

June 2003
Volume 1, Issue 1

Welcome

Welcome to the first issue, of what will become a regular Partner Newsletter, focusing on the VNO community of Gamma Telecom.

This Newsletter will act as an informal forum for Partner updates and news briefings. If you would like to share stories or updates with other Gamma Partner's and contribute to future issues please forward details to Tracy Ronan, Email: tronan@gammatelecom.com

The Gamma Reseller services were officially



kicked off, when Partners were 'Welcomed on Board' at the Cutty Sark in May. I trust those of you who were able to attend had an enjoyable time, it was certainly a pleasure to put some faces to names!

For those of you interested, photographic evidence does exist of the evening and is available (at a small fee to the editor of course!).



In this Issue:

Welcome	1
Migration to stability	1
Focus on CPS	2
Support Material	3
Where is Gamma in 2003?	3
Useful Contact Numbers	3

Migration to Stability

For those Resellers with directly connected customers you will be pleased to know that the migration of these circuits to the Gamma network is now complete. As a result, Telia will shortly be decommissioning their facilities.

On the 20th of June we will also complete the software upgrades to our switching infrastructure. These upgrades are an essential part of our investment program, enabling us to implement services such as LDLI.

This brings to an end a major migration program, reduces the level of changes on our network, and enables Gamma to fully concentrate on providing our customers with a first class service.

Our aim is nothing less than a 'best in class' customer service, driven by a Quality and Customer service initiative led by our COO. Hopefully you will have already begun to see some of the benefits of this program coming through in both our fault management and billing production. The number of customer problems in both of these areas has already dropped by 85%.

It was as part of this initiative, and after listening to feedback from our partners, that Gamma further invested in a dedicated, technically aware, fault handling centre in Glasgow. The team, led by Mr Joe Mundy, has on-line access to the Gamma Network systems, and immediate 'same room' access to technical expertise.

It is the objective of Gamma to correct as many faults as possible while the customer is 'on line' and provide informed, accurate and regular feedback.

We have also been listening to you about the number and format of our CDR files on the FTP site and plan to simplify that substantially from July.

Please also note, that the Business Development Support team, led by by Simon Moss at London Harbour Exchange and who were, until May 27th acting as the front line support, now provide a value add for Partners and the Business Development team. BDS have now become a proactive main point of contact for all day-to-day general, commercial, and billing queries.

Focus on CPS

Batch Upload Enhancement

LIVE 16th June
CPS Batch Upload Facility

As part of the ongoing product reviews taking place to ensure Partners remain competitive and efficient, the first of a number of planned enhancements and updates to the CPS service will be kicked off on **16th June 2003**, with the launch of a Batch Upload facility on the CPS web Interface. This

enhancement will enable Partners to upload a batch file for CPS orders rather than keying in the individual CLI's one at a time.

The enhancement will make the system more user-friendly and will stimulate cost savings - in customer acquisition for resellers - by stream-lining provisioning operations and decreasing the number of manual entry

errors that incur charges, as a result of orders being rejected. It will also allow resellers to capture orders efficiently from sub-resellers and dealers and upload them instantly.



Gamma CPS Promotion – FLOOR 250

During July, August and September 2003 Gamma will be running a CPS transaction promotion. All Partners are able to take advantage of the promotion, if you do not currently offer a CPS service, please hurry and contact your Business Development Manager, who will be able to get you started.

The Promotion

The **FLOOR 250** promotion will enable Partners, who put through 250 or more transactions in the month, to have Gamma cover the cost of the transaction charges.

Transactions are defined as:
Set-up
Cancel
Change Date
Remove
Renumber
and All rejected orders

For further details of the promotion and indemnifications applicable, please contact your Business Development Manager who can supply you with details and documentation for the promotion.

CPS Transaction Price Changes

Gamma is pleased to announce that from July 2003 new **REDUCED** rates will apply to CPS transactions.

Details of the new pricing structure are available through your Business Development Manager.

Useful Contact Numbers

Help Desk

Tel: 0808 178 8000

Fax: 0808 178 8001

Email:

resellerhelpdesk@gammatelecom.com

Credit Control

Tel: 0808 178 8002

Fax: 0808 178 8003

Billing Queries Email

Email: ccs@gammatelecom.com

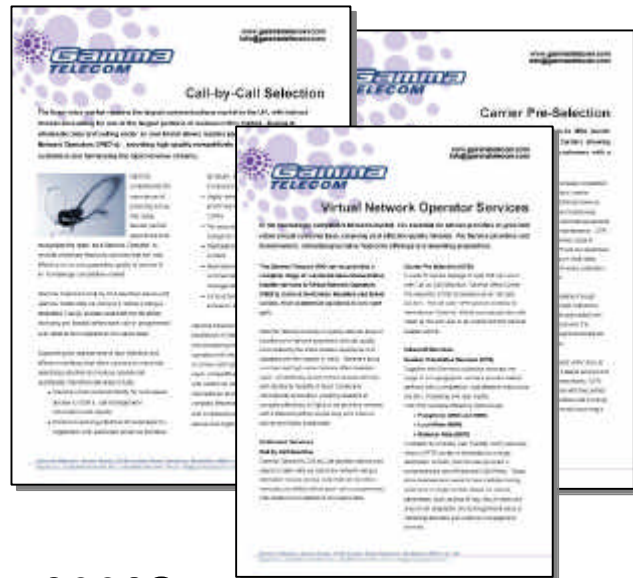
Support Material

The VNO product set is now clearly defined with support documents available for Partners as required. The standard Virtual Network Operator (VNO) product set encompasses:

Call-by-Call Selection
Carrier Pre-Selection (CPS)
Number Translation Services (NTS)

In addition to the service leaflets, Gamma also has available:
VNO Service Description
CPS Frequently Asked Questions
NTS Features and Benefits Guide
NTS Frequently Asked Questions

If Partners require copies of the above mentioned documentation, please email Tracy Ronan.



Where is Gamma in 2003?

Gamma will be at the following conferences/Exhibitions this year:

Telecommunications Executive Network (TEN)

18th June 2003

Panelist on topic of 'Moving Forward and Making Money: Is this the end of the line or Fixed?'

Marcus Evans 'Telecommunications Wholesale Strategies' Conferences

24th – 26th September 2003

Presentation by Gamma on conference session: 'Enabling Entry to the Telecoms Space by Non-Telco Brands'

ITU Telecom World 2003

Geneva 12th – 18th October

UK Pavilion Co Sponsor and Exhibitor

FT World Telecommunications Conference 'The Value of the Enterprise'

1st – 2nd December 2003

Presentation by Gamma on conference session: 'The Future of the Wholesale Market'



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