

# BRIEFING WHOLESALE ETHERNET

## 1Gb Etherflow Order Restriction Briefing Reference 021-11

IMPACT MATRIX		
END USER	CP	SYSTEMS
	●	

Dots in the sections above are a guide to briefing impact

The 1Gb Etherflow component is still available. The option to order 1Gb Etherflow via the eCO portal has however been removed. This is to prevent subsequent capacity restrictions where suitably routed Etherway have not been chosen.

### Background

There have been a few cases where an automated Etherway order has naturally routed via an Ethernet switch which, owing to no pre-forecast from the customer, has insufficient backhaul to cater for the sudden demand of a full 1Gb premium Etherflow. Consequently some form of restriction has to be put in place to limit the risk of service contention until additional backhaul capacity can be deployed

### Why remove the portal option?

The decision to remove the option from the portal aims to ensure that future 1Gb Etherflow orders will be carried according to the most suitably routed Etherway and remove the need to place temporary bandwidth restrictions and thus avoid customer dissatisfaction.

### So how do you order a 1Gb Etherflow and its Etherway access?

- If you or your customer requires any single Etherflow bandwidth option above 500Mb, either from the outset, or as part of anticipated growth, you are advised to contact your account team before placing the associated Etherway orders.
- The account team will then discuss with product line, resulting in the most effective connectivity for the Etherway bearers and provide a more accurate pricing quote (as currently advised through the online Pricing Tool message).
- Submission of the order details should be made using the CRF (Customer Requirement Form) with accompanying notes outlining the need for manual routing of the Etherway to support >500Mb Etherflow. A copy of the CRF is available on the product page via <http://www.btwholesale-inspire.com/products2/data/ethernet>

### What happens after I've submitted my CRF order?

Once the CRF has been received, the CMC (Customer Management Centre) team will manually place the Etherway order/s according to the product line guidance and will then place the requested Etherflow order. Thereafter all procedures such as KCIs etc will be as per normal automated journey – guided by your choices entered on the specific CRF.

If you need further support please do contact your BT Wholesale Account Manager or Customer Relationship Manager who are there to help.

For further detail on the Wholesale Ethernet product please refer to the product handbook (v4.4) held on <http://www.btwholesale-inspire.com/products2/data/ethernet>

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