



How to Order Business and Residential Wholesale Fibre Services on the KCOM Wholesale Portal

The following information is specifically related to the Portal for KCOM Wholesale Customers.

This information is aimed at Communications Providers (CPs).

Logging in

Log into <https://kcom-wholesale.my.site.com/Partner> using your credentials (Log-In/User ID/Username and Password which we will provide to you together with your Contract ID).

After you log in for the first time, you can, if you wish, change your password by inserting your Log-In/User ID and following the online screens.

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Self-Install Address Journey – already an active connection at the Property	p09
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Wholesale – CP Portal user information



Username

Password

Log In

☐ Remember me

[Forgot Your Password?](#)

Home Page – Choosing a new install order

YOUR HOME PAGE: Please choose a New Residential Order or Business Order



Install Required – no active connection at the Property: Address Journey example

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Address

Please enter the postcode for the property you wish to be served

* Postcode

HU1 3RE

Next

Steps

- Address
- Finding your address
- Service Availability
- Input VCAB
- CP Details
- Appointment Selection
- Tariff
- Order Summary

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Finding your address

Please select the correct address from the list:

Telephone House 35-37 Carr Lane, Hull, HU1 3RE

Can't find your address?

PreviousNext

Steps

- Address
- Finding your address
- Service Availability
- Appointment Selection
- Tariff
- Order Summary

Address is serviceable and shows requirement for an Install (shown below):

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Q Search...

harry.brayford@kcom.com.uat.portaltest

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Service Availability

✓ Good news! We can provide service to this address

Installation Information

- We need to fit an ONT in your customer's property
- Your customer will need to be present on site on the date of the install
- The lead time for this order is 10 business days
- You will not be charged for this order until the promise date

Now that we know we can provide service at this address, you will need to select and configure the necessary tariff, and book an install appointment to complete your order. Please click 'Next' below to proceed with this order

PreviousNext

Steps

- Address
- Finding your address
- Service Availability
- Input VCAB
- CP Details
- Appointment Selection
- Tariff
- Order Summary

If no active Virtual Cable Connects (VCABs) – the following error will occur

If no active VCABs are associated with that address for the CP, the following error will occur:

The screenshot shows the KCOM wholesale portal interface. At the top, there is a search bar and a user profile icon. Below the navigation bar (Home, Accounts, Orders), the main content area displays an error message: "No Active Vcables". The message states: "No Active Vcables associated with this OLT ID." and "Please go back and select another OLT." There is a "Previous" button. On the right side, a "Steps" progress bar shows the current step as "No Active Vcables" (highlighted with an orange circle), with previous steps "Address" and "Finding your address" marked with green checkmarks, and subsequent steps "Appointment Selection", "Tariff", and "Order Summary" marked with grey dots.

VCAB entry screen

The screenshot shows the KCOM wholesale portal interface. At the top, there is a search bar and a user profile icon. Below the navigation bar (Home, Accounts, Orders), the main content area displays the "Input VCAB" screen. It features a label "* Input VCAB Reference" and a text input field containing "VCAB000000". There are "Previous" and "Next" buttons. On the right side, a "Steps" progress bar shows the current step as "Input VCAB" (highlighted with an orange circle), with previous steps "Address", "Finding your address", and "Service Availability" marked with green checkmarks, and subsequent steps "CP Details", "Appointment Selection", "Tariff", and "Order Summary" marked with grey dots.

If VCAB is invalid, not linked to the CP or not available for the selected address:

The screenshot shows the KCOM wholesale portal interface. At the top, there is a search bar and a user profile icon. Below the navigation bar (Home, Accounts, Orders), the main content area displays an error message: "Invalid VCAB Reference". The message states: "Invalid VCAB Reference number. Please provide valid VCAB reference number that is assigned to CP." There is a "Previous" button. On the right side, a "Steps" progress bar shows the current step as "Invalid VCAB Reference" (highlighted with an orange circle), with previous steps "Address", "Finding your address", "Service Availability", and "Input VCAB" marked with green checkmarks, and subsequent steps "CP Details", "Appointment Selection", "Tariff", and "Order Summary" marked with grey dots.

Your Details

Customer ARI (your own reference) **please ensure you type your own reference for consolidation purposes.**

ResellerID (this is provided to you as RID CODE as supplied by Ofcom)

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HomeAccountsOrders

CP Details

Please provide the Cost Centre as a reference of the service and proceed to the cart, when you are ready.

* Cost Centre

Service Reference

* Customer ARI

Customer ARI

ResellerID ⓘ

RESELLERID

PreviousNext

Steps

- Address
- Finding your address
- Service Availability
- Input VCAB
- CP Details**
- Appointment Selection
- Tariff
- Order Summary

Select an Appointment for the end user

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HomeAccountsOrders

Appointment Selection

*Select one of the options below:

Select appointmentUse existing reservation

PreviousNext

Steps

- Address
- Finding your address
- Service Availability
- Input VCAB
- CP Details
- Appointment Selection**
- Tariff
- Order Summary

Provide contact details for the end user to allow our Engineers to gain access

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Site Contact Details

Site Contact Personal Details

* Salutation

Mr

* First name

* Last name

Site Contact Details

* Preferred Contact Type ⓘ

Mobile

Mobile number ⓘ

Email

Landline number ⓘ

Steps

Address

Finding your address

Service Availability

Input VCAB

CP Details

Appointment Selection

Site Contact Details

Earliest Install Appointment Date

Install Appointment

Tariff

Order Summary

Selecting the Appointment

Select the earliest date your customer is able to do. **Lead times are enforced here.**

NOTE: Premium Install relates to the length of cable, **NOT** the installation priority

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Earliest Install Appointment Date

The earliest you can book an appointment for this customer is 2026-09-21

* Please select the date nearest to the appointment date that your customer requires, the system will return you the earliest available appointments

☐ Premium Install

Previous

Next

Steps

Address

Finding your address

Service Availability

Input VCAB

CP Details

Appointment Selection

Site Contact Details

Earliest Install Appointment Date

Install Appointment

Tariff

Order Summary

Available appointments will be shown as displayed below:

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Home Accounts Orders

Install Appointment

* Select an install appointment

- Thu, 24 Sep - 08:00 AM - 12:00 PM
- Thu, 24 Sep - 12:00 PM - 16:00 PM
- Fri, 25 Sep - 08:00 AM - 12:00 PM
- Fri, 25 Sep - 12:00 PM - 16:00 PM
- Mon, 28 Sep - 08:00 AM - 12:00 PM
- Mon, 28 Sep - 12:00 PM - 16:00 PM
- Tue, 29 Sep - 08:00 AM - 12:00 PM
- Tue, 29 Sep - 12:00 PM - 16:00 PM
- Wed, 30 Sep - 08:00 AM - 12:00 PM
- Wed, 30 Sep - 12:00 PM - 16:00 PM

Steps

- Address
- Finding your address
- Service Availability
- Input VCAB
- CP Details
- Appointment Selection
- Site Contact Details
- Earliest Install Appointment Date
- Install Appointment**
- Tariff
- Order Summary

Site Specific details/Free Text Box

Provide any site specific details that our engineers may need to be aware of, including if dogs are present within the property.

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Home Accounts Orders

Install Appointment

* Select an install appointment

Fri, 25 Sep - 12:00 PM - 16:00 PM

Additional Notes

Please note in the field below any important points/issues that may be useful to our engineers for the install appointment.

Description ⓘ

There is a big dog at the house.

Previous Next

Steps

- Address
- Finding your address
- Service Availability
- Input VCAB
- CP Details
- Appointment Selection
- Site Contact Details
- Earliest Install Appointment Date
- Install Appointment**
- Tariff
- Order Summary

Selecting the Tariff

Select the tariff you require. Upload speed is automatically selected based on the Download speed chosen.

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Tariff

Select Tariff

Download Speed
900Mbps

Upload Speed
550Mbps

SLA
SLA 2

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Steps

- ✓ Address
- ✓ Finding your address
- ✓ Service Availability
- ✓ Input VCAB
- ✓ CP Details
- ✓ Appointment Selection
- ✓ Site Contact Details
- ✓ Earliest Install Appointment Date
- ✓ Install Appointment
- Tariff**
- Order Summary

Your Order Summary

Order Summary will show, including recurring and one-off costs

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Order Summary

Before proceeding with your order, we want to provide you with a detailed breakdown of the bundle you have selected, and any additional services. Below is a summary of your order. If you're ready to proceed simply click 'Check Out & Proceed' below and place your order.

Service Address : Telephone House, 37 Carr Lane, Hull, HU1 3RE
Install Appointment : 2026-09-25 12:00 - 16:00
Promise Date:
Contract Term: 12 Months

Item	Recurring Total	One Time Total
Wholesale Fibre SLA 2/900/550	£21.00	£0.00
SLA	£0.00	£0.00
FTTP Access	£0.00	£0.00
Standard Installation	£0.00	£15.00
Connection charge	£0.00	£0.00

£21.00

£15.00

Recurring Total

One Time Total

Steps

- ✓ Address
- ✓ Finding your address
- ✓ Service Availability
- ✓ Input VCAB
- ✓ CP Details
- ✓ Appointment Selection
- ✓ Site Contact Details
- ✓ Earliest Install Appointment Date
- ✓ Install Appointment
- ✓ Tariff
- Order Summary**

Self-Install Address Journey – There is already an active connection at the Property

Post code entry leading to address selection

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👤

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Address

Please enter the postcode for the property you wish to be served

* Postcode

Next

Steps

- Address
- Finding your address
- Service Availability
- Input VCAB
- CP Details
- Appointment Selection
- Tariff
- Order Summary

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Search...

🔔

👤

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Finding your address

Please select the correct address from the list:

Telephone House 35-37 Carr Lane, Hull, HU1 3RE

Can't find your address?

Previous Next

Steps

- Address
- Finding your address
- Service Availability
- Appointment Selection
- Tariff
- Order Summary

Confirmation that the route is Self-Install eligible below:

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Service Availability

✓ Good news! We can provide service to this address

Results show that we can provide service at this address. An engineer visit is not required and your customer will be able to perform the installation themselves once they receive the router. However, our records show that there is an active service at this address therefore there is a slightly longer lead time to allow for the previous service to cease and the router delivery

Installation Information

- The lead time for this order is 10 business days, therefore the promise date for this install is 2026-09-22
- You will not be charged for this order until the promise date

Now that we know we can provide service at this address, you will be able to select and configure the necessary tariff to complete your order. Please click 'Next' below to proceed with this order

Previous Next

Steps

- Address
- Finding your address
- Service Availability
- Route in use
- Self-Install Override
- Input VCAB
- CP Details
- Appointment Selection
- Tariff
- Order Summary

Confirmation of the existing route details, including the ONT serial number we believe to be present at the property

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Route in use

Do you want to take over this service?

- RouteId: 123456789
- Priority: 1
- Installation Location:
- Status: Working
- ONT Serial Number: ECI-C0000AAA

To take over this Service there is a 10 business days lead time.

No

Yes

Steps

- Address
- Finding your address
- Service Availability
- Route in use**
- Self-Install Override
- Input VCAB
- CP Details
- Appointment Selection
- Tariff
- Order Summary

Selection as to whether the order continues as a Self-Install

OR

if an override to an appointed install is required see below. If Override is selected, refer back to the **Appointed Install process**

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Self-Install Override

The service availability check earlier in the order journey determined that this address is eligible for a self-install, this was based on our records.

However, if you believe this specific customer requires an appointed install, please check the box below before you click 'Next'.

☐ Override Self-Install with an appointment

Previous

Next

Steps

- Address
- Finding your address
- Service Availability
- Route in use
- Self-Install Override**
- Input VCAB
- CP Details
- ONT Power Supply
- Appointment Selection
- Tariff
- Order Summary

VCAB validation:

The screenshot shows the 'Input VCAB' step of a multi-step process. The header includes the KCOM wholesale logo, a search bar, and navigation links for Home, Accounts, and Orders. The main content area is titled 'Input VCAB' and contains a label '*Input VCAB Reference' with an information icon. Below this is a text input field containing 'VCAB000000'. At the bottom right of the main area are 'Previous' and 'Next' buttons. On the right side, a 'Steps' list shows the progress of the process, with 'Input VCAB' highlighted as the current step. The steps listed are: Address, Finding your address, Service Availability, Route in use, Self-Install Override, Input VCAB, CP Details, ONT Power Supply, Appointment Selection, Tariff, and Order Summary.

If no active or invalid VCAB – the following error occurs

The screenshot shows an error screen titled 'Invalid VCAB Reference'. The header is identical to the previous screenshot. The main content area displays the error message: 'Invalid VCAB Reference number. Please provide valid VCAB reference number that is assigned to CP.' Below the message is a 'Previous' button. On the right side, the 'Steps' list is shown, with 'Invalid VCAB Reference' highlighted as the current step, indicating the user has reached an error state during the process.

Your Details

Customer ARI (your own reference) **please ensure you type your own reference for consolidation purposes.**

ResellerID (this is provided to you as RID CODE as supplied by Ofcom)

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CP Details

Please provide the Cost Centre as a reference of the service and proceed to the cart, when you are ready.

* Cost Centre

* Customer ARI

ResellerID ⓘ

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Steps

- ✓ Address
- ✓ Finding your address
- ✓ Service Availability
- ✓ Route in use
- ✓ Self-Install Override
- ✓ Input VCAB
- CP Details**
- ONT Power Supply
- Appointment Selection
- Tariff
- Order Summary

ONT Power Supply

If the End User has an ONT, but no power supply, a replacement can be ordered at this stage

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ONT Power Supply

If you believe that a new ONT power supply is required to be shipped to the subscriber, please check the box below. If the customer does not require a new ONT power supply, and there is already one present in the property, please leave the box unchecked.

If checked, the ONT power supply will be shipped directly to the service account address in advance of the service activation date. It may arrive separately to any router equipment sent as part of the same order.

☐ Requires new power supply

Previous

Next

Steps

- ✓ Address
- ✓ Finding your address
- ✓ Service Availability
- ✓ Route in use
- ✓ Self-Install Override
- ✓ Input VCAB
- ✓ CP Details
- ONT Power Supply**
- Appointment Selection
- Tariff
- Order Summary

ONT Power Supply on

Confirmation the service will be remotely activated, and the ONT needs to remain powered on

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Remote Installation

This service will be remotely activated. Please ensure the ONT remains powered on up until the day of activation

Previous

Next

Steps

- Address
- Finding your address
- Service Availability
- Route in use
- Self-Install Override
- Input VCAB
- CP Details
- ONT Power Supply
- Remote Installation**
- Earliest Start Date
- Tariff
- Order Summary

Select an Activation Date for the end user

Selection of the earliest start/activation date. This is the date the service will be activated unless any issues occur. **Lead times are enforced based on the status of the address.**

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Earliest Start Date

*Select Earliest Start Date

September
2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today

Previous

Next

Steps

- Address
- Finding your address
- Service Availability
- Route in use
- Self-Install Override
- Input VCAB
- CP Details
- ONT Power Supply
- Remote Installation
- Earliest Start Date**
- Tariff
- Order Summary

Selecting the Tariff

Select the tariff you require. Upload speed is automatically selected based on the Download speed chosen.

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Tariff

Select Tariff

Download Speed

500Mbps

Upload Speed

500Mbps

SLA

SLA 3

Previous

Next

Steps

Address

Finding your address

Service Availability

Route in use

Self-Install Override

Input VCAB

CP Details

ONT Power Supply

Remote Installation

Earliest Start Date

Tariff

Order Summary

Your Order Summary

Order summary below with one-off and recurring prices detailed

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Home Accounts Orders

Order Summary

Before proceeding with your order, we want to provide you with a detailed breakdown of the bundle you have selected, and any additional services. Below is a summary of your order, if you're ready to proceed simply click 'Check Out & Proceed' below and place your order.

Service Address : Telephone House 37 Carr Lane Hull HU1 3RE

Install Appointment :

Promise Date: 22/09/2026

Contract Term: 12 Months

Item	Recurring Total	One Time Total
Wholesale Fibre SLA 3/500/500	£22.10	£0.00
SLA	£0.00	£0.00
FTTP Access	£0.00	£0.00
Connection charge	£0.00	£0.00
£22.10		£0.00
Recurring Total		One Time Total

Steps

Address

Finding your address

Service Availability

Route in use

Self-Install Override

Input VCAB

CP Details

ONT Power Supply

Remote Installation

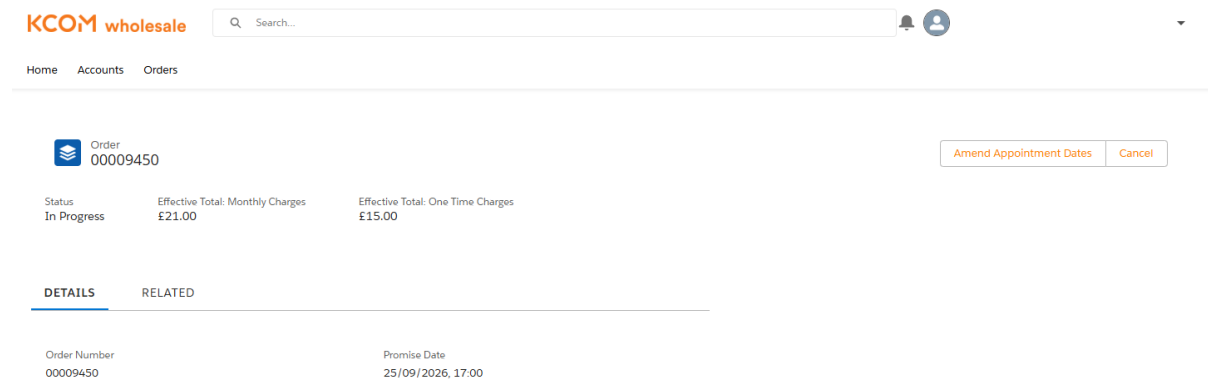
Earliest Start Date

Tariff

Order Summary

Amending an appointed install order

From the order page, choose Amend Appointment Dates. This can only be actioned if the order status is “In Progress”. If the order is not in the correct status, the system will block you from proceeding



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Order 00009450

Amend Appointment Dates Cancel

Status: In Progress

Effective Total: Monthly Charges: £21.00

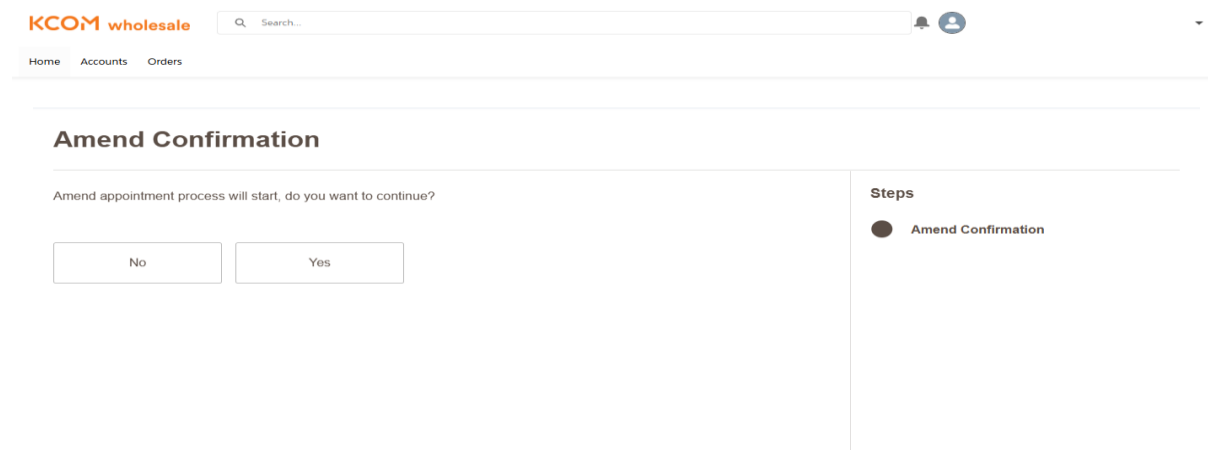
Effective Total: One Time Charges: £15.00

DETAILS RELATED

Order Number: 00009450

Promise Date: 25/09/2026, 17:00

Choice selection of whether to continue with the amend.



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Amend Confirmation

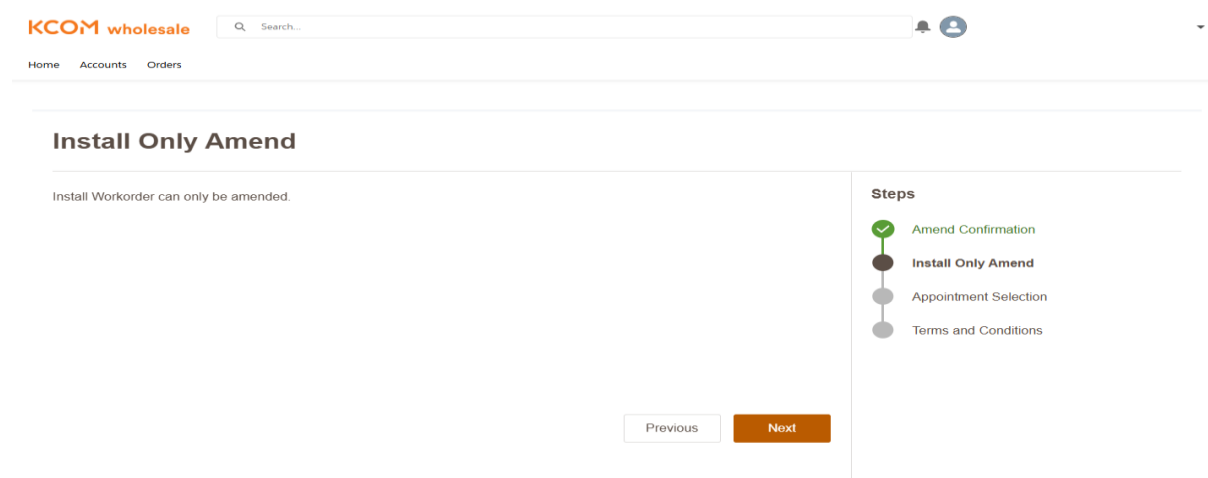
Amend appointment process will start, do you want to continue?

No Yes

Steps

- Amend Confirmation

Confirmation that only the install related work order can be amended



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Home Accounts Orders

Install Only Amend

Install Workorder can only be amended.

Steps

- Amend Confirmation
- Install Only Amend
- Appointment Selection
- Terms and Conditions

Previous Next

Appointment Selection including site contact details

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Appointment Selection

Select one of the options below: *

Select appointment

Use existing reservation

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Next

Steps

✓ Amend Confirmation

✓ Install Only Amend

● Appointment Selection

● Terms and Conditions

Provide contact details for the end user to allow our Engineers to gain access

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Site Contact Details

Site Contact Personal Details

Salutation ✓

Mr ▼

First name ✓

FirstName

Last name ✓

Surname

Site Contact Details

Preferred Contact Type ✓

Mobile ⓘ

Mobile number

070000000000 ⓘ

Steps

✓ Amend Confirmation

✓ Install Only Amend

✓ Appointment Selection

● Site Contact Details

● Earliest Install Appointment Date

● Install Appointment

● Terms and Conditions

NOTE: The earliest amend date is based on the existing appointment date – it cannot be earlier than the existing appointment date on the order

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Search...

harry.br

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Earliest Install Appointment Date

The earliest you can book an appointment for this customer is 25-09-2026

Please select the date nearest to the appointment date that your customer requires, the system will return you the ... *

Previous

Next

Steps

- Amend Confirmation
- Install Only Amend
- Appointment Selection
- Site Contact Details
- Earliest Install Appointment Date**
- Install Appointment
- Terms and Conditions

Appointment Selection

KCOM wholesale

Search...

harry.br

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Install Appointment

Select an install appointment ✓

Thu, 8 Oct - 12:00 PM - 16:00 PM

Additional Notes

Please note in the field below any important points/issues that may be useful to our engineers for the install appointment.

Description

Previous

Next

Steps

- Amend Confirmation
- Install Only Amend
- Appointment Selection
- Site Contact Details
- Earliest Install Appointment Date
- Install Appointment**
- Terms and Conditions

Amend Confirmation

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Search...

harry.br

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Terms and Conditions

This order is subject to the Terms and Conditions set out in the relevant reseller agreement.

By proceeding with this order, you acknowledge this.

Previous

Place order

Steps

- Amend Confirmation
- Install Only Amend
- Appointment Selection
- Site Contact Details
- Earliest Install Appointment Date
- Install Appointment
- Terms and Conditions**

Order Cancellation

Order must be “In Progress” and not beyond the point of no return. The system will enforce that so you can only cancel when it’s in the appropriate state.

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 Order
00009450

[Amend Appointment Dates](#) [Cancel](#)

Status
In Progress

Effective Total: Monthly Charges
£21.00

Effective Total: One Time Charges
£15.00

Cancellation confirmation

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Search...

  harr

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Confirm Cancellation

Are you sure you want to cancel this order?

Cancelling this order will cancel or discard any outstanding fulfilment steps.

Confirm Order Cancellation *

☐ Yes ☐ No

[Next](#)

Steps

- Confirm Cancellation

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Search...

  harry.br

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Order Submission

Order has been successfully cancelled.

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Steps

- ✓ Confirm Cancellation
- Order Submission