

July 2004

Volume 2, Issue 7

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Welcome

This issue of Partner Plus sees Gamma launch the second release of the Gamma Portal. For those of you able to take part in the familiarisation training over the 26th - 28th of this month, you will be aware of the improvements the Portal now offers. You can now not only provisioning and manage new and existing accounts but can also proactively monitor traffic. Further details of release 2 can be found on the next page.

July also sees the delivery of the Gamma Line Rental service. It is now live and underway in a number of our Partners' sites. This important industry development [WLR] improves customer retention more effectively than the industry has seen before and

further loosens the grip BT has on its end users.

Also a big thank you to all those Partners who completed our Call Recording questionnaire – your feedback has been important in helping Gamma review the opportunity to offer a network based product into the channel.

Congratulations go to Charles Wilson of Swains whose questionnaire response was first out of the hat and wins himself the Phillips Widescreen TV.

Line Rental – A Focus on Order Handling

The delivery of Gamma Line Rental Services to our Partners is now well under way, with the first line orders being placed through our systems earlier this June.

Partners have been enjoying the benefits of our unified Line Rental/CPS system which automatically retains CPS when a PSTN line is ordered or selects a parallel provision Line Rental/CPS order without instruction from the user.

Our specialist Order Management Desk has also been in place since June, providing the support needed to transfer lines from BT with the minimum of disruption and more recently to newly connect customers that have no pre-existing BT lines to transfer.

Benefits of the Gamma Line Rental service include:

- A Fully Managed Transfer and New Provision Service (including conversions)
- A Unified Line Rental & CPS System (one order provisions both – PSTN and ISDN lines)
- CPS and Line Order Alignment – no incompatible services go live
- A Monthly Electronic Billing File detailing all effective transfers, new provides and changes
- Single CDR format and monthly invoice

If you haven't yet started to realise the benefits of Gamma's Line Rental solution please contact your Business Development team who will be happy to discuss the solution with you in more detail.

Gamma's Partner Portal Delivers More into Your Hands

The second major release of Gamma's Partner Portal will take place on **Thursday 29th July**. This new release marks the culmination of Gamma's project to develop a fully functional web portal - putting as much functionality into your hands as possible.

Improving on the services available within phase 1, which was launched earlier in March this year, this new release sees the development of key functionality to improve and automate your interactions with Gamma in the management of your customers and business, including:

CLI/CPS Provisioning

A number of screens have been developed on the Portal to enable 'one-touch provisioning' for both single and bulk CPS set-up orders. Call barring and DDI billing can also be applied where appropriate online. New management screens will enable you to manage your CLIs more effectively - be it transferring them between accounts, viewing the CLI provisioning history or editing the services applied to them.

Traffic Monitoring

The Gamma Portal traffic monitoring functionality will help you to monitor your financial exposure and reduce the chance of you being defrauded. Thresholds of usage can be set against your account, when these limits are breached the contacts that you have selected will receive an e-mail or SMS alert. A report has also been developed to help you identify and understand what the problems might be.

On-line Trouble Ticketing

Partners are now able to raise, view progress and close traffic fault Trouble Tickets online.

More Reports

New reports include NTS and CPS provisioning reports to enable you to check the status of orders and view failed provisions and CLIs that are churning. In addition to seeing zero billing CLIs you will now also be able to see top billing CLIs.

Improved CDR Download Manager

Improvements to the download manager interface make it much easier to locate and easier to download all of your CDRs.

Improved Individual Portal Account Management

Access can now be restricted by account administrators at a much finer level of definition, enabling easier account control and management for Partners.



Bringing improved functionality to your finger-tips. The new release of the Portal will improve traffic and account management with the new Traffic Monitoring and Alerting system linking directly to SMS messages for proactive account management.

Home CDR Download Manager Provisioning Reporting System Management Partner Admin Partner Information User Fraud Customer Care Help Logout

Add Contact Details

This screen allows you to set up alerts based upon the cost of traffic passed on your accounts. Please use the controls below to set thresholds for weekdays and weekends. If your account passes traffic over this limit, you will be informed by Email and/or SMS text message. To insert new recipients for alarms, use the table control at the bottom of this page. Please note that only two SMS recipients can be active at any one time.

Account: XXXX Gamma Test Premium - 44000170

As a guide for setting limits, the average daily cost of traffic passing on this account last week was £0 during weekdays and £0 at weekends.

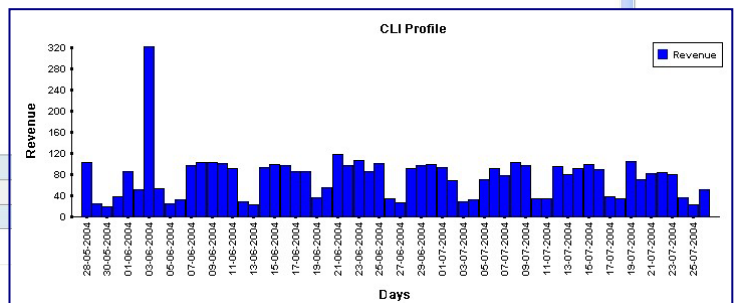
Limits

Weekday £ Limit not set

Weekend £ Limit not set

Contacts for exceeded limits

Email Address
ppesl@gammatelecom.com
<input type="button" value="Add New"/>



CDR Delivery – Service Improvements

In line with our continuous service improvement initiative and in response to requests from a number of our Partners, Gamma is pleased to inform Partners that the export time of daily CDRs has been improved from 10am to 7am.

Industry Update

Following on from the Industry update contained in the last issue of Partner Plus, this issue looks more closely at the market that most effects you – that of the UK SME market.

The below information is based on analysis as detailed in 'UK SME Segment Telecoms Service Providers' report by benchmark-it and sourced from the Office of National Statistics.

Market Size – UK SME Market

Estimated value of the market for supplying telecoms and related services to the UK SME segment (2003):

Number of Employees	No of Companies	Average annual spend	Value
10-250	110,000	£20,000	£2.2bn
2-9	313,000	£4,000	£1.25b
Owner/managers	1,373,000	£1,200	£1.65bn
Non VAT Registered	1,500,000	£1,200	£1.8bn

Facts and Figures

- Estimated 3.8million business enterprises in the UK at the start of 2002 and increasing
- 99.1% of these were small (0-49 employees)
- 27,000 were medium sized (50-249 employees)
- 7,000 were large (250 or more employees)
- Businesses with no employees, (such as sole proprietorships, owner manager and employee director) was 2.6million
- The estimated combined turnover of the 3.8million business enterprises was £2.2billion. Small enterprises accounted for 37% and medium sized 15%

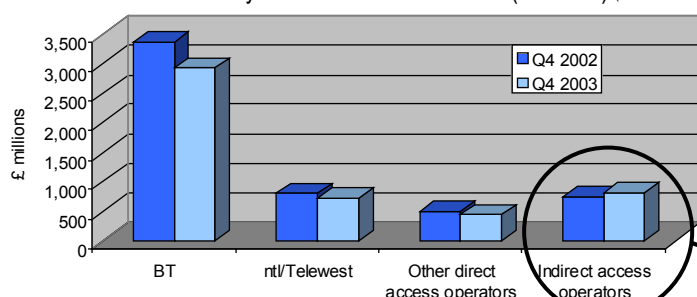
Market details (source Benchmark-it and Ofcom)

Market Value for PSTN/ISDN services in the UK is approx £12billion, an assumed share of this of 40% for business calls would equate to £4.8billion out of a total of £6.9billion for SMEs and SoHos. The rest being made up of mobile services, broadband, Internet access and other advanced communications products. Ofcom's report at the end of 2003 also estimated that BT's share of the business market (calls) fell to below 50% for the first time.

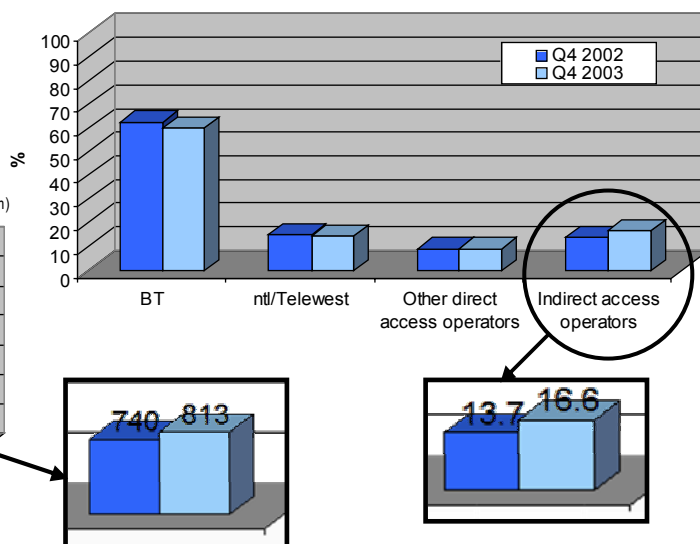
UK Calls Market:

£ billions	2002	2003	Change
Total Revenues	12.6	12.0	-5%
Of which access	4.6	4.6	0%
Of which calls	8.0	7.4	-8%
Residential Revenues	7.1	6.8	-3%
Of which access	2.6	2.6	0%
Of which calls	4.5	4.3	-5%
Business Revenues	5.4	4.9	-8%
Of which access	2.0	2.0	-1%
Of which calls	3.3	2.9	-12%

UK market share by Revenue shown in Value (£millions) (source Ofcom)



UK market share by Revenue shown in % (source Ofcom)



Useful Contact Numbers

Gamma Portal

www.gamma-portal.com

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

bdg@gammatelecom.com

Provisioning

Email:

Provisioning@gammatelecom.com

NTS Provisioning

Email: ntsmail@gammatelecom.com



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

And Finally.....

Gamma Supported Charity Concert

Gamma Telecom is proud to be sponsoring a charity concert taking place at **The Stables Theatre** in Milton Keynes on **Friday 24th September** in aid of the Niemann-Pick charity.

The concert will be performed by Zoë Corbishley, regarded by many as one of Britain's most promising new artists. Zoë will be performing an enchanting range of show tunes and ballads including:

Something Inside so strong (originally by Labi Siffre)

All that Jazz (Chicago)

Black Velvet

On my own

Dancing in the Street

Diamonds are a Girls Best Friend

Natural Woman

My funny Valentine

I know you by heart Heaven

Waiting for a miracle (original song written for Zoë)

If you didn't love me (original song written for Zoë)

As long as there's love (original song written for Zoë)

What is Niemann-Pick?

Niemann-Pick is a rare group of life limiting, generic and degenerative diseases which effect children and young people. The disease is very difficult to diagnose and although over seventy cases have been diagnosed, at present in the UK it is thought that many more cases exist which have not yet been correctly diagnosed.

The fledgling Niemann-Pick Disease Group (UK) was formed over 10 years ago by a group of parents who had children afflicted by the disease. In April 1997 the group applied for and was granted registered charitable status by the Charity Commissioners.

All trustees and officers of the group are volunteers, the majority of whom are also parents of very sick children.

If you are interested in supporting the charity and attending the concert the box office number is:

Box Office: 01908 280800

Tickets: £12.50 (concessions £10)

All proceeds from the ticket sales will go directly to the charity (Registered Charity No: 1061881)

Alternatively if you are interested in involving yourselves/companies further, hospitality arrangements can be made for you and any guests, please contact Tracy Ronan for further details: tronan@gammatelecom.com or Tel: 0870 2241204.

