

# ENGAGE PORTAL

Online user guide

December 2025

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# 1. Hello and welcome...

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

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

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

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

## 2. Getting Started

The Engage portal can be accessed from the following URL:

[www.virginmediabusiness.co.uk/engage](http://www.virginmediabusiness.co.uk/engage)

Supported browser versions –

Chrome v31 and above

Firefox v25 and above

IE8 and above

Safari (Mac) v6 and above

We have added a quick link on our home page for easy access to the Engage User Guide. Our User Guide can be located in the 'My Documents' section of the Engage Portal, alternatively click on the following link:

[Quick Reference Guide](#)

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

### Login

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

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

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

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

**User Name**

**Password**

By logging into and/or by using Engage you accept and agree to be bound by the Engage Terms of Use.

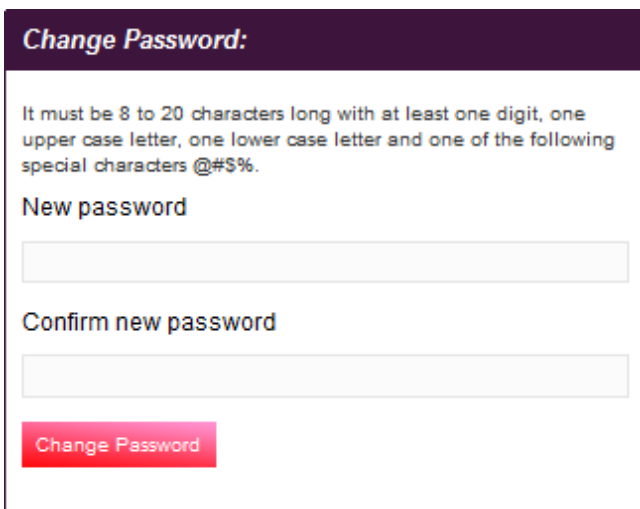
**Login** **Forgot password?**

## Initial Login Password Reset

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

Password format requirements are as follows:

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



**Change Password:**

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

New password

Confirm new password

Change Password

## Security settings

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

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


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

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

# Engage Portal User Guide

**Set Security Questions:**

Question 1:

What is your favorite food? 

Please Select

- What is the name of your first elementary/primary school?
- What is the name of your high school/secondary school?
- What is your dream car?
- What is your father's first name?
- What is your favorite food?**
- What was the name of your first pet?
- What was your favorite toy as a child?
- When is your father's birthday?
- When is your mother's birthday?

Model Answer 2

Question 3: Please enter a question of your own

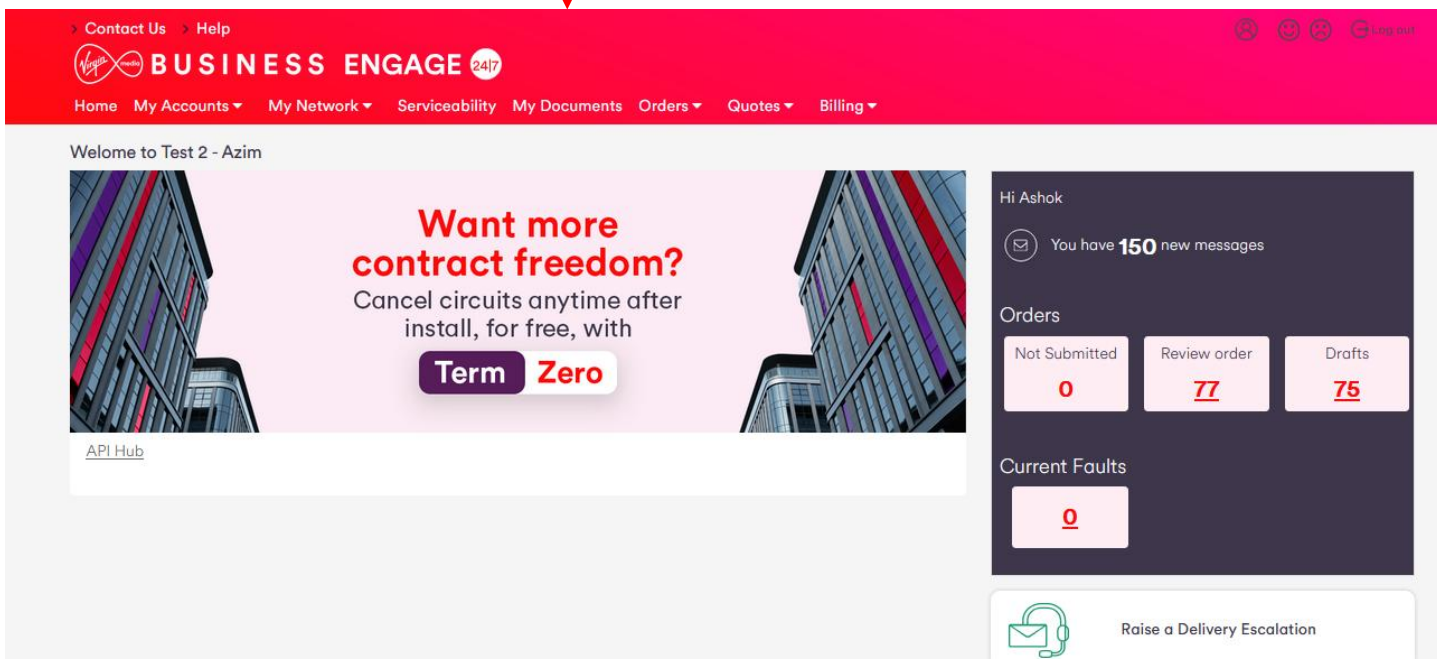
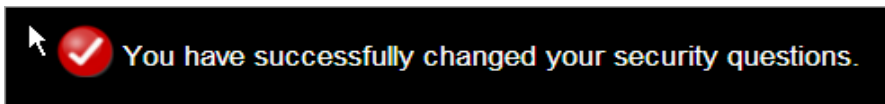
What your favourite meal of the day?

Answer 3: Please enter a response to the question you have chosen

Model Answer 3

**Submit** [back to Homepage](#)

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



The screenshot shows the Engage Business homepage. At the top is a red navigation bar with the Virgin Business Engage 24/7 logo and links for Contact Us, Help, Home, My Accounts, My Network, Serviceability, My Documents, Orders, Quotes, and Billing. Below the navigation bar is a large promotional banner for 'Want more contract freedom?' with a 'Term Zero' button. On the right side, there is a user profile for 'Hi Ashok' with 150 new messages, a summary of orders (Not Submitted: 0, Review order: 77, Drafts: 75), and current faults (0). At the bottom right, there is a 'Raise a Delivery Escalation' button with a headset icon.

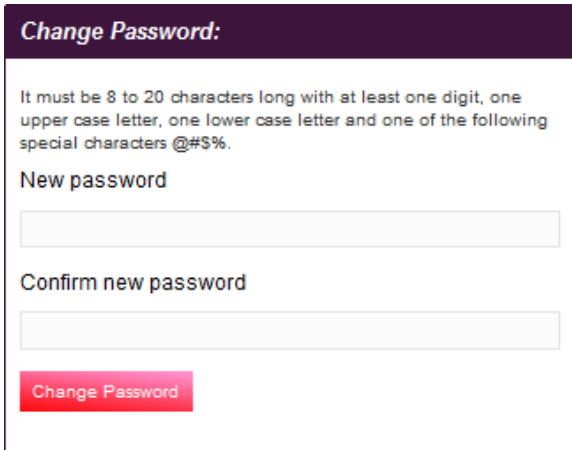
# Engage Portal User Guide

You can update your security questions at any time by clicking on **My Profile** and then select **change my Security Questions**.

## How to change your password

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

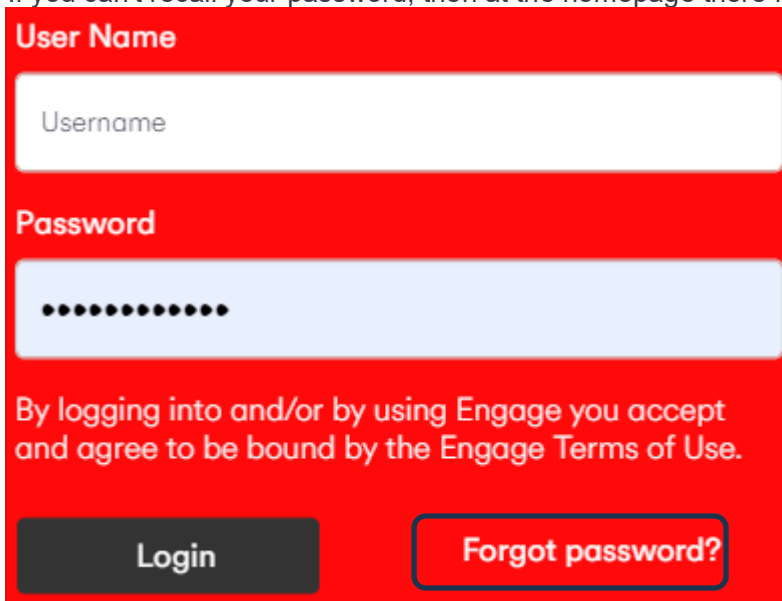
*Remember!* Password format requirements are as follows, minimum of eight characters, at least one digit, one upper case letter, one lower case letter and one of the following special characters “ @ # \$ % ”.



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

## Forgot your password?

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



Then enter your username and you'll be asked to answer your security questions, once you have verified these you will be able to enter a new password.

## Account locked?

After three failed attempts your account will be locked out. To gain access again, please contact your Account Manager or Partner Success manager.

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











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

For example:

Partner Reference 



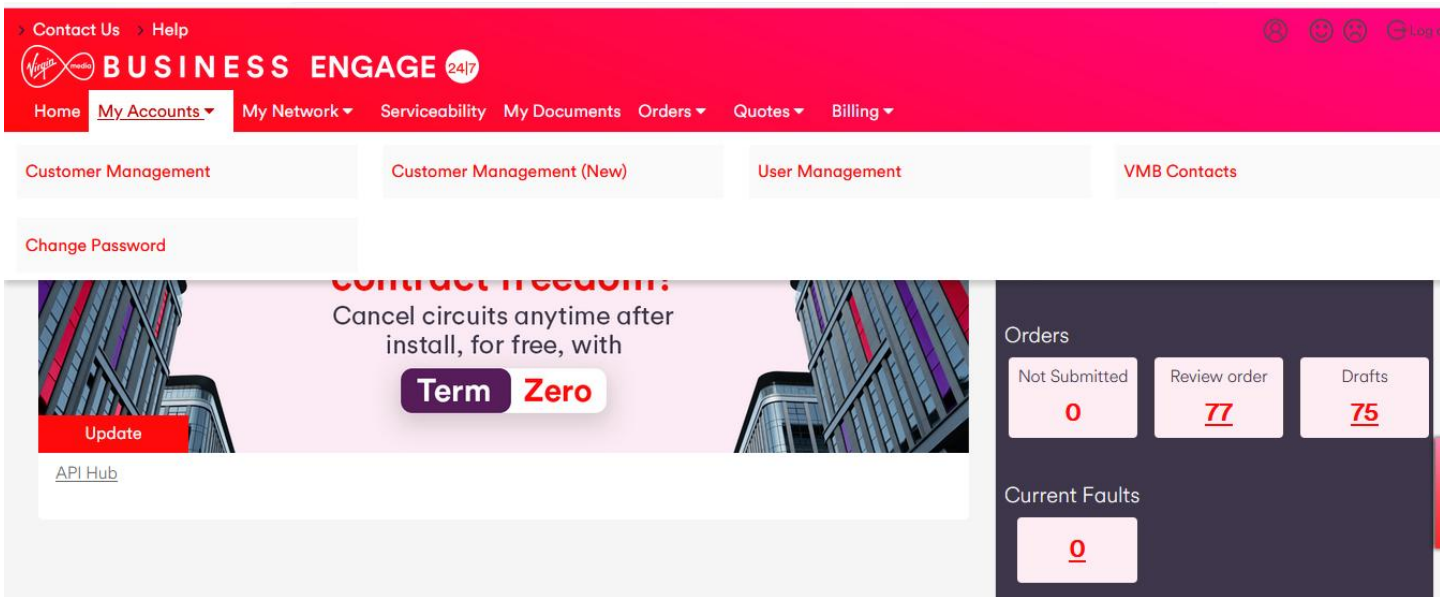
Also on the homepage you'll see quick links to common areas of the Engage site:

<p>Serviceability Check</p> <input type="text" value="Enter Postcode"/> <b>Submit</b>	 My Quotes	 API Hub	 My Documents
 Raise Incident	 User Management	 Change Password	 Help With Engage
 Saved Orders			

# 3. My Account

## Good housekeeping

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



## Customer Management

Company information:

> Contact Us > Help

**BUSINESS ENGAGE** 24|7

Home My Accounts My Network Serviceability My Documents Orders Quotes Billing

### Admin

- Account
- Company information**
- Company Contacts
- Users

### Company Details

Company Address \*

United Kingdom International

Postcode \*

RG27 9UP Search

Select Address \*

Please Select

House Name/ Number

VIRGIN MEDIA 10-14

If you wish to edit your company details:

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

# Engage Portal User Guide

## Contacts:

Admin

- Account
- Company information
- Company Contacts**
- Users

### Contacts

**Correspondence Contact**  
(This is the contact at your organisation you nominate to receive Engage Emails and notifications)

**First name \***  **Last name \***

**Telephone \***

**Mobile \***

**Email \***

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

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

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

## User Management

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

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

## Create New User

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

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

The screenshot shows the 'Admin' interface with a sidebar on the left containing the following menu items: Account, Company information, Company Contacts, and Users (which is highlighted in red). The main content area is titled 'Users' and includes a red 'Add User' button. Below the button, there are several input fields: 'First name \*', 'Last name \*', 'Telephone \*', 'Email \*', 'User Name', and 'User Type \*'. A 'Reset Password' link is also visible below the 'User Name' field.

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

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

- View Network Capacity Management
- Raise and edit quotes
- Raise and edit orders
- Raise disconnection request
- Track progress of all orders
- Raise and edit incidents and requests
- View Planned Works
- View incidents and requests
- View bill online
- Raise change requests
- View change requests

# Engage Portal User Guide

**Permissions in Engage Platform \***

Select all

All Permissions

<input type="checkbox"/> View Network Capacity Management	<input type="checkbox"/> Raise and edit quotes	<input type="checkbox"/> Raise and edit orders	<input type="checkbox"/> Raise cease request
<input type="checkbox"/> Track progress of all orders	<input type="checkbox"/> Raise and edit incidents and requests	<input type="checkbox"/> View Planned Works	<input type="checkbox"/> View incidents and requests
<input type="checkbox"/> View bill online	<input type="checkbox"/> Raise change requests	<input type="checkbox"/> View change requests	

**Save** **Cancel**

Click **“Save”** to submit your request to the administrator. The new user will receive login details by email.

\*You can only choose the Network Capacity Management feature if your account has been activated for this permission – if this feature has not been enabled for you, simply contact your Account team with your request and they'll do the rest.

## Update User Details / Permissions

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

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

**Existing Users**

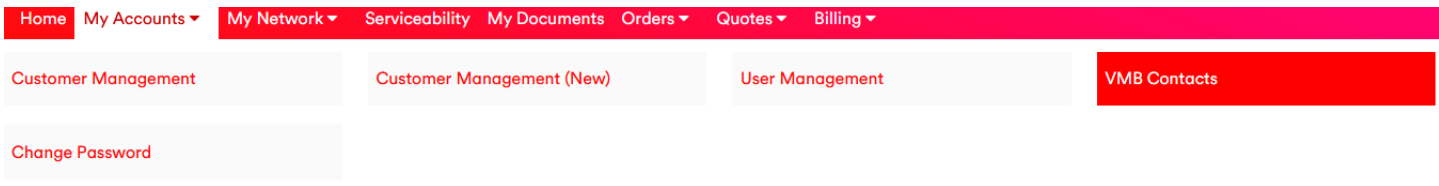
Show  rows

Search:

AA BB manojkumar.bangad@systems.private Super User   TEMP_PASS <b>Edit</b>	AB Tester hassen.gaungoo@systems.private Super User   ACTIVE <b>Edit</b> <b>delete</b>	Abigail Key cathryn.hunt@systems.private Super User   ACTIVE <b>Edit</b> <b>delete</b>
Adriana Chis cathryn.hunt@systems.private Super User   ACTIVE <b>Edit</b> <b>delete</b>	Alexander Cross GPMB-BCP-PortalEmail@systems.private Super User   ACTIVE <b>Edit</b> <b>delete</b>	Anne Ayoola anne.ayoola@virginmedia.co.uk Standard User   PENDING <b>Edit</b>

## My Virgin Media Business Contacts

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



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

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

**Virgin Media Business Contacts**

Account Manager	Service Relationship Manager	Incidents
<p> Azim Akhtar  azim.akhtar@virginmedia.co.uk  09876543287654 </p>	<p> Azim Akhtar  azim.akhtar@virginmedia.co.uk  09876543287654  01256752000</p>	<p> Incident Manager  GPMB-BCP-PortalEmail@systems.private  01256752000  01256752000</p>
Billing	Support	Orders and Provisioning
<p> Billing Manager  GPMB-BCP-PortalEmail@systems.private  01256752000  01256752000</p>	<p> Support Manager  GPMB-BCP-PortalEmail@systems.private  01256752000  01256752000</p>	<p> Manager  GPMB-BCP-PortalEmail@systems.private  01256752000  01256752000</p>

**Escalation level 1 (FMC Team Manager)**

**In UK Hours (08:00-18:30 Mon-Fri)**  
FMC Team Managers  
0800 052 0800 +Pin 3333 and choose Option 1  
Outside UK:  
+44 (0) 870 012 0800 + PIN 3333 and choose Option 1  
**Out of UK Hours (08:00-18:30 and weekends)**  
Duty Shift Team Managers +44(0)8000529437

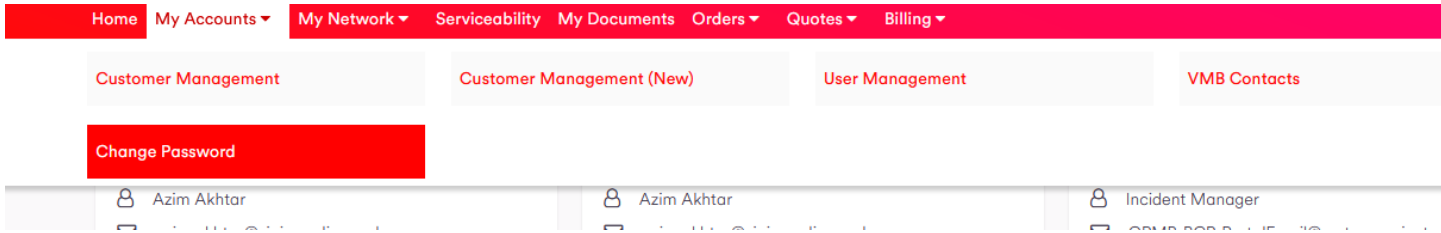
**Escalation level 2 (FMC Team Manager)**

**In UK Hours (08:00-18:30 Mon-Fri)**  
FMC Team Managers  
+44 (0) 870 012 0800 + PIN 3333 and choose Option 1  
**Out of UK Hours (08:00-18:30 and weekends)**  
Duty Shift Team Managers +44(0) 3433820219 + PIN 3333 and choose Option 1

## Change Password

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

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*Remember:* Password format requirements are as follows:

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

### Change password:

It must be at least 14 characters long with a mix of numbers, letters and special (e.g. @#\$%) characters.

**Old password**

**New password**


**Confirm new password**

**Change Password**

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

## My Profile

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

 **My Profile**

**My Profile**

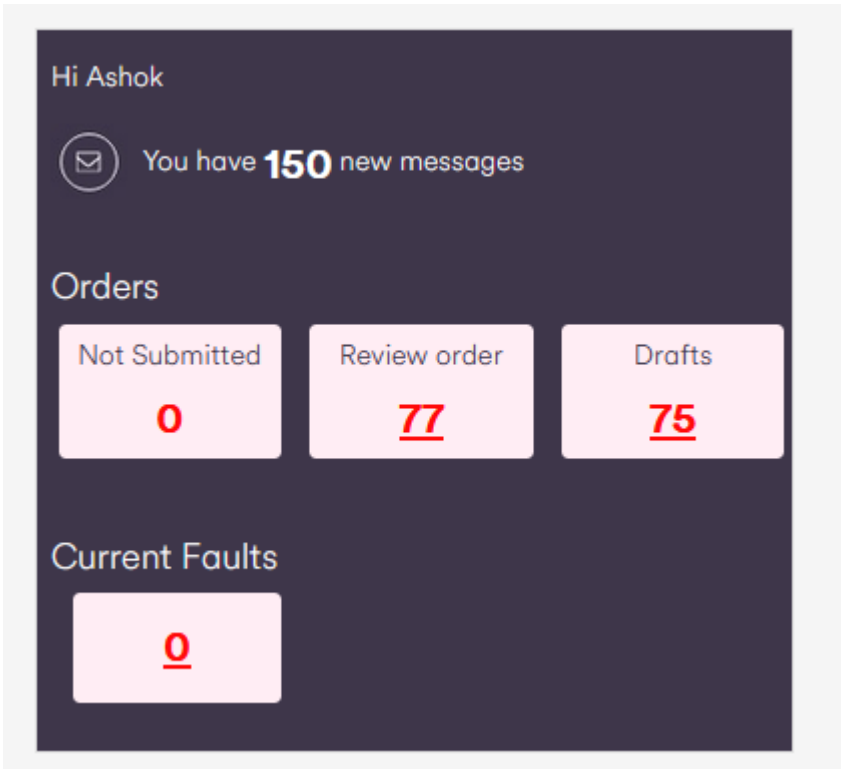
Name *	<input type="text" value="Ashok Purushothaman"/>
Username	307452PurushothamanA
Department	<input type="text"/>
Office Location	
Office Floor	
Job title	<input type="text"/>
Email address*	<input type="text" value="ashok.purushothaman@systems.private"/>
Telephone	<input type="text"/>
Mobile	<input type="text"/>
Roles	Super User
User Type	External
Role	Super User
Company	Test Account 1 - Partner Markets Bus Partners
BPT Customer ID	30745

## 4. Messages

### Keeping you informed

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

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

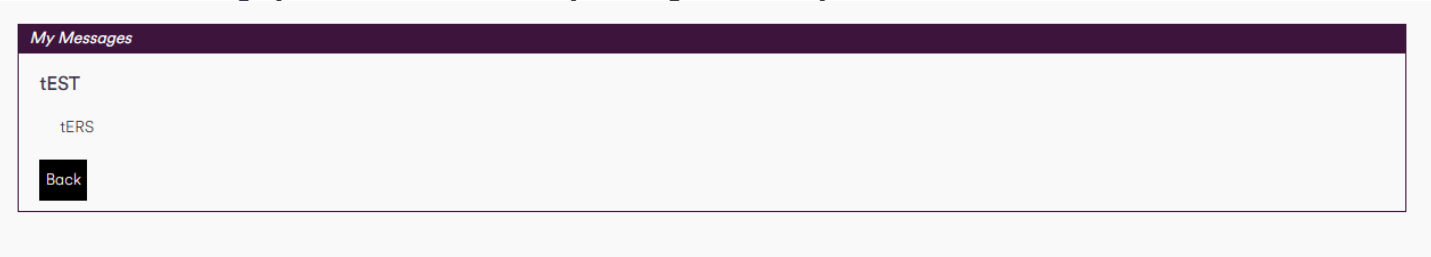
## My Messages

My Messages

Show  entries Search:

Date	Subject	Message Status
13/11/2019 13:52	Advance Notification of Engage quoting outage - upgrade work	Unread
31/01/2017 10:18	tEST	Unread
31/01/2017 10:16	teST	Unread
07/01/2017 10:33	Automation Message Selected Customers	Unread
07/01/2017 10:33	Automation Message Internal Users	Unread
07/01/2017 10:32	Automation Message All External Customer	Unread
07/01/2017 10:24	Automation Message Selected Customers	Unread
07/01/2017 10:24	Automation Message Internal Users	Unread
07/01/2017 10:24	Automation Message All External Customer	Unread
07/01/2017 10:16	Automation Message Selected Customers	Unread

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



You can now read the content of your message on-screen. The status of the message will show as having

been read and will be automatically stored for future reference.

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

# 5. Serviceability

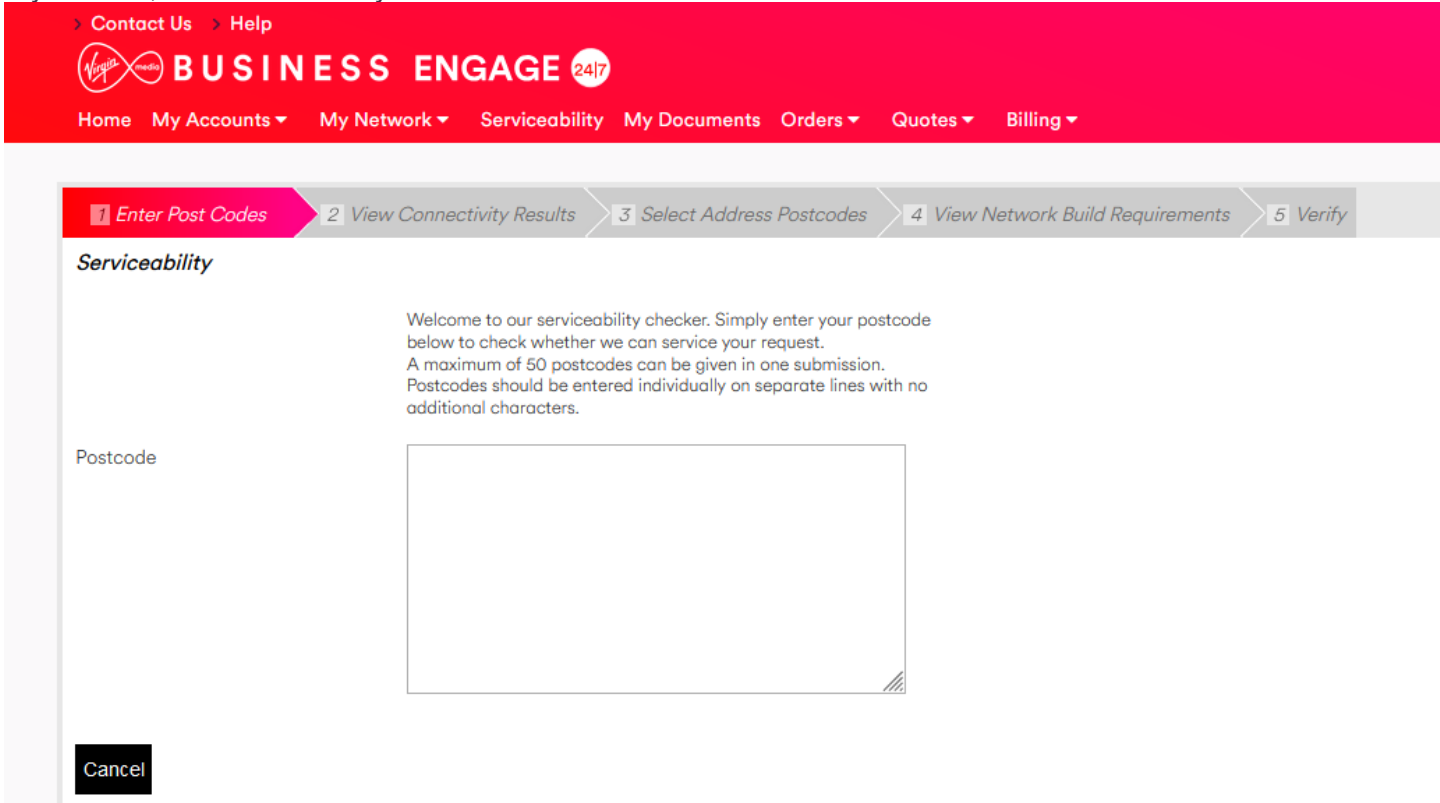
## Are you within easy reach?

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

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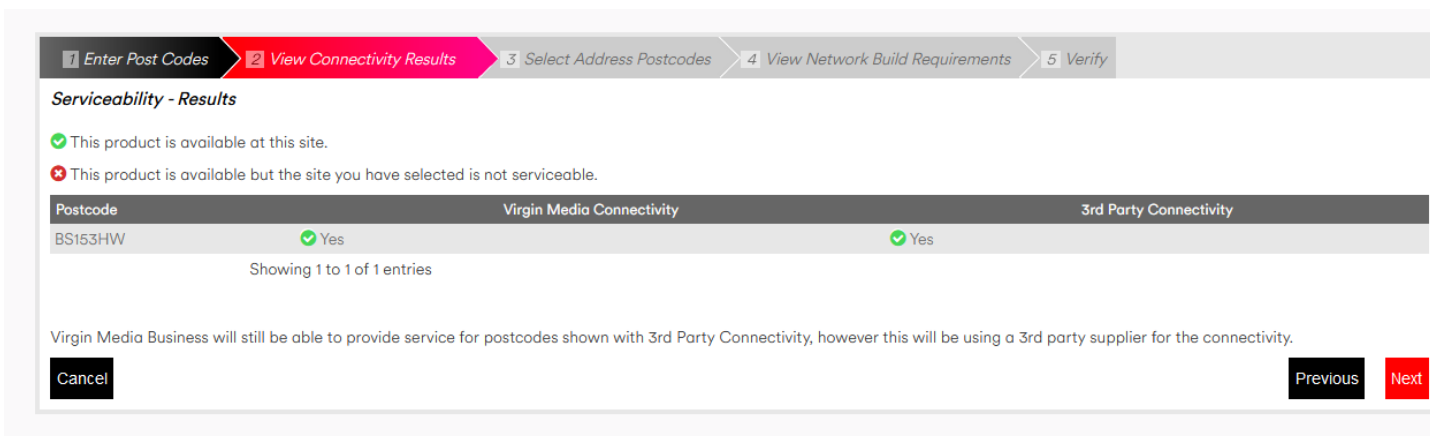


To verify site serviceability i.e. whether you are on-net or off-net, please enter the postcodes of each of your sites, to check whether you are within reach.



Simply type in the postcode(s) – you can check up to 50 postcodes per search.

Click “Next” to view results of the available connectivity for those postcodes.



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

- Virgin Media Connectivity
- 3<sup>rd</sup> Party Connectivity

Click “Next” to continue.

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

Address	Postcode	Ethernet	Cable Modem	Ethernet Lite	Broadband WBC
44 STONEHILL BRISTOL	bs153hw	✓	✗	✗	✗

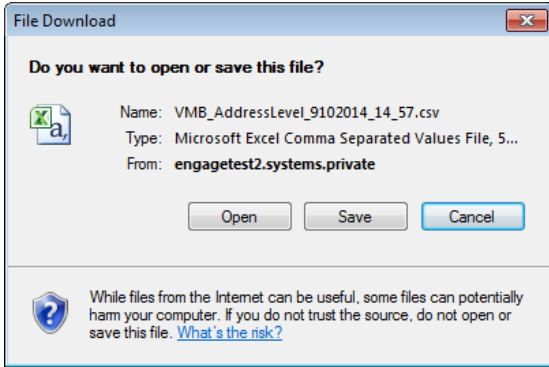
Results are displayed on-screen, showing if network is readily available for connection, or whether further work will be required to get you up and running.

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

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

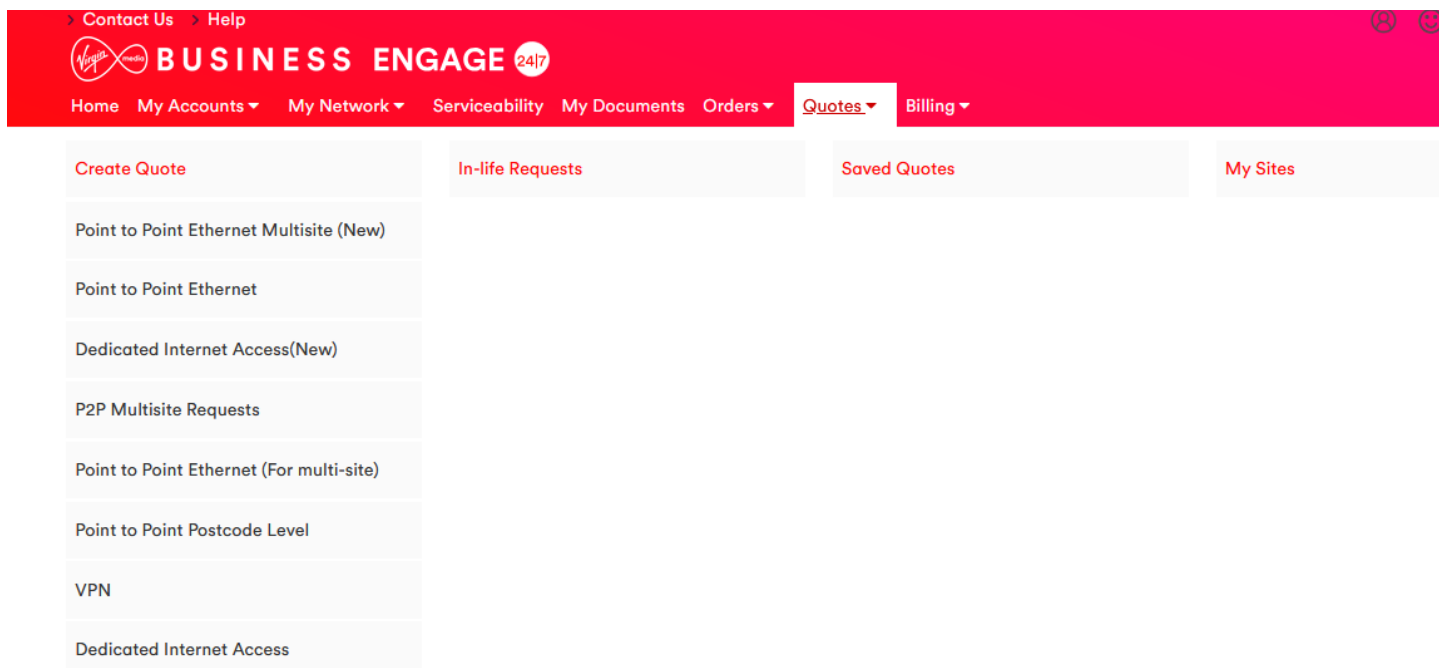
Your document storage options are now displayed:



Below is an example of the CSV export:

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

# 6. Quotes



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

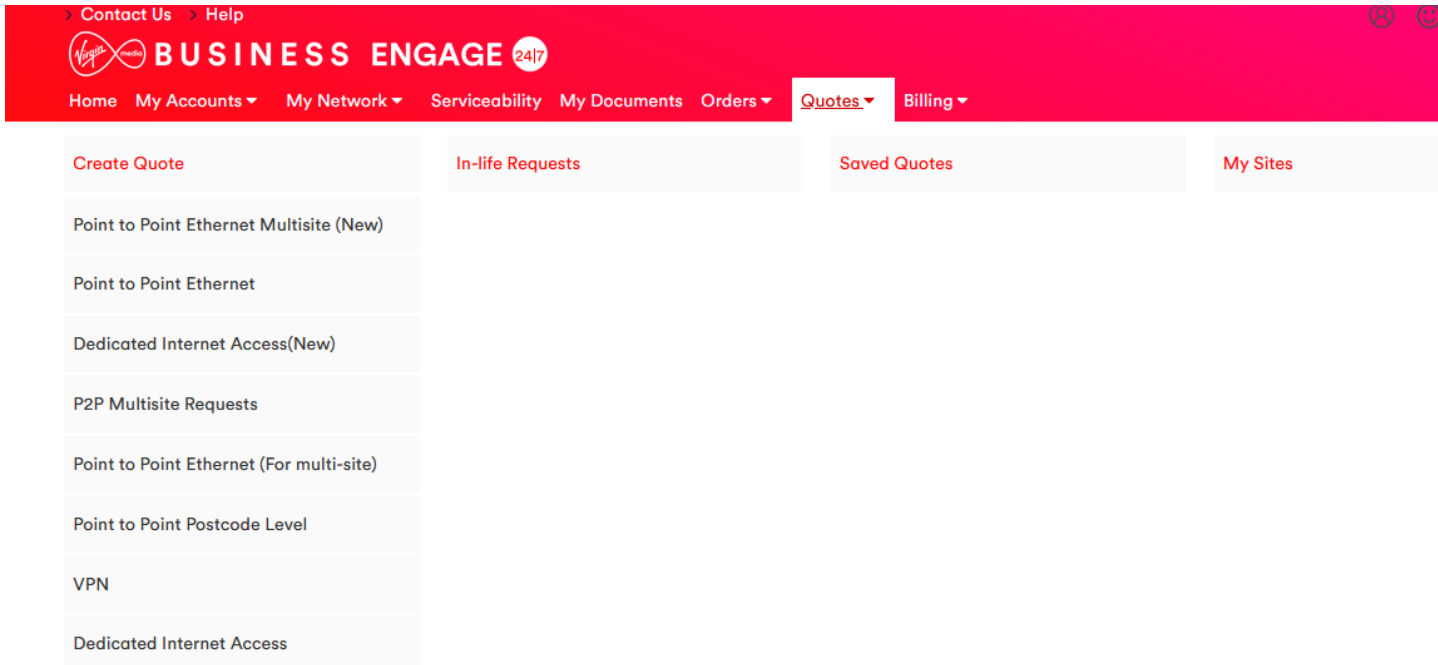
All of the sites you've added during the quote and order process are available in the “**My Sites**” section. These include:

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

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

## Create Quote

Select Create Quote from the Quotes drop down box.



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

- Point-to-Point Ethernet Multisite (New)
- Point-to-Point Ethernet
- VPN
- Dedicated Internet Access(New)

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

## Point-to-Point Ethernet Quote

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

Home My Accounts ▾ My Network ▾ Serviceability My Documents Orders ▾ Quotes ▾ Billing ▾

## Quote For Point To Point Connection

- Site Selection
- Product Configuration
- Quote

Site selection

Site A

+ Add Site

Site B

+ Add Site

Please select the site an existing Point Of address(applicable

Select an address fo

Check product serviceability

### Point of Interconnects Other Address

Filter

16 point of interconnect(POI) sites found

- RG279UP  
Test Account 1 - NNE - Your POI
- M156SE  
Test CP POI - M156SE - Manchester - Your POI
- BT356DN  
Clonsaugh Southern Ireland NE POI - Telehotel
- E149TR  
Digital Realty (Bonnington House) - Telehotel
- F149SD

Add

Cancel

If you have a POI (Point of Interconnect) you'll be able to select this as you're A-End, by clicking 'Add' next

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to where it says 'Your POI'. All your POI sites will be available to select from the list, use the filter box to quickly find the one you need for your quote.

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

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

The screenshot shows the 'Quote For Point To Point Connection' interface. At the top is a red navigation bar with links: Home, My Accounts, My Network, Serviceability, My Documents, Orders, and Quotes. Below the navigation bar is a breadcrumb-style title 'Quote For Point To Point Connection'. On the left is a vertical sidebar with three steps: 'Site Selection' (active, indicated by a black dot), 'Product Configuration', and 'Quote'. The main content area is titled 'Site selection' and is divided into two sections: 'Site A' and 'Site B'. Under 'Site A', there is a dashed box containing the text 'RG279UP (POI)' and 'Test Account 1 - NNE - Your POI'. To the right of this box is a red 'Change' link. Under 'Site B', there is a dashed box containing a '+ Add Site' button. At the bottom of the main content area is a large red button labeled 'Check product serviceability'.

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## Address

6 address found

- RG26UU  
350  
BROOK DRIVE  
READING
- RG26UU  
KLIK I T LTD 450  
BROOK DRIVE  
READING

Enter your postcode and click **'Search'**

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

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

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

The serviceability results for your chosen sites will now be displayed to help you understand which products are available. Select the product you wish to quote for

- Configure an A-End by selecting:  
**Bearer Bandwidth**  
**NTU**
- Selecting the bearer and NTU values will reduce the list of available options for your B-End site making it easier for you to select the correct options
- Next configure your B-End
- Choose one of the default configurations or create a custom configuration by clicking on **Create Custom Configuration**

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### Quote For Point To Point Connection

Site Selection

Product Configuration

Quote

Site selection

Site A Change

BT356DN (POI)  
Clonslough Southern Ireland NE POI - Telehotel

Site B Change

RG26UU  
klik i t ltd 450  
brook drive

Please select the sites you wish to use to prepare a quote. You can choose from an existing Point Of Interconnect (applicable for National Ethernet), or any other address (applicable for High Capacity Services and National Ethernet).

Select an address for your second site using the postcode search.

**Check product serviceability**

DHCS  
Dedicated High Capacity Services  
Not Serviceable

NHCS  
National High Capacity Services  
Off Net

**National Ethernet**  
On Net  
148 days gross and 124 days net

EE  
Ethernet Extension  
Not Serviceable

Product Configuration National Ethernet

Site A On Net  
BT356DN VM

Bearer Bandwidth \*

10 Mbps 100 Mbps 1 Gbps 10 Gbps

NTU \*

Existing New

NTU Type \*

Alcatel 8 Port Alcatel 24 Port Alcatel High Bandwidth

Site B On Net  
RG26UU VM

Choose from Default Configuration or Create Customer Configuration

Default Configuration  
(Circuit Bandwidth/ Bearer Bandwidth/ NTU/ Network Preference)

10 Mbps / 10 Mbps / Alcatel 8 Port / No Network Preference

10 Mbps / 100 Mbps / Alcatel 8 Port / No Network Preference

100 Mbps / 100 Mbps / Alcatel 8 Port / No Network Preference

100 Mbps / 1 Gbps / Alcatel 8 Port / No Network Preference

Custom Configuration  
(Maximum of 5 Configurations)

[+ Add Custom](#)

[+ Addons](#)

Billing Frequency

Monthly Quarterly Annually

Contract Term \*

1 Year

2 Years

3 Years

4 Years

5 Years

Title for Quote \*

Test-Quote

**Generate Quote**

Cancel

# Engage Portal User Guide

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

Please then choose "Generate Quote" to proceed.

Generated Quote  
165 days gross and 113 days net on average to deliver this product

<input type="radio"/>	TEST QUOTE-3-18971-001-120324 1 Gbps	3 Years	Install One off charges £0	Annual Rental £2,550.00 (£637.50 Quarterly)
-----------------------	---	---------	-------------------------------	---

[Proceed to Order](#) [View Quote](#) [Exit](#)

To view all your existing Saved Quotes click **Saved Quotes** at the top of the page.

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

You can now place on order by selecting a quote and then clicking "**Proceed to Order**" or alternatively click on "**View Quote**" where you have further options, such as cloning a quote.

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

## EoFTTP & EoFTTP Lite

### NE EoFTTP:

Delivered using the shared FTTP network, with a 20% AIR guarantee.

### NE EoFTTPLite:

Delivered using the shared FTTP network, with a 5% AIR guarantee.

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

Home page -> Quotes -> Point to Point Ethernet

> Contact Us > Help

**BUSINESS ENGAGE** 24|7

Home My Accounts My Network Serviceability My Documents Orders Quotes Billing

### Quote For Point To Point Connection

- Site Selection
- Product Configuration
- Quote

Site selection

Site A

+ Add Site

Please select the sites an existing Point Of Int address(applicable for

Site B

+ Add Site

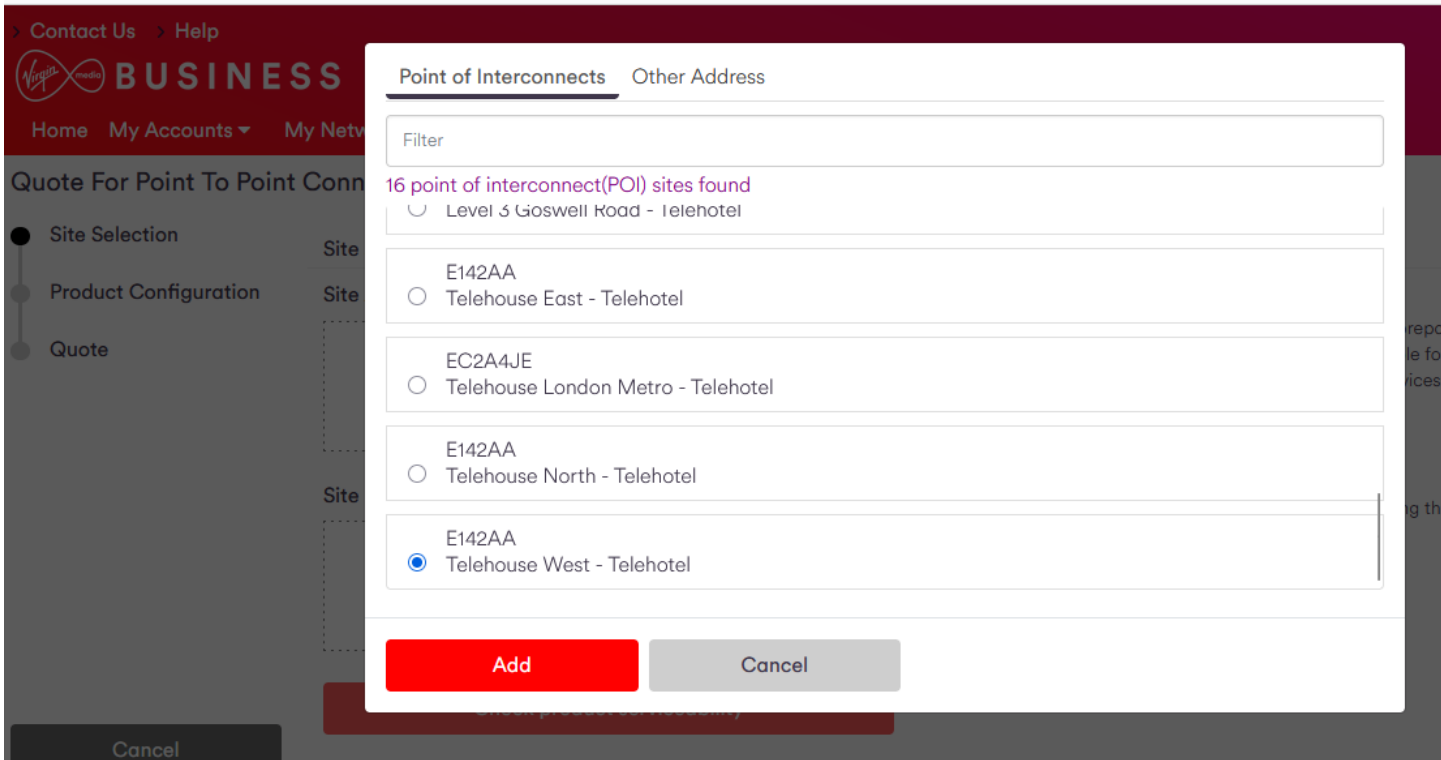
Select an address for y

Check product serviceability

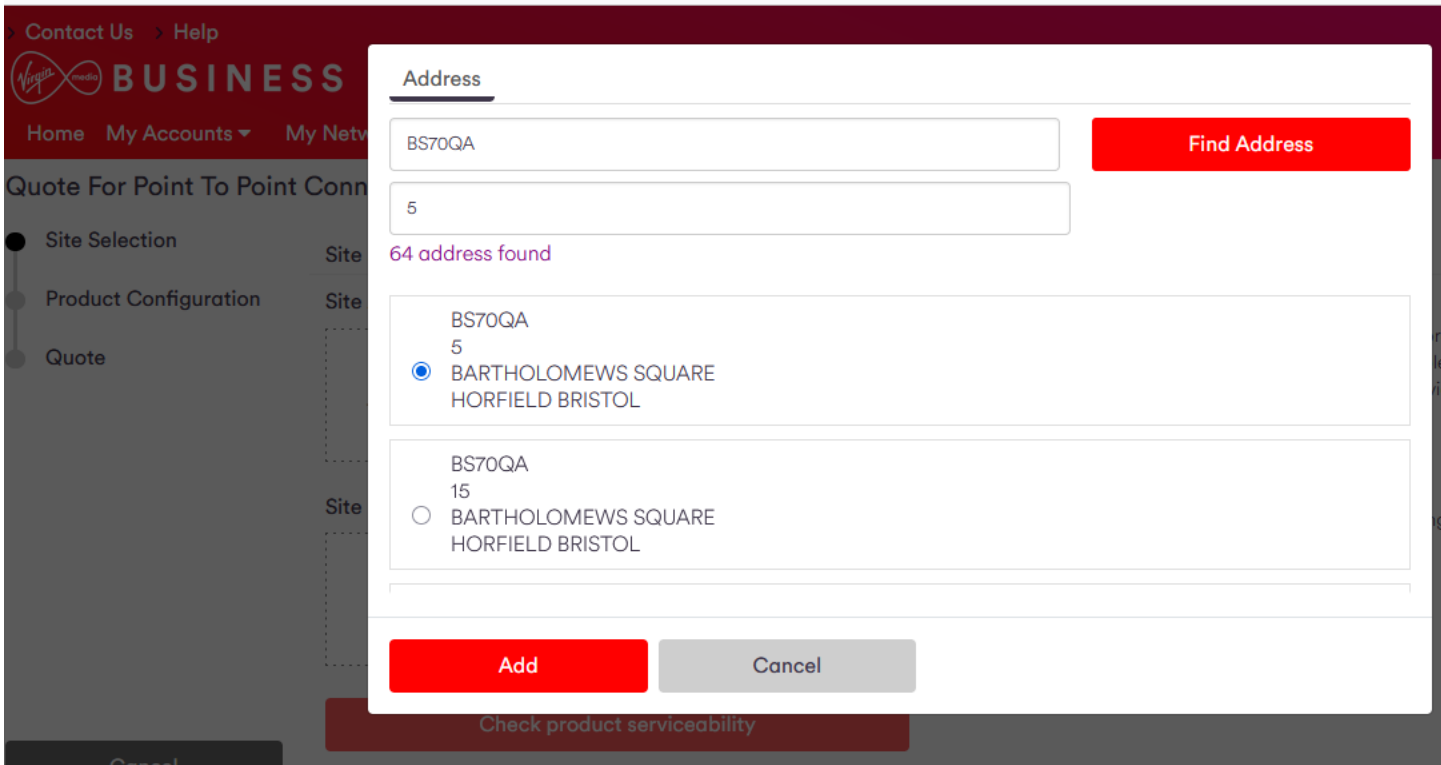
Cancel

**EoFTTP & EoFTTP Lite Site A should be always a POI site.** Select POI(Point of Interconnect) site as you're A-End, by clicking 'Add' next to where it says 'Your POI'. All of your POI sites will be available to select from the list, use the filter box to quickly find the one you need for your quote.

# Engage Portal User Guide



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



Once you have both an A-End and a B-End details then click on 'Check Product Serviceability'.

# Engage Portal User Guide

The screenshot displays a grid of service options. The first option, 'National Ethernet On Net', is highlighted with a green border and a downward-pointing arrow. Other options include 'National High Capacity Services Off Net', 'Dedicated High Capacity Services Not Serviceable', and 'Ethernet Extension Not Serviceable'. Below this is the 'Access Configuration' section, which lists 'NE Ethernet', 'NE EoFTTP', and 'NE EoFTTPLite'. The 'NE Ethernet' option includes a note: '103 days gross and 78 days net \*\*'. A footnote at the bottom states: '\*\* - This is the median of all orders including any and all delays regardless of whether under the direct influence of VMB Wholesale.'

**For EOFTTP quote creation select NE EoFTTP from Access configuration**

- Configure an A-End by selecting:  
**Bearer Bandwidth**  
**NTU**  
**NTU Type**

Access Configuration

NE  
Ethernet  
103 days gross and 78 days net \*\*

NE  
EoFTTP

NE  
EoFTTPLite

\*\* - This is the median of all orders including any and all delays regardless of whether under the direct influence of VMB Wholesale.

Site A  
E142AA

Ethernet On Net

Bearer Bandwidth \*

10 Mbps 100 Mbps 1 Gbps 10 Gbps

NTU \*

Existing New

NTU Type \*

Alcatel High Bandwidth

- Next Configure an B-End by selecting:  
**Bearer Bandwidth**  
**NTU**  
**Assured information level**  
**Care Level**

**Bandwidth:** The “up to” maximum bandwidth available.

**Assured Information Rate:** The minimum amount of bandwidth you will receive under contention and specifically for downstream traffic the relative weighting of priority for bandwidth under congestion.

**Care Level:** Standard (40hr), Enhanced (20hr) and Premium (5hr) fault fix response times, actioned

# Engage Portal User Guide

in clock hours and supported 24x7x365.

Site B  
BS70QA

EoFTTP    On Net

Bandwidth\* ?

100 Mbps    200 Mbps    **500 Mbps**    1 Gbps

NTU \*

**ONU**

Assured Information Rate \* ?

**20%**

Care Level \* ?

**Enhanced (EoFTTP)**    Premium (EoFTTP)

Next select the Contract term and Billing Frequency, Edge QoS and Layer 2 Control Protocol options.

# Engage Portal User Guide

Edge Qos

Billing Frequency

Contract Term \*

1 Year

2 Years

3 Years

4 Years

5 Years

Title for Quote \*

## Generate quote

Please then choose “Generate Quote” to proceed.

Quote should generate successfully, once when clicked “Generate quote” button.

Bandwidth, Contract Term, Install One off charges and Annual rental details should be visible in quote

<input type="radio"/>	34848859 TEST_AS-5-71979-001-271125 500 Mbps	Contract Term 5 Years	Install One off charges £10,500.00	Annual Rental £3,825.00 (£956.25 Quarterly)
-----------------------	--	--------------------------	---------------------------------------	---

To view all your existing Saved Quotes click **Saved Quotes** at the top of the page.

Click “**Exit**” to save and start another quote. This will take you to the first page of the quote journey

# Engage Portal User Guide

## –Site Selection.

You can now place an order by selecting a quote and then clicking “**Proceed to Order**” or alternatively click on “**View Quote**”.

Your quote has now been stored in the “**Saved Quotes**” section.

### For EOFTTP quote creation select NE EoFTTPLite from Access configuration

- Configure an A-End by selecting:  
**Bearer Bandwidth**  
**NTU**  
**NTU Type**

Access Configuration

NE  
Ethernet  
103 days gross and 78 days net \*\*

NE  
EoFTTP

NE  
EoFTTPLite

\*\* - This is the median of all orders including any and all delays regardless of whether under the direct influence of VMB Wholesale.

Site A  
E142AA

Ethernet On Net

Bearer Bandwidth \*

10 Mbps 100 Mbps 1 Gbps 10 Gbps

NTU \*

Existing New

- Next Configure an B-End by selecting:  
**Bearer Bandwidth**  
**NTU**  
**Assured**

# Engage Portal User Guide

information level  
Care Level

Site B BS70QA	EoFTTPLite	On Net
------------------	------------	--------

Bandwidth\* ?

100 Mbps 200 Mbps 500 Mbps 1 Gbps 2 Gbps 5 Gbps

NTU \*

ONU

Assured Information Rate \* ?

5%

Care Level \* ?

Standard (EoFTTP)

Next select the Contract term and Billing Frequency, Edge QoS and Layer 2 Control Protocol options

# Engage Portal User Guide

**Addons**

**Edge QoS**

Not Required  Classic  Complex Data Environments  Converged Applications  Multi Media Applicat

Advanced Environments

---

**Billing Frequency**

Monthly  Quarterly  Annually

**Contract Term \***

1 Year

2 Years

3 Years

4 Years

5 Years

**Title for Quote \***

Test\_AS

## Generate quote

Please then choose “Generate Quote” to proceed.

Quote should generate successfully, once when clicked “Generate quote” button.

Bandwidth, Contract Term, Install One off charges and Annual rental details should be visible in quote

**Generate Quote**

103 days gross and 78 days net on average to deliver this product

34848865 TEST_AS-2-69315-001-271125 1 Gbps	Contract Term 2 Years	Install One off charges £14,077.00	Annual Rental £5,348.07 ( £1,337.02 Quarterly)
--	--------------------------	---------------------------------------	--

## Point-to-Point Ethernet (Multisite) Quote

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

Quote for Multisite NE

SITE SELECTION — PRODUCT CONFIGURATION — QUOTE

Site selection National Ethernet

Circuit 1

<p>Site A1</p> <div style="border: 1px solid #ccc; height: 40px; display: flex; align-items: center; justify-content: center; margin-top: 5px;">+ Add Site</div>	<p>Site B1</p> <div style="border: 1px solid #ccc; height: 40px; display: flex; align-items: center; justify-content: center; margin-top: 5px;">+ Add Site</div>
--	--

Add another circuit

Check product serviceability

Point of Interconnects   Other Address

16 point of interconnect(POI) sites found

- RG279UP  
Test Account 1 - NNE - Your POI
- M156SE  
Test CP POI - M156SE - Manchester - Your POI
- BT356DN  
Clonsaugh Southern Ireland NE POI - Telehotel
- E149TR  
Digital Realty (Bonnington House) - Telehotel
- E149SD  
...

AddCancel

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

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

# Engage Portal User Guide

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

Quote for Multisite NE

SITE SELECTION — PRODUCT CONFIGURATION — QUOTE

Site selection National Ethernet

Circuit 1

Site A1 Change Site B1

BT356DN  
Clonsough Southern Ireland NE POI -  
Telehotel  
9100517

+ Add Site

Add another circuit

Check product serviceability

Enter your postcode and click **'Search'**

Select your B-End by clicking **'Add'**

If you want to prepare a Site to Multi Site quote, then simply click on **"Add another circuit"** to select the next circuit's A-End and B-End details.

**Note:** You can add maximum of 4 circuits in a single quote journey.

Once you have both an A-End and a B-End details for all the added circuits then click on **'Check Product Serviceability'**.

## Address

RG2 6UU

Find Address

Filter

9 address found

RG26UU  
QUINTILES HEALTH MANAGEMENT SERVICES  
500  
BROOK DRIVE READING

RG26UU  
VIRGIN MEDIA 500  
BROOK DRIVE  
READING

Add Cancel

Enter your postcode and click **'Search'**

Select your B-End by clicking **'Add'**

If you want to prepare a Site to Multi Site quote, then simply click on **"Add another circuit"** to select the next circuit's A-End and B-End details.

# Engage Portal User Guide

**Note:** You can add maximum of 4 circuits in a single quote journey.

Once you have both an A-End and a B-End details for all the added circuits then click on ‘**Check Product Serviceability**’.

The screenshot shows the 'Quote for Multisite NE' interface. At the top, there are three tabs: 'SITE SELECTION' (active), 'PRODUCT CONFIGURATION', and 'QUOTE'. Below the tabs, the page is titled 'National Ethernet'. Under 'Site selection', there are two circuit entries:

- Circuit 1:** Site A1 (BT356DN, Clonsaugh Southern Ireland NE POI 54C, ARMAGH ROAD) and Site B1 (RG279UP, virgin media 10-14, bartley wood business park). A green checkmark indicates 'Serviceable', and a red 'Delete' button is present.
- Circuit 2:** Site A2 (E149TR, Digital Realty (Bonnington House) TELECITY, UK, 47) and Site B2 (RG26UU, klik i t ltd 450, brook drive). A green checkmark indicates 'Serviceable', and a red 'Delete' button is present.

At the bottom, there is a red button labeled 'Check product serviceability' and a black button labeled 'Circuit Configuration'. An 'Add another circuit' button is also visible.

The serviceability results for your chosen circuits will now be displayed to help you understand which are available. Now, click on “**Circuit Configuration**”. It will navigate to another screen where you can configure your circuits.

The screenshot shows the 'Circuit Configuration' interface for 'National Ethernet'. It displays two circuit entries with 'Configure' buttons:

- Circuit 1:** Site A1 (BT356DN, 54C, ARMAGH ROAD) and Site B1 (RG26UU, LOCKHEED MARTIN 350, BROOK DRIVE).
- Circuit 2:** Site A2 (E149TR, TELECITY UK, 47) and Site B2 (RG279UP, VIRGIN MEDIA 10-14, BARTLEY WOOD BUSINESS PARK).

Below the circuit entries, there is a 'Quote Configuration' section with the following options:

- Billing Frequency:** Monthly, Quarterly, Annually.
- Contract Term \*:** 1 Year, 2 Years, 3 Years, 4 Years, 5 Years.
- Title for Quote \*:** A text input field.

At the bottom, there is a black button labeled '< Site Selection' and a red button labeled 'Generate Quote'.

Configure circuits by clicking each “**Configure**” buttons. It’ll will open and window on right side of your screen to configure your circuit’s A-End and B-End details.

- Configure an A-End by selecting:  
**Bearer Bandwidth**  
**NTU**

# Engage Portal User Guide

Site A1  
BT356DN On Net

**Bearer Bandwidth \***

10 Mbps 100 Mbps 1 Gbps 10 Gbps

**NTU \***

Existing New

- Configure a B-End by selecting:  
**Bearer Bandwidth**  
**Circuit Bandwidth**  
**NTU**  
**Network preference**

Site B1  
RG279UP On Net

**Bearer Bandwidth**

10 Mbps 100 Mbps 1 Gbps 10 Gbps

**Circuit Bandwidth**

Please Select ▾

**NTU \***

Existing New

**Network Preference**

No Preference On net Third Party Tail

- If you have more than one circuit serviceable then you will have the below option to configure/save the same configurations for other circuits as well.

Use same configuration for other circuits

Next select the Billing Frequency, Contract term options and Title for Quote.

# Engage Portal User Guide

Product Selection : NATIONAL ETHERNET

Circuit Configuration

Circuit 1

Site A1 BT356DN 54C ARMAGH ROAD	Site B1 RG26JUJ LOCKHEED MARTIN 350 BROOK DRIVE	Configure
--	--	-----------

Circuit 2

Site A2 E149TR TELECITY UK 47	Site B2 RG279UP VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK	Configure
--	--	-----------

Quote Configuration

Billing Frequency

Monthly  Quarterly  Annually

Contract Term \*

1 Year  2 Years  3 Years  4 Years  5 Years

Title for Quote \*

< Site Selection Generate Quote

Please then choose “**Generate Quote**” to proceed.

Generated Quote(s)

TEST-QUOTE-MSNNE-2-43566-001-140324	Circuit	Install One off charges	Annual Rental
2 Year	2	£ 4300.0	£ 6635.0

Site A1 Clonshaugh Southern Ireland NE POI	Site B1 RG26JUJ - LOCKHEED MARTIN 350 BROOK DRIVE READING - 10091831855
Site A2 Digital Realty (Bonnington House)	Site B2 RG279UP - VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK - 10008961155

[View Quote](#) **Proceed to Order**

To view all of your existing Saved Quotes click **Saved Quotes** at the top of the page.

You can now place on order by selecting a quote and then clicking “**Proceed to Order**” or alternatively click on “**View Quote**” where you have further options, such as cloning a quote.

Your quote has now been stored in the “**Saved Quotes**” section.

## VPN Quote

Here is an example of how to request a **VPN** quote:

**1 Select Sites** 2 Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

Show helpful info

### Site Selection

Please select the addresses you wish to use to prepare a quote.

Please enter the full postcode.

RG27 9UP

**Current stored sites:**

End Address	Add
RG279UP - Full Site Address	<input type="button" value="Add +"/>
RG279UP - Full Site Address	<input type="button" value="Add +"/>

**The sites you have selected are:**

Address	Remove All
RG279UP - Full Site Address	<input type="button" value="Remove"/>

You can select a max of 50 sites.

Site not found? Please contact your Account Team.

Enter your Postcode and click **'Search'**.

Select your chosen site by clicking **'Add'**.

Once you have all sites selected click **'Next'**.

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

**1 Select Sites** **2 Select Access Methods** 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

Show helpful info

Please select at least 1 option to proceed

IPVPN  Cable Modem  ADSL2+  SDH  Broadband FTTC  Ethernet

EVPN  Ethernet

For a more accurate serviceability check please enter the phone number for each site - if you do not have this information we will use the postcode.

E142AA - Site 32

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

# Engage Portal User Guide

1 Select Sites 2 Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

### Service Availability

Please find below details of the products available to select at the sites you have chosen. You may delete sites from the table should you find the product you want is not available. A minimum of two sites should remain in order for you to proceed with the quote.

- ✓ The service is fully available
- ✗ Service is not available

Sites	EVPN	IPVPN		
	Ethernet	Cable Modem	ADSL2+	Ethernet
RG279UP	✓	✗ More info	✓	✓ <span>Delete</span>

Please note: Non serviceable sites will not be considered for quote processing.

Cancel Previous Next

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

1 Select Sites 2 Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

[Show helpful info](#) ⓘ

Please select at least 1 option to proceed

IPVPN

- Cable Modem
- SDH
- Ethernet
- ADSL2+
- Broadband FTTC

EVPN

- Ethernet

For a more accurate serviceability check please enter the phone number for each site - if you do not have this information we will use the postcode.

NE270QF - VIRGIN MEDIA UNIT  
2, NETWORK HOUSE NEW  
YORK WAY NEW YORK  
INDUSTRIAL PARK  
NEWCASTLE UPON TYNE

RG279UP - VIRGIN MEDIA 10-  
14 BARTLEY WOOD BUSINESS  
PARK BARTLEY WAY HOOK

Cancel Previous Next

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

# Engage Portal User Guide

1 Select Sites 2 Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

Show helpful info ⓘ

Quote Name \*

Select Contract Terms \*  1 Year  
 2 Years  
 3 Years  
 4 Years  
 5 Years

Billing Frequency \*

Service Type \*

Quality Of Service Enabled \*

\* Required Fields

Cancel Previous Next

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

Please then choose “**Next**” to proceed.

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

1 Select Sites 2 Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

Show helpful info ⓘ

Hold the Ctrl key and select to choose multiple sites. Filter

NE270QF VIRGIN MEDIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NE  
RG279UP VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK

Configure Selected Site(s)

Cancel Previous

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

1 Select Sites 2 Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

Show helpful info ⓘ

Site configuration - Step 1 of 2  
NE270QF - VIRGIN MEDIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON... (being configured)

Access Circuit

Cancel Previous Next

Please then choose “**Next**” to proceed.

Select the **Access Bandwidth** and **Installation Option** from the drop down menu and for this IPVPN example tick **Homeworker** if required.

# Engage Portal User Guide

1 Select Sites 2 Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

Show helpful info ⓘ

Site configuration - Step 2 of 2 - Cable Modem  
NE270QF - VIRGIN MEDIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE, (being configured)

Access Flavour\* On net

Access Bandwidth\* Please select

Installation Option\* Please Select

Selected CPE\*

Homeworker

\* Required Fields

Cancel Previous Next

Repeat the process for the remaining sites and when finished, click **Next** to continue.

1 Select Sites 2 Select Access Methods 3 Serviceability 4 Product Configuration 5 Site Configuration 6 Results

▼ VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK RG279UP hide

Access Flavour On net

Access Bandwidth 100 Mbps

Circuit Size 30 Mbps

Selected CPE CISCO1921/K9 SKU 10030003

QoS Template Required No

delete configure

▶ VIRGIN MEDIA UNIT 2, NETWORK HOUSE NEW YORK WAY NEW YORK INDUSTRIAL PARK NEWCASTLE UPON TYNE NE270QF view

Cancel Previous Next

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

1 Select Sites → 2 Select Access Methods → 3 Serviceability → 4 Product Configuration → 5 Site Configuration → 6 Results

**Quote Results** [See all Saved Quotes](#)

Quote Name	Quote ID	Postcode	Site	Circuit Bandwidth	Install	Rental	Product	Term	Status	Select Items
TEST-3-63775-001-091216	9043359	RG279UP	RG279UP - VIRGIN MEDIA 10-14 - 10008961155	30 Mbps	£300.00	£5,472.00	IPVPN	3 yrs	OK	<input type="radio"/>
		NE270QF	NE270QF - VIRGIN MEDIA UNIT 2 NETWORK HOUSE - 47064633	30 Mbps						
TEST-5-63775-002-091216	9043360	RG279UP	RG279UP - VIRGIN MEDIA 10-14 - 10008961155	30 Mbps	£300.00	£5,168.00	IPVPN	5 yrs	OK	<input type="radio"/>
		NE270QF	NE270QF - VIRGIN MEDIA UNIT 2 NETWORK HOUSE - 47064633	30 Mbps						

[Return to Home](#) [Create Another Quote](#) [Order](#)

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

Click **“Create Another Quote”** to save and start on another quote.

Click **“Order”** to progress this quote into a full order.

Your quote has now been stored in the **“Saved Quotes”** section.

## DIA Quotes

Here find the example below to create DIA quotes

Quote for DIA

SITE SELECTION — SERVICEABILITY — PRO

### Site selection

Site A1 Change

BS153HW  
36  
STONEHILL

site A2 Change

RG26UU  
KLIK I T LTD 450

Add another SiteRemove last Site

## DIA site selection

Click “Check product serviceability “ button to check the serviceability status

Quote for DIA

SITE SELECTION — SERVICEABILITY — PRODUCT CONFIGURATION — QUOTE

### Serviceability results

Sites	Access types
<p>Site 1</p> <div style="border: 1px solid #ccc; padding: 5px;"><p>BS153HW (ONNET) 36</p></div>	<div style="display: flex; justify-content: space-between;"><div><p><input checked="" type="radio"/> Ethernet</p><p><input type="radio"/> Ethernet Lite</p></div><div style="text-align: right;"><p> Remove</p></div></div>
<p>Site 2</p> <div style="border: 1px solid #ccc; padding: 5px;"><p>RG26UU (ONNET) KLIK I T LTD 450 BROOK DRIVE KLIK I T LTD 450</p></div>	<div style="display: flex; justify-content: space-between;"><div><p><input checked="" type="radio"/> Ethernet</p><p><input type="radio"/> Ethernet Lite</p></div><div style="text-align: right;"><p> Remove</p></div></div>

Start OverCircuit Configuration

Click “Circuit Configuration” to go configuration page

Quote for DIA

SITE SELECTION — SERVICEABILITY — PRODUCT CONFIGURATION

Product Selection : **Dedicated Internet Access**

Quote Configuration | Circuit Configuration

Title for Quote \*

Quote type  
New Single-Homed Service

Reporting enabled  
Yes

Billing Frequency

Contract Term \*  
 1 Year  
 2 Years  
 **3 Years**  
 4 Years  
 5 Years

Click "Configuration" button to do Configuration

Product Selection : **Dedicated Internet Access**

Quote Configuration | Circuit Configuration

Site 1

**BS153HW (ONNET)**  
36

Site 2

**RG26UU (ONNET)**  
KLIK I T LTD 450 BROOK DRIVE  
KLIK I T LTD 450

Click Save button to save the configuration

# Engage Portal User Guide

Product Selection : **Dedicated Internet Access**

Quote Configuration | Circuit Configuration

**Site 1**

BS153HW (ONNET)  
36

**Site 2**

RG26UU (ONNET)  
KLIK I T LTD 450 BROOK DRIVE  
KLIK I T LTD 450

Serviceability

Configure Dedicated Internet Access (DIA)

BS153HW 36, STONEHILL,

Access Bandwidth \*

10 Mbps | **100 Mbps** | 1 Gbps

Circuit Bandwidth

10 Mbps

Core Management Level

**Partial - No router** | Full - With router

Secure DIA Firewall

**No, we'll secure it ourselves**

BGP

Yes | **No**

Use same configuration for other circuits

Save | Cancel

Click "Generate quote" button  
Quote has been generated successfully  
Click "View Quote" to check the quotes details  
Click "Proceed to order" button to route to order page

Quote for DIA

SITE SELECTION — SERVICEABILITY — PRODUCT CONFIGURATION — QUOTE

Generated Quote(s)

Promotion Code: 34816297 | Sites: 2

3 Year

Install One off charges: £ 0.0 | Annual Rental: £ 5200.0

Site	Access Type	Bandwidth
Site 1 36	Ethernet	10 Mbps
Site 2 KLIK I T LTD 450 BROOK DRIVE KLIK I T LTD 450	Ethernet	10 Mbps

View Quote | **Proceed to Order**

## In-life Requests

Here is an example of how to request an **In-life request**:

Raise In-Life Requests

Circuit Selection

Download Search:

Select	CAL Reference	Product	A end postcode	B end postcode	Circuit Bandwidth	Contract Term	Rental	Net Status
--------	---------------	---------	----------------	----------------	-------------------	---------------	--------	------------

Enter the **“CAL Reference”** of your connection this will be there on your bill, it will look like this CAL-123456.

Then click on **“Search”**.

If your CAL reference is not working or missing, then you can go for advance search option by clicking **“Advance Search”**.

This will display a pop-up panel where you will be able to with the below options.

1. CAL Reference
2. A end postcode
3. B end postcode

CAL Reference

CAL Reference  
A end postcode  
B end postcode

# Engage Portal User Guide

Based on your selected option please enter the details and search by clicking “**Search**” button.

Show  entries

Select	CAL Reference	Product	A end postcode	B end postcode	Circuit Bandwidth	Contract Term	Rental
<input type="radio"/>	CAL0052087	National Ethernet	E14 9YY	null	100 Mbps	1	2556.96
<input type="radio"/>	CAL0060557	National Ethernet	E14 9YY	RH1 1LJ	10 Mbps	1	4700.04
<input type="radio"/>	CAL0065179	National Ethernet	E14 9YY	KT3 6JJ	100 Mbps	1	2451
<input type="radio"/>	CAL0067997	National Ethernet	E14 9YY	SE10 8QX	10 Mbps	1	5154.72
<input type="radio"/>	CAL0069188	National Ethernet	E14 9YY	PE1 1XB	100 Mbps	5	1922.04
<input type="radio"/>	CAL0072362	National Ethernet	E14 9YY	TN11 9DZ	10 Mbps	1	4500
<input type="radio"/>	CAL0073400	National Ethernet	E14 9YY	FK5 3NJ	100 Mbps	1	3675
<input type="radio"/>	CAL0075722	National Ethernet	E14 9YY	EH9 1AT	30 Mbps	2	2661
<input type="radio"/>	CAL0078912	Leased Lines	E14 9YY	SL9 8TW	100 Mbps	4	136.56
<input type="radio"/>	CAL0081864	National Ethernet	E14 9YY	ME2 2JH	100 Mbps	2	2090.04

Showing 1 to 10 of 75 entries Previous 1 2 3 4 5 ...8 Next

[couldn't find your circuit? raise a service request](#)

Then please select your correct circuit details by clicking small circle icon (Radio Button) and click on “**Add**” button to proceed further.

**Note:** If still not able to find your circuit, then click on “**couldn't find your circuit? raise a service request**”. This will enable you to submit the manual form (which is covered in later part of this chapter).

Once your **CAL reference** search or **Advance search** done successfully then you will get your existing circuit details like below. If the displayed circuit details are correct, then proceed by clicking “**Yes**”.

# Engage Portal User Guide

CAL Reference	Product	Contract End Date	Current Annual Rental
CAL0202653	National Ethernet	07/09/2018	£ 6307.2
Site A	Site B	Circuit Bandwidth	
LN2 2LT	SG1 2FQ	100 Mbps	

Are your circuit details correct?

**Note:** if your circuit details wrong then also you can be able to submit the manual request through our manual form (Which will be cover later in this chapter).

Now, we have two types of requests available based on some criteria's.

1. Upgrade type
2. Renewal type

As shown below, you will be notified with the note where you will be informed about your request (upgrade or renewal) type.

Upgrade type notification:

Are your circuit details correct?

You are eligible to quote for upgrade as you are still in contract

Renewal type notification:

Are your circuit details correct?

You are eligible to quote for Renewal as you are out of contract

Then you will be able to continue with your respective request type.

**The below is the example request for renewal type request:**

# Engage Portal User Guide

CAL Reference ?

**Search**

**Advance Search**

CAL Reference	Product	Contract End Date	Current Annual Rental
CAL0199451	National Ethernet	16/01/2022	£ 3948.96
Site A	Site B	Circuit Bandwidth	
B90 4PD	E14 2AA	100 Mbps	

Are your circuit details correct?

**Yes** **No**

You are eligible to quote for Renewal as you are out of contract

Raise an in-life request

Site A

+ Add Site

Site B

+ Add Site

Select **“Add site”** under the Site A heading. And this will be same as your existing circuit address.

**Address**

**Look Up Address**

5 address found

- RG26UU**  
350  
BROOK DRIVE
- RG26UU**  
KLIK I T LTD 450  
BROOK DRIVE
- RG26UU**  
LOCKHEED MARTIN 350  
BROOK DRIVE
- RG26UU**  
OSRAM LTD 450

**Add** **Cancel**

Enter the postcode of your Site A and click on **“Look up Address”**

Select the appropriate Site A address and click **“Add”**

Like the steps above, choose the address for Site B

Then you can continue with existing circuit configuration displayed,

# Engage Portal User Guide

Do you wish to make configuration changes to existing circuit?

## Site A

Bearer Bandwidth

## Site B

Bearer Bandwidth

Circuit Bandwidth

Or if you want to change any of configuration you can go by selecting “Yes”.

Do you wish to make configuration changes to existing circuit?

## Site A

Bearer Bandwidth

NTU

## Site B

Choose from Default Configuration or Create Customer Configuration

Default Configuration

(Circuit Bandwidth/ Bearer Bandwidth/ NTU/ Network Preference)

- 10 Mbps / 10 Mbps / Alcatel 8 Port / No Network Preference
- 10 Mbps / 100 Mbps / Alcatel 8 Port / No Network Preference
- 100 Mbps / 100 Mbps / Alcatel 8 Port / No Network Preference
- 100 Mbps / 1 Gbps / Alcatel 8 Port / No Network Preference
- 1 Gbps / 1 Gbps / Alcatel 8 Port / No Network Preference
- 2 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference
- 3 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference
- 4 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference
- 5 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference
- 10 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference

Custom Configuration

(Maximum of 5 Configurations)

[+ Add Custom](#)

- Configure an A-End by selecting:  
**Bearer Bandwidth**

# Engage Portal User Guide

## NTU

- Selecting the bearer and NTU values will reduce the list of available options for your B-End site making it easier for you to select the correct options.
- Next configure your B-End
- Choose one of the default configurations or create a custom configuration by clicking on **Create Custom Configuration**

+ Addons ▼

Contract term \*

1 Year  2 Years  3 Years  4 Years  5 Years

Title for Quote \*

**Generate Quote**

Next select the Contract term, Edge QoS and Layer 2 Control Protocol options you'll also be asked to select the correct option.

Enter a title of your choice, in the **Title for Quote** field.

Please then choose **“Generate Quote”** to proceed.

Based on the information entered, Engage will now generate your quote(s) and display them in the below the Generate Quote Button.

Generated Quote

<input type="radio"/>	34796260 2yr-test-quote-UR-9 100 Mbps	2 Years	Install One off charges £499.00	Annual Rental £2,186.00
<input type="radio"/>	34796259 3yr-test-quote-UR-3 100 Mbps	3 Years	Install One off charges £0	Annual Rental £2,186.00

**Proceed to Order**   View Quote   **Exit**

Similarly, we have the upgrade type request as well.

The below is the example request for upgrade type request:

# Engage Portal User Guide

Search

Advance Search

CAL Reference	Product	Contract End Date	Current Annual Rental
CAL0331927	National Ethernet	24/01/2025	£ 1779.96
Site A	Site B	Circuit Bandwidth	
CF24 5HF	NP20 1HE	100 Mbps	

Are your circuit details correct?

Yes
No

You are eligible to quote for upgrade as you are still in contract

Site A

+ Add Site

Site B

+ Add Site

**Site A**

Bearer Bandwidth

1 Gbps
10 Gbps

NTU

Existing
New

**Site B**

Choose from Default Configuration or Create Customer Configuration

**Default Configuration**

(Circuit Bandwidth/ Bearer Bandwidth/ NTU/ Network Preference)

- 10 Mbps / 10 Mbps / Alcatel 8 Port / No Network Preference
- 10 Mbps / 100 Mbps / Alcatel 8 Port / No Network Preference
- 100 Mbps / 100 Mbps / Alcatel 8 Port / No Network Preference
- 100 Mbps / 1 Gbps / Alcatel 8 Port / No Network Preference
- 1 Gbps / 1 Gbps / Alcatel 8 Port / No Network Preference
- 2 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference
- 3 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference
- 4 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference
- 5 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference
- 10 Gbps / 10 Gbps / Alcatel High Bandwidth / No Network Preference

**Custom Configuration**

(Maximum of 5 Configurations)

+ Add Custom

Title for Quote \*

Generate Quote

Please select the addresses and your new circuit configurations that you want to opt for upgrade.

# Engage Portal User Guide

Enter a title of your choice, in the **Title for Quote** field.

Please then choose **“Generate Quote”** to proceed.

Based on the information entered, Engage will now generate your quote(s) and display them in the below the Generate Quote Button.

Generated Quote

<input type="radio"/>	34796262 test-quote-UR-4_Upgrade-001 1 Gbps	Install One off charges £0	Annual Rental £3,977.04
-----------------------	---	-------------------------------	----------------------------

[Proceed to Order](#)   [View Quote](#)   [Exit](#)

You can now place on order by selecting a quote and then clicking **“Proceed to Order”** or alternatively click on **“View Quote”** where you have further options, such as cloning a quote.

Your quote has now been stored in the **“Saved Quotes”** section.

Now, if your circuit details shown after CAL Reference search were not correct or not present then you can follow the below manual form submission.

CAL Reference

  
[Search](#)

[Advance Search](#)

CAL Reference	Product	Contract End Date	Current Annual Rental
CAL0199451	National Ethernet	16/01/2022	£ 3948.96
Site A	Site B	Circuit Bandwidth	
B90 4PD	E14 2AA	100 Mbps	

Are your circuit details correct?

[Yes](#) [No](#)

[Click here](#) to Raise a manual request to our wholesale team

CAL Reference

  
[Search](#)

[Advance Search](#)

We couldn't find the circuit you are looking for

Use Advance Search

or

[Use manual request form to raise a request to our wholesale team](#)

Then click on **“Click here”** or **“Use manual request form to raise a request to our wholesale team”**.

# Engage Portal User Guide

This will display a pop up panel where you will be able to add your existing circuit details and specific request type's details.

Raise an In-Life request(Manual submission to service desk)

---

Existing Circuit details

Product CAL Reference

National Ethernet

Site B Postcode

Circuit Bandwidth

2 Mbps

Request type

By proceeding with your request type, you will be able to submit your manual form.

## Renewal type request:

Request type

Renewal configuration

Do you wish to make changes to existing circuit?

Contract term \*

1 Year  2 Years  3 Years  4 Years  5 Years

---

Please select the contract term that you wanted to quote and submit your form or if you want to change your existing circuit details then click on option "Yes" for the circuit change question.

# Engage Portal User Guide

**Renewal configuration**

Do you wish to make changes to existing circuit?

---

**Site A**

Bearer Bandwidth

NTU

---

**Site B**

Bearer Bandwidth

Circuit Bandwidth

NTU

Then you can configure you A-End and B-End configurations by selecting:

- **Bearer bandwidth**
- **NTU**
- **Circuit bandwidth**

**Addons**

Edge Qos

---

Contract term \*

1 Year  2 Years  3 Years  4 Years  5 Years

Next select the Edge QoS and Contract term options you'll also be asked to select the correct option.

Please then choose **“Submit request”** to proceed.

# Engage Portal User Guide

## Upgrade type request:

Request type

Renewal

Upgrade

### Upgrade configuration

Site A

Bearer Bandwidth

1 Gbps

10 Gbps

NTU

Existing

New

Site B

Bearer Bandwidth

1 Gbps

10 Gbps

Circuit Bandwidth

2 Mbps

NTU

Existing

New

Submit request

Cancel

Now, you can configure you A-End and B-End configurations by selecting:

- **Bearer bandwidth**
- **NTU**
- **Circuit bandwidth**

Please then choose “**Submit request**” to proceed.

Once submission done, you'll get an confirmation email from wholesale team with your selected circuit details.

## Saved Quotes

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

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

### Saved Quotes

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

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

# Engage Portal User Guide

Search  Please Select  Date From  Date To

Enter the information about the quote in the search field and click “**Search**”.

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

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

Quote Name	Quote ID	Product	Bandwidth	A Sites	B Sites	User name	Date Raised
USER GUIDE QUOTE_06691_01	5862032	Leased Line	4X2 Mbps	RG279UP	S93SE	307451PerrinC	10/10/2014
EVPN SLA CHECK_06820_002	5861666	Ethernet VPN	40 Mbps	S93SE		R7511889	08/10/2014
TESTINH_46163_01	5861625	National Ethernet	1 Gbps	E149GE	B258ET	307451KirkpatrickA	08/10/2014
TESTINH_44902_01	5861624	National Ethernet	1 Gbps	E149GE	B258ET	307451KirkpatrickA	08/10/2014
1750 RETEST_29385_0_04	5861563	Ethernet Extensions	10 Mbps	S93SE	S93SE	R7511889	08/10/2014
1750 RETEST_32297_0_03	5861562	Ethernet Extensions	100 Mbps	S93SE	S93SE	R7511889	08/10/2014
1750 RETEST_85152_0_01	5861561	Ethernet Extensions	10 Gbps	S93SE	S93SE	R7511889	08/10/2014
1750 RETEST_45084_0_02	5861560	Ethernet Extensions	1 Gbps	S93SE	S93SE	R7511889	08/10/2014
NE POI_07576_01	5861280	National Ethernet	2 Mbps	RG279UP	RG279UP	307451RogersC	07/10/2014
EE PLUS POI_31659_01	5861279 (QQ)	Ethernet Extensions	6 Mbps	RG279UP	RG279UP	307451RogersC	07/10/2014

This will then display the selected quote:

Quote ID: 34795796

BULK DHCS-5-76667-005-210224

**DHCS**  
Dedicated HCS

Created on: 21/02/2024

Circuits: **1**

Valid till: 21/05/2024

Contract term: **5 years**

Circuit Bandwidth: **10 Gbps**

Circuits Sites Query

Circuit 1 - 8\*10 Gbps £14,642.00

Site A	Site B
E149TR - DIGITAL REALTY BONNINGTON HOUSE 47 MILL HARBO - PACE126385227	E149SD - TELECOTY SOVEREIGN HOUSE 227 MARSH WALL LONDO - 6150799
Bearer Bandwidth: 10 Gbps	Bearer Bandwidth: 10 Gbps

**Billing Summary**

Billing Cycle: **QUARTERLY**

Contract Term: **5 years**

---

One Off Charges

**£13,993.00**

---

Annual Rental Charges

**£14,642.00**

£3,660.50 / QUARTERLY

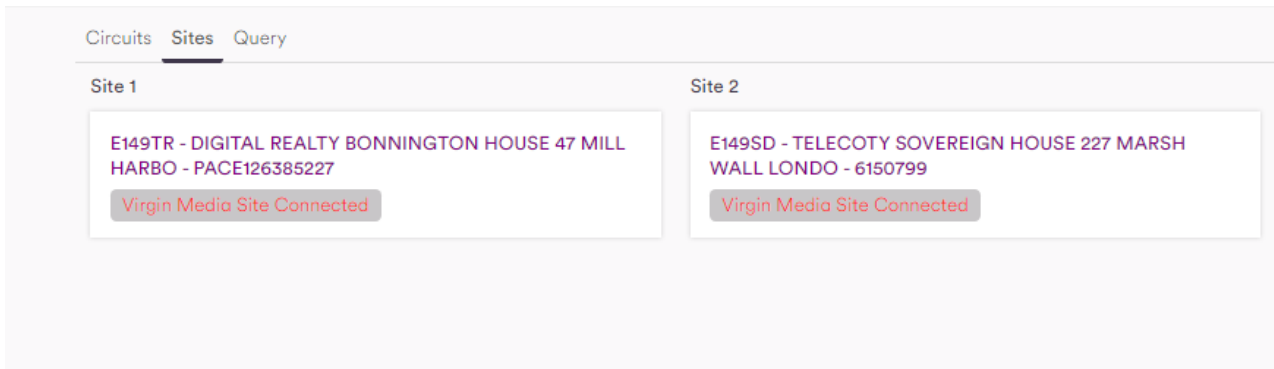
All prices exclude VAT  
Pricing provided is subject to survey

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

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

**Sites** – will – takes you to the following site details screen.

# Engage Portal User Guide



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

The screenshot shows the 'Query' form in the Engage Portal. At the top, there are navigation tabs for 'Circuits', 'Sites', and 'Query', with 'Query' being the active tab. Below the tabs is a section titled 'Send Query'. It contains a 'Query Type' dropdown menu with 'Pricing Query' selected. Below that is a 'Your email \*' field with the email address 'rajaram.kanthan@virginmedia.co.uk' entered. Underneath is a 'Your Query' text area. At the bottom of the form is a 'Send' button.

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

***Thank You***

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

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

# 7. Orders

Let's get down to business

## Raise Orders

Here we look at how you can raise an order from a saved quote.

Under the **Quotes** tab from the homepage tool bar tab at the top of the page, select **“Saved Quotes”**.

Now select **“Saved Quotes”** from the sub-menu.

You'll find a list of your **“Saved Quotes”** populated on-screen.

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

Quote Name	Quote ID	Product	Bandwidth	A Sites	B Sites	User name	Date Raised
NE CONVERT TO FULL QUOTE_41848_01	5862399	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
NE QQ_87821_0Q05_01	5862398 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
NE QQ_59719_0Q04_01	5862397 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
NE QQ_22120_0Q03_01	5862396 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
NE QQ_57826_0Q02_01	5862395 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
NE QQ_00069_0Q01_01	5862394 (QQ)	National Ethernet	2 Mbps	B100HJ	B908AD	R7511889	13/10/2014
USER GUIDE INDICATIVE QUOTE_74638_0Q01_01	5862114 (QQ)	National Ethernet	10 Mbps	S93SE	RG279UP	307451PerrinC	10/10/2014
TESTINH_46163_01	5861625	National Ethernet	1 Gbps	E149GE	B258ET	307451Kirkpatrick A	08/10/2014
TESTINH_44902_01	5861624	National Ethernet	1 Gbps	E149GE	B258ET	307451Kirkpatrick A	08/10/2014
NE POL_07576_01	5861280	National Ethernet	2 Mbps	RG279UP	RG279UP	307451RogersC	07/10/2014

# Engage Portal User Guide

Once you have selected a quote, you'll move to the quote details screen.

Review the details then select “**Create Order**” to progress.

The screenshot displays a quote details page for a National Ethernet circuit. At the top, it shows the Quote ID: 76193737 and the quote reference: TEST QUOTE-3-18971-001-120324. Key details include: National Ethernet service, 1 circuit, 3-year contract term, and 1 Gbps bandwidth. The quote was created on 12/03/2024 and is valid until 10/06/2024. The main section, titled 'Circuit 1', shows a price of £950.00 and details for two sites: Site A (Test Account 1 - NNE, Existing NTU) and Site B (RG26UU - VIRGIN MEDIA 500 BROOK DRIVE READING - 310074554, Alcatel 8 Port). A 'Billing Summary' sidebar on the right shows a quarterly billing cycle, 3-year term, zero one-off charges, and annual rental charges of £2,550.00 (£637.50 per quarter). 'Create Order' and 'Edit Quote' buttons are visible at the bottom right.

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

The Order screen prompts you to populate information related to your order in a single page. The first section requires you to add additional details such as;

- Yourown Reference Number
- PO Number
- Billing Account Number

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

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

Scroll down to the **Circuit Presentation** to proceed.

# Engage Portal User Guide

Quote ID: 76193737

**Order for National Ethernet**

Number of circuits	Contract term	Bandwidth	Created on
1	3 Years	1 Gbps	12/03/2024

Order Status **TO BE SUBMITTED**

Customer ID	Quote ID	Order Type
30745	76193737	new
Your own reference number *	PO Number	Billing Account Number
<input type="text"/>	<input type="text"/>	Please Select

Circuit Presentation

<b>Site A1</b> Test Account 1 - NNE	<b>Site B1</b> RG26UU - VIRGIN MEDIA 500 BROOK DRIVE READING - 310074554	<a href="#">Configure</a>
--	--	---------------------------

Account Manager  
Scott Stewart  
scott.stewart@virginmedia.co.uk  
0111111111

**Billing Summary**

Billing Cycle	Quarterly
Contract Term	3 years
One Off Charges	<b>£0</b>
Annual Rental Charges	<b>£2,550.00</b>
	£637.50 / Quarterly

Click **“Configure”** to enter details of your first Site. This will display a pop up panel where you will be able to add site details and specific presentation type details

<b>Site A1</b> Test Account 1 - NNE	<b>Site B1</b> RG26UU - VIRGIN MEDIA 500 BROOK DRIVE READING - 310074554
--	--

Circuit Bandwidth  
1 Gbps

**Site A RG279UP**

<b>Bearer Bandwidth</b> 1 Gbps	<b>Network Status</b> Lit Building
<b>NTU</b> Existing ⓘ	<b>NTU ID</b> <input type="text"/>

Which port number should the service be added to?  
(If none requested Virginmedia Business will select the next appropriate)

Standard Ethernet Physical Interface  
1000Base-T RJ45

Service Presentation \*  
Please select

\*Shadow VLAN is available only on VLAN Presentation

Select the Physical Interface preference from the drop-down menu.  
Select the Presentation type from the drop down menu.

If the Service Presentation type is selected as **“VLAN”** then you will be presented with a pop-up stating

# Engage Portal User Guide

## “Shadow VLAN is available to order”

Service Presentation \*      VLAN Number \*

VLAN      [ ]

\*Shadow VLAN is available to order

**Site B RG26UU**

<b>Bearear Bandwidth</b> 1 Gbps	<b>Network Status</b> Serviceable Building
------------------------------------	---

**NTU**  
Alcatel 8 Port

**Which port number should the service be added to?**  
(if none requested virginmedia business will select the next appropriate)

[ ]

Standard Ethernet Physical Interface

1000Base-T RJ45

Service Presentation \*

Please select

**Save**      **Close**

Now you'll be presented with the A-End & B-end site details screen requesting further details. Enter all mandatory information to proceed.

Site Details    0 / 2 Sites Configured

Test Account 1 - NNE  RG279UP <b>On Net</b>  <b>Configure</b>	RG26UU - VIRGIN MEDIA 500 BROOK DRIVE READING - 310074554  RG26UU <b>On Net</b>  <b>Configure</b> <b>Download .KMZ file</b> (?)
---	--

You will also be able to download a .KMZ type map. The KMZ output shows an indicative network route from your selected premise to the VMO2 Hubsite taking in to account any construction required and utilisation of exiting VMO2 conduits and fibre cables.

# Engage Portal User Guide

There is a handy video showing you how to utilise this capability [Here](#)



We want to reduce any potential order delays as much as possible. We will ask for the following information to do this as best as possible.

## Room & Rack location

# Engage Portal User Guide

## 1. RG26UU - VIRGIN MEDIA 500 BROOK DRIVE READING - 310074554

---

### Address


500

BROOK DRIVE

RG26UU

### Business Name for site

### Power Supply

### Floor \*

### Room \*

### Rack \*

### Site Contact Details

This will be for both you as the partner and also for a customer site contact

#### Partner Contact Details

This should be the individual who wants to receive the updates on this order as it progresses.

#### First Name \*

#### Last Name \*

#### Email \*

#### Mobile Phone number \*

#### Alternate number

# Engage Portal User Guide

## Asbestos Register Safety

### 3. Property Details

What type of property is this ?\*

- Listed (Protected historic building)
- Secured site (Restricted site, e.g. Military, Government, High-security facility)
- Vulnerable site (e.g. School, Care home, Healthcare facility )
- Classified site (Confidential or sensitive government location)
- Sensitive data site (e.g. Data center, Financial institution)
- None

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

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

Was this building built before 2000 or refurbished prior to 2000? \* 

If the property was built before 2000, an Asbestos Register is legally required under the Control of Asbestos Regulations 2012. If you're unsure of the building age you can check historical imagery using <https://earth.google.com/>

Is there an up-to-date Asbestos register available on-site? \*

An up-to-date Asbestos register must be accessible for all the site visits. this ensure regulation compliance and safety during delivery

Are you the owner of the building? \*

Do you have the Landlord/Managing agent contact details?\*

# Engage Portal User Guide

Do you have the Landlord/Managing agent contact details?\*

How many years are left of your lease?\*

Do you have authority to make changes internally to your building, including routing cabling?\*

Are you willing and able to provide a copy of your lease?\*

Then add any additional site information.

[- Add additional site details](#)

Click **“Save”** to proceed.

## Promotions & Propositions

You will now be asked if you wish to select any applicable promotions and/or propositions available to you

Promotions & Propositions

These promotions or propositions apply to on-net Virgin Media circuits only. By selecting and proceeding with your order, you are confirming that you have read, understood and accept the terms and conditions applicable to that promotion or proposition.

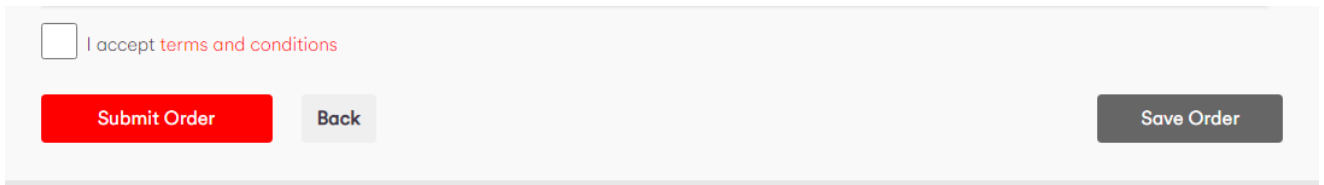
UltimateFlex  
We're moving away from restrictive fixed term contracts and giving you Ultimate Flexibility to cancel at any time with just 30 days notice with no termination charges or fees to pay for the privilege.  
[Terms and conditions](#)

No, Thank you

# Engage Portal User Guide

If all is ok, click to agree to our terms and conditions, then click on “**Submit Order**”.

If you wish to read our terms and conditions before submitting, they are available via the hyperlink shown below.



I accept [terms and conditions](#)

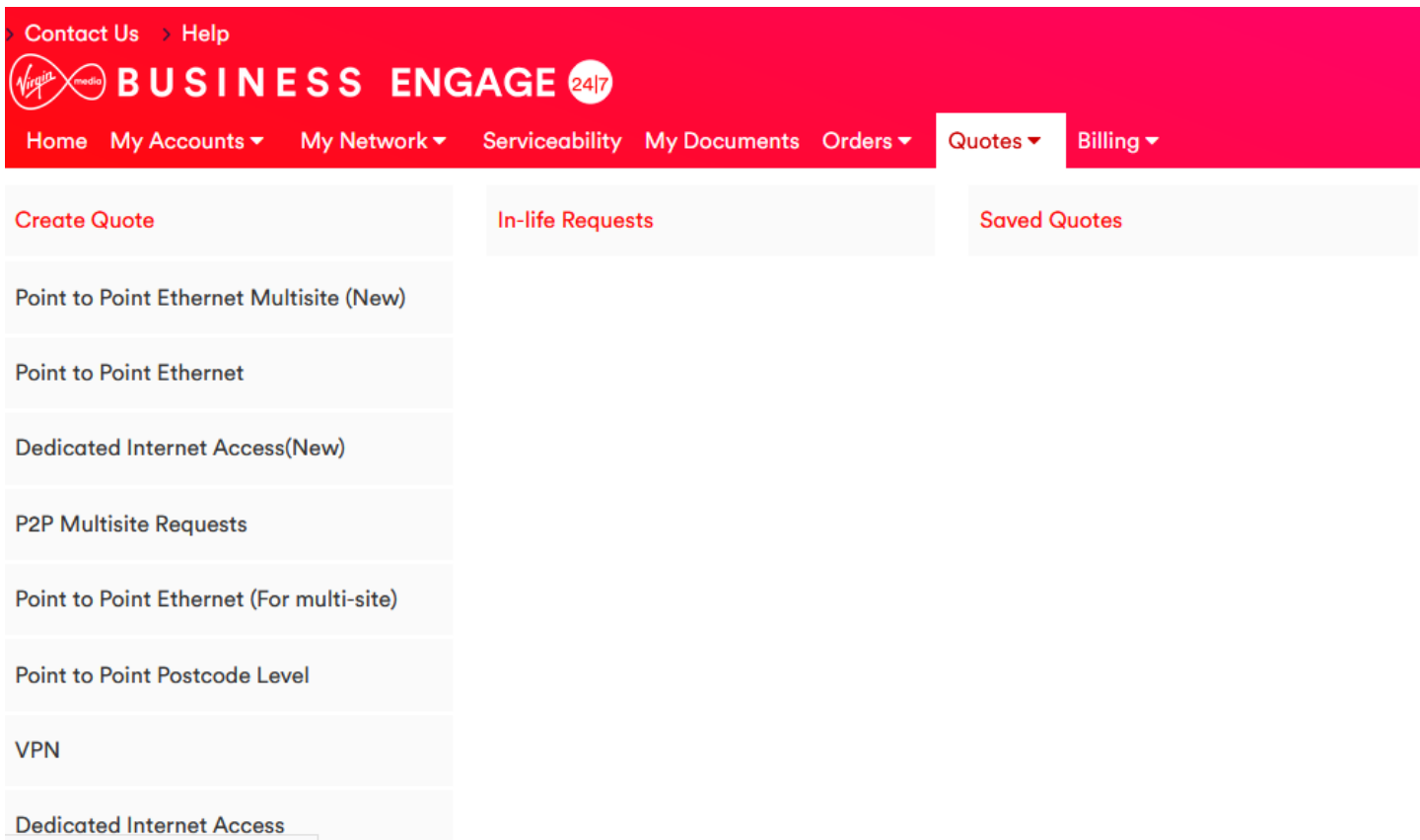
**Submit Order**   **Back**   **Save Order**

## EoFTTP & EoFTTP Lite Order creation

### Raise Orders

Here we look at how you can raise an order from a saved quote.

Under the **Quotes** tab from the homepage tool bar tab at the top of the page, select “**Saved Quotes**”.



Navigation: > Contact Us > Help

Logo: Virgin Media BUSINESS ENGAGE 24|7

Menu: Home My Accounts ▾ My Network ▾ Serviceability My Documents Orders ▾ **Quotes ▾** Billing ▾

Quote Options:

- Create Quote
- In-life Requests
- Saved Quotes
- Point to Point Ethernet Multisite (New)
- Point to Point Ethernet
- Dedicated Internet Access(New)
- P2P Multisite Requests
- Point to Point Ethernet (For multi-site)
- Point to Point Postcode Level
- VPN
- Dedicated Internet Access

Now select “**Saved Quotes**” from the sub-menu.

# Engage Portal User Guide

You'll find a list of your "Saved Quotes" populated on-screen.

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

Showing 16 quotes from 01/08/2025 to 30/10/2025 sorted based on date of creation.

Quote Name	Quote ID	Product	Bandwidth	A Sites	B Sites	User name
FWEQ15-5-99052-001-29102 5	34841435	National Ethernet	200 Mbps	E142AA	BS70QA	307452PorterC
FWEQ14-2-43720-001-29102 5	34841434	National Ethernet	100 Mbps	E142AA	BS70QA	307452PorterC
FWEQ13-4-38573-001-29102 5	34841433	National Ethernet	10 Mbps	E142AA	BS70QA	307452PorterC
FWEQ12-1-79063-001-291025	34841432	National Ethernet	1 Gbps	E142AA	CB58AL	307452PorterC

Once you have selected a quote, you'll move to the quote details screen. Review the details then select "Create Order" to progress.

# Engage Portal User Guide

Quote ID: 34841434

FWEQ14-2-43720-001-291025

**NE**  
National Ethernet

Created on  
29/10/2025

Circuits  
**1**

Valid till  
27/01/2026

Contract term  
**2 years**

Circuit Bandwidth  
**110 Mbps**

**Billing Summary**

Billing Cycle	<b>QUARTERLY</b>
Contract Term	<b>2 years</b>
One Off Charges	<b>£2,650.00</b>
Annual Rental Charges	<b>£1,825.00</b> £456.25 / QUARTERLY

**Create Order**

All prices exclude VAT

Circuit 1

Site A On Net **VM**

Telehouse West

Bearer Bandwidth	1 Gbps
NTU	Alcatel 8 Port
Access Circuit	Ethernet

Site B On Net **nexfibre**

BS70QA - 2 BARTHOLOMEWS SQUARE HORFIELD BRISTOL - 289144

Bearer Bandwidth	110 Mbps
NTU	ONU
Access Circuit	EoFTTP

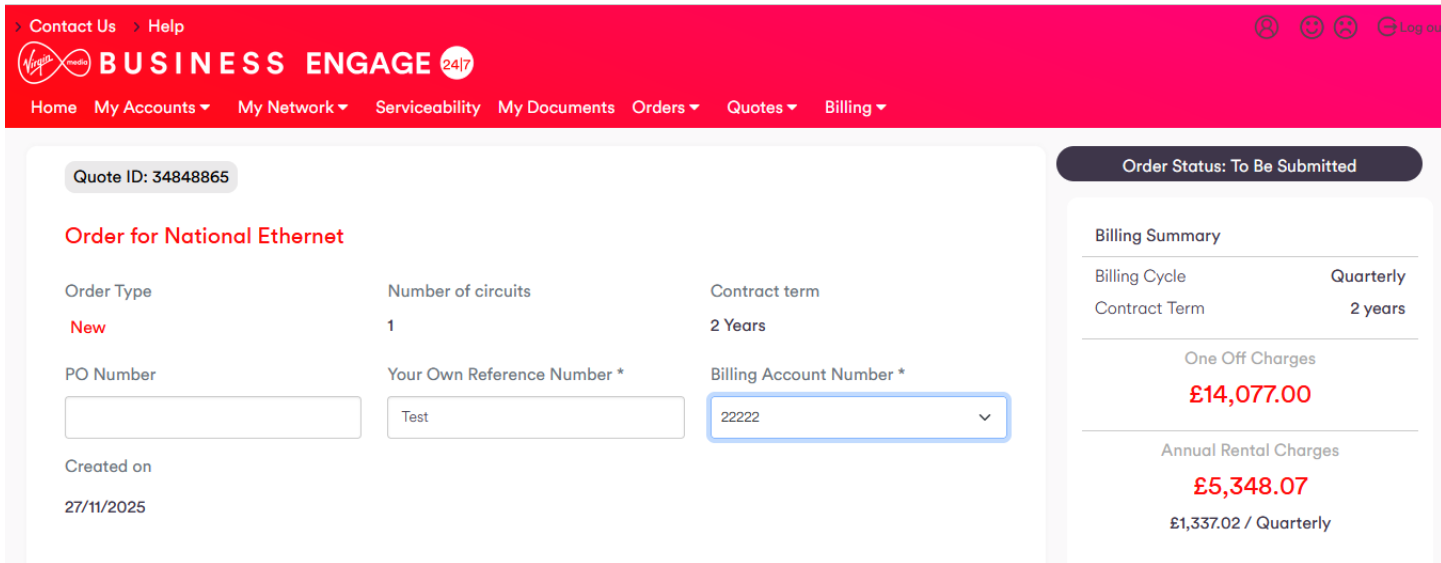
You can click the **'Save'** button at any stage during the create order process and your progress will be saved. This can be picked up at any point in the saved orders page.

The Order screen prompts you to populate information related to your order in a single page. The first section requires you to add additional details such as;

- PO Number
- Billing Account Number
- Your Own Reference Number

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

# Engage Portal User Guide



Quote ID: 34848865

**Order for National Ethernet**

Order Type	Number of circuits	Contract term
New	1	2 Years

PO Number	Your Own Reference Number *	Billing Account Number *
<input type="text"/>	Test	22222

Created on  
27/11/2025

Order Status: To Be Submitted

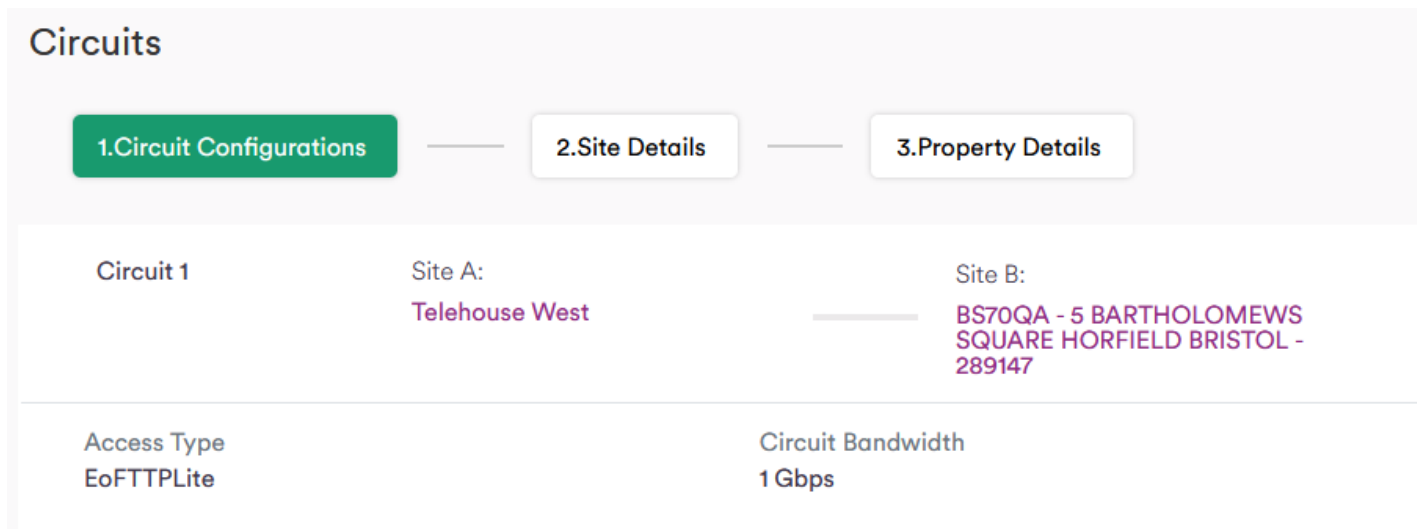
**Billing Summary**

Billing Cycle	Quarterly
Contract Term	2 years

One Off Charges  
**£14,077.00**

Annual Rental Charges  
**£5,348.07**  
£1,337.02 / Quarterly

Scroll down to the **Circuit Configuration under Circuits** to view Site A and Site B details



## Circuits

1. Circuit Configurations — 2. Site Details — 3. Property Details

Circuit 1	Site A: Telehouse West	Site B: BS70QA - 5 BARTHOLOMEWS SQUARE HORFIELD BRISTOL - 289147
-----------	---------------------------	---

Access Type EoFTTPLite	Circuit Bandwidth 1 Gbps
---------------------------	-----------------------------

At Site we can also able to view ENNI and VLAN details

## ENNI

Each Point of Interconnect site displays the interconnects you have available as well as a view of the capacity used on each. Additionally, each interconnect can be selected to display the services on that interconnect. All bandwidths (BW) are shown in Mbps. Here are some definitions to help you better understand the data being displayed on screen:

**Physical BW** – physical capacity available on the port, this is the actual port speed and usually 10,000Mbps (10Gbps)/p>

**Logical BW** -maximum bandwidth that should be provisioned on a port, in accordance with your over

# Engage Portal User Guide

subscription agreement. You can locate the details of your over subscription agreement within your Master Services Agreement.

**Available BW** – this is the remaining bandwidth available to you. We calculate is as logical bandwidth minus booked bandwidth. If a minus value is shown, it means the interconnect has exceeded the recommended booked bandwidth. If this happens, please contact your Service Relationship Manager or Account Manager and they will look at the following options for you:

**Booked BW**- This is the sum of the purchased bandwidths (EVC speed) of all services provisioned on this interconnect

**VLAN** - the VLAN (Virtual Local Area Network) reference provided by you at the time of provisioning and used to hand-off the service at the interconnect

The screenshot displays the configuration page for Site A E142AA Telehouse West, which is currently 'On Net'. The page is organized into several sections:

- Network Status:** NTU
- Lit Building:** Alcatel High Bandwidth
- Bearer Bandwidth:** 10 Gbps
- Standard Ethernet Physical Interface:** 10GBase-SR (selected from a dropdown menu)
- Service Presentation \*:** VLAN
- VLAN Number \*:** TestVLAN123 (input field)
- Interconnects:** A search box with a magnifying glass icon. Below it, a list of interconnects is shown, with 'POPL-METNET-4B 9/2/8' highlighted in green. Other options include 'TELW-METNET-1A 6/2/3' and 'TELW-METNET-1A 6/1/9'.
- Selected Interconnects:** POPL-METNET-4B 9/2/8
- Bandwidth Summary Table:**

Physical BW	Logical BW	Booked BW	Available BW
10000	40000	39990	10

At Site B we should be able to view “Network Status”, “NTU”, “Access Bandwidth”, “Assured Information Rate”, “Care Level”, “Support Level” and “Standard Ethernet Physical Interface” details.

# Engage Portal User Guide

Site B **BS70QA BS70QA - 5 BARTHOLOMEWS SQUARE HORFIELD BRISTOL - 289147** On Net

Network Status	NTU	Access Bandwidth
Serviceable Building	ONU	500 Mbps
Assured Information Rate	Care Level	Support Level
20 %	Enhanced (EoFTTP)	20 hrs
Standard Ethernet Physical Interface		
RJ45 electrical 1G		

Navigate to **Site Details** under **Circuits**

At Site details field should be able to view Delivery information questions and Site A and Site B details.

1.Circuit Configurations  ——— 2.Site Details  ——— 3.Property Details

To ensure your delivery goes as smooth as possible, please answer the below questions:

Do you need an engineer with a valid DBS certificate?\*  ?

Yes  No

Is the installation site an MDU office block, public sector site or non-pre-wired apartment?\*  ?

Yes  No

Will the installation site require SSRAMS and/or security access?\*  ?

Yes  No

At site A should be able to view Address details, Power supply fields and Selected Interconnects details.

# Engage Portal User Guide

Site A On Net

Telehouse West

---

Address  
Telehouse West Coriander Ave  
Poplar  
E142AA

Power Supply  
AC Power(default) DC Power

**Selected Interconnects**  
TELW-METNET-1A 6/1/9

Physical BW ?	Logical BW ?	Booked BW ?	Available BW ?
10000	50000	29650	20350

Site B contains “Business name for site”, “Power supply” details and “FLOOR Room Rack” fields.

Site B nexfibre

BS70QA - 5 BARTHOLOMEWS SQUARE HORFIELD BRISTOL - 289147

---

Business Name for Site

Address  
5  
BARTHOLOMEWS SQUARE  
HORFIELD  
BS70QA

Power Supply  
Single AC Power(default)

Do you need a site-specific internal cable routing to a comms room or rack?\* ?

Yes No

Floor

Room

Rack

**Site details** also have Site Contact details like Primary contact, Secondary contact and Partner Contact fields

# Engage Portal User Guide

## Site Contact Details

### Primary Contact

This individual at the site has the authority to confirm the installation location of the service and can grant access to all areas of the building during the survey.

First Name \*

Last Name \*

Email \*

Phone number \*

### Secondary Contact

This should be an individual who can support and stand in for the primary contact if they are unavailable.

First Name \*

Last Name \*

Email \*

Phone number \*

### Partner Contact

This should be the individual who wants to receive the updates on this order as it progresses.

First Name \*

Last Name \*

Email \*

Phone number \*

## Navigate to Property Details under Circuits

At Property details we can able to view the installation type question for Site B.

1.Circuit Configurations !2.Site Details3.Property Details

Site B nexfibre

1. BS70QA - 5 BARTHOLOMEWS SQUARE HORFIELD BRISTOL - 289147 - Details

---

What type of property is this?\*

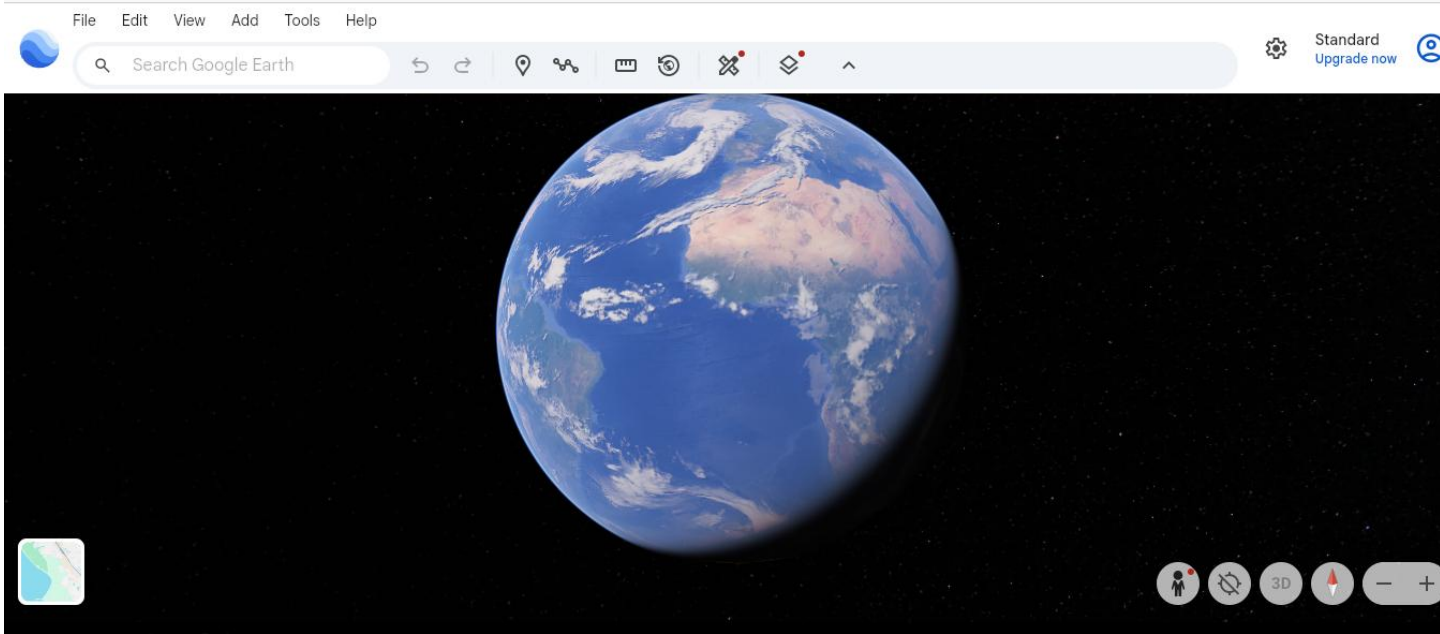
- Listed (Protected historic building)
- Secured site (Restricted site, e.g. Military, Government, High-security facility)
- Vulnerable site (e.g. School, Care home, Healthcare facility)
- Classified site (Confidential or sensitive government location)
- Sensitive data site (e.g. Data center, Financial institution)
- None

There will be Google earth link present at “Was this building built before 2000 or refurbished prior to 2000? “  
Question to check the historical image

Was this building built before 2000 or refurbished prior to 2000?\* ?

If the property was built before 2000, an Asbestos Register is legally required under the Control of Asbestos Regulations 2012. If you're unsure of the building age you can check historical imagery using <https://earth.google.com/>

# Engage Portal User Guide




**Are you the owner of the building?** If you select **Yes**, then no further information is required.

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

Was this building built before 2000 or refurbished prior to 2000?\* 

If the property was built before 2000, an Asbestos Register is legally required under the Control of Asbestos Regulations 2012. If you're unsure of the building age you can check historical imagery using <https://earth.google.com/>

Are you the owner of the building? \* 

Do you have Landlord/ Managing agent contact Details?\*

How many years are left of your lease?\*

Are you willing to provide a copy of your lease?\*

We should select all the mandate question

# Engage Portal User Guide

Do you have authority to make changes internally to your building, including routing cables?\*

Yes

No

Does the site contact have access to all required areas (including basement and risers)?\*

Yes

No

Does the Landlord/building management need to be engaged to facilitate full access on the day?\*

Yes

No

Is there a permit required? \*

Yes

No

Is there any ongoing construction works in or around the premise?\*

Yes

No

At bottom of the order form we Associate order, Notes & comments and Contact and Address fields

We can change and update Billing, Correspondence and Delivery address in Contact and Address section.

The screenshot displays the 'Contact and Addresses' section of the order form, which is divided into three columns: Billing, Correspondence, and Delivery. Each column contains contact information and a 'Change' link.

Billing	Correspondence	Delivery
<b>Contact</b> <span>Change</span>	<b>Contact</b> <span>Change</span>	<b>Contact</b> <span>Change</span>
Billing Manager	Ramesh Ramasamy	Jayne Prince
GPMB-BCP-PortalEmail@systems.private	ramesh.ramasamy@systems.private	GPMB-BCP-PortalEmail@systems.private
01256752000	07837575781	07985 803404
01256752000	03703902786	1234567890
<b>Address</b> <span>Change</span>	<b>Address</b> <span>Change</span>	
Test Customer 1 Billing Address	Virgin Media - Reading	
260	127, Crown heights X	
Bartley Way	Alencon Link	
Hook	Basingstoke	

Also at the bottom of the order form page we can able to view **Billing Details** like “Item”, “One off Charges” and “Annual Rental Charges”.

# Engage Portal User Guide

Billing Details

Item	One Off Charges	Annual Rental Charges
Circuit E142AA <-> BS70QA (10 Mbps)	Installation £8,250.00	£3,400.00
	<b>£8,250.00</b> Total One Off Charges	<b>£3,400.00</b> Total Annual Rental Charges

If all is ok, click to agree to our terms and conditions, then click on **“Submit Order”**.

If you wish to read our terms and conditions before submitting, they are available via the hyperlink shown below.

I accept [terms and conditions](#)

Submit Order

Back

Save Order

## Raise Orders (Multisite NNE)

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

# Engage Portal User Guide

**Saved Quotes**

**Data**

Search  Quote ID  Date From  Date To

Showing 25 quotes from 15/12/2023 to 14/03/2024 sorted based on date of creation.

Filter page:

Quote Name	Quote ID	Product	Bandwidth	A Sites	B Sites	User name	Date Raised	Term
TEST NEW DATA-5-11867-002-140324	34796230	National Ethernet	10 Mbps 100 Mbps	BT356DN E149TR	ME13EN SL25NS	307451Pattanayaki	14/03/2024	5 Years
TEST NEW DATA-4-50302-001-140324	34796229	National Ethernet	10 Mbps 100 Mbps	BT356DN E149TR	ME13EN SL25NS	307451Pattanayaki	14/03/2024	4 Years
TEST NEW DATA-5-54327-002-140324	34796228	National Ethernet	10 Mbps 100 Mbps	BT356DN E149TR	ME13EN SL25NS	307451Pattanayaki	14/03/2024	5 Years
TEST NEW DATA-4-52451-001-140324	34796227	National Ethernet	10 Mbps 100 Mbps	BT356DN E149TR	ME13EN SL25NS	307451Pattanayaki	14/03/2024	4 Years
TEST NEW DATA-5-69255-002-140324	34796226	National Ethernet	100 Mbps 10 Mbps	E149TR BT356DN	SL25NS ME13EN	307451Pattanayaki	14/03/2024	5 Years
TEST NEW DATA-4-51869-001-140324	34796225	National Ethernet	10 Mbps 100 Mbps	BT356DN E149TR	ME13EN SL25NS	307451Pattanayaki	14/03/2024	4 Years
TEST NEW DATA-5-18619-002-140324	34796224	National Ethernet	10 Mbps 100 Mbps	BT356DN E149TR	ME13EN SL25NS	307451Pattanayaki	14/03/2024	5 Years
TEST NEW DATA-4-53370-001-140324	34796223	National Ethernet	10 Mbps 100 Mbps	BT356DN E149TR	ME13EN SL25NS	307451Pattanayaki	14/03/2024	4 Years
CHECK MS-2-53063-001-140324	34796218	National Ethernet	10 Mbps	BT356DN	ME13EN	307451Pattanayaki	14/03/2024	2 Years
TEST-3-12043-001-130324	34796216	National Ethernet	1 Gbps	E149TR	RG26UU	S7666105	13/03/2024	3 Years
TEST-3-89235-001-130324	34796215	National Ethernet	1 Gbps	BT356DN	RG26UU	S7666105	13/03/2024	3 Years
WERER-3-88138-002-130324	34796202	National Ethernet	100 Mbps 10 Mbps	E149TR E149SD	ME13EN ME13EN	307451Pattanayaki	13/03/2024	3 Years

Once you have selected a quote you'll move to the quote details screen.

Review the details then select **“Create Order”** to progress.

Quote ID: 34796202

WERER-3-88138-002-130324

**NE**  
National Ethernet

Circuits **2** Contract term **3 years** Circuit Bandwidth **100 Mbps**

Created on 13/03/2024 Valid till 11/06/2024

Circuits Sites Addons Query

**Circuit 1** £1,122.00

**Site A On Net**  
Digital Realty (Bonnington House)

Bearer Bandwidth 1 Gbps  
NTU Existing

**Site B On Net**  
ME13EN - 1 CANON CLOSE ROCHESTER - 44022697

Bearer Bandwidth 1 Gbps  
NTU Existing

**Circuit 2** £652.00

**Site A On Net**  
Digital Realty Trust Sovereign House

Bearer Bandwidth 1 Gbps  
NTU Existing

**Site B On Net**  
ME13EN - 1 CANON CLOSE ROCHESTER - 44022697

Bearer Bandwidth 1 Gbps  
NTU Existing

**Billing Summary**

Billing Cycle **QUARTERLY**

Contract Term **3 years**

One Off Charges  
**£7,500.00**

Annual Rental Charges  
**£4,137.00**  
£1,034.25 / QUARTERLY

All prices exclude VAT  
Pricing provided is subject to survey

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

The Order screen prompts you to populate information related to your order in a single page. The first section requires you to add additional details such as;

- Your own Reference Number

# Engage Portal User Guide

- PO Number
- Billing Account Number

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

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

Scroll down to the **Circuit Presentation** to proceed.

The screenshot displays the Engage Portal interface for a National Ethernet order. At the top, the Quote ID is 34796230. The order is for 2 circuits with a 5-year contract term, 10 Mbps bandwidth, and was created on 14/03/2024. The order status is 'TO BE SUBMITTED'. The form includes fields for Customer ID (30745), Quote ID (34796230), Order Type (new), Your own reference number, PO Number, and Billing Account Number (Please Select). A Billing Summary table shows Quarterly billing, £7,500.00 in One Off Charges, and £5,509.00 in Annual Rental Charges (£1,377.25 / Quarterly). The Account Manager is Scott Stewart (scott.stewart@systems.private, 07595504284). The Circuit Presentation section lists four sites: Site A1 (Clonshaugh Southern Ireland NE POI), Site B1 (ME13EN - 1 CANON CLOSE ROCHESTER - 44022697), Site A2 (Digital Realty (Bonnington House)), and Site B2 (SL25NS - 1A GOODMAN PARK SLOUGH - 10002332604), each with a 'Configure' button.

Number of circuits	Contract term	Bandwidth	Created on
2	5 Years	10 Mbps	14/03/2024

Order Status
TO BE SUBMITTED

Customer ID	Quote ID	Order Type
30745	34796230	new

Your own reference number *	PO Number	Billing Account Number
<input type="text"/>	<input type="text"/>	Please Select

Billing Summary	
Billing Cycle	Quarterly
Contract Term	5 years
One Off Charges	£7,500.00
Annual Rental Charges	£5,509.00
	£1,377.25 / Quarterly

Account Manager	
Scott Stewart	scott.stewart@systems.private
	07595504284

Circuit Presentation	
<b>Site A1</b> Clonshaugh Southern Ireland NE POI	<b>Site B1</b> ME13EN - 1 CANON CLOSE ROCHESTER - 44022697
<b>Site A2</b> Digital Realty (Bonnington House)	<b>Site B2</b> SL25NS - 1A GOODMAN PARK SLOUGH - 10002332604

Click “**Configure**” to enter details of your first Site. This will display a pop up panel where you will be able to add site details and specific presentation type details

# Engage Portal User Guide

<b>Site A1</b> Clonsbaugh Southern Ireland NE POI	<b>Site B1</b> ME13EN - 1 CANON CLOSE ROCHESTER - 44022697
---	---

Circuit Bandwidth  
10 Mbps

**Site A BT356DN**

<b>Bearer Bandwidth</b> 1 Gbps	<b>Network Status</b> Lit Building
<b>NTU</b> Existing <span>?</span>	<b>NTU ID</b> <input type="text"/>
<b>Which port number should the service be added to?</b> (If none requested Virginmedia Business will select the next appropriate) <input type="text"/>	

**Standard Ethernet Physical Interface**

**Service Presentation \***

Select the Physical Interface preference from the drop down menu  
Select the Presentation type from the drop down menu.

**Site B RG26UU**

<b>Bearer Bandwidth</b> 1 Gbps	<b>Network Status</b> Serviceable Building
<b>NTU</b> Alcatel 8 Port	
<b>Which port number should the service be added to?</b> (if none requested virginmedia business will select the next appropriate) <input type="text"/>	

**Standard Ethernet Physical Interface**

**Service Presentation \***

# Engage Portal User Guide

Now you'll be presented with the A-End & B-end site(s) details screen requesting further details. Enter all mandatory information to proceed.

Site Details 0 / 4 Sites Configured

Digital Realty (Bonnington House) E149TR <input type="button" value="On Net"/> <input type="button" value="Configure"/>	Clonshaugh Southern Ireland NE POI BT356DN <input type="button" value="On Net"/> <input type="button" value="Configure"/>	SL25NS - 1A GOODMAN PARK SLOUGH - 10002332604 SL25NS <input type="button" value="Off Net"/> <input type="button" value="Configure"/>
ME13EN - 1 CANON CLOSE ROCHESTER - 44022697 ME13EN <input type="button" value="On Net"/> <input type="button" value="Configure"/>		

We want to reduce any potential order delays as much as possible. We will ask for the following information to do this as best as possible.

## Room & Rack location

1. RG26UU - VIRGIN MEDIA 500 BROOK DRIVE READING - 310074554

### Address

500  
BROOK DRIVE  
  
RG26UU

### Business Name for site

### Power Supply

### Floor \*

### Room \*

### Rack \*

## Site Contact Details

This will be for both you as the partner and also for a customer site contact

# Engage Portal User Guide

## Partner Contact Details

This should be the individual who wants to receive the updates on this order as it progresses.

First Name \*

Last Name \*

Email \*

Mobile Phone number \*

Alternate number

## Property Details

### 3. Property Details

---

What type of property is this ?\*

- Listed (Protected historic building)
- Secured site (Restricted site, e.g. Military, Government, High-security facility)
- Vulnerable site (e.g. School, Care home, Healthcare facility )
- Classified site (Confidential or sensitive government location)
- Sensitive data site (e.g. Data center, Financial institution)
- None

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

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

# Engage Portal User Guide

Was this building built before 2000 or refurbished prior to 2000? \* 

If the property was built before 2000, an Asbestos Register is legally required under the Control of Asbestos Regulations 2012. If you're unsure of the building age you can check historical imagery using <https://earth.google.com/>

Yes  No

Is there an up-to-date Asbestos register available on-site? \*

An up-to-date Asbestos register must be accessible for all the site visits. this ensure regulation compliance and safety during delivery

Yes- Physical copy available  Yes- Digital copy available  
 No-No register present or out of date

Are you the owner of the building? \*

Yes  No

Do you have the Landlord/Managing agent contact details?\*

# Engage Portal User Guide

Do you have the Landlord/Managing agent contact details?\*

How many years are left of your lease?\*

Do you have authority to make changes internally to your building, including routing cabling?\*

Are you willing and able to provide a copy of your lease?\*

Does the site contact have access to all required areas (including basement and risers)?\*

Does the Landlord/building management need to be engaged to facilitate full access on the day?\*

---

Then add any additional site information.

[- Add additional site details](#)

Click **“Save”** to proceed.

If all is ok, click to agree to our terms and conditions, then click on **“Submit Order”**.

If you wish to read our terms and conditions before submitting, they are available via the hyperlink shown below.

# Engage Portal User Guide

I accept [terms and conditions](#)

**Submit Order** **Back** **Save Order**

## DIA Orders

Here we look at how you can raise DIA orders.

After selecting an existing DIA quote, you can create an order by clicking “**Create Order**”

**BUSINESS ENGAGE 24/7**

Home My Accounts My Network Serviceability My Documents Orders Quotes Billing

Quote ID: 34816297

**Order for Dedicated Internet Access**

Number of Sites	Contract term	Created on
2	3 Years	30/06/2025

Order Status **TO BE SUBMITTED**

Your own reference number \* PO Number Billing Account Number

Request Type  
New single homed Service

**Billing Summary**

Billing Cycle	Quarterly
Contract Term	3 years
One Off Charges	<b>£0</b>
Annual Rental Charges	<b>£5,200.00</b>
	£1,300.00 / Quarterly

You can proceed to an order from a newly created quote, or you can choose an existing quote from your saved quotes list.

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

The Order screen prompts you to populate information related to your order in a single page. The first section requires you to add additional details such as;

- Your own Reference Number
- PO Number
- Billing Account Number

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

To make amendments to correspondence/billing addresses or contacts, select the “Change” option at the

# Engage Portal User Guide

bottom of each entry.

Scroll down to the **Circuit Presentation** to proceed.

The screenshot displays the 'Site Configuration Details' section with two sites listed. Site 1 is 'RG26UU - KLIK I T LTD 450 BROOK DRIVE READING - 10092002967' with an 'Ethernet' connection type and '10 Mbps | 100 Mbps | Partial' speed. Site 2 is 'BS153HW - 36 STONEHILL BRISTOL - 524188' also with 'Ethernet' and '10 Mbps | 100 Mbps | Partial' speed. A 'Configure DIA' pop-up panel is overlaid on the right, showing details for 'RG26UU' at the same address. The panel includes fields for 'Service Type' (Standard), 'Management Level' (Partial), 'Access Bearer' (100 Mbps), 'Circuit Bearer' (10 Mbps), and 'Network Status' (Virgin Media Civils Required). It also has 'Lan Presentation' options (RJ45, Single-Mode, Multi-Mode) and an 'Existing AS Number?' field with 'Yes' and 'No' buttons. 'Save' and 'Cancel' buttons are at the bottom.

Click **“Configure”** to enter details of your first Site. This will display a pop up panel where you will be able to choose the **Client Interface** and **Connector** for the Wavelength(s) from the dropdown menu.

Now you'll be presented with the A-End & B-end site details screen requesting further details. Enter all mandatory information to proceed.

The screenshot shows the 'Site Details' section with two site entries. The first is 'Test Account 1 - NNE' with ID 'RG279UP' and an 'On Net' status. The second is 'RG26UU - VIRGIN MEDIA 500 BROOK DRIVE READING - 310074554' with ID 'RG26UU' and an 'On Net' status. Both entries have a 'Configure' button and a 'Download .KMZ file' button with a help icon.

You will also be able to download a .KMZ type map. The KMZ output shows an indicative network route from your selected premise to the VMO2 Hubsite taking in to account any construction required and utilisation of exiting VMO2 conduits and fibre cables

There is a handy video showing you how to utilise this capability [Here](#)



We want to reduce any potential order delays as much as possible. We will ask for the following information to do this as best as possible

## Room & Rack location

1. RG26UU - VIRGIN MEDIA 500 BROOK DRIVE READING - 310074554

Address

500

BROOK DRIVE

RG26UU

Business Name for site

Business Name

Power Supply

AC Power(default)



Floor \*

Room \*

Rack \*

# Engage Portal User Guide

## Site Contact Details

This will be for both you as the partner and also for a customer site contact

### Partner Contact Details

This should be the individual who wants to receive the updates on this order as it progresses.

First Name \*

Last Name \*

Email \*

Mobile Phone number \*

Alternate number

## Property Details

### 3. Property Details

---

What type of property is this ?\*

- Listed (Protected historic building)
- Secured site (Restricted site, e.g. Military, Government, High-security facility)
- Vulnerable site (e.g. School, Care home, Healthcare facility )
- Classified site (Confidential or sensitive government location)
- Sensitive data site (e.g. Data center, Financial institution)
- None

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

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

# Engage Portal User Guide

Was this building built before 2000 or refurbished prior to 2000? \* 

If the property was built before 2000, an Asbestos Register is legally required under the Control of Asbestos Regulations 2012. If you're unsure of the building age you can check historical imagery using <https://earth.google.com/>

Yes  No

Is there an up-to-date Asbestos register available on-site? \*

An up-to-date Asbestos register must be accessible for all the site visits. this ensure regulation compliance and safety during delivery

Yes- Physical copy available  Yes- Digital copy available  
 No-No register present or out of date

Are you the owner of the building? \*

Yes  No

Does the site contact have access to all required areas (including basement and risers)?\*

# Engage Portal User Guide

Do you have the Landlord/Managing agent contact details?\*

How many years are left of your lease?\*

Do you have authority to make changes internally to your building, including routing cabling?\*

Are you willing and able to provide a copy of your lease?\*

Does the site contact have access to all required areas (including basement and risers)?\*

Then add any additional site information.

[- Add additional site details](#)

Click **“Save”** to proceed.

If all is ok, click to agree to our terms and conditions, then click on **“Submit Order”**

If you wish to read our terms and conditions before submitting, they are available via the hyperlink shown below

I accept [terms and conditions](#)

After viewing and accepting the terms and conditions, you can click **“Submit Order”**. Your order will be stored under the **Saved Orders** tab.

## Raise Orders (Upgrade/Renewal)

Here we look at how you can raise Upgrade/Renewal orders.

After selecting an existing Upgrade/Renewal quote, you can create an order by clicking “**Create Order**”

# Engage Portal User Guide

Quote ID: 34796262

U34796261-test-quote-UR-4\_Upgrade-001

**NE**  
National Ethernet

Circuits: 1  
Contract term: 5 years  
Circuit Bandwidth: 1 Gbps

Created on: 15/03/2024  
Valid till: 13/06/2024

**Billing Summary**

Billing Cycle	QUARTERLY
Contract Term	5 years
One Off Charges	£0
Annual Rental Charges	£3,977.04
	£994.26 / QUARTERLY

[Create Order](#)

[Edit Quote](#)

All prices exclude VAT  
Pricing provided is subject to survey

After selecting an existing Upgrade/Renewal quote, you can create an order by clicking “**Create Order**”.

You can proceed to an order from a newly created quote, or you can choose an existing quote from your saved quotes list.

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

The Order screen prompts you to populate information related to your order in a single page. The first section requires you to add additional details such as;

- Yourown Reference Number
- CAL Reference

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

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

Scroll down to the **site configuration**.

# Engage Portal User Guide

**Order ID:**

**Order for National Ethernet**

Quote ID	Number of circuits	Contract term	Circuit Bandwidth	Order Status
34796262	1	5 Years	1 Gbps	<b>TO BE SUBMITTED</b>

Created on 15/03/2024

Order Type  
**UPGRADE**

**Billing Summary**

Billing Cycle	Quarterly
Contract Term	5 years
One Off Charges	
<b>£0</b>	
Annual Rental Charges	
<b>£3,977.04</b>	
£994.26 / Quarterly	

**Order details**

Your own reference number ?

Ref12345

**Circuit Details**

**Current Circuit Configuration**

CAL Reference *	Bearer Bandwidth	Circuit Bandwidth
<div style="border: 1px solid #ccc; padding: 2px;">CAL0331927</div>	1 Gbps	100 Mbps

Partner Success Manager

Scott Stewart

scott.stewart@systems.private

07595504284

Now you'll be presented with existing site details with circuit and bearer Bandwidth details and the A-End & B-end site details of screen requesting further details. Enter all mandatory information to proceed.

**Upgrade Circuit Configuration**

**Site A1**

CF245HF - CARDIFF COMMUNITY HOUSING ASSOCIATION CARDIFF - 10002507936

**Site B1**

NP201HE - CHARTIST TOWER UPPER DOCK STREET NEWPORT - 100101055672

**Circuit Bandwidth**    **Bearer Bandwidth**

1 Gbps New    1 Gbps New

**Site Details**    0 / 2 Sites Configured

CF245HF - CARDIFF COMMUNITY HOUSING ASSOCIATION CARDIFF - 10002507936  
CF245HF

On Net    Configure

NP201HE - CHARTIST TOWER UPPER DOCK STREET NEWPORT - 100101055672  
NP201HE

On Net    Configure

## Site Contact Details

This will be for both you as the partner and also for a customer site contact

# Engage Portal User Guide

## Contact Details

### Primary Contact

This should be the individual at the site who can confirm where the service is to be installed and can provide access to all area's of the building during the survey.

First Name \*

Last Name \*

Email \*

Phone number \*

Alternate number

### Secondary Contact

This should be an individual who can support and stand in for the primary contact if they are unavailable.

First Name \*

Last Name \*

Email \*

Mobile Phone number \*

Alternate number

### Partner Contact Details

This should be the individual who wants to receive the updates on this order as it progresses.

First Name \*

Last Name \*

Email \*

Mobile Phone number \*

Alternate number

Then add any additional site information.

[- Add additional site details](#)

# Engage Portal User Guide

Click **“Save”** to proceed.

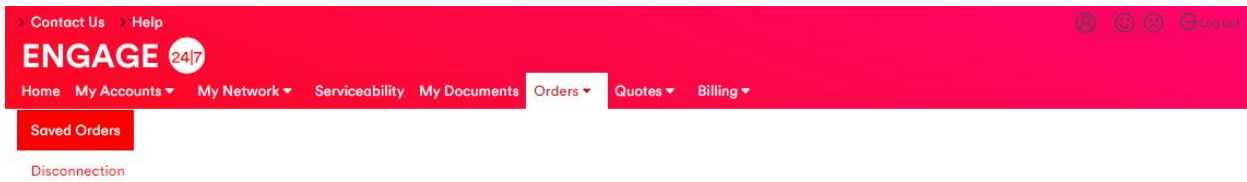
If all is ok, click to agree to our terms and conditions, then click on **“Submit Order”**.  
If you wish to read our terms and conditions before submitting, they are available via the hyperlink shown below.

I accept [terms and conditions](#)

**Submit Order**    **Back**    **Save Order**

After viewing and accepting the terms and conditions, you can click **“Submit Order”**. Your order will be stored under the **Saved Orders** tab.

## Saved Orders



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

All your saved orders will be displayed in two tabs:

- Order Tracker
- Orders
- Change Request

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

Saved Orders Export WIP Order Tracker

Order Tracker | Orders | Change request

Search

**My Order Tracker**

Show  25 50 100 per page Filter page:

Created Date ▼	Quote ID	Delivery Order ID	CRM ID	CAL Reference	Product	A End Postcode	B End Postcode	Order Type	Order Status	Last Updated	Contract Term	Circuit Bandwidth	KCI Stage	Jeopardy Status
04/03/2024	74589527	1531536-3044521	Scott Test		National Ethernet	RG27 9UP	ML6 OPU	New site/service	Submitted		3	1Gbps		GREEN
29/02/2024	75652608	1530988-3043283	Scott Test		National Ethernet	RG27 9UP	EC1V OAB	New site/service	Submitted		3	1Gbps		GREEN
23/02/2024	75268377	1530541-3042650	34432		National Ethernet	SL3 9BA	SL3 9BA	New site/service	Submitted		2	10Gbps		GREEN
16/02/2024	74958519	1529455-3040057	34432		National Ethernet	RG27 9UP	SL3 9BA	New site/service	Submitted		2	10Gbps		GREEN
12/02/2024	74739291	1528875-3039446	324323		National Ethernet	SL3 9BA	SL3 9BA	New site/service	Submitted		2	10Gbps		GREEN
12/02/2024	74748497	1528877-3039726	Scott Test		National Ethernet	RG27 9UP	EC1V OAB	New site/service	Submitted		3	1Gbps		GREEN
12/02/2024	74748435	1528876-3038804	5453		National Ethernet	SL3 9BA	SL3 9BA	New site/service	Submitted		2	10Gbps		GREEN
07/02/2024	74590145	1528817-3038941	Scott Test		National Ethernet	RG27 9UP	ML6 OPU	New site/service	Submitted		3	1Gbps		GREEN
02/02/2024	74356011	1528318-3038154			National Ethernet	RG27 9UP	SO53 3YA	New site/service	Submitted			10Gbps		GREEN
29/01/2024	74210424	1528072-3037579			National Ethernet	RG27 9UP	SO53 3YA	New site/service	Submitted			10Gbps		GREEN

Showing Page 1 of 131

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

- Submitted
- All WIP
- In Planning

# Engage Portal User Guide

- Completed
- Awaiting Customer Approval
- Cancelled
- Rejected
- In Delivery
- Pending Submission

Enter the information you hold about the order in the Filter page field and click **“Search”**.

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

Saved Orders Export List Of Orders Export Order Tracker

Order Tracker **Orders** Change request

Search   Date From  Date To  Search Clear

**My Orders** Displaying from 15/12/2023 to 14/03/2024

Show  25 50 100 per page Filter page:

Date	Quote ID	Order ID	CRM ID	Product	A End Postcode	B End Postcode	Order Type	Order Status	Last Updated
Processing	74356011	1528318		National Ethernet	RG27 9UP	SO53 3YA	New site/service	Submitted	
Processing	74210424	1528072		National Ethernet	RG27 9UP	SO53 3YA	New site/service	Submitted	
Processing	74212217	1528073		National Ethernet	SO53 3YA	RG27 9UP	New site/service	Submitted	
Processing	74589527	1531536	Scott Test	National Ethernet	RG27 9UP	ML6 OPU	New site/service	Submitted	
Processing	72233508	1523679		National Ethernet	RG27 9UP	RG27 9UP	New site/service	Submitted	
Processing	72233782	1523707		Dedicated Internet Access	RG2 6UB	RG27 9UP	New site/service	Submitted	
Processing	72233712	1523706		EVPN	RG6 7RU	RG6 7RU	New site/service	Submitted	
Processing	72233628	1523683		IPVPN	RG2 6UB	RG27 9UP	New site/service	Submitted	
Processing	72233571	1523681		Ethernet Extension Service	RG27 9UP	RG27 9UP	New site/service	Submitted	
Processing	72233477	1523680		National HCS	RG27 9UP	RG2 6UB	New site/service	Submitted	

1
2
3
4
Next
Page 4

Showing Page 1 of 4

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

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

## Order Tracking

From the “Saved Orders” screen you can view the progress of the orders you’ve placed with Virgin Media Business.

**Saved Orders** Export List Of Orders Export Order Tracker

**Order Tracker** **Orders** Change request

Search   Date From  Date To  Search Clear

**My Orders** Displaying from 01/04/2025 to 30/06/2025

Show  25 50 100 per page Filter page:

Date	Quote ID	Order ID	CRM ID	Product	A End Postcode	B End Postcode	Order Type	Order Status	Last Updated
Processing	<b>34816289</b>		test_DIA	Dedicated Internet Access	RG26UU BS153HW		New site/service	Submitted	
26/06/2025 16:01	34816293			National Ethernet	E149TR BT356DN	RG26UU BS153HW	New site/service	Pending Submission	26/06/2025 16:36
Processing	<b>34816288</b>		test_DIA	Dedicated Internet Access	RG26UU BS153HW		New site/service	Submitted	
26/06/2025 10:40	34816267			Dedicated	RG26UU		New site/service	Pending	26/06/2025 12:55

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

This will take you to the order tracking functionality, providing you with an up to date view on your order progression

# Engage Portal User Guide

The screenshot displays the Engage Portal interface for a completed order. The top navigation bar includes 'Contact Us' and 'Help' on the left, and user profile, status, and 'Logout' on the right. The main header shows the Engage 24/7 logo and navigation links: Home, My Accounts, My Network, Serviceability, My Documents, Orders, Quotes, and Billing.

Order ID: 1529850  
Order for National Ethernet  
BPT quote reference: 74988275 | 1 | 2 Years  
Created on: 17/02/2024 | Number of circuits | Contract term  
Order Status: **Completed** | last updated on

**Track Order** | Order details

**Circuit Order Detail ID: 1529850-3041454**

Delivery status: KCI Welcome, KCI Progress, KCI Delivery, KCI Confirm, KCI Close

**Site A1**  
RG27 9UP  
United Kingdom, RG27 9UP  
Jeopardy Status: Green

**Site B1**  
SL3 9BA  
United Kingdom, SL3 9BA  
Customer Contact: Tee Tee Ford | Order Manager: Clare Walker [BSS]

**Order Updates**

Update	Last Modified Date
KCI Check-In	2024-02-17 09:40:01.0
KCI Close	2024-02-17 09:39:49.0
KCI Confirm	2024-02-17 09:37:25.0
KCI Delivery	2024-02-17 09:34:49.0
KCI Progress	2024-02-17 09:33:19.0
KCI Welcome	2024-02-17 09:13:30.0

**Billing Summary**

Item	Value
Billing Cycle	Monthly
Contract Term	2 years
One Off Charges	£0
Annual Rental Charges	£6,850.00
	£570.83 / Monthly

**Promotion/Proposition:** UltimateFlex

**Account Manager:** Scott Stewart (scott.stewart@virginmedia.co.uk, 0111111111)

**Buttons:** Download Order, Back, Raise an escalation

V24.0.0

HOME | HELP | CONTACT US | TERMS OF USE | PRIVACY POLICY | OUR COOKIES | ACCESSIBILITY | © VIRGIN MEDIA BUSINESS LTD

These include:

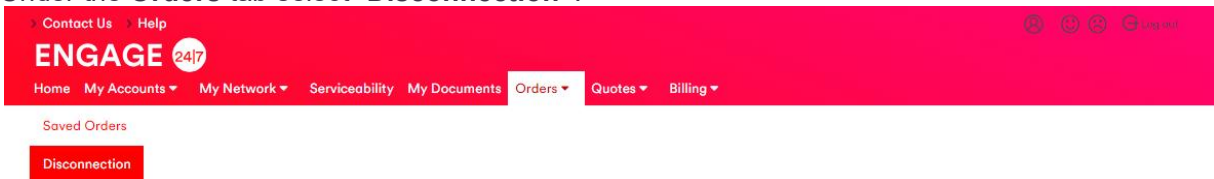
- **Track Order Tab**
  - Order ID and references
  - **Progress bar** – This will give you a real time view of how your order is progressing to installation
  - **Status Update** – This will highlight any delay's and reasons for delay with you order
  - **Order Update/Additional Information** – real-time KCI's on your order, giving you the most up to date progress on the delivery of your circuit
  - **Product** – Product & quote information
  - **Customer Contact** – Your Order Manager & Account Manager.

## 8. Disconnections

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

The Engage portal provides you with the ability to request disconnection of any one service at a time. Each service must be entered separately.

Under the **Orders** tab select "**Disconnection**".



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

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

# Engage Portal User Guide

**Please note**

- ▶ You must observe the service/circuit cancellation minimum notice requirements set out in the contract under which we provide the service/circuit to be disconnected to you.
- ▶ If the effective disconnect date you are requesting is earlier than the earliest disconnect date dictated by the minimum notice requirement you will be charged for the service/circuit in full up to the end of that minimum notice period.
- ▶ If the effective disconnect date you are requesting is prior to the expiry of the fixed minimum period for the service/circuit you may be liable to pay cancellation charges and/or early termination charges.
- ▶ We will treat the disconnect instruction you give us via the Engage portal as written notice given to us under the contract under which we provide the service/circuit to be disconnect to you.

Cancel Next

Please be aware that we will request that you specify a date of disconnection. We can't guarantee at what time during that date your disconnection will take place so suggest you plan the date carefully.

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

Click **"Next"** to proceed.

**Customer Info**

Business name: Test Account 1 - Partner Markets Bus Partners -CP Salesforce name: Test Account 1 - Partner Markets Bus Partners

Contact first name\*: Cathryn Contact last name\*: Hunt

Contact telephone\*: 09090909090 Contact email\*: cathryn.hunt@systems.private

Sector: South Service Manager: Myles Anderson

Account Manager: Dan Frampton

\* Required Fields

Cancel Previous Next

**Service**

Service\*: Data

\* Required Fields

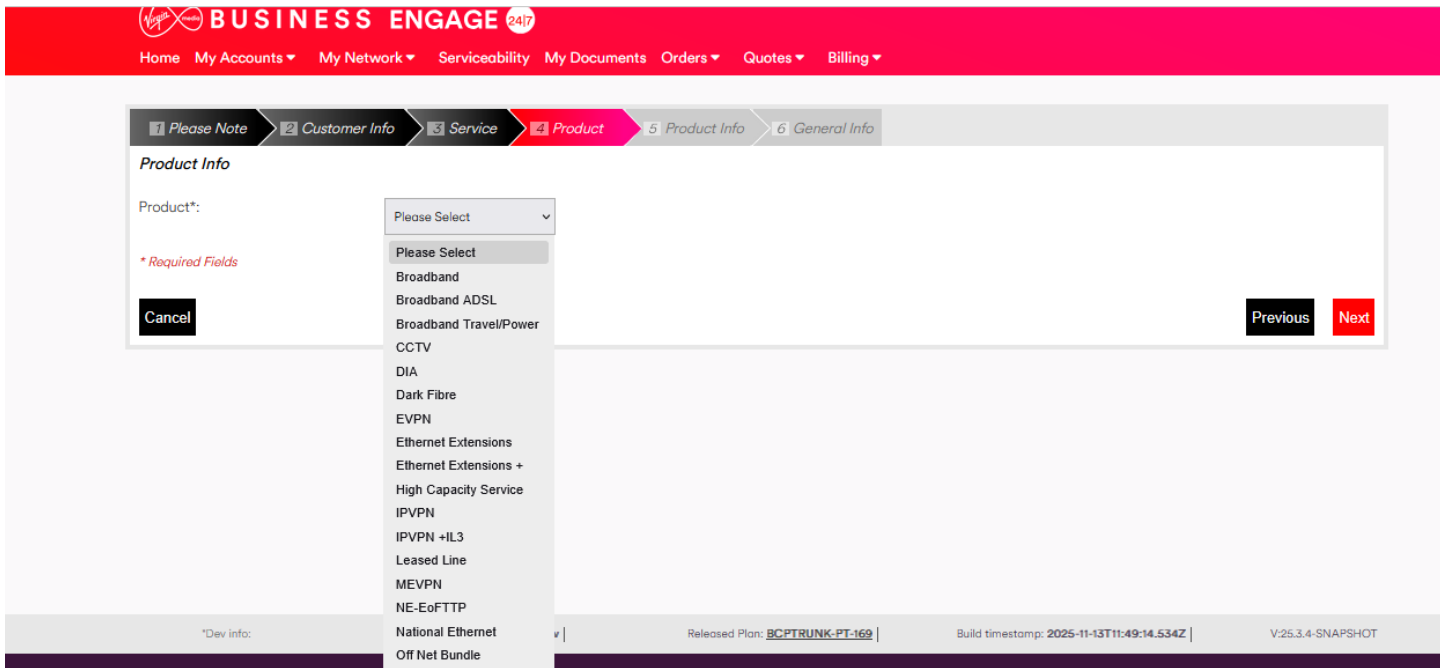
Cancel Previous Next

In the Service screen you'll need to advise of the type of service that you require ceasing.

- Data
- Voice

Click **"Next"** to proceed.

# Engage Portal User Guide



Select the product against which the request is being raised.

Click **Next** to proceed.

# Engage Portal User Guide

**Product Info**

Bandwidth\*  Circuit Ref\*  ⓘ

A-End postcode\*  B-End postcode\*

If there is an off-net element, does it need disconnecting?\*  ⓘ

**Contact details at site to be Disconnected**

First name\*  Last name\*

Telephone number\*  E-mail\*  x

\* Required Fields

Cancel Previous Next

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

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

Mandatory fields are required to proceed with a disconnection request. If all mandatory information is not provided, we may refer your request back to you to provide more information. In these circumstances your request can be delayed and you will need to raise the request once all the information is entered,

Click **“Next”** to proceed.

# Engage Portal User Guide

The screenshot shows the 'General Info' step in a multi-step process. The steps are: 1 Please Note, 2 Customer Info, 3 Service, 4 Product, 5 Product Info, and 6 General Info (highlighted in red). The form contains the following fields:

Billing account number*	123456789-01	Info	Service disconnect date*	30/03/2018	Info
Bill-end date	30/03/2018	Info	Rental*	£1,300pa	Info
Install Reference	123456-123455	Info	Notice period (days)	30	Info
Full or partial disconnect*	Full	Info			
Reason for disconnect*	Site Closure - Business Still F				
Additional comments	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p>255 remaining</p>				

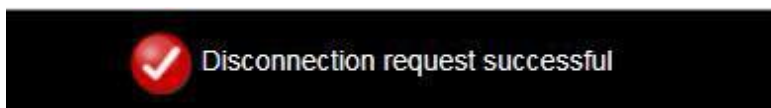
\* Required Fields

Buttons: Cancel, Previous, Finish

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

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

Click **“Finish”** to submit your request.



We need to confirm the details of the disconnection request. We will endeavour to do this within 5 working days of receipt of your request. You will receive confirmation of the disconnection request, the date of disconnection and any anticipated charges associated with the request. Please make sure you double check this against your records.

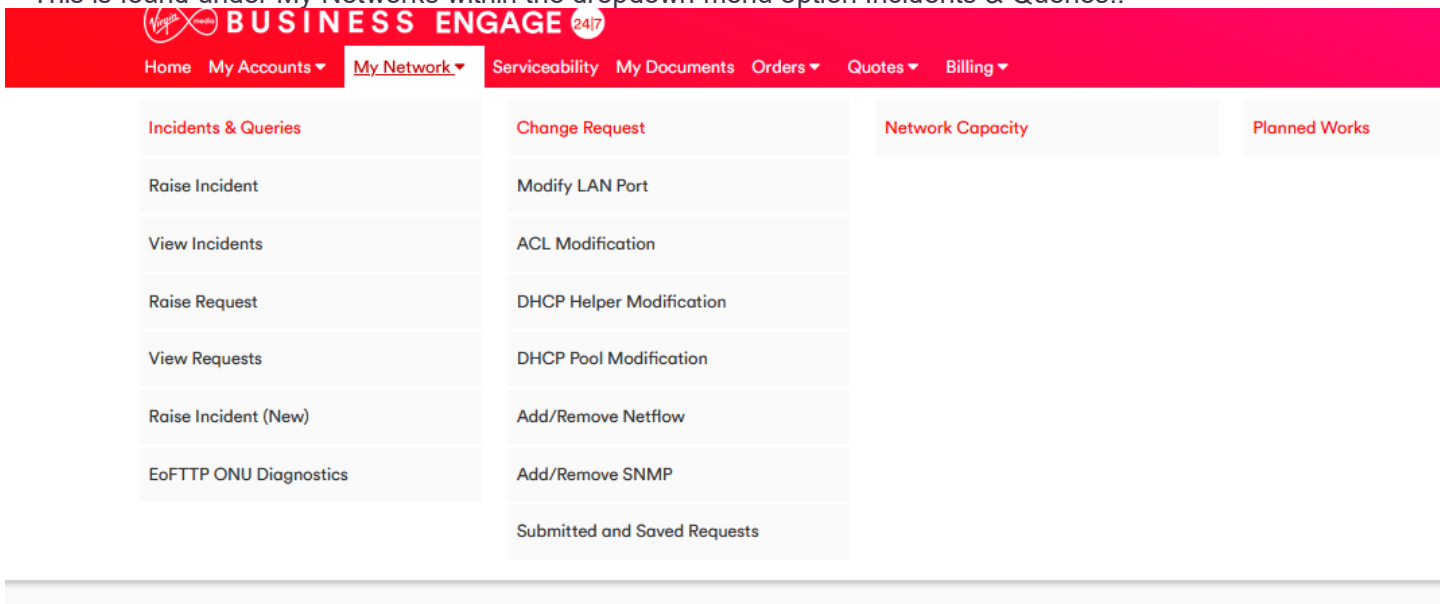
We will then contact you once the disconnection is complete.

# 9. Incidents and Requests

## Raise Incidents

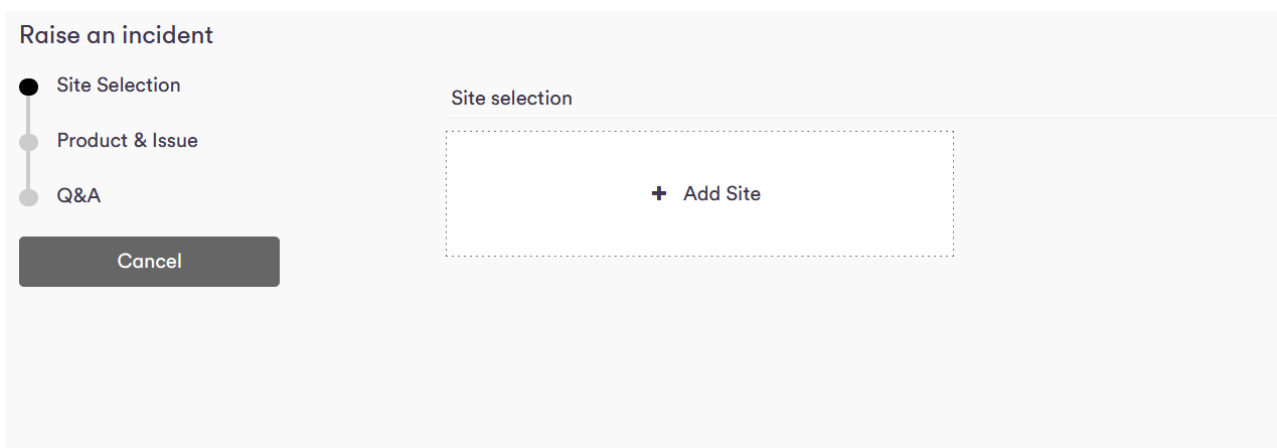
If you have an incident with your in-life service you can log, update and track the fault through to resolution on Engage.

This is found under My Networks within the dropdown menu option Incidents & Queries..



Click **“Raise Incident”**

Now select the site address by clicking **“Add site”**.



This will display a pop-up panel where you will be able to choose the site address based on below parameters

- Post code
- CAL Reference
- STD phone number
- Serial number


# Engage Portal User Guide

- Account number
- Site Name

Select any one to search sites

Post code     CAL Reference     STD phone number     Serial number     Account number     Site Name

---



---

Search the address based on any of above parameters. Then select the address and click the “Add” button to proceed further.

Select any one to search sites

Post code     CAL Reference     STD phone number     Serial number     Account number     Site Name

---

4 address(s) found

- TEST ACCOUNT
- SE637440401 - 3 TEST STREET - CR3 9XX
- TEST ADDRESS SITE
- YK292149101 - TEST ACCOUNT - S9 3SE

---

Now, you'll have the available products listed down. Then select the product that you want to raise an incident.

Raise an incident

● Site Selection

● Product & Issue

○ Q&A

Site selection Change

Select Product

1 products found on the selected Site address

Available products

- GCN Wholesale Interconnect

# Engage Portal User Guide

Select an option from the issues listed, which best describes the issue you're experiencing:

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

Product **GCN Wholesale Interconnect**

Issue

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

Once you have made your selections, next section will be coming up with set of questions to rectify the issue efficiently, please complete until all questions have been answered.

# Engage Portal User Guide

Product **GCN Wholesale Interconnect**

**Issue**

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

**Issue in detail**

Please describe the problem you're experiencing.

Please tell us when you first noticed this problem and include the date and time.

Is the issue happening at this site only? If not, please tell us about the other sites affected.

Have you made any recent changes on your network? If so, please give us further information.

If the site contact is different to the 'already selected' contact, please provide us with their name and contact phone number. If it is the same as the 'already selected contact number', then enter the wording 'same as selected'.

Please outline the access times and preferred access days. If site access requires to be pre-arranged, please advise.

What is your preferred contact method?

SMS    Email    Telephone

What is the severity of the issue?

S1 Critical    S2 High    S3 Medium

Please also include any other additional information you think may be useful for us at this time.

You can then scroll down to next section where you can enter your reference Number and then proceed by clicking the **“Submit Incident Request”** button.

**Contact Name**

---

**Requested by**

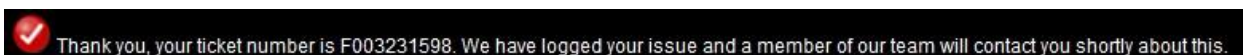
<b>Name</b>	<b>Email</b>
Rajaram Kanthan	Rajaram.Kanthan@virginmedia.co.uk

**Customer Reference**

---

**Submit Incident Request**

You'll then get a confirmation notice that the incident has been created.



## View Incidents

# Engage Portal User Guide

> Contact Us > Help

**BUSINESS ENGAGE 24|7**

Home My Accounts My Network Serviceability My Documents Orders Quotes Billing

Incidents & Queries Change Request Network Capacity Planned Works

Raise Incident Modify LAN Port

View Incidents ACL Modification

Raise Request DHCP Helper Modification

View Requests DHCP Pool Modification

Raise Incident (New) Add/Remove Netflow

Add/Remove SNMP

Submitted and Saved Requests

## View Incidents

[Raise Incident](#) [Export CSV](#)

Search   Date From  Date To  [Search](#) [Clear](#)

Incident History							Displaying from 02/09/2014 to 13/10/2014	
Incident ID	Site	Product	Created On	Entered By	My Ref	Description	Status	!
F003231598	LONDON	IPVPN	13/10/2014 11:03	307451PerrinC	MyRef1234	Intermittent connection	Open	

The following incident details will be displayed to the user as part of the incident view:

- Incident ID
- Site
- Product
- Created on date
- Entered by
- Customer incident reference
- Short description
- Incident status i.e. open/closed
- ! – this means the ticket was triggered by an alarm

You'll also be able to click on each column to sort the results by this field and export a CSV file that will show all incidents by clicking "**Export CSV**".

# Engage Portal User Guide

**View Incidents** Raise Incident  
Export to CSV

Search   Date From  Date To  Search Clear

**Incident History** Displaying from 20/05/2025 to 30/06/2025

Show  entries Filter:

Incident ID	Remedy Account Name	Site	Product	Created On	Entered By	My Ref	Description	Status	!
No data available in table									

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

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

**View Incidents** Raise Incident  
Export to CSV

Search   Date From  Date To  Search Clear

**Incident History** Displaying from 01/01/2025 to 30/06/2025

Show  entries Filter:

Incident ID	Remedy Account Name	Site	Product	Created On	Entered By	My Ref	Description	Status	!
F009323741	TEST ACCOUNT	TEST ACCOUNT	IPVPN	21/03/2025 11:56	IYER, Prajakta		test 123342q35	Closed	
F009323726	TEST ACCOUNT	TEST ACCOUNT	IPVPN	19/03/2025 12:04	IYER, Prajakta		Testing - prajakta	Closed	

## Search Incident

This search will look for incidents that you have raised against the services you have with us. Under the **My Network** tab select **View Incidents**, then enter your search criteria.

# Engage Portal User Guide

**View Incidents** Raise Incident  
Export to CSV

Search   Date From  Date To

**Incident History** Displaying from 01/01/2025 to 30/06/2025

Show  entries Filter:

Incident ID	Remedy Account Name	Site	Product	Created On	Entered By	My Ref	Description	Status	!
F009323741	TEST ACCOUNT	TEST ACCOUNT	IPVPN	21/03/2025 11:56	IYER, Prajakta		test 123342q35	Closed	
F009323726	TEST ACCOUNT	TEST ACCOUNT	IPVPN	19/03/2025 12:04	IYER, Prajakta		Testing - prajakta	Closed	

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

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

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

**View Incidents** Raise Incident  
Export to CSV

Search   Date From  Date To

**Incident History** Displaying from 01/01/2025 to 30/06/2025

Show  entries Filter:

Incident ID	Remedy Account Name	Site	Product	Created On	Entered By	My Ref	Description	Status	!
F009334620	TEST ACCOUNT	TEST ACCOUNT	Managed Internet Access	30/04/2025 11:11	API User	TEST 2.2mb	Other issue	Open	
F009334619	TEST ACCOUNT	TEST ACCOUNT	Managed Internet Access	30/04/2025 11:10	API User	TEST 2.2mb	Other issue	Open	
F009334618	TEST ACCOUNT	TEST ACCOUNT	Managed Internet Access	30/04/2025 11:09	API User	TEST 2.2mb	Other issue	Open	
F009334617	TEST ACCOUNT	TEST ACCOUNT	Managed Internet	30/04/2025 11:08	API User	TEST 2.2mb	Other issue	Open	

Like the navigation process shown in above examples, please follow the steps required to successfully

# Engage Portal User Guide

search for logged incidents:

- Enter the search criteria and click “**Search**” for the incident. The search is defaulted to the last 40 days, but you’re able to change this.
- You may search for your sites using:
  - Site Name
  - Postcode
  - Circuit Reference (for example: CALxxx, ENxxx, etc.)
  - Line Number
  - Account Number (voice only)
  - Serial Number

- Please enter at least 3 characters when searching for your site. The more specific your search term, the quicker you'll find what you're looking for

## Update Incident

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

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

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

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

The below captures the steps required to successfully update incidents:

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

### Add Notes

---

Minimum 30 characters required.

Content of the file you would like to attach to this ticket (File should be less than 5 MB and types of .XLSX or .JPEG or .PNG or .PDF Format).

Browse... No file selected.

Save NoteCancel

## Raise Request

Home My Accounts My Network Serviceability My Documents Orders Quotes Billing

1 Remedy Account 2 Contacts 3 Reference 4 Site Search 5 Sites 6 Products 7 Issue Type 8 Questions

### Raise Request - Remedy Account Name

Please raise an Incident for any problems with your service. For everything else raise a Request.

Remedy Account Name \*

Cancel Next

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

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

This is found in the **My Network** tab by selecting “**Raise Request**”.

It can also be accessed from the **View Requests** section.

The following steps are required to log a request:

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

# Engage Portal User Guide

Home My Accounts ▾ My Network ▾ Serviceability My Documents Orders ▾ Quotes ▾ Billing ▾

1 Remedy Account 2 Contacts 3 Reference 4 Site Search 5 Sites 6 Products 7 Issue Type 8 Questions

### Raise Request - Remedy Account Name

Please raise an Incident for any problems with your service. For everything else raise a Request.

Remedy Account Name \*

Cancel Next

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

1 Contacts 2 Reference 3 Site Search 4 Sites 5 Products 6 Issue Type 7 Questions

### Raise Request - Questions

Please provide more information about your request. You will need to answer each question before you are able to proceed.

Please provide us with the telephone number and name of the site contact.\* Edit Answer

Please outline the access times and preferred access days. If site access requires to be pre-arranged, please advise.\* Edit Answer


Please detail your request and include any information you think may be useful for us at this time.\*

361 Remaining

*\* Required Fields, please enter more than 2 characters*

Cancel Previous Finish

- The system successfully stores the incident information and presents a reference and unique identifying reference for your request. Which appears at the top of the screen in a message, as per below:

 Thank you, your ticket number is F003231599. We have logged your issue and a member of our team will contact you shortly about this.

## View Request

**BUSINESS ENGAGE 24|7**

Home My Accounts My Network **Serviceability** My Documents Orders Quotes Billing

Show helpful info

Raise Request

Export to CSV

View Requests

Search Please Select search Date From 20/05/2025 Date To 30/06/2025 Search Clear

**Request History** *Displaying from 20/05/2025 to 30/06/2025*

Show 10 entries Filter:

Request ID	Remedy Account Name	Site	Product	Created On	Entered By	My Ref	Description	Status
No data available in table								

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

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

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

**View Requests**

Show helpful info ⓘ

Raise Request

Export to CSV

Search Status Open Date From 20/05/2025 Date To 30/06/2025 Search Clear

**Request History** *Displaying from 20/05/2025 to 30/06/2025*

Show 10 entries Filter:

Request ID	Remedy Account Name	Site	Product	Created On	Entered By	My Ref	Description	Status
No data available in table								

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

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

**Edit Request**

Detailed information about Request F003231599 - Status: Open Add Note

Request Note	Entered On	Entered By
Please provide us with the telephone number and name of the site contact. Dave 01234 567890 Please outline the access times and preferred access days. If site ...More	13/10/2014 12:15	307451PerrinC

Cancel

## Search Request

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

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

- Site
- Request Number
- Postcode
- Product
- My Reference

# Engage Portal User Guide

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

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

Follow these steps to successfully search for logged requests:

Navigate to **My Network** and select "**View Requests**".

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

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

## Update Request

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

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

- Free text note
- Request update recorded date

Follow the steps below to successfully update requests:

- Navigate to **My Network** and select "**View Requests**"
- Select the request you wish to update
- System will prompt you to enter the details you wish to add to the request
- Enter the request update details
- Select to save the note
- The system successfully stores the request information

**Edit Request**

Detailed information about Request F003231599 - Status: Open

**Save Request**

Request Note	Entered On	Entered By
Please provide us with the telephone number and name of the site contact. Dave 01234 567890 Please outline the access times and preferred access days. If site ... <a href="#">More</a>	13/10/2014 12:15	307451PerrinC

**Cancel**

## EoFTTP ONU Diagnostics

### Introduction

EoFTTP (Ethernet over Fiber to the Premises) uses an Optical Network Unit (ONU) at the customer site to convert optical signals to Ethernet. Diagnostics refer to the methods used to check the health, performance, and connectivity of the ONU and its fibre link.

### Navigation

Home Page -> My Network ->EoFTTP ONU Diagnostics

The screenshot displays the Engage Business Engage 24/7 portal interface. At the top, there is a red navigation bar with the following elements: a breadcrumb trail '> Contact Us > Help', the Virgin Media logo, the text 'BUSINESS ENGAGE 24|7', and a secondary navigation menu with items: 'Home', 'My Accounts ▾', 'My Network ▾', 'Serviceability', 'My Documents', 'Orders ▾', and 'Quotes'. Below the navigation bar, the main content area is divided into two columns of light gray buttons. The left column contains: 'Incidents & Queries', 'Raise Incident', 'View Incidents', 'Raise Request', 'View Requests', 'Raise Incident (New)', and a highlighted red button 'EoFTTP ONU Diagnostics'. The right column contains: 'Change Request', 'Modify LAN Port', 'ACL Modification', 'DHCP Helper Modification', 'DHCP Pool Modification', 'Add/Remove Netflow', 'Add/Remove SNMP', and 'Submitted and Saved Requests'. A partial button labeled 'Net' is visible on the far right edge.

Fault Diagnostics home screen

## EoFTTP ONU Diagnostics

### Circuits

Search:

Show  entries

Select	Serial Number	Site Postcode	Site Name
<input type="radio"/>	ARLG247005D6	SW15 5LN	PARTNER DELIVERED SERVICES
<input type="radio"/>	ZAWR4102A017	SW15 5LN	PARTNER DELIVERED SERVICES
<input type="radio"/>	ARLG24400076	SW15 5LN	PARTNER DELIVERED SERVICES

Showing 1 to 3 of 3 entries Previous 1 Next

[Check Circuit](#)

## Check Circuits

Once we click the radio button for the selected circuit at circuit session and click “Check Circuit” button from the bottom of the screen

Should able to view the selected circuit details below

Like “Device serial Number”, “Product”, “Post code”, “Device Connection Status”, “CAL Reference number”, “MAC address” and “Dying Gasp Alarm Status”.

Show  entries

Select	Serial Number	Site Postcode	Site Name
<input type="radio"/>	ARLG247005D6	SW15 5LN	PARTNER DELIVERED SERVICES
<input checked="" type="radio"/>	ZAWR4102A017	SW15 5LN	PARTNER DELIVERED SERVICES
<input type="radio"/>	ARLG24400076	SW15 5LN	PARTNER DELIVERED SERVICES

Showing 1 to 3 of 3 entries Previous 1 Next

[Check Circuit](#)

### Selected circuits

Device Serial Number ZAWR4102A017	Product National Ethernet	Post code SW15 5LN	Device Connection State <b>N/A</b>
CAL Reference number CAL0040925	MAC address N/A		Dying Gasp Alarm Status <b>N/A</b>

## Device Connection Status

**N/A** – There's no connection at the particular site

Selected circuits

Device Serial Number ZAWR4102A017	Product National Ethernet	Post code SW15 5LN	Device Connection State <b>N/A</b>
CAL Reference number CAL0040925	MAC address N/A		Dying Gasp Alarm Status <b>N/A</b>

**UP** – Device is healthy and having good connection

Selected circuits

Device Serial Number ARLG24400076	Product National Ethernet	Post code SW15 5LN	Device Connection State <b>▲ UP</b>
CAL Reference number CAL0040925	MAC address WILDCARD		Dying Gasp Alarm Status ● None

**Down** – Issue in device and should needs to raise an incident (by clicking the hyperlink below)

(Will attach the screenshots shortly)

## Planned Works

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

# Engage Portal User Guide

▶ C00565323 view

▼ C00565322

Customer Impact: There will be a degradation/loss of service during the scheduled timeframe whilst the required maintenance work is completed. Status: Scheduled

Scheduled start date/time: 02/11/2014 00:00 Scheduled end date/time: 02/11/2014 05:00

**Impacted Circuits\***

Circuit Reference	A End Site Name	A End Post Code	B End Site Name	B End Post Code	Product Name
CAL0114377	TEST ACCOUNT	CF1 7WW			National Ethernet

\* Data products only

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

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

▶ C00565323 view

▼ C00565322

Customer Impact: There will be a degradation/loss of service during the scheduled timeframe whilst the required maintenance work is completed. Status: Scheduled

Scheduled start date/time: 02/11/2014 00:00 Scheduled end date/time: 02/11/2014 05:00

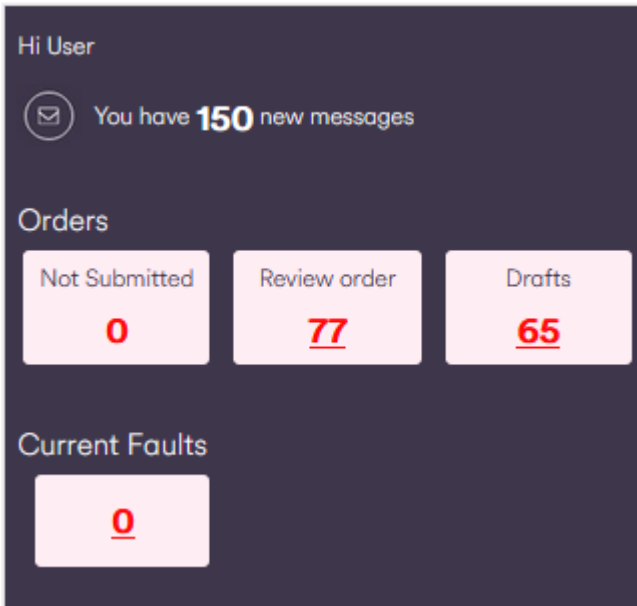
**Impacted Circuits\***

Circuit Reference	A End Site Name	A End Post Code	B End Site Name	B End Post Code	Product Name
CAL0114377	TEST ACCOUNT	CF1 7WW			National Ethernet

\* Data products only

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

# Engage Portal User Guide



Follow the steps below to successfully view planned outages:

- Navigate to **My Network** and select "**Planned Works**"
- The system displays any outages that relate to your services

# 10. Change Requests

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

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

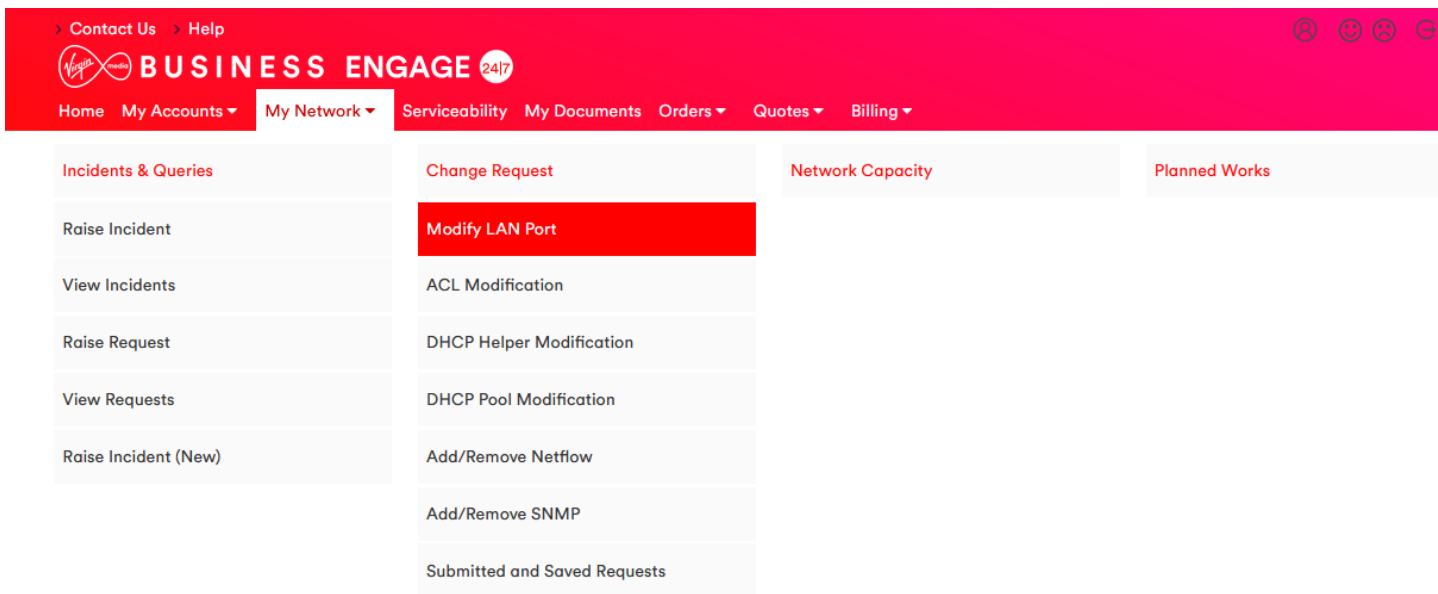
**Routing changes & LAN features** – edit the Local Area Network ports for sites and features.

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

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

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

## Modify LAN Port



From the Home page select **My Network** and then select **Change Request** from the dropdown menu.

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

# Engage Portal User Guide

**Change Request**

## Change Request

**What change do you require?**

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

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

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

**Submitted and Saved Requests**

### Routing Changes & LAN Features

Edit the Local Area Network ports for sites and their features.

- [Modify LAN Port](#)
- [ACL Modification](#)
- [DHCP Helper Modification](#)
- [DHCP Pool Modification](#)

### Monitoring

Add or remove the Network & IP Traffic configuration tools.

- [Add/Remove Netflow](#)
- [Add/Remove SNMP](#)

Now select 'Modify LAN Port'

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

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

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

1 LAN Port 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

## LAN Port

**What change do you require?**

Add or remove Local Area Network settings for sites. Additionally manage the sub features of the LAN these include the Dynamic Host Configuration Pool, Dynamic Host Configuration Helper and Access Control List.

Please note work undertaken outside of office hours will incur additional charges.

**In Hours** - between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays).

**Out of Hours** - between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays.

**Late Night Hours** - Late Night hours between midnight to 7:00 AM.

**Exit** **Next**

# Engage Portal User Guide

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

Now click 'Next'.

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

1 LAN Port 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

Product \*  
 IPVPN  MIA

### Choose sites

Find & select sites from below or add manually.

Show All Stored Sites Please select search Search Clear  
Add \* for wildcard ⓘ

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
No data available in table								

Select All Sites Deselect All Sites  
Max 0 sites selectable.  
Choose Selected Sites

Site not found? Manually Add Site - Show

### Selected Sites

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
No data available in table								

Exit Previous Save Next

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

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

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

1 LAN Port 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

Product \*  
 IPVPN  MIA

### Choose sites

Find & select sites from below or add manually.

Show All Stored Sites Please select search search Search Clear  
Add \* for wildcard ⓘ

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
No data available in table								

Select All Sites Deselect All Sites  
Max 0 sites selectable.  
Choose Selected Sites

# Engage Portal User Guide

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

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

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

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

Product \*

IPVPN  MIA

**Choose sites**

Find & select sites from below or add manually.

[Show All Stored Sites](#) Please select

Add \* for wildcard **i**

Show  entries Filter:

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

Showing 1 to 10 of 44 entries  
2 rows selected

[Select All Sites](#) [Deselect All Sites](#)

Max 50 sites selectable.

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

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

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

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

**Site not found?** [Manually Add Site - Hide](#)

Please make sure site details you enter are accurate. If we're unable to find any site(s), we will not be able to apply this change to those site(s).

Postcode *	Site Name *	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.5
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Update**

**Add +**

**Selected Sites**

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.98

**Exit** **Previous** **Save** **Next**

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

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

1 LAN Port > 2 Site Selection > **3 Configuration** > 4 Customer Details > 5 Supporting Notes > 6 Order Review

**Configure Sites**

Choose sites to configure

Product: IPVPN

Select site from table below, then apply it's configuration

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP	Configuration status
CF1 7WW	TEST ACCOUNT				TEST	TEST			

[Search & add/remove/sites](#)

**Apply configuration**

Add  Modify  Remove

Port Type \*

Interface description   
Max 32 characters

VLAN ID \*

**LAN Features**

The following LAN features can be added, removed or modified or leave unselected if no changes required

HSRP  DHCP Helper  DHCP Pool  ACL

[Reset form](#) **Apply Configuration**

This will clear the form but maintain your site(s) selection

**Exit** **Previous** **Save** **Next**

# Engage Portal User Guide

Here you can Add, Modify or Remove configurations for your chosen sites.

Click on the site you wish to make changes to.

Then select Add, Modify or Remove option.

## ADDING CONFIGURATIONS

Click 'Add'.

Select 'Port Type' from the drop down menu.

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

Enter your 'VLAN ID'.

In the table, please enter the new IP addresses(s) and Subnet Mask(s).

*Apply configuration*

Add     Modify     Remove

Port Type \*

Interface description   
Max 32 characters

VLAN ID \*

**IP Address & Subnet Mask**

NEW IP Address & Subnet Mask

<input type="text" value="192.84.100.101"/>	<input type="text" value="100"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

## MODIFYING CONFIGURATIONS

Click 'Modify'.

Select 'Port Type' from the drop down menu.

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

Enter your 'VLAN ID'.

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

# Engage Portal User Guide

**Apply configuration**

Add     Modify     Remove

Port Type \*   

Interface description      
Max 32 characters

VLAN ID \*   

**IP Address & Subnet Mask**

EXISTING IP Address & Subnet Mask		NEW IP Address & Subnet Mask	
<input type="text" value="111.12.133.144"/>	<input type="text" value="123"/>	<input type="text" value="192.84.100.101"/>	<input type="text" value="100"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## REMOVING CONFIGURATIONS

Click 'Remove'.

Select 'Port Type' from the drop down menu.

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

Enter your 'VLAN ID'.

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

**Apply configuration**

Add     Modify     Remove

Port Type \*   

Interface description      
Max 32 characters

VLAN ID \*   

**IP Address & Subnet Mask**

EXISTING IP Address & Subnet Mask	
<input type="text" value="111.12.133.144"/>	<input type="text" value="123"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

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

# Engage Portal User Guide

The following LAN features can be added:

HSRP

DHCP Helper

DHCP Pool

ACL

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

## HSRP FEATURE

Select HSRP.

Enter Group Number, Virtual IP and Priority.

*HSRP*

Group Numbers	<input type="text" value="10"/>
	<input type="text" value="20"/>
	<input type="text" value="30"/>
	<input type="text" value="40"/>
Virtual IP	<input type="text"/>
Priority	<input type="text" value="100"/>

DHCP Helper

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

*DHCP Helper*

DHCP Helpers *	<input type="text" value="119.10.123.45"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

Min 1 & Max of 4

## DHCP POOL

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

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

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

Enter the Domain name.

Enter DNS Servers.

Enter Default Gateway.

# Engage Portal User Guide

## LAN Features

The following LAN features can be added, removed or modified or leave unselected if no changes required

HSRP     DHCP Helper     DHCP Pool     ACL

## DHCP Pool

Network Range & Subnet Mask

Exclude IP/Range \*  IP Host

IP Address 1

IP Address 2

Min of 1 & Max of 2 IP Addresses

DHCP Option Number \*   × [+ Add Another](#)

Min 1 pair & Max of 255 pairs

Domain name \*

DNS Servers \*

Min 1 & Max of 4

Default Gateway \*

## ACL

Select whether you require a basic or advanced ACL mode.

For Basic ACL:

Select Action and Transport Values.

Enter a Source IP Range and Destination IP Range.

## ACL

ACL Mode     Basic     Advanced

Action \*     Deny     Permit

Transport Values \*     TCP     UDP

IP     ICMP

Source IP Range \*           

Destination IP Range \*           

[+ Add Another](#)

For Advanced ACL:

Enter your ACL advanced values in the text box provided.

# Engage Portal User Guide

Once you have selected your required LAN features, click '**Apply Configuration**'. Repeat this process for all your chosen sites and then click '**Next**'.  
You'll then be taken to the **Customer Details** screen.

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

## BILLING CONTACT:

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

### Billing Contact

First Name *	<input type="text" value="DSDFS"/>
Last Name *	<input type="text" value="DFSDF"/>
Email *	<input type="text" value="SAM@SAM.COM"/>
Contact Tel *	<input type="text" value="01141234567"/>
Mobile	<input type="text"/>

[Change Contact](#)

### Address

Address Title/ Name *	<input type="text" value="100"/>
House Name/ Number *	<input type="text" value="TEST"/>
Street Name	<input type="text" value="TEST"/>
Town / City	<input type="text" value="TEST"/>
County	<input type="text" value="TEST"/>
Country	<input type="text" value="TEST"/>
Post Code *	<input type="text" value="S93SE"/>

[Change Address](#)

## TECHNICAL CONTACT:

Enter details of your technical contact.

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

### Technical Contact

You must provide at least 1 technical contact & max of 3.

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Email *	<input type="text"/>
Contact Tel *	<input type="text"/>
Mobile	<input type="text"/>

[Add Another Contact +](#)

# Engage Portal User Guide

## PRE-NOTIFICATION CONTACT:

Enter details of your pre-notification contact.

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

**Pre-change Notification Contact**

You must provide at least 1 pre-change contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

## TESTING NOTIFICATION CONTACT:

Enter details of your testing contact.

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

**Testing Notification Contact**

You must provide at least 1 Testing contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

## SCHEDULE:

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

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

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

# Engage Portal User Guide

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

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

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

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

You'll be taken to the **Supporting Notes** screen.

1 LAN Port > 2 Site Selection > 3 Configuration > 4 Customer Details > 5 Supporting Notes > 6 Order Review

### Supporting notes

Please provide any additional information applicable to the requested actions and details of any site specific information that Virgin Media Business should be made aware of.

enter some notes

1984 remaining

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

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

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

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

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

# Engage Portal User Guide

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

## ACL Modification

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

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

**Configure Sites**

Choose sites to configure

Product: IPVPN

Select site from table below, then apply it's configuration

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP	Configuration status
CF1 7WW	TEST ACCOUNT				TEST	TSET			

Search & add/remove/sites

**Apply configuration**

Add     Modify     Remove

Port Type \*   

Interface description      
Max 32 characters

VLAN ID \*   

ACL Mode     Basic     Advanced

[Reset form](#)   

This will clear the form but maintain your site(s) selection

Choose whether you wish to Add, Modify or Remove ACL.

Enter your 'PortType'.

Enter an 'Interface Description' (if applicable).

Enter 'VLAN ID'.

Enter your desired ACL Mode – Basic or Advanced.

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

## DHCP Helper Modification

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

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

**Configure Sites**

Choose sites to configure

Product: IPVPN

Select site from table below, then apply it's configuration

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP	Configuration status
CF1 7WW	TEST ACCOUNT				TEST	TSET			

[Search & add/remove/sites](#)

**Apply configuration**

Add     Modify     Remove

Port Type \*   

Interface description      
Max 32 characters

VLAN ID \*   

DHCP Helpers \*      
  
  
  
Min 1 & Max of 4

[Reset form](#)   

This will clear the form but maintain your site(s) selection

Choose whether you wish to Add, Modify or Remove.

Enter your 'PortType'.

Enter an 'Interface Description' (if applicable).

Enter 'VLAN ID'.

Enter 'DHCP Helper' addresses.

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

## DHCP Pool Modification

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

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

Choose whether you wish to Add, Modify or Remove.

Enter your 'PortType'.

Enter an 'Interface Description' (if applicable).

# Engage Portal User Guide

Enter 'VLAN ID'.

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

Enter the 'Execute IP Range'

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

Enter 'Domain name'.

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

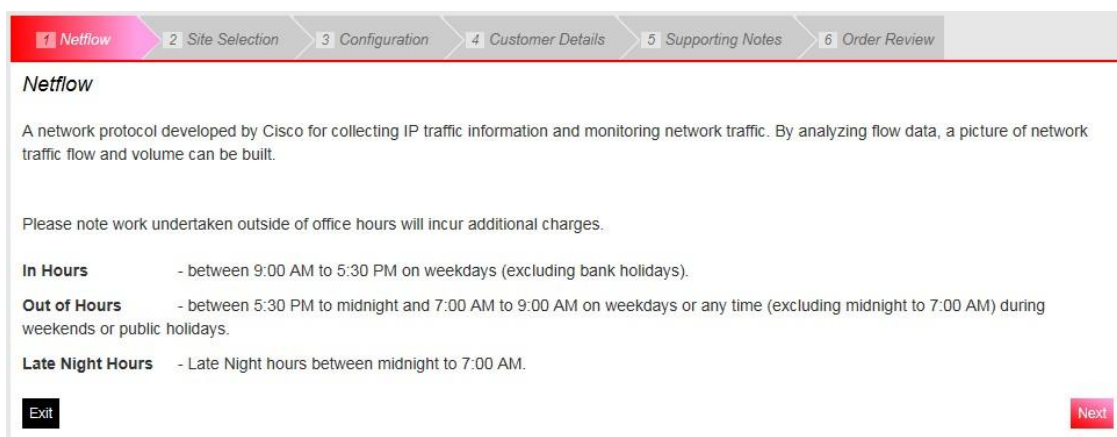
Enter 'Default Gateway'.

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

## Add/Remove Netflow

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

You'll be taken to the Netflow landing page.



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

Now click '**Next**'.

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

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

First select the product you'd like to make the changes to. And then decide if you'd like to '**add**' or '**remove**' Netflow.

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

# Engage Portal User Guide

**Choose Product & Type**

Product \*  
 IPVPN  MIA

What type of change is required \*  
 Add  Remove

**Choose sites**

Find & select sites from below or add manually.

[Show All Stored Sites](#)

Please select  
Postcode  
CAL Ref  
Hostname  
LAN Network IP

search

Add \* for wildcard ⓘ

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
No data available in table								

[Select All Sites](#) [Deselect All Sites](#)

Max 0 sites selectable.

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

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

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

Then click **'Search'**.

# Engage Portal User Guide

1 Netflow 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

### Choose Product & Type

Product \*

IPVPN  MIA

What type of change is required\*

Add  Remove

### Choose sites

Find & select sites from below or add manually.

Show All Stored Sites

Add \* for wildcard

Show  entries

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		
CH48 4EF	LEES SOLICITORS - GRANGE RD							

Showing 1 to 10 of 44 entries  
1 row selected

[Select All Sites](#) [Deselect All Sites](#)

Max 500 sites selectable.

Click on the site you wish to make changes to. If you wish to select more than one site hold the ctrl key and select all additional sites.

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

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

Then click **'Manually Add Site'**.

### Site not found?

Please make sure site details you enter are accurate. If we're unable to find any site(s), we will not be able to apply this change to those site(s).

Postcode *	Site Name *	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
<input type="text" value="B28 8SE"/>	<input type="text" value="Test"/>	<input type="text" value="CAL1234"/>	<input type="text" value="100mb"/>	<input type="text" value="1Gb"/>	<input type="text" value="Host"/>	<input type="text" value="Model"/>	<input type="text" value="Mgmt"/>	<input type="text" value="192.11.123.5"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Selected Sites

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.98

# Engage Portal User Guide

Enter all your site information and click 'Add'.

Continue to add as many sites as required.

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

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

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

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

**Configure Sites**

**Selected Sites**

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

**Apply configuration**

Product: IPVPN

Which version of NETFLOW is required? \*

Version 5

Enter Server IP Address & UDP Port Number \*

IP Address	UDP Port Number
12.101.135.186	100

Min 1 pair & Max of 3 pairs

Exit Previous Save Next

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

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

- Version 5
- Version 9

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

# Engage Portal User Guide

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

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

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

Now click **'Next'**.

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

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

## BILLING CONTACT:

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

**Billing Contact**

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Address**

Address Title/ Name \*

House Name/ Number \*

Street Name

Town / City

County

Country

Post Code \*

## TECHNICAL CONTACT:

Enter details of your technical contact.

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

# Engage Portal User Guide

**Technical Contact**

You must provide at least 1 technical contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

## PRE-NOTIFICATION CONTACT:

Enter details of your pre-notification contact.

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

**Pre-change Notification Contact**

You must provide at least 1 pre-change contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

## TESTING NOTIFICATION CONTACT:

Enter details of your testing contact.

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

**Testing Notification Contact**

You must provide at least 1 Testing contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

# Engage Portal User Guide

## SCHEDULE:

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

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

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

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

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

The screenshot shows a form titled "Schedule" with the following fields and options:

- Request Date \***: A text input field with a date format "dd/mm/yyyy" and a note: "A minimum of 10+ working days lead time applies from submission date."
- Preferred Start Time \***: A dropdown menu with the text "Please select" and a downward arrow.
- In Hours**: A text area with the description: "- between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays), change request charged at £500.00 per site."
- Out of Hours**: A text area with the description: "- between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site."
- Late Night Hours**: A text area with the description: "- between midnight to 7:00 AM, change request charged at £750.00 per site."

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

You'll be taken to the **Supporting notes** screen:

The screenshot shows the "Supporting notes" screen with a progress bar at the top indicating the current step is 5. The progress bar has six steps: 1 LAN Port, 2 Site Selection, 3 Configuration, 4 Customer Details, 5 Supporting Notes (highlighted), and 6 Order Review.

The main content area is titled "Supporting notes" and contains the instruction: "Please provide any additional information applicable to the requested actions and details of any site specific information that Virgin Media Business should be made aware of."

Below the instruction is a large text area with the placeholder text "enter some notes".

At the bottom left, there is a character count: "1984 remaining".

At the bottom, there are four buttons: "Exit", "Previous", "Save", and "Next".

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

You'll be taken to the **Order Review** page.

# Engage Portal User Guide

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

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

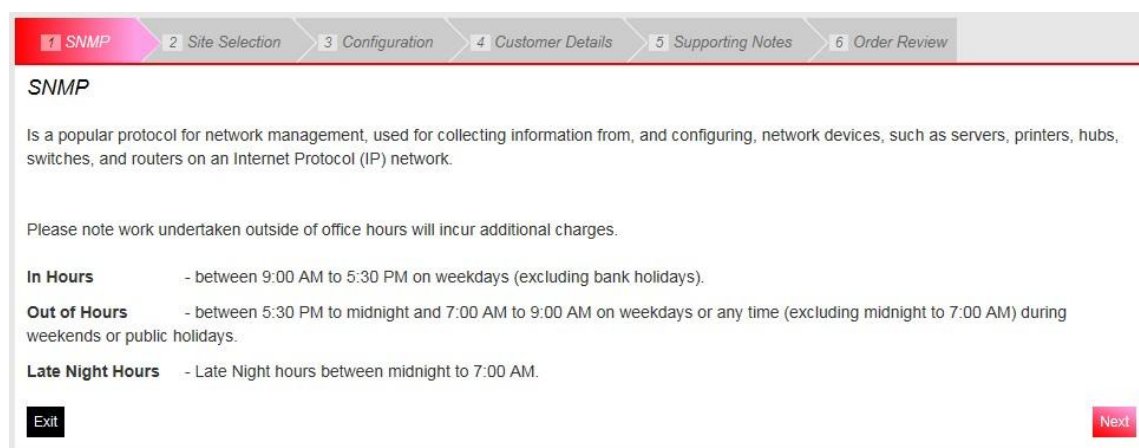
Existing Terms & Conditions can be found by clicking on the Terms & Conditions link on screen.

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

## Add/Remove SNMP

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

You'll be taken to the Netflow landing page.



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

Now click **'Next'**.

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

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

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

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

# Engage Portal User Guide

**Choose Product & Type**

Product \*

IPVPN  MIA

What type of change is required\*

Add  Remove

**Choose sites**

Find & select sites from below or add manually.

[Show All Stored Sites](#)

Please select

Postcode

CAL Ref

Hostname

LAN Network IP

search

Add \* for wildcard

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
No data available in table								

[Select All Sites](#) [Deselect All Sites](#)

Max 0 sites selectable.

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

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

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

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

# Engage Portal User Guide

1 Netflow 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

### Choose Product & Type

Product \*

IPVPN  MIA

What type of change is required\*

Add  Remove

### Choose sites

Find & select sites from below or add manually.

[Show All Stored Sites](#)

Add \* for wildcard

Show  entries Filter:

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		
CH48 4EF	LEES SOLICITORS - GRANGE RD							

Showing 1 to 10 of 44 entries  
1 row selected

[Select All Sites](#) [Deselect All Sites](#)

Max 500 sites selectable.

Click on the site you wish to change. If you wish to select more than one site, hold the ctrl key and select the additional sites. Once you have selected the required sites, click **'Choose Selected Sites'**.

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

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

**Site not found?** [Manually Add Site - Hide](#)

Please make sure site details you enter are accurate. If we're unable to find any site(s), we will not be able to apply this change to those site(s).

Postcode *	Site Name *	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
<input type="text" value="B28 8SE"/>	<input type="text" value="Test"/>	<input type="text" value="CAL1234"/>	<input type="text" value="100mb"/>	<input type="text" value="1Gb"/>	<input type="text" value="Host"/>	<input type="text" value="Model"/>	<input type="text" value="Mgmt"/>	<input type="text" value="192.11.123.9"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Selected Sites

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.98 <input type="button" value="Remove"/>

Enter all your site information and click **'Add'**.

Continue to add as many sites as required.

# Engage Portal User Guide

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

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

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

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

**Configure Sites**

**Selected Sites**

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

**Apply configuration**

**NB: all sites must be in the same VPN**

Product: IPVPN

Enter Server IP Address \*

Min 1 & Max of 5

Community String \*

A min of 20 & max of 50 characters long & have all of the following - mixed case, one or more numerical digits.

**Exit** **Previous** **Save** **Next**

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

## ENTER NEW SERVER IP

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

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

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

# Engage Portal User Guide

1 SNMP 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

### Configure Sites

**Selected Sites**

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

You are removing SNMP from sites. This change will apply to all the above sites.

[Exit](#) [Previous](#) [Save](#) [Next](#)

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

Now click 'Next'.

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

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

## BILLING CONTACT:

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

### Billing Contact

First Name *	<input type="text" value="DSDFS"/>
Last Name *	<input type="text" value="DFSDF"/>
Email *	<input type="text" value="SAM@SAM.COM"/>
Contact Tel *	<input type="text" value="01141234567"/>
Mobile	<input type="text"/>

[Change Contact](#)

### Address

Address Title/ Name *	<input type="text" value="100"/>
House Name/ Number *	<input type="text" value="TEST"/>
Street Name	<input type="text" value="TEST"/>
Town / City	<input type="text" value="TEST"/>
County	<input type="text" value="TEST"/>
Country	<input type="text" value="TEST"/>
Post Code *	<input type="text" value="S93SE"/>

[Change Address](#)

# Engage Portal User Guide

## TECHNICAL CONTACT:

Enter details of your technical contact.

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

**Technical Contact**

You must provide at least 1 technical contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

## PRE-NOTIFICATION CONTACT:

Enter details of your pre-notification contact.

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

**Pre-change Notification Contact**

You must provide at least 1 pre-change contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

## TESTING NOTIFICATION CONTACT:

Enter details of your testing contact.

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

# Engage Portal User Guide

**Testing Notification Contact**

You must provide at least 1 Testing contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

## SCHEDULE:

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

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

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

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

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

**Schedule**

Request Date \*  A minimum of 10+ working days lead time applies from submission date.

Preferred Start Time \*

**In Hours** - between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays), change request charged at £500.00 per site.

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

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

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

# Engage Portal User Guide

You'll be taken to the **Supporting Notes** screen:

**Supporting notes**  
Please provide any additional information applicable to the requested actions and details of any site specific information that Virgin Media Business should be made aware of.

enter some notes

1984 remaining

Exit Previous Save Next

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

You'll be taken to the **Order Review** page.

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

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

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

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

## Saving your progress

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

Simply click **'Save'**.

**Supporting notes**  
Please provide any additional information applicable to the requested actions and details of any site specific information that Virgin Media Business should be made aware of.

enter some notes

1984 remaining

Exit Previous Save Next

# Engage Portal User Guide

Your request will be saved in 'Saved Orders' under the **Orders** tab.

To access saved or submitted orders you can go to the 'submitted and saved orders' page and click on the **Change Request** option within **My Network**

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

## Saved Orders

The screenshot shows the 'Change request' tab in the Engage Portal. At the top, there are navigation tabs: 'Order Tracker', 'Orders', and 'Change request' (which is highlighted in red). Below the tabs is a search bar with the following fields: 'Request Status' (dropdown menu), 'All' (dropdown menu), 'Date From' (input field with '09/01/2017'), 'Date To' (input field with '09/04/2017'), a red 'Search' button, and a black 'Clear' button. Below the search bar is a table titled 'My Change Requests' with a subtitle 'Displaying from 09/01/2017 to 09/04/2017'. The table has the following columns: 'Change Request ID', 'Request Type', 'Product', 'User Name', 'Request Status', 'Submission Date', 'Edit/Review', and 'Cancel Order'. The table contains five rows of data:

Change Request ID	Request Type	Product	User Name	Request Status	Submission Date	Edit/Review	Cancel Order
00322	Modify LAN Port	IPVPN		Submitted	08/04/2017	Review	N/A
00321	SNMP	Managed Internet Access		Submitted	07/04/2017	Review	N/A
00320	Netflow	Managed Internet Access		Submitted	07/04/2017	Review	N/A
00319	Netflow	IPVPN		Submitted	07/04/2017	Review	N/A
00318	SNMP	IPVPN		Submitted	07/04/2017	Review	N/A

Below the table, it says 'Showing Page 1 of 1'.

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

## Saved Orders

This screenshot is identical to the one above, showing the 'Change request' tab in the Engage Portal. It displays the same search bar and table of 'My Change Requests' with the following data:

Change Request ID	Request Type	Product	User Name	Request Status	Submission Date	Edit/Review	Cancel Order
00322	Modify LAN Port	IPVPN		Submitted	08/04/2017	Review	N/A
00321	SNMP	Managed Internet Access		Submitted	07/04/2017	Review	N/A
00320	Netflow	Managed Internet Access		Submitted	07/04/2017	Review	N/A
00319	Netflow	IPVPN		Submitted	07/04/2017	Review	N/A
00318	SNMP	IPVPN		Submitted	07/04/2017	Review	N/A

Showing Page 1 of 1

# 11. Network Capacity

This area allows you to manage the capacity of your 10Gbps Ethernet Interconnects which will give you the ability to plan the Interconnect capacity growth and avoid delivery delays. You will only see this option if it is has been enabled by your Service Relationship Manager or Account Manager, and if your user has been granted the permission.

This area will allow you to view:

- Your Pointof Interconnect Sites
- Your Interconnects and the available bandwidth on each
- The Services you have on each Interconnect and their status
- A extract of your Interconnects and an extract of your services for an interconnect

This area can be accessed either from within the 'My Network' landing page available on Engage:

## My Network

Welcome to the My Network area of Engage. This is where you can manage all aspects of your service.

The screenshot shows the 'My Network' dashboard. At the top left, there's a 'Network Capacity' section with a table of POI sites. To the right, there are three main vertical sections: 'MESSAGES' with a notification for 502 new messages and 0 new planned works notices; 'CONTACT US' with a 'Get in touch' button; and 'ALSO OF INTEREST' with links to Generation IP, Business Blog, News and Events, and Site to Site Connectivity. Below the Network Capacity table, there are two boxes: 'INCIDENTS & QUERIES' and 'CHANGE REQUESTS'.

POI Site Name	POI Site Address	POI Site Postcode
POI Site 1	Test Ltd, 1 Capacity Street, Manchester, WX1 2YZ	WX1 2YZ
Telehotel Test	35, Test Street, London, AB1 2CD	AB1 2CD

Or if **Network Capacity** within the dropdown menu is chosen:

The screenshot shows the Engage portal navigation menu. The 'My Network' dropdown menu is open, and 'Network Capacity' is highlighted. Other options in the dropdown include 'Incidents & Queries', 'Change Request', and 'Planned Works'. The 'Network Capacity' section is further divided into sub-sections: 'Raise Incident', 'View Incidents', 'Raise Request', 'View Requests', 'Modify LAN Port', 'ACL Modification', 'DHCP Helper Modification', 'DHCP Pool Modification', 'Add/Remove Netflow', 'Add/Remove SNMP', and 'Submitted and Saved Requests'.

## Point of Interconnect Sites:

View a list of your sites within this screen..

The information below shows the 10Gbps Interconnects we provide you with. If you need to see a list of your 1Gbps Interconnects, please contact your Service Relationship Manager or Account Manager or the MLE Customer Contact Centre

### My Network

Welcome to the My Network area of Engage. This is where you can manage all aspects of your service.

**Network Capacity** [View All](#)

POI Site Name	POI Site Address	POI Site Postcode
POI Site 1	Test Ltd, 1 Capacity Street, Manchester, WX1 2YZ	WX1 2YZ
Telehotel Test	35, Test Street, London, AB1 2CD	AB1 2CD

### MESSAGES

Hi A, You have **502 New Messages** and **0 New Planned Works Notices**.

### CONTACT US

[Get in touch](#)

### INCIDENTS & QUERIES

In this area, you can raise and track the status of incidents. Here's a quick summary of the new features: Raise Incident - should the worst happen, then you can log a fault with us by raising an incident for that particular service. View incidents - search, view and update existing incidents. Raise requests - raise a request for a minor change to your

### CHANGE REQUESTS

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

### ALSO OF INTEREST

- ▶ Generation IP
- ▶ Business Blog
- ▶ News and Events
- ▶ Site to Site Connectivity

## Interconnects:

The information below shows the details of your 10Gbps Interconnects.

Select a port to see the services against a specific interconnect.

[Show helpful info](#)

### Network Capacity

The information below shows the Point of Interconnect sites where we connect with you, as well as the 10G interconnects and services that are provisioned on them. Please select a row to see the available services against a specific interconnect.

[Export interconnects](#) search:

POI (Site) Name	POI (Site) Postcode	POI (Site) Address
POI SITE 1	WX1 2YZ	TEST LTD, 1 CAPACITY STREET, MANCHESTER, WX1 2YZ
TELEHOTEL TEST	AB1 2CD	35, TEST STREET, LONDON, AB1 2CD

Search:

Interconnect Port	Interconnect Description	Physical BW	Logical BW	Booked BW	Available BW
ABCD-METNET-1A-1/2/3	CFL_rtu-001 Test Network Capacity 1 ENH	10000	10000	400	9600

You can also export a list of all your POI Sites and the associated interconnect by clicking on **Export interconnects**

## Services:

The information displayed on this screen shows the services that are provisioned against your selected Interconnect. To export a list of services against a specific interconnect click **Export circuits**.

Show helpful info 

## Network Capacity

The information below shows the Point of Interconnect sites where we connect with you, as well as the 10G interconnects and services that are provisioned on them. Please select a row to see the available services against a specific interconnect.

Export interconnects Search:

POI (Site) Name	POI (Site) Postcode	POI (Site) Address
POI Site 1	WX1 2YZ	Test Ltd, 1 Capacity Street, Manchester, WX1 2YZ

Search:

Interconnect Port	Interconnect Description	Physical BW	Logical BW	Booked BW	Available BW
WXVZ-METNET-1B 1/2/3	CFL ntu-002 Test Network Capacity 2 (Oversubscribed 2:1)	10000	20000	600	19400

Export circuits Search:

B-End CAL	B-End NTU	Purchased BW	B End Status	Customer VLAN
CAL00000010	NTU-98765 1/10	600	Up, Up	298

If any of your information is incorrect, please contact your Service Relationship Manager or Account Manager or the MLE Customer Contact Centre.

Each column header can be selected to sort that particular column. Additionally, if you need to search for a particular Site, Interconnect, or Service, please use the search bars provided at each level.

## Helpful Text

We have provided helpful text / definitions for the information we are displaying across the screens, please refer to this functionality if need be; otherwise please contact your Service Relationship Manager or Account Manager or the MLE Customer Contact Centre.



Each Point of Interconnect site displays the interconnects you have available as well as a view of the capacity used on each. Additionally, each interconnect can be selected to display the services on that interconnect. All bandwidths (BW) are shown in Mbps. Here are some definitions to help you better understand the data being displayed on screen:

**Physical BW** – physical capacity available on the port, this is the actual port speed and usually 10,000Mbps (10Gbps)/p>

**Logical BW** -maximum bandwidth that should be provisioned on a port, in accordance with your over subscription agreement. You can locate the details of your over subscription agreement within your Master Services Agreement.

**Available BW** – this is the remaining bandwidth available to you. We calculate it as logical bandwidth minus booked bandwidth. If a minus value is shown, it means the interconnect has exceeded the recommended booked bandwidth. If this happens, please contact your Service Relationship Manager or Account Manager and they will look at the following options for you:

- 1.Provisioning a new Interconnect
- 2.Increasing your over subscription agreement, or applying a over subscription agreement if you don't already have one in place.

**Booked BW**- This is the sum of the purchased bandwidths (EVC speed) of all services provisioned on this interconnect

**B-end CAL** - this is a unique circuit reference provided to an individual circuit

**B-End Status** -this shows the status of the Access Circuit at the B-end of the service

**Up, Up**- the circuit is physically and logically connected (things are working)

**Up, Down** - Interface admin enabled, however link is down (may not be physically or logically connected)

**Down, Down** - our management platform has detected a problem with the circuit

**Purchased BW** - The purchased bandwidth, or EVC speed for this service

**Customer VLAN** – the VLAN (Virtual Local Area Network) reference provided by you at the time of provisioning and used to hand-off the service at the interconnect

If any of your information is incorrect, please contact your Service Relationship Manager or Account Manager or the MLE Customer Contact Centre

## Next Steps

If you are nearing full capacity for one of your interconnects, there are a few options available to you:

1. Request a new Interconnect – Please contact your Account Manager to discuss options
2. Shift a service to an alternate Interconnect, to enable an upgrade – Please contact your Account Manager
3. Use the dashboard to identify an alternative Interconnect with capacity

# 12. My Documents

## Keep it safe and up-to-date

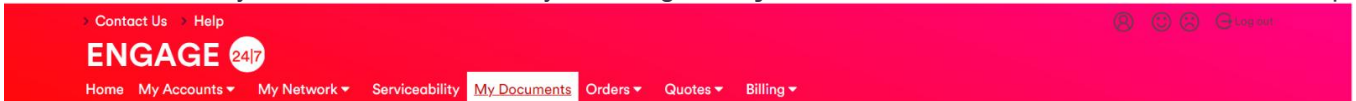
This area holds specific documents relevant to your services, such as product user guides, network diagrams, the Framework Master Services Agreement (MSA) between us and the Engage Terms of Use.

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

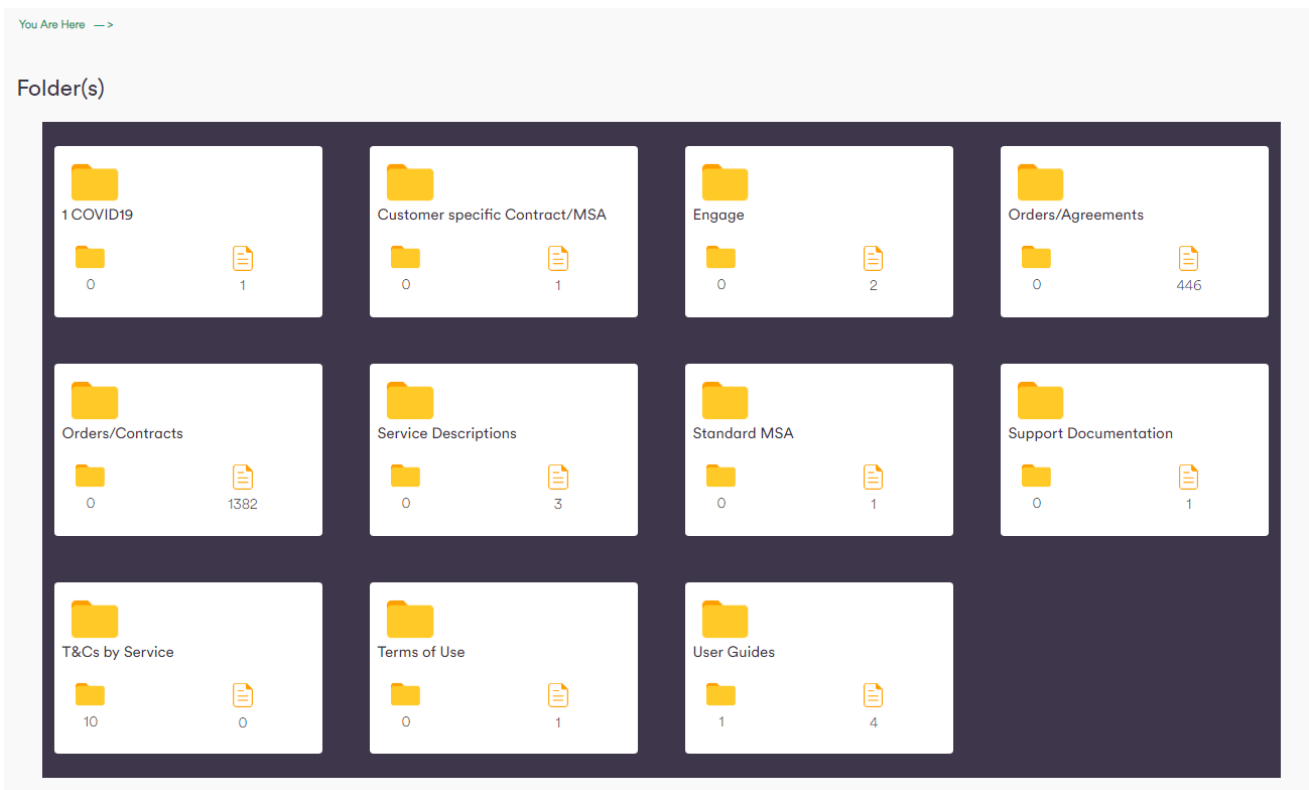
We'll take care of uploading all available documents. However, if you have any specific requirements for storing any other documents, please let your Account or Service Manager know.

## To view documents

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



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



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## Document(s)

Show  rows

Search:



**10Mb-900Mb Promotion T&Cs**

Version 1.01 | Tue Jul 04 00:00:00 BST 2023

Download



**1Gb-Promo-TCs**

Version 1.01 | Tue Jul 04 00:00:00 BST 2023

Download



**Cancellation Flexibility Terms v2.5\_clean\_versiontouse**

Version 1.00 | Wed May 26 00:00:00 BST 2021

Download



**Engage Incident Management FAQ v1.0**

Version 1.00 | Sat Jul 15 00:00:00 BST 2017

Download



**Engage\_External\_User\_Guide\_0318**

Version 1.12 | Fri Mar 22 00:00:00 GMT 2019

Download



**exp-ws-account-1.0.4-raml**

Version 1.04 | Thu Aug 11 00:00:00 BST 2022

Download



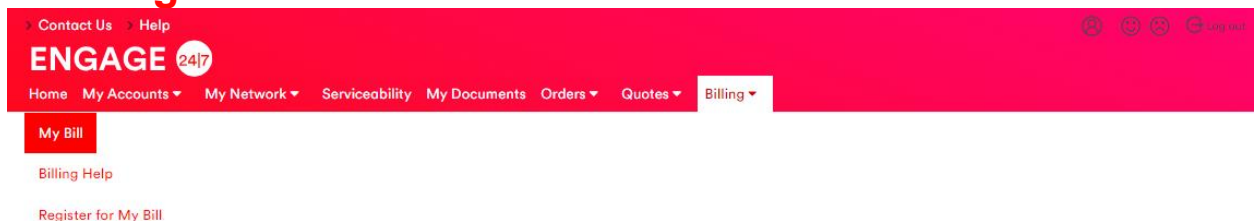
**exp-ws-fault-1.0.5-raml**

Version 1.05 | Thu Aug 11 00:00:00 BST 2022

Download

# 13. Sign up to MyBill

## Working smarter



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

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

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

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

## 14. Contact Us

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

The screenshot shows the Engage Portal homepage. At the top, there is a navigation bar with 'Contact Us' and 'Help' on the left, and 'Log out' on the right. Below this is the 'BUSINESS ENGAGE 24|7' logo and a secondary navigation menu with 'Home', 'My Accounts', 'My Network', 'Serviceability', 'My Documents', 'Orders', 'Quotes', and 'Billing'. The main content area features a large banner with the text 'Want more contract freedom? Cancel circuits anytime after install, for free, with Term Zero'. Below the banner is a link to 'API Hub'. On the right side, there is a dashboard with a greeting 'Hi Ashok', a message notification 'You have 149 new messages', and a section for 'Orders' with three cards: 'Not Submitted' (0), 'Review order' (77), and 'Drafts' (75). Below the orders is a 'Current Faults' section with a card showing '0'. At the bottom right, there is a button with a headset icon and the text 'Raise a Delivery Escalation'.

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

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

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

Please check the pre-populated contact details are correct.

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

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

## Contact us

### Contact us

How can we help

Pricing Query

Order/Quote/Account ID (If applicable)

Name \*

Ashok Purushothaman

Your email \*

ashok.purushothaman@systems.private

Confirm your telephone number \*

More Information \*

6000 remaining

# 15. Product Configuration

## AVAILABLE QUOTE TYPES

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

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

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

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

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

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

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

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

- Customer PO number – this is a required field and should reflect your internal PO reference
- Customer Account Number – select the account number that should be used for the specific order. This can be selected from the dropdown menu. Additional account numbers can be added in the Customer Management section
- Order Type – you need to confirm the correct order type. The available options are “New”,

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“Upgrade”, “Downgrade”, “Move” or “Amend”

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

## National Ethernet and Ethernet Extensions+

### ADDRESS LEVEL QUOTES

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

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

## POSTCODE LEVEL QUOTES

The following information is required for this quote type:

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

## ORDER STAGE

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

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

## Ethernet Extensions

### ADDRESS LEVEL QUOTES

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

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

### POSTCODE LEVEL QUOTES

The following information is required for this quote type:

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

## ORDER STAGE

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

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

## Leased Lines

### ADDRESS LEVEL QUOTES

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

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

### POSTCODE LEVEL QUOTES

The following information is required for this quote type:

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

### ORDER STAGE

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

- Service Presentation – you'll need to select the service presentation you need for this circuit for both the A-End and the B-End
- G.703 is an ITU-T standard for transmitting voice or data over digital carriers such as T1 and E1. G.703 provides specifications for pulse code modulation (PCM). G.703 is either transported over
- 75 ohm co-axial cable terminated in BNC or Type 43 connectors or 120 ohm twisted pair cables terminated in RJ48C jacks. The choice is carrier and region dependant

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- X.21 is an interface specification for differential communications introduced in the mid-1970s by the ITU-T. The Signal Element Timing, or clock, is provided by the carrier and is responsible for correct clocking of the data. X.21 is primarily used in Europe and Japan

## Dedicated Internet Access

### ADDRESS LEVEL QUOTES

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

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

### ORDER STAGE

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

- Description – you can include a description for your requirement here
- LAN presentation – the option available is dependent on the bandwidth selected
- Do you have an existing AS Number? – Autonomous System (AS) is a collection of connected Internet Protocol (IP) routing prefixes under the control of one or more network operators that presents a common, clearly defined routing policy to the Internet. AS numbers are assigned in blocks by the Internet Assigned Numbers Authority (IANA) to Regional Internet Registries (RIRs). If you select “yes” you’ll need to provide us with the existing AS number that you’d like to use
- Do you have existing Provider Independent (PI) Address space? – provider-independent addresses offer end-users the opportunity to change service providers without renumbering their

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networks and use multiple access providers in a multi-homed configuration. If you select “yes”, you’ll need to provide us with the existing PI address space that you intend to use with this service

- Do you want us to provide IP addresses for use with this service? – an Internet Protocol address (IP address) is a numerical label assigned to each device (e.g. computer, printer) participating in a computer network that uses the Internet Protocol for communication. An IP address serves two principal functions: host or network interface identification and location addressing. If you’d like us to provide the IP address you need to let us know how many IP addresses you require. If you have existing IP addresses that you intend to use with this service, please let us know who owns these addresses

## IPVPN

### QUOTE STAGE

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

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

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

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

- Exact address for all sites included in the quote
- Access type
- Phone numbers to the sites to improve the accuracy of the serviceability check for Ethernet lite, Broadband FTTC and ADSL2+
- Quote name – this has to be unique for each quote
- Contract term – you can select one or multiple options with the minimum term being 1 year and the maximum 5 years
- Billing frequency – your default billing frequency will be pre-selected, but you can change this if required. The options are “Monthly”, “Quarterly” or “Annually”
- Service type – select Managed or Unmanaged

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- Quality Of Service enabled – select Yes or No
- Select the access type required for each site – you can only select the access type that is available at the site
- Access flavour for all sites – the options are “No Preference”, “On-net” or “Third Party tail”. If you select “No preference” your quote will provide you with the best possible price, whether this is using the last mile access from Virgin Media Business or one of our trusted network suppliers
- Access bandwidth and port size – the options will differ based on the access type selected
- Select the CPE–, the options will differ based on the access type selected
- Select the required QoS template

## ORDER STAGE

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

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

## Ethernet VPN

### QUOTE STAGE

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

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

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

## ORDER STAGE

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

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

## Broadband and Phone

### QUOTE STAGE

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

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

### ORDER STAGE

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

# Thank you!

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