N

- If the exchange/ UPRN/ MDF ID / Site ID/ Grid Reference selected for A or B end while placing the order is closed, then you will get the error message as 'The selected exchange for A/B end is closed' for respective end



Quotation step 3 of 5: Order details

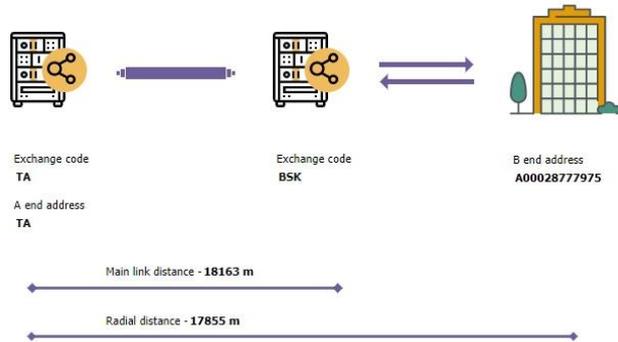
Product availability

A End : Exchange 1141 Code TA B End : Address Key A00028777975

Great news. The product is available at the chosen address.

3	Variant DF1AL	A end exchange name TORQUAY TE/TRS	A end fibre availability Y	1	Product availability Y	B end exchange name BUCKFASTLEIGH TE	B end fibre availability N
---	------------------	---------------------------------------	-------------------------------	---	---------------------------	-----------------------------------------	-------------------------------

2



Back

Cancel

Next

- 1 Product Availability Response returned as either 'Y' if service can be provided between the two selected points or 'N'.
- 2 Additional information like Variant, fibre presence, main link and radial distance are also displayed. Click on 'Next' button.
- 3 Variant is derived based on the inputs given in A end and B end Location Identifiers.



Quotation step 4 of 5: DF details

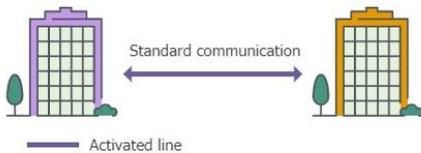
Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details

Please choose the settings you want for your DF connection.

1 Fibre Option: Single Fibre Contract Term: 1 Variant: DF1AL Care Package: Enhanced Care

2 Resilience Option: Standard RO2



Back

Cancel **Next**

- 1 Select the Fibre Option from the drop down
- 2 Select the resilience option using the radio button. Available Resilience options are 'Standard', and 'RO2'. Please note that 'Standard' option means 'No Resilience'

Click on the 'Next' button



Quotation step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

Order details

Account name: IPSWICH & BATTERSEA TEST BED DATA

Sub type: Provide

Contact details

NIKIT THAKAR	+44.....18	nil	
Name	Contact number (W)	Contact number (M)	Email address
Additional email			

3 Order preview

Pricing details

Product	Net price
DF A End Patch Panel Rental Charge	£86.00
DF B End Patch Panel Rental Charge	£19.00
Connection charge	£1,538.00
Rental charge	£701.00
Main link rental charge	£751.95
Resilience monitoring charge	£0.00
Net recurring charge	£1,452.95
Net non recurring charge	£1,748.00

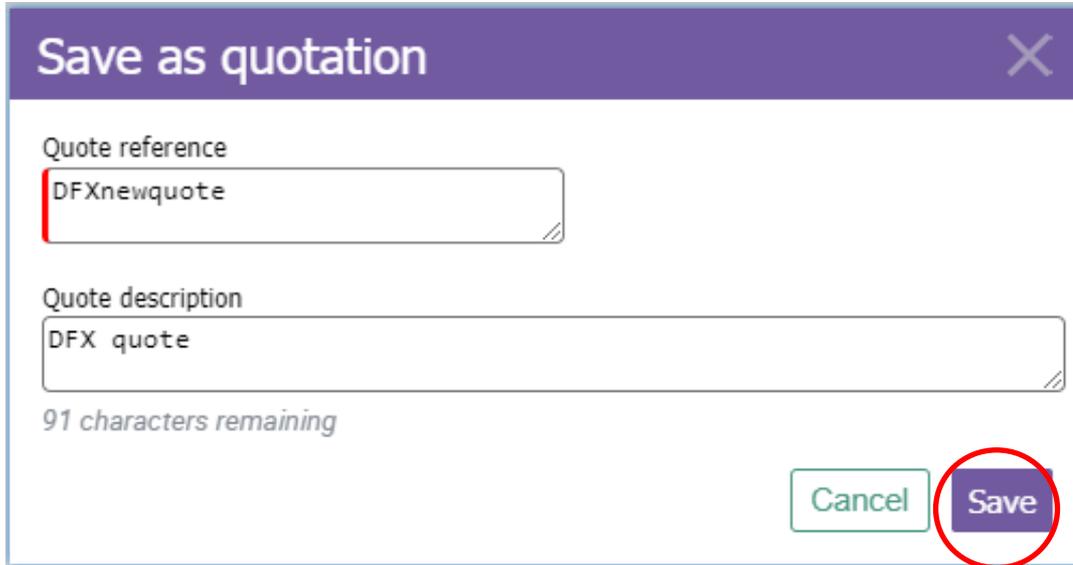
Note

Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

Back

Cancel Save as quotation Proceed to firm order

- 1 Indicative pricing details i.e., recurring and non-recurring charges are displayed.
- 2 Click on 'Save as Quotation' button to save the quotation order and can later be progressed as firm DF provide order as explained later in this section. For details refer [next page](#).
- 3 Click 'Order Preview' to view all the details entered so far on the order.
- 4 Click 'Proceed to Firm Order' in order to convert your quotation order to firm provide order.



Save as quotation ✕

Quote reference
DFXnewquote

Quote description
DFX quote

91 characters remaining

Cancel Save

- If you click on 'Save as Quotation' button it will ask you to enter the quotation reference and description
- A Quotation Reference can be up to 30 alphanumeric characters (A to Z, a to z, and 0 to 9).
- Please enter Quote reference without spaces.
- You may also provide the description for quotation order as shown and click on 'Save' button.

Quotation saved!

Your quotation has been successfully saved.

1

Openreach reference is generated as shown. Please note this reference for quote tracking.

Details

◆ Openreach reference:	3-1216810247202	◆ Quotation reference:	DFXNEWQUOTE
◆ Account:	IPSWICH & BATTERSEA TEST BED DATA	◆ Expiry date:	12/09/2021

1

- Please note that a quotation order is held for 90 calendar days. Click on 'Finish' to return back to the ['Customer zone'](#) page.

i Openreach reference number is required to track this quote. Quote can be converted to Firm Order from 'Quote Tracking'.

Finish

Ethernet services Local loop unbundling Superfast broadband Service based solutions **Dark fibre** Physical infrastructure access

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order

1   

Dark Fibre
(DF)

Place an order Request a quote

- 1 If you wish to convert your quotation order to a firm order, on the customer zone page click the Quote icon as highlighted.
- 2 Click on the radio button of the quote and click on 'Next' button. Alternatively you can search with Openreach reference or Quotation reference.



openreach | sabor

Quotations

Dashboard > Quotations

Openreach reference Quotation reference

 Quotations 1 - 2 of 2

	Openreach reference	Quote reference	Quote description	Expiry date
<input type="radio"/>	3-1216743873775	NEWQUOTE	new 1000m quote	11/03/2021
<input checked="" type="radio"/>	3-1216810247202	DPXNEWQUOTE	DPX quote	12/09/2021

2

Order details

Account name	IPSWICH & BATTERSEA TEST BED DATA
Sub type	Provide

Contact details

NIKIT THAKAR	+4		niki
Name	Contact number (W)	Contact number (M)	Email address
Additional email			

Pricing details

Product	Net price
DF A End Patch Panel Rental Charge	£86.00
DF B End Patch Panel Rental Charge	£19.00
Connection charge	£1,538.00
Rental charge	£701.00
Main link rental charge	£751.95
Resilience monitoring charge	£0.00
Net recurring charge	£1,452.95
Net non recurring charge	£1,748.00

Note

Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

Back

Cancel

Proceed to firm order

Click on the 'Proceed to Firm order' button if you wish to convert your quotation order to a firm order

The screenshot shows the Openreach Sabor interface. On the left, there are sections for 'Order details' and 'Contact details'. The 'Order details' section shows 'Account name' as 'IPSWICH & BATTERSEA TEST BED DATA' and 'Sub type' as 'Provide'. The 'Contact details' section shows 'NIKIT THAKAR' as the name and '+4401473607748' as the contact number. On the right, there is a 'Pricing details' table with columns for 'Product' and 'Net price'. The table lists several items with their respective prices, including 'DF A End Patch Panel Rental Charge' at £86.00, 'DF B End Patch Panel Rental Charge' at £19.00, 'Connection charge' at £1,538.00, 'Charge' at £701.00, 'k rental charge' at £751.95, 'ce monitoring charge' at £0.00, 'urring charge' at £1,452.95, and 'curring charge' at £1,748.00. A 'Firm order' dialog box is centered on the screen, with the text: 'Please confirm if you need to convert quotation request to firm order. If you wish to proceed, the transaction will be traded as order request else it will remain as quotation request.' The dialog has 'Disagree' and 'Agree' buttons. The 'Agree' button is circled in red. A blue callout bubble points to the 'Agree' button with the text: 'Click on 'Agree' to confirm and proceed to raise a firm order and it will take you to Order details screen where you can fill further details before submitting your firm order.' At the bottom of the screen, there are 'Back', 'Cancel', and 'Proceed to firm order' buttons.

Product	Net price
DF A End Patch Panel Rental Charge	£86.00
DF B End Patch Panel Rental Charge	£19.00
Connection charge	£1,538.00
Charge	£701.00
k rental charge	£751.95
ce monitoring charge	£0.00
urring charge	£1,452.95
curring charge	£1,748.00

Click on 'Agree' to confirm and proceed to raise a firm order and it will take you to Order details screen where you can fill further details before submitting your firm order.

6b. Firm provide order

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Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

[Dashboard](#) [Ethernet channel management](#) [Ethernet CP alarm configuration](#)

Openreach reference Your reference Service reference

Order

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select Inventory to manage an existing service using a service reference.
Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

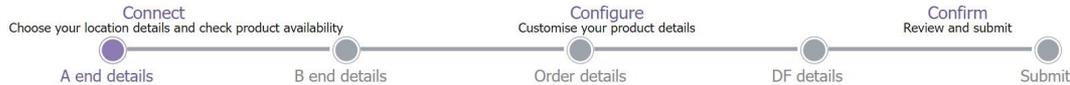
[Ethernet services](#) [Local loop unbundling](#) [Superfast broadband](#) [Service based solutions](#) [Dark fibre](#) [Physical infrastructure access](#)

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order

Dark Fibre
(DF)

Click on 'Place an order' under Dark Fibre (DF)



Provide order step 1 of 5: A end details

Address details

Location identifier type

Exchange 1141 Code

Address Key

Exchange 1141 Code

LLUC Number

MDF Id

Site Id

Existing Service ID

UPRN

Geospatial

Equipment ID(SNE/PP ID)

Post Code

Location identifier value

- Select the location identifier type i.e., Address Key, Exchange 1141 code/LLUC number/MDF id/Site id and enter the corresponding value in upper cases in 'Location Identifier Value' field.
- Please Note: If end location is a BT exchange site then select 'MDF id' from the dropdown list of values and provide the exchange ID value (e.g. WWTORQ) in the Location Identifier Value field. Alternatively you can provide LLUC number/Exchange 1141 Code/Site id.
- Enter a valid search combination i.e, Post Code or Post Code + Street Number etc.



Provide order step 1 of 5: A end details

📍 Address details
^

Location identifier type: Exchange 1141 Code ▼

Address Key

- Exchange 1141 Code
- LLUC Number
- MDF Id
- Site Id
- Existing Service ID
- UPRN
- Geospatial
- Equipment ID(SNE/PP ID)
- Post Code

Location identifier value:

Clear Search

- If your company uses UPRN, you can search the location using the Unique Property Reference Number (UPRN). The UPRN is a 12 digit property reference number which allows the identification of locations with or without postal addresses.
- If you enter a 12-digit Unique Property Reference Number (UPRN), then no other search fields should be filled.

Geospatial searches can be made either with Easting and Northing (up to seven digits and one decimal place) in British National Grid format or with Longitude and Latitude (up to two digits and six decimal places) along with a radius value.

- The search for address using UPRN and Geospatial inputs would give the precise information about the location and highlight the specific sites where Openreach have been locked out at the Dialogue Service order entry point. This would help in more precise planning.
- If you want to place the order as successional order you can select “Equipment ID(SNE/PP ID)” option from the dropdown and enter the Equipment ID and all details except port number will be prepopulated of the Equipment ID

The screenshot shows the Openreach Sabor web interface. At the top, there is a navigation bar with the Openreach logo, the user name 'sabor', and links for Home, FAQ, AR, and Logout. Below the navigation bar is a progress indicator with six steps: 1. A end details (selected), 2. B end details, 3. Product availability, 4. Order details, 5. EAD details, and 6. Submit. The first step is further divided into 'Connect' (Choose your location details and check product availability) and 'Confirm' (Review and submit). Below the progress indicator, the text reads 'Provide order step 1 of 6: A end details'. The main content area is titled 'Address details' and contains two input fields: 'Location identifier type' with a dropdown menu set to 'Exchange 1141 Code', and 'Location identifier value' with the text 'MR/ALT'. There are three buttons: 'Back', 'Clear', and 'Search'. The 'Search' button is circled in red.

1

- For instance, enter a valid exchange 1141 code for A end location details and click on the Search button.
- Please enter the Location Identifier Value in upper case.



- For B end, for instance if the post code is known, please enter as shown and click on 'Search'

Provide order step 2 of 5: B end details

Address details

Location identifier type
Post Code ▼

Post code: TQ11 0AB

Post town: []

Street number: []

Street: []

Building name: []

Sub building: []

Site search description: All ▼

Tick to include non-postal addresses that don't have an Openreach Address Key.

Back Clear Search



Provide order step 2 of 5: B end details

Address details

Location identifier type: Post Code

Post code: TQ11 0AB

Post town: []

Street number: []

Street: []

Building name: []

Sub building: []

Site search description: All

Tick to include non-postal addresses that don't have an Openreach Address Key.

4 [Create] [Clear] [Search]

- Search results 1 - 4 of 50
- 1 **Gold** Buckfast Business Centre, Chapel Street, Buckfastleigh, TQ11 0AB
 - Gold** Buckfast Spinning Ltd, Chapel Street, Buckfastleigh, TQ11 0AB
 - Gold** Golden Lion Court, Chapel Street, Buckfastleigh, TQ11 0AB
 - Gold** 1, Golden Lion Court, Chapel Street, Buckfastleigh, TQ11 0AB

Address details Map view Show more

Easting 273819	Northing 66121	Latitude 50.47712	Longitude -3.77378
Address key A00028777975	UPRN	Parent UPRN	Site classification
Technology			
Copper 3	PointToPointFibre	FTTPBrownfield	FTTPGreenfield

Select the address and press 'Next'.

[Back] [Cancel] [Next]

- 1 Click on the box to select the appropriate address if multiple addresses are returned
- 2 Complete address details shown along with address qualifier when you click on 'Show more'
- 3 Technology marker for PointToPointFibre is marked as either 'Y', 'N' or 'E'. For Exchange based NAD key, PointToPointFibre = 'E' is preferred. For other fibre served location, PointToPointFibre = 'Y' is preferred
- 4 Click 'Create' button to create your own temporary bronze key unidentified location in order to progress the order. Refer [Appendix A](#) for further details
- 5 Click on 'Next' to confirm the selection

Provide order step 3 of 5: Order details

Product availability

◆ A End : Exchange 1141 Code SEU ◆ B End : Address Key A12669890071

⊗ The selected exchange for A end is closed.

Variant	A end exchange name	A end fibre availability	Product availability	B end exchange name	B end fibre availability
	NA	⊗	⊗	NA	⊗

- If the exchange/ UPRN/ MDF ID / Site ID/ Grid Reference selected for A or B end while placing the order is closed, then you will get the error message as 'The selected exchange for A/B end is closed' for respective end



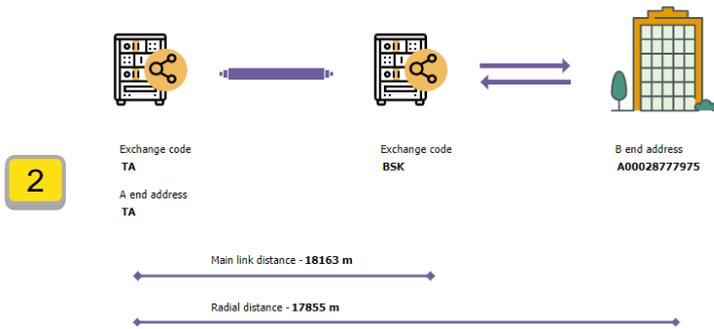
Provide order step 3 of 5: Order details

Product availability

A End : Exchange 1141 Code TA B End : Address Key A00028777975

Great news. The product is available at the chosen address.

3	Variant DF1AL	A end exchange name TORQUAY TE/TRS	A end fibre availability Y	1	Product availability Y	B end exchange name BUCKFASTLEIGH TE	B end fibre availability N
---	------------------	---------------------------------------	-------------------------------	---	---------------------------	-----------------------------------------	-------------------------------



- Order details
- Site details - A end
- Site details - B end

Back Cancel Save as draft **Next**

- 1 Product Availability Response returned as either 'Y' if service can be provided between the two selected points or 'N'.
- 2 Additional information like the Variant, fibre presence, main link and radial distance are also displayed.
- 3 Variant is derived based on the inputs given in A end and B end Location Identifiers.

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Connect: Choose your location details and check product availability
 Configure: Customise your product details
 Confirm: Review and submit

A end details | B end details | Order details | DF details | Submit

Provide order step 3 of 5: Order details

Product availability

Order details

Account: IPSWICH & BATTERSEA TEST BED DATA
 Billing account: 0455810706
 KCI level: Standard Updates
 Customer reference: DF1AL test order for User Guide (19 characters remaining)

KCI type: Email
 Required by date: 17/07/2021
 Contract:
 Channel reference:
 VACS group id:
 VACS contract id:
 Project reference:
 Sub project reference:
 Contact details: THAKAR
 Helpdesk contact details: CP HELP DESK

Site details - A end
 Site details - B end

Back Cancel Save as draft Next

Enter the order details in relevant fields

- 1 Select appropriate KCI Level from the dropdown. (Refer slide 44)
- 2 Enter your reference in the free text field available as shown

- 3 Select the required by date by clicking on the calendar button. Please note that this field will be prepopulated with a date which is current system date plus 30 working days (minimum lead time)

- 4 Please contact your account manager for more information about discount contracts.

- 5 Select the appropriate Channel reference. This will help you to filter your orders into you different business channels if your business has chosen to use this feature. You will know if your business has chosen to use this feature if there are options available in the drop- down list.

Red colour field on the screen indicates a mandatory field

Select contact ✕

Use the radio button option to select an appropriate contact and click on Select button

Select ➔ 1 - 5 of 5+

	First name	Last name	Work phone	Mobile	Email	Fax
<input checked="" type="radio"/>	GRACE	ANNA		+441234578954	grace.anna@abc.com	
<input type="radio"/>	GRACE	ANNA		+441234587451	grace.a@abc.com	
<input type="radio"/>	MIKE	DAVID	+449876543215	+441234567896	mike.david@abc.com	
<input type="radio"/>	STEPHEN	DAVID	+441254854155		stephen.david@abc...	
<input type="radio"/>	MITCHELLE	JOHN		+441234567895	mitchelle.john@abc...	

⏪ ⏩ ⏴ ⏵

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Click 'Edit' to update the existing contact details
 The details you are can update are Work Phone, Mobile, and Fax.

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Connect Choose your location details and check product availability

Configure Customise your product details

Confirm Review and submit

A end details B end details Order details DF details Submit

Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details

Please choose the settings you want for your DF connection.

1 Fibre Option Single Fibre Contract Term 1 Variant DF1AL Care Package Enhanced Care

2 Resilience Option Standard RO2

3 Authorised ECC 0 4 SAS reference

5 TRC Band Band 0: 0 hrs

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

A end site configuration

B end site configuration

Back Cancel Save as draft Next

- Enter or select the product details in relevant fields on DF details tab
- Once entered, please **do not click** 'Next' button. Instead click on the 'A End site configuration'
- Indicative recurring and non recurring prices displayed.

1 Select the Fibre Option from the drop down. Available Fibre Options are "Single Fibre" and "Fibre Pair"

2 Available Resilience options are 'Standard' and 'RO2'. Please note that 'Standard' option means 'No Resilience'.

- If resilience option is 'Standard' then Associated Service ID field will not be shown.

3 Authorised ECC is the excess construction cost to the nearest whole pound above the defined inclusive product ECC allowance. Alternatively, you can leave this field with its default value as 0 and amend it later in the journey when we confirm the ECCs for installing the circuit

4 This should be left blank as 'Stand Alone Survey' is not available for Dark Fibre, and the refund associated with using the SAS reference will not apply to Dark Fibre orders.

5 Select appropriate Time Related Charges (TRC) Band. Available TRC bands are as follows:

- Band 0: 0 hrs
- Band 1: up to 15 hrs
- Band 2: up to 30 hrs
- Band 3: up to 50 hrs
- Band 4: Unlimited

1 If this order is to be included as part of an agreed VACS project, please enter the VACS Group ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Group ID can be upto 20 alphanumeric characters and no Special characters are allowed.

2 If this order is to be included as part of an agreed VACS project, please enter the VACS Contract ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Contract ID can be upto 20 alphanumeric characters and no Special characters are allowed.

3 You can use the Project Reference field to group orders together using your own business reference, making it easier for you to review orders that are related to one another under your own project. Project reference can be upto 20 alphanumeric characters and no Special characters are allowed.

4 Alongside the Project Reference field, you can also use the Sub Project Reference field to group orders together using your own business reference, making it easier for you to review smaller groups of orders that are related to one another under your own project. Sub Project reference can be upto 20 alphanumeric characters and no Special characters are allowed

5 Click here to select or change contact details. ([Refer slide 44](#))

6 Please provide a helpdesk telephone number that Openreach can contact you on, if we are unable to contact the primary CP contact or the site contact(s) to resolve any issues with your orders.

Red colour field on the screen indicates a mandatory field

KCI level:

Automatic notifications for KCIs can be filtered with this option. You may select to receive all KCIs or Key depending on the following options:

Key Updates:	Standard Updates :
510 (Acknowledged)	510 (Acknowledged)
520 (Committed)	511 (Revised KCI1)
530 (Completed)	512 (Revised KCI 2)
OSUs	520 (Committed)
593/594 (Delayed)	530 (Completed)
	593/594 (Delayed)
	9315 (Fibre Build complete)
	OSUs

Use the radio button option to select an appropriate contact and click on OK button

Select contact ✕

Select 1 - 5 of 5+

	Last name	First name	Work phone	Email	Mobile	Fax	Additional email addresses
<input checked="" type="radio"/>	!!!!	!!!!	0876543234	anurag.panda@b...	05476587567	0987654567	
<input type="radio"/>	!!!!	!!!!		monika.neekhra...			
<input type="radio"/>	!!ANAND	ANAND		ganeshanand.go...			
<input type="radio"/>	!.BEHL	RIDHIMA		ridhima.behl@bt...			
<input type="radio"/>	!ANAND	ANAND		ganeshanand.go...			namratha.2.shen...

⏪ ⏩ ⏴ ⏵

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Select contact

First name:	<input type="text"/>	Last name:	<input type="text"/>	Work phone:	<input type="text"/>	Mobile:	<input type="text"/>
Fax:	<input type="text"/>	Email:	<input type="text"/>	Additional Email addresses:	<input type="text"/>		

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Once the details are entered, click on Save button to create the contact

Cancel Save

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44);

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)



Provide order step 3 of 5: Order details

- Product availability
- Order details
- Site details - A end

1 Primary contact: ANNA

2 Hazard notes: Guard Dog (91 characters remaining)

3 Site access availability notes: 24 by 7 access (36 characters remaining)

4 Special arrangement notes: Entry pin 4 and 5 followed by 1 (1469 characters remaining)

5 Secondary contact: COURTNELL

5 Company name: ABC (47 characters remaining)

Site details - B end

1 Primary contact: ANNA

2 Hazard notes: Elevator Issues (85 characters remaining)

3 Site access availability notes: 10 to 4 Monday to Friday only (21 characters remaining)

4 Special arrangement notes: Visit main reception at entry gate for access (1455 characters remaining)

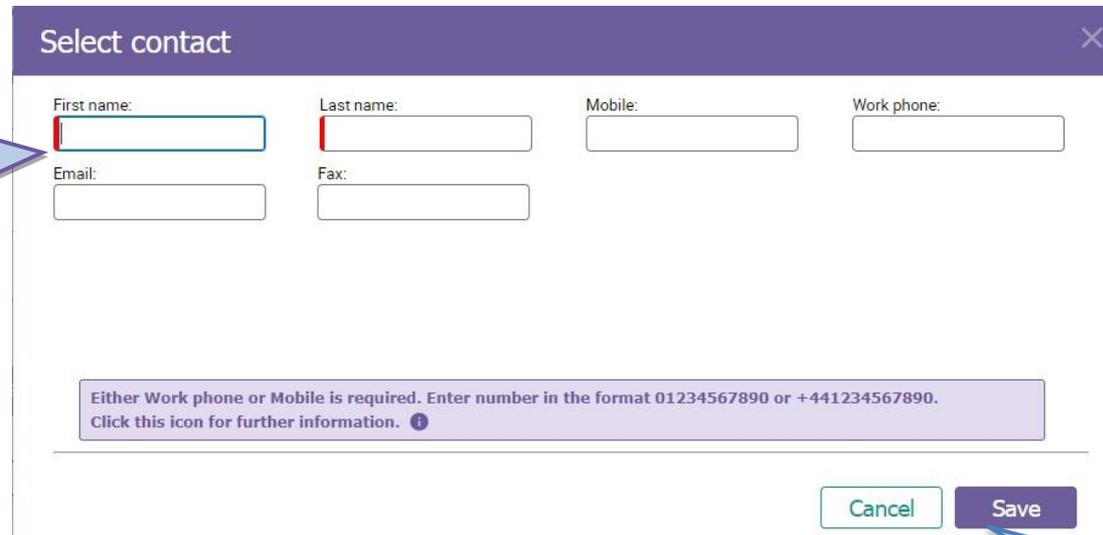
5 Secondary contact: BOTTRILL

5 Company name: XYZ (47 characters remaining)

[Back](#) [Cancel](#) [Save as draft](#) [Next](#)

Red colour field on the screen indicates a mandatory field

- In the event the primary contact is unavailable, Openreach will make use of the secondary contact. Click here to select or change contact details. ([Refer slide 41](#)) Please NOTE : Secondary contact is mandatory for Non BT sites.
 - Primary and Secondary contacts will be validated by Telephone numbers.
- Hazard Notes: Use this field to tell us about any health and safety hazards present on site e.g. guard dog
- Site Access Availability Notes: Use this field to tell us anything we need to know about site access availability, e.g. 24 by 7, office hours only.
- Special Arrangements Notes: Use this field to advise us of any special arrangements our engineers need to be aware of, e.g. the person or company to ask for, quote the original circuit ID (DFGB...)
- Company Name : "Please provide the name of the end user company where we are installing the circuit. (This is especially important for multi-occupancy units or data centres where we may need to advise reception which company/area we need to visit addition to the On the Day contact's name.)"



The screenshot shows a 'Select contact' form with the following fields: First name, Last name, Mobile, Work phone, Email, and Fax. A callout box on the left contains the text: 'Enter the site contact information. Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.' Below the form, there is a purple box with the text: 'Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890. Click this icon for further information.' At the bottom right, there are 'Cancel' and 'Save' buttons. A callout box points to the 'Save' button with the text: 'Once the details are entered, click on Save button to create the site contact'.

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44);

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details

A end site configuration

Site Type: BT (1) Location Type: Building Exchange (2) Landmark: Opp Barclay's bank (2) Location: Near entrance (2)

Floor: GND Room: 401 (3) Suite: 5 (4) Rack: 620 (4)

Housing: Cabinet Equipment Type: 19 Inch Standard Rack 24 Position: VU 3 LLUC Number:

Service Delivery Information: Awaited Linked Order Reference:

Is third party access required? No Is the fibre service in the same location? No Circuit number of the existing fibre delivered service: Is the comms room/area ready? Please select

- 1 Select the Location Type from the drop down.
Note : Location Type field will be defaulted to “Building Exchange” for BT Site type.
- 2 Use ‘Location’ text field to provide any additional information that will help to identify the precise location for the service. Please note that Openreach may need to undertake further planning if this information is amended during order provisioning, and this may affect the completion date.
- 3 Suite is a mandatory field when Site Type is 'BT'.
- 4 Rack is a mandatory field when Site Type is 'BT'.

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back Cancel Save as draft Next



A end site configuration

Site Type BT	Location Type Building Exchange	Landmark	Location Floor 3, Room MUA
Floor 3	Room MUA	Suite 1	Rack 960
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU7	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		

For A end site configuration, If your end location identifier is an existing service ID i.e., successional order, then the shown configuration details will be pre-populated and non editable.

Firm provide order



Provide order step 4 of 5: DF details

Summary | Non-recurring : £1,748.00 | Recurring : £1,452.95

DF details

A end site configuration

Site Type BT	Location Type Building Exchange	Landmark Opp Barclay's bank	Location Near entrance
Floor GND	Room 401	Suite 5	Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 3	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		
Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select

Select appropriate "Equipment Type" from the drop down

Available Equipment Type options are:

- Connectorised Terminal Compact Squid 4
- Connectorised Block 4
- Connectorised Block 8
- Connectorised Block 12
- Wallmounted Unit 4
- Wallmounted Unit 8
- 19 Inch Standard Rack 24
- 19 Inch Standard Rack 48

1 Please refer to [Product description document](#) for selecting the appropriate "Equipment Type" for the selected 'Location Type'

2 Please specify the exact Vertical Unit (VU) position in the rack you wish the patch panel to be installed into. If you input "Next available" we will use the next available free slot in your rack (working from the ground level upwards) to install your new patch panel. If you input 'Next Available' and a DF patch panel which has free ports already exists in the selected rack, then the existing patch panel will be used, unless you explicitly ask us not to due to RO2 requirements. Position is a mandatory field when Site Type is 'BT'.

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		X No ✓ Yes
External work at Premise		X No ✓ Yes
Equipment Installation and Fibre Testing		X No ✓ Yes
Non Specific TRC 1	X Not approved ✓ Approved	X No ✓ Yes
Non Specific TRC 2	X Not approved ✓ Approved	X No ✓ Yes
Non Specific TRC 3	X Not approved ✓ Approved	X No ✓ Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back

Cancel Save as draft Next



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details A end site configuration

Site Type: BT Location Type: Building Exchange Landmark: Opp Barclay's bank Location: Near entrance
 Floor: GND Room: 401 Suite: 5 Rack: 620
 Housing: Cabinet Equipment Type: 19 Inch Standard Rack 24 Position: VU 3 LLUC Number:
 Service Delivery Information: Awaited

1 Inked Order Reference

2 Is third party access required? No Is the fibre service in the same location? No Circuit number of the existing fibre delivered service: LLUC Number: Please select

- 1 If the order is linked to a SBS order, enter the linked order reference
- 2 Provide appropriate answers to the structured questions
- 3 For 'Out Of Hours (OOH) Preference' click 'Yes' or 'No' for 'Site Survey', 'External work at Premise' and 'Equipment Installation and Fibre Testing'.

To Request a Site Specific Risk Assessment Method Statement, Please select Non-Specific TRC required by clicking on 'Approved'.

Please note that you have to select a non-zero TRC band if you have provided 'Approved' or OOH preference as "Yes" for any of the above activities

Out of hours preference for visit

3

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back Cancel Save as draft Next



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

- DF details
- A end site configuration
- B end site configuration**

Site Type Non BT 1	Location Type Building Customer Premises	Landmark Opp HSBC bank 2	Location Near stairs
Floor 5	Room 401 3	Suite 5 4	Rack S20
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 5	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		

Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select
Do you currently occupy the location? Please select	Is Landlord consent necessary? Please select		
Are the site contacts aware of this order? Yes	Are the site contacts able to provide access to the engineers? Yes	Was this building built before 2000? Please select	Location of the asbestos register

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

Back Cancel Save as draft Next

- Select the Location Type from the drop down.
Note : Location Type field will be defaulted to "Building Exchange" for BT Site type.
- Use 'Location' text field to provide any additional information that will help to identify the precise location for the service. Please note that Openreach may need to undertake further planning if this information is amended during order provisioning, and this may affect the completion date.
- Suite is a mandatory field when Site Type is 'BT'.
- Rack is a mandatory field when Site Type is 'BT'.



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

- DF details
- A end site configuration
- B end site configuration**

Site Type:

Location Type:

Landmark:

Location:

Floor:

Room:

Suite:

Rack:

Housing:

1 Equipment Type:

2 Position:

LLUC Number:

Service Delivery Information:

Linked Order Reference:

Is third party access required?

Is the fibre service in the same location?

Circuit number of the existing fibre delivered service:

Is the comms room/area ready?

Do you currently occupy the location?

Is Landlord consent necessary?

Are the site contacts aware of this order?

Are the site contacts able to provide access to the engineers?

Was this building built before 2000?

Location of the asbestos register:

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

Back

Cancel Save as draft Next

1 Select appropriate "Equipment Type" from the drop down:

Available Equipment Type options are:

- Connectorised Terminal Compact Squid 4
- Connectorised Block 4
- Connectorised Block 8
- Connectorised Block 12
- Wallmounted Unit 4
- Wallmounted Unit 8
- 19 Inch Standard Rack 24
- 19 Inch Standard Rack 48

Please refer to [Product description document](#) for selecting the appropriate "Equipment Type" for the selected 'Location Type'

2 Please specify the exact Vertical Unit (VU) position in the rack you wish the patch panel to be installed into. If you input "Next available" we will use the next available free slot in your rack (working from the ground level upwards) to install your new patch panel. If you input 'Next Available' and a DF patch panel which has free ports already exists in the selected rack, then the existing patch panel will be used, unless you explicitly ask us not to due to RO2 requirements. Position is a mandatory field when Site Type is 'BT'.



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

- DF details
- A end site configuration
- B end site configuration**

Site Type <input type="text" value="Non BT"/>	Location Type <input type="text" value="Building Customer Premises"/>	Landmark <input type="text" value="Opp HSBC bank"/>	Location <input type="text" value="Near stairs"/>
Floor <input type="text" value="5"/>	Room <input type="text" value="401"/>	Suite <input type="text" value="5"/>	Rack <input type="text" value="520"/>
Housing <input type="text" value="Cabinet"/>	Equipment Type <input type="text" value="19 Inch Standard Rack 24"/>	Position <input type="text" value="VU 5"/>	LLUC Number <input type="text"/>
Service Delivery Information <input type="text" value="Awaited"/>	1 Linked Order Reference <input type="text"/>		

1 If the order is linked to a SBS order, enter the linked order reference

2 Provide appropriate answers to the structured questions

3 For 'Out Of Hours (OOH) Preference' click 'Yes' or 'No' for 'Site Survey', 'External work at Premise' and 'Equipment Installation and Fibre Testing'.

To Request a Site Specific Risk Assessment Method Statement, Please select Non-Specific TRC required by clicking on 'Approved'.

2

Is third party access required? <input type="text" value="No"/>	Is the fibre service in the same location? <input type="text" value="No"/>	Circuit number of the existing fibre delivered service <input type="text"/>	Is the comms room/area ready? <input type="text" value="Please select"/>
Do you currently occupy the location? <input type="text" value="Please select"/>	Is Landlord consent necessary? <input type="text" value="Please select"/>		
Are the site contacts aware of this order? <input type="text" value="Yes"/>	Are the site contacts able to provide access to the engineers? <input type="text" value="Yes"/>	Was this building built before 2000? <input type="text" value="Please select"/>	Location of the asbestos register <input type="text"/>

Please note that you have to select a non-zero TRC band if you have provided 'Approved' or OOH preference as "Yes" for any of the above activities

Out of hours preference for visit

3

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

[Back](#) [Cancel](#) [Save as draft](#) [Next](#)



Provide order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

3 [Order preview](#)

1

Order details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706	Customer reference
Required by date	17/07/2021	KCI type	Email	Channel reference
Order type	Provide	VACS group id		VACS contract id
Project reference		Sub project reference		Contract

Contact details

NIKIT THAKAR	+4401473607748	niki
Name	Contact number (W)	Email address
Additional email		

Helpdesk contact details

CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF details

Resilience Option	Standard	Variant	DF1AL
Contract Term	1		

Pricing details

Product	Net price
DF A End Patch Panel Rental Charge	£86.00
DF B End Patch Panel Rental Charge	£19.00
Connection charge	£1,538.00
Rental charge	£701.00
Main link rental charge	£751.95
Resilience monitoring charge	£0.00
Net recurring charge	£1,452.95
Net non recurring charge	£1,748.00

Note
Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

[Back](#)

[Cancel](#) [Save as draft](#) [Submit](#) **4**

- 1** Order summary displayed
- 2** Indicative prices displayed
- 3** Click 'Order preview' to view all the details to view all the details entered so far.
- 4** Click 'Submit' to submit the order. This will navigate you to the 'Order Request Confirmation' screen

Done!
Your request has been successfully submitted.

1 **Order details**

Openreach reference:	3-1216810232022	Account:	IPSWICH & BATTERSEA TEST BED DATA
Customer reference:	R4650 Plus Warranty RO2 Secondary DF2AL	Service reference:	DFGB69930901

2 **2**

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

4 **3**

Save as Favourite Finish

- 1** Please make a note of 'Openreach Reference' which is generated. It will also be communicated as part of KCI-1
- 2** 'Service Reference' is generated which is your circuit ID.
- 3** Click on 'Finish' and it will take you back to the 'Customer Zone' page
- 4** If you want save as Favourites Click on "Save as Favourite" and follow the steps shown from [next slide](#).

6c. DF Favourites

Done!
Your request has been successfully submitted.

Order details

Openreach reference:	3-1216810232022	Account:	IPSWICH & BATTERSEA TEST BED DATA
Customer reference:	R4650 Plus Warranty RO2 Secondary DF2AL	Service reference:	DFGB69930901

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Save as Favourite Finish

Save as favourite

Favourite reference

Favourite description

88 characters remaining

Cancel **Save**

Ethernet services Local loop unbundling Superfast broadband Service based solutions Dark fibre Physical infrastructure access

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order

Dark Fibre
(DF)

Place an order
Request a quote

1

1 After saving Favourite go to customer zone page click on icon as highlighted

1 Select a Favourite name from the list using radio button. Alternatively you can search your favourite using search option.

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[Home](#) [FAQ](#) [NT](#) [Search](#)

Favourites

Dashboard > Favourites

Starting with Go

Favourites

1 - 10 of 12+

	Favourites	Favourites description	Last used
<input checked="" type="radio"/>	new	new test fav	17/11/2020 07:33:13
<input type="radio"/>	R3550+	Easy to raise	16/11/2020 07:18:34
<input type="radio"/>	NG EAD FOA1	FOA1 trials	26/10/2020 10:54:48
<input type="radio"/>	IMPORTANT	CONTAINS ALL DATA ITEMS	15/10/2020 10:02:07
<input type="radio"/>	DFX	DFX WITH ALL DETAILS	10/10/2020 09:06:10
<input type="radio"/>	Gazza Special		22/08/2020 18:50:35
<input type="radio"/>	auto	new	30/07/2020 14:49:20
<input type="radio"/>	automation		22/06/2020 14:21:02
<input type="radio"/>	DFXALDETAILS		10/06/2020 11:50:31

⌂ ⏪ ⏩ ⌂

Back

Delete Add to order

1

6d. RO2 Primary provide order

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- Dashboard
- Ethernet channel management
- Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order

Select **Order** to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select **Inventory** to manage an existing service using a service reference.
Select **Fault** to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

- Ethernet services
- Local loop unbundling
- Superfast broadband
- Service based solutions
- Dark fibre
- Physical infrastructure access

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order

Dark Fibre
(DF)

Click on 'Place an order' under Dark Fibre (DF)



Provide order step 1 of 5: A end details

📍 Address details

Location identifier type

Exchange 1141 Code ▼

- Exchange 1141 Code
- Address Key
- LLUC Number
- MDF Id
- Site Id
- Existing Service ID
- UPRN
- Geospatial
- Equipment ID(SNE/PP ID)
- Post Code

Location identifier value

Clear
Search

- Select the location identifier type i.e., Address Key, Exchange 1141 code/LLUC number/MDF id/Site id and enter the corresponding value in upper cases in 'Location Identifier Value' field.

- Please Note: If end location is a BT exchange site then select 'MDF id' from the dropdown list of values and provide the exchange ID value (e.g. WWTORQ) in the Location Identifier Value field. Alternatively you can provide LLUC number/Exchange 1141 Code/Site id.

- Enter a valid search combination i.e, Post Code or Post Code + Street Number etc.



Provide order step 1 of 5: A end details

📍 Address details ^

Location identifier type

Exchange 1141 Code

Exchange 1141 Code

- LLUC Number
- MDF Id
- Site Id
- Existing Service ID
- UPRN
- Geospatial
- Equipment ID(SNE/PP ID)
- Post Code

Location identifier value

Clear
Search

- If your company uses UPRN, you can search the location using the Unique Property Reference Number (UPRN). The UPRN is a 12 digit property reference number which allows the identification of locations with or without postal addresses.
- If you enter a 12-digit Unique Property Reference Number (UPRN), then no other search fields should be filled.

Geospatial searches can be made either with Easting and Northing (up to seven digits and one decimal place) in British National Grid format or with Longitude and Latitude (up to two digits and six decimal places) along with a radius value.

- The search for address using UPRN and Geospatial inputs would give the precise information about the location and highlight the specific sites where Openreach have been locked out at the Dialogue Service order entry point. This would help in more precise planning.
- If you want to place the order as successional order you can select “Equipment ID(SNE/PP ID)” option from the dropdown and enter the Equipment ID and all details except port number will be prepopulated of the Equipment ID



Provide order step 1 of 5: A end details

Address details

Location Identifier type
Exchange 1141 Code ▼

Location Identifier value
TA

Back Clear Search

- For instance, enter a valid exchange 1141 code for A end location details and click on the Search button.
- Please enter the Location Identifier Value in upper case.



For B end, for instance if the post code is known, please enter as shown and click on 'Search'

Provide order step 2 of 5: B end details

Address details

Location identifier type

Post Code ▼

Post code

TQ11 0AB

Post town

Street number

Street

Building name

Sub building

Site search description

All ▼

Tick to include non-postal addresses that don't have an Openreach Address Key.

Back

Clear

Search



Provide order step 2 of 5: B end details

Address details

Location identifier type

Post code: Post town: Street number: Street:

Building name: Sub building: Site search description:

Tick to include non-postal addresses that don't have an Openreach Address Key.

4

Search results

1 - 4 of 50

1

- Gold**
Buckfast Business Centre,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
Buckfast Spinning Ltd,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
Golden Lion Court,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
1, Golden Lion Court,
Chapel Street,
Buckfastleigh, TQ11 0AB

Address details

Map view Show more

2

✦ Easting 273819	✦ Northing 66121	🌐 Latitude 50.47712	🌐 Longitude -3.77378
Address key A00028777975	UPRN	Parent UPRN	Site classification
Technology			
Copper <input checked="" type="checkbox"/>	PointToPointFibre <input type="checkbox"/>	FTTPBrownfield <input type="checkbox"/>	FTTPGreenfield <input type="checkbox"/>

3

Select the address and press 'Next'.

- 1 Click on the box to select the appropriate address if multiple addresses are returned
- 2 Complete address details shown along with address qualifier when you click on 'Show more'
- 3 Technology marker for PointToPointFibre is marked as either 'Y', 'N' or 'E'. For Exchange based NAD key, PointToPointFibre = 'E' is preferred. For other fibre served location, PointToPointFibre = 'Y' is preferred
- 4 Click 'Create' button to create your own temporary bronze key unidentified location in order to progress the order. Refer [Appendix A](#) for further details
- 5 Click on 'Next' to confirm the selection



Provide order step 3 of 5: Order details

Product availability

A End : Exchange 1141 Code TA B End : Address Key A00028777975

Great news. The product is available at the chosen address.

3	Variant DF1AL	A end exchange name TORQUAY TE/TRS	A end fibre availability Y	1	Product availability Y	B end exchange name BUCKFASTLEIGH TE	B end fibre availability N
---	------------------	---------------------------------------	-------------------------------	---	---------------------------	-----------------------------------------	-------------------------------

Exchange code TA Exchange code BSK B end address A00028777975

A end address TA

Main link distance - 18163 m

Radial distance - 17855 m

- Order details
- Site details - A end
- Site details - B end

Back

Cancel

Save as draft

Next

- 1 Product Availability Response returned as either 'Y' if service can be provided between the two selected points or 'N'.
- 2 Additional information like the Variant, fibre presence, main link and radial distance are also displayed.
- 3 Variant is derived based on the inputs given in A end and B end Location Identifiers

Enter the order details in relevant fields

- 1** Select appropriate KCI Level from the dropdown. ([Refer slide 67](#))
- 2** Enter your reference in the free text field available as shown
- 3** Select the required by date by clicking on the calendar button. Please note that this field will be prepopulated with a date which is current system date plus 30 working days (minimum lead time)
- 4** Please contact your account manager for more information about discount contracts.
- 5** Select the appropriate Channel reference This will help you to filter your orders into you different business channels if your business has chosen to use this feature. You will know if your business has chosen to use this feature if there are options available in the drop- down list.

Red colour field on the screen indicates a mandatory field

1 If this order is to be included as part of an agreed VACS project, please enter the VACS Group ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Group ID can be upto 20 alphanumeric characters and no Special characters are allowed.

2 If this order is to be included as part of an agreed VACS project, please enter the VACS Contract ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Contract ID can be upto 20 alphanumeric characters and no Special characters are allowed.

3 You can use the Project Reference field to group orders together using your own business reference, making it easier for you to review orders that are related to one another under your own project. Project reference can be upto 20 alphanumeric characters and no Special characters are allowed.

4 Alongside the Project Reference field, you can also use the Sub Project Reference field to group orders together using your own business reference, making it easier for you to review smaller groups of orders that are related to one another under your own project. Sub Project reference can be upto 20 alphanumeric characters and no Special characters are allowed

5 Click here to select or change contact details. ([Refer slide 67](#))

6 Please provide a helpdesk telephone number that Openreach can contact you on, if we are unable to contact the primary CP contact or the site contact(s) to resolve any issues with your orders.

Red colour field on the screen indicates a mandatory field

KCI level:

Automatic notifications for KCIs can be filtered with this option. You may select to receive all KCIs or Key depending on the following options:

- | | |
|----------------------|-------------------------------|
| Key Updates: | Standard Updates : |
| 510 (Acknowledged) | 510 (Acknowledged) |
| 520 (Committed) | 511 (Revised KCI1) |
| 530 (Completed) | 512 (Revised KCI 2) |
| OSUs | 520 (Committed) |
| 593/594 (Delayed) | 530 (Completed) |
| | 593/594 (Delayed) |
| | 9315 (Fibre Build complete) |
| | OSUs |

Use the radio button option to select an appropriate contact and click on OK button

Select contact
✕

▼

↻
1 - 5 of 5+

	Last name	First name	Work phone	Email	Mobile	Fax	Additional email addresses
<input checked="" type="radio"/>	!!!!	!!!!	0876543234	anurag.panda@b...	05476587567	0987654567	
<input type="radio"/>	!!!!	!!!!		monika.neekhra...			
<input type="radio"/>	!!ANAND	ANAND		ganeshanand.go...			
<input type="radio"/>	!.BEHL	RIDHIMA		ridhima.behl@bt...			
<input type="radio"/>	!ANAND	ANAND		ganeshanand.go...			namratha.2.shen...

⏪
⏩
⏴
⏵

Create contact
Cancel
Select

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Select contact ✕

First name: <input type="text"/>	Last name: <input type="text"/>	Work phone: <input type="text"/>	Mobile: <input type="text"/>
Fax: <input type="text"/>	Email: <input type="text"/>	Additional Email addresses: <input type="text"/>	

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Once the details are entered, click on Save button to create the contact

Cancel Save

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44);

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)

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Connect: Choose your location details and check product availability
 Configure: Customise your product details
 Confirm: Review and submit

Progress: A end details (checked), B end details (checked), Order details (active), DF details, Submit

Provide order step 3 of 5: Order details

Product availability
 Order details
 Site details - A end

1 Primary contact: ANNA
2 Hazard notes: Guard Dog
3 Site access availability notes: 24 by 7 access
4 Special arrangement notes: Entry pin 4 and 5 followed by 1
5 Secondary contact: COURTNELL
5 Company name: ABC

Site details - B end

Primary contact: ANNA
 Secondary contact: BOTTRILL
 Company name: XYZ
 Hazard notes: Elevator Issues
 Site access availability notes: 10 to 4 Monday to Friday only
 Special arrangement notes: Visit main reception at entry gate for access

Buttons: Back, Cancel, Save as draft, Next

1 In the event the primary contact is unavailable, Openreach will make use of the secondary contact.

Click here to select or change contact details. ([Refer slide 70](#))

Please NOTE : Secondary contact is mandatory for Non BT sites.

- Primary and Secondary contacts will be validated by Telephone numbers.

2 Hazard Notes: Use this field to tell us about any health and safety hazards present on site e.g. guard dog

3 Site Access Availability Notes: Use this field to tell us anything we need to know about site access availability, e.g. 24 by 7, office hours only.

4 Special Arrangements Notes: Use this field to advise us of any special arrangements our engineers need to be aware of, e.g. the person or company to ask for, quote the original circuit ID (DFGB...)

5 Company Name : "Please provide the name of the end user company where we are installing the circuit. (This is especially important for multi-occupancy units or data centres where we may need to advise reception which company/area we need to visit addition to the On the Day contact's name.)"

Red colour field on the screen indicates a mandatory field

Select contact ✕

Use the radio button option to select an appropriate contact and click on Select button

Select ➡ 1 - 5 of 5+

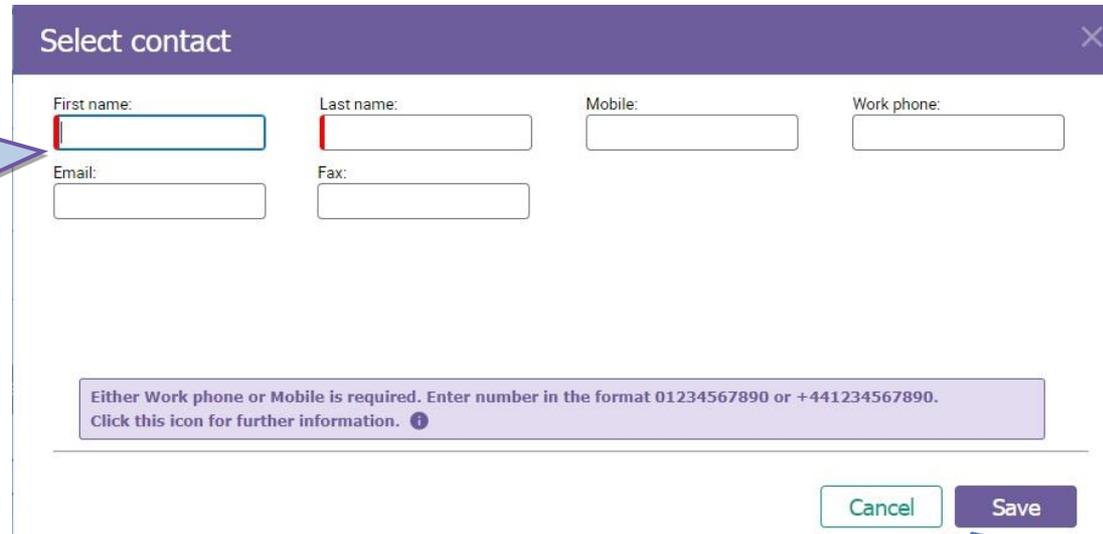
	First name	Last name	Work phone	Mobile	Email	Fax
<input checked="" type="radio"/>	GRACE	ANNA		+441234578954	grace.anna@abc.com	
<input type="radio"/>	GRACE	ANNA		+441234587451	grace.a@abc.com	
<input type="radio"/>	MIKE	DAVID	+449876543215	+441234567896	mike.david@abc.com	
<input type="radio"/>	STEPHEN	DAVID	+441254854155		stephen.david@abc...	
<input type="radio"/>	MITCHELLE	JOHN		+441234567895	mitchelle.john@abc...	

⏪ ⏩ ⏴ ⏵

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Click 'Edit' to update the existing contact details

The details you are can update are Work Phone, Mobile, and Fax.



The screenshot shows a 'Select contact' form with the following fields: First name, Last name, Mobile, Work phone, Email, and Fax. A callout box on the left states: 'Enter the site contact information. Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.' Below the form, a purple box contains the text: 'Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890. Click this icon for further information.' At the bottom right, there are 'Cancel' and 'Save' buttons. A callout box points to the 'Save' button, stating: 'Once the details are entered, click on Save button to create the site contact'.

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44);

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details

A end site configuration

Site Type BT	Location Type Building Exchange	Landmark Opp Barclay's bank	Location Near entrance
Floor GND	Room 401	Suite 5	Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 3	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		

Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select
---------------------------------------	--------------------------------------------------	--------------------------------------------------------	------------------------------------------------

- 1 If the order is linked to a SBS order, enter the linked order reference
- 2 Provide appropriate answers to the structured questions
- 3 For 'Out Of Hours (OOH) Preference' click 'Yes' or 'No' for 'Site Survey', 'External work at Premise' and 'Equipment Installation and Fibre Testing'.

To Request a Site Specific Risk Assessment Method Statement, Please select Non-Specific TRC required by clicking on 'Approved'.

Please note that you have to select a non-zero TRC band if you have provided 'Approved' or OOH preference as "Yes" for any of the above activities

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		✗ No ✓ Yes
External work at Premise		✗ No ✓ Yes
Equipment Installation and Fibre Testing		✗ No ✓ Yes
Non Specific TRC 1	✗ Not approved ✓ Approved	✗ No ✓ Yes
Non Specific TRC 2	✗ Not approved ✓ Approved	✗ No ✓ Yes
Non Specific TRC 3	✗ Not approved ✓ Approved	✗ No ✓ Yes

ⓘ Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back Cancel Save as draft Next



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

- DF details
- A end site configuration
- B end site configuration**

Site Type: Non BT **1** Location Type: Building Customer Premises **1** Landmark: Opp HSBC bank **2** Location: Near stairs **2**

Floor: 5 **3** Room: 401 **3** Suite: 5 **4** Rack: 520 **4**

Housing: Cabinet Equipment Type: 19 Inch Standard Rack 24 Position: VU 5 LLUC Number:

Service Delivery Information: Awaited Linked Order Reference:

Is third party access required? No

Do you currently occupy the location? Please select

Are the site contacts aware of this order? Yes

Is the fibre service in the same location? No

Is Landlord consent necessary? Please select

Are the site contacts able to provide access to the engineers? Yes

Circuit number of the existing fibre delivered service:

Was this building built before 2000? Please select

Is the comms room/area ready? Please select

Location of the asbestos register:

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

Back

Cancel

Save as draft

Next

- Select the Location Type from the drop down.
Note : Location Type field will be defaulted to "Building Exchange" for BT Site type.
- Use 'Location' text field to provide any additional information that will help to identify the precise location for the service. Please note that Openreach may need to undertake further planning if this information is amended during order provisioning, and this may affect the completion date.
- Suite is a mandatory field when Site Type is 'BT'.
- Rack is a mandatory field when Site Type is 'BT'.

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Connect Choose your location details and check product availability
 Configure Customise your product details
 Confirm Review and submit

A end details B end details Order details DF details Submit

Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details

A end site configuration

B end site configuration

Site Type: Non BT
 Location Type: Building Customer Premises
 Landmark: Opp HSBC bank
 Location: Near stairs

Floor: 5
 Room: 401
 Suite: 5
 Rack: 520

Housing: Cabinet
 Equipment Type: 19 Inch Standard Rack 24
 Position: VU 5
 LLUC Number:

Service Delivery Information: Awaited
 Linked Order Reference:

Is third party access required? No
 Do you currently occupy the location? Please select
 Are the site contacts aware of this order? Yes

Is the fibre service in the same location? No
 Is Landlord consent necessary? Please select
 Are the site contacts able to provide access to the engineers? Yes

Circuit number of the existing fibre delivered service:
 Is the comms room/area ready? Please select

Was this building built before 2000? Please select
 Location of the asbestos register:

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

Back Cancel Save as draft Next

1 Select appropriate "Equipment Type" from the drop down

Available Equipment Type options are:

- Connectorised Terminal Compact Squid 4
- Connectorised Block 4
- Connectorised Block 8
- Connectorised Block 12
- Wallmounted Unit 4
- Wallmounted Unit 8
- 19 Inch Standard Rack 24
- 19 Inch Standard Rack 48

Please refer to [Product description document](#) for selecting the appropriate "Equipment Type" for the selected 'Location Type'

2 Please specify the exact Vertical Unit (VU) position in the rack you wish the patch panel to be installed into. If you input "Next available" we will use the next available free slot in your rack (working from the ground level upwards) to install your new patch panel. If you input 'Next Available' and a DF patch panel which has free ports already exists in the selected rack, then the existing patch panel will be used, unless you explicitly ask us not to due to RO2 requirements. Position is a mandatory field when Site Type is 'BT'.



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

- DF details
- A end site configuration
- B end site configuration**

Site Type: Location Type: Landmark: Location:

Floor: Room: Suite: Rack:

Housing: Equipment Type: Position: LLUC Number:

Service Delivery Information: **1** Linked Order Reference:

2

Is third party access required? Is the fibre service in the same location? Circuit number of the existing fibre delivered service: Is the comms room/area ready?

Do you currently occupy the location? Is Landlord consent necessary?

Are the site contacts aware of this order? Are the site contacts able to provide access to the engineers? Was this building built before 2000? Location of the asbestos register:

Out of hours preference for visit

3

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

[Back](#) [Cancel](#) [Save as draft](#) [Next](#)

- 1 If the order is linked to a SBS order, enter the linked order reference
- 2 Provide appropriate answers to the structured questions
- 3 For 'Out Of Hours (OOH) Preference' click 'Yes' or 'No' for 'Site Survey', 'External work at Premise' and 'Equipment Installation and Fibre Testing'.

To Request a Site Specific Risk Assessment Method Statement, Please select Non-Specific TRC required by clicking on 'Approved'.

Please note that you have to select a non-zero TRC band if you have provided 'Approved' or OOH preference as "Yes" for any of the above activities



Provide order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

3 [Order preview](#)

1

Order details			
Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706
Required by date	17/07/2021	KCI type	Email
Order type	Provide	VACS group id	
Project reference		Sub project reference	

Contact details			
NIKIT THAKAR	+4401473607748	ni	n
Name	Contact number (W)	Contact number (M)	Email address
Additional email			

Helpdesk contact details			
CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF details	
Resilience Option	Standard
Contract Term	1

Pricing details	
Product	Net price
DF A End Patch Panel Rental Charge	£86.00
DF B End Patch Panel Rental Charge	£19.00
Connection charge	£1,538.00
Rental charge	£701.00
Main link rental charge	£751.95
Resilience monitoring charge	£0.00
Net recurring charge	£1,452.95
Net non recurring charge	£1,748.00

Note
 Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

[Back](#)

[Cancel](#) [Save as draft](#) [Submit](#)

- 1 Order summary displayed
- 2 Indicative prices displayed
- 3 Click 'Order preview' to view all the details to view all the details entered so far.
- 4 Click 'Submit' to submit the order. This will navigate you to the 'Order Request Confirmation' screen

2

4

- Enter or select the product details in relevant fields on DF details tab
- Once entered, please **do not click** 'Next' button
Instead click on the 'A End site configuration'

- Indicative recurring and non recurring prices displayed.

1 Select the Fibre Option from the drop down. Available Fibre Options are "Single Fibre" and "Fibre Pair"

2 Available Resilience options are 'Standard' and 'RO2'. Please note that 'Standard' option means 'No Resilience'.

3 If resilience option is 'RO2' then Associated Service ID field will be shown and has to be left blank for Primary order

4 Authorised ECC is the excess construction cost to the nearest whole pound above the defined inclusive product ECC allowance.
Alternatively, you can leave this field with its default value as 0 and amend it later in the journey when we confirm the ECCs for installing the circuit

5 This should be left blank as 'Stand Alone Survey' is not available for Dark Fibre, and the refund associated with using the SAS reference will not apply to Dark Fibre orders.

6 Select appropriate Time Related Charges (TRC) Band
Available TRC bands are as follows:
Band 0: 0 hrs
Band 1: up to 15 hrs
Band 2: up to 30 hrs
Band 3: up to 50 hrs
Band 4: Unlimited

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Connect Choose your location details and check product availability

Configure Customise your product details

Confirm Review and submit

A end details B end details Order details DF details Submit

Provide order step 4 of 5: DF details

Summary Non-recurring : £785.00 Recurring : £308.54

DF details

Please choose the settings you want for your DF connection.

1 Fibre Option: Single Fibre

Contract Term: 1

Variant: DFX

Care Package: Enhanced Care

2 Resilience Option: Standard RO2

3 Associated Service ID: [Blank]

4 Authorised ECC: 0

5 SAS reference: [Blank]

6 TRC Band: Band 0: 0 hrs

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

A end site configuration

B end site configuration

Back Cancel Save as draft Next



Provide order step 4 of 5: DF details

Summary
Non-recurring : £1,748.00
Recurring : £1,452.95

DF details

A end site configuration

Site Type BT	1 Location Type Building Exchange	Landmark Opp Barclay's bank	2 Location Near entrance
Floor GND	Room 401 3	Suite 5	4 Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 3	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		

Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select
---------------------------------------	--------------------------------------------------	--------------------------------------------------------	------------------------------------------------

- 1** Select the Location Type from the drop down.
Note : Location Type field will be defaulted to “Building Exchange” for BT Site type.
- 2** Use 'Location' text field to provide any additional information that will help to identify the precise location for the service. Please note that Openreach may need to undertake further planning if this information is amended during order provisioning, and this may affect the completion date.
- 3** Suite is a mandatory field when Site Type is 'BT'.
- 4** Rack is a mandatory field when Site Type is 'BT'.

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back
Cancel
Save as draft
Next



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details

A end site configuration

Site Type BT	Location Type Building Exchange	Landmark Opp Barclay's bank	Location Near entrance
Floor GND	Room 401	Suite 5	Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 3	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		
Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select

1

Select appropriate "Equipment Type" from the drop down

Available Equipment Type options are:

- Connectorised Terminal Compact Squid 4
- Connectorised Block 4
- Connectorised Block 8
- Connectorised Block 12
- Wallmounted Unit 4
- Wallmounted Unit 8
- 19 Inch Standard Rack 24
- 19 Inch Standard Rack 48

Please refer to [Product description document](#) for selecting the appropriate "Equipment Type" for the selected 'Location Type'

2

Please specify the exact Vertical Unit (VU) position in the rack you wish the patch panel to be installed into. If you input "Next available" we will use the next available free slot in your rack (working from the ground level upwards) to install your new patch panel. If you input 'Next Available' and a DF patch panel which has free ports already exists in the selected rack, then the existing patch panel will be used, unless you explicitly ask us not to due to RO2 requirements. Position is a mandatory field when Site Type is 'BT'.

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back

Cancel Save as draft Next



- The above message is for your information only and not an error informing that a secondary partner order needs to be raised for RO2 scenario.
- Click 'Proceed' to continue and submit the order. This will navigate you to the [Order Request Confirmation](#) screen
- Please raise the secondary RO2 order within 15 working days of raising the primary order else the primary order will be auto-cancelled.

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Done!
Your request has been successfully submitted.

1 Order details

Openreach reference:	3-1216810232022	Account:	IPSWICH & BATTERSEA TEST BED DATA
Customer reference:	R4650 Plus Warranty RO2 Secondary DF2AL	Service reference:	DFGB69930901

2 Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Save as Favourite **Finish**

3

- 1** Please make a note of 'Openreach Reference' which is generated. It will also be communicated as part of KCI-1
- 2** 'Please make a note of the 'Service Reference' which is your primary circuit ID. **This Service Reference/Associated Service ID needs to be entered on the 'Associated Service ID' field on the DF tab of Product details of the secondary RO2 order.**
Refer to [slides](#) for raising secondary RO2 order.
- 3** Click on 'Finish' and it will take you back to the ['Customer Zone'](#) page

6e. RO2 Secondary provide order

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- Dashboard
- Ethernet channel management
- Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order

Select **Order** to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select **Inventory** to manage an existing service using a service reference.
Select **Fault** to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

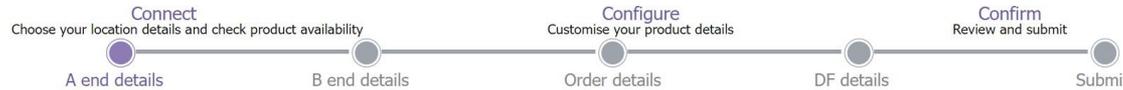
- Ethernet services
- Local loop unbundling
- Superfast broadband
- Service based solutions
- Dark fibre**
- Physical infrastructure access

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order

Dark Fibre
(DF)

Click on 'Place an order' under Dark Fibre (DF)



Provide order step 1 of 5: A end details

📍 Address details ^

Location identifier type

Exchange 1141 Code

Exchange 1141 Code
LLUC Number
MDF Id
Site Id
Existing Service ID
UPRN
Geospatial
Equipment ID(SNE/PP ID)
Post Code

Location identifier value

Clear
Search

- Select the location identifier type i.e., Address Key, Exchange 1141 code/LLUC number/MDF id/Site id and enter the corresponding value in upper cases in 'Location Identifier Value' field.

- Please Note: If end location is a BT exchange site then select 'MDF id' from the dropdown list of values and provide the exchange ID value (e.g. WWTORQ) in the Location Identifier Value field. Alternatively you can provide LLUC number/Exchange 1141 Code/Site id

- Enter a valid search combination i.e, Post Code or Post Code + Street Number etc.



- If your company uses UPRN, you can search the location using the Unique Property Reference Number (UPRN). The UPRN is a 12 digit property reference number which allows the identification of locations with or without postal addresses.
- If you enter a 12-digit Unique Property Reference Number (UPRN), then no other search fields should be filled.

Geospatial searches can be made either with Easting and Northing (up to seven digits and one decimal place) in British National Grid format or with Longitude and Latitude (up to two digits and six decimal places) along with a radius value.

- The search for address using UPRN and Geospatial inputs would give the precise information about the location and highlight the specific sites where Openreach have been locked out at the Dialogue Service order entry point. This would help in more precise planning.
- If you want to place the order as successional order you can select “Equipment ID(SNE/PP ID)” option from the dropdown and enter the Equipment ID and all details except port number will be prepopulated of the Equipment ID

Provide order step 1 of 5: A end details

The screenshot shows the 'Address details' form. It has a purple header with a location pin icon and the text 'Address details'. Below the header, there are two main sections: 'Location identifier type' and 'Location identifier value'. The 'Location identifier type' section has a dropdown menu with 'Exchange 1141 Code' selected. Below the dropdown, there is a list of options: 'Address Key', 'Exchange 1141 Code', 'LLUC Number', 'MDF Id', 'Site Id', 'Existing Service ID', 'UPRN', 'Geospatial', 'Equipment ID(SNE/PP ID)', and 'Post Code'. The 'Location identifier value' section has a text input field. To the right of the input field, there are two buttons: 'Clear' and 'Search'.



Provide order step 1 of 5: A end details

Address details

Location Identifier type: Exchange 1141 Code

Location Identifier value: TA

Buttons: Back, Clear, Search

- For instance, enter a valid exchange 1141 code for A end location details and click on the Search button.
- Please enter the Location Identifier Value in upper case.



For B end, for instance if the post code is known, please enter as shown and click on 'Search'

Provide order step 2 of 5: B end details

Address details

Location identifier type

Post Code ▼

Post code

TQ11 0AB

Post town

Street number

Street

Building name

Sub building

Site search description

All ▼

Tick to include non-postal addresses that don't have an Openreach Address Key.

Back

Clear

Search



Provide order step 2 of 5: B end details

Address details

Location identifier type
Post Code

Post code: TQ11 0AB

Post town: []

Street number: []

Street: []

Building name: []

Sub building: []

Site search description: All

Tick to include non-postal addresses that don't have an Openreach Address Key.

4 Create Clear Search

- Search results 1 - 4 of 50
- 1** **Gold** Buckfast Business Centre, Chapel Street, Buckfastleigh, TQ11 0AB
 - Gold** Buckfast Spinning Ltd, Chapel Street, Buckfastleigh, TQ11 0AB
 - Gold** Golden Lion Court, Chapel Street, Buckfastleigh, TQ11 0AB
 - Gold** 1, Golden Lion Court, Chapel Street, Buckfastleigh, TQ11 0AB

Address details Map view Show more

Easting 273819 Northing 66121 Latitude 50.47712 Longitude -3.77378

Address key	UPRN	Parent UPRN	Site classification
A00028777975			
Technology			
Copper 3	PointToPointFibre 3	FTTPBrownfield 3	FTTPGreenfield 3

Select the address and press 'Next'.

Back Cancel **Next**

- 1 Click on the box to select the appropriate address if multiple addresses are returned
- 2 Complete address details shown along with address qualifier when you click on 'Show more'
- 3 Technology marker for PointToPointFibre is marked as either 'Y', 'N' or 'E'. For Exchange based NAD key, PointToPointFibre = 'E' is preferred. For other fibre served location, PointToPointFibre = 'Y' is preferred
- 4 Click 'Create' button to create your own temporary bronze key unidentified location in order to progress the order. Refer [Appendix A](#) for further details
- 5 Click on 'Next' to confirm the selection

2



Provide order step 3 of 5: Order details

Product availability

A End : Exchange 1141 Code TA B End : Address Key A00028777975

Great news. The product is available at the chosen address.

3	Variant DF1AL	A end exchange name TORQUAY TE/TRS	A end fibre availability Y	1	Product availability Y	B end exchange name BUCKFASTLEIGH TE	B end fibre availability N
---	------------------	---------------------------------------	-------------------------------	---	---------------------------	-----------------------------------------	-------------------------------

2

Exchange code TA
A end address TA

Exchange code BSK
B end address A00028777975

Main link distance - 18163 m

Radial distance - 17855 m

- Order details
- Site details - A end
- Site details - B end

Back

Cancel

Save as draft

Next

- 1 Product Availability Response returned as either 'Y' if service can be provided between the two selected points or 'N'.
- 2 Additional information like the Variant, fibre presence, main link and radial distance are also displayed.
- 3 Variant is derived based on the inputs given in A end and B end Location Identifiers

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Connect: Choose your location details and check product availability
 Configure: Customise your product details
 Confirm: Review and submit

A end details | B end details | Order details | DF details | Submit

Provide order step 3 of 5: Order details

Product availability

Order details

Account: IPSWICH & BATTERSEA TEST BED DATA

Billing account: 0455810706 **1**

KCI level: Standard Updates **2**

Customer reference: DF1AL test order for User Guide
19 characters remaining

KCI type: Email **3**

Required by date: 17/07/2021 **4**

Contract: **5**

Channel reference:

VACS group id:

VACS contract id:

Project reference:

Sub project reference:

Contact details: THAKAR

Helpdesk contact details: CP HELP DESK

Site details - A end

Site details - B end

Back Cancel Save as draft Next

Enter the order details in relevant fields

- 1** Select appropriate KCI Level from the dropdown. [\(Refer slide 91\)](#)
- 2** Enter your reference in the free text field available as shown
- 3** Select the required by date by clicking on the calendar button. Please note that this field will be prepopulated with a date which is current system date plus 30 working days (minimum lead time)
- 4** Please contact your account manager for more information about discount contracts.
- 5** Select the appropriate Channel reference This will help you to filter your orders into you different business channels if your business has chosen to use this feature. You will know if your business has chosen to use this feature if there are options available in the drop- down list.

Red colour field on the screen indicates a mandatory field

Red colour field on the screen indicates a mandatory field



- 1 If this order is to be included as part of an agreed VACS project, please enter the VACS Group ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Group ID can be upto 20 alphanumeric characters and no Special characters are allowed.
- 2 If this order is to be included as part of an agreed VACS project, please enter the VACS Contract ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Contract ID can be upto 20 alphanumeric characters and no Special characters are allowed.
- 3 You can use the Project Reference field to group orders together using your own business reference, making it easier for you to review orders that are related to one another under your own project. Project reference can be upto 20 alphanumeric characters and no Special characters are allowed.
- 4 Alongside the Project Reference field, you can also use the Sub Project Reference field to group orders together using your own business reference, making it easier for you to review smaller groups of orders that are related to one another under your own project. Sub Project reference can be upto 20 alphanumeric characters and no Special characters are allowed
- 5 Click here to select or change contact details. ([Refer slide 91](#))
- 6 Please provide a helpdesk telephone number that Openreach can contact you on, if we are unable to contact the primary CP contact or the site contact(s) to resolve any issues with your orders.

KCI level:

Automatic notifications for KCIs can be filtered with this option. You may select to receive all KCIs or Key depending on the following options:

Key Updates:	Standard Updates :
510 (Acknowledged)	510 (Acknowledged)
520 (Committed)	511 (Revised KCI1)
530 (Completed)	512 (Revised KCI 2)
OSUs	520 (Committed)
593/594 (Delayed)	530 (Completed)
	593/594 (Delayed)
	9315 (Fibre Build complete)
	OSUs

Use the radio button option to select an appropriate contact and click on OK button

Select contact
✕

▼

↻
1 - 5 of 5+

	Last name	First name	Work phone	Email	Mobile	Fax	Additional email addresses
<input checked="" type="radio"/>	!!!!	!!!!	0876543234	anurag.panda@b...	05476587567	0987654567	
<input type="radio"/>	!!!!	!!!!		monika.neekhra...			
<input type="radio"/>	!!ANAND	ANAND		ganeshanand.go...			
<input type="radio"/>	!.BEHL	RIDHIMA		ridhima.behl@bt...			
<input type="radio"/>	!ANAND	ANAND		ganeshanand.go...			namratha.2.shen...

⏪ ⏩ ⏴ ⏵

Create contact

Cancel

Select

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Select contact ✕

First name:	Last name:	Work phone:	Mobile:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Fax:	Email:	Additional Email addresses:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Once the details are entered, click on Save button to create the contact

Cancel Save

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44):

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)

Red colour field on the screen indicates a mandatory field

- 1

In the event the primary contact is unavailable, Openreach will make use of the secondary contact.
 Click here to select or change contact details. ([Refer slide 94](#))
 Please NOTE : Secondary contact is mandatory for Non BT sites.

 - Primary and Secondary contacts will be validated by Telephone numbers.

- 2

Hazard Notes: Use this field to tell us about any health and safety hazards present on site e.g. guard dog
 Maximum number of characters allowed is 100.

- 3

Site Access Availability Notes: Use this field to tell us anything we need to know about site access availability, e.g. 24 by 7, office hours only. Maximum number of characters allowed is 50

- 4

Special Arrangements Notes: Use this field to advise us of any special arrangements our engineers need to be aware of, e.g. the person or company to ask for, quote the original circuit ID (DFGB...)

- 5

Company Name : “Please provide the name of the end user company where we are installing the circuit. (This is especially important for multi-occupancy units or data centres where we may need to advise reception which company/area we need to visit addition to the On the Day contact’s name.)”

Select contact ✕

Use the radio button option to select an appropriate contact and click on Select button

Select ➡ 1 - 5 of 5+

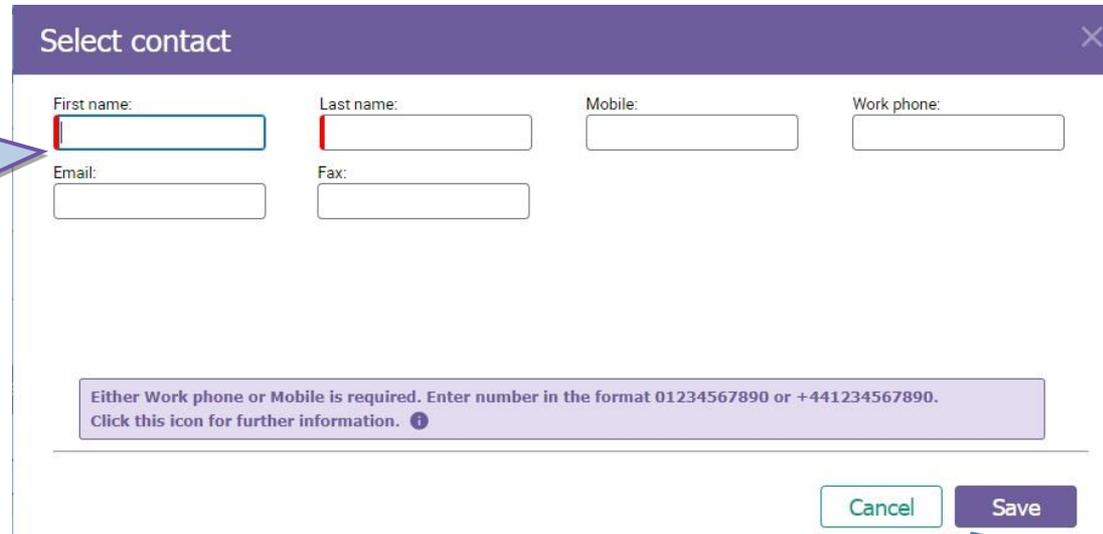
	First name	Last name	Work phone	Mobile	Email	Fax
<input checked="" type="radio"/>	GRACE	ANNA		+441234578954	grace.anna@abc.com	
<input type="radio"/>	GRACE	ANNA		+441234587451	grace.a@abc.com	
<input type="radio"/>	MIKE	DAVID	+449876543215	+441234567896	mike.david@abc.com	
<input type="radio"/>	STEPHEN	DAVID	+441254854155		stephen.david@abc...	
<input type="radio"/>	MITCHELLE	JOHN		+441234567895	mitchelle.john@abc...	

⏪ ⏩ ⏴ ⏵

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Click 'Edit' to update the existing contact details

The details you are can update are Work Phone, Mobile, and Fax.



The screenshot shows a 'Select contact' form with the following fields: First name, Last name, Mobile, Work phone, Email, and Fax. A callout box on the left states: 'Enter the site contact information. Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.' Below the form, a message reads: 'Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890. Click this icon for further information.' At the bottom right, there are 'Cancel' and 'Save' buttons. A second callout box points to the 'Save' button, stating: 'Once the details are entered, click on Save button to create the site contact'.

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44);

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)

- Enter or select the product details in relevant fields on DF details tab
- Once entered, please **do not click** 'Next' button
Instead click on the 'A End site configuration'
- Indicative recurring and non recurring prices displayed.

1 Select the Fibre Option from the drop down. Available Fibre Options are Single Fibre and Fibre Pair

2 Available Resilience options are 'Standard' and 'RO2'. Please note that 'Standard' option means 'No Resilience'.

3 If resilience option is 'RO2' then Associated Service ID field will be shown and you will need to enter the Primary R02 circuit in the Associated Service ID Field

4 Authorised ECC is the excess construction cost to the nearest whole pound above the defined inclusive product ECC allowance.
Alternatively, you can leave this field with its default value as 0 and amend it later in the journey when we confirm the ECCs for installing the circuit

5 This should be left blank as 'Stand Alone Survey' is not available for Dark Fibre, and the refund associated with using the SAS reference will not apply to Dark Fibre orders.

6 Select appropriate Time Related Charges (TRC) Band
Available TRC bands are as follows:
Band 0: 0 hrs
Band 1: up to 15 hrs
Band 2: up to 30 hrs
Band 3: up to 50 hrs
Band 4: Unlimited

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Connect: Choose your location details and check product availability
Configure: Customise your product details
Confirm: Review and submit

A end details | B end details | Order details | DF details | Submit

Provide order step 4 of 5: DF details

Summary | Non-recurring : £3,033.00 | Recurring : £2,025.15

DF details

Please choose the settings you want for your DF connection.

1 Fibre Option: Single Fibre
Contract Term: 1
Variant: DF2AL
Care Package: Enhanced Care

2 Resilience Option: Standard, **RO2**

3 Associated Service ID: DFGB69930085

4 Authorised ECC: 0
5 SAS reference: [blank]

6 TRC Band: Band 0: 0 hrs

ⓘ Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

A end site configuration
B end site configuration

Back | Cancel | Save as draft | Next



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details

A end site configuration

Site Type BT	Location Type Building Exchange	Landmark Opp Barclay's bank	Location Near entrance
Floor GND	Room 401	Suite 5	Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 3	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		
Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select

1 Select the Location Type from the drop down.
Note : Location Type field will be defaulted to “Building Exchange” for BT Site type.

2 Use ‘Location’ text field to provide any additional information that will help to identify the precise location for the service. Please note that Openreach may need to undertake further planning if this information is amended during order provisioning, and this may affect the completion date.

3 Suite is a mandatory field when Site Type is 'BT'.

4 Rack is a mandatory field when Site Type is 'BT'.

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back

Cancel Save as draft Next

RO2 Secondary provide order



Provide order step 4 of 5: DF details

Summary | Non-recurring : £1,748.00 | Recurring : £1,452.95

DF details

A end site configuration

Site Type BT	Location Type Building Exchange	Landmark Opp Barclay's bank	Location Near entrance
Floor GND	Room 401	Suite 5	Rack 620
Housing Cabinet	1 Equipment Type 19 Inch Standard Rack 24	Position VU 3	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		
Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back

Cancel Save as draft Next

1 Select appropriate "Equipment Type" from the drop down

Available Equipment Type options are:

- Connectorised Terminal Compact Squid 4
- Connectorised Block 4
- Connectorised Block 8
- Connectorised Block 12
- Wallmounted Unit 4
- Wallmounted Unit 8
- 19 Inch Standard Rack 24
- 19 Inch Standard Rack 48

Please refer to [Product description document](#) for selecting the appropriate "Equipment Type" for the selected 'Location Type'

2 Please specify the exact Vertical Unit (VU) position in the rack you wish the patch panel to be installed into. If you input "Next available" we will use the next available free slot in your rack (working from the ground level upwards) to install your new patch panel. If you input 'Next Available' and a DF patch panel which has free ports already exists in the selected rack, then the existing patch panel will be used, unless you explicitly ask us not to due to RO2 requirements. Position is a mandatory field when Site Type is 'BT'.



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

DF details

A end site configuration

Site Type BT	Location Type Building Exchange	Landmark Opp Barclay's bank	Location Near entrance
Floor GND	Room 401	Suite 5	Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 3	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		

1

1 If the order is linked to a SBS order, enter the linked order reference

2 Provide appropriate answers to the structured questions

3 For 'Out Of Hours (OOH) Preference' click 'Yes' or 'No' for 'Site Survey', 'External work at Premise' and 'Equipment Installation and Fibre Testing'.

To Request a Site Specific Risk Assessment Method Statement, Please select Non-Specific TRC required by clicking on 'Approved'.

2

Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select
---------------------------------------	--------------------------------------------------	--------------------------------------------------------	------------------------------------------------

Please note that you have to select a non-zero TRC band if you have provided 'Approved' or OOH preference as "Yes" for any of the above activities

Out of hours preference for visit

3

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

B end site configuration

Back Cancel Save as draft Next

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Connect: Choose your location details and check product availability

Configure: Customise your product details

Confirm: Review and submit

A end details | B end details | Order details | **DF details** | Submit

Provide order step 4 of 5: DF details

Summary | Non-recurring : £1,748.00 | Recurring : £1,452.95

DF details

A end site configuration

B end site configuration

Site Type: Non BT **1** | Location Type: Building Customer Premises | Landmark: Opp HSBC bank **2** | Location: Near stairs

Floor: 5 | Room: 401 **3** | Suite: 5 **4** | Rack: 520

Housing: Cabinet | Equipment Type: 19 Inch Standard Rack 24 | Position: VU 5 | LLUC Number:

Service Delivery Information: Awaited | Linked Order Reference:

Is third party access required? No | Is the fibre service in the same location? No | Circuit number of the existing fibre delivered service: | Is the comms room/area ready? Please select

Do you currently occupy the location? Please select | Is Landlord consent necessary? Please select

Are the site contacts aware of this order? Yes | Are the site contacts able to provide access to the engineers? Yes | Was this building built before 2000? Please select | Location of the asbestos register:

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

1 Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

Back | Cancel | Save as draft | Next

- 1** Select the Location Type from the drop down.
Note : Location Type field will be defaulted to “Building Exchange” for BT Site type.
- 2** Use ‘Location’ text field to provide any additional information that will help to identify the precise location for the service. Please note that Openreach may need to undertake further planning if this information is amended during order provisioning, and this may affect the completion date.
- 3** Suite is a mandatory field when Site Type is 'BT'.
- 4** Rack is a mandatory field when Site Type is 'BT'.



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

- DF details
- A end site configuration
- B end site configuration**

Site Type Non BT	Location Type Building Customer Premises	Landmark Opp HSBC bank	Location Near stairs
Floor 5	Room 401	Suite 5	Rack 520
Housing Cabinet	1 Equipment Type 19 Inch Standard Rack 24	Position VU 5	LLUC Number
Service Delivery Information Awaited		Linked Order Reference	

Is third party access required? No	Is the fibre service in the same location? No	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select
Do you currently occupy the location? Please select	Is Landlord consent necessary? Please select	Was this building built before 2000? Please select	Location of the asbestos register
Are the site contacts aware of this order? Yes	Are the site contacts able to provide access to the engineers? Yes		

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

1 Select appropriate “Equipment Type” from the drop down

Available Equipment Type options are:

- Connectorised Terminal Compact Squid 4
- Connectorised Block 4
- Connectorised Block 8
- Connectorised Block 12
- Wallmounted Unit 4
- Wallmounted Unit 8
- 19 Inch Standard Rack 24
- 19 Inch Standard Rack 48

Please refer to [Product description document](#) for selecting the appropriate “Equipment Type” for the selected ‘Location Type’

2 Please specify the exact Vertical Unit (VU) position in the rack you wish the patch panel to be installed into. If you input “Next available” we will use the next available free slot in your rack (working from the ground level upwards) to install your new patch panel. If you input ‘Next Available’ and a DF patch panel which has free ports already exists in the selected rack, then the existing patch panel will be used, unless you explicitly ask us not to due to RO2 requirements. Position is a mandatory field when Site Type is 'BT'.

Back

Cancel Save as draft Next



Provide order step 4 of 5: DF details

Summary Non-recurring : £1,748.00 Recurring : £1,452.95

- DF details
- A end site configuration
- B end site configuration

Site Type: Non BT
 Location Type: Building Customer Premises
 Landmark: Opp HSBC bank
 Location: Near stairs
 Floor: 5
 Room: 401
 Suite: 5
 Rack: 520
 Housing: Cabinet
 Equipment Type: 19 Inch Standard Rack 24
 Position: VU 5
 LLUC Number:
 Service Delivery Information: Awaited
 1 Linked Order Reference:

2

Is third party access required? No
 Is the fibre service in the same location? No
 Circuit number of the existing fibre delivered service:
 Is the comms room/area ready? Please select
 Do you currently occupy the location? Please select
 Is Landlord consent necessary? Please select
 Are the site contacts aware of this order? Yes
 Are the site contacts able to provide access to the engineers? Yes
 Was this building built before 2000? Please select
 Location of the asbestos register:

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

Back Cancel Save as draft Next

- 1 If the order is linked to a SBS order, enter the linked order reference
- 2 Provide appropriate answers to the structured questions
- 3 For 'Out Of Hours (OOH) Preference' click 'Yes' or 'No' for 'Site Survey', 'External work at Premise' and 'Equipment Installation and Fibre Testing'.

To Request a Site Specific Risk Assessment Method Statement, Please select Non-Specific TRC required by clicking on 'Approved'.

Please note that you have to select a non-zero TRC band if you have provided 'Approved' or OOH preference as "Yes" for any of the above activities



Provide order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

3 [Order preview](#)

1

Order details			
Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706
Required by date	17/07/2021	KCI type	Email
Order type	Provide	VACS group id	
Project reference		Sub project reference	

Contact details			
NIKIT THAKAR	+4401473607748	ni	n
Name	Contact number (W)	Contact number (M)	Email address
Additional email			

Helpdesk contact details			
CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF details	
Resilience Option	Standard
Contract Term	1

Pricing details	
Product	Net price
DF A End Patch Panel Rental Charge	£86.00
DF B End Patch Panel Rental Charge	£19.00
Connection charge	£1,538.00
Rental charge	£701.00
Main link rental charge	£751.95
Resilience monitoring charge	£0.00
Net recurring charge	£1,452.95
Net non recurring charge	£1,748.00

2

Note
Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

[Back](#)

[Cancel](#) [Save as draft](#) [Submit](#) **4**

- 1 Order summary displayed
- 2 Indicative prices displayed
- 3 Click 'Order preview' to view all the details to view all the details entered so far.
- 4 Click 'Submit' to submit the order. This will navigate you to the 'Order Request Confirmation' screen

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Done!

Your request has been successfully submitted.

1

Order details

Openreach reference:	3-1216810232022	Account:	IPSWICH & BATTERSEA TEST BED DATA
Customer reference:	R4650 Plus Warranty RO2 Secondary DF2AL	Service reference:	DFGB69930901

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

2

Save as Favourite

Finish

3

- 1 Please make a note of 'Openreach Reference' which is generated. It will also be communicated as part of KCI-1
- 2 'Please make a note of the 'Service Reference'.
- 3 Click on 'Finish' and it will take you back to the '[Customer Zone](#)' page



What is an amend

An **AMEND** is where something is required to be changed on an open order. This can be pro-actively done by the CP or reactively.

An **AMEND** can change any number of attributes from date, room, floor, suite locations through to contacts. names and numbers based on Point of no Amend.

* For postal address related changes you cannot use the amend journey.

There are two significant actions on amends that will impact your order.

Invalid data & Insufficient information

- **Invalid Data**

This is where we need you to specifically amend a certain criteria field to then progress the order.

- **Insufficient Information**

Where you need to update your order with the required response and inform the service team via the contact method (email/case) of your choice to progress the order.

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

Dashboard

Ethernet channel management

Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order

Select **Order** to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select **Inventory** to manage an existing service using a service reference.
Select **Fault** to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

On the customer zone page, enter the openreach reference or service reference which is to be amended as shown and click on 'Search' button

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- [Dashboard](#)
- [Ethernet channel management](#)
- [Ethernet CP alarm configuration](#)

Openreach reference Your reference Service reference

Order

Track Order Details

1 - 1 of 1

	Openreach Reference	KCI Type	KCI Level	Contact Name	Customer Reference
<input checked="" type="radio"/>	3-1216806770700	Email	Standard Updates	S ALA	R4650 Plus Warranty DFX SABOR RO2 Primary

[Back](#)

[View order Summary](#)

Click 'View order Summary'

Order details

Dashboard > Order details

Details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	IPSWICH & BATTERSEA TEST BED D	Openreach reference	3-1216815407331
Customer reference	R4650 Plus Warranty DF1AL SABOR	Required by date	23/07/2021	Product name	DF
Service reference	DFGB69931855	Order sub type	Provide	Status	Issued
KCI type	Email	Contract		Channel reference	

Please note – Order status will show 'Amend Request' when an amend was started but was not submitted, either because it was cancelled or was never completed. Order status will show 'Amend Pending' when an amend request is successfully submitted and is awaiting Openreach action.

Contact details

SOWMYA NOOKALA Name	01234567895 Contact number (W)	Contact number (M)	sowmya.nook Email address
sri Additional email	o.uk		

Helpdesk contact details

CP HELP DESK Name	+448002412890 Contact number (W)	800 Extn.	Opt 2 followed by 9 Notes
-----------------------------	--------------------------------------------	---------------------	-------------------------------------

- Back
- Cancel order
- Amend order**
- Suspend order
- Resume order
- View details

Click on the 'Amend Order' button to begin the amend journey

- Click [here](#) to follow the process steps for Proactive amend i.e. Customer requested amend
- Click [here](#) to follow the process steps for Approving ECCs
- Click [here](#) to follow the process steps for approving Resilience Violation confirmation
- Click [here](#) to follow the process steps for approving the Non Specific TRC
- Click [here](#) to follow the process steps for amending an order via ED

Order details from the provide order journey are pre populated and are editable provided the point of amendment is not reached.

- 1 Select the Amend Reason from the drop down while amending the order.



Amend order step 3 of 5: Order details

Order details

Account IPSWICH & BATTERSEA TEST BED DATA	Billing account 0455810706	KCI level Standard Updates	Customer reference R4650 Plus Warranty DF1AL SABOR for C
KCI type Email	Required by date 23/07/2021	Contract	Channel reference
VACS group id	VACS contract id	Project reference	Sub project reference
Contact details NOOKALA	Helpdesk contact details CP HELP DESK	Amend reason Please select	

- Customer Requested Amend
- In response to invalid SAS Reference
- RO Violation Confirmation
- In Response To Authorisation of ECC
- In Response To Authorisation of TRC band
- In Response To BT Request
- In Response To Authorisation of Service Delivery Charge

Back
Cancel
Next

Any amendments to the order may result in change of service delivery date and/or pricing.

Amend Request	Amend Reason
If you are responding to a request to authorise a Service Delivery Charge	In Response To Authorisation of Service Delivery Charge
If you are responding to a request to authorise ECCs	In Response To Authorisation of ECC
If you are responding to a request to authorise TRCs	In Response To Authorisation of TRC band
This amend reason is not applicable for DF orders	In response to invalid SAS Reference
If you are responding to a request confirm your agreement to a resilience violation	RO Violation Confirmation
For all other delays	In Response To BT Request amend reason
If you want to amend more than one delay at a time.	Customer Requested Amend

Amendment of attributes

You may amend KCI Level, KCI Type, Required by date (CRD), Contact details, Channel Reference, Hazard notes, Site access availability notes, Special arrangement notes, Project reference and Sub Project reference and Company name.

Once the 'point of no amend' is reached the attributes will no longer be amendable.

Raise a case on VMJ

(View my Job) via case management in case you wish to amend your order beyond PONA (Point of No Amend)

Amend order step 3 of 5: Order details

Order details

Account: IPSWICH & BATTERSEA TEST BED DATA

Billing account: 0455810706

KCI level: Standard Updates

Customer reference: R4600 Warranty DFX SABOR via Fav

KCI type: Email

Required by date: 24/06/2021

Contract: [Empty]

Channel reference: [Empty]

VACS group id: [Empty]

VACS contract id: [Empty]

Project reference: [Empty]

Sub project reference: [Empty]

Contact details: NOOKALA

Helpdesk contact details: CP HELP DESK

Amend reason: Customer Requested Amend

Site details - A end

Primary contact: ANINA

Secondary contact: [Empty]

Company name: ABC

Hazard notes: Guard Dog (91 characters remaining)

Site access availability notes: 24 by 7 access (36 characters remaining)

Special arrangement notes: Entry pin 4 and 5 followed by 1 (1469 characters remaining)

Site details - B end

Primary contact: DAVID

Secondary contact: DAVID

Company name: XYZ

Hazard notes: Elevator Issues (85 characters remaining)

Site access availability notes: 10 to 4 Monday to Friday only (21 characters remaining)

Special arrangement notes: Visit main reception at entry gate for access (1455 characters remaining)

Any amendments to the order may result in change of service delivery date and/or pricing.

Buttons: Back, Cancel, Next

Attributes	Point of No Amend
KCI Level	KCI 3
Required by date CRD	KCI 3
Contact details	KCI 3
Hazard Notes	KCI 3
Site access availability notes	KCI 3
Special arrangement notes	KCI 3
Project reference	KCI 3
Sub Project reference	KCI 3
Company Name	KCI 1.2

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Connect Choose your location details and check product availability
 Configure Customise your product details
 Confirm Review and submit

A end details B end details Order details DF details Submit

Amend order step 4 of 5: DF details

Summary Non-recurring : £3,167.00 Recurring : £2,153.95

DF details

Please choose the settings you want for your DF connection.

Fibre Option: Fibre Pair
 Contract Term: 1
 Variant: DF1AL
 Care Package: Enhanced Care

Resilience Option: Standard RO2

1 Standard communication

2 Authorised ECC: 0 SAS reference:

3 TRC Band: Band 1: up to 15 hrs

A end site configuration
 B end site configuration

Back Cancel Next

- Resilience option and ECC charges are amendable until point of no amend
- If you need to amend 'A End Configuration' or 'B End Configuration' click on respective tab(s) else click 'Next'

1 Select 'Standard' when no resilience is required. Associated Service ID' is only required for an associated RO2 order. For Standard to RO2 amends, if this is your first primary RO2 order then leave the Associated Service ID field blank. Once the order is raised note down the DFGB circuit reference and provide the same while raising the secondary partner order in the Associated Service ID field. If resilience option is 'Standard", then Associated Service ID field will be not be shown

2 Authorised ECC is the excess construction cost to the nearest whole pound above the defined inclusive product ECC allowance. Alternatively, you can leave this field with its default value as 0 and amend it later in the journey when we confirm the ECCs for installing the circuit.

3 OOH preference can be amended until point of no amendment. Available TRC bands are as follows:
 Band 0: 0 hrs
 Band 1: up to 15 hrs
 Band 2: up to 30 hrs
 Band 3: up to 50 hrs
 Band 4: Unlimited



Amend order step 4 of 5: DF details

Summary Non-recurring : £3,167.00 Recurring : £2,153.95

DF details

A end site configuration

Site Type <input type="text" value="BT"/>	Location Type <input type="text" value="Building Exchange"/>	Landmark <input type="text" value="Opposite HSBC Bank"/>	Location <input type="text" value="Near stairs"/>
Floor <input type="text" value="GND"/>	Room <input type="text" value="500"/>	Suite <input type="text" value="5"/>	Rack <input type="text" value="620"/>
Housing <input type="text" value="Cabinet"/>	Equipment Type <input type="text" value="19 Inch Standard Rack 24"/>	Position <input type="text" value="V3"/>	LLUC Number <input type="text"/>
Service Delivery Information <input type="text" value="Awaited"/>	Linked Order Reference <input type="text"/>		

Out of hours preference for visit

Site visit reason	Status	OOH preference
1 Site Survey		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes

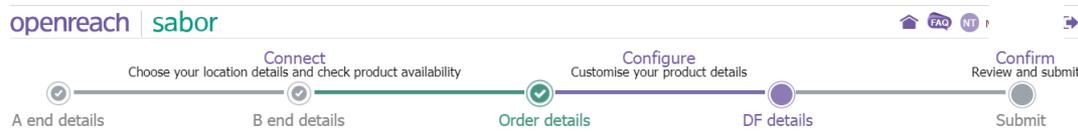
B end site configuration

- Order details from the provide order journey are pre populated and are editable provided the point of amendment is not reached.
- You can amend the 'A End Configuration' until point of no amend.
- If you need to amend 'B End Configuration' click on respective tab else click 'Next'

1 For 'Out Of Hours (OOH) Preference' click on 'Yes' or 'No' for 'Site Survey', 'External work at Premise', 'Equipment Installation and Fibre Testing'

- To Request a Site Specific Risk Assessment Method Statement, Please select the number of Non – Specific TRC required.

Please note that you have to select a non –zero TRC band if you have provided 'Approved' or OOH preference as "Y" for any of the above activities.



Amend order step 4 of 5: DF details

Summary Non-recurring : £3,167.00 Recurring : £2,153.95

- DF details
- A end site configuration
- B end site configuration

Site Type Non BT	Location Type Building Customer Premises	Landmark Opp Barclay's bank	Location Near entrance
Floor 5	Room 520	Suite 5	Rack 520
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 5	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Back

Cancel

Next

- Order details from the provide order journey are pre populated and are editable provided the point of amendment is not reached.
- You can amend the 'B End Configuration' until point of no amend.

1 For 'Out Of Hours (OOH) Preference' click on 'Yes' or 'No' for 'Site Survey', 'External work at Premise', 'Equipment Installation and Fibre Testing'.

- To Request a Site Specific Risk Assessment Method Statement, Please select Non-Specific TRC required.by clicking on Approved

Please note that you have to select a non –zero TRC band if you have provided 'Approved' or OOH preference as "Y" for any of the above activities.

Amend a DF order



Amend order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

Order details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706	Customer reference	R4650 Plus Warranty SABOR DFX
Required by date	14/07/2021	KCI type	Email	Channel reference	
Order type	Provide	VACS group id		VACS contract id	
Project reference		Sub project reference		Contract	

Contact details

SOWMYA NOOKALA	01234567895	Contact number (W)	Contact number (M)	sow	i.co.uk
Name	Contact number (W)	Contact number (M)	Email address		
srinih					o.uk
Additional email					

Helpdesk contact details

CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF Details

Resilience Option	RO2	Variant	DFX
Contract Term	1		

Pricing details

Product	Net price
DF A End Patch Panel Rental Charge	£0.00
DF B End Patch Panel Rental Charge	£0.00
Excess Construction Charges	£16,302.00
Time Related Charges	£0.00
Connection charge	£441.00
Rental charge	£20.00
Main link rental charge	£0.00
Resilience monitoring charge	£0.00
Net Recurring Charge	£20.00
Net Non Recurring Charge	£16,743.00

Note
Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

- Order summary displayed
- Indicative prices displayed.

1 Click 'Order preview' to view all the details entered so far on the order. **Please ensure details are correct before submission.**

2 Click 'Submit' to submit the order. This will navigate you to the '[Order Request Confirmation](#)' screen

Back

Cancel **Submit** 2

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Done!

Your request has been successfully submitted.

Order details

◆ Openreach reference:	3-1216810212859	◆ Account:	IPSWICH & BATTERSEA TEST BED DATA
◆ Customer reference:	R4650 Plus Warranty SABOR DFX R02 Primary	◆ Service reference:	DFGB69930853

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Finish

Amend request is successfully submitted and the status changes to 'Amend Pending'

Click on 'Finish' and it will take you back to the ['Customer Zone'](#) page

7a. DF ECC Amend

The below mentioned 511(KCI1.1) message will be received showing the ECC breakdown :-



Having trouble viewing this email? [Read it on View My Job](#)

Survey complete

We've completed the survey of your Dark Fibre circuit order.

Order details

Response code	511	Order category	1.2
Message status	Action	Indicative ECC charge	Outside CP authorised value
Order type	Provide	Indicative TRC band	Zero
Service ID	DFGB69930853		
Order ID	3-1216810212859		
Customer order ID	R4650 Plus Warranty SABOR DFX RO2 Primary		

What's next?

There are ECCs we need you to agree to pay us before we can deliver your circuit.

Fibre characteristics

Estimated route distance	14 Km
Main link distance	5937 m
Fibre 1 - Estimated Light loss Level - 1310 nm	4.9db
Fibre 1 - Estimated Light loss Level - 1550 nm	3.5db

Excess construction charges (ECC)

ECC summary

Total ECCs for this order(GBP)	16302
ECC fixed fee contribution(GBP)	-2800
Chargeable ECC(GBP)	13502
CP pre-authorised ECC(GBP)	0
Additional ECC for approval(GBP)	13502

ECC Breakdown

ECC item	Cost/Unit (GBP)	A end		B End		Total (GBP)	Total (GBP)
		Unit(s)	Total (GBP)	Unit(s)	Total (GBP)		
Cable supplied customer to lay	2.91	1 metres	2.91	--	--	0	2.91
Cable delivery surcharge	7.53	1 units	7.53	--	--	0	7.53
Directly buried armoured cable	22.50	1 metres	22.5	--	--	0	22.5
Drilling external wall	31.97	1 units	31.97	--	--	0	31.97
Drilling internal concrete	59.12	1 units	59.12	--	--	0	59.12
Drilling internal non-concrete	13.22	1 units	13.22	--	--	0	13.22
Duct through soft surface	31.38	1 metres	31.38	--	--	0	31.38
Duct under footway	68.45	1 metres	68.45	--	--	0	68.45
Duct under carriageway	121.09	1 metres	121.09	--	--	0	121.09
Duct mole ploughed fibre	9.09	1 metres	9.09	--	--	0	9.09
Provision of small footway box	817.86	1 units	817.86	--	--	0	817.86
Provision of medium footway box	1413.62	1 units	1413.62	--	--	0	1413.62
Provision of large footway box	2536.05	1 units	2536.05	--	--	0	2536.05
Provision of small carriageway box	2142.96	1 units	2142.96	--	--	0	2142.96
Trunking and traywork customer other work within curtilage - planner discretion	11.18	1 metres	11.18	--	--	0	11.18
Miscellaneous charges	--	--	1	--	--	0	1
Main leg subtotal	--	19	16311.38	--	--	0	16311.38

ECC notes

Note type	Note text
ECC notes for Main A end	Test order. ECCs entered in P1 at A end

Time Related Charges (TRCs)

There are no TRCs currently planned on this order.

Please note the Chargeable ECC amount that needs to be approved from the KCI is the same value that needs to be entered later in the amend ECC journey.

The below mentioned 5751 Delay encountered KCI will be received when ECC's needs to be approved :-



Having trouble viewing this email? [Read it on View My Job](#)

Delay encountered - customer deemed consent

We have encountered a delay affecting the delivery of your order. This delay may impact your order delivery date so please help us to resolve it as quickly as possible.

Order details

Response code	5751
Message status	Action
Order type	Provide
Service ID	DFGB69930853
Order ID	3-1216810212859
Customer order ID	R4650 Plus Warranty SABOR DFX R02 Primary

Delay details

Here are the specifics about the delay we encountered.

Delay reference	952139
Reason for delay	The ECCs exceed the threshold by 13502 GBP. Please approve this amount and progress the order accordingly to avoid auto-cancellation.
Deemed consent reason code	DC21
Deemed consent delay reason	Awaiting acceptance of ECC
Action owner	CP
Auto cancellation date	27/07/2021
Delay start date	15/06/2021 07:50:42
Delay notes	The ECCs have exceeded the threshold by 13502 GBP. Please amend the order approving this amount. This delay will impact your CCD and we intend to apply Deemed Consent. The CCD impact will be confirmed when the delay is resolved.

Please note the ECC amount that needs to be approved from the KCI is the same value that needs to be entered later in the amend ECC journey.

Select Amend reason for ECC delay.



Amend order step 3 of 5: Order details

Order details

Account IPSWICH & BATTERSEA TEST BED DATA	Billing account 0455810706	KCI level Standard Updates	Customer reference R4650 Plus Warranty SABOR DFX RO2 Pri
KCI type Email	Required by date 14/07/2021	Contract	Channel reference
VACS group id	VACS contract id	Project reference	Sub project reference
Contact details NOOKALA	Helpdesk contact details CP HELP DESK	Amend reason 1 In Response To Authorisation of ECC	

Site details - A end

Primary contact ANNA	Secondary contact BOTTRILL	Company name ABC
Hazard notes Guard Dog <i>91 characters remaining</i>	Site access availability notes 24 by 7 access <i>36 characters remaining</i>	Special arrangement notes Entry pin 4 and 5 followed by 1 <i>1469 characters remaining</i>

Site details - B end

Primary contact DAVID	Secondary contact COURTNELL	Company name XYZ
Hazard notes Elevator Issues <i>85 characters remaining</i>	Site access availability notes 10 to 4 Monday to Friday <i>26 characters remaining</i>	Special arrangement notes Entry pin 4 and 5 followed by 1 <i>1469 characters remaining</i>

i Any amendments to the order may result in change of service delivery date and/or pricing.

Back

Cancel

Next

Order details from the provide order journey are pre populated and are editable provided the point of amendment is not reached.

1 Select "In Response To Authorisation of ECC" amend reason from the drop down for approving ECCs.



Amend order step 4 of 5: DF details

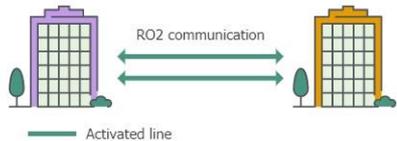
Summary Non-recurring : £16,743.00 Recurring : £20.00

DF details

Please choose the settings you want for your DF connection.

Fibre Option: Single Fibre Contract Term: 1 Variant: DFX Care Package: Enhanced Care

Resilience Option: Standard RO2 Associated Service ID: DFG69930901



1 Authorised ECC: 13502 SAS reference:

TRC Band: Band 0: 0 hrs

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

- A end site configuration
- B end site configuration

Back Cancel **Next**

- 1 Please enter the incurred ECC amount that needs to be approved in the Authorised ECC field.
- The ECC amount is the value communicated in the ECC Delay KCI.
- Please click 'Next' to complete the approve the ECC's.



Amend order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

1 Order preview

Order details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706	Customer reference	R4650 Plus Warranty SABOR DFX
Required by date	14/07/2021	KCI type	Email	Channel reference	
Order type	Provide	VACS group id		VACS contract id	
Project reference		Sub project reference		Contract	

Contact details

SOWMYA NOOKALA	01234567895	sown
Name	Contact number (W)	Email address
sri	.uk	
Additional email		

Helpdesk contact details

CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF Details

Resilience Option	R02	Variant	DFX
Contract Term	1		

Pricing details

Product	Net price
DF A End Patch Panel Rental Charge	£0.00
DF B End Patch Panel Rental Charge	£0.00
Excess Construction Charges	£16,302.00
Time Related Charges	£0.00
Connection charge	£441.00
Rental charge	£20.00
Main link rental charge	£0.00
Resilience monitoring charge	£0.00
Net Recurring Charge	£20.00
Net Non Recurring Charge	£16,743.00

Note

Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

- Order summary displayed
- Indicative prices displayed.

1 Click 'Order Preview' to view all the details entered so far on the order. **Please ensure details are correct before submission.**

2 Click 'Submit' to submit the order. This will navigate you to the '[Order Request Confirmation](#)' screen

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Cancel **Submit**

2

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Done!

Your request has been successfully submitted.

Order details

◆ Openreach reference:	3-1216810212859	◆ Account:	IPSWICH & BATTERSEA TEST BED DATA
◆ Customer reference:	R4650 Plus Warranty SABOR DFX R02 Primary	◆ Service reference:	DFGB69930853

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Finish

- Amend request is successfully submitted and the status changes to 'Amend Pending'
- Click on 'Finish' and it will take you back to the ['Customer Zone'](#) page
- A KCI confirmation will be sent to the customer informing the order has been amended.

Order Amended Confirmation

The below 5751 Delay resolved KCI is received once the amendment is completed.



Having trouble viewing this email? [Read it on View My Job](#)

Delay resolved

The delay has been resolved. The ECCs exceed the threshold by 13502 GBP. Please approve this amount and progress the order accordingly to avoid auto-cancellation.

Order details

Response code	5751
Message status	Action
Order type	Provide
Service ID	DFGB69930853
Order ID	3-1216810212859
Customer order ID	R4650 Plus Warranty SABOR DFX RO2 Primary

Delay details

Here are the specifics about the delay we encountered.

Delay reference	952139
Reason for delay	The ECCs exceed the threshold by 13502 GBP. Please approve this amount and progress the order accordingly to avoid auto-cancellation.
Action owner	CP
Deemed consent reason code	DC21
Deemed consent delay reason	Awaiting acceptance of ECC
Delay start date	15/06/2021 07:50:42
Delay end date	15/06/2021 00:00:00

Delay notes

The ECCs have exceeded the threshold by 13502 GBP. Please amend the order approving this amount. This delay will impact your CCD and we intend to apply Deemed Consent. The CCD impact will be confirmed when the delay is resolved.

The deemed consent delay has been cleared and the new project milestone end date for this project (KCI1.1) is 02/07/2021. This date may be in the past if there have been Openreach delays as well and will be managed accordingly.

7b. DF Resilience Violation Confirmation Amend

The below 9350 Delay Encountered KCI will be received when there is a minor resilience violation detected.



Having trouble viewing this email? [Read it on View My Job](#)

Delay resolved

The delay has been resolved. Minor resilience violation detected

Order details

Response code	9350
Message status	Action
Order type	Provide
Service ID	DFGB69930085
Order ID	3-1216806770700
Customer order ID	R4650 Plus Warranty DFX SABOR R02 Primary

Delay details

Here are the specifics about the delay we encountered.

Delay reference	939159
Reason for delay	Minor resilience violation detected
Action owner	CP
Deemed consent reason code	DC7E
Deemed consent delay reason	Delayed awaiting customer information
Delay start date	10/06/2021 09:17:11
Delay end date	14/06/2021 00:00:00

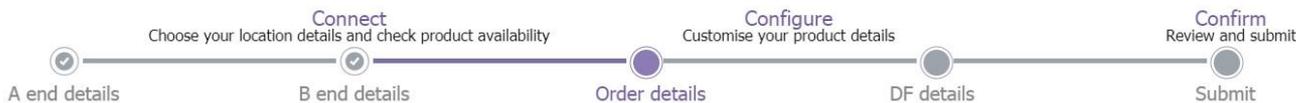
Delay notes

The deemed consent delay has been cleared and the new project milestone end date for this project (KCI1.2) is 06/07/2021. This date may be in the past if there have been Openreach delays as well and will be managed accordingly.

The delay has been cleared due to expected response/action from CP on/or before expected 03/09/2021

DF Resilience Violation Confirmation Amend

Select Amend reason for Minor Resilience Violation delay.



Amend order step 3 of 5: Order details

Order details

Account IPSWICH & BATTERSEA TEST BED DATA	Billing account 0455810706	KCI level Standard Updates	Customer reference R4650 Plus Warranty DFX SABOR RO2 Pri
KCI type Email	Required by date 08/07/2021	Contract	Channel reference
VACS group id	VACS contract id	Project reference	Sub project reference
Contact details NOOKALA	Helpdesk contact details CP HELP DESK	Amend reason RO Violation Confirmation	

1 Select the amend reason as “RO Violation Confirmation” from the drop down .

Site details - A end

Primary contact ANNA	Secondary contact	Company name ABC
Hazard notes Guard Dog 91 characters remaining	Site access availability notes 24 by 7 access 36 characters remaining	Special arrangement notes Entry pin 4 and 5 followed by 1 1469 characters remaining

Site details - B end

Primary contact DAVID	Secondary contact	Company name XYZ
Hazard notes Elevator Issues 85 characters remaining	Site access availability notes Entry pin 4 and 5 followed by 1 19 characters remaining	Special arrangement notes Visit main reception at entry gate for access 1455 characters remaining

Any amendments to the order may result in change of service delivery date and/or pricing.



1

To accept minor violation pinch point change the resilience violation confirmation value from 'No' to 'Yes'.

Amend order step 4 of 5: DF details

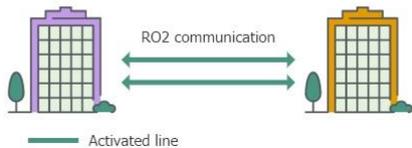
Summary Non-recurring : £679.88 Recurring : £308.54

DF details

Please choose the settings you want for your DF connection.

Fibre Option: Single Fibre
Contract Term: 1
Variant: DFX
Care Package: Enhanced Care

Resilience Option: Standard RO2
Associated Service ID: DFGB69930241
Resilience Violation Confirmation: **1** Yes



Authorised ECC: 0
SAS reference:

TRC Band: Band 0: 0 hrs

Non specific TRC approval and OOH preference are selectable when TRC band is not zero.

A end site configuration

B end site configuration

Back

Cancel

Next

DF Resilience Violation Confirmation Amend



Amend order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

1 Order preview

☰ Order details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706	Customer reference	R4650 Plus Warranty DFX SABOR
Required by date	08/07/2021	KCI type	Email	Channel reference	
Order type	Provide	VACS group id		VACS contract id	
Project reference		Sub project reference		Contract	

📞 Contact details

Name	SOWMYA NOOKALA	Contact number (W)	01234567895	Contact number (M)	800	Email address	sowr@openreach.co.uk
Additional email	srinh@openreach.co.uk						

🗨️ Helpdesk contact details

Name	CP HELP DESK	Contact number (W)	8002412890	Extn	800	Notes	Opt 2 followed by 9
------	--------------	--------------------	------------	------	-----	-------	---------------------

📁 DF Details

Resilience Option	RO2	Variant	DFX
Contract Term	1		

☰ Pricing details

Product	Net price
DF A End Patch Panel Rental Charge	£0.00
DF B End Patch Panel Rental Charge	£0.00
Excess Construction Charges	£0.00
Time Related Charges	£238.88
Connection charge	£441.00
Rental charge	£20.00
Main link rental charge	£288.54
Resilience monitoring charge	£0.00
Net Recurring Charge	£308.54
Net Non Recurring Charge	£679.88

Note

Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

- Order summary displayed
- Indicative prices displayed.

1
2

Click 'Order preview' to view all the details.
Click 'Submit' to submit the order. This will navigate you to the 'Order Request Confirmation' screen

Back

Cancel Submit 2

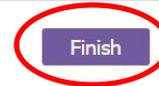
Done!

Your request has been successfully submitted.

Order details

Openreach reference:	3-1216806770700	Account:	IPSWICH & BATTERSEA TEST BED DATA
Customer reference:	R4650 Plus Warranty DFX SABOR RO2 Primary	Service reference:	DFGB69930085

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.



Finish

- Amend request is successfully submitted and the status changes to 'Amend Pending'
- Click on 'Finish' and it will take you back to the '[Customer Zone](#)' page
- A KCI confirmation will be sent to the customer informing the order has been amended

9350 Delay Resolved KCI For minor resilience violation.



Having trouble viewing this email? [Read it on View My Job](#)

Delay resolved

The delay has been resolved. Minor resilience violation detected

Order details

Response code	9350
Message status	Action
Order type	Provide
Service ID	DFGB69930085
Order ID	3-1216806770700
Customer order ID	R4650 Plus Warranty DFX SABOR RO2 Primary

Delay details

Here are the specifics about the delay we encountered.

Delay reference	939159
Reason for delay	Minor resilience violation detected
Action owner	CP
Deemed consent reason code	DC7E
Deemed consent delay reason	Delayed awaiting customer information
Delay start date	10/06/2021 09:17:11
Delay end date	14/06/2021 00:00:00

Delay notes

The deemed consent delay has been cleared and the new project milestone end date for this project (KCI1.2) is 06/07/2021. This date may be in the past if there have been Openreach delays as well and will be managed accordingly.

The delay has been cleared due to expected response/action from CP on/or before expected 03/09/2021

7c. DF Non Specific TRC

The below 9829 Delay encountered KCI will be received.



Having trouble viewing this email? [Read it on View My Job](#)

Delay encountered - customer deemed consent

We have encountered a delay affecting the delivery of your order. This delay may impact your order delivery date so please help us to resolve it as quickly as possible.

Order details

Response code	9829
Message status	Action
Order type	Provide
Service ID	DFGB69931855
Order ID	3-1216815407331
Customer order ID	R4650 Plus Warranty DF1AL SABOR for Cancel checks

Delay details

Here are the specifics about the delay we encountered.

Delay reference	982407
Reason for delay	Your order is in delay. Your CCD may be impacted. Approval is required for additional TRC work at the A End. Please review the Delay Notes and amend your order as appropriate.
Deemed consent reason code	DC7E
Deemed consent delay reason	EU requested for non-specific TRC approval or OOH preference for non specific TRC for site visit
Action owner	CP
Auto cancellation date	05/08/2021
Delay start date	24/06/2021 14:08:51

Delay notes

Test order. Please ignore Non specific TRC work requested by customer: (E.g. SSRAMs) Work has been requested Outside of hours: (Yes/No) Required action by CP to resolve: Please amend the Non Specific TRC Field via the portal. Additional information: (who has made the request E.g. CP, end user) When do we expect resolution or next update: (Date) This delay will impact your CCD and we intend to apply Deemed Consent. The CCD impact will be confirmed when the delay is resolved

Select Amend reason for Non Specific TRC

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Amend order step 3 of 5: Order details

Order details

Account IPSWICH & BATTERSEA TEST BED DATA	Billing account 0455810706	KCI level Standard Updates	Customer reference R4650 Plus Warranty DFJAL SABOR for C.
KCI type Email	Required by date 23/07/2021	Contract	Channel reference
VACS group id	VACS contract id	Project reference	Sub project reference
Contact details NOOKALA	Helpdesk contact details CP HELP DESK	Amend reason 1 In Response To BT Request	

Site details - A end

Primary contact ANNA	Secondary contact	Company name
Hazard notes Guard Dog <i>91 characters remaining</i>	Site access availability notes 24 by 7 access <i>36 characters remaining</i>	Special arrangement notes Entry pin 4 and 5 followed by 1 <i>1469 characters remaining</i>

Site details - B end

Primary contact DAVID	Secondary contact ANNA	Company name
Hazard notes Elevator Issues <i>85 characters remaining</i>	Site access availability notes Entry pin 4 and 5 followed by 1 <i>19 characters remaining</i>	Special arrangement notes Visit main reception at entry gate for access <i>1455 characters remaining</i>

Any amendments to the order may result in change of service delivery date and/or pricing.

Back

Cancel

Next

1

Select "In Response to BT Request" amend reason from the drop down.

- You may amend KCI Level, KCI Type, Required by date (CRD), Contact details, Channel Reference, Hazard notes, Site access availability notes, Special arrangement notes, Project reference and Sub Project reference.
- Once the 'point of no amend' is reached the attributes will no longer be editable.

DF Non Specific TRC



Amend order step 4 of 5: DF details

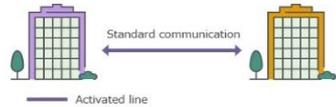
Summary Non-recurring : £3,167.00 Recurring : £2,153.95

DF details

Please choose the settings you want for your DF connection.

Fibre Option: Contract Term: Variant: Care Package:

Resilience Option: Standard RO2



Authorised ECC: SAS reference:

TRC Band:

A end site configuration

Site Type: Location Type: Landmark: Location:
 Floor: Room: Suite: Rack:
 Housing: Equipment Type: Position: LLUC Number:
 Service Delivery Information: Linked Order Reference:

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

B end site configuration

- OOH preference can be amended until point of no amendment.
- Click on 'Next' button to continue with the amend journey.

- 1** Available TRC bands are as follows:
- Band 0: 0 hrs
 - Band 1: up to 15 hrs
 - Band 2: up to 30 hrs
 - Band 3: up to 50 hrs
 - Band 4: Unlimited

- 2** To Request a Site Specific Risk Assessment Method Statement, for a end specific, Please click on 'Approved' for Non Specific TRCs.

Please note that you have to select minimum TRC band of 1.



Amend order step 4 of 5: DF details

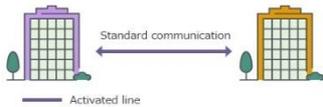
Summary Non-recurring : £3,167.00 Recurring : £2,153.95

DF details

Please choose the settings you want for your DF connection.

Fibre Option: Contract Term: Variant: Care Package:

Resilience Option: Standard RO2



Authorised ECC: SAS reference:

TRC Band:

1

Available TRC bands are as follows:

- Band 0: 0 hrs
- Band 1: up to 15 hrs
- Band 2: up to 30 hrs
- Band 3: up to 50 hrs
- Band 4: Unlimited

2

To Request a Site Specific Risk Assessment Method Statement, for an end specific, Please select Approved as Yes for Non Specific TRCs.

Please note that you have to select minimum TRC band of 1.

A end site configuration

B end site configuration

Site Type: Location Type: Landmark: Location:

Floor: Room: Suite: Rack:

Housing: Equipment Type: Position: LLUC Number:

Service Delivery Information: Linked Order Reference:

Out of hours preference for visit

2

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Back

Cancel

Next



Amend order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

[Order preview](#)

Order details			
Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706
Required by date	23/07/2021	KCI type	Email
Order type	Provide	VACS group id	
Project reference		Sub project reference	
Customer reference	R4650 Plus Warranty DF1AL SABR		
Channel reference			
VACS contract id			
Contract			

Contact details			
SOWMYA NOOKALA	01234567895		
Name	Contact number (W)	Contact number (M)	Email address
srin	.co.uk		
Additional email			

Helpdesk contact details			
CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF Details			
Resilience Option	Standard	Variant	DF1AL
Contract Term	1		

Pricing details	
Product	Net price
DF A End Patch Panel Rental Charge	£86.00
DF B End Patch Panel Rental Charge	£19.00
Excess Construction Charges	£0.00
Time Related Charges	£105.00
Connection charge	£2,957.00
Rental charge	£1,402.00
Main link rental charge	£751.95
Resilience monitoring charge	£0.00
Net Recurring Charge	£2,153.95
Net Non Recurring Charge	£3,167.00

Note

Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

[Back](#)

[Cancel](#)

[Submit](#)

- Order summary displayed
- Indicative prices displayed.
- Click 'Order preview' to view all the details entered so far on the order. **Please ensure details are correct before submission.**
- Click 'Submit' to submit the order. This will navigate you to the 'Order Request Confirmation' screen

openreach | sabor



Done!

Your request has been successfully submitted.

Order details

Openreach reference:	3-1216815407331	Account:	IPSWICH & BATTERSEA TEST BED DATA
Customer reference:	R4650 Plus Warranty DF1AL SABOR for Cancel chec	Service reference:	DFGB69931855

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.



- Amend request is successfully submitted and the status changes to 'Amend Pending'
- Click on 'Finish' and it will take you back to the '[Customer Zone](#)' page
- A KCI confirmation will be sent to the customer informing the order has been amended.

9829 Delay Resolved KCI is received once the amendment is completed. 



Having trouble viewing this email? [Read it on View My Job](#)

Delay resolved

The delay has been resolved. Your order is in delay. Your CCD may be impacted. Approval is required for additional TRC work at the A End. Please review the Delay Notes and amend your order as appropriate.

Order details

Response code	9829
Message status	Action
Order type	Provide
Service ID	DFGB69931855
Order ID	3-1216815407331
Customer order ID	R4650 Plus Warranty DF1AL SABOR for Cancel checks

Delay details

Here are the specifics about the delay we encountered.

Delay reference	982407
Reason for delay	Your order is in delay. Your CCD may be impacted. Approval is required for additional TRC work at the A End. Please review the Delay Notes and amend your order as appropriate.
Action owner	CP
Deemed consent reason code	DC7E
Deemed consent delay reason	EU requested for non-specific TRC approval or OOH preference for non specific TRC for site visit
Delay start date	24/06/2021 14:08:51
Delay end date	24/06/2021 00:00:00

Delay notes

Test order. Please ignore Non specific TRC work requested by customer: (E.g. SSRAMs) Work has been requested Outside of hours: (Yes/No) Required action by CP to resolve: Please amend the Non Specific TRC Field via the portal. Additional information: (who has made the request E.g. CP, end user) When do we expect resolution or next update: (Date) This delay will impact your CCD and we intend to apply Deemed Consent. The CCD impact will be confirmed when the delay is resolved WHAT HAS HAPPENED: WHAT ARE THE NEXT STEPS:

The deemed consent delay has been cleared and the new project milestone end date for this project (KCI1.1) is 01/07/2021. This date may be in the past if there have been Openreach delays as well and will be managed accordingly.

If your order has not crossed PONA stage on both Provide and Modify, as part of Amend journey, you can now use ED for below :-

- Amend the SNE ID details
- If the order was placed as non successional order, you can now select existing equipment via ED call if Equipment is present in that location
- If the order was placed as successional order, you can now amend new details to progress as New Provide
- You can amend the details by using Parent Rack selection without using any Equipment as part of ED call

Order details from the provide order journey are pre populated and are editable provided the point of amendment is not reached.

- 1 Select the Amend Reason from the drop down while amending the order.

Amend order step 3 of 5: Order details

Order details

Account: IPSWICH & BATTERSEA TEST BED DATA

Billing account: 0455810706

KCI level: Standard Updates

Customer reference: R4650 Plus Warranty DF1AL SABOR for C

KCI type: Email

Required by date: 23/07/2021

Contract: [Empty]

Channel reference: [Empty]

VACS group id: [Empty]

VACS contract id: [Empty]

Project reference: [Empty]

Sub project reference: [Empty]

Contact details: NOOKALA

Helpdesk contact details: CP HELP DESK

Amend reason: Please select

- Customer Requested Amend
- In response to invalid SAS Reference
- RO Violation Confirmation
- In Response To Authorisation of ECC
- In Response To Authorisation of TRC band
- In Response To BT Request
- In Response To Authorisation of Service Delivery Charge

Any amendments to the order may result in change of service delivery date and/or pricing.

Back Cancel Next

Amend Request	Amend Reason
If you are responding to a request to authorise a Service Delivery Charge	In Response To Authorisation of Service Delivery Charge
If you are responding to a request to authorise ECCs	In Response To Authorisation of ECC
If you are responding to a request to authorise TRCs	In Response To Authorisation of TRC band
This amend reason is not applicable for DF orders	In response to invalid SAS Reference
If you are responding to a request confirm your agreement to a resilience violation	RO Violation Confirmation
For all other delays	In Response To BT Request amend reason
If you want to amend more than one delay at a time.	Customer Requested Amend



Amend order step 3 of 5: Order details

Address details

The address for the provided BT location identifier

Exchange 1141 code: IH	Building name: IPSWICH TE	Thoroughfare: PORTMAN ROAD	Thoroughfare number:
Dependent thoroughfare:	Locality:	Double dependent locality:	Post town: IPSWICH
County:	Postcode: IP1 2AU		

Equipment details - A end

Equipment details for the chosen address

Selected equipment details: Building : IPSWICH TE | Floor : GND | Suite/Room : 418 | Rack : 600 | Shelf/Position : R10 | Equipment : 19 Inch Standard Rack 24 - DFPP150100

Slot/Port	Usage	Bandwidth	Clock Source
1	DFGB54692793	-	-
4	DFGB71044921	-	-
5	Spare	-	-
7	Spare	-	-
8	Spare	-	-
10	Spare	-	-
11	Spare	-	-
13	Spare	-	-
15	Spare	-	-
17	Spare	-	-

Navigation buttons: Back, Cancel, Skip ED Call, Select Parent Rack, Next.

1

1

If your order has not crossed PONA stage, you can amend SNE ID details

The ED page will be available after the “Order Details” page.

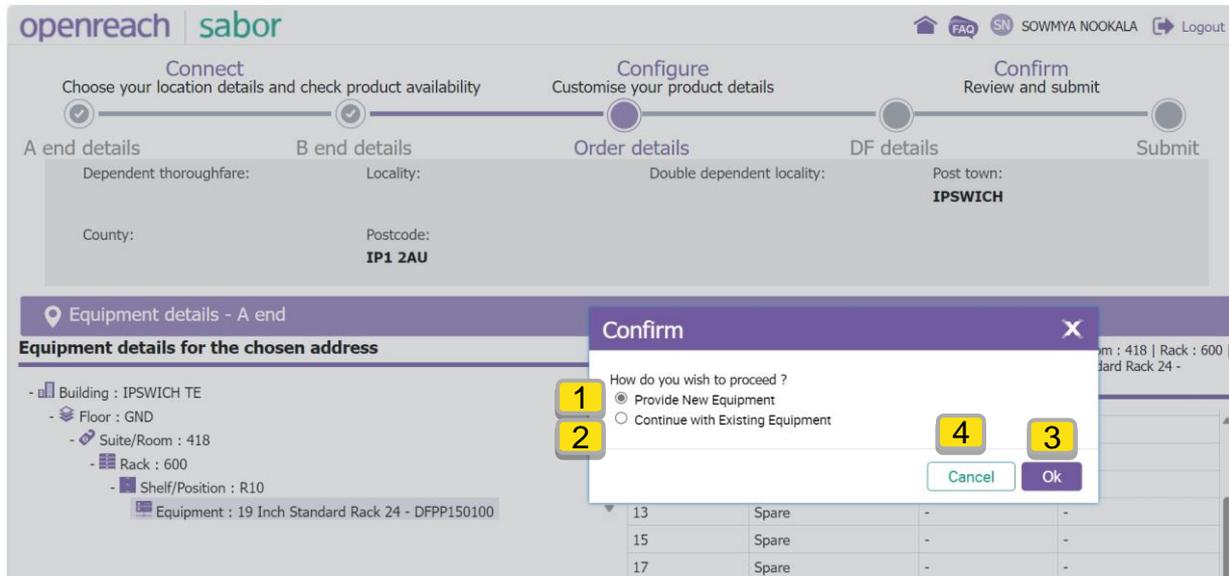
A and B end Equipment's will be displayed separately,

Note: After Order details page first we will be able to see Equipment details of A end (If available), once the required action is taken we will be directed to Equipment details of B end (if available).

If the provided location identifier contains your equipment records, they can be located within this equipment discovery screen.

Click on the arrow to expand and navigate to the rack, shelf and equipment.

After selecting Spare slot/port for the required Equipment, click Next to proceed to next screen and all the details of the new Equipment ID will be prepopulated and read only on DF details page



If You wish to proceed without Equipment Discovery Click on Skip ED call

After clicking on “Skip ED Call” system will throw a pop window asking you to select one of the options from below

- Provide New Equipment
- Continue with Existing Equipment

1 If you wish to provide new details, select “Provide New Equipment”, all the location attributes will be editable on DF details page for that respective end shown in the [following screen](#)

2 If you wish to proceed with Existing Equipment, select “Continue with Existing Equipment” and all the location attributes details will be greyed out with existing details for that respective end shown in the [following screen](#)

3 Click OK if you wish to proceed, it will navigate to next screen

4 Click Cancel if you wish to go back to Equipment details page.

Amend an order via ED

openreach | sabor

Connect: Choose your location details and check product availability
Configure: Customise your product details
Confirm: Review and submit

A end details | B end details | Product availability | **Order details** | EAD details | Submit

Amend order step 4 of 6: Order details

Address details

The address for the provided BT location identifier

Exchange 1141 code: **KGF**
Dependent thoroughfare:
County: **SUFFOLK**

Building name: **KESGRAVE ATE**
Locality: **KESGRAVE**
Postcode: **IP5 1BL**

Thoroughfare: **DOCTOR WATSONS LANE**
Double dependent locality:
Post town: **IPSWICH**

Equipment details - A end

Equipment details for the chosen address

Selected equipment details: Building : KESGRAVE ATE | Floor : GND | Suite/Room : 6 | Rack : 5 | Shelf/Position : 5 | Equipment : FSP150CM(4U)-AC - 21298832

Slot / Port	Usage	Bandwidth	Clock Source
2	Spare		
3	ONEA74079381	1000Mbit/s	
4	ONEA70646261	1000Mbit/s	
5	ONEA88614006	1000Mbit/s	
6	ONEA70651037	100Mbit/s	
7	ICP		
8	ONEA72643701	1000Mbit/s	
9	ICP	100Mbit/s	
10	ICP		
11	ICP		

Back | Cancel | Skip ED Call | **Select Parent Rack** | Next

1 Click on “Select Parent Rack” to proceed with the Rack selection and not with a specific equipment.

openreach | sabor

Connect: Choose your location details and check product availability
Configure: Customise your product details
Confirm: Review and submit

A end details | B end details | Product availability | **Order details** | EAD details | Submit

Dependent thoroughfare:
County: **SUFFOLK**

Locality: **KESGRAVE**
Postcode: **IP5 1BL**

Double dependent locality:
Post town: **IPSWICH**

Equipment details - A end

Equipment details for the chosen address

Confirmation

Do you wish to proceed with the parent rack selection.

Yes | No

Slot / Port	Usage	Bandwidth	Clock Source
9	ICP	1000Mbit/s	
10	ICP	100Mbit/s	
11	ICP		
12	ICP	1000Mbit/s	
13	ICP		
14	ICP	100Mbit/s	
15	ONEA72925045	100Mbit/s	

2 If you Wish to Select Parent Rack Click on Yes in the Confirmation popup.

3 Click No if you wish to go back to Equipment details page.

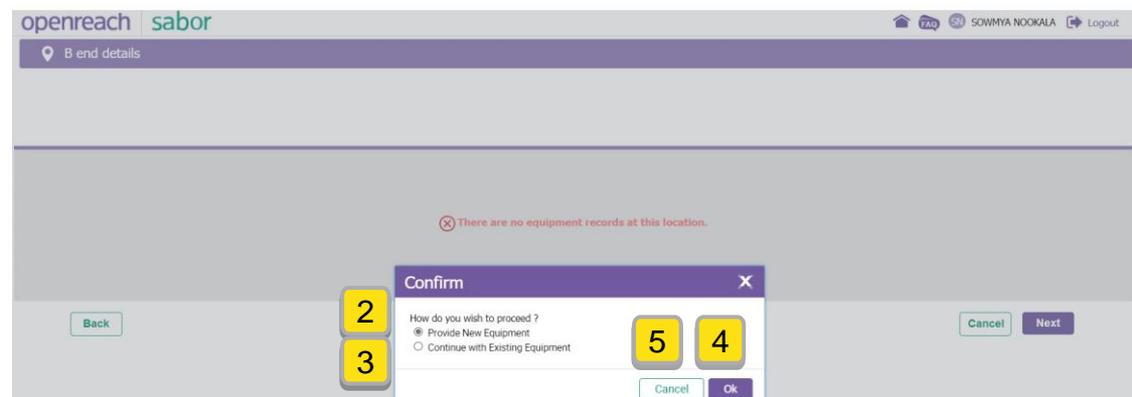
If you do not have any existing equipment presence within the specified location then shown message is displayed.



1

Kindly note that this is not an error message and you can click Next if you wish to continue. After “Next” system will throw a pop window asking you to select one of the options from below

- Provide New Equipment
- Continue with Existing Equipment



2

If you wish to provide new details, select “Provide New Equipment”, all the location attributes will be editable on DF details page for that respective end shown in the [following screen](#)

3

If you wish to proceed with Existing Equipment, select “Continue with Existing Equipment” and all the location attributes details will be greyed out with existing details for that respective end shown in the [following screen](#)

4

Click OK if you wish to proceed, it will navigate to next screen

5

Click Cancel if you wish to stay back on this page

“Continue with Existing Equipment” as part of Skip ED call

If you have selected “Continue with Existing Equipment” as part of Skip ED call, all the details will be prepopulated and greyed out

The screenshot shows the Openreach Sabor interface. At the top, there are navigation links for 'openreach' and 'sabor', along with user information 'SOWMYA NOOKALA' and a 'Logout' button. A progress bar indicates the current step: 'Configure' (Customise your product details) is active, while 'Connect' (Choose your location details and check product availability) and 'Confirm' (Review and submit) are completed. Below the progress bar, the 'A end site configuration' form is displayed with the following fields:

Site Type BT	Location Type Building Exchange	Landmark <input type="text"/>	Location Test order
Floor GND	Room 5	Suite 5	Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 2'	Position VU 5	LLUC Number <input type="text"/>
Service Delivery Information Awaited	Linked Order Reference <input type="text"/>		

“Provide new Equipment” as part of Skip ED call

The screenshot displays the 'Sabor' portal interface for configuring an order. At the top, the 'openreach | sabor' logo is on the left, and navigation links for Home, FAQ, SN, SOWMYA NOOKALA, and Logout are on the right. A progress bar at the top indicates the current step: 'Configure' (Customise your product details), with previous steps 'Connect' (Choose your location details and check product availability) and 'Confirm' (Review and submit) also shown. Below the progress bar, a horizontal menu highlights 'A end site configuration'.

The main configuration area contains the following fields:

Site Type BT	Location Type Building Exchange	Landmark <input type="text"/>	Location Test order
Floor Please enter	Room Please enter	Suite Please enter	Rack Please enter
Housing Cabinet	Equipment Type Please select	Position Please enter	LLUC Number <input type="text"/>
Service Delivery Information Awaited	Linked Order Reference <input type="text"/>		

If you have selected “Provide new Equipment” as part of Skip ED call, the details entered while order placement will be wiped out and fields will be editable for for CP to enter new details

Amend an order via ED



Amend order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

Order preview

Order details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706	Customer reference	R4650 Plus Warranty DF1AL SABR
Required by date	23/07/2021	KCI type	Email	Channel reference	
Order type	Provide	VACS group id		VACS contract id	
Project reference		Sub project reference		Contract	

Contact details

SOWMYA NOOKALA	01234567895	Contact number (W)	800	Contact number (M)	SOW
Name					Email address
srin		.co.uk			
Additional email					

Helpdesk contact details

CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF Details

Resilience Option	Standard	Variant	DF1AL
Contract Term	1		

Pricing details

Product	Net price
DF A End Patch Panel Rental Charge	£86.00
DF B End Patch Panel Rental Charge	£19.00
Excess Construction Charges	£0.00
Time Related Charges	£105.00
Connection charge	£2,957.00
Rental charge	£1,402.00
Main link rental charge	£751.95
Resilience monitoring charge	£0.00
Net Recurring Charge	£2,153.95
Net Non Recurring Charge	£3,167.00

Note

Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

Back

Cancel

Submit

- Order summary displayed
- Indicative prices displayed.
- Click 'Order preview' to view all the details entered so far on the order. **Please ensure details are correct before submission.**
- Click 'Submit' to submit the order. This will navigate you to the 'Order Request Confirmation' screen

openreach | sabor



Done!

Your request has been successfully submitted.

Order details

◆ Openreach reference:	3-1216815407331	◆ Account:	IPSWICH & BATTERSEA TEST BED DATA
◆ Customer reference:	R4650 Plus Warranty DF1AL SABOR for Cancel chec	◆ Service reference:	DFGB69931855

i Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Finish

- Amend request is successfully submitted and the status changes to 'Amend Pending'
- Click on 'Finish' and it will take you back to the '[Customer Zone](#)' page
- A KCI confirmation will be sent to the customer informing the order has been amended.

8. Cancel a DF order

- The subsequent slides provide a step-by-step journey to place a Cancel on a DF order. The phases of this journey are represented below.
 - * If this order forms part of a Resilience Option 2 (RO2) solution with it's associated Partner order. Cancellation on either order will remove the RO2 resilience. However, Openreach will continue to bill the remaining Partner circuit at RO2 rates until that partner order is either cancelled or amended to standard resilience.



Order Details

Confirm
Order

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- Dashboard
- Ethernet channel management
- Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select Inventory to manage an existing service using a service reference.
Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

On the customer zone page, enter the openreach reference which is to be cancelled as shown and click on 'Go' button

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- Dashboard
- Ethernet channel management
- Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order

Track Order Details

1 - 1 of 1

	Openreach Reference	KCI Type	KCI Level	Contact Name	Customer Reference
<input checked="" type="radio"/>	3-1216815992353	Email	Standard Updates	SO\ A	R4650 Plus Warranty DFX SABOR

[Back](#)

[View order Summary](#)

Click on 'View order summary'

Order details

Dashboard > Order details

Details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	IPSWICH & BATTERSEA TEST BED D	Openreach reference	3-1216815403020
Customer reference	R4650+ Warranty DFX SABOR for c	Required by date	23/07/2021	Product name	DF
Service reference	DFGB69931849	Order sub type	Provide	Status	Issued
KCI type	Email	Contract		Channel reference	

Contact details

SOWMYA NOOKALA Name	01234567895 Contact number (W)	Contact number (M)	sowmya.noo Email address
sriniv Additional email	.co.uk		

Helpdesk contact details

CP HELP DESK Name	+448002412890 Contact number (W)	800 Extn.	Opt 2 followed by 9 Notes
-----------------------------	--------------------------------------------	---------------------	-------------------------------------

Please note – Order status will show 'Cancellation Request' when a cancel was started but was not submitted, either because it was cancelled or was never completed. Order status will show 'Cancellation Pending' when a cancel request is successfully submitted and is awaiting Openreach action.

[Back](#)

- Cancel order**
- Amend order
- Suspend order
- Resume order
- View details

Click on the 'Cancel Order' button to begin the cancellation journey

Cancel order confirmation

Dashboard > Order details > Cancel order confirmation

DF - Cancel request

Openreach reference	3-1216815403020	Required by date	23/07/2021	Account	IPSWICH & BATTERSEA TEST BED DATA
Billing account	0455810706	Customer reference	R4650+ Warranty DFX SABOR for c	KCI type	Email
Order sub type	Provide	Cancellation reason	Cust. has changed their mind		



Contact details

SOWMYA NOOKALA

Name

01234567895

Contact number (W)

Contact number (M)

sowmya.nookala@openreach.co.uk

Email address

srir

Additional email

@openreach.co.uk



You are about to cancel this order which may result in cancellation charges being applied, as described in your contract. For further details of terms and condition, please refer to your specific product at <http://www.openreach.co.uk/faq/faq-home/home.do>

Back

Select an appropriate cancellation reason from the drop down menu.

Submit

Click on 'Submit' to proceed

Done!

Your request has been successfully submitted.

Details

◆ Openreach reference	3-1216815403020	◆ Account	IPSWICH & BATTERSEA TEST BED DATA
◆ Customer reference	R4650+ Warranty DFX SABOR for cancel checks	◆ Status	Cancellation Pending



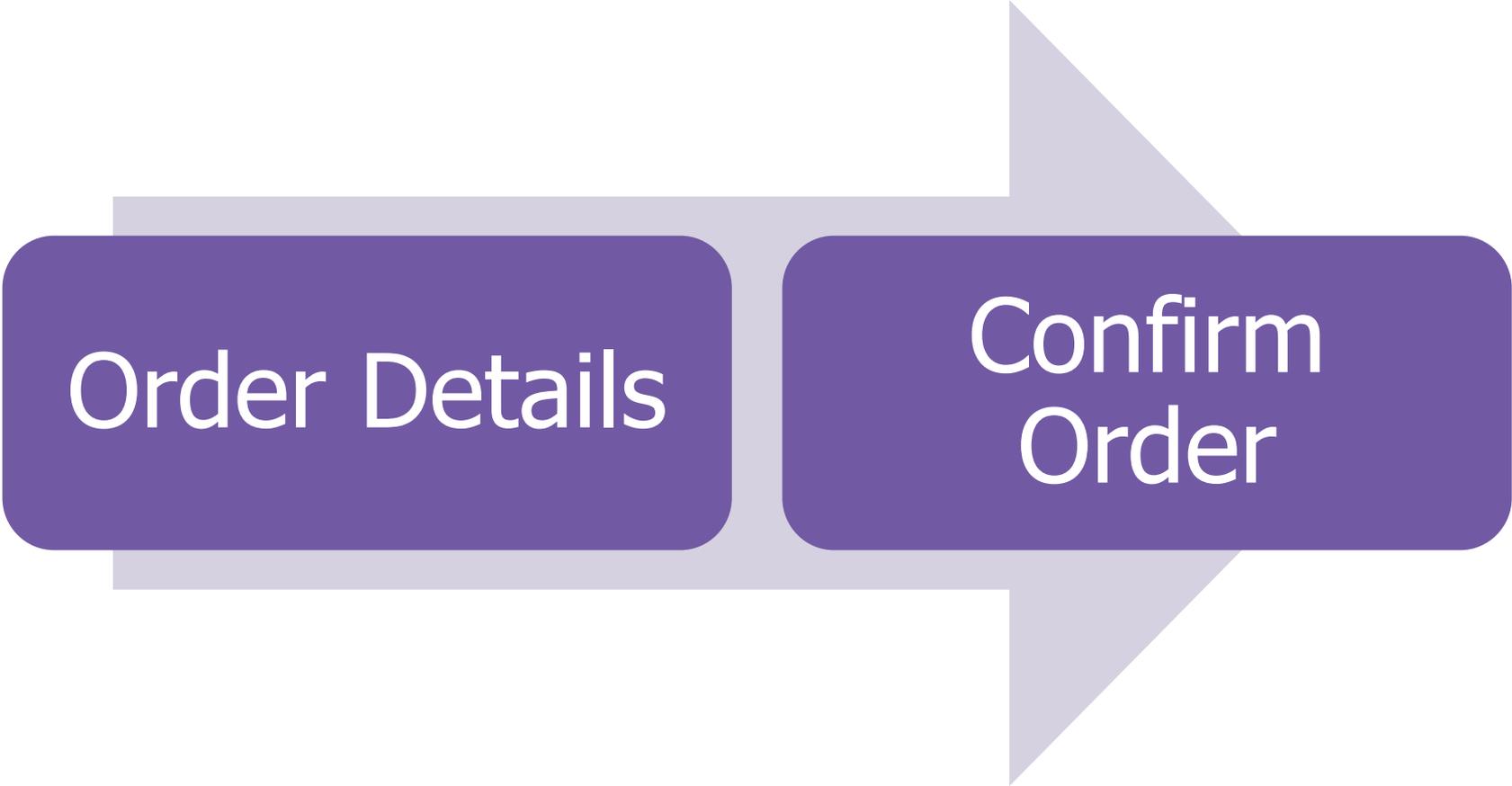
Openreach reference number is required to track this order, updates to this order can be reviewed from 'Order tracking'.

Finish

- Cancel request is successfully submitted and the status changes to 'Cancellation Pending'.
- Click on 'Finish' and it will take you back to the [Customer Zone](#) page.

9. Suspend a DF order

The subsequent slides provide a step-by-step journey to place a Suspend on a DF order. The phases of this journey are represented below



Order Details

Confirm
Order

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

Dashboard Ethernet channel management Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order ▼ DFG69932005

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select Inventory to manage an existing service using a service reference.
Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

On the customer zone page, enter the openreach reference or service reference which is to be suspended as shown and click on 'Search' button

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

[Dashboard](#) [Ethernet channel management](#) [Ethernet CP alarm configuration](#)

Openreach reference Your reference Service reference

Order

Track Order Details

1 - 1 of 1

	Openreach Reference	KCI Type	KCI Level	Contact Name	Customer Reference
<input checked="" type="radio"/>	3-1216815992353	Email	Standard Updates	SO' LA	R4650 Plus Warranty DFX SABOR

[Back](#)

[View order Summary](#)

Click 'View order Summary'

Order details

Dashboard > Order details

Details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	IPSWICH & BATTERSEA TEST BED D	Openreach reference	3-1216815992353
Customer reference	R4650 Plus Warranty DFX SABOR	Required by date	24/07/2021	Product name	DF
Service reference	DFGB69932005	Order sub type	Provide	Status	Committed
KCI type	Email	Contract		Channel reference	



Contact details

SOWMYA NOOKALA

Name

01234567895

Contact number (W)

Contact number (M)

sri

Additional email

@example.co.uk



Helpdesk contact details

CP HELP DESK

Name

+448002412890

Contact number (W)

800

Extn.

Opt 2

Notes

Back

Cancel order

Amend order

Suspend order

Resume order

View details

Please note – Order status will show 'Suspend Request' when a suspend was started but was not submitted, either because it was cancelled or was never completed. Order status will show 'Suspend Pending' when a suspend request is successfully submitted and is awaiting Openreach action.

Click on the 'Suspend Order' button to begin the suspend journey.

Suspend order confirmation

Dashboard > Order details > Suspend order confirmation

DF - Suspend request

Openreach reference	3-1216815992353	Required by date	24/07/2021 00:00:00	Account	IPSWICH & BATTERSEA TEST BED DATA
Billing account	0455810706	Customer reference	R4650 Plus Warranty DFX SABOR	KCI type	Email
Order sub type	Provide	Suspension reason	Do not Wish to Specify		

Contact details

SOWMYA NOOKALA Name	01234567895 Contact number (W)	sovr Contact number (M)	sovr Email address
sri Additional email			

Back

Submit

Select an appropriate suspension reason from the drop down.

Click on 'Submit' to proceed.

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Done!

Your request has been successfully submitted.

Details

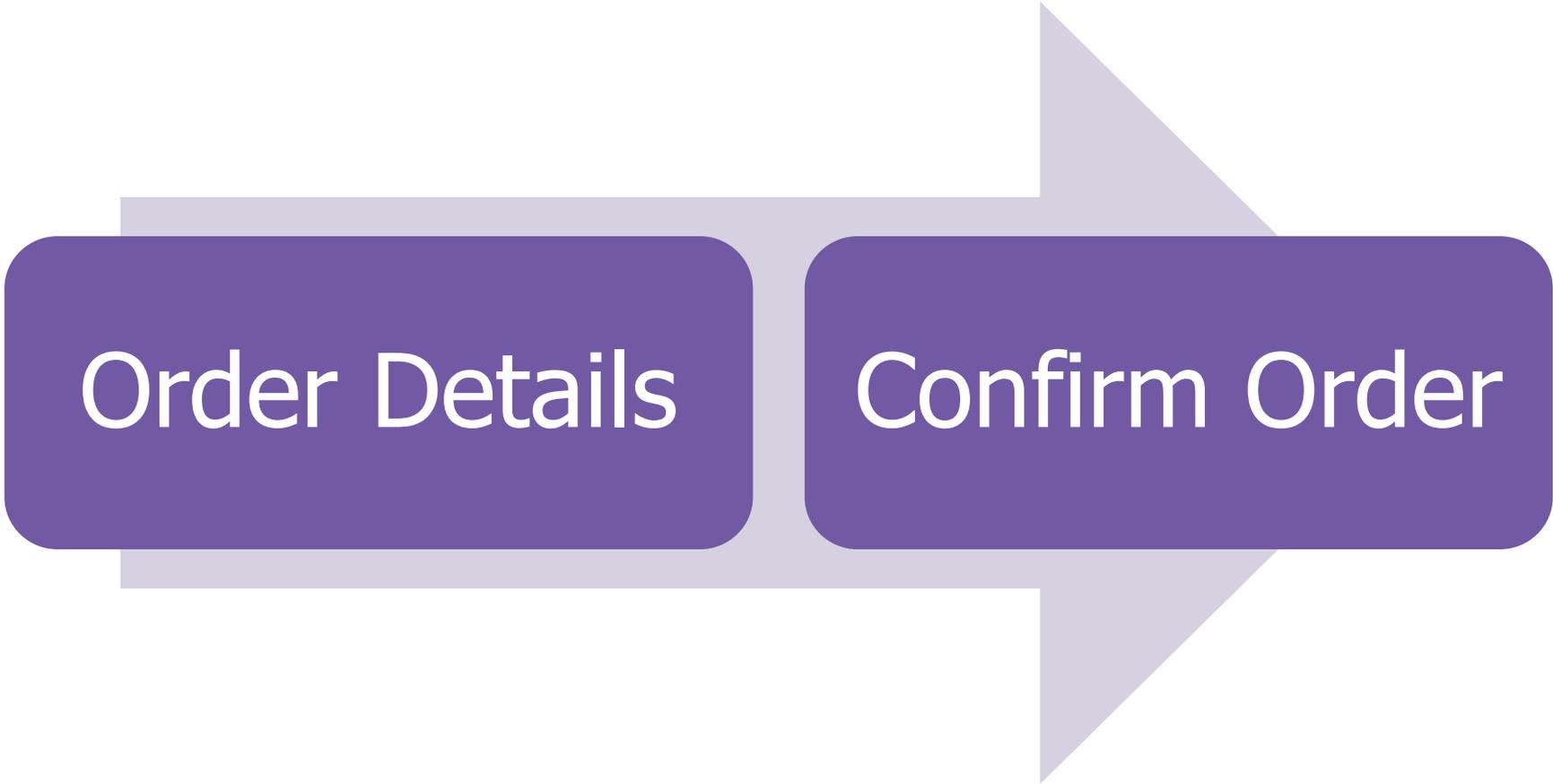
Openreach reference	3-1216815992353	Account	IPSWICH & BATTERSEA TEST BED DATA
Customer reference	R4650 Plus Warranty DFX SABOR	Status	Suspend Pending



Openreach reference number is required to track this order, updates to this order can be reviewed from 'Order tracking'.

Finish

- Suspend request is successfully submitted and the status changes to 'Suspend Pending'
- Click on 'Finish' and it will take you back to the '[Customer Zone](#)' page



Order Details

Confirm Order

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

Dashboard | Ethernet channel management | Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order ▼ DFG69932005

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select Inventory to manage an existing service using a service reference.
Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

On the customer zone page, enter the openreach reference or service reference which is to be resumed as shown and click on 'Search' button.

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- [Dashboard](#)
- [Ethernet channel management](#)
- [Ethernet CP alarm configuration](#)

Openreach reference Your reference Service reference

Order

Track Order Details

1 - 1 of 1

	Openreach Reference	KCI Type	KCI Level	Contact Name	Customer Reference
<input checked="" type="radio"/>	3-1216815992353	Email	Standard Updates	SOWMYA NOOKALA	R4650 Plus Warranty DFX SABOR

[Back](#)

[View order Summary](#)

Click 'View order Summary'

Order details

Dashboard > Order details

Details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	IPSWICH & BATTERSEA TEST BED D	Openreach reference	3-1216815992353
Customer reference	R4650 Plus Warranty DFX SABOR	Required by date	24/07/2021	Product name	DF
Service reference	DFGB69932005	Order sub type	Provide	Status	Suspended
KCI type	Email	Contract		Channel reference	

Contact details

SOWMYA NOOKALA Name	01234567895 Contact number (W)	01234567895 Contact number (M)	sov Email address	.co.uk
srin Additional email				.h.co.uk

Helpdesk contact details

CP HELP DESK Name	+448002412890 Contact number (W)	800 Extn.	Opt 2 followed by 9 Notes
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Back

Cancel order

Amend order

Suspend order

Resume order

View details

Click on the 'Resume Order' button. Please note that the order status should be 'Suspended' in order to resume the order.

Resume order confirmation

Dashboard > Order details > Resume order confirmation

DF - Resume request

Openreach reference	3-1216815992353	Required date	24/07/2021 00:00:00	Account	IPSWICH & BATTERSEA TEST BED DATA
Billing account	0455810706	Customer reference	R4650 Plus Warranty DFX SABOR	KCI type	Email
Order sub type	Provide	Suspension reason	Do not Wish to Specify		

Contact details

SOWMYA NOOKALA Name	01234567895 Contact number (W)	so [redacted].co.uk Contact number (M)	[redacted].co.uk Email address
srin Additional email	h.co.uk		

Back

Submit

Click on 'Submit' to proceed

Done!

Your request has been successfully submitted.

Resume request is successfully submitted and the status changes to 'Resume Pending'

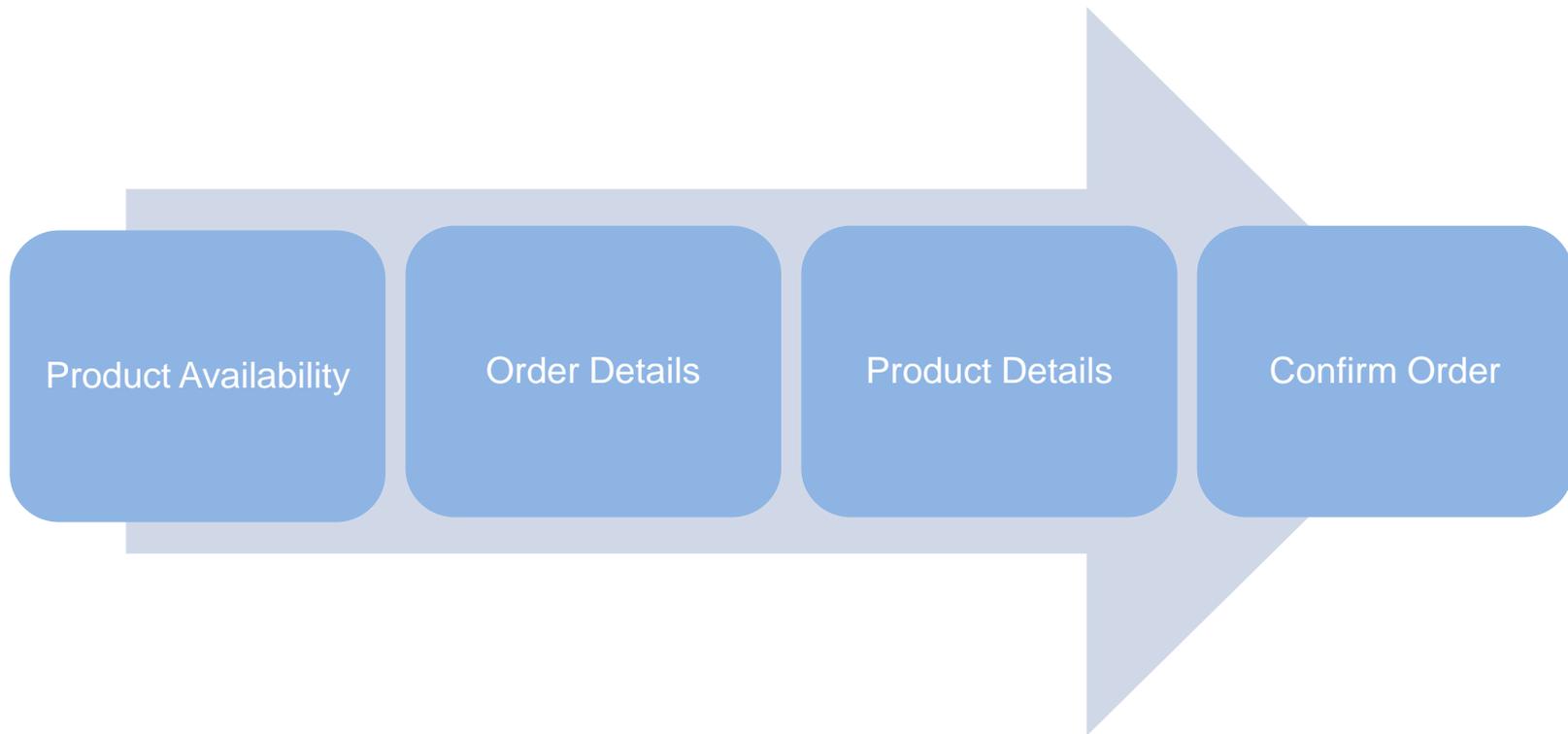
Details

◆ Openreach reference	3-1216815992353	◆ Account	IPSWICH & BATTERSEA TEST BED DATA
◆ Customer reference	R4650 Plus Warranty DFX SABOR	◆ Status	Resume Pending

Click on 'Finish' and it will take you back to the '[Customer Zone](#)' page

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Order tracking'.

The subsequent slides provide a step-by-step journey to place an Modify on DFX asset. The phases of this journey are represented below.



11. Firm order for modify

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Logout

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

[Dashboard](#) [Ethernet channel management](#) [Ethernet CP alarm configuration](#)

- 1 Select 'Inventory' from the dropdown.
- 2 Enter the service reference that needs to be modified and click on search

Openreach reference Your reference Service reference

1 2

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select Inventory to manage an existing service using a service reference.
Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

Inventory details

Dashboard > Inventory details

Details Associated orders

Service features

See details

Account name	IPSWICH & BATTERSEA TEST BED DATA	Service reference	DFGB86566870	Resilience Option	Standard
Billing account	0455810706	Date installed	26/11/2021 00:00:00	Contract Term	1
Retailer id		Variant	DFX	Care Package	Enhanced Care

1 Modify Service Features

A end location details

Ipswich Te,
Portman Road,
IP1 2AU,United Kingdom

2 Modify A end details

B end location details

Kesgrave Ate Telephone Exchang,
Doctor Watsons Lane,
Kesgrave,
IP5 1BL,United Kingdom

3 Modify B end details

Back

Cancel

1 Click on 'Modify Service features' to modify Resilience

2 Click on 'Modify A end details' to modify A end.

3 Click on 'Modify B end details' to modify B end..

DF

X

In order to progress your modify order a period of downtime is required, as defined in the Business process document. By clicking on Agree you are accepting that a period of downtime will need to be agreed for this order. Please note that in exceptional circumstances additional downtime may be required. If this is the case we will keep you updated as your order progresses. Where downtime is requested Out of Hours, Time related charges (TRC) will be incurred. Any Out of Hours work will be fulfilled with reasonable endeavours.

 For more details on downtime and Time related charges, please see the business process document, available at www.openreach.co.uk

Disagree

Agree



Modify order step 3 of 5: Order details

Order details

Account IPSWICH & BATTERSEA TEST BED DAT	Billing account 0455810706	KCI level Standard Updates	Customer reference DF Modify <small>41 characters remaining</small>
KCI type Email	Required by date 12/01/2022	Contract	Channel reference
VACS group id	VACS contract id	Project reference	Sub project reference
Contact details THAKER NIKIT THAKER Email ID: model.office@openreach.co.uk Desk number: +4407404448387 Mobile number: Additional email ids:	Helpdesk contact details CP HELP DESK CP HELP DESK Desk number: +448002412890 Extension: 800 Notes: Opt 2 followed by 9		

Site details - A end
Site details - B end

Back Cancel Save as draft Next

Enter the order details in relevant fields

- 1 Select appropriate KCI Level from the dropdown. ([Refer slide 161](#))
- 2 Enter your reference in the free text field available as shown
- 3 Select the required by date by clicking on the calendar button. Please note that this field will be prepopulated with a date which is current system date plus 30 working days (minimum lead time)
- 4 Select the appropriate Channel reference This will help you to filter your orders into you different business channels if your business has chosen to use this feature. You will know if your business has chosen to use this feature if there are options available in the drop- down list.

Red colour field on the screen indicates a mandatory field



Modify order step 3 of 5: Order details

Order details

<p>Account</p> <input type="text" value="IPSWICH & BATTERSEA TEST BED DATA"/>	<p>Billing account</p> <input type="text" value="0455810706"/>	<p>KCI level</p> <input type="text" value="Standard Updates"/>	<p>Customer reference</p> <input type="text" value="DF Modify"/> <small>41 characters remaining</small>
<p>KCI type</p> <input type="text" value="Email"/>	<p>Required by date</p> <input type="text" value="12/01/2022"/>	<p>Contract</p> <input type="text"/>	<p>Channel reference</p> <input type="text"/>
<p>VACS group id</p> <input type="text"/>	<p>VACS contract id</p> <input type="text"/>	<p>Project reference</p> <input type="text"/>	<p>Sub project reference</p> <input type="text"/>

Contact details

THAKER

NIKIT THAKER

Email ID: modeLoffice@openreach.co.uk

Desk number: +4407404448387

Mobile number:

Additional email ids:

Helpdesk contact details

CP HELP DESK

Desk number: +448002412890

Extension: 800

Notes: Opt 2 followed by 9

Site details - A end

Site details - B end

1 If this order is to be included as part of an agreed VACS project, please enter the VACS Group ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Group ID can be upto 20 alphanumeric characters and no Special characters are allowed.

2 If this order is to be included as part of an agreed VACS project, please enter the VACS Contract ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Contract ID can be up to 20 alphanumeric characters and no Special characters are allowed.

3 You can use the Project Reference field to group orders together using your own business reference, making it easier for you to review orders that are related to one another under your own project. Project reference can be upto 20 alphanumeric characters and no Special characters are allowed.

4 Alongside the Project Reference field, you can also use the Sub Project Reference field to group orders together using your own business reference, making it easier for you to review smaller groups of orders that are related to one another under your own project. Sub Project reference can be upto 20 alphanumeric characters and no Special characters are allowed.

5 Click here to select or change contact details. [\(Refer slide 161\)](#)

6 Please provide a helpdesk telephone number that Openreach can contact you on, if we are unable to contact the primary CP contact or the site contact(s) to resolve any issues with your orders.

Red colour field on the screen indicates a mandatory field

KCI level:

Automatic notifications for KCIs can be filtered with this option. You may select to receive all KCIs , Key or none depending on the following options:

- | | |
|----------------------|-------------------------------|
| Key Updates: | Standard Updates : |
| 510 (Acknowledged) | 510 (Acknowledged) |
| 520 (Committed) | 511 (Revised KCI1) |
| 530 (Completed) | 512 (Revised KCI 2) |
| OSUs | 520 (Committed) |
| 593/594 (Delayed) | 530 (Completed) |
| | 593/594 (Delayed) |
| | 9315 (Fibre Build complete) |
| | OSUs |

Use the radio button option to select an appropriate contact and click on OK button

Select contact
✕

Select

➔

1 - 5 of 5+

	Last name	First name	Work phone	Email	Mobile	Fax	Additional email addresses
<input checked="" type="radio"/>	!!!!	!!!!	0876543234	anurag.panda@b...	05476587567	0987654567	
<input type="radio"/>	!!!!	!!!!		monika.neekhra...			
<input type="radio"/>	!!ANAND	ANAND		ganeshanand.go...			
<input type="radio"/>	I.BEHL	RIDHIMA		ridhima.behl@bt...			
<input type="radio"/>	IANAND	ANAND		ganeshanand.go...			namratha.2.shen...

⏪ ⏩ ⏴ ⏵

Create contact

Cancel

Select

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Select contact ✕

First name: <input type="text"/>	Last name: <input type="text"/>	Work phone: <input type="text"/>	Mobile: <input type="text"/>
Fax: <input type="text"/>	Email: <input type="text"/>	Additional Email addresses: <input type="text"/>	

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Cancel Save

Once the details are entered, click on Save button to create the contact

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44);

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)

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Connect Choose your location details and check product availability

Configure Customise your product details

Confirm Review and submit

A end details B end details Order details DF details Submit

Modify order step 3 of 5: Order details

Order details

Site details - A end

1 Primary contact ANNA

5 Secondary contact

Company name ABC

2 Hazard notes Guard Dog

3 Site access availability notes 24 by 7 access

4 Special arrangement notes Entry pin 4 and 5 followed by 1

Site details - B end

Primary contact MIKE ANNA

Secondary contact

Company name XYZ

Hazard notes Elevator Issues

Site access availability notes 10 to 4 Monday to Friday only

Special arrangement notes Visit main reception at entry gate for access

Back Cancel Save as draft Next

1

In the event the primary contact is unavailable, Openreach will make use of the secondary contact.

- Click here to select or change contact details. ([Refer slide 164](#))

Please NOTE : Secondary contact is mandatory for Non BT sites.

- Primary and Secondary contacts will be validated by Telephone numbers.

2

Hazard Notes: Use this field to tell us about any health and safety hazards present on site e.g. guard dog

3

Site Access Availability Notes: Use this field to tell us anything we need to know about site access availability, e.g. 24 by 7, office hours only.

4

Special Arrangements Notes: Use this field to advise us of any special arrangements our engineers need to be aware of, e.g. the person or company to ask for, quote the original circuit ID (DFGB...) from any cancelled Legacy order this order is replacing ,

Company Name :. "Please provide the name of the end user company where we are installing the circuit. (This is especially important for multi-occupancy units or data centres where we may need to advise reception which company/area we need to visit addition to the On the Day contact's name.)"

5

Red colour field on the screen indicates a mandatory field

Use the radio button option to select an appropriate contact and click on Select button

Select contact

Select 1 - 5 of 5+

	First name	Last name	Work phone	Mobile	Email	Fax
<input checked="" type="radio"/>	GRACE	ANNA		+441234578954	grace.anna@abc.com	
<input type="radio"/>	GRACE	ANNA		+441234587451	grace.a@abc.com	
<input type="radio"/>	MIKE	DAVID	+449876543215	+441234567896	mike.david@abc.com	
<input type="radio"/>	STEPHEN	DAVID	+441254854155		stephen.david@abc...	
<input type="radio"/>	MITCHELLE	JOHN		+441234567895	mitchelle.john@abc...	

⏪ ⏩ ⏴ ⏵

Create contact

Edit contact

Cancel

Select

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Click 'Edit' to update the existing contact details

The details you are can update are Work Phone, Mobile, and Fax.

Select contact ✕

First name:	Last name:	Mobile:	Work phone:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email:	Fax:		
<input type="text"/>	<input type="text"/>		

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Enter the site contact information.

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44):

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)

Once the details are entered, click on Save button to create the site contact



Modify order step 4 of 5: DF details

Summary Non-recurring : £0.00 Recurring : £29.73

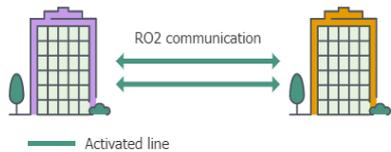
DF details

Please choose the settings you want for your DF connection.

Fibre Option: Single Fibre
Contract Term: 1
Variant: DFX
Care Package: Enhanced Care

1 Resilience Option
 Standard RO2

2 Associated Service ID



Authorised ECC

TRC Band
Band 0: 0 hrs

Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

A end site configuration

B end site configuration

Back Cancel Save as draft Next

- Enter or select the product details in relevant fields.
- Indicative recurring and non recurring prices displayed.
- 1 Available Resilience options are 'Standard' and 'RO2'. Please note that 'Standard' option means 'No Resilience'.
- 2 If resilience option is 'RO2' then Associated Service ID field will be shown and has to be left blank for Primary order



Modify order step 4 of 5: DF details

Summary
 Non-recurring : £0.00
 Recurring : £29.73

DF details ▼
 A end site configuration ▲

Site Type <input type="text" value="BT"/>	Location Type <input type="text" value="Building Exchange"/>	Landmark <input type="text" value="Opp Barclay's bank"/>	Location <input type="text" value="Near stairs"/>
Floor <input type="text" value="GND"/>	Room <input type="text" value="500"/>	Suite <input type="text" value="5"/>	Rack <input type="text" value="620"/>
Housing <input type="text" value="Cabinet"/>	Equipment Type <input type="text" value="19 Inch Standard Rack 24"/>	Position <input type="text" value="VU 3"/>	LLUC Number <input type="text"/>
Service Delivery Information <input type="text" value="Awaited"/>	Linked Order Reference <input type="text"/>		

Out of hours preference for visit

Site visit reason	Status	OOH preference
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

B end site configuration ▼



Modify order step 4 of 5: DF details

Summary
 Non-recurring : £0.00
 Recurring : £29.73

- DF details ▼
- A end site configuration ▼
- B end site configuration ▲

Site Type <input type="text" value="BT"/>	Location Type <input type="text" value="Building Exchange"/>	Landmark <input type="text" value="Opp HSBC Bank"/>	Location <input type="text" value="Near entrance"/>
Floor <input type="text" value="5"/>	Room <input type="text" value="500"/>	Suite <input type="text" value="5"/>	Rack <input type="text" value="620"/>
Housing <input type="text" value="Cabinet"/>	Equipment Type <input type="text" value="19 Inch Standard Rack 24"/>	Position <input type="text" value="VU 5"/>	LLUC Number <input type="text"/>
Service Delivery Information <input type="text" value="Awaited"/>	Linked Order Reference <input type="text"/>		

Out of hours preference for visit

Site visit reason	Status	OOH preference
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

i Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

Back

Modify Service feature



Modify order step 5 of 5: Confirmation

1 Order preview

Order details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706	Customer reference	DF Modify
Required by date	12/01/2022	KCI type	Email	Channel reference	
Order type	Modify Service Features	VACS group id		VACS contract id	
Project reference		Sub project reference		Contract	

Contact details

NIKIT THAKER, Name	+4407404448387 Contact number (W)	800 Contact number (M)	model.office@openreach.co.uk Email address
Additional email			

Helpdesk contact details

CP HELP DESK Name	8002412890 Contact number (W)	800 Extn	Opt 2 followed by 9 Notes
-------------------	-------------------------------	----------	---------------------------

DF details

Resilience Option	RO2	Variant	DFX
Contract Term	1	Fibre Option	Single Fibre

Pricing details

Product	Net price
Service Feature Modification Charge	£0.00
Rental charge	£29.73
Main link rental charge	£593.70
Net non recurring charge	£0.00
Net recurring charge	£623.43

Note

Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

Order summary displayed
Indicative prices displayed.

1 Click 'Order Preview' to view all the details entered so far on the order. **Please ensure details are correct before submission.**

2 Click 'Submit' to submit the order. This will navigate you to the [Order Request Confirmation](#) screen.

Back

Cancel Save as draft Submit 2

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Done!

Your request has been successfully submitted.

1 Order details

◆ Openreach reference:	3-1216810212859	◆ Account:	IPSWICH & BATTERSEA TEST BED DATA
◆ Customer reference:	R4650 Plus Warranty SABOR DFX RO2 Primary	◆ Service reference:	DFGB69930853

i Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Finish

2

1 Please make a note of 'Openreach Reference' which is generated. It will also be communicated as part of KCI-1

2 Click on 'Finish' and it will take you back to the ['Customer Zone'](#) page.

11. Firm order for End Point Modify

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Logout

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

[Dashboard](#) [Ethernet channel management](#) [Ethernet CP alarm configuration](#)

- 1 Select 'Inventory' from the dropdown.
- 2 Enter the service reference that needs to be modified and click on search

Openreach reference Your reference Service reference

1 2

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select Inventory to manage an existing service using a service reference.
Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

Inventory details

Dashboard > Inventory details

Details [Associated orders](#)

Service features

[See details](#)

Account name	IPSWICH & BATTERSEA TEST BED DATA	Service reference	DFGB86566870	Resilience Option	Standard
Billing account	0455810706	Date installed	26/11/2021 00:00:00	Contract Term	1
Retailer id		Variant	DFX	Care Package	Enhanced Care

1 [Modify Service Features](#)

A end location details

Ipswich Te,
Portman Road,
IP1 2AU,United Kingdom

2

[Modify A end details](#)

B end location details

Kesgrave Ate Telephone Exchang,
Doctor Watsons Lane,
Kesgrave,
IP5 1BL,United Kingdom

3

[Modify B end details](#)

[Back](#)

[Cancel](#)

1 Click on 'Modify Service features' to modify Resilience

2 Click on 'Modify A end details' to modify A end.

3 Click on 'Modify B end details' to modify B end..

End Point Modify

DF X

In order to progress your modify order a period of downtime is required, as defined in the Business process document. By clicking on Agree you are accepting that a period of downtime will need to be agreed for this order. Please note that in exceptional circumstances additional downtime may be required. If this is the case we will keep you updated as your order progresses. Where downtime is requested Out of Hours, Time related charges (TRC) will be incurred. Any Out of Hours work will be fulfilled with reasonable endeavours.

 For more details on downtime and Time related charges, please see the business process document, available at www.openreach.co.uk

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Connect: Choose your location details and check product availability
Configure: Customise your product details
Confirm: Review and submit

A end details | B end details | Order details | DF details | Submit

Modify order step 1 of 5: A end details

Address details

1 Is the shift within the same building? Yes No

Location identifier type: Exchange 1141 Code
Location identifier value: [input field]

Back Clear Search

- If change is within the same building, then require to select it as 'Yes', If change is not within the same building, then need to select as 'No'.
- Please input the NAD key from 530 KCI if the shift is with the same building. the order will be derived as 'Internal Shift Modify
- (Change the location within the same building/floor)



Modify order step 1 of 5: A end details

Address details

(Is the shift within the same building? Yes No)

Location Identifier type: Exchange 1141 Code

Location Identifier value:

Clear Search

- Address Key
- Exchange 1141 Code
- LLUC Number
- MDF Id
- Site Id
- Existing Service ID
- UPRN
- Geospatial
- Post Code

Select the appropriate Location identifier to place the modify order :

- Remove re-site(Change of site within the same exchange)
- Re arrange (Change of service end point from one exchange to another)



For instance, enter a valid exchange 1141 code for A end location details and click on the Search button.

Please enter the Location Identifier Value in upper case.

Modify order step 1 of 5: A end details

Address details

Is the shift within the same building? Yes No

Location identifier type: Exchange 1141 Code

Location identifier value: TA

Back Clear Search



Provide order step 2 of 5: A end details

Address details

Location identifier type
Post Code

Post code: TQ11 0AB
Post town:
Street number:
Street:

Building name:
Sub building:
Site search description: All

Tick to include non-postal addresses that don't have an Openreach Address Key.

4

Search results

1 - 4 of 50

1

- Gold**
Buckfast Business Centre,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
Buckfast Spinning Ltd,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
Golden Lion Court,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
1, Golden Lion Court,
Chapel Street,
Buckfastleigh, TQ11 0AB

Address details

Map view Show more

2

Easting 273819	Northing 66121	Latitude 50.47712	Longitude -3.77378
Address key A00028777975	UPRN	Parent UPRN	Site classification
Technology			
Copper <input checked="" type="radio"/>	PointToPointFibre <input type="radio"/>	FTTPBrownfield <input type="radio"/>	FTTPGreenfield <input type="radio"/>

3

Select the address and press 'Next'.

- 1 Click on the box to select the appropriate address if multiple addresses are returned
- 2 Complete address details shown along with address qualifier when you click on 'Show more'
- 3 Technology marker for PointToPointFibre is marked as either 'Y', 'N' or 'E'.
For Exchange based NAD key, PointToPointFibre = 'E' is preferred
For other fibre served location, PointToPointFibre = 'Y' is preferred
- 4 Click 'Create' button to create your own temporary bronze key unidentified location in order to progress the order. Refer [Appendix A](#) for further details
- 5 Click on 'Next' to confirm the selection

Modify A End



Modify order step 3 of 5: Order details

Product availability

A End : Address Key A00065483056 B End : Address Key A14992776984

Great news. The product is available at the chosen address.

3

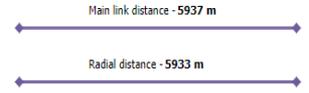
Variant DFX	A end exchange name IPSWICH ATE	A end fibre availability Y	Product availability Y	B end exchange name KESGRAVE ATE	B end fibre availability Y
----------------	------------------------------------	-------------------------------	---------------------------	-------------------------------------	-------------------------------

1



2

Exchange code IH	Exchange code KGF
A end address A00065483056	B end address A14992776984



- Order details
- Site details - A end
- Site details - B end

Back Cancel Save as draft Next

- 1 Product Availability Response returned as either 'Y' if service can be provided between the two selected points or 'N'.
- 2 Additional information like the Variant, fibre presence, main link and radial distance are also displayed.
- 3 Variant is derived based on the inputs given in A end and B end Location Identifiers.



Modify order step 3 of 5: Order details

Product availability

Order details

Account IPSWICH & BATTERSEA TEST BED DAT	Billing account 0455810706 1	KCI level Standard Updates 2	Customer reference <input type="text"/> <small>50 characters remaining</small>
KCI type Email 3	Required by date 13/01/2022 4	Contract <input type="text"/> 5	Channel reference <input type="text"/>
VACS group id <input type="text"/>	VACS contract id <input type="text"/>	Project reference <input type="text"/>	Sub project reference <input type="text"/>

Contact details: THAKER

Helpdesk contact details: CP HELP DESK

Site details - A end

Site details - B end

Back Cancel Save as draft Next

Enter the order details in relevant fields

- 1** Select appropriate KCI Level from the dropdown. ([Refer slide 177](#))
- 2** Enter your reference in the free text field available as shown
- 3** Select the required by date by clicking on the calendar button. Please note that this field will be prepopulated with a date which is current system date plus 30 working days (minimum lead time)
- 4** Please contact your account manager for more information about discount contracts.
- 5** Select the appropriate Channel reference This will help you to filter your orders into you different business channels if your business has chosen to use this feature. You will know if your business has chosen to use this feature if there are options available in the drop- down list.

Red colour field on the screen indicates a mandatory field



The screenshot shows the 'Modify order step 3 of 5: Order details' form. At the top, a progress bar indicates the current step: 'A end details' (checked), 'B end details', 'Order details' (current), 'DF details', and 'Submit'. The form is divided into sections: 'Product availability', 'Order details', 'Contact details', and 'Helpdesk contact details'. The 'Order details' section contains several fields: 'Account' (IPSWICH & BATTERSEA TEST BED DAT), 'Billing account' (0455810706), 'KCI level' (Standard Updates), 'Customer reference' (50 characters remaining), 'KCI type' (Email), 'Required by date' (13/01/2022), 'Contract', 'Channel reference', 'VACS group id' (1), 'VACS contract id' (2), 'Project reference' (3), and 'Sub project reference' (4). The 'Contact details' section shows 'THAKER' and 'NIKIT THAKER' with contact information. The 'Helpdesk contact details' section shows 'CP HELP DESK' with a desk number and extension. At the bottom, there are 'Back', 'Cancel', 'Save as draft', and 'Next' buttons.

1 If this order is to be included as part of an agreed VACS project, please enter the VACS Group ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Group ID can be upto 20 alphanumeric characters and no Special characters are allowed.

2 If this order is to be included as part of an agreed VACS project, please enter the VACS Contract ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Contract ID can be upto 20 alphanumeric characters and no Special characters are allowed.

3 You can use the Project Reference field to group orders together using your own business reference, making it easier for you to review orders that are related to one another under your own project. Project reference can be upto 20 alphanumeric characters and no Special characters are allowed.

4 Alongside the Project Reference field, you can also use the Sub Project Reference field to group orders together using your own business reference, making it easier for you to review smaller groups of orders that are related to one another under your own project. Sub Project reference can be upto 20 alphanumeric characters and no Special characters are allowed

5 Click here to select or change contact details. ([Refer slide 177](#))

6 Please provide a helpdesk telephone number that Openreach can contact you on, if we are unable to contact the primary CP contact or the site contact(s) to resolve any issues with your orders.

Red colour field on the screen indicates a mandatory field

KCI level:

Automatic notifications for KCIs can be filtered with this option. You may select to receive all KCIs or Key depending on the following options:

Key Updates:	Standard Updates :
510 (Acknowledged)	510 (Acknowledged)
520 (Committed)	511 (Revised KCI1)
530 (Completed)	512 (Revised KCI 2)
OSUs	520 (Committed)
593/594 (Delayed)	530 (Completed)
	593/594 (Delayed)
	9315 (Fibre Build complete)
	OSUs

Use the radio button option to select an appropriate contact and click on OK button

Select contact ✕

Select 1 - 5 of 5+

	Last name	First name	Work phone	Email	Mobile	Fax	Additional email addresses
<input checked="" type="radio"/>	!!!!	!!!!	0876543234	anurag.panda@b...	05476587567	0987654567	
<input type="radio"/>	!!!!	!!!!		monika.neekhra...			
<input type="radio"/>	!!ANAND	ANAND		ganeshanand.go...			
<input type="radio"/>	!.BEHL	RIDHIMA		ridhima.behl@bt...			
<input type="radio"/>	!ANAND	ANAND		ganeshanand.go...			namratha.2.shen...

⏪ ⏩ ⏴ ⏵

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Select contact
✕

First name: <input style="width: 90%;" type="text"/>	Last name: <input style="width: 90%;" type="text"/>	Work phone: <input style="width: 90%;" type="text"/>	Mobile: <input style="width: 90%;" type="text"/>
Fax: <input style="width: 90%;" type="text"/>	Email: <input style="width: 90%;" type="text"/>	Additional Email addresses: <input style="width: 90%;" type="text"/>	

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Cancel
Save

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Once the details are entered, click on Save button to create the contact

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44):

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)



Modify order step 3 of 5: Order details

Product availability

Order details

Site details - A end

1 Primary contact
ANNA

5 Secondary contact
ABC

2 Hazard notes
Guard Dog

3 Site access availability notes
24 by 7 access

4 Special arrangement notes
Entry pin 4 and 5 followed by 1

GRACE ANNA
Email ID: grace.anna@abc.com
Desk number: +44215478545154
Mobile number: +44254785455545
Fax:

Company name
ABC

Company name
50 characters remaining

Hazard notes
Elevator Issues

Site access availability notes
10 to 4 Monday to Thursday only

Special arrangement notes
Visit main reception at entry gate for access

Back Cancel Save as draft Next

1 In the event the primary contact is unavailable, Openreach will make use of the secondary contact.

Click here to select or change contact details. ([Refer slide 180](#))

Please NOTE : Secondary contact is mandatory for Non BT sites.

Primary and Secondary contacts will be validated by Telephone numbers.

2 Hazard Notes: Use this field to tell us about any health and safety hazards present on site e.g. guard dog

3 Site Access Availability Notes: Use this field to tell us anything we need to know about site access availability, e.g. 24 by 7, office hours only.

4 Special Arrangements Notes: Use this field to advise us of any special arrangements our engineers need to be aware of, e.g. the person or company to ask for, quote the original circuit ID (DFGB...)

5 Company Name : "Please provide the name of the end user company where we are installing the circuit. (This is especially important for multi-occupancy units or data centres where we may need to advise reception which company/area we need to visit addition to the On the Day contact's name.)"

Red colour field on the screen indicates a mandatory field

Enter the site contact information.

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Select contact ✕

First name: <input style="width: 95%;" type="text"/>	Last name: <input style="width: 95%;" type="text"/>	Mobile: <input style="width: 95%;" type="text"/>	Work phone: <input style="width: 95%;" type="text"/>
Email: <input style="width: 95%;" type="text"/>	Fax: <input style="width: 95%;" type="text"/>		

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
 Click this icon for further information. ❗

Once the details are entered, click on Save button to create the site contact

For standard UK numbers (Starting with 0):

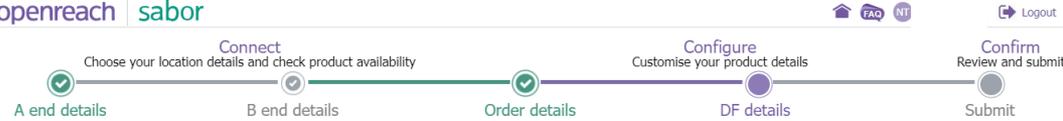
- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44);

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)



Modify order step 4 of 5: DF details

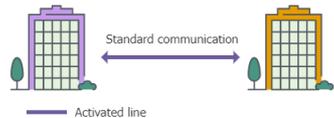
Summary Non-recurring : £367.37 Recurring : £114.73

DF details

Please choose the settings you want for your DF connection.

Fibre Option: Single Fibre
Contract Term: 1
Variant: DFX
Care Package: Enhanced Care

Resilience Option: Standard RO2



Authorised ECC: 0

TRC Band: Band 0: 0 hrs

Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

- A end site configuration
- B end site configuration

Back Cancel Save as draft Next

- Enter or select the product details in relevant fields on DF details tab
- Once entered, please **do not click** 'Next' button. Instead click on the 'A End site configuration'
- Indicative recurring and non recurring prices displayed.

1 Authorised ECC is the excess construction cost to the nearest whole pound above the defined inclusive product ECC allowance. Alternatively, you can leave this field with its default value as 0 and amend it later in the journey when we confirm the ECCs for installing the circuit

2 Select appropriate Time Related Charges (TRC) Band. Available TRC bands are as follows:
Band 0: 0 hrs
Band 1: up to 15 hrs
Band 2: up to 30 hrs
Band 3: up to 50 hrs
Band 4: Unlimited



Modify order step 4 of 5: DF details

Summary Non-recurring : £367.37 Recurring : £114.73

DF details

A end site configuration

Site Type: BT **1** Location Type: Building Exchange Landmark: Opp Barclay's bank **2** Location: Near stairs

Floor: GND Room: 500 **3** Suite: 5 **4** Rack: 620

Housing: Cabinet Equipment Type: 19 Inch Standard Rack 24 Position: VU 3 LLUC Number:

Service Delivery Information: Awaiting Linked Order Reference:

Is third party access required? No Is the fibre service in the same location? No Circuit number of the existing fibre delivered service: Is the comms room/area ready? Please select

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

B end site configuration

[Back](#) [Cancel](#) [Save as draft](#) [Next](#)

- 1** Select the Location Type from the drop down.
Note : Location Type field will be defaulted to “Building Exchange” for BT Site type.
- 2** Use ‘Location’ text field to provide any additional information that will help to identify the precise location for the service. Please note that Openreach may need to undertake further planning if this information is amended during order provisioning, and this may affect the completion date.
- 3** Suite is a mandatory field when Site Type is 'BT'.
- 4** Rack is a mandatory field when Site Type is 'BT'.



Modify order step 4 of 5: DF details

Summary Non-recurring : £367.37 Recurring : £114.73

DF details

A end site configuration

Site Type <input type="text" value="BT"/>	Location Type <input type="text" value="Building Exchange"/>	Landmark <input type="text" value="Opp Barclay's bank"/>	Location <input type="text" value="Near stairs"/>
Floor <input type="text" value="GND"/>	Room <input type="text" value="500"/>	Suite <input type="text" value="5"/>	Rack <input type="text" value="620"/>
Housing <input type="text" value="Cabinet"/> 1	Equipment Type <input type="text" value="19 Inch Standard Rack 24"/> 2	Position <input type="text" value="VU 3"/>	LLUC Number <input type="text"/>
Service Delivery Information <input type="text" value="Awaited"/>	Linked Order Reference <input type="text"/>		
Is third party access required? <input type="text" value="No"/>	Is the fibre service in the same location? <input type="text" value="No"/>	Circuit number of the existing fibre delivered service <input type="text"/>	Is the comms room/area ready? <input type="text" value="Please select"/>

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

B end site configuration

Back Cancel Save as draft Next

1 Select appropriate "Equipment Type" from the drop down

Available Equipment Type options are:

- Connectorised Terminal Compact Squid 4
- Connectorised Block 4
- Connectorised Block 8
- Connectorised Block 12
- Wallmounted Unit 4
- Wallmounted Unit 8
- 19 Inch Standard Rack 24
- 19 Inch Standard Rack 48

Please refer to [Product description document](#) for selecting the appropriate "Equipment Type" for the selected 'Location Type'

2 Please specify the exact Vertical Unit (VU) position in the rack you wish the patch panel to be installed into. If you input "Next available" we will use the next available free slot in your rack (working from the ground level upwards) to install your new patch panel. If you input 'Next Available' and a DF patch panel which has free ports already exists in the selected rack, then the existing patch panel will be used, unless you explicitly ask us not to due to RO2 requirements. Position is a mandatory field when Site Type is 'BT'.



All the fields of 'B End site Configuration' tab will be non-editable as this is A end Modify.

Modify order step 4 of 5: DF details

Summary | Non-recurring : £367.37 | Recurring : £114.73

- DF details
- A end site configuration
- B end site configuration**

Site Type BT	Location Type Building Exchange	Landmark Opp HSBC Bank	Location Near entrance
Floor 5	Room 500	Suite 5	Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 5	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		
Is third party access required? Please select	Is the fibre service in the same location? Please select	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select

Back | Cancel | Save as draft | Next



Modify order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

1 Order preview

Order details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706	Customer reference
Required by date	13/01/2022	KCI type	Email	Channel reference
Order type	A End: Internal Shift	VACS group id		VACS contract id
Project reference		Sub project reference		Contract

1 Click 'Order preview' to view all the details entered so far on the order. **Please ensure details are correct before submission.**

Contact details

NIKIT THAKER,	+4407404448387	model.office@openreach.co.uk
Name	Contact number (W)	Email address
Additional email	Contact number (M)	

2 Click 'Submit' to submit the order.

Helpdesk contact details

CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF details

Resilience Option	Standard	Variant	DFX
Contract Term	1	Fibre Option	Single Fibre

Pricing details

Product	Net price
End Point Modification Charge	£0.00
Rental charge	£29.73
Main link rental charge	£593.70
A End Equipment Rental Charge	£85.00
Net non recurring charge	£0.00
Net recurring charge	£708.43

Note
Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

Back

Cancel Save as draft **Submit**

2

Done!

Your request has been successfully submitted.

1

Order details

◆ Openreach reference:	3-1216810212859	◆ Account:	IPSWICH & BATTERSEA TEST BED DATA
◆ Customer reference:	R4650 Plus Warranty SABOR DFX RO2 Primary	◆ Service reference:	DFGB69930853

i Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Finish

2

1

Please make a note of 'Openreach Reference' which is generated. It will also be communicated as part of KCI-1

2

Click on 'Finish' and it will take you back to the ['Customer Zone'](#) page.

DF X

In order to progress your modify order a period of downtime is required, as defined in the Business process document. By clicking on Agree you are accepting that a period of downtime will need to be agreed for this order. Please note that in exceptional circumstances additional downtime may be required. If this is the case we will keep you updated as your order progresses. Where downtime is requested Out of Hours, Time related charges (TRC) will be incurred. Any Out of Hours work will be fulfilled with reasonable endeavours.

i For more details on downtime and Time related charges, please see the business process document, available at www.openreach.co.uk

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Home FAQ NT Logout

Connect: Choose your location details and check product availability
Configure: Customise your product details
Confirm: Review and submit

A end details B end details Order details DF details Submit

Modify order step 1 of 5: B end details

Address details

1 Is the shift within the same building? Yes No

Location identifier type: Exchange 1141 Code

Location identifier value: [input field]

Back Clear Search

- 1 If change is within the same building, then require to select it as 'Yes', If change is not within the same building, then need to select as 'No'



Modify order step 1 of B end details

Address details

Is the shift within the same building? Yes No

Location identifier type: Exchange 1141 Code

Location identifier value:

Address Key

- Exchange 1141 Code
- LLUC Number
- MDF Id
- Site Id
- Existing Service ID
- UPRN
- Geospatial
- Post Code

Clear Search

- If your company uses UPRN, you can search the location using the Unique Property Reference Number (UPRN). The UPRN is a 12 digit property reference number which allows the identification of locations with or without postal addresses.
- If you enter a 12-digit Unique Property Reference Number (UPRN), then no other search fields should be filled.

Geospatial searches can be made either with Easting and Northing (up to seven digits and one decimal place) in British National Grid format or with Longitude and Latitude (up to two digits and six decimal places) along with a radius value.

- The search for address using UPRN and Geospatial inputs would give the precise information about the location and highlight the specific sites where Openreach have been locked out at the Dialogue Service order entry point. This would help in more precise planning.

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Home FAQ NT Logout

Connect: Choose your location details and check product availability

Configure: Customise your product details

Confirm: Review and submit

A end details B end details Order details DF details Submit

Modify order step 1 of 5: B end details

Address details

Is the shift within the same building? Yes No

Location identifier type: Exchange 1141 Code

Location identifier value: TA

Back Clear Search

- For instance, enter a valid exchange 1141 code for A end location details and click on the Search button.
- Please enter the Location Identifier Value in upper case.



Provide order step 2 of 5: B end details

Address details

Location identifier type

Post Code

Post code

TQ11 0AB

Post town

Street number

Street

Building name

Sub building

Site search description

All

Tick to include non-postal addresses that don't have an Openreach Address Key.

4

Create Clear Search

Search results

1 - 4 of 50

1

- Gold**
Buckfast Business Centre,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
Buckfast Spinning Ltd,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
Golden Lion Court,
Chapel Street,
Buckfastleigh, TQ11 0AB
- Gold**
1, Golden Lion Court,
Chapel Street,
Buckfastleigh, TQ11 0AB

Address details

Map view Show more

2

Easting 273819 Northing 66121 Latitude 50.47712 Longitude -3.77378

Address key A00028777975 UPRN Parent UPRN Site classification

Technology

Copper PointToPointFibre FTTPBrownfield FTTPGreenfield

3

Select the address and press 'Next'.

Back

Cancel Next

- 1 Click on the box to select the appropriate address if multiple addresses are returned
- 2 Complete address details shown along with address qualifier when you click on 'Show more'
- 3 Technology marker for PointToPointFibre is marked as either 'Y', 'N' or 'E'. For Exchange based NAD key, PointToPointFibre = 'E' is preferred For other fibre served location, PointToPointFibre = 'Y' is preferred
- 4 Click 'Create' button to create your own temporary bronze key unidentified location in order to progress the order. Refer [Appendix A](#) for further details
- 5 Click on 'Next' to confirm the selection



Modify order step 3 of 5: Order details

Product availability

A End : Address Key A00065483056 B End : Address Key A14992776984

Great news. The product is available at the chosen address. **1**

3	Variant DFX	A end exchange name IPSWICH ATE	A end fibre availability Y	Product availability Y	B end exchange name KESGRAVE ATE	B end fibre availability Y
----------	-------------	---------------------------------	-----------------------------------	-------------------------------	----------------------------------	-----------------------------------

2

Exchange code IH
A end address A00065483056

Exchange code KGF
B end address A14992776984

Main link distance - 5937 m
Radial distance - 5933 m

Order details
Site details - A end
Site details - B end

- 1** Product Availability Response returned as either 'Y' if service can be provided between the two selected points or 'N'.
- 2** Additional information like the Variant, fibre presence, main link and radial distance are also displayed.
- 3** Variant is derived based on the inputs given in A end and B end Location Identifiers.



Modify order step 3 of 5: Order details

Product availability

Order details

Account IPSWICH & BATTERSEA TEST BED DAT	Billing account 0455810706	KCI level Standard Updates	Customer reference DF Modify B end <small>35 characters remaining</small>
KCI type Email	Required by date 13/01/2022	Contract	Channel reference
VACS group id	VACS contract id	Project reference	Sub project reference

Contact details
THAKER
NIKIT THAKER
Email ID: model.office@openreach.co.uk
Desk number: +4407404448387
Mobile number:
Additional email ids:

Helpdesk contact details
CP HELP DESK
CP HELP DESK
Desk number: +448002412890
Extension: 800
Notes: Opt 2 followed by 9

Site details - A end

Site details - B end

Back Cancel Save as draft Next

Enter the order details in relevant fields

- 1 Select appropriate KCI Level from the dropdown. ([Refer slide 193](#))
- 2 Enter your reference in the free text field available as shown
- 3 Select the required by date by clicking on the calendar button. Please note that this field will be prepopulated with a date which is current system date plus 30 working days (minimum lead time)
- 4 Please contact your account manager for more information about discount contracts.
- 5 Select the appropriate Channel reference This will help you to filter your orders into you different business channels if your business has chosen to use this feature. You will know if your business has chosen to use this feature if there are options available in the drop- down list.

Red colour field on the screen indicates a mandatory field

1 If this order is to be included as part of an agreed VACS project, please enter the VACS Group ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Group ID can be upto 20 alphanumeric characters and no Special characters are allowed.

2 If this order is to be included as part of an agreed VACS project, please enter the VACS Contract ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Contract ID can be upto 20 alphanumeric characters and no Special characters are allowed.

3 You can use the Project Reference field to group orders together using your own business reference, making it easier for you to review orders that are related to one another under your own project. Project reference can be upto 20 alphanumeric characters and no Special characters are allowed.

4 Alongside the Project Reference field, you can also use the Sub Project Reference field to group orders together using your own business reference, making it easier for you to review smaller groups of orders that are related to one another under your own project. Sub Project reference can be upto 20 alphanumeric characters and no Special characters are allowed

5 Click here to select or change contact details. ([Refer slide 193](#))

6 Please provide a helpdesk telephone number that Openreach can contact you on, if we are unable to contact the primary CP contact or the site contact(s) to resolve any issues with your orders.

Red colour field on the screen indicates a mandatory field



KCI level:

Automatic notifications for KCIs can be filtered with this option. You may select to receive all KCIs or Key depending on the following options:

- | | |
|----------------------|-------------------------------|
| Key Updates: | Standard Updates : |
| 510 (Acknowledged) | 510 (Acknowledged) |
| 520 (Committed) | 511 (Revised KCI1) |
| 530 (Completed) | 512 (Revised KCI 2) |
| OSUs | 520 (Committed) |
| 593/594 (Delayed) | 530 (Completed) |
| | 593/594 (Delayed) |
| | 9315 (Fibre Build complete) |
| | OSUs |

Use the radio button option to select an appropriate contact and click on OK button

Select contact
✕

▼

↻
1 - 5 of 5+

	Last name	First name	Work phone	Email	Mobile	Fax	Additional email addresses
<input checked="" type="radio"/>	!!!!	!!!!	0876543234	anurag.panda@b...	05476587567	0987654567	
<input type="radio"/>	!!!!	!!!!		monika.neekhra...			
<input type="radio"/>	!!ANAND	ANAND		ganeshanand.go...			
<input type="radio"/>	!.BEHL	RIDHIMA		ridhima.behl@bt...			
<input type="radio"/>	!ANAND	ANAND		ganeshanand.go...			namratha.2.shen...

⏪
⏩
⏴
⏵

Create contact
Cancel
Select

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Select contact
✕

First name: <input style="width: 90%; height: 20px;" type="text"/>	Last name: <input style="width: 90%; height: 20px;" type="text"/>	Work phone: <input style="width: 90%; height: 20px;" type="text"/>	Mobile: <input style="width: 90%; height: 20px;" type="text"/>
Fax: <input style="width: 90%; height: 20px;" type="text"/>	Email: <input style="width: 90%; height: 20px;" type="text"/>	Additional Email addresses: <input style="width: 90%; height: 20px;" type="text"/>	

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Once the details are entered, click on Save button to create the contact

For standard UK numbers (Starting with 0):

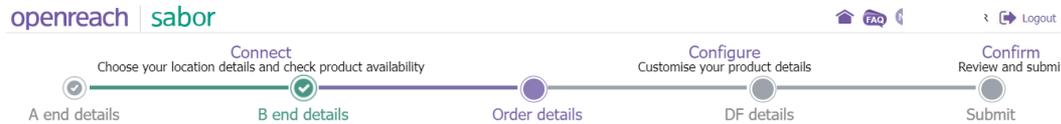
- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44):

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)



Modify order step 3 of 5: Order details

Product availability

Order details

Site details - A end

50 characters remaining

91 characters remaining

50 characters remaining

1500 characters remaining

Site details - B end

Primary contact

ANNA

GRACE ANNA

Email ID: grace.anna@abc.com

Desk number: +44215478545154

Mobile number: +44254785455545

Fax:

Company name

ABC

47 characters remaining

85 characters remaining

36 characters remaining

1469 characters remaining

Back

Cancel

Save as draft

Next

- 1 In the event the primary contact is unavailable, Openreach will make use of the secondary contact.
 - Click here to select or change contact details. ([Refer slide 196](#))

Please NOTE : Secondary contact is mandatory for Non BT sites.

 - Primary and Secondary contacts will be validated by Telephone numbers.
- 2 Hazard Notes: Use this field to tell us about any health and safety hazards present on site e.g. guard dog
- 3 Site Access Availability Notes: Use this field to tell us anything we need to know about site access availability, e.g. 24 by 7, office hours only.
- 4 Special Arrangements Notes: Use this field to advise us of any special arrangements our engineers need to be aware of, e.g. the person or company to ask for, quote the original circuit ID (DFGB...)
- 5 Company Name : "Please provide the name of the end user company where we are installing the circuit. (This is especially important for multi-occupancy units or data centres where we may need to advise reception which company/area we need to visit addition to the On the Day contact's name.)"

Red colour field on the screen indicates a mandatory field



KCI level:

Automatic notifications for KCIs can be filtered with this option. You may select to receive all KCIs or Key depending on the following options:

- | | |
|----------------------|-------------------------------|
| Key Updates: | Standard Updates : |
| 510 (Acknowledged) | 510 (Acknowledged) |
| 520 (Committed) | 511 (Revised KCI1) |
| 530 (Completed) | 512 (Revised KCI 2) |
| OSUs | 520 (Committed) |
| 593/594 (Delayed) | 530 (Completed) |
| | 593/594 (Delayed) |
| | 9315 (Fibre Build complete) |
| | OSUs |

Use the radio button option to select an appropriate contact and click on OK button

Select contact ✕

Select 1 - 5 of 5+

	Last name	First name	Work phone	Email	Mobile	Fax	Additional email addresses
<input checked="" type="radio"/>	!!!!	!!!!	0876543234	anurag.panda@b...	05476587567	0987654567	
<input type="radio"/>	!!!!	!!!!		monika.neekhra...			
<input type="radio"/>	!!ANAND	ANAND		ganeshanand.go...			
<input type="radio"/>	!.BEHL	RIDHIMA		ridhima.behl@bt...			
<input type="radio"/>	!ANAND	ANAND		ganeshanand.go...			namratha.2.shen...

⏪ ⏩ ⏴ ⏵

Create contact Cancel Select

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Enter the site contact information.

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Select contact
✕

First name: <input style="width: 95%;" type="text"/>	Last name: <input style="width: 95%;" type="text"/>	Mobile: <input style="width: 95%;" type="text"/>	Work phone: <input style="width: 95%;" type="text"/>
Email: <input style="width: 95%;" type="text"/>	Fax: <input style="width: 95%;" type="text"/>		

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Cancel
Save

Once the details are entered, click on Save button to create the site contact

- For standard UK numbers (Starting with 0):
- The number contains a single leading zero
 - The number contains between 10 and 11 digits
 - Only digits from 0-9 are accepted. (no spaces or characters)

- For numbers with international dialling codes (e.g. +44):
- The '+' symbol must be the first character of the number
 - Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
 - If using the UK dial code (+44) the number must contain between 12 and 13 digits
 - If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)

Modify order step 4 of 5: DF details

Summary Non-recurring : £367.37 Recurring : £114.73

DF details

Please choose the settings you want for your DF connection.

Fibre Option: Single Fibre

Contract Term: 1

Variant: DFX

Care Package: Enhanced Care

Resilience Option: Standard RO2

Standard communication

Activated line

Authorised ECC: 0

TRC Band: Band 0: 0 hrs

Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

A end site configuration

B end site configuration

Back Cancel Save as draft Next

- Enter or select the product details in relevant fields on DF details tab
- Once entered, please **do not click** 'Next' button. Instead click on the 'A End site configuration'
- Indicative recurring and non recurring prices displayed.

1 Authorised ECC is the excess construction cost to the nearest whole pound above the defined inclusive product ECC allowance. Alternatively, you can leave this field with its default value as 0 and amend it later in the journey when we confirm the ECCs for installing the circuit

2 Select appropriate Time Related Charges (TRC) Band. Available TRC bands are as follows:

- Band 0: 0 hrs
- Band 1: up to 15 hrs
- Band 2: up to 30 hrs
- Band 3: up to 50 hrs
- Band 4: Unlimited



All the fields of 'A End Configuration' tab will be non-editable as this is B end Modify.

Modify order step 4 of 5: DF details

Summary | Non-recurring : £367.37 | Recurring : £114.73

DF details

A end site configuration

Site Type BT	Location Type Building Exchange	Landmark Opp Barclay's bank	Location Near stairs
Floor GND	Room 500	Suite 5	Rack 620
Housing Cabinet	Equipment Type 19 Inch Standard Rack 24	Position VU 3	LLUC Number
Service Delivery Information Awaited	Linked Order Reference		
Is third party access required? Please select	Is the fibre service in the same location? Please select	Circuit number of the existing fibre delivered service	Is the comms room/area ready? Please select

B end site configuration

Back | Cancel | Save as draft | Next



Modify order step 4 of 5: DF details

Summary Non-recurring : £367.37 Recurring : £114.73

- DF details
- A end site configuration
- B end site configuration**

Site Type: BT **1** Location Type: Building Exchange **2** Landmark: Opp HSBC Bank **2** Location: Near entrance

Floor: 5 Room: 500 **3** Suite: 5 **4** Rack: 620

Housing: Cabinet Equipment Type: 19 Inch Standard Rack 24 Position: VU 5 LLUC Number:

Service Delivery Information: Awaited Linked Order Reference:

Is third party access required? No Is the fibre service in the same location? No Circuit number of the existing fibre delivered service: Is the comms room/area ready? Please select

- Select the Location Type from the drop down.
Note : Location Type field will be defaulted to “Building Exchange” for BT Site type.
- Use ‘Location’ text field to provide any additional information that will help to identify the precise location for the service. Please note that Openreach may need to undertake further planning if this information is amended during order provisioning, and this may affect the completion date.
- Suite is a mandatory field when Site Type is 'BT'.
- Rack is a mandatory field when Site Type is 'BT'.

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

[Back](#) [Cancel](#) [Save as draft](#) [Next](#)



Modify order step 4 of 5: DF details

Summary Non-recurring : £367.37 Recurring : £114.73

DF details

A end site configuration

B end site configuration

Site Type: BT

Location Type: Building Exchange

Landmark: Opp HSBC Bank

Location: Near entrance

Floor: 5

Room: 500

Suite: 5

Rack: 620

Housing: Cabinet

Equipment Type: 19 Inch Standard Rack 24

Position: VU 5

LLUC Number:

Service Delivery Information: Awaited

Linked Order Reference:

1 Select appropriate "Equipment Type" from the drop down

Available Equipment Type options are:

- Connectorised Terminal Compact Squid 4
- Connectorised Block 4
- Connectorised Block 8
- Connectorised Block 12
- Wallmounted Unit 4
- Wallmounted Unit 8
- 19 Inch Standard Rack 24
- 19 Inch Standard Rack 48

Please refer to [Product description document](#) for selecting the appropriate "Equipment Type" for the selected 'Location Type'

Is third party access required? No

Is the fibre service in the same location? No

Circuit number of the existing fibre delivered service:

Is the comms room/area ready? Please select

2 Please specify the exact Vertical Unit (VU) position in the rack you wish the patch panel to be installed into. If you input "Next available" we will use the next available free slot in your rack (working from the ground level upwards) to install your new patch panel. If you input 'Next Available' and a DF patch panel which has free ports already exists in the selected rack, then the existing patch panel will be used, unless you explicitly ask us not to due to RO2 requirements. Position is a mandatory field when Site Type is 'BT'.

Out of hours preference for visit

Site visit reason	Status	OOH preference
Site Survey		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
External work at Premise		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Equipment Installation and Fibre Testing		<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 1	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 2	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Non Specific TRC 3	<input checked="" type="checkbox"/> Not approved <input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Non specific TRC approval and OOH preference are not selectable when TRC band is zero.

Back Cancel Save as draft Next



Modify order step 5 of 5: Confirmation

Here's a summary of your order. Please make sure everything on this page is correct before you submit your order.

1 [Order preview](#)

Order details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	0455810706	Customer reference	
Required by date	13/01/2022	KCI type	Email	Channel reference	
Order type	B End: Internal Shift	VACS group id		VACS contract id	
Project reference		Sub project reference		Contract	

Contact details

NIKIT THAKER,	+4407404448387	model.office@openreach.co.uk
Name	Contact number (W)	Email address
Additional email	Contact number (M)	

Helpdesk contact details

CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

DF details

Resilience Option	Standard	Variant	DFX
Contract Term	1	Fibre Option	Single Fibre

Pricing details

Product	Net price
End Point Modification Charge	£0.00
Rental charge	£29.73
Main link rental charge	£593.70
B End Equipment Rental Charge	£85.00
Net non recurring charge	£0.00
Net recurring charge	£708.43

Note

Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

[Back](#)

[Cancel](#) [Save as draft](#) [Submit](#)

2

Order summary displayed
Indicative prices displayed.

1 Click 'Order preview' to view all the details entered so far on the order. **Please ensure details are correct before submission.**

2 Click 'Submit' to submit the order.

Done!

Your request has been successfully submitted.

1

Order details

Openreach reference:	3-1216810212859	Account:	IPSWICH & BATTERSEA TEST BED DATA
Customer reference:	R4650 Plus Warranty SABOR DFX RO2 Primary	Service reference:	DFGB69930853

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Finish

2

1

Please make a note of 'Openreach Reference' which is generated. It will also be communicated as part of KCI-1

2

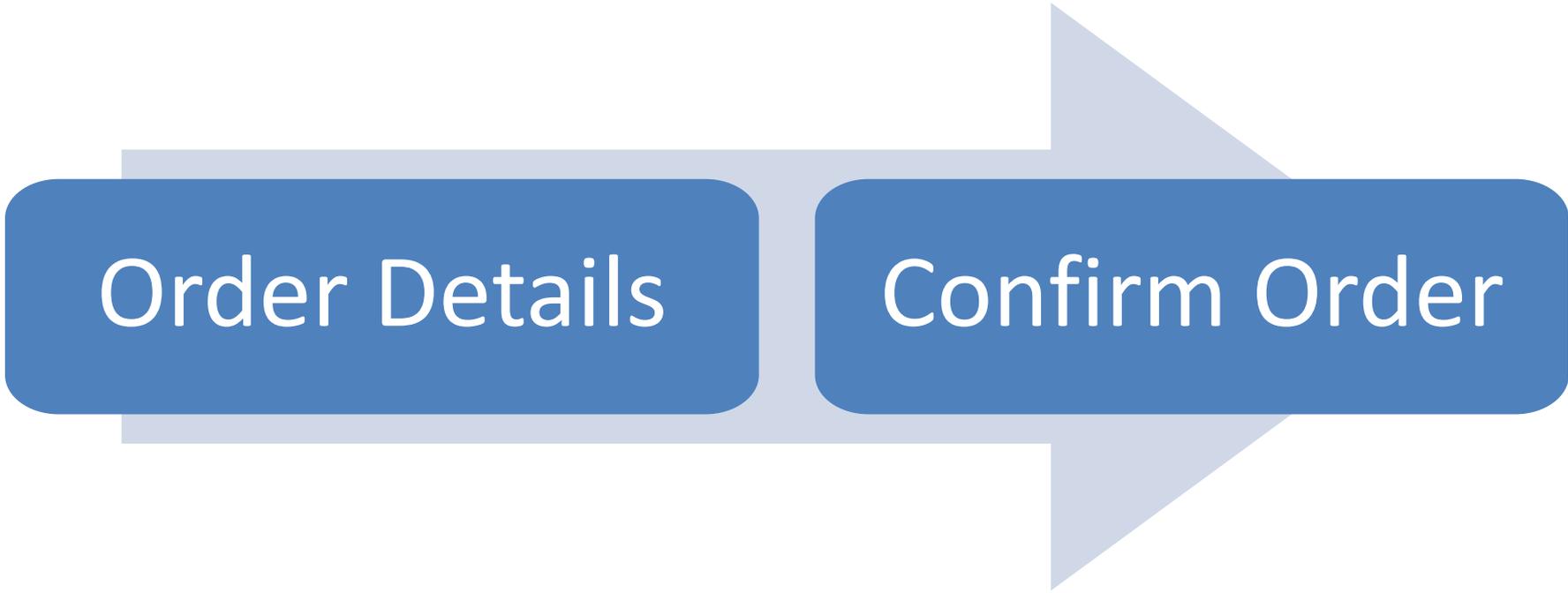
Click on 'Finish' and it will take you back to the ['Customer Zone'](#) page.

Note:

Any Inflight changes on Modify like Cancel, Suspend, Resume, Amend will follow the same rules as that of Provide order.

12. Cease a DF asset

- The subsequent slides provide a step-by-step journey to place a Cease on a DF asset. The phases of this journey are represented below.
- If this circuit forms part of a Resilience Option 2 (RO2) solution with it's associated Partner circuit. Cessation on either circuit will remove the RO2 resilience. However, Openreach will continue to bill the remaining Partner circuit at RO2 rates until that partner circuit is either ceased or modified to standard resilience.



Order Details

Confirm Order

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

[Dashboard](#)

[Ethernet channel management](#)

[Ethernet CP alarm configuration](#)

1 Select 'Inventory' from the dropdown.

2 Enter the service reference that needs to be ceased and click on search

Openreach reference Your reference Service reference

2

1

Inventory

DFGB70010577

Search

Select Order to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.

Select Inventory to manage an existing service using a service reference.

Select Fault to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

Inventory details

Dashboard > Inventory details

Details Associated orders

1

[Click here](#) for further screens of Cease journey.

Service features

See details

Account name	IPSWICH & BATTERSEA TEST BED DATA	Service reference	DFGB70010577	Resilience option	Standard
Billing account	0455810706	Date installed	09/12/2020 00:00:00	Contract term	1
Retailer ID		Bandwidth	1000Mbit/s	Care package	Enhanced Care

Get quotation

Remote upgrade

Modify service features

Cease

1

A end location details

Kesgrave Ate Telephone Exchang,
Doctor Watsons Lane,
IP5 1BL,United Kingd

Get quotation

Modify A end details

B end location details

Advanced Communications Techno,002-Pel-FLR002/ST221/RK120,
Adastral Park,
Martlesham Heath,
IP5 3RE,United Kingdom

Get quotation

Modify B end details

Back

Cancel

Cease assets

Dashboard > Inventory details > Cease assets

Order details

Account IPSWICH & BATTERSEA TEST BED I	Billing account 0455810706	KCI level Standard Updates	Customer reference SABOR User Guide Cease <small>50 characters remaining</small>
KCI type Email	Required by date 10/01/2021 <small>It's less than the standard lead time</small>	Contract	Channel reference
VACS group id		Project reference	Sub project reference
Contact details SOWMYA	HelpDesk contact details CP HELP DESK	Cease Reason Service Ceased by Operator	

Enter the order details in relevant fields

1 Select appropriate KCI Level from the dropdown. (Refer slide 207)

2 Enter your reference in the free text field available as shown

3 Acknowledge preference can be one of 'Email' or 'Order Tracking – Portal'. ([Refer slide 209](#))

4 Select the required by date by clicking on the calendar button. Please note that this field will be prepopulated with a date which is current system date plus 30 calendar days

5 Select the appropriate Channel reference This will help you to filter your orders into your different business channels if your business has chosen to use this feature. You will know if your business has chosen to use this feature if there are options available in the drop- down list.

Site details - A end

Site details - B end

The service is within the minimum period. Ceasing the service now will incur charges as specified in the contract/Openreach price list.

Back Cancel Save as draft Next

Red colour field on the screen indicates a mandatory field

1 If this order is to be included as part of an agreed VACS project, please enter the VACS Group ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Group ID can be upto 20 alphanumeric characters and no Special characters are allowed.

2 If this order is to be included as part of an agreed VACS project, please enter the VACS Contract ID provided to you here. If you have any queries please contact your VACS Project Coordinator. VACS Contract ID can be up to 20 alphanumeric characters and no Special characters are allowed.

3 You can use the Project Reference field to group orders together using your own business reference, making it easier for you to review orders that are related to one another under your own project. Project reference can be upto 20 alphanumeric characters and no Special characters are allowed.

4 Alongside the Project Reference field, you can also use the Sub Project Reference field to group orders together using your own business reference, making it easier for you to review smaller groups of orders that are related to one another under your own project. Sub Project reference can be upto 20 alphanumeric characters and no Special characters are allowed

5 Click here to select or change contact details. ([Refer slide 209](#))

6 Please provide a helpdesk telephone number that Openreach can contact you on, if we are unable to contact the primary CP contact or the site contact(s) to resolve any issues with your orders.

Red colour field on the screen indicates a mandatory field

KCI level:

KCI type:

Please select how you prefer to receive KCIs from the following options:

- 1) Select Email to have KCIs delivered to your designated contact via email.
- 2) Select Order Tracking – Portal if you don't want to receive automatic notifications and prefer to track your orders manually by logging onto the portal.
- 3) Please note that Order Tracking – Portal is always available to you irrespective of any other option you choose.

Automatic notifications for KCIs can be filtered with this option. You may select to receive all KCIs , Key or none depending on the following options:

Key Updates:
510 (Acknowledged)
520 (Committed)
530 (Completed)
OSUs
593/594 (Delayed)

Standard Updates :
510 (Acknowledged)
511 (Revised KCI1)
512 (Revised KCI 2)
520 (Committed)
530 (Completed)
593/594 (Delayed)
9315 (Fibre Build complete)
OSUs

Use the radio button option to select an appropriate contact and click on OK button

	Last name	First name	Work phone	Email	Mobile	Fax	Additional email addresses
<input checked="" type="radio"/>	!!!!	!!!!	0876543234	anurag.panda@b...	05476587567	0987654567	
<input type="radio"/>	!!!!	!!!!		monika.neekhra...			
<input type="radio"/>	!!ANAND	ANAND		ganeshanand.go...			
<input type="radio"/>	!.BEHL	RIDHIMA		ridhima.behl@bt...			
<input type="radio"/>	!ANAND	ANAND		ganeshanand.go...			namratha.2.shen...

Create contact

Cancel Select

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Select contact ✕

First name: <input type="text"/>	Last name: <input type="text"/>	Work phone: <input type="text"/>	Mobile: <input type="text"/>
Fax: <input type="text"/>	Email: <input type="text"/>	Additional Email addresses: <input type="text"/>	

Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Once the details are entered, click on Save button to create the contact

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44);

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)

openreach | sabor

home | FAQ | NT

Cease assets

Dashboard > Inventory details > Cease assets

Order details

Site details - A end

1 Primary contact: ANNA (91 characters remaining)

2 Hazard notes: Guard Dog (91 characters remaining)

3 Site access availability notes: 24 by 7 (43 characters remaining)

4 Special arrangement notes: Entry pin 4 and 5 followed by 1 (1469 characters remaining)

5 Secondary contact: DAVID (50 characters remaining)

Company name: ABC (50 characters remaining)

Site details - B end

Primary contact: DAVID (85 characters remaining)

Secondary contact: DAVID (21 characters remaining)

Company name: XYZ (50 characters remaining)

Hazard notes: Elevator Issues (85 characters remaining)

Site access availability notes: 10 to 4 Monday to Friday only (21 characters remaining)

Special arrangement notes: Visit main reception at entry gate for access (1455 characters remaining)

⚠ The service is within the minimum period. Ceasing the service now will incur charges as specified in the contract/Openreach price list.

Back Cancel Save as draft Next

- 1 In the event the primary contact is unavailable, Openreach will make use of the secondary contact. Click here to select or change contact details. ([Refer slide 209](#)) Please NOTE : Secondary contact is mandatory for Non BT sites. Primary and Secondary contacts will be validated by Telephone numbers.
- 2 Hazard Notes: Use this field to tell us about any health and safety hazards present on site e.g. guard dog. Maximum number of characters allowed is 100.
- 3 Site Access Availability Notes: Use this field to tell us anything we need to know about site access availability, e.g. 24 by 7, office hours only. Maximum number of characters allowed is 50
- 4 Special Arrangements Notes: Use this field to advise us of any special arrangements our engineers need to be aware of, e.g. the person or company to ask for, quote the original circuit ID (DFGB...) from any cancelled Legacy order this order is replacing or additional directions. We recommend providing the customer business name in this note. Maximum number of characters allowed is 1500
- 5 Company Name : “Please provide the name of the end user company where we are installing the circuit. (This is especially important for multi-occupancy units or data centres where we may need to advise reception which company/area we need to visit addition to the On the Day contact’s name.)”

Red colour field on the screen indicates a mandatory field

Select contact

Use the radio button option to select an appropriate contact and click on Select button

Select 1 - 5 of 5+

	First name	Last name	Work phone	Mobile	Email	Fax
<input checked="" type="radio"/>	GRACE	ANNA		+441234578954	grace.anna@abc.com	
<input type="radio"/>	GRACE	ANNA		+441234587451	grace.a@abc.com	
<input type="radio"/>	MIKE	DAVID	+449876543215	+441234567896	mike.david@abc.com	
<input type="radio"/>	STEPHEN	DAVID	+441254854155		stephen.david@abc...	
<input type="radio"/>	MITCHELLE	JOHN		+441234567895	mitchelle.john@abc...	

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Create contact

Edit contact

Cancel

Select

Click 'Create Contact' to create a new contact as shown on [next slide](#).

Click 'Edit' to update the existing contact details

The details you are can update are Work Phone, Mobile, and Fax.

Select contact ✕

First name: <input type="text"/>	Last name: <input type="text"/>	Mobile: <input type="text"/>	Work phone: <input type="text"/>
Email: <input type="text"/>	Fax: <input type="text"/>		

**Either Work phone or Mobile is required. Enter number in the format 01234567890 or +441234567890.
Click this icon for further information. ⓘ**

Enter the site contact information.

Please note that the First Name, Last Name and Work Phone or Mobile number are mandatory fields.

Once the details are entered, click on Save button to create the site contact

For standard UK numbers (Starting with 0):

- The number contains a single leading zero
- The number contains between 10 and 11 digits
- Only digits from 0-9 are accepted. (no spaces or characters)

For numbers with international dialling codes (e.g. +44):

- The '+' symbol must be the first character of the number
- Only digits from 0-9 & the '+' symbol are accepted. (no spaces or characters)
- If using the UK dial code (+44) the number must contain between 12 and 13 digits
- If using any other dial code the number must contain between 8 and 16 digits.

Your order is likely to experience delay if the number is incorrectly input.

[\(Click here to go back to previous slide\)](#)

Cease confirmation

Dashboard > Inventory details > Cease assets > Cease confirmation

1 Order summary displayed.

2 Click 'Order preview' to view all the details entered so far on the order. **Please ensure details are correct before submission.**

3 Click 'Submit' to submit the order. This will navigate you to the '[Order Request Confirmation](#)' screen.



1

Order details

Account	IPSWICH & BATTERSEA TEST BED	Billing account	0455810706	Customer reference	SABOR User Guide Cease
Required by date	10/01/2021	KCI type	Email	Channel reference	
Order type	Cease	VACS group id		VACS contract id	
Project reference		Sub project reference		Contract	
Cease reason	Service Ceased by Operator				

Contact details

Name	+44124578541	Contact number (W)	Contact number (M)	Email address	sg...@openreach.co.uk
Additional email					

Helpdesk contact details

CP HELP DESK	8002412890	800	Opt 2 followed by 9
Name	Contact number (W)	Extn	Notes

Note
Prices shown here are indicative only and are subject to change based on the site survey. All prices exclude VAT.

Pricing details

Product	Net price
Net recurring charge	
Net non recurring charge	

Back

Cancel Save as draft **Submit**

3

Done!

Your request has been successfully submitted.

1

Order details

◆ Openreach reference:	3-1216810212859	◆ Account:	IPSWICH & BATTERSEA TEST BED DATA
◆ Customer reference:	R4650 Plus Warranty SABOR DFX RO2 Primary	◆ Service reference:	DFGB69930853

Openreach reference number is required to track this order, updates to this order can be reviewed from 'Customer Zone'.

Finish

2

1

Cease request is successfully submitted and Openreach reference is generated. Please note the Openreach reference number generated. This will also be sent as part of KCI 1.

2

Click on 'Finish' and it will take you back to the ['Custom Zone'](#) page

13. Track a DF order

- You can filter the automatic notifications for KCIs with 'KCI Level' option as explained in [section 6b](#). You may select to receive all KCIs or Key depending on the following options:

Key Updates:

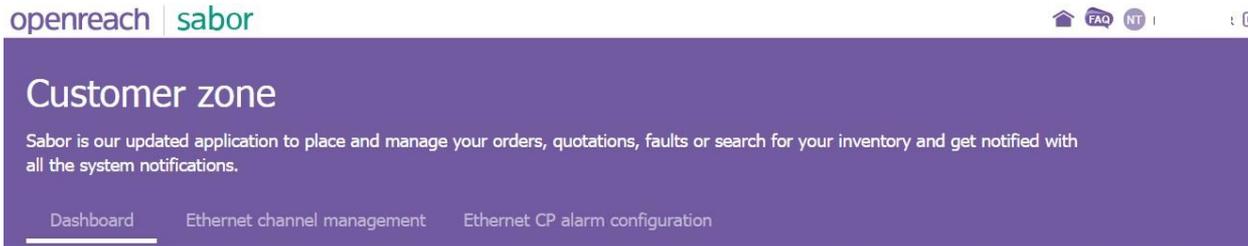
- 510 - KCI 1 (Acknowledged)
- 520 - KCI 2 (Committed)
- 530- KCI 3 (Completed)
- OSUs
- 593/594 - KCI D (Delayed)

Standard Updates:

- 510 -KCI 1 (Acknowledged)
- 520- KCI 2 (Committed)
- 530- KCI 3 (Completed)
- 593/594 - KCI D (Delayed)
- 511 -Revised KCI 1
- 512- Revised KCI 2
- 9315 - Build Complete KCI
- OSUs

Subsequent section explains on how to track your DF order and sample KCI messages.

13a. Track a DF order via Sabor



1 On the customer zone page, select 'Order' from the dropdown.

You can track your order using one of the below identifier

'Openreach Reference' which is generated as part of order placement. It is also communicated as part of KCI 1. Usually it is of the format 1-XXXXXXXXXX (Example: 1-15351215106)

'Your Reference' is the free text reference given by you doing the order placement on 'Order details' page. Refer [section 6b](#) for more details.

'Service Reference' is the DFGB reference generated during the order placement. It is of the format DFGBXXXXXXXX.

2 Enter Service Reference or Openreach reference and click on Search.

Openreach reference Your reference Service reference

1 Order

Select **Order** to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select **Inventory** to manage an existing service using a service reference.
Select **Fault** to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

[Dashboard](#) [Ethernet channel management](#) [Ethernet CP alarm configuration](#)

Openreach reference Your reference Service reference

Order

Track Order Details

1 - 1 of 1

	Openreach Reference	KCI Type	KCI Level	Contact Name	Customer Reference
<input checked="" type="radio"/>	3-1216806770700	Email	Standard Updates	SOW	R4650 Plus Warranty DFX SABOR R02 Primary

[Back](#)

[View order Summary](#)

Click on 'View order Summary'

Order details

Dashboard > Order details

Click on 'View details'

Details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	IPSWICH & BATTERSEA TEST BED D	Openreach reference	3-1216815407331
Customer reference	R4650 Plus Warranty DF1AL SABOR	Required by date	23/07/2021	Product name	DF
Service reference	DFGB69931855	Order sub type	Provide	Status	Issued
KCI type	Email	Contract		Channel reference	

Contact details

SOWMYA NOOKALA Name	01234567895 Contact number (W)	01234567895 Contact number (M)	nreach.co.uk Email address
srin Additional email	reach.co.uk		

Helpdesk contact details

CP HELP DESK Name	+448002412890 Contact number (W)	800 Extn.	Opt 2 followed by 9 Notes
-----------------------------	--------------------------------------------	---------------------	-------------------------------------

[Back](#)

- [Cancel order](#)
- [Amend order](#)
- [Suspend order](#)
- [Resume order](#)
- [View details](#)

Milestones details on Sabor (Track orders -> View Details -> Order Milestones)

Order milestones Show less

Milestones title	Milestones description	Additional comments	Received date
<input checked="" type="checkbox"/> Committed	KCI 2 - Customer Committed Date (CCD)	Service Id : DFGB69930085, Committed Date : 23/07/2021, Customer Agreed Date : 05/07/2021 17:00:00	15/06/2021 10:42:35
<input checked="" type="checkbox"/> Planning Commitment	KCI 1.2 - Order Planning Commitment	Service Id : DFGB69930085	15/06/2021 10:40:34
<input checked="" type="checkbox"/> ProgressUpdate	Order ProgressUpdate		14/06/2021 10:15:32
<input checked="" type="checkbox"/> OrderStatusUpdate	Order Update - Order Amendment		14/06/2021 10:13:41
<input checked="" type="checkbox"/> Delayed	Order is in delay	Minor resilience violation detected	10/06/2021 09:21:33
<input checked="" type="checkbox"/> Survey Commitment	KCI 1.1 - Order Survey Commitment	Service Id : DFGB69930085	09/06/2021 11:59:31
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 10:49:37
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 10:48:37
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 10:38:33
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 10:37:32
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 10:36:32
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 09:49:41
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 09:48:39
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 09:42:33
<input checked="" type="checkbox"/> Appointment Update	Order Appointment Update		09/06/2021 09:41:32
<input checked="" type="checkbox"/> ProgressUpdate	Order ProgressUpdate		09/06/2021 09:27:35
<input checked="" type="checkbox"/> Delayed	Order is in delay	This is a reminder that the time limit for responding on this order will expire shortly. The order will be cancelled if no response is received.	08/06/2021 07:03:31
<input checked="" type="checkbox"/> Acknowledged	KCI 1 - Order Acknowledged	Service Id : DFGB69930085	08/06/2021 07:02:30

Back

Cancel

Location Identifier and Site Details on Sabor (Track orders -> View Details -> A/B end address details)

The screenshot displays the 'openreach sabor' interface. At the top, there are navigation tabs: 'Order details', 'A end details' (selected), 'B end details', 'Appointment', and 'Product configuration'. Below the navigation is a 'Location identifier details' section with a 'Show less' button. It lists: Identifier, Associated Exchange 1141, and Associated Exchange. An 'Address key : A15101544203' and 'MFO' are also shown. The 'Address details' section follows, with a warning: 'Please be advised that the address against your 'A End' will be retrieved by the planner and displayed to you after approximately 6 working days from the date of order being processed.' It contains two columns of details:

Address	A15103744750	Dependent thorough fare	
Address qualifier	G	Post town	Ipswich
CSS district code	EA	Organisation name	
Exchange group code	IPS	Post code	IP1 1BA
Building name		Country	
Sub building name	Bas-Com-OSS2A In Com Cab	Country	United Kingdom
Street name	Butter Market	Easting	
Street	1	Northing	
Locality		Company name	ABC
Double dependent locality			

 Below this is the 'Other details' section, which includes:

- Primary contact details:** Name: GRACE ANNA, Contact number (W): +44213478545134, Contact number (M): +44254785455545, Contact number (F): [blank]. Email: grace.anna@abc.com.
- Secondary contact details:** Name: MIKE ANNA, Contact number (W): +441234567895, Contact number (M): +5412352145, Contact number (F): [blank]. Email: mike.anna@abc.com.
- Hazard notes:** Guard Dog Hazard notes.
- Site access availability notes:** 24 by 7 access Site access availability notes.
- Special arrangement notes:** Entry pin 4 and 5 followed by 1 Special arrangement notes.

Back

Cancel

Appointment details on Sabor (Track orders -> View Details -> Appointment)

The screenshot shows the 'Appointment' section of the Sabor interface. At the top, there is a navigation bar with the 'openreach | sabor' logo on the left and utility icons (Home, FAQ, NT, and a share icon) on the right. Below the logo, a secondary navigation bar contains five tabs: 'Order details', 'A end details', 'B end details', 'Appointment' (which is highlighted in a darker purple), and 'Product configuration'. The main content area is a list of appointment items, each with a diamond icon on the left and a 'Show more' link on the right. The items are: 'Site Survey', 'External work at Premise', 'Internal Build Work', 'Fibre Build Work', 'Rod and Tube Installation', 'Equipment Installation and Fibre Testing', 'Non Specific TRC 1', 'Non Specific TRC 2', and 'Non Specific TRC 3'. At the bottom of the interface, there are two buttons: 'Back' on the left and 'Cancel' on the right.

Order details | A end details | B end details | **Appointment** | Product configuration

Site Survey Show less

Appointment details

Appointment status	Completed	Completed
Appointment reference	SS0000393440	SS0000393441
Appointment date	09/06/2021	09/06/2021
Appointment time	10:34	10:35
Appointment timeslot	AM	AM
Appointment duration	01 hour/s	01 hour/s
Appointment agreed with	End User	End User
Appointment booked with	John	Nooki
Appointment Charged	No	No

A end B end

Proposed date and time

Earliest proposed date	09/06/2021	09/06/2021
Earliest proposed time	10:33	10:34
Earliest proposed time slot	AM	AM

A end B end

Miscellaneous details

Hours to be charged	0	0
Security clearance	Yes	Yes
Engineers name	Sowmya	Sowmya
Engineers number		
Site contact notified	Yes	Yes
Reason for amend	Safety Hazards	Openreach Hazards
Appointment missed by		No
Reason for missed		
Missed appointment charged		

A end B end

Completion details

Completed date	09/06/2021	09/06/2021
Completed time	10:44	10:32
Completed time slot	10:44	10:32

A end B end

- External work at Premise Show more
- Internal Build Work Show more
- Fibre Build Work Show more
- Rod and Tube Installation Show more
- Equipment Installation and Fibre Testing Show more
- Non Specific TRC 1 Show more
- Non Specific TRC 2 Show more
- Non Specific TRC 3 Show more

Back

Cancel

Product Configuration on Sabor (Track orders -> View Details -> Product Configuration)

openreach | sabor

Order details | A end details | B end details | Appointment | Product configuration

Seller item identification id

DF	→	Care Package	Enhanced Care
Order details	→	Contract Term	1
Excess construction charges	→	Fibre Option	Single Fibre
Time related charges	→	Resilience Option	RO2
		Associated Service ID	DFGB69930085
		Variant	DF2AL

Time related charges [Show more](#)

A and B end configuration [Show more](#)

Additional order details [Show more](#)

Back

Cancel

Product Configuration on Sabor (Track orders -> View Details -> Product Configuration)

Product Configuration

Order details | A end details | B end details | Appointment | Product configuration

Seller item identification id

- DF → Required TRC Band
- Order details → TRC Planned Time
- Excess construction charges → TRC Spent Time **0**
- Time related charges** → TRC Band **Band 0: 0 hrs**

Time related charges Show less

A end details | B end details

Configuration details	OOH Preference	Planned hour	Actual hour	TRC applicable
Site Survey	N		0	N
Non Specific TRC 2	N			N
Equipment Installation and Fibre Testing	N			N
External work at Premise	N	0		
Non Specific TRC 3	N			N
Non Specific TRC 1	N			N

A and B end configuration Show more

Additional order details Show more

Back

Cancel

Track a DF order

A/B End Configuration on Sabor (Track orders -> View Details -> Product Configuration -> A end and B end configuration)

openreach

openreach | sabor



A and B end configuration Show less

	A end details	B end details
Equipment Type	19 Inch Standard Rack 24	19 Inch Standard Rack 24
Exchange Code	IH	FOX
Floor	GND	5
Housing	Cabinet	Cabinet
Landmark	Opp Barclay's bank	Opp HSBC bank
Location	Near entrance	Near stairs
Location Type	Building Customer Premises	Building Customer Premises
Position	VU 3	VU 5
Rack	620	
Room	500	520
Service Delivery Information	Awaited	Awaited
Site Type	Non BT	Non BT
Suite	5	
Was this building built before 2000?	NA	NA
Circuit number of the existing fibre delivered service		
Is the comms room/area ready?	No	No
Is there existing fibre service at the site?	No	No
Is the fibre service in the same location?	No	No
Do you currently occupy the location?	No	No
Landlord contact number		
Landlord name		
Has Landlord consent been granted?	No	No
Is Landlord consent necessary?	No	No
Linked Order Reference		
Location of the asbestos register	NA	NA
Are the site contacts able to provide access to the engineers?	Yes	Yes
Are the site contacts aware of this order?	Yes	Yes
Is third party access required?	No	No
LLUC Number		

Additional order details Show more

Back

Cancel

13b. Track a DF order via Email

Response Code - 510 (KCI1 – Oder Acknowledged)



Having trouble viewing this email? [Read it on View My Job](#)

Order acknowledged

We've received your Dark Fibre order. Thanks for choosing Openreach.

Order details

Response code	510
Message status	Action
Order type	Provide
Service ID	DFGB69930241
Order ID	3-1216806839194
Customer order ID	R4650 Warranty RO2 Secondary DF2AL

Order summary

Details of the product you've ordered and information you provided are shown below.

Product details

Product	DF
Variant	DF2AL
Resilience	RO2
Fibre option	Single Fibre
Contract term	1 year/s

A End

A end site type	Non BT
A end address	A15101544203 Marden Cricket Club Maidstone Road Tonbridge TN12 9AB

A end termination details

Location	Near entrance
Landmark	Opp Barclay's bank
Position	VU 3
Rack	620
Floor	GND
Room	500
Suite	5

Equipment details

Location type	Building Customer Premises
Housing	Cabinet
Equipment type	19 Inch Standard Rack 24

B End

B end site type	Non BT
B end address	A00009227195 Streyte Cottage High Street Cranbrook TN17 4LN

B end termination details

Location	Near stairs
Landmark	Opp HSBC bank
Position	VU 5
Floor	5
Room	520

Equipment details

Location type	Building Customer Premises
Housing	Cabinet
Equipment type	19 Inch Standard Rack 24

What's next?

Our planning teams are reviewing your order against our network records. We'll be in touch shortly to arrange a site survey or to let you know we're despatching engineers who'll validate and connect existing fibre infrastructure.

Response Code - 511(KCI1.1 – Survey Complete)

openreach

Having trouble viewing this email? [Read it on View My Job](#)**Survey complete**

We've completed the survey of your Dark Fibre circuit order.

Order details

Response code	511	Order category	1.2
Message status	Action	Indicative ECC charge	Within threshold
Order type	Provide	Indicative TRC band	Zero
Service ID	DFGB69930241		
Order ID	3-1216806839194		
Customer order ID	R4650 Warranty RO2 Secondary DF2AL		

Fibre characteristics

Estimated route distance	13.1 Km
Main link distance	12822 m
Fibre 1 - Estimated Light loss Level - 1310 nm	4.59db
Fibre 1 - Estimated Light loss Level - 1550 nm	3.28db

A End**Site details**

Address	A15103744750 Bas-Com-OSS2A In Com Cab 1, Butter Market Ipswich IP1 1BA
---------	------------------------------------------------------------------------------------

Primary site contact

GRACE ANNA
Email: grace.anna@abc.com
(W): +44215478545154
(M): +44254785455545
Company: ABC

A end termination details

Location	Near entrance
Landmark	Opp Barclay's bank
Position	VU 3
Room	500
Floor	GND
Rack	620
Suite	5

Equipment details

Location type	Building Customer Premises
Housing	Cabinet
Equipment type	19 Inch Standard Rack 24
Equipment ID	DFPP123456

Survey results

Do we need traffic permission for your site?	To Be Confirmed
Are further planning checks of the route to your site necessary?	No
Are wayleaves necessary?	No
Do we identify any existing equipment to be reused?	Y

B End**Site details**

Address	A14992823682 Advanced Communications Techno, 002-Pel- FLR002/ST221/RK120 Adastral Park Ipswich IP5 3RE
---------	-----------------------------------------------------------------------------------------------------------------------

Primary site contact

MIKE ANNA
Email: mike.anna@abc.com
(W): +441234567895
(M): +5412352145
Company: XYZ

B end termination details

Location	Near stairs
Landmark	Opp HSBC bank
Position	VU 5
Room	520
Floor	5

Equipment details

Location type	Building Customer Premises
Housing	Cabinet
Equipment type	19 Inch Standard Rack 24
Equipment ID	DFPP123789

Survey results

Do we need traffic permission for your site?	To Be Confirmed
Are further planning checks of the route to your site necessary?	No
Are wayleaves necessary?	No
Do we identify any existing equipment to be reused?	Y

Excess construction charges (ECC)**ECC summary**

Total ECCs for this order(GBP)	0
ECC fixed fee contribution(GBP)	-2800
Chargeable ECC(GBP)	0
CP pre-authorised ECC(GBP)	0
Additional ECC for approval(GBP)	0

Time Related Charges (TRCs)

There are no TRCs currently planned on this order.

Response Code – 512(KCI1.2 – Planning Complete)

openreach

Having trouble viewing this email? [Read it on View My Job](#)**Planning completed**

This is an order milestone message and you may want to take action as a result. We have now completed the planning activity on this order.

Order details

Response code	512	ECC charge	Within threshold
Message status	Action	TRC band	Zero
Order type	Provide		
Service ID	DFGB69930241		
Order ID	3-1216806839194		
Customer order ID	R4650 Warranty RO2 Secondary DF2AL		

What's next?

We are now ready to commit this circuit to build and will send you our order commitment and delivery dates shortly.

Fibre characteristics

Estimated route distance	13.1 Km
Main link distance	12822 m
Fibre 1 - Estimated Light loss Level - 1310 nm	4.59db
Fibre 1 - Estimated Light loss Level - 1550 nm	3.28db

Indicative build planPlease find below a summary of the build plan. For further details, please visit [View My Job](#).

Order validation date	09/06/2021
Survey complete date	09/06/2021

Product details

Here are the configuration details for your circuit.

Product	DF
Variant	DF2AL
Resilience	RO2
Fibre option	Single Fibre
Contract term	1 year/s

A end**Site details**

Address	A15103744750 Bas-Com-OSS2A In Com Cab 1, Butter Market Ipswich IP1 1BA
Primary site contact	GRACE ANNA Email:grace.anna@abc.com (W): +44215478545154 (M): +44254785455545 Company:ABC

A end termination details

Location	Near entrance
Landmark	Opp Barclay's bank
Position	VU 3
Rack	620
Floor	GND
Room	500
Suite	5

Equipment details

Location type	Building Customer Premises
Housing	Cabinet
Equipment type	19 Inch Standard Rack 24
Equipment ID	DFPP123456
Fibre 1-port	3

Survey Results

Do we need traffic permission for your site?	No
----------------------------------------------	----

B end**Site details**

Address	A14992823682 Advanced Communications Techno, 002-Pel- FLR002/ST221/RK120 Adastral Park Ipswich IP5 3RE
Primary site contact	MIKE ANNA Email:mike.anna@abc.com (W): +441234567895 (M): +5412352145 Company:XYZ

B end termination details

Location	Near stairs
Landmark	Opp HSBC bank
Position	VU 5
Floor	5
Room	520

Equipment details

Location type	Building Customer Premises
Housing	Cabinet
Equipment type	19 Inch Standard Rack 24
Equipment ID	DFPP123789
Fibre 1-port	5

Survey Results

Do we need traffic permission for your site?	No
----------------------------------------------	----

Charges

Please find below a summary of the one off and rental charges.

One off charges

DF connection charge	£2957
Time related charge band	0
Excess construction charges	£0

On-going rental charges

DF rental charge	£1402
Main link distance	12822 m
DF main link rental charge	£623.15

Excess construction charges (ECC)**ECC summary**

Total ECCs for this order (GBP)	0
ECC fixed fee contribution (GBP)	-2800
Chargeable ECC (GBP)	0
CP pre-authorised ECC (GBP)	0
Additional ECC for approval (GBP)	0
Has this value changed since KCI 1.1?	No

Time related charges (TRCs)

There are no TRCs currently planned on this order.

Response Code – 520 (KCI2 – Order Committed)



Having trouble viewing this email? [Read it on View My Job](#)

Order committed

This is an order milestone message and you may want to take action as a result. We have now completed the planning activity on this order.

To avoid cancellation charges you should cancel this order by 16/06/2021 if you no longer wish to proceed with this order.

Order details

Response code	520
Message status	Action
Order type	Provide
Service ID	DFGB69930241
Order ID	3-1216806839194
Customer order ID	R4650 Warranty RO2 Secondary DF2AL

What's next?

We are now issuing the build work to the delivery teams who will provide updates on their work via the [View My Job](#).

Here are the key dates for your order

The date you asked for the circuit (CRD)	09/07/2021
The date we are targeting for delivery (TCD)	29/06/2021
The product/category minimum lead time date	21/07/2021
The date we will commit to completing the work (CCD)	21/07/2021

Delivery plan

Please find below a summary of the build plan. For further details, please visit [View My Job](#).

Attributes	Estimated completion dates	Actual completion dates
Order validation date	--	09/06/2021
Survey completion date	--	09/06/2021
Order committed date	--	09/06/2021

14. Appendix A – Temporary Address Key Creation

This guide is to assist you in creating a temporary address key with your Customers Organisation Name as part of the address detail.

There are many websites available that you can use to locate specific geographical address locations, grid references and post codes



Click on 'Create' button to create temporary bronze key.

Provide order step 1 of 5: A end details

Address details

Location identifier type

Post Code ▼

Post code

TQ11 0AB

Post town

Street number

Street

Building name

Sub building

Site search description

All ▼

Tick to include non-postal addresses that don't have an Openreach Address Key.



Provide order step 1 of 5: A end details

Address details

Post code	Post town	Street number	Street
<input type="text" value="TQ11 0AB"/>	<input type="text" value="Buckfastleigh"/>	<input type="text" value="50"/>	<input type="text"/>
Building name	Sub building	Locality	Double dependant locality
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
County	Dependant thoroughfare	Organisation name	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Select one

Easting, Northing Lattitude, Longitude

Easting	Northing
<input type="text" value="273819"/>	<input type="text" value="66121"/>

UPRN

[Click this icon for further information.](#)

- When creating the temporary key, you must enter values in all of the following fields:
Building Name or Street Number (not both), Postcode, Post Town and any other information.
- If you are entering Easting and Northing or Longitude and Latitude you should give both values.
- Click 'Submit' once you have entered all the details.

Search results

< 1 - 1 of 1 >



Address details

Map view Show less

✦ Easting 273819	✦ Northing 66121	🌐 Latitude 52.26055	🌐 Longitude -6.89387
Address key B21176284032	UPRN	Parent UPRN	Site classification
Site classification code	Address qualifier Bronze	Sub building	Double dependent locality
Post code TQ11 0AB	Building name	CSS district code WW	Street number 50
Dependant thoroughfare	County	Locality	Exchange group code BFAS
Street	Post town Buckfastleigh	Country UK	Organisation name
Technology			
Copper <input type="radio"/>	PointToPointFibre <input type="radio"/>	FTTPBrownfield <input type="radio"/>	FTTPGreenfield <input type="radio"/>

Select the address and press 'Next'.

Next

14. Appendix B – Viewing of NAD keys for a completed circuit.

openreach | sabor



Logout

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

[Dashboard](#)[Ethernet channel management](#)[Ethernet CP alarm configuration](#)

- 1 On the customer zone page, select 'Order' from the dropdown.
- 2 Enter Service Reference or Openreach reference and click on Search.

Openreach reference Your reference Service reference

1 2

Select **Order** to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select **Inventory** to manage an existing service using a service reference.
Select **Fault** to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- [Dashboard](#)
- [Ethernet channel management](#)
- [Ethernet CP alarm configuration](#)

Click on 'View order Summary'

Openreach reference Your reference Service reference

Order

Track Order Details

1 - 1 of 1

	Openreach Reference	KCI Type	KCI Level	Contact Name	Customer Reference
<input checked="" type="radio"/>	4-1216813346072	Email	Standard Updates	SOWMYA NOOKALA	R4800 Warranty DFX SABOR

[Back](#)

[View order Summary](#)

Order details

Dashboard > Order details

Click on 'View details'

Details

Account	IPSWICH & BATTERSEA TEST BED DATA	Billing account	IPSWICH & BATTERSEA TEST BED D	Openreach reference	4-1216813346072
Customer reference	R4800 Warranty DFX SABOR	Required by date	26/11/2021	Product name	DF
Service reference	DFGB86566870	Order sub type	Provide	Status	Complete
KCI type	Email	Contract		Channel reference	



Contact details

SOWMYA NOOKALA
Name

+449876543215
Contact number (W)

+441234567895
Contact number (M)

sowmya.nookala@openreach.co.uk
Email address

Additional email



Helpdesk contact details

CP HELP DESK
Name

+448002412890
Contact number (W)

800
Extn.

Opt 2 followed by 9
Notes

[Back](#)

[Cancel order](#)

[Amend order](#)

[Suspend order](#)

[Resume order](#)

[View details](#)

Viewing of NAD keys for a completed circuit.

The screenshot shows the Openreach Sabor interface with the 'A end address details' tab selected. The 'Location identifier details' section is expanded, showing a list of address-related fields. The 'Address' field is highlighted in red. The 'Dependant Thorough fare' field is also highlighted in red.

Location identifier details		Show more	
◆ Address	<u>A14992776984</u>	◆ Dependant Thorough fare	
◆ Address Qualifier	Gold	◆ Post town	Ipswich
◆ CSS District Code	EA	◆ Organisation name	
◆ Exchange Group Code	KSG	◆ Post code	IP5 1BL
◆ Building name	Kesgrave Ate Telephone Exchange	◆ County	
◆ Sub building name		◆ Country	United Kingdom
◆ Street name	Doctor Watsons Lane	◆ Easting	621660
◆ Street		◆ Northing	245810
◆ Locality	Kesgrave	◆ Company name	
◆ Double Dependent Locality			

You can view the NAD keys under A end Address Details and B end address details as highlighted.

The screenshot shows the Openreach Sabor interface with the 'B end address details' tab selected. The 'Location identifier details' section is expanded, showing a list of address-related fields. The 'Address' field is highlighted in red. The 'Dependant Thorough fare' field is also highlighted in red.

Location identifier details		Show more	
◆ Address	<u>A14992823682</u>	◆ Dependant Thorough fare	
◆ Address Qualifier	Gold	◆ Post town	Ipswich
◆ CSS District Code	EA	◆ Organisation name	
◆ Exchange Group Code	KSG	◆ Post code	IP5 3RE
◆ Building name	Advanced Communications Techno	◆ County	
◆ Sub building name	002-Pel-FLR002/ST221/RK120	◆ Country	United Kingdom
◆ Street name	Adastral Park	◆ Easting	624882.7
◆ Street		◆ Northing	245137.5
◆ Locality	Martlesham Heath	◆ Company name	
◆ Double Dependent Locality			

13. Logging out



1 Click on the icon highlighted to log out of the Sabor application.

Customer zone

Sabor is our updated application to place and manage your orders, quotations, faults or search for your inventory and get notified with all the system notifications.

- Dashboard
- Ethernet channel management
- Ethernet CP alarm configuration

Openreach reference Your reference Service reference

Order

Select **Order** to track and manage your open orders using either the Openreach reference, Your reference or the Service reference.
Select **Inventory** to manage an existing service using a service reference.
Select **Fault** to track and manage your faults using either the Openreach reference, Your reference or the Service reference.

Ethernet services Local loop unbundling Superfast broadband Service based solutions

Choose a product from below.

- Quote - Track quotation
- Drafts order - View your orders saved as drafts
- Favourite order - View the orders that was set as favourite order

Ethernet Access Direct (EAD)

TDM Backhaul Bearer (TDM)

Ethernet Backhaul Direct (EBD)

Your tools

1

Logout

Recent

Favourites

Active tools



eCo Order



Enhanced line characteristics



OR Siebel (Ordering and Trouble Reports)



SABOR

Hi | !

Welcome to your dashboard. From here you can select a personalised view to suit your preferences and access your favourites, collaboration areas and a set of tools to assist you. [Click here](#) for more information.

To request access to other services and tools [Click here](#)

Please note that the Collaboration zone has been renamed as 'Active projects', working in the same way as previously.

To contact Openreach [Click here](#)

1

Click on Logout as highlighted to logout from your current session.

1) Location Identifier for A end/B end

Address key :

Gold key:-

When an address is known within Openreach system NAD (National Address Database), and indicates an address which is or has been historically served by OPENREACH.

Silver key:-

When an address is not recognized within the NAD but is identified by the Postcode Address File (PAF). Which is maintained by the Royal Mail.

Bronze key:-

When neither of the above apply e.g. a brownfield site that hasn't been recognized within the NAD or PAF).

Exchange 1141 code : Is a short code that Openreach use internally to designate exchanges . This can be obtained from LODE LAD files.

LLUC number : (LLU Code Openreach generated code) CP's unique location identifiers (e.g. one rack or multiple racks)

MDF id code : Given to Main Distribution Frame in an exchange.

Site id : Is a code given to every BT exchange.

Unique Property Reference Number (UPRN) : Is the unique identifier for every addressable location in Great Britain. It is created by local authorities. It is a 12 digit reference number.

Easting and Northing : Geospatial searches can be made with Easting and Northing. And it should be upto seven digits and one decimal place in British National Grid Format.

Latitude and Longitude: It should be upto two digits and six decimal places.

- 2) Customer Reference** : CP can enter own preferred reference.
- 3) Channel Reference** : Optional field to help customers filter their assets into different channels within their business.
- 4) CRD** : This will be pre-populated within a date which is current system date plus 30 working days (minimum lead time). CP can change the Required by date by clicking the calendar button.
- 5) KCI level** : There are two KCI level – 1) Standard updates
2) Key updates.
- 6) CP Contact details** : We need to give contact details of Order management team person responsible for the order and who will receive the KCIs.
- 7) Helpdesk contact details** : If there is any issue on the issue with the order then helpdesk contact details helps to resolve the issue if we are unable to contact Primary CP contact or the site contact.
- 8) Primary and secondary site contact details for A end/B end** : These contacts are used to book appointments.
- 9) Hazard notes for A end/B end** : These fields are used to tell about any health and safety hazards present on the Site.
- 10) Site Access availability notes for A end/B end** : These fields are used to tell about anything we need to know about site access availability.
- 11) Special arrangement notes for A end/B end** : These fields are used to advise of any special arrangement engineers need to be aware of.

12) Resilience option (standard/RO2) : Available Resilience options are 'Standard' and 'RO2'. 'Standard' option means 'No Resilience'.

13) Associated service id (for resilience option as RO2) : If R02 resilience is selected then we need to give Associated service ID.

14) A end/B end physical location: CP needs to mention all mandatory locations like floor, location/LLUC, room, suite, rack, shelf, Location Type and Equipment Type.
For BT Site type locations, placeholder location details can be inputted at order entry and later amended, if the customer is yet to order access locate services at the exchange.

15) Authorised ECC : It is the excess construction cost to the nearest whole pound above the defined inclusive product allowance.

16) TRC band and preference : If work is required to be conducted out of office hours .

17) Inflight Order : Inflight order is an open order raised prior to a release deployment.

18) Proactive amend : Proactive Amend is amend initiated by CP. Like Amendment of notes, Site contact details etc

19) Reactive Amend : Reactive Amend is amend initiated by CP in response to OPENREACH request. Like amendment of ECC authorised value, floor etc. on back of delay raised by OPENREACH.

openreach

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