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Welcome

Firstly, to all those of you who joined Gamma at the transition, '**Happy Anniversary!**' It has now been over a year since we took over from Telia UK and services were successfully transitioned onto the Gamma network.

Within this issue, in addition to keeping you updated on the developments within Gamma including Gamma's Wholesale Line Rental service and the launch and ongoing work on the new Portal (www.gamma-portal.com), the newsletter also includes key industry information. The aim of this is to give you access to key data that influences and impacts specifically on your business. If, on looking through the attached you are interested in receiving more detailed information, please email me: tronan@gammatelecom.com.

And finally.... keep your eyes peeled on the Gamma web site where we will be shortly updating the home page with a link to a Gamma hosted discussion session at the recent ECTA conference, where Kevin Jauncey delivered a presentation on the Indirect Access market.

Gamma Portal – Open for Business

www.gamma-portal.com

The Gamma Portal was successfully launched on 1st April and is now well and truly open for business. Hopefully you are all now enjoying the benefits of our new web interface to run your reports, conduct your NTS provisioning and CDR downloads online and pick up service and product related information. Thank you to all of those that joined us for the webcasts to introduce the first release. Your feedback suggests that you found these online sessions very useful.

We have now moved on to developing the software for Release 2 of the Portal which is scheduled to go live in July. For this release we plan to introduce tools to enable you to:

- Provision CLIs online
- Link into our CPS interface through the Portal. CLIs provisioned for CPS will also automatically be provisioned on our switches
- Raise and track Trouble Tickets online
- Open up some of the functionality on the site to your resellers or larger customers
- We also plan to enhance our reporting suite with some specific reports targeted at helping you to detect potentially fraudulent activity

Alongside this work, we will also be improving the software delivered under Release 1. If you have spotted anything that you would like us to work on then please do forward this to us at suggestions@gammatelecom.com or use the link on the Portal home page.

Line Rental – A Focus on Order Handling

Earlier this year Gamma became a registered provider of BT's Wholesale Access products (for BT PSTN, ISDN2 and ISDN30 access lines), development work has focused on taking the existing BT products and redefining them to provide an enhanced Line Rental solution that meets our Partner requirements. This has focused on order handling and provisioning; the areas seen as being the key to successful line rental implementation.

The standard industry-wide provisioning systems and processes for Wholesale Access will be aligned with those of CPS, allowing Gamma to provide a unified web-based order management system – one order will automatically provision a customer's line with both CPS and Line Rental. We will also provide a dedicated Order Management Desk that will interface with BT, and through monitoring all orders placed, will ensure that rejections and exceptions are identified and dealt with according to a set of agreed business rules. This managed approach will ensure the amount of time spent by Partners "fire-fighting" order rejections is kept to a minimum and average time to

complete a successful order is reduced.

The release of Line Rental has been re-scheduled for the 7th of July as the full functionality required to optimise the automation of the line transfer process will not be fully in place until this time. To ensure we have a fit-for-purpose product and that the complex system architecture is performing as specified, a trial to test the full launch functionality will be held from the 7th of June. Partners may wish to register for the trials (where the number of trialists and orders placed may be limited) and your Business Development team will be able to provide you with further details, including the service, pricing and terms and conditions of use.

The SMS alert system is proving very useful for Partners who want rapid notification of major faults or other incidents that could affect your customers.

If you haven't registered and want to do so, please email Tracy Ronan (tronan@gammatelecom.com) with your mobile number

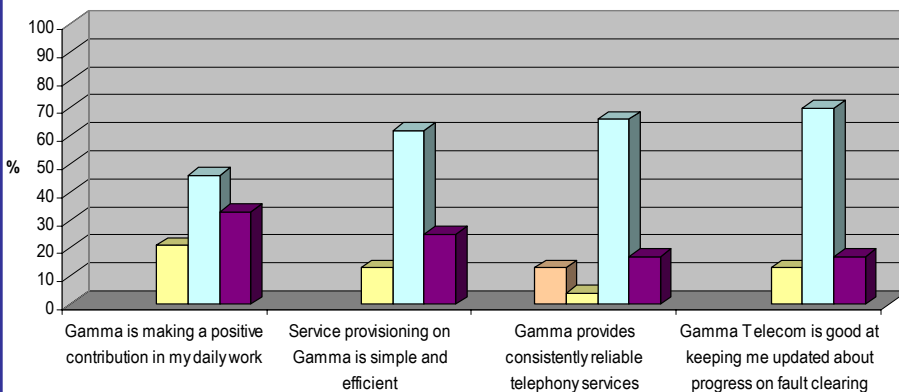
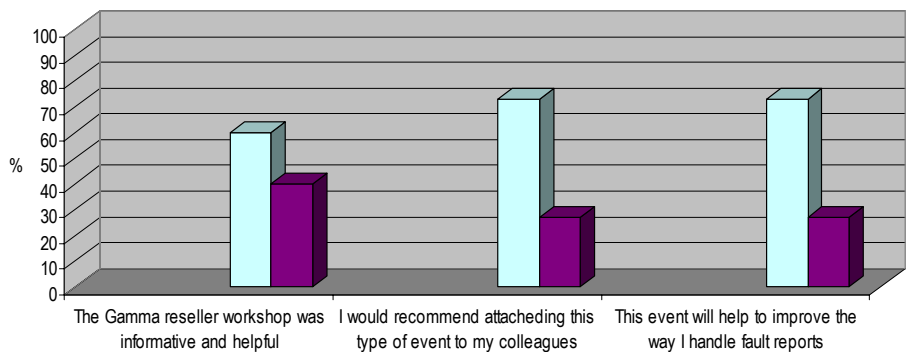
Operations Workshops - Feedback

Thank you to all of you who were able to attend the operations workshops that took place at our London and Manchester sites in February.

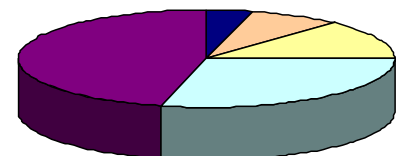
As promised, we have reproduced your responses to the questionnaire below. These show it was of real benefit to all and no doubt will be something that will be repeated in the future.

Your feedback is critical in enabling Gamma to recognise and understand where improvements need to be made.

Graphs below show the combined responses from attendees at the London and Manchester workshops



Reporting customer faults to the Gamma Front Desk verbally is preferable to email and fax Response %



Gamma is ahead of the competition in fault handling Response %



■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

Industry Briefing

As the market analysts and consultants go through their annual predictions for the market, we have taken some key extracts from these latest reports to give you a brief overview on the current scope of the market. The extracts contained below are taken from the following sources: Ofcom, Ovum and Investec.

This is by no means an exhaustive look at the market but designed to give a feel for the current market and what is expected to happen in 2004/5.

Fixed spend within the UK has remained constant and this is expected to continue. The fixed market is now a mature market with the characteristics of a mature market being:

- Sales growth slows
- Market share is key
- Competition is fierce

Opportunities for growth do exist within the mature market, with the biggest opportunities within the fixed market being:

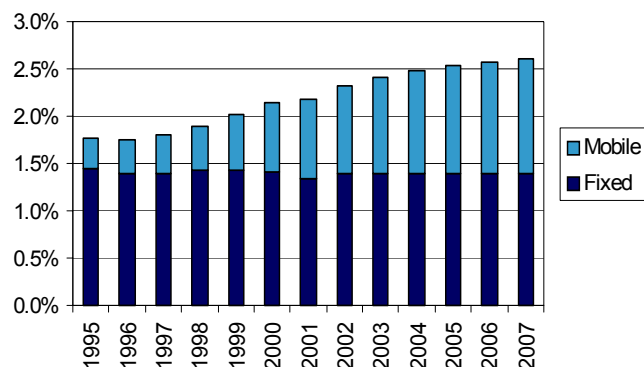
- Carrier Pre Select
- Broadband = lines and content
- Mobility = more than just mobile

It is also evident that the most effective part of the market is the business sector supplied via the Indirect Channel. With BT still holding over 50% of market share within this sector, the market is by no means small.

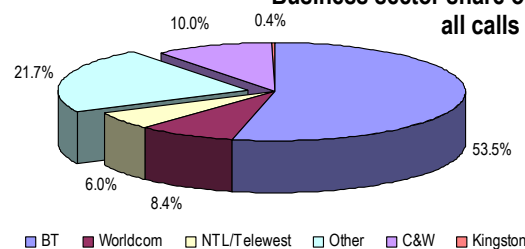
Comparisons between 02/03 Q1 and 03/04 Q1

	Revenue	Volume
Business – All Operators	-11%	-5%
Business – Indirect Only	-2%	0%
Residential – All Operators	-2%	+2%
Residential – Indirect Only	-10%	-8%

Telecoms as % GDP (UK)



Business sector share of all calls 2002/3



The changing regulatory climate

CPS line numbers in February 2004 show a 71% increase from the same period the year before, currently at 2.9million, with Ofcom forecasting 4m - 5m CPS lines by December 2004.

CPS accounts for 23% of all indirect call volumes and over 3% of total call volumes, with the increasing take up of CPS services contributing to a fall on BT's market share of voice calls to 57%.

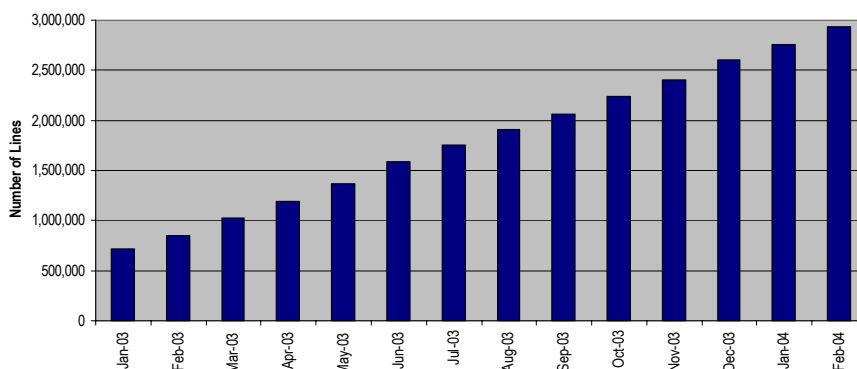
UK Market (source: Investec)

UK equity sentiment is improving with renewed interest from fund managers in equities generally.

Since the recent lows in March 2003, the UK equity market has recovered strongly

- FTSE All Share up *circa.* 43%
- More cyclical, growth-oriented sectors outperforming FTSE All Share

Number of CPS Lines 2003/04



The return of the fixed resellers

There is a shift in interest to more focused models as shown in recent share price movements, such as Fibrenet and Vanco. There is also a significantly higher demand for reseller-style investment from the buy side than supply, with a clear role for mid-sized telcos to come back to the market with fresh investment stories.

Telecoms Sector review - Resellers and Service Providers

- A real threat - in terms of increasing number of services offered and the rate of product substitution
- These companies are beginning to provision services once the sole domain of network owners
- Several new entrants leveraging direct sales, affinity schemes and white labeling
- Virtual network operator model and pure reseller both operate with low capex which de-risks business model
- The economics of fixed reselling make this the biggest source of market growth after broadband is CPS

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

Email: ccs@gammatelecom.com and

bds@gammatelecom.com

Provisioning

Email:

Provisioning@gammatelecom.com

NTS Provisioning

Email: ntsmail@gammatelecom.com



James House
27-35 London Road
Newbury
Berkshire
RG14 1JL

Call Recording

This seems to be a growing market and Gamma is considering the viability of offering a service. This would be based on NGN numbers (so that the customer's ingress calls can also pass through the recording facility). Any service would most likely be based on non-geo numbers and be aimed primarily at the small or multi-site business market for which the expertise and capital investment required for a self-installed system is prohibitive. We would be interested in discussing the potential with interested Resellers, please email info@gammatelecom.com

Where is Gamma in 2004?

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

Margin in Minutes 2004

12th May 2004

Presentation by Gamma (Mark Saunders) on 'Extending the life of Voice: CPS and Wholesale Line Rental'

Hanover International Hotel and Club, Hinckley

GTM 2004

17th – 21st May 2004

Washington, USA

Optimum Telecoms Outsourcing Strategies

7th & 8th June 2004

Presentation by Gamma on 'Outsourcing strategies to achieve maximal cost-effective operation across all business functions

Munich

Optical Networking in EMEA

8th & 9th June 2004

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

Barcelona

World Communications Awards

11th October 2004

Sponsor of 'Best Customer Care' category

London

Note to all CPS Partners

Please remember, in order to avoid 'Slamming' (where a customer's pre-selects are changed without their full knowledge or consent.) As a Gamma Partner it is your responsibility to send a 'Welcome letter' to the customer when BT sends a 'Confirmation' of order message. The letter must reach the customer before their line has had CPS applied to it (the same process applies for the sending of 'Goodbye' letters). Examples of these letters can be found in the Gamma CPS guide – please refer to your BDM if you need a copy.

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)