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Welcome

Welcome to this, the third issue of the Gamma Partner Newsletter. Continuing our commitment to product development and enhancement to benefit both you and your end users, Gamma have been busy improving services and are pleased to announce in this newsletter the launch of the LDLI facility on CPS (see page 2 for details).

We also want to make sure this newsletter is useful to you and not just the usual company propaganda that these things can become!

As part of that and our commitment to giving you a quality service, we are prepared to tell you what we think is going well and where we believe we need to improve. We will share with you our internal targets and publish how we are doing.

If there are any particular areas you would like to see Gamma reporting to you on, please let us know.

Operational Round-up

Network Incidents

As you will be aware, over the past few weeks Gamma has experienced a small number of network incidents that have affected service for several of our Partners. While these incidents are often outside of our control, we clearly could have done better on some. Our number one priority is to drive the frequency of these down to the lowest level practicable and a number of management and investment initiatives are already underway to make this happen.

NCIP

On the 1st October Gamma implemented NCIP (BT's database for matching dial codes to charge bands) which

draws all UK based Geographic and Non-Geographic numbers into the BT structure for billing purposes. This implementation means that in future, Partners will be able to easily compare rates on a fair basis and reflect this in their own billing systems.

Gamma has also used the NCIP implementation as an opportunity to update and consolidate our international dial codes as far as is practically possible. We are close to finalizing our very detailed checks and any minor changes and additions will be incorporated into the database prior to the October bill run. We then plan to publish all

dial strings currently underlying the new form rate card on Friday 14th November. If Partners require information earlier, please contact your BDS who will be pleased to help.

In responding to Partners' requests, Gamma has also used the NCIP project as an opportunity to simplify our invoices. The major change is a reduction in the number of call summary sheets, making the summaries clearer WITHOUT any loss of significant information. Invoices should now be more open to scrutiny and, one could say just as important, they will be lighter!

LDLI Carrier Pre-Selection - now available

Following a month's testing, Gamma Telecom is pleased to announce the full implementation of LDLI onto the Gamma network for the 1st November.

With the introduction of LDLI into the CPS portfolio, a major barrier to sales has been removed, with end user customers able to retain their BT services* and benefit from the reduced rates and a higher quality of customer care. It is Gamma's estimate that the removal of this barrier will open up the available market size by up to 10% and will significantly reduce the cost of CPS sale and maximize the efficiency of both your sales and back office resources. With LDLI there is no longer the need to channel sales resource back to prospect customers and the time consuming activity of identifying exactly which

conflicting services the customer has is removed almost completely.

The introduction of LDLI is one of a number improvements Gamma has made to the CPS service this year. The batch upload facility introduced in June 2003 has allowed partners to upload multiple CPS set up orders at any one time.

Recent upgrades to the CPS provisioning system have also given a more efficient system that returns reports and CLI data more rapidly than ever before.

For more information on the CPS services available from Gamma, please contact your BDM.

* Some exceptions still apply, such as subscribers using Pulse metering, Internet for schools service, Featurenet and Embark products).

New Products

Gamma is keen to hear from Partners about any ideas you may have for new products that Gamma could introduce. Please email your BDM with any ideas you have.

PROMOTION

NTS Enhanced Call Plans

Gamma is pleased to announce that for the next 6 months (to April 2004) it will be providing ALL enhanced call plans FREE OF CHARGE!

What are Enhanced Call Plans?

Enhanced Call Plans are advanced solutions available via the Gamma IN Platform that allows NTS numbers to be translated to multiple destinations according to customer defined parameters.

Call Plans Available from Gamma:

- Call Distribution: This allows calls to be distributed to offices/centers according to size. This balances call loads accordingly and maximises productivity.
- Regional Based Routing: Calls are automatically routed to a different destination depending

on the origination of the calling party. This simplifies advertising with the need for only one number and promotes the regionalization of calls.

- Time Dependant Routing: Calls are routed to different destinations according to the time of day, or day of the year. This ensures that no matter the time or the day all calls can be taken effectively extending a business's operating hours.
- Call Forwarding: Calls are rerouted if the destination number is busy, congested or simply not replying. Important calls and sales enquiries will not be lost as a result.

The ability to offer Enhanced Call Plans along side Gamma's outbound services enables Partners to meet the well

developed communication needs of modern companies, through the provision of flexible and personalized call solutions.

Partners can increase the value of NTS numbers with Enhanced Call Plans and provide services that will increase your end user customer loyalty.

If you are interested in taking up this offer, please contact your BDS.

Fault Handling

It is and has been Gamma's commitment to excel in the area of fault handling and we continue to work hard to achieve this. Partners should now be seeing more frequent and better feedback coming from the support teams.

The latest improvement within this area has been the introduction of **SMS and email alerts** of major faults. Any Partners who have not yet registered their details for this service and would like to, please email your nominated mobile number or email address to: tronan@gammatelecom.com

Whilst Gamma is striving to efficiently and effectively handle reported faults, we ask you to help us by using the correct contact.

In the first instance, faults should be progressed via the Front Desk on Tel: 0808 1788000, this ensures a trouble ticket is created and the reported fault is traceable.

The escalation process for faults is defined below:

Gamma Telecom Fault Escalation Procedure

Initial Contact	Phone	Mobile	Fax	Email
Front Desk	0808 1788000		0845 2416003	frontdesk@gammatelecom.com
Level One	Phone	Mobile	Fax	Email
Front Desk Supervisor Joe Mundy	0141 4044217			jmundy@gammatelecom.com
Level Two	Phone	Mobile	Fax	Email
Head of Network Management Allan Mauchline	0141 4044264	07789 986097		amauchline@gammatelecom.com
Level Three	Phone	Mobile	Fax	Email
Chief Operating Officer Bob Falconer	0870 2241218	07774 436351		bfalconer@gammatelecom.com

Development of Gamma On-line

Gamma is genuinely committed to getting ahead and staying ahead of our competitors in the quality and breadth of service provided to our Partners. As part of this ongoing drive, we have recently started a major new initiative to review how we could re-engineer our processes and make greater use of IT to ease your interaction with us. Our aim is to reduce costs and eradicate any discontent that you may have with our existing systems.

From the feedback already received, we have identified a number of improvements that we believe could smooth your routine day to day business with Gamma and have drawn these thoughts into a questionnaire, which, over the next 5 weeks, we will be presenting to as many of our Partners as we can.

Interviews will be conducted by the BDM's and your contributions will be used to help prioritise our improvements around your needs.

Needless to say, offers to take part in the study would be gratefully received and should be forwarded to your BDM.

New Wholesale Interconnects

Gamma has now added T-Systems (the international arm of the German incumbent Deutsche Telekom) directly to our options for outgoing international traffic.

T-Systems provide global coverage but are particularly strong in providing high quality direct connections in Europe. Gamma is using T-System's premium product that provides service via the same international routes as

Deutsche Telekom's retail customer base. Gamma is adding to its base of international interconnections in order to bring you direct access to an ever increasing number of international destinations.

Our aim is to handle 90% of your international traffic on direct routes (i.e. without having to route via a third party).

Billing Performance

In the August Newsletter, we set out our self-imposed targets for the production of CDRs and clearance of 'suspense'. Our performance against these targets for the last 2 months is given below:

	Target	August	September
Daily CDR Delivery	By 10.00am daily	4 missed 10.00am deadline	1 missed 10.00am deadline
Weekly/Monthly CDR Delivery	By specified times on set days	On time	On time
Suspense totals at end of month	Less than 0.002% of monthly CDRs	0.00007%	0.00002%

Gamma has been successful in reducing suspense totals down to near zero at the month's end and has stabilised the production time of CDRs at 10.00am everyday.

Gamma have also tightened our internal target for the 'completeness' of CDR files: for us to be content with our daily CDR files, 98% of the CDRs from the previous day must be presented. The 2% allowance is for CDRs falling into suspense for unavoidable reasons such as the appearance of new dial strings not yet reflected in NCIP.

Gamma Golf Day - Highlights

On 29th September, Gamma held its first (of what is planned to be an annual event) Golf Day, in the beautiful surroundings of the Kendleshire Golf Club in Bristol.

Thank you to all our Partners who were able to join us and who made the day into a very relaxed enjoyable event.

Congratulations to all our Winners:

1st Place

Julian Miller – Class

2nd Place

Tom Lister – Lister Communications

3rd Place

Bob Matthews – Call Options

Texas Scramble winning Team:

Bill Forward – Phoenix Link

Mark Saunders – Gamma Telecom

David Chappell – TM Solutions

Tom Lister – Lister Communications

Longest Drive

James Bushell – Gamma Telecom

Nearest the Pin

Doug Skinner - Rocom



Useful Contact Numbers

Help Desk

Tel: 0808 178 8000

Fax: 0808 178 8001

Email: frontdesk@gammatelecom.com

Credit Control

Tel: 0808 178 8002

Fax: 0808 178 8003

Billing Queries Email

Email: ccs@gammatelecom.com

Provisioning

Email:

Provisioning@gammatelecom.com



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27-35 London Road
Newbury
Berkshire
RG14 1JL

Partner News/Updates

This new section of the Newsletter highlights news/events from you. If you have any news/product or event information you would like to share in later editions of the newsletter, please send details to Tracy Ronan on email: tronan@gammatelecom.com

TMS Solutions (TMS)

TMS are an Abingdon (Oxfordshire) based reseller of voice and Data communications to businesses, who earlier in 2003 won the E-Commerce award in the Oxfordshire Business of the Year Awards.

Latest News:

TM Solutions has been appointed by O2 as a direct reseller. Previously working through a service provider, TMS is now able to deal directly with O2 to resell minutes and hardware. "We are delighted to have been awarded the O2 account," commented Suzanne Chappell, Director at TMS. "I feel this demonstrates recognition by O2 that TMS is a growing force within the industry."

RG Telecommunications (RGT)

Following the untimely death of Mark Frost, General Manager at RGT, who sadly died earlier this year following the diagnosis of brain tumor, a sponsored walk was held in his honor to raise money for equipment at the hospital that cared for Mark, the Hurstwood Park Hospital.

The walk took place from RGT's offices in Smallfield, Surrey to Hove (where Mark lived) covering 30.2miles.

RGT are hoping that people who knew Mark will dig deep for this worthwhile cause and contribute generously.

Donations should be sent to RGT Ltd, Northdown House, Chapel Road, Sallfield, Surrey, RH6 9NW and cheques made payable to HPNC (Hurstwood Park Neurological Centre).

