

February 2004

Volume 2, Issue 5

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Welcome

Welcome to the first issue of Partner Plus for 2004, in keeping with the newsletter as the key format in which to communicate updates to you, this newsletter will also be the first to go to print. From now on in addition to the email version you will be used to receiving, Partner Plus will now be printed and distributed to you through the post.

2004 is certainly looking very promising, Gamma was delighted to achieve its highest ever level of monthly traffic in January – over 135million minutes. That's a lot of talking! (Even Bob Falconer's four daughters couldn't manage that in a month!).

January also saw the release of a number of new products and services to the VNO portfolio, including:

- **Outbound Call Barring**
A service allowing you to bar calls from your end users line to certain destination types.
- **NTSMail**
A secure email based system that gives a faster and more process-efficient method for NTS provisioning; providing an automated, easy-to-use bulk loading facility.
- **Audio Conferencing**
Feedback to date on the launch of this new service has been positive. There have been no teething problems and the product does seem easy to sell and set-up, with no training, contracts, order forms or separate billing. If you haven't already received the information pack, please contact your BDM – The margins are good!

Drive for Excellence *Deeper* Interconnection with BT

As part of Gamma's drive for excellence, network quality and cost efficiency are important factors in Gamma's proposition. All Carriers that provide IDA/CPS services have to interconnect their networks with BT. The nature and cost of this interconnect is regulated by Ofcom (the successor to Oftel): the closer to the calling and receiving customer the alternative carrier interconnects with BT, then the more control it will have over the cost and quality of the services it provides.

Gamma now has one of the greatest coverage networks in the UK, and has

recently announced investment plans to build interconnection at many of BT's Digital Local Exchanges, taking its network within 10km of the bulk of the UK business population.

Although this doesn't change today's services, it does position Gamma well for introducing new generation services to the Partner market.

We will keep you posted as Gamma's interconnection plans develop.

Product Update – Gamma Line Rental

In line with the release of Wholesale Line Rental 2 in April this year, Gamma Telecom will be introducing its own line rental product for Resale Partners. The service, which is being specifically designed for resale, will allow partners to seamlessly take over end-customer access lines and services.

The Benefits

According to our Partners one of the biggest threats to their business is churn. Sales may increase month-on-month and targets maybe being over-achieved on a regular basis. Yet it seems the more you sell, the faster it drops out the bottom.

A line rental service will change this equation and is the perfect tool to not only give you complete ownership of your customer (goodbye BT contract), but also one that will allow you to tie your customer into a term contract and guarantee the traffic for the term of the line. Through a single product you will be able to decrease churn, create

sustained uplifts in revenue and margins and add real value to your business.

And the Gamma Service

Gamma will simplify line rental provisioning and support. Partners will be able to set up with Gamma straight away without the requirement of upfront costs, deposits or a lengthy service establishment period.

Partners will benefit from an integrated line rental and CPS order management system; only one order will need to be made for both the line and CPS, minimising the impact on your back office. Gamma will manage the BT fault handling and escalation interface - our area of expertise – and you can continue doing what you do best: sales, marketing and customer service.

Quite simply this is to be line rental without the headaches, with the support of a partner that understands resale

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.

Get to Know Gamma - Operations Workshop

Partner Workshop Tuesday 17th February 2004 (London) and Wednesday 25th February (Manchester)

Further to the invitations distributed earlier in February, Gamma will be hosting two operational workshops for contact staff from our reseller partner community.

The first workshop will take place in Gamma Telecom's Harbour Exchange (Docklands) Switching Centre on Tuesday 17th February.

Bob Falconer, Gamma's COO will host the event which is intended to provide participants with a valuable insight into the people and the systems behind the services.

The agenda for the day although informative, is designed to allow partners to casually meet with the Gamma people they normally only speak with on the telephone or email.

Other items on the agenda include

- Fault and provisioning process demonstrations with the Front Desk,
- Test & Diagnostic and NMC Provisioning staff.
- A short tour of the 24 x 7 NOC and the Switching Centre.

Following lunch the day will round up with a technical Q & A session.

The second workshop will be in Manchester on the 25th February.

Places on the workshop are filling up rapidly, if you haven't already registered your attendance for either of the venues and would like to attend, please email Tracy Ronan (tronan@gammatelcom.com) to confirm your place.

'Gamma Portal' – the opening door to our improved applications

The six month programme to improve our provisioning, reporting, CDR delivery and information retrieval services is well underway. The programme has been given the title of the 'Gamma Portal' to reflect that we will be consolidating all of our applications and making them available through a single web site - requiring just a single 'logon'.

The first release of the Portal is due to go live on 1 April; tempting fate you may feel! This release will see the delivery of the following functionality:

- **NTS Provisioning** - for the first time partners will be able to see, reserve and translate NTS numbers online.
- **CDR Download** – the current CDR download functionality will be moved onto the portal site with little change to the functionality to ease training. Extra support will be given to those that want to automate the download process.
- **Reporting** – the reports on GammaOnline will be migrated and improved.
- **Broadcast Facility** – we are also developing a broadcast facility to enable us to provide Partners with timely and relevant information on service affecting issues such as traffic faults and CDR downloads.
- **User Account Administration** – we will be introducing functionality to allow Partners to set up and manage their own user accounts and passwords. You will be able to restrict functionality to applications as you see fit.



Please be assured that we are doing everything that we can to ensure a smooth migration to the new Portal. The new Portal will be run in parallel with our existing applications. We have no plans to change Chanmail, NTSmal, CDR formats or the current mechanism for CDR ftp download. GammaOnline will also only be closed down when we are confident that everyone has moved across to the Portal. Needless to say, more information on the first release will be passed through the BDS team over the next couple of months.

The second release of the Portal in July will see us developing a single interface for provisioning CPS, improving your ability to manage CLIs and implementing an online trouble ticketing system.

If you would like any more information on any aspect of the Portal programme then please contact your BDM or BDS in the first instance.

Useful Contact Numbers

Front 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: ccs@gammatelecom.com and

bds@gammatelecom.com

Provisioning

Email:

Provisioning@gammatelecom.com

NTS Provisioning

Email: ntsmail@gammatelecom.com

Where is Gamma in 2004?

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

ECTA (European Competitive Telecommunications Association) Spring Conference

29th – 31st March 2004

Gamma will be hosting/moderating a panel session on Indirect Access

Comms Channel Awards

6th April 2004

Sponsor of Awards Category: Most Innovative Channel Product/Service #2

TEN 2004 (Telecommunications Executive Network)

21st & 22nd April 2004

Panelist on topic of 'Fixed v Mobile: Does an Increasingly Wireless World Signal the End of the Line for Fixed?'

GTM 2004

17th – 21st May 2004

Washington, USA

Optical Networking in EMEA

8th & 9th June 2004

Presentation by Gamma on 'The New Beginning: Succeeding in the European Telecom Market'

Barcelona

If you have any information, company updates or news that you would like to be included in the next issue of Partner Plus, please forward information for consideration to Tracy Ronan (email: tronan@gammatelecom.com)



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