# ENGAGE PORTAL
## ONLINE USER GUIDE

BUSINESS

Virgin media

# **BUSINESS**

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## *Contents*

# 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

Supported browser versions –

Chrome v31 and above

Firefox v25 and above

IE8 and above

Safari (Mac) v6 and above

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

Quick Reference Guide

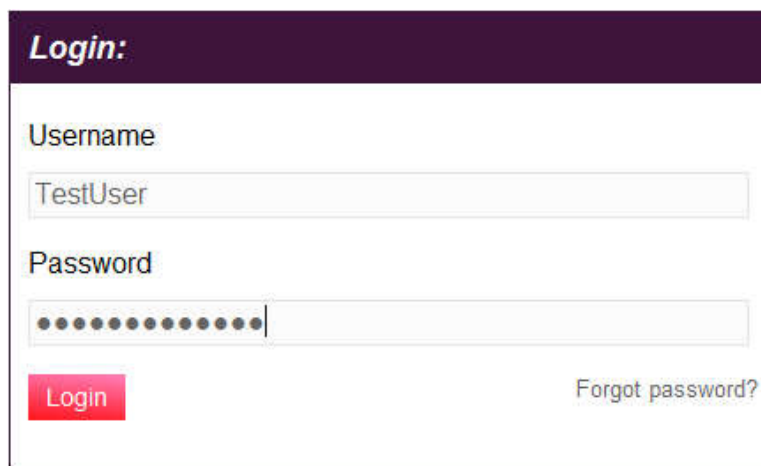Once you have launched the site, please follow the on-screen instructions.

## Login

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

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

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

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

**Login:**

Username

TestUser

Password

••••••••••••

Login                                    Forgot password?

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## *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.

**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?

Answer 2:

Model Answer 2

Question 3: Please enter a question of your own

What your favourite meal of the day?
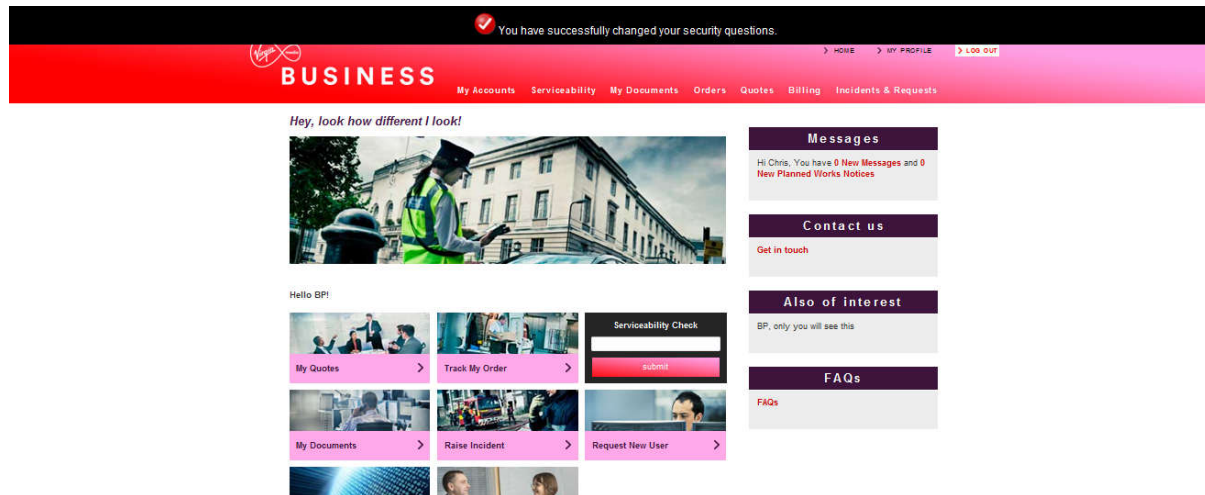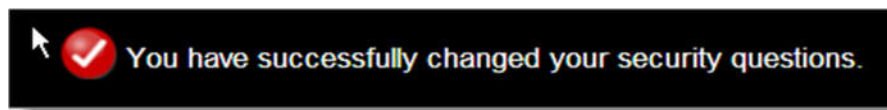
Answer 3: Please enter a response to the question you have chosen

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.





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.

Owner: Engage Product Owner
Latest Update: 14.03.18

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## *Forgot your password?*

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

**Login:**

Username

Password

Login    **Forgot password?**

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

**Forgot Password:**

Please enter your username
Username

YourUserID

Submit    back to Login

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

## Account locked?

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

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

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

For example:

ⓘ Enter a postcode or keyword to find your site quickly!

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

| My Quotes › | Track My Order › | **Serviceability Check** submit |
| My Documents › | Raise Incident › | Request New User › |
| Change Password › | Help › | |

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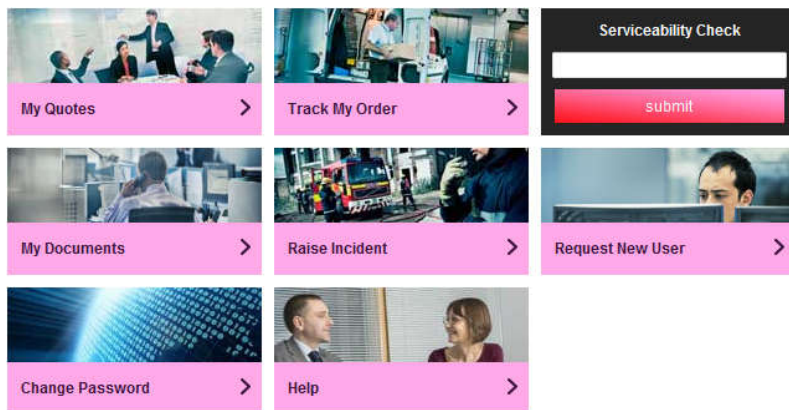
# 3.   My Account

## 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.
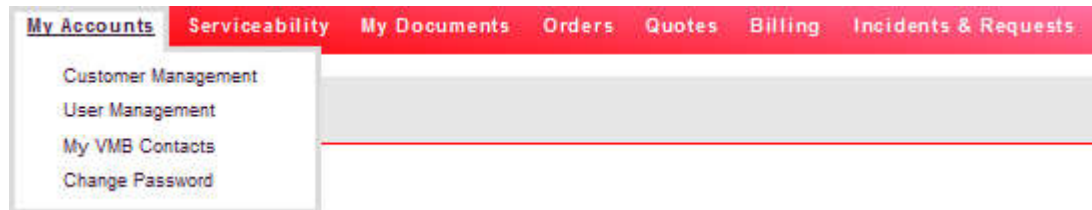


## Customer Management
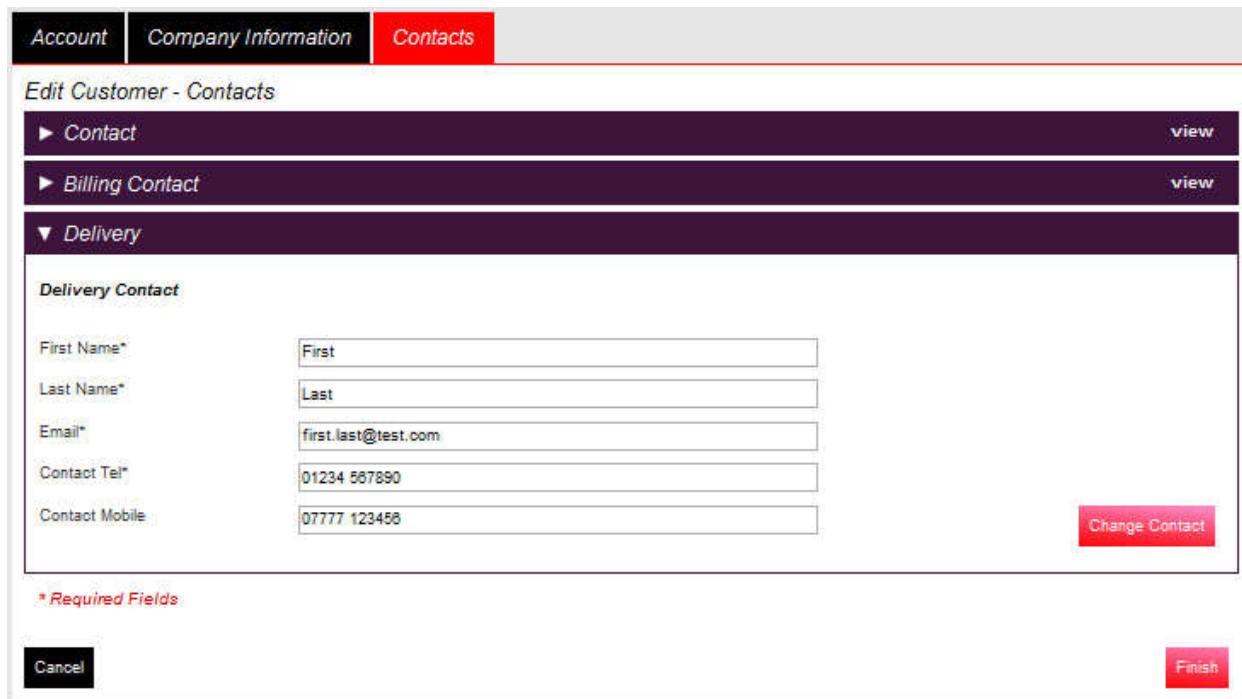
Company information:
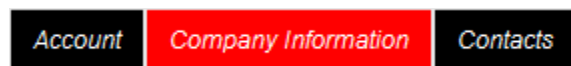


If you wish to edit your company details:

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

Contacts:



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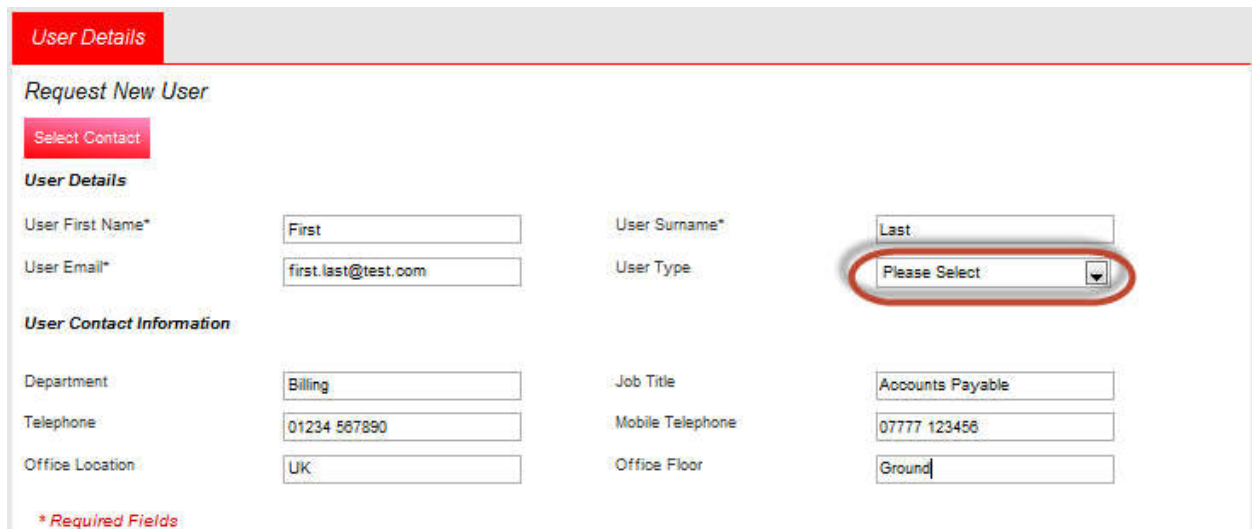
- Request new users
- Review and change an existing user's details
- Adjust roles/permissions
- Unlock user accounts
- Delete user accounts
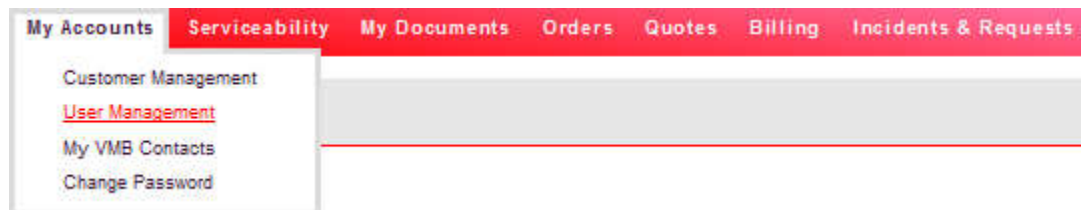


## Create New User

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

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.



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

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

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

**Access Control**

| Permissions |
| --- |
| ☑ Select All |
| ☐ Manage my details |
| ☐ Register for My Bill |
| ☐ View My Bill |

**Save User**

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

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

## *Update User Details / Permissions*

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

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

**Current Users**



## *Unlock a User Account*

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

# My Virgin Media Business  Contacts

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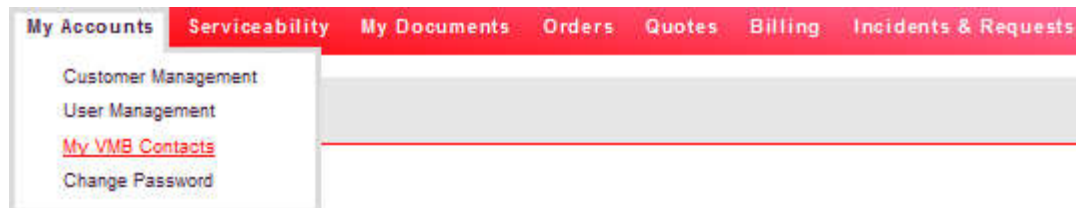


Under the Virgin Media Business Contacts section you will find the contact details for your support functions:

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

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## 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.



*Remember:* Password format requirements are as follows:

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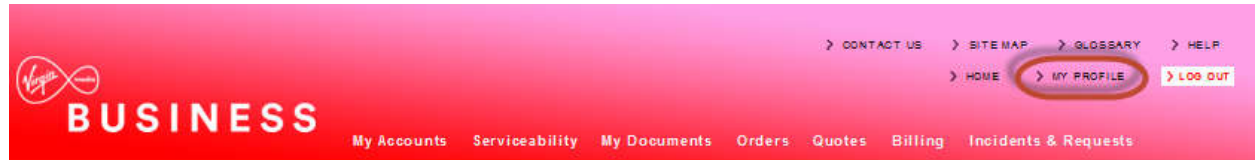- One of the following special characters " @ # $ % "



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.

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# *4.* *Messages*

## *Keeping you informed*

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

**Messages**

Hi Chris, You have **0 New Messages** and **0 New Planned Works Notices**

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

*My Messages*

| Date | Subject | Message Status |
|------|---------|----------------|
| 23/09/2014 17:24 | Hello you guys! | Unread |
| 23/09/2014 17:23 | Look at what a swanky message I am! | Unread |
| 19/09/2014 11:27 | Just Welcome | Unread |
| 18/09/2014 12:49 | My recent message | Unread |
| 15/05/2014 09:47 | test | Unread |
| 12/05/2014 15:53 | Charlie - hello all ext customers | Unread |
| 12/05/2014 15:53 | Charlie - hello TA! | Unread |
| 22/11/2013 10:51 | Hi every user! It's a 3.1 test! | Unread |
| 22/11/2013 10:46 | Hello! It's a 3.1 Test | Unread |
| 20/11/2013 09:17 | Test Message 87516863 | Unread |

Showing 1 to 10 of 18 entries  << < > >>

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

*My Messages*

**My recent message**

Hi there

https://engagetest2.systems.private/

Back

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.

| My Accounts | Serviceability | My Documents | Orders | Quotes | Billing | Incidents & Requests |
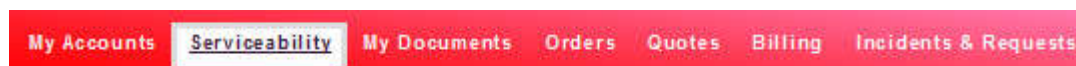
To verify site serviceability i.e. whether you are on-net or off-net, please enter the postcodes of each of your sites, to check whether you are within reach.



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

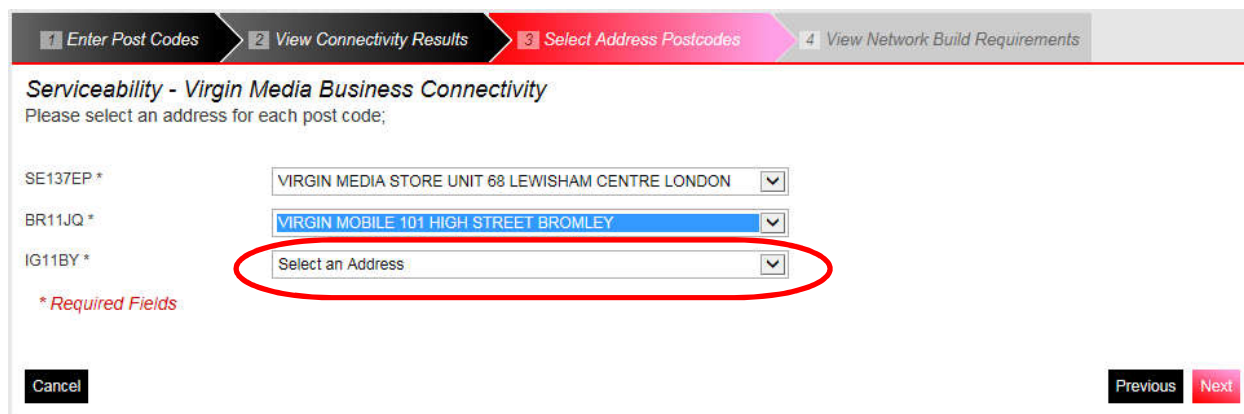Click "**Next**" to view results of the available connectivity for those postcodes.
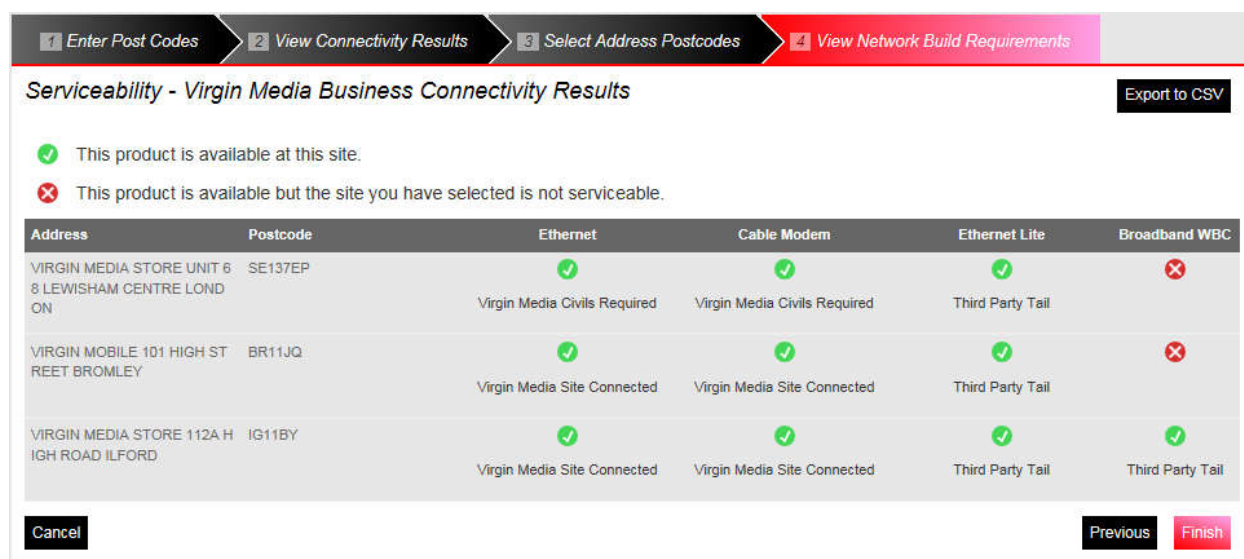
One of the following two connectivity options will be displayed on-screen:

- Virgin Media Connectivity
- 3rd Party Connectivity

Click "**Next"** to continue.

| 1 Enter Post Codes | 2 View Connectivity Results | 3 Select Address Postcodes | 4 View Network Build Requirements |

**Serviceability - Virgin Media Business Connectivity**
Please select an address for each post code;

| SE137EP * | VIRGIN MEDIA STORE UNIT 68 LEWISHAM CENTRE LONDON |
| BR11JQ * | VIRGIN MOBILE 101 HIGH STREET BROMLEY |
| IG11BY * | Select an Address |

*Required Fields*

Cancel                    Previous  Next

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

| 1 Enter Post Codes | 2 View Connectivity Results | 3 Select Address Postcodes | 4 View Network Build Requirements |

**Serviceability - Virgin Media Business Connectivity Results**                    Export to CSV

✅ This product is available at this site.
❌ This product is available but the site you have selected is not serviceable.

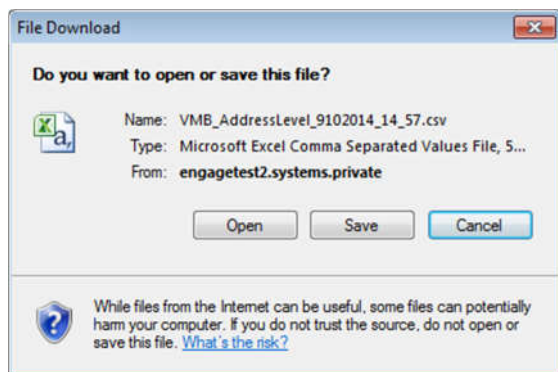| Address | Postcode | Ethernet | Cable Modem | Ethernet Lite | Broadband WBC |
|---------|----------|----------|-------------|---------------|---------------|
| VIRGIN MEDIA STORE UNIT 6 8 LEWISHAM CENTRE LOND ON | SE137EP | ✅ Virgin Media Civils Required | ✅ Virgin Media Civils Required | ✅ Third Party Tail | ❌ |
| VIRGIN MOBILE 101 HIGH ST REET BROMLEY | BR11JQ | ✅ Virgin Media Site Connected | ✅ Virgin Media Site Connected | ✅ Third Party Tail | ❌ |
| VIRGIN MEDIA STORE 112A H IGH ROAD ILFORD | IG11BY | ✅ Virgin Media Site Connected | ✅ Virgin Media Site Connected | ✅ Third Party Tail | ✅ Third Party Tail |

Cancel                    Previous  Finish

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

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

✅ Serviceability request completed
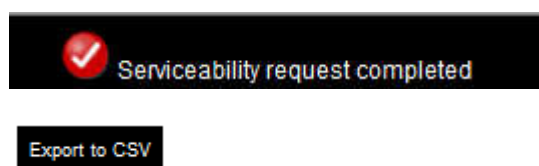
Export to CSV

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:

| Address | Postcode | SDH | Ethernet | ADSL | ADSL2+ | Cable Modem | Ethernet Lite | BroadbandFTTC |
|---|---|---|---|---|---|---|---|---|
| 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*

## Quotes



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

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

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

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

## Create Quote

Select Create Quote from the Quotes drop down box.
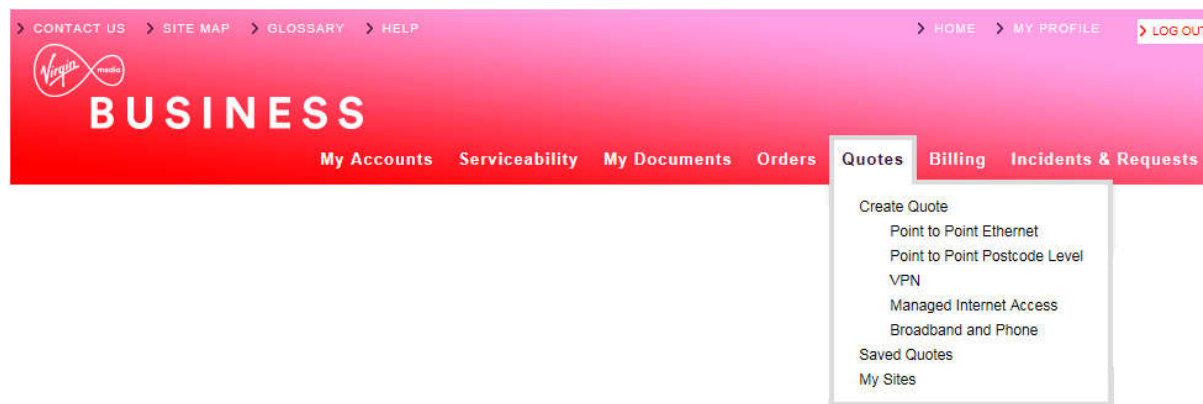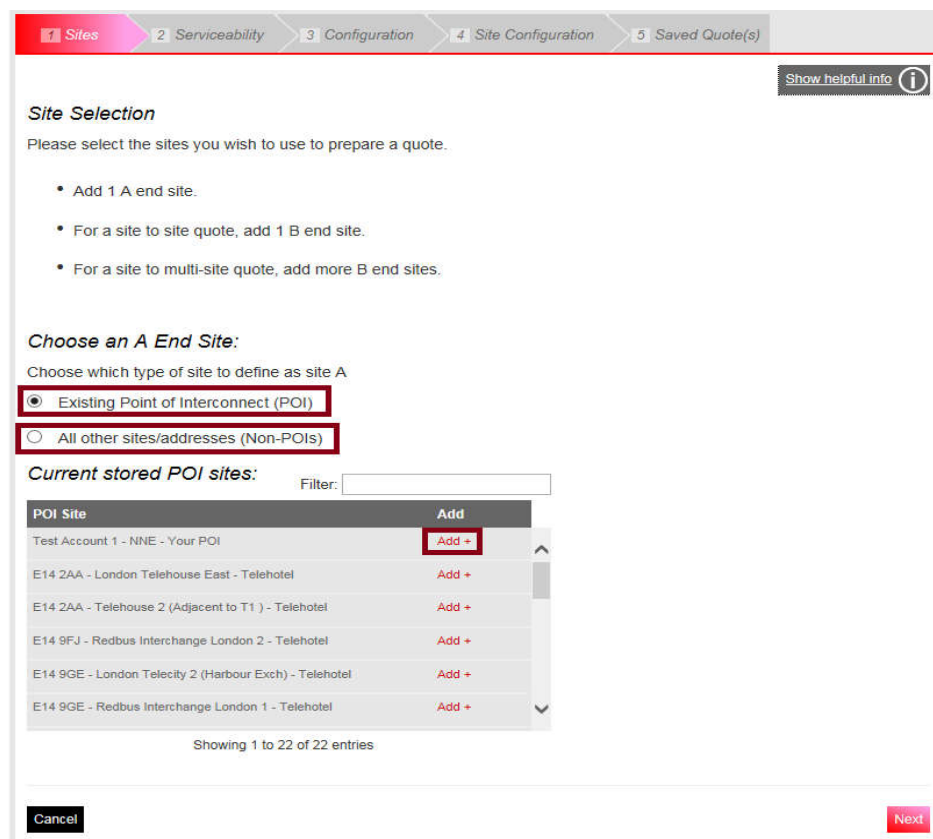


Under the **Quotes** tab you can select from the following:

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

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

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## Site-to-site Quote

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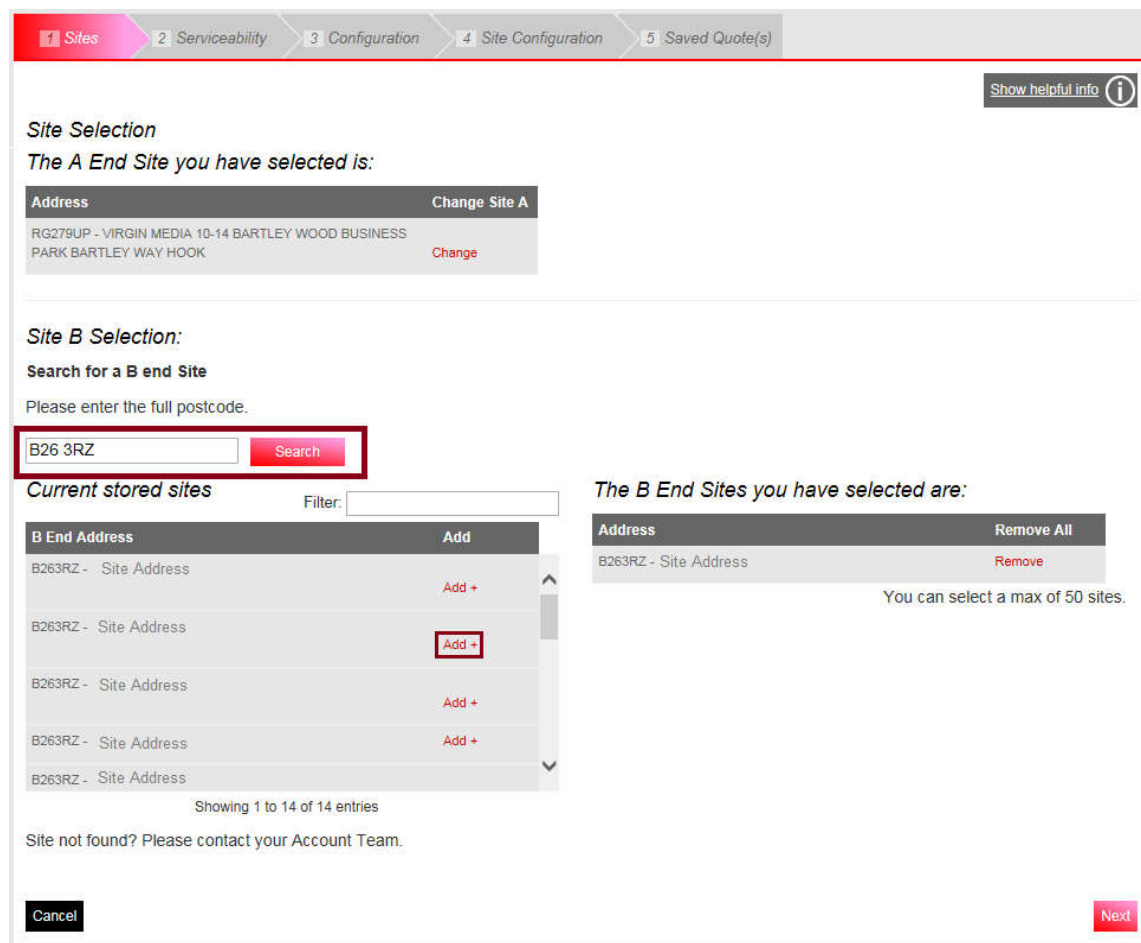


If you have a POI (Point of Interconnect) you'll be able to select this as you're A-End, by clicking '**Add**' next to where it says '*Your POI'.* All of your POI sites will be available to select from the list, use the filter box to quickly find the one you need for your quote.

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

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



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

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

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

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

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



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

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



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

Please then choose "**Next**" to proceed.

- 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**
- Select an A-End and click 'Apply Configuration'

If you have selected multiple sites for your quote then you'll see these displayed in a table below the available configurations. Simply select the configuration you want for each of the sites and either apply the same configuration to all sites by using the **Select All** feature or apply to multiple or single sites by ticking the box next to the site and clicking on **Apply Configuration**.

If you do make a mistake, you can select a site or sites using the tick and click on **Remove Configuration**.



Please click "**Next**" to proceed.

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

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

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

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

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

# MIA/VPN Quote

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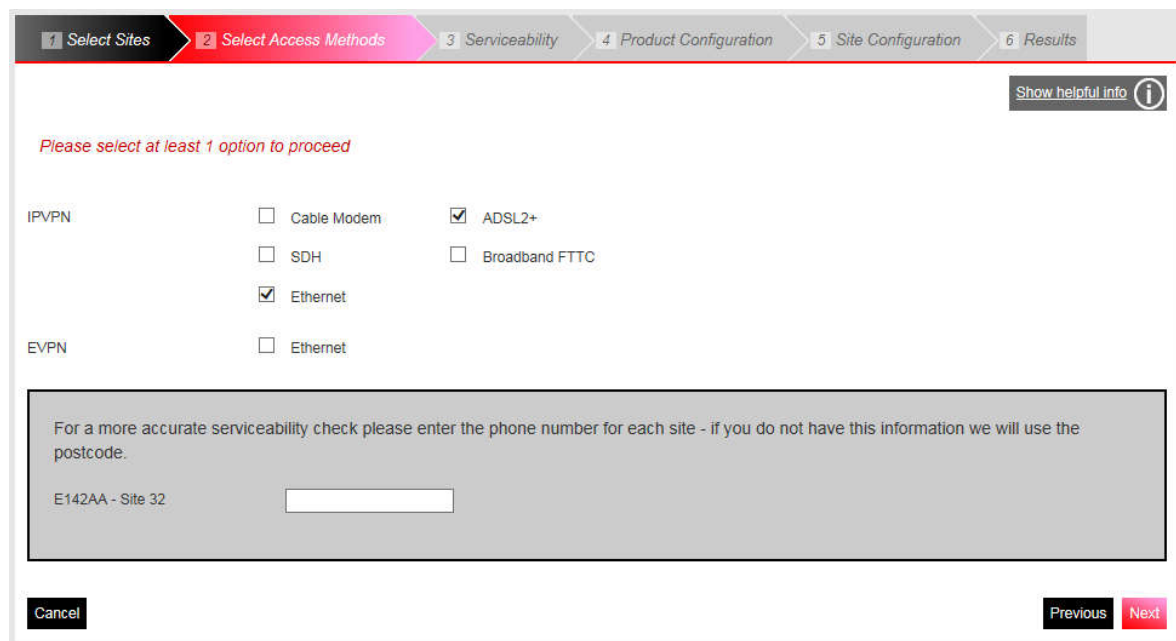


Enter your Postcode and click '**Search'**.

Select your chosen site by clicking '**Add'**.
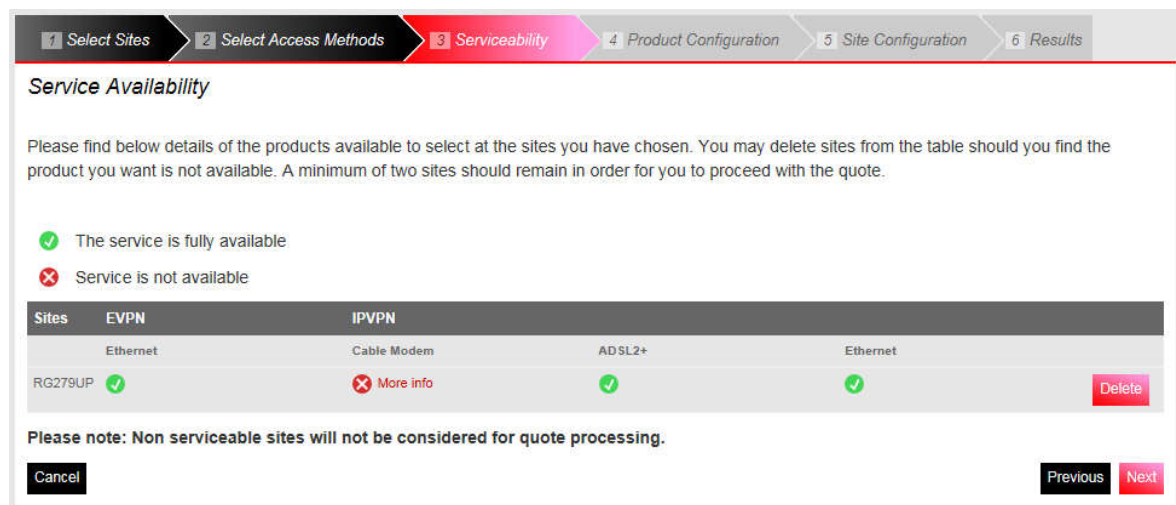
Once you have all sites selected click **'Next'**.

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



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.



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

The "Quote Name" field is automatically populated with your company name to save you time. You can however type over the 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.



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

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Please then choose "**Next**" to proceed.

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



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



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.



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

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



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

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

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

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

## Saved Quotes

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



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

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.



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.



This will then display the selected quote:



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

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

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

## Query Quote



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

## Thank You

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

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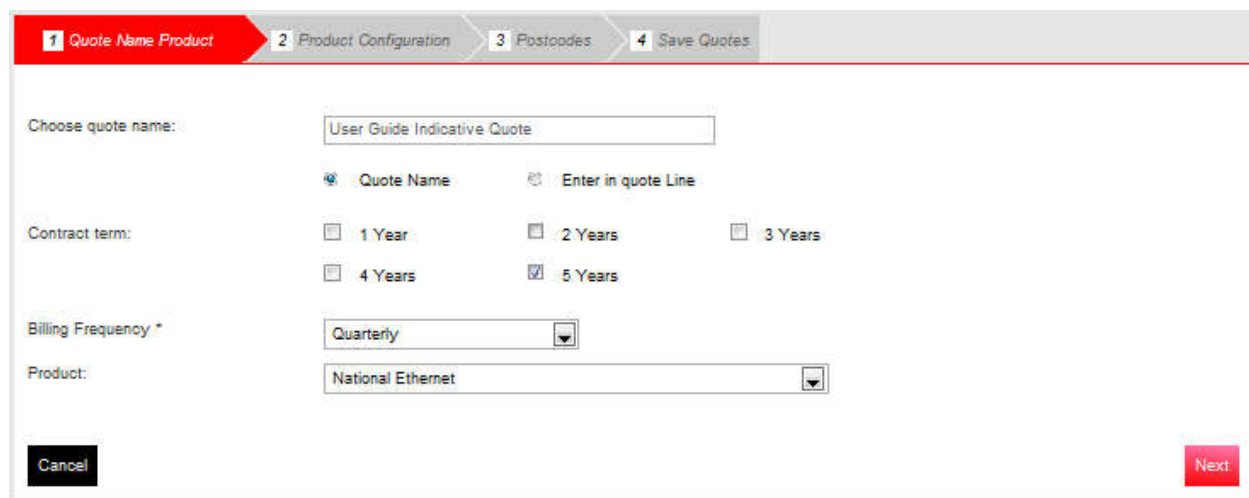
# Create Postcode Level Quote
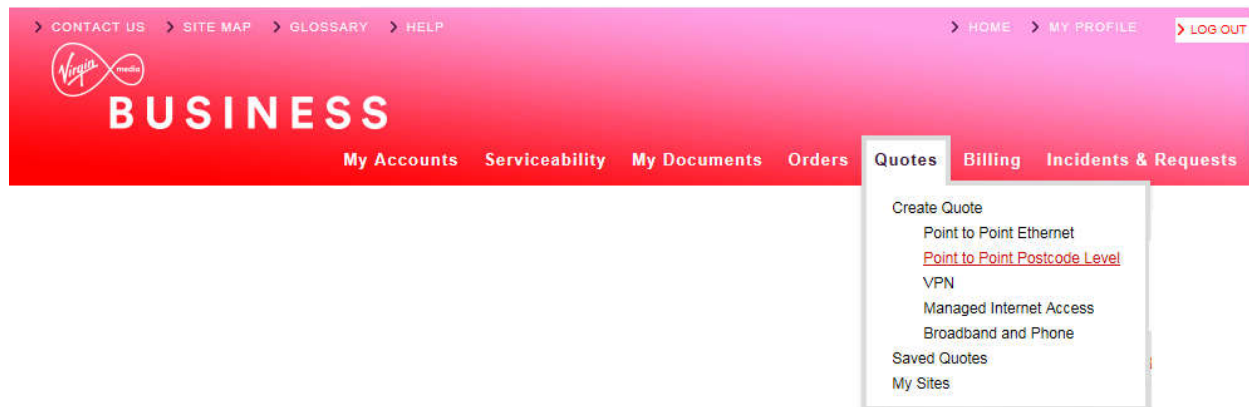


From the "**Quotes**" tab select "Point to Point Postcode level" as shown above, then:

- Choose a quote name
- Select required contract term
- Choose Billing Frequency
- Select product option
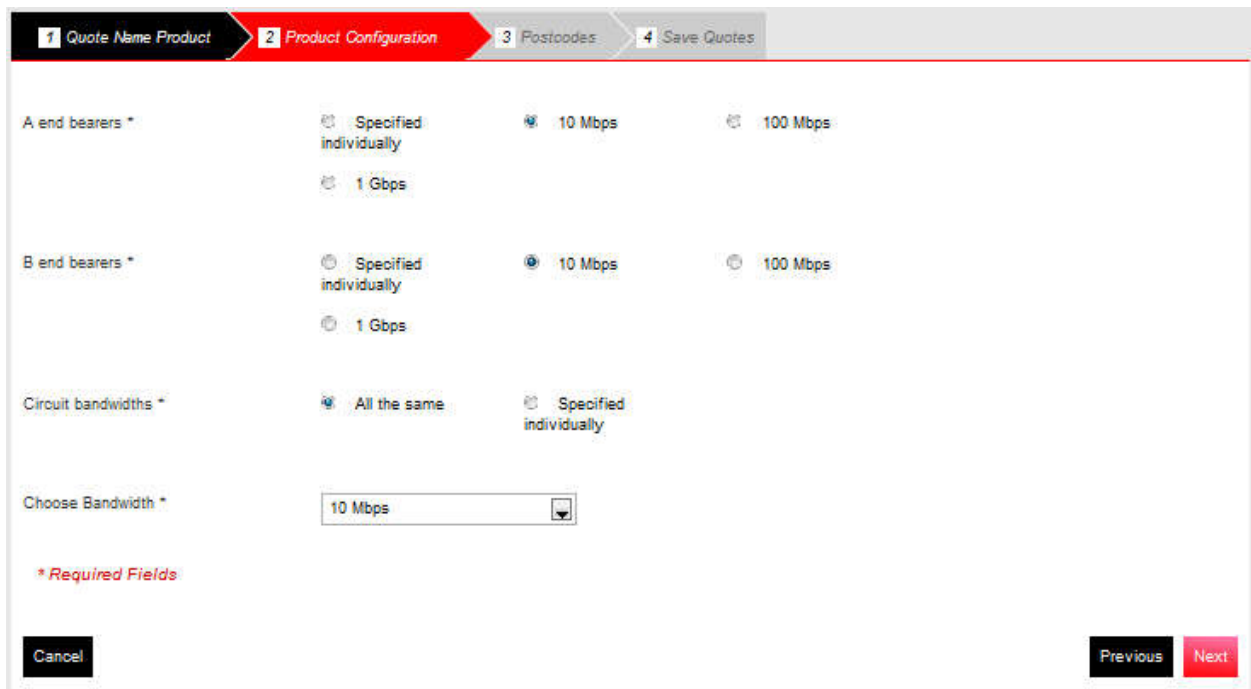
Click "**Next**" to proceed.

Now enter:

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

Click "**Next"** to proceed.
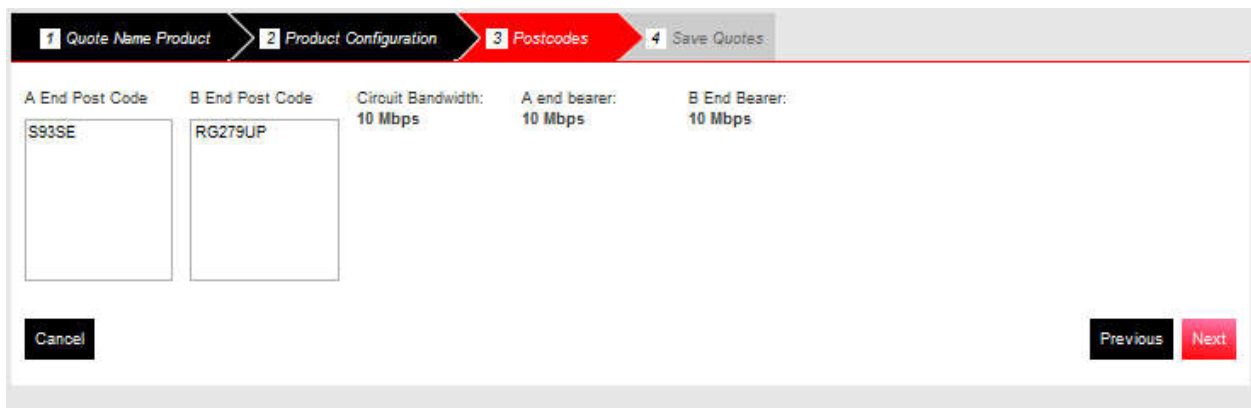


Enter the required postcodes.

Now click "**Next"** to proceed.

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

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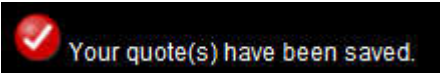
## Convert a Postcode Level Quote to a Full Quote
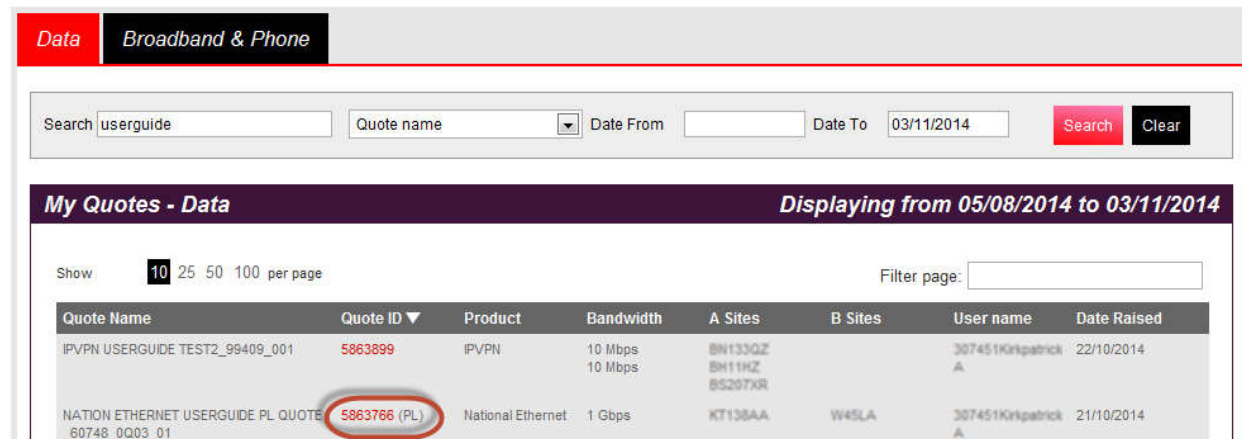
If you want to turn a **Postcode Level Quote** into an order, you must first convert it into a **Full Quote**. Select "**Saved Quotes**" from the "**Quotes**" tab.
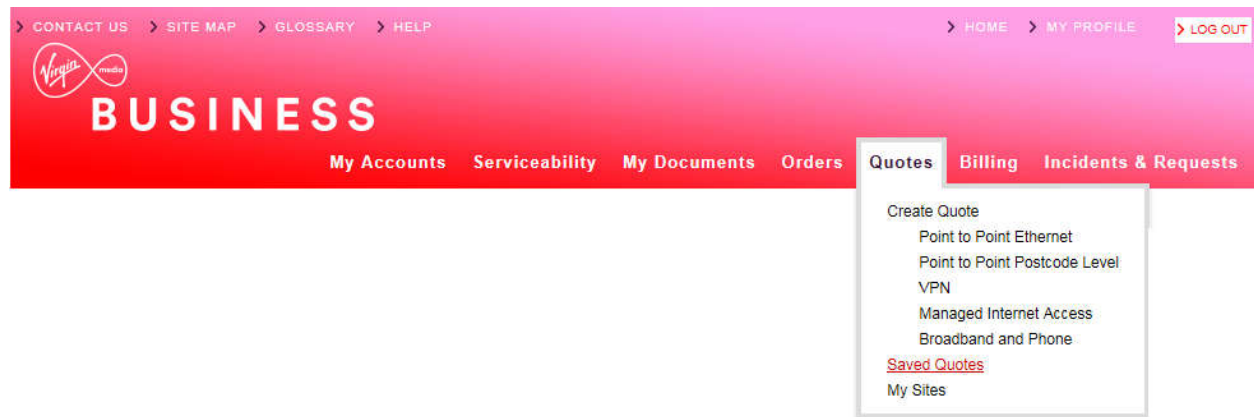


All postcode level quotes are flagged as **"(PL)"** so they can be easily identified.

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



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

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



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

# *7.    Orders*

## *Let's get down to business*

## *Raise Orders*

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

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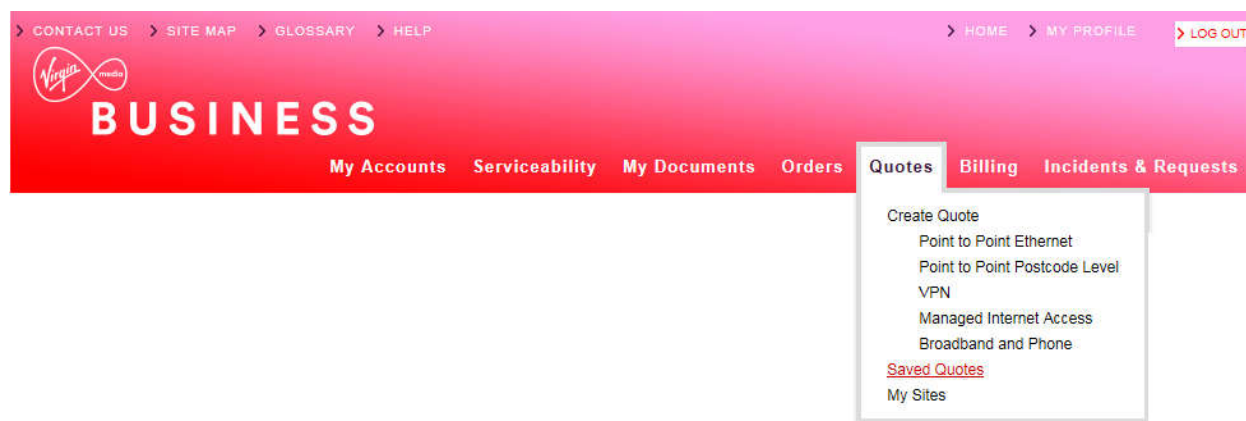


Now select "**Saved Quotes**" from the drop down list.

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

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



Search | National Ethernet | | Product | | Date From | | Date To | 15/10/2014 | Search | Clear

### My Quotes - Data — Displaying from 17/07/2014 to 15/10/2014

Show  **10** 25 50 100 per page                             Filter page:

| 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 | 307451KirkpatrickA | 08/10/2014 |
| TESTINH_44902_01 | 5861624 | National Ethernet | 1 Gbps | E149GE | B258ET | 307451KirkpatrickA | 08/10/2014 |
| NE POI_07576_01 | 5861280 | National Ethernet | 2 Mbps | RG279UP | RG279UP | 307451RogersC | 07/10/2014 |

**1  2  3  4  5  Next  Page 7**

Showing Page 1 of 7

Quick Quotes are labelled QQ

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

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



## Quote Details - NE CONVERT TO FULL QUOTE_41848_01

Product Name :    National Ethernet
Quote ID :    5862399
Date Raised :    13/10/2014

### A Site

| Sitename | 23 |
|---|---|
| Address | UNIT 4B SMALL HEATH BUSINESS PARK TALBOT WAY BIRMINGHAM |
| Postcode | B100HJ |
| Circuit Connectivity | Virgin Media Civils Required |
| Bearer Bandwidth | 10 Mbps |

### B Site
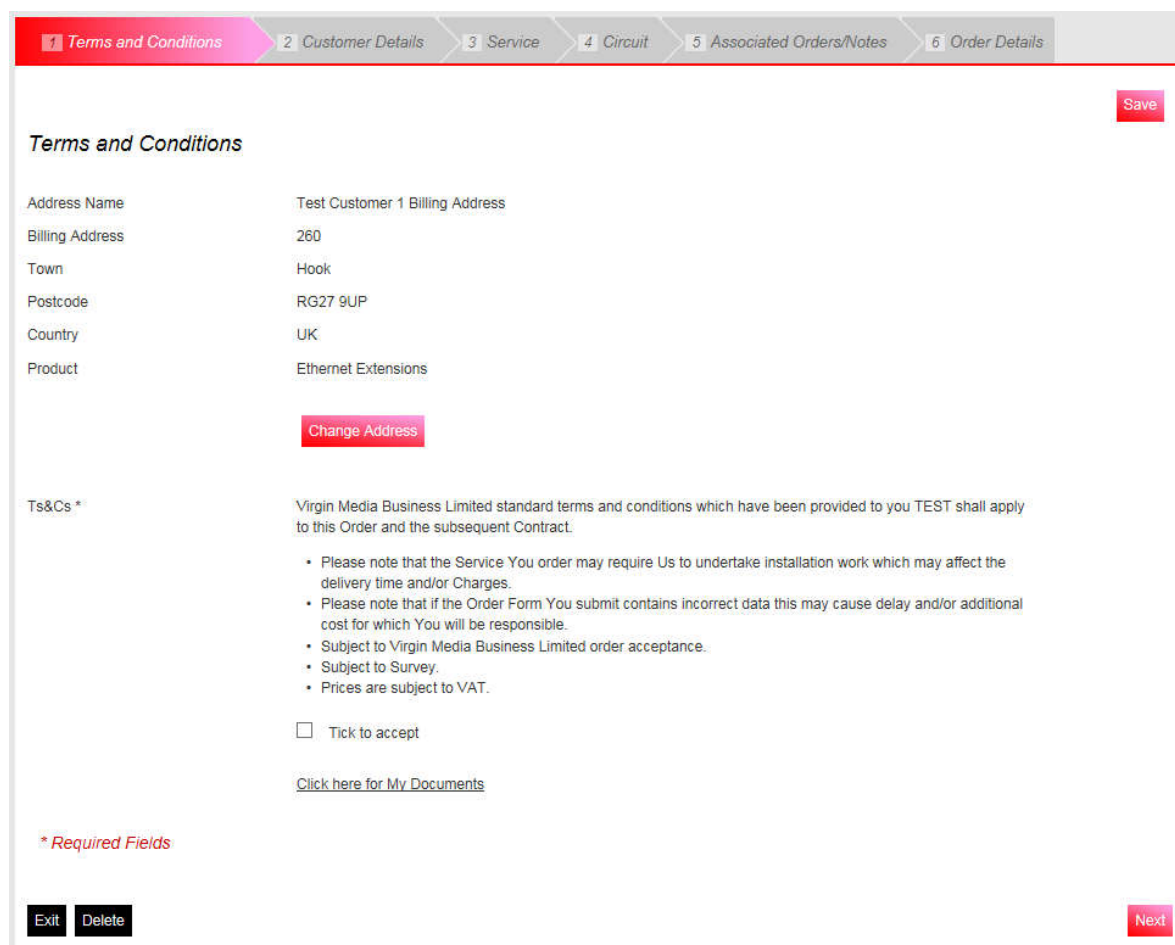
| Sitename | B908AD |
|---|---|
| Address | BAXTER STORY THE ORACLE BUILDING, ORACLE DRIVE BLYTHE VALLEY PARK SHIRLEY SOLIHULL |
| Postcode | B908AD |
| Circuit Connectivity | Virgin Media Site Connected |
| Bearer Bandwidth | 100 Mbps |

### Configuration

| Circuit Bandwidth | Install | Rental | Product | Term |
|---|---|---|---|---|
| 2 Mbps | £0 | £4,995.00 | National Ethernet | 5 |

Back   Edit   Query Quote     Create Order

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



Check the "**Tick to accept**" box if you're happy to accept the terms and conditions. You may also need to update the billing address – if so click "**Change Address**".

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

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



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

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

Then click "**Next**" to proceed.

**Customer Details**

| | | | |
|---|---|---|---|
| Customer Name * | Test Account 1 - Partner Markets Bus Partners -CP | Customer PO Number * | 12345 |
| Company Reg No | 30745 | Customer Account Number ** | 22222 |
| BPT Quote Reference | 5862399 | | |

**Correspondence Address**

| | |
|---|---|
| Address Name | Test Address |
| Address | 1 |
| Town / City | Town |
| Postcode | AB1 2CD |
| Country | |

Change

**Correspondence Contact**

| | |
|---|---|
| Contact Name | First Last |
| Telephone | 01234 567890 |
| Mobile | 07777 123456 |
| Email | first.last@test.com |

Change

** Note: Please confirm your existing Virgin Media Business account number to be used for this order

Cancel          Previous    Next

1 Ts & Cs  >  2 Customer Details  >  3 Service  >  4 Circuit  >  5 Associated Orders/Notes  >  6 Order Details

The service screen requires you to add details of your Order Type, Delivery Date and CRM reference number, as per the example below. Please note that you can locate the CRM reference on your original quote.

- Confirm if you would be happy to accept early delivery
- Confirm order type (new, upgrade, downgrade, move or amend)
- Enter CRM reference number
- Enter VLAN Tagging Scheme if applicable

Click "**Next**" to proceed.

1 Ts & Cs  >  2 Customer Details  >  3 Service  >  4 Circuit  >  5 Associated Orders/Notes  >  6 Order Details

**Service**

| | | | |
|---|---|---|---|
| Service * | National Ethernet | Order Type | New |
| Order Date | 15/10/2014 | Service Required Date ** | 26/11/2014 |
| Accept Early Delivery * | Yes | Customer CRM Ref No * | CRM1234 |
| Qos Classification * | Dot1p | VLAN Tagging Scheme * | C-VLAN12345 |
| Performance Reporting | Advanced Reporting | Is QoS needed ? | No |

*Required Fields*

** The date will give an indication for your requirements. However, Virgin Media Business work to standard target lead times, please contact us for details.the delivery date will be confirmed following acceptance of the completed Order Form and will be subject to survey.

Note: if this is an amendment to an existing service, please provide circuit number(s)/reference/telephone number(s) in the 'Additional Information' section.

Cancel          Previous    Next

**BUSINESS**

---

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

Enter all mandatory information to proceed.

### National Ethernet Site Details

**Service Presentation Required**

| | |
|---|---|
| A End* | Please select |

**Standard Ethernet Physical Interface**

| | |
|---|---|
| A End* | 10/100Mbit/s RJ45Mb |

**A End Installation Address**

| | | | |
|---|---|---|---|
| Address | UNIT 4B | Floor * | |
| | SMALL HEATH BUSINESS PARK | Room * | |
| | TALBOT WAY | Rack * | |
| Town | BIRMINGHAM | Contact First Name * | |
| Country | | Contact Last Name * | |
| Postcode | B100HJ | Phone * | |
| | | Email * | |

Does this property have any existing Virgin Media Business services (excluding xDSL)? ** [New]

**Installation Details**

| | |
|---|---|
| A End Bearer Bandwidth | 10 Mbps |
| Network Status | Virgin Media Civils Required |
| NTU | Alcatel 8 Port |

Which port number should the Service be added to? If none requested Virgin Media Business will select the next appropriate.

**Landlord/Managing Agent Contact Details**

Are you the owner of this property * [Please select]

### Additional Info

Please provide details of any site specific information that Virgin Media Business should be aware of. **

Circuit details (A1 to B1)

6000 remaining

*Required Fields*

**Note: if 'NO' should Virgin Media Business services not exist at the installation address it may be necessary to carry out cabling work into the building. Please complete a way leave questionnaire to identify the most appropriate procedure and to help ensure the efficient installation of the service. Once the additional information has been received and assessed we can determine an appropriate installation date.

[Cancel]                                                                 [Next]

---

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

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

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

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

**Landlord/Managing Agent Contact Details**

| | |
|---|---|
| Are you the owner of this property * | No |
| How many years are left of your lease? | 125 |
| Do you have authority to make changes internally to your building, including routing cabling? | Yes |
| Are you willing and able to provide a copy of your lease? | Yes |
| Is the property a listed building? | Yes |
| Do you have the Landlord/Managing Agent contact details? * | Yes ⓘ |

| | | | |
|---|---|---|---|
| Contact First Name * | First | Contact Last Name * | Last |
| Email * | first.last@test.com | Phone * | 01234 567890 |

Notes and comments

More details here.

Then add any additional site information.

**Additional Info**

Please provide details of any site specific information that Virgin Media Business should be aware of. **

Circuit details (A to B)

[ text area ]

6000 remaining

Click "**Next"** to proceed.

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

Enter all mandatory information to proceed.

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

| 1 Ts & Cs | 2 Customer Details | 3 Service | 4 Circuit | 5 Associated Orders/Notes | 6 Order Details |

▶ A-END 23 B100HJ                                                                    view

▼ B-END B908AD B908AD

| Service Presentation Required | VLAN |
| Ethernet Physical Interface | 10/100Mbit/s RJ45Mb |

Edit

Cancel                                                              Previous   Next

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

The Order Details screen provides the full order form content and financial results:

- Section 1 – Customer Details
- Section 2 – Service
- Section 3 – Circuit Details
- Section 4 – Additional Information
- Section 5 – Associated Orders
- Section 6 – Notes and Comments
- Section 7 – Billing Requirements

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## Section 7:Billing requirements

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

## Total Annual Rental Charge £4,995.00

Invoiced in advance as specified:    Quarterly                    Minimum contract period:        5

| Cancel | | Previous | Submit Order |
|---|---|---|---|

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

## Saved Orders
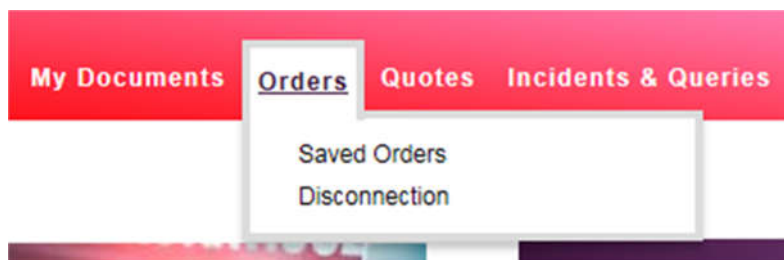


All saved orders will be stored automatically for future reference. To view your saved orders select "**Saved Orders**" from the "**Orders**" drop down menu, as per the above.

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

- Order Tracker
- Orders

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



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

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

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

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



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

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

## Order Tracking

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

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

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



These include:

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

## Disconnections

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

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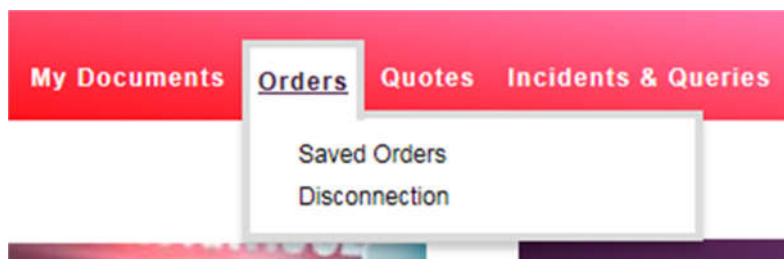


The first screen provides you with details of the conditions you're agreeing to when requesting a cease via Engage.

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



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

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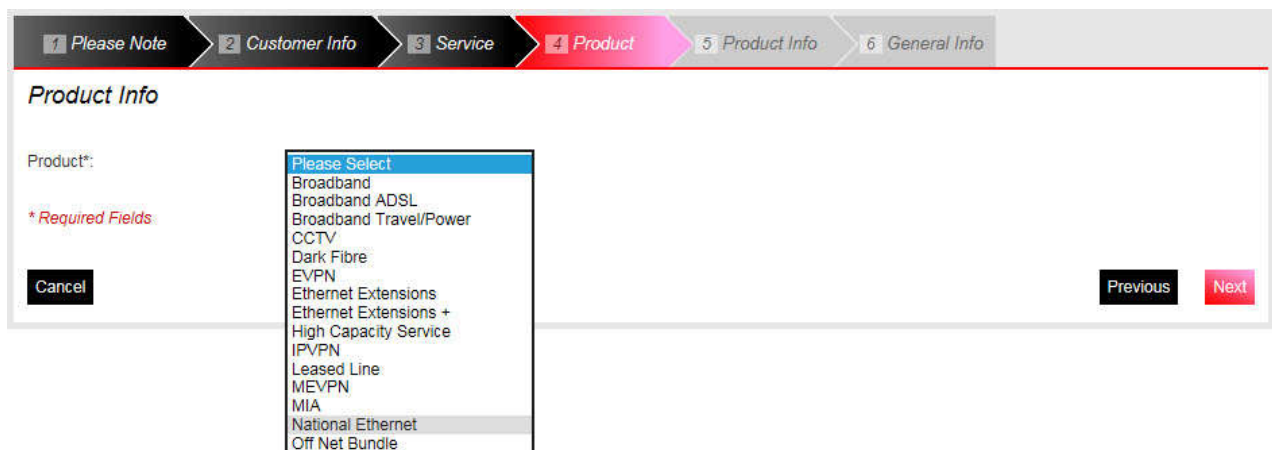
Click "**Next**" to proceed.





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

- Data
- Voice

Click **"Next"** to proceed.



Select the product against which the request is being raised.

Click "**Next**" to proceed.

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

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

Click "**Next**" to proceed.

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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 disconenction
- Reason for the disconnection (leaving, upgrade, downgrade, relocation, site closure, other)
- Any additional comments to support your request

Click "**Finish**" to submit your request.

# 8. Incidents and Requests

## Raise Incidents

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

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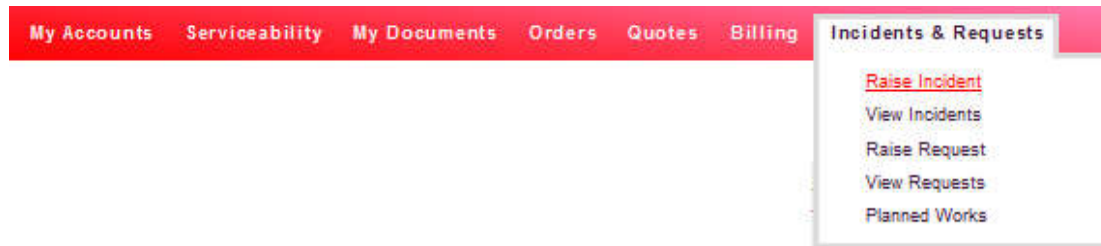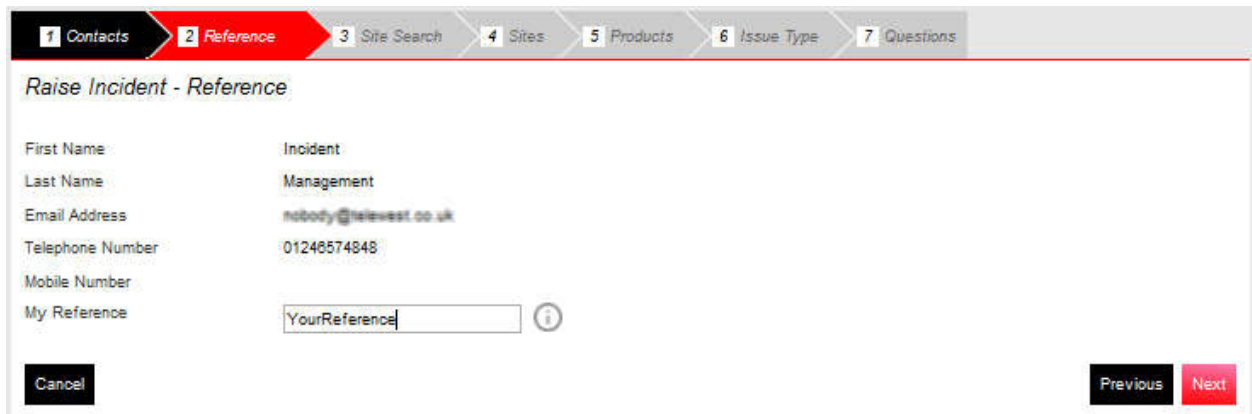


Click "**Raise Incident**" under the **Incidents & Requests** tab as per the above.
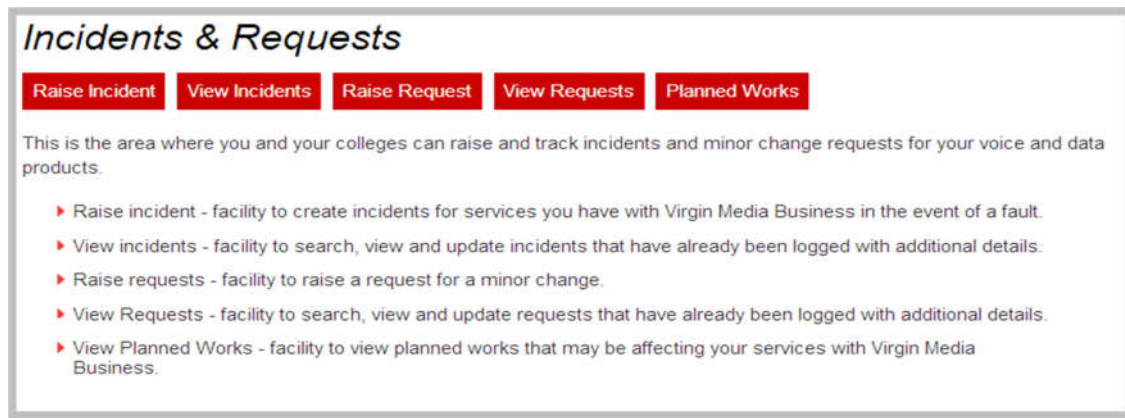


Now select from the drop down list or enter the contact name. Alternatively, enter your Virgin Media Business representative's contact name. Then click "**Next**" to proceed.

Owner: Engage Product Owner
Latest Update: 14.03.18

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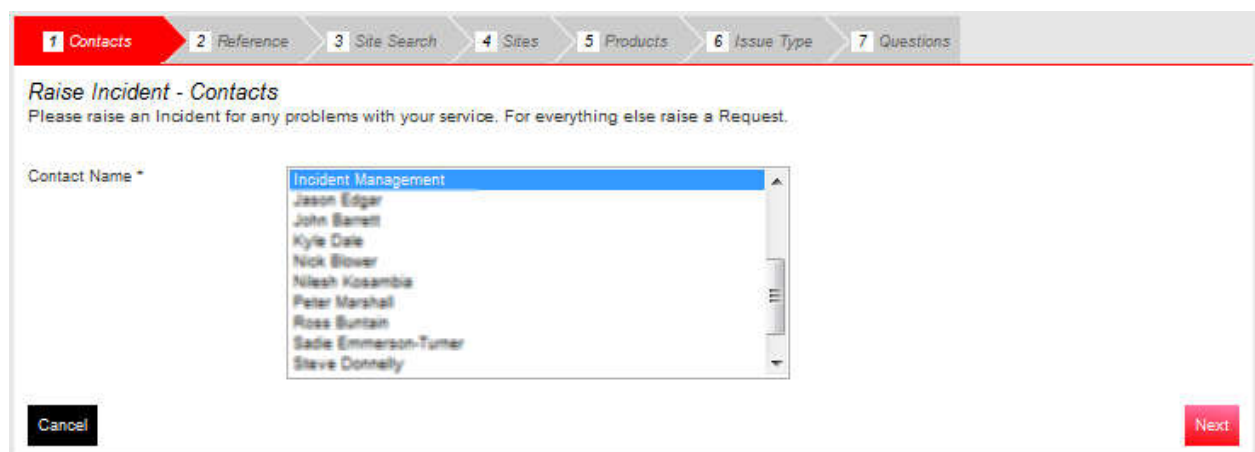
You'll now be redirected to the raise incident reference screen. The contact details entered will be automatically populated. Here you're prompted to enter your own optional reference to help track the ticket.
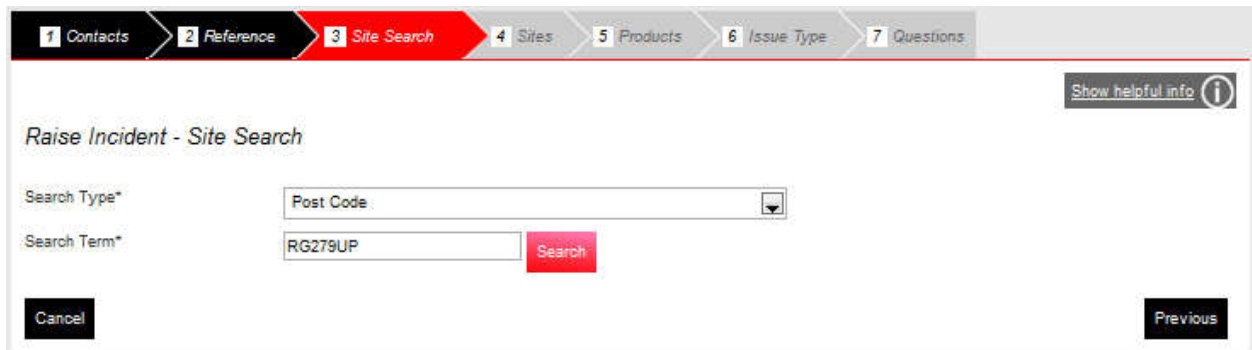


Next you'll be taken to the "Site Search" screen to search for the site you wish to log a ticket against.
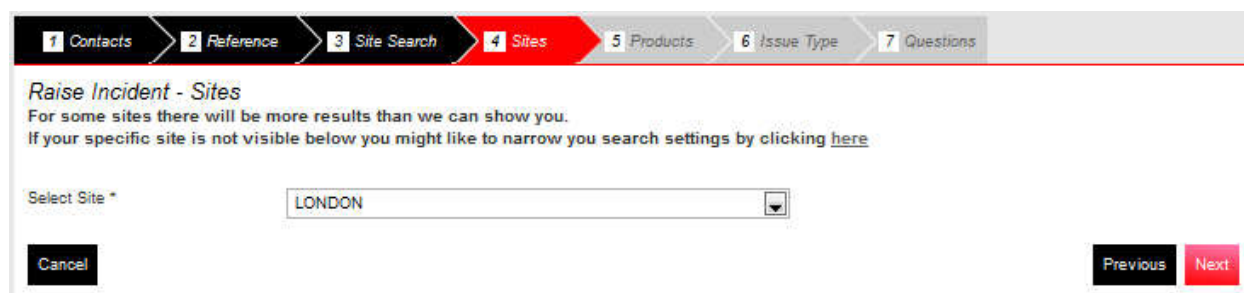


Search on one of the following criteria:

- Account Number
- Circuit Reference
- STD Telephone Number
- Postcode
- Serial Number
- Site Name

*Note: You must* enter a minimum of three characters.
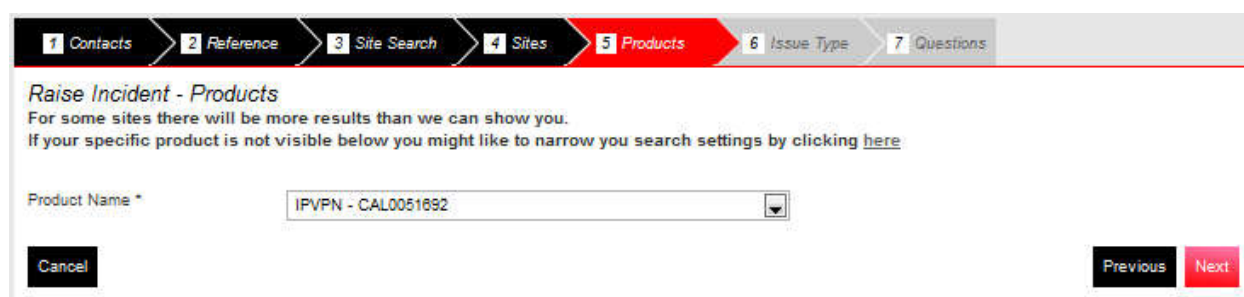
Then click "**Search**" to proceed.

From the Sites screen choose the site affected from the drop down menu. Then click "**Next**" to proceed to next step.

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

**Raise Incident - Sites**
For some sites there will be more results than we can show you.
If your specific site is not visible below you might like to narrow you search settings by clicking here

Select Site *          LONDON

Cancel                                                                    Previous   Next
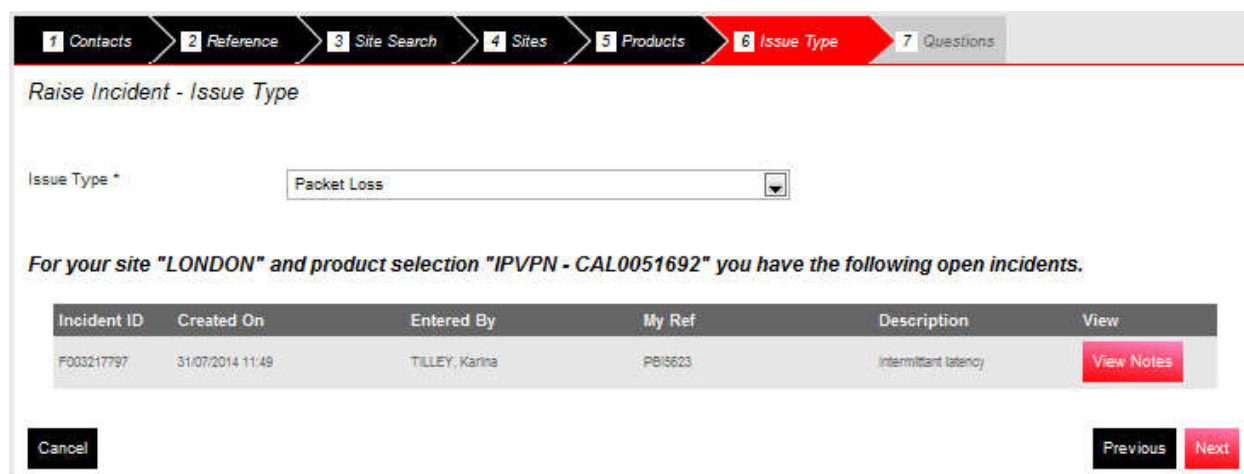
Now from the Products screen select the product required.

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

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

**Raise Incident - Products**
For some sites there will be more results than we can show you.
If your specific product is not visible below you might like to narrow you search settings by clicking here

Product Name *          IPVPN - CAL0051692

Cancel                                                                    Previous   Next

Your specific product is now visible. If you have multiple products select the relevant one from the drop down menu. Then again click "**Next**" to proceed.

The next step is to select the type of issue you're experiencing from the Issue Type screen.

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

**Raise Incident - Issue Type**

Issue Type *          Packet Loss

For your site "LONDON" and product selection "IPVPN - CAL0051692" you have the following open incidents.

| Incident ID | Created On | Entered By | My Ref | Description | View |
|---|---|---|---|---|---|
| F003217797 | 31/07/2014 11:49 | TILLEY, Karina | PBI5623 | Intermittant latency | View Notes |

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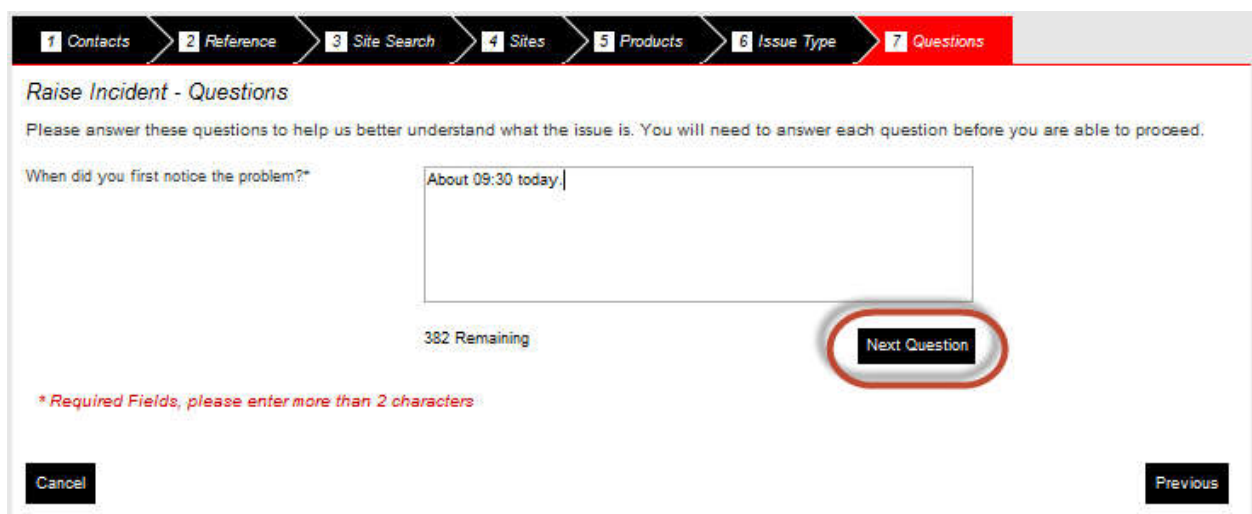
Select from the drop down list the option which best describes the issue you're experiencing:

- Erroring, Latency, Jitter
- Intermittent connection
- No connection
- Packet Loss
- Routing Issues
- Other Issues
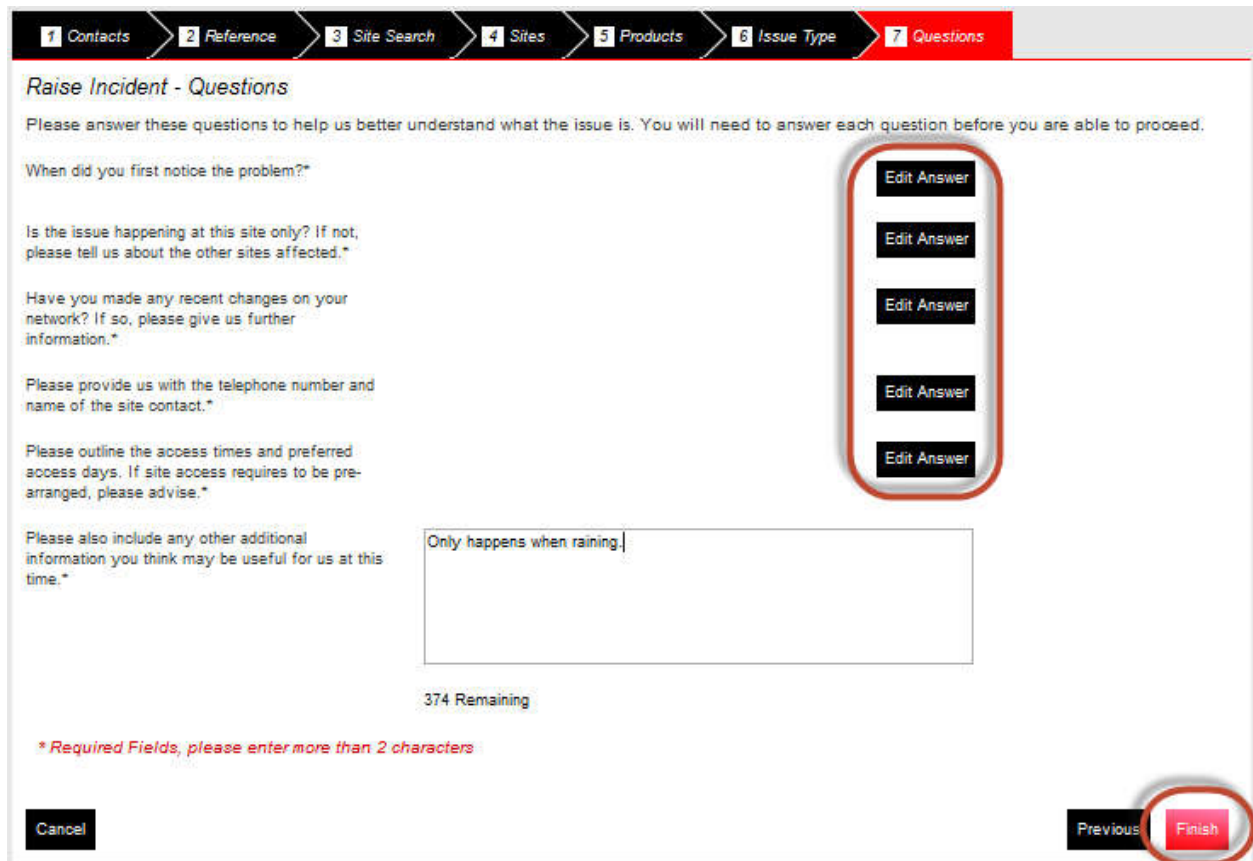
Then again click "**Next**" to proceed.

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

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

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



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

## View Incidents

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



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**".

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)



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

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

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## Search Incident

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

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

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

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



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

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## Update Incident

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

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

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

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

The below captures the steps required to successfully update incidents:

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

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## Raise Request



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

- The change has no cost impacts
- Requires no Virgin Media Business on-site resource
- Has no impact on other customers
- Does not cause disruption to service
- Can be completed during normal business hours
- Takes no longer than 15 minutes
- Does not require any change to your current design
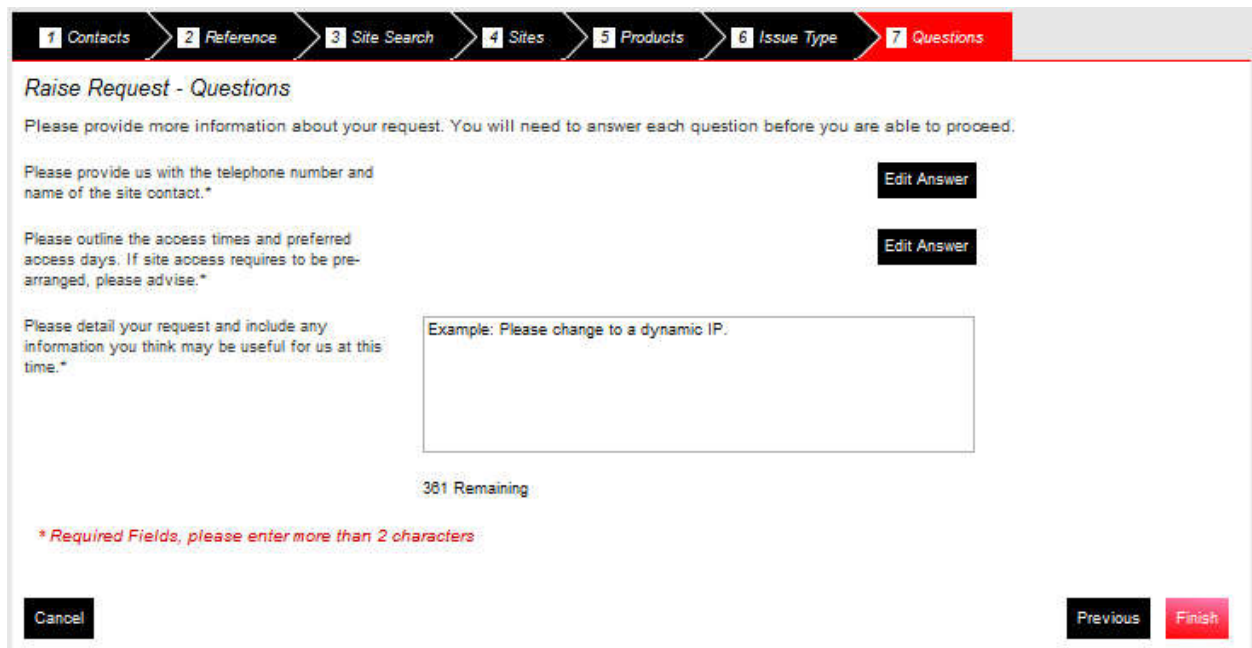
This is found in the new **Incidents & Requests** area by selecting "**Raise Request**".

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)

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



- 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.
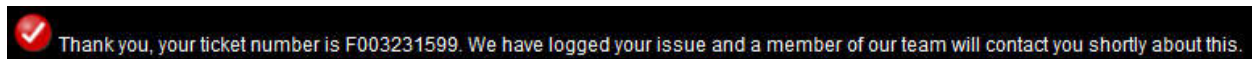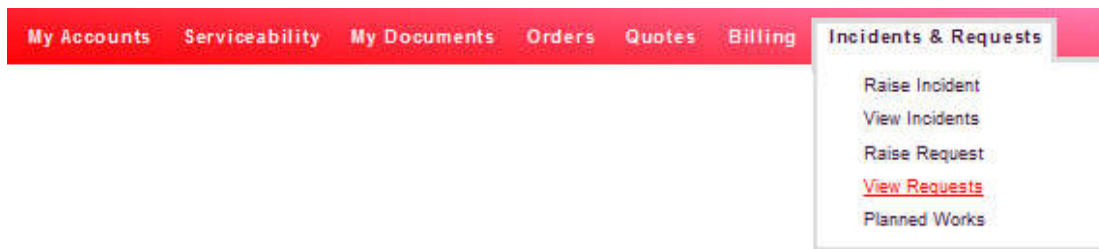
# View Request



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

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

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

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



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)

## Search Request

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

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

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

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

Follow these steps to successfully search for logged requests:

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

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

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

## *Update Request*

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

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

- Free text note
- Request update recorded date

Follow the steps below to successfully update requests:

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

---

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## Planned Works

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



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



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

Follow the steps below to successfully view planned outages:

- Navigate to **Incidents & Requests** and select "**Planned Works**"
- The system displays any outages that relate to your services

Alternatively

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

# 9.   Change Requests

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

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

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

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

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

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

## Modify LAN Port
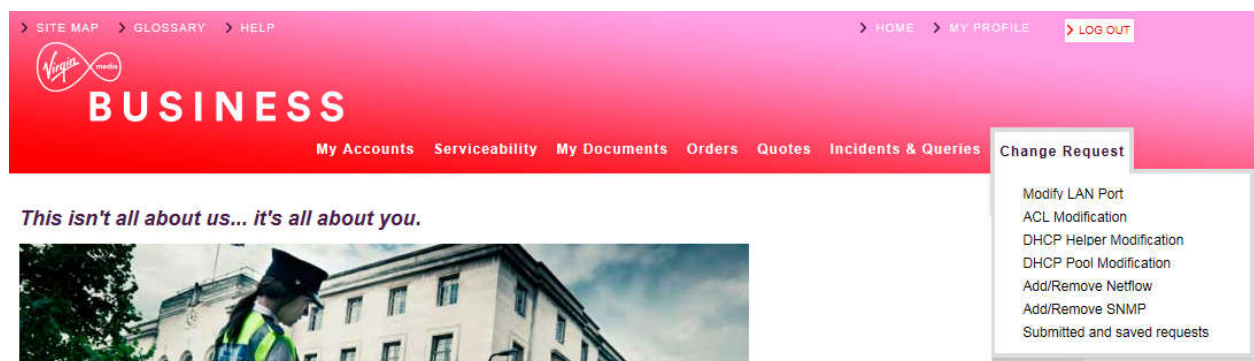


From the Home page select '**Change Request**' from the toolbar and click on the relevant option.

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

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## 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<br>  • ACL Modification<br>  • DHCP Helper Modification<br>  • DHCP Pool Modification |

| Monitoring | |
| --- | --- |
| Add or remove the Network & IP Traffic configuration tools. | • Add/Remove Netflow<br>• Add/Remove SNMP |

Now select 'Modify LAN Port'

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

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

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

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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.

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

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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**'.

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

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

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

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



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'.

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



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).

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Apply configuration

◉ Add          ○ Modify          ○ Remove

Port Type *                    Please select          ▼
Interface description          [                    ]
                               Max 32 characters

VLAN ID *                      [                    ]

*IP Address & Subnet Mask*

NEW IP Address & Subnet Mask

| 192.84.100.101 | 100 |
|---|---|
|  |  |
|  |  |
|  |  |

## Modifying Configurations

Click 'Modify'.

Select 'Port Type' from the drop down menu.

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

Enter your 'VLAN ID'.

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

Apply configuration

○ Add          ◉ Modify          ○ Remove

Port Type *                    Please select          ▼
Interface description          [                    ]
                               Max 32 characters

VLAN ID *                      [                    ]

*IP Address & Subnet Mask*

EXISTING IP Address & Subnet Mask          NEW IP Address & Subnet Mask

| 111.12.133.144 | 123 | 192.84.100.101 | 100 |
|---|---|---|---|
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## 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.



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

The following LAN features can be added:

HSRP

DHCP Helper

DHCP Pool

ACL

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

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## HSRP feature

Select HSRP.

Enter Group Number, Virtual IP and Priority.

| HSRP | |
|---|---|
| Group Numbers | 10 |
| | 20 |
| | 30 |
| | 40 |
| Virtual IP | |
| Priority | 100 |

DHCP Helper

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

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

## DHCP Pool

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

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

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

Enter the Domain name.

Enter DNS Servers.

Enter Default Gateway.

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## 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 | 123.45.111.222 |
| IP Address 2 | |
| | Min of 1 & Max of 2 IP Addresses |
| DHCP Option Number * | 1234    123456 ✕    + Add Another |
| | Min 1 pair & Max of 255 pairs |
| Domain name * | test.test.co.uk |
| DNS Servers * | 111.11.111.111 |
| | |
| | |
| | |
| | Min 1 & Max of 4 |
| Default Gateway * | test.co.uk |

## 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 * | 123.11.122.23 | 111.08.111.09 | 1000 |
| Destination IP Range * | 112.21.112.21 | 111.22.111.22 | 1234 |
| | | | + Add Another |

For Advanced ACL:

Enter your ACL advanced values in the text box provided.

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

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

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

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

## Billing contact:

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

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

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## 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:

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

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

**Schedule**

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

Once you have entered all your contact details and preferred date, 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

Exit   Previous     Save   Next

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

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

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

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

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

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:



Choose whether you wish to Add, Modify or Remove ACL.

Enter your 'Port Type'.

Enter an 'Interface Description' (if applicable).

Enter 'VLAN ID'.
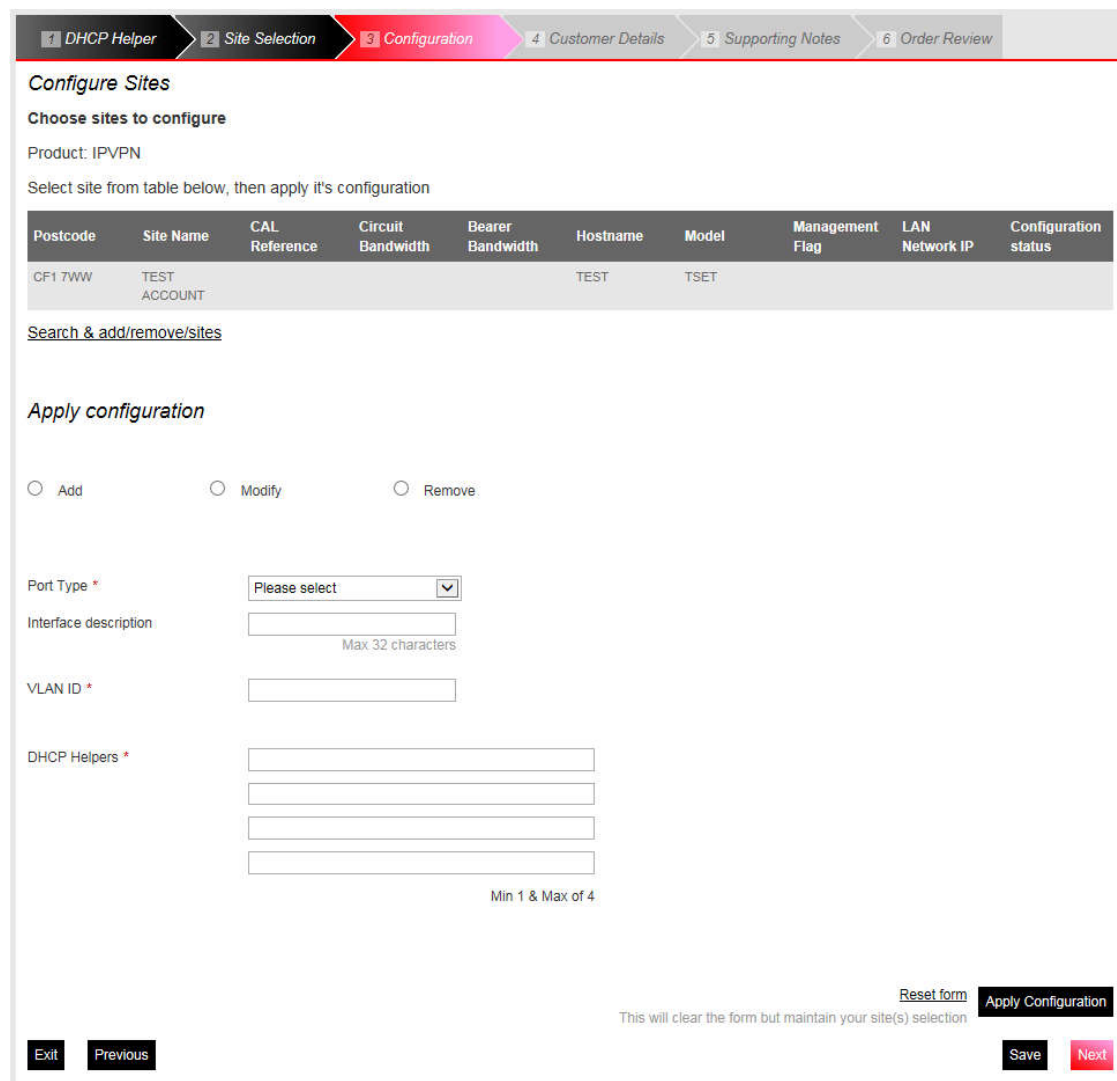
Enter your desired ACL Mode – Basic or Advanced.

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

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## 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:



Choose whether you wish to Add, Modify or Remove.

Enter your 'Port Type'.

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).

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# DHCP Pool Modification

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

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



Choose whether you wish to Add, Modify or Remove.

Enter your 'Port Type'.

Enter an 'Interface Description' (if applicable).

Enter 'VLAN ID'.

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

Enter the 'Execute IP Range'

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

Enter 'Domain name'.

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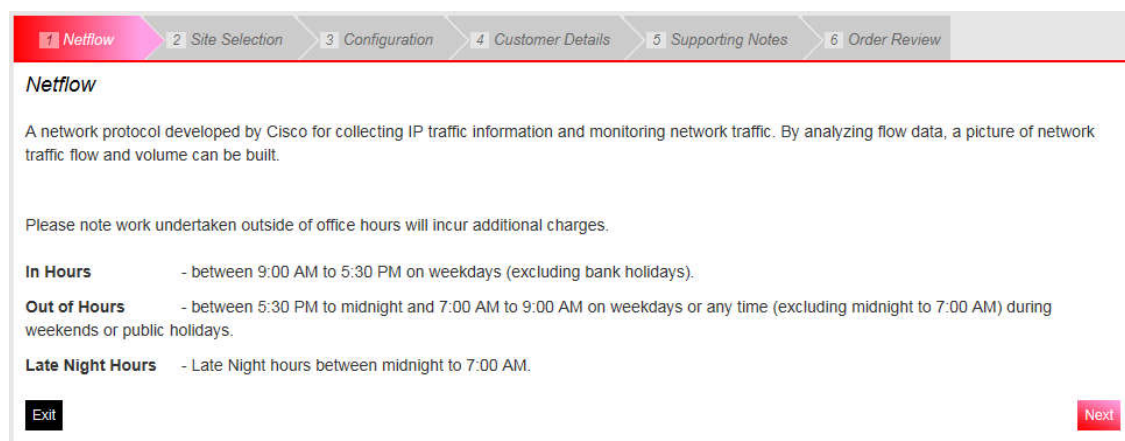
Enter 'Default Gateway'.

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

## Add/Remove Netflow

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

You'll be taken to the Netflow landing page.



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 MIA products.

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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**'.

Click on the site you wish to make changes to. If you wish to select more then 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**'.

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:



*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.

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



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

Now click '**Next**'.

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

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

## Billing contact:

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



## Technical contact:

Enter details of your technical contact.

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

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**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 + |

## Schedule:

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

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

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

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

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

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

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

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

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You'll be taken to the **Supporting notes** screen:



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

You'll be taken to the **Order Review** page.

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

Once you have reviewed your options, click the box 'I confirm I have read and understood the existing Terms & Conditions' and then click '**Submit**'.
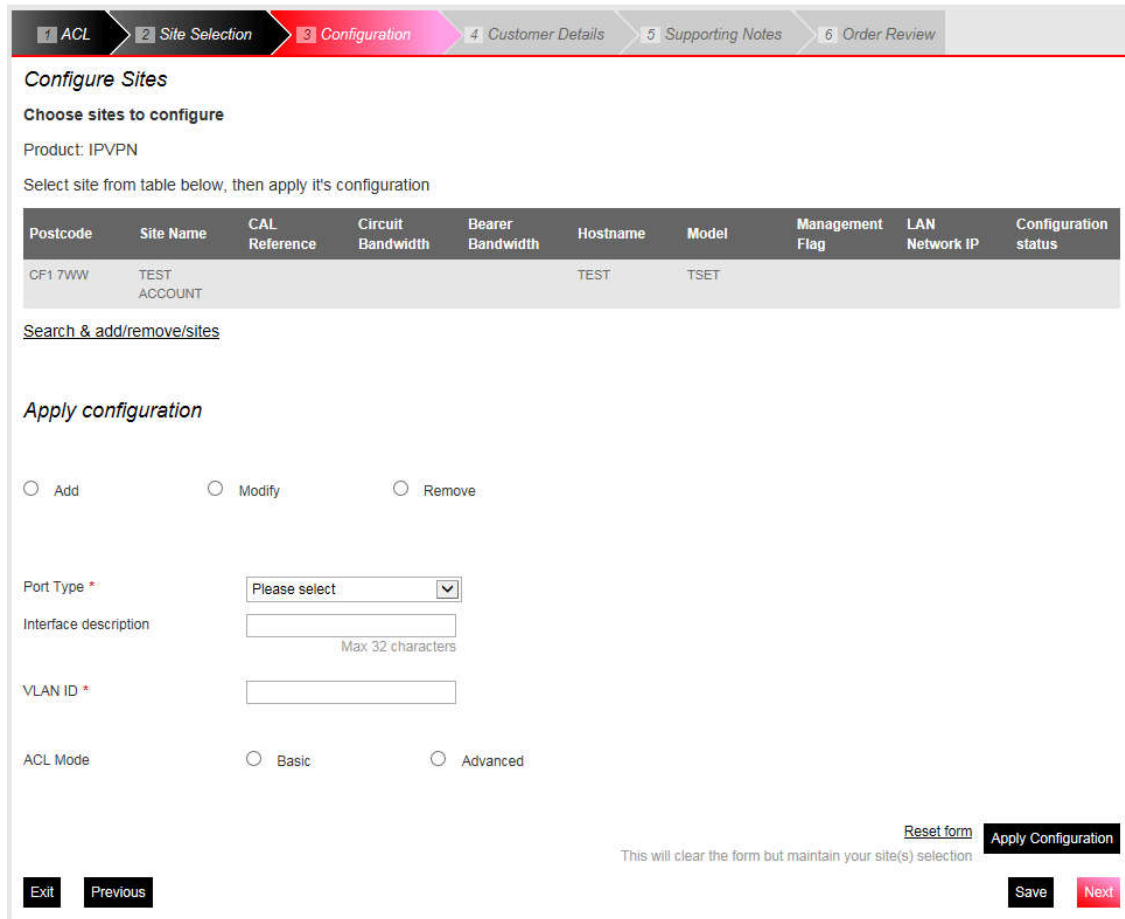
Existing Terms & Conditions can be found by clicking on the Terms & Conditions link on screen.

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

## Add/Remove SNMP

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

You'll be taken to the Netflow landing page.

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

Now click '**Next**'.

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

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

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

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



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

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

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

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

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Click on the site you wish to change. If you wish to select more then 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**'.

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Enter all your site information and click '**Add**'.

Continue to add as many sites as required.

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

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

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

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



*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:

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

Now click '**Next**'.

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

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

## Billing contact:

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

## Technical contact:

Enter details of your technical contact.

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



## Pre-notification contact:

Enter details of your pre-notification contact.

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

## 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:

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

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

**Schedule**

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

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

You'll be taken to the **Supporting Notes** screen:



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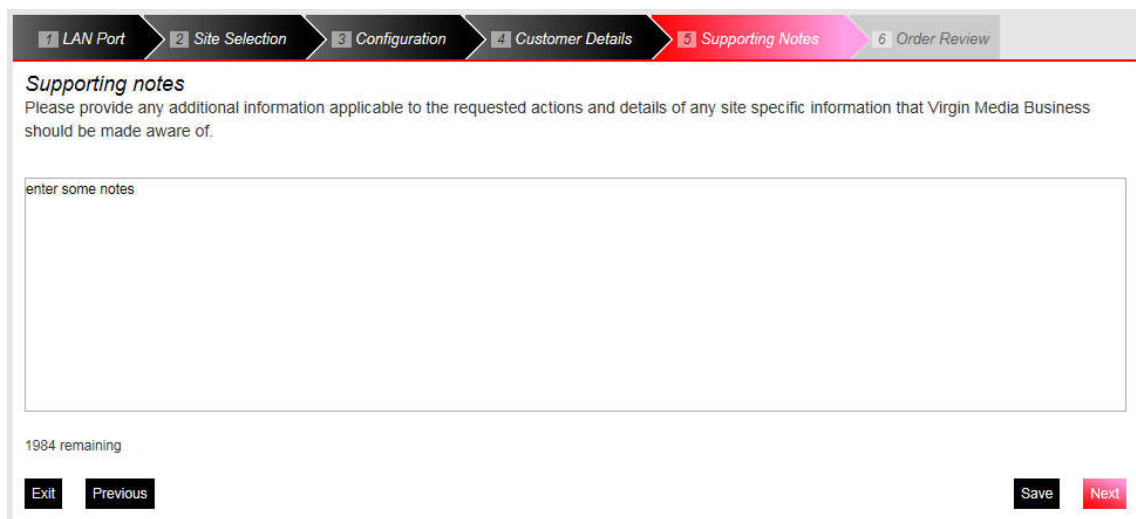
Existing Terms & Conditions can be found by clicking on the Terms & Conditions link on screen.

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**'.

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

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

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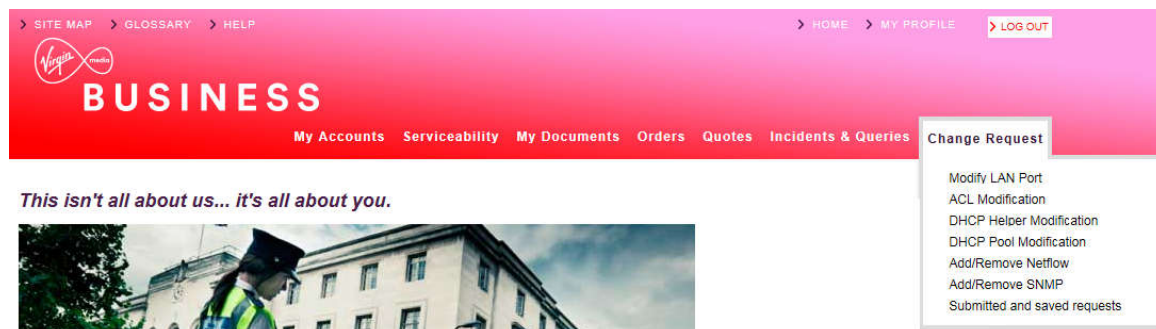


You'll be taken directly to the change request tab in the saved orders page.

# 10. My Documents

## Keep it safe and up-to-date

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

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

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

## To view documents

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

| My Accounts | Serviceability | My Documents | Orders | Quotes | Billing | Incidents & Requests |
|---|---|---|---|---|---|---|
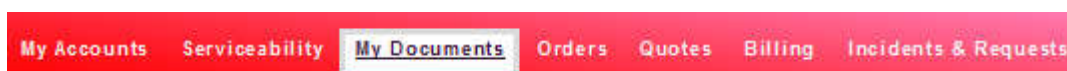
Documents may be stored by folder or individually, whatever your preference.

### My Documents

You Are Here > Document Store

**Folder(s)**

| Folder Type | Folder Name | No of Subfolders | No of Documents |
|---|---|---|---|
| 📁 | Agreements | 1 | 0 |
| 📁 | Contract | 0 | 9 |
| 📁 | Engage Terms of Use | 0 | 1 |
| 📁 | Service Descriptions | 0 | 2 |
| 📁 | T&Cs by Service | 10 | 0 |
| 📁 | Test | 1 | 0 |
| 📁 | testing | 0 | 1 |
| 📁 | User Guides | 0 | 1 |

**Document(s)**

| File Type | Document Name | Publish Date | Version |
|---|---|---|---|
| 📄 | Customer Service Description - Ethernet Extensions v 2.1 March 2 | Mon Sep 15 00:00:00 BST 2014 | 1.00 |
| 📄 | Customer Service Description NE and EE+ | Mon Sep 15 00:00:00 BST 2014 | 1.00 |
| 📄 | Engage Terms of Use v1 | Mon Sep 15 00:00:00 BST 2014 | 1.00 |

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## 11.  Sign up to MyBill

*Working smarter*
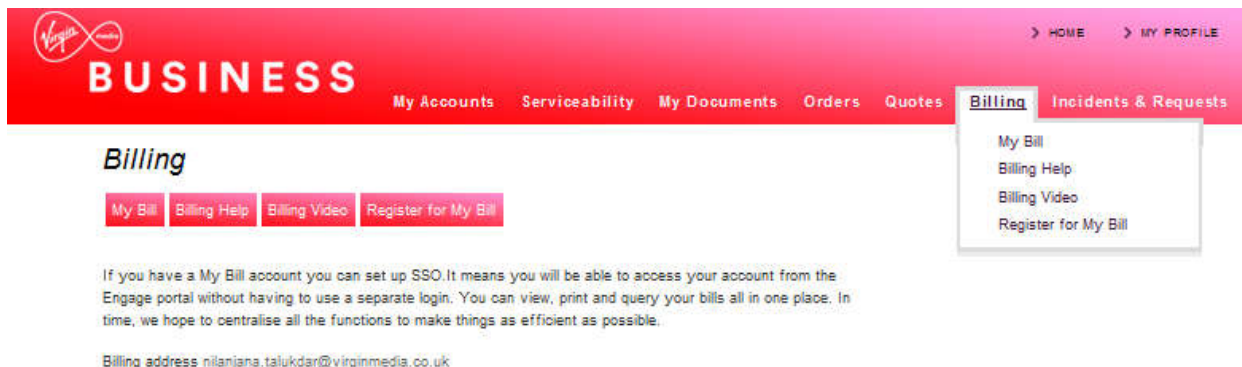


If you have a MyBill account, you can set up the Single Sign On feature. This means that you'll be able to access your account from the Engage portal, without having to use a separate login. You can view, print and query your bills all in one place. In time, we hope to centralise all the functions to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

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# *12.   Contact Us*

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



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.



---

# 13.  Product Configuration

## Available quote types

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

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



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

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

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

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

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

- Customer PO number – this is a required field and should reflect your internal PO reference
- Customer Account Number – select the account number that should be used for the specific order. This can be selected from the dropdown menu. Additional account numbers can be added in the Customer Management section
- Order Type – you need to confirm the correct order type. The available options are "New", "Upgrade", "Downgrade", "Move" or "Amend"
- Service Required Date – the earliest delivery date is showing by default, please change the date if you require delivery at a later date
- Accept Early Delivery – the default option is "Yes". If you're unable to accept an early delivery please change this to "No"
- Customer CRM Ref Number – this field is your internal CRM reference number. You're able to search for an order with this number, as well as the reference number provided by Engage and Virgin Media Business
- Confirm the A-End and B-End installation details such as:
  - 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

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# 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)

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## Ethernet Extensions

### Address level quotes

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

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

### Postcode level quotes

The following information is required for this quote type:

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

### Order stage

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

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

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## Leased Lines

### Address level quotes

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

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

### Postcode level quotes

The following information is required for this quote type:

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

### Order stage

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

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

## Managed Internet Access

### Address level quotes

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

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

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## *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

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**BUSINESS**

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
- 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

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## *Broadband and Phone*

### Quote stage

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

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

### Order stage

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