



BUSINESS

Engage – Upgrades and renewals

How to make the most of
our automated process

Dedicated to your growth

— PROUD TO BE YOUR PARTNER —

We've improved the partner experience

This short guide outlines how to quote and order upgrades and renewals for On Net National Ethernet orders in Engage. The automated process is all part of our digital programme to improve the partner experience – allowing you to self-serve directly in Engage, from end-to-end.

A manual process that once took our Partner Success team two days to seek approval and bring to completion, now takes mere minutes. Simply follow the steps below to get started.



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Point to Point Ethernet (New)

NNE Multisite Service

Point to Point Ethernet

VPN

Dedicated Internet Access

Broadband and Phone

Service Catalogue

Install Services

You can quote for National Ethernet 5 Gbps [here](#), as part of the High Capacity Services journey.

We will be looking to transition all Point to Point Ethernet connections to the new journeys and will enable the menus in our next release.

We'd love to know what you think of the new interface - So please send us your feedback.

 Raise a Delivery Escalation

Serviceability Check

Enter Postcode

Submit

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 Useful Info

Areas of interest

> GENERATION IP

> BUSINESS BLOG

> NEWS AND EVENTS

> SITE TO SITE CONNECTIVITY

> NETWORK MAP

*Dev info:

Branch name: `install-services`

Released Plan: `BCPTRUNK-PT-1198`

Build timestamp: `2023-07-20T06:46:24.790+01:00`

V:23.2.3-SNAPSHOT

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Step 1:

In-life requests

To start the journey, select the Quote menu, then select In-life Requests



Step 2: Search

Search using your CAL reference to effortlessly locate and retrieve information about your circuit. This ensures that you obtain precise and accurate information.

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● Select Order

● Select Request

● Submit Request

CAL Reference 

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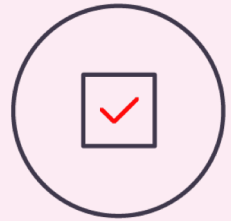
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Step 3: Confirm

Carefully review and confirm that your circuit details are correct, and then you'll gain access to a tailored journey that's based on your specific needs – whether it be an upgrade or renewal.

Raise In-Life Requests

- Select Order
- Select Request
- Submit Request

CAL Reference

Search

Advance Search

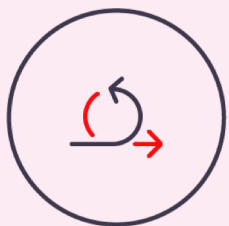
CAL Reference	Product	Contract term	Contract start date
CAL0314191	National Ethernet	3	07/09/2018
Site A	Site B	Circuit Bandwidth	Current Rental (£)
E142AA	NR301BU	100 Mbps	£ 3686.28

Are your circuit details correct?

Yes

No

Cancel



Step 4: Renewals

If you are looking to make a 'like for like' renewal, you can retain the same circuit speed while benefiting from new contract terms. Simply verify your site details and specify the desired contract term you wish to receive a quote for.

> Contact Us > Help

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Raise In-Life Requests

Select Order

Select Request

Submit Request

Cancel

Are your circuit details correct?

Yes

No

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

Raise an in-life request

Site A

Change

E142AA (POI)
Telehouse North 1 - Telehotel

Site B

Change

NR301BU
breydon clinic northgate hospital northgate street
great yarmouth
northgate hospital

Do you wish to make changes to existing circuit?

No

Yes

Site A

Bearer Bandwidth

100 Mbps

Site B

Bearer Bandwidth

Circuit Bandwidth

100 Mbps

100 Mbps

+ Addons

▼

Contract term *

1 Year

2 Years

3 Years

4 Years

5 Years

Title for Quote *

Generate Quote

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Step 5: Upgrades

Alternatively, if you're looking to upgrade your circuit speeds, you can renew your contract with a new term. To initiate this change, please verify your site details, specify the desired new speeds you wish to receive, and indicate the required contract term.

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RAISE IN-LIFE REQUESTS

Select Order

Select Request

Submit Request

Are your circuit details correct?

Yes

No

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

Raise an in-life request

Site A

E142AA (POI)
Telehouse North 1 - Telehotel

Change

Site B

NR301BU
breydon clinic northgate hospital northgate street
great yarmouth
northgate hospital

Change

Do you wish to make changes to existing circuit?

No

Yes

Site A

Bearer Bandwidth

10 Mbps

100 Mbps

1 Gbps

10 Gbps

NTU

Existing

New

Site B

Bearer Bandwidth

10 Mbps

100 Mbps

1 Gbps

Circuit Bandwidth

1 Gbps

NTU

Existing

New

+ Addons

Contract term *

1 Year

2 Years

3 Years

4 Years

5 Years

Title for Quote *

TEST123

Generate Quote

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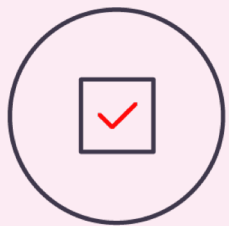
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Step 6: Submit

Once configured, click the 'Submit' button, and our system will swiftly generate your quote within a matter of seconds. If you are satisfied and ready to proceed, click on the 'Proceed to Order' option. If, however, you need to review the details of your quote, you can easily access the 'View Quote' option.

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Raise In-Life Requests

Select Order

Select Request

Submit Request

Do you wish to make changes to existing circuit?

No

Yes

Site A 1 Gbps

Bearer Bandwidth 1 Gbps

10 Mbps

100 Mbps

1 Gbps

10 Gbps

NTU

Existing

New

Site B

Bearer Bandwidth

10 Mbps

100 Mbps

1 Gbps

10 Gbps

Circuit Bandwidth

1 Gbps

NTU

Existing

New

+ Addons

Contract term *

1 Year

2 Years

3 Years

4 Years

5 Years

Title for Quote *

TEST123

Generated Quote

34787750

TEST123-1_THREE_YEARS_Renewed

1 Gbps

3 Years

Install One off charges

£0

Annual Rental

£2,950.00

Proceed to Order

View Quote

Exit

Cancel

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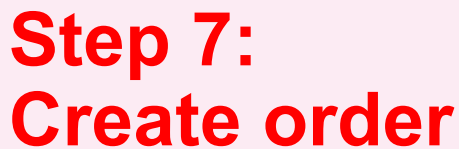
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If you are satisfied with the presented quote and ready to create your order, simply choose the 'Proceed to Create Order' option. Should you require modifications or adjustments to the quote, select the 'Modify Quote' option, which will take you back to the previous section.

All prices exclude VAT
Pricing provided is subject to survey



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Order ID:

Order for National Ethernet

Quote ID 34787750

Number of circuits1

Contract term3 Years

Circuit Bandwidth1 Gbps

Order Status

Created on 06/06/2023

TO BE SUBMITTED

Order Type

AMEND

Order details

Your own reference number

Test12345

Circuit Details

Current Circuit Configuration

CAL Reference

Bearer Bandwidth

Circuit Bandwidth

CAL0314191

100 Mbps

100 Mbps

Upgrade Circuit Configuration

Site A1

Site B1

Circuit Bandwidth

Bearer Bandwidth

Telehouse North 1

NR301BU - BREYDON CLINIC
NORTHGATE HOSPITAL NORTHGATE S
- 10023468466

1 Gbps

1 Gbps

+ Notes

Billing Details

Item	One Off Charges	Annual Rental Charges
Circuit	Installation	
E142AA <-> NR301BU (1 Gbps)	£0	£2,950.00
QoS Charges	£0	£0
Reporting Charges	£0	£0
	£0	£2,950.00
	Total One Off Charges	Total Annual Rental Charges

☐ I accept terms and conditions

Submit Order

Cancel

Save Order

Billing Summary

Billing Cycle

Contract Term

One Off Charges

Annual Rental Charges

Quarterly

3 years

£0

£2,950.00

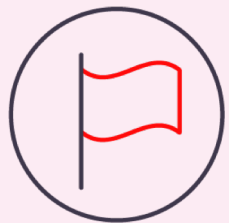
£737.50 / Quarterly

Partner Success Manager

Andrew Jones

serv.manager@testsystems.private

21931283921839



Step 9: Flag

In the unlikely event that your circuit details cannot be located or if there appears to be a discrepancy in the data presented, just let us know by clicking 'No'.

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Raise In-Life Requests

Select Order

Select Request

Submit Request

CAL Reference

?

Search

Advance Search

CAL Reference	Product	Contract term	Contract start date
CAL0314191	National Ethernet	3	07/09/2018
Site A	Site B	Circuit Bandwidth	Current Rental (£)
E142AA	NR301BU	100 Mbps	£ 3686.28

Are your circuit details correct?

Yes

No

Click here to Raise a manual request to our wholesale team

Cancel

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Step 10: Support

To support you with your request, we kindly ask for some basic details, which will enable us to provide you with the right help. A member of our Partner Success team will be in touch.

documents Orders Q

CAL Refer

Product
National Et

Site B
NR301BU

CL

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

Existing Circuit details

Product
National Ethernet

CAL Reference
CAL0314191

Site B Postcode
NR301BU

Circuit Bandwidth
100 Mbps

Request type
Renewal Upgrade

Renewal configuration

Do you wish to make changes to existing circuit?
No Yes

Contract term *
☐ 1 Year ☐ 2 Years ☐ 3 Years ☐ 4 Years ☐ 5 Years

Submit request Cancel

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Saved Quotes

My Sites

Point to Point Ethernet

Point to Point Multisite

Point to Point Postcode Level

VPN

Dedicated Internet Access

You can quote for National Ethernet 10G [here](#), as part of the High Capacity Service.

We will be looking to transition all Point to Point Ethernet connections to the new u

New products and services

You can raise and view new circuit quotes for a number of products and service ty
submit your quote successfully

Save

Quote ID

Date From

Date To

Search

Clear

Showing 25 quotes from 06/04/2023 to 07/07/2023 sorted based on date of creation

Download as CSV

Filter page

Quote Name	Quote ID	Product	Bandwidth	A Sites	B Sites	User name	Date Raised	Term
PRO_SPT_TESTINGAUTOMATION_2023-04-08_160909	4147100	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	06/07/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-04-08_182184	4147081	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	06/07/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-04-08_121517	4145993	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	06/07/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-04-08_110790	4145970	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	06/07/2023	2 Years
TEST QUOTE-2-22243-001-040723	4145929	National Ethernet	5 Gbps	RQ2/SUP	QC632YA	20485LunleyJ	04/07/2023	2 Years
TEST-H-91962-001-030623	4145929 (TL)	National Ethernet	90 Mbps	E14GSD	MC1UDN	20485MurA	23/06/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-20_129106	4145917	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	20/06/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-20_121509	4145900	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	20/06/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-20_092309	4145204	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	20/06/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-19_101422	4144202	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	19/06/2023	2 Years
BAJARAN-TEST-QUOTE-2-08089-003-090823	4143970	National Ethernet	90 Mbps	RQ2/SUP	RQ2/SUP	20485Polconroyakl	09/06/2023	2 Years
BAJARAN-TEST-QUOTE-2-08089-003-090823	4143977	National Ethernet	10 Mbps	RQ2/SUP	RQ2/SUP	20485Polconroyakl	09/06/2023	2 Years
TEST QWCD-0-0118-001-090823	4143974	National Ethernet	100 Mbps	RQ2/SUP	MC1UDN	20485Polconroyakl	09/06/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-07_014932	4143970	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	07/06/2023	2 Years
TEST QUOTE-2-46747-001-080823	4143906	National Ethernet	1 Gbps	SL29BA	RQ2/SUP	L779184	06/06/2023	2 Years
TEST QUOTE-2-99589-001-080823	4143905	National Ethernet	1 Gbps	SL29BA	RQ2/SUP	L779184	06/06/2023	2 Years
TEST-H-91962-002-030623	4143209	National Ethernet	100 Mbps	MiscSE	SL29NS	20485Polconroyakl	31/05/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-24_126614	4143057	National Ethernet	1 Gbps	BT206DN	MC1UDN	20485MurA	26/05/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-24_126614	4143026	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	24/05/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-24_104019	4140483	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	24/05/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-24_104019	4140414	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	24/05/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-06-11_150194	41729908	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	11/06/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-04-28_149190	41722144	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	28/04/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-04-19_160909	41718910	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	19/04/2023	2 Years
PRO_SPT_TESTINGAUTOMATION_2023-04-19_140799	41718754	Dedicated I HCS	10 Gbps	E1AAA	E14/BN	systems/arn+bp+headh	19/04/2023	2 Years

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Quotes are labelled PL

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Step 11: Retrieving quotes

If you have raised a quote and wish to come back to it later, you can find it by clicking the ‘Quotes’ Menu then ‘Saved Quotes’.

You are now able to search for your quote.

The steps you've just read are designed to be as simple as possible to follow. However, if you have any questions or concerns, please don't hesitate to contact your account manager/partner success team before you get started. Thank you.



Dedicated to your growth

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