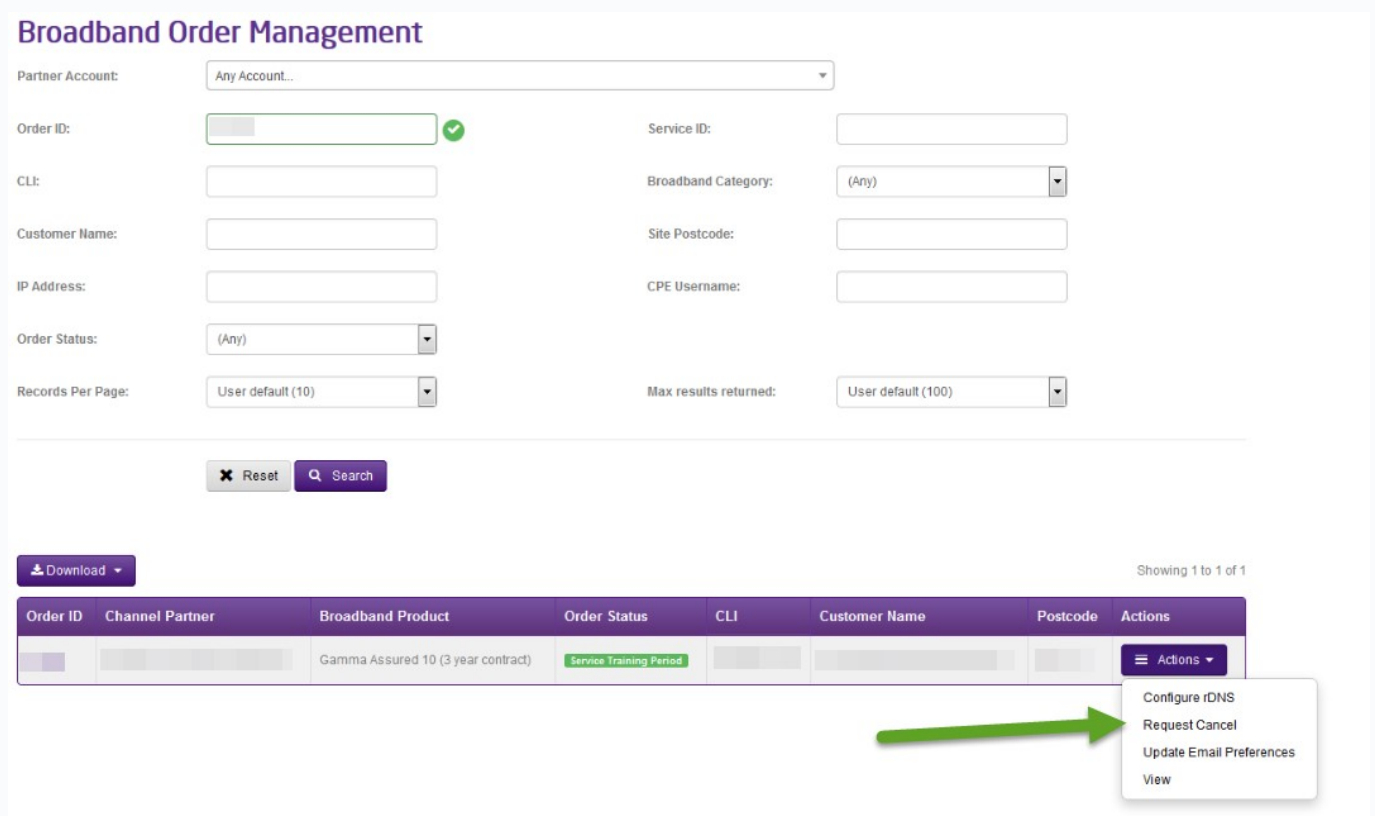


Modifying or Cancelling an Order Broadband

To cancel an in-flight order, you should go to Provisioning and Service Management, Data Services, Broadband and Order Management.

Search for your order and then using the Actions drop down you can select "Request Cancel". This is an automated process and doesn't require any action from our Service Desk.

If you are unable to request a cancellation and don't have that option on the portal, please speak to your account manager as access may need to be granted.



The screenshot displays the 'Broadband Order Management' interface. It features a search form with various filters: Partner Account (Any Account...), Order ID (with a green checkmark), Service ID, CLI, Broadband Category (Any), Customer Name, Site Postcode, IP Address, CPE Username, Order Status (Any), Records Per Page (User default (10)), and Max results returned (User default (100)). Below the form are 'Reset' and 'Search' buttons. A 'Download' button is also present. The table below shows one record with columns: Order ID, Channel Partner, Broadband Product (Gamma Assured 10 (3 year contract)), Order Status (Service Training Period), CLI, Customer Name, Postcode, and Actions. The Actions dropdown menu is open, showing options: Configure rDNS, Request Cancel, Update Email Preferences, and View. A green arrow points to the 'Request Cancel' option.

Order ID	Channel Partner	Broadband Product	Order Status	CLI	Customer Name	Postcode	Actions
		Gamma Assured 10 (3 year contract)	Service Training Period				Actions Configure rDNS Request Cancel Update Email Preferences View

If you require to modify the order and are unable to do so on the portal you should contact our Service Desk on 08081788000 option 2, option 1 or alternatively email broadbandorders@gamma.co.uk.

Please note:

If a cancellation is placed close to the committed installation date that it may fail as it is past the point of cancellation. Cancellation requests can take up to 24 hours to complete

Cancellation charges will apply & Early Cancellation Charge - (before BT install the customer circuit) will apply. Please refer to the Price List for Cancellation Charges.

Placing a Cease request

From the Broadband Service Management screen, do the following:

Step 1

Search for the existing service using either CLI or Service ID and then using the "Actions" menu select "Request Cease".

Broadband Service Management

Account:

CLI:

Service Status:

Records Per Page:

Service Id:

Broadband Category:

Max results returned:

Showing 1 to 23 of 33

Service Id	Account Name	Broadband Product	Service Status	CLI	Customer Name	Street	Town	Postcode	CPE Username	CPE IP Address	Actions
82642	Gamma Telecom	Gamma Converged 2+	Active	0123456789	John Doe	High Street	London	SE1 1AA	john.doe@b2bdsi	192.168.1.1	<input type="button" value="Actions"/>
82814	Gamma Telecom	Gamma Fibre Home Worker	Active	0123456789	John Doe	High Street	London	SE1 1AA	john.doe@b2bdsi	192.168.1.1	<input type="button" value="Actions"/>
82751	Gamma Telecom	Gamma Fibre Home Worker	Active	0123456789	John Doe	High Street	London	SE1 1AA	john.doe@b2bdsi	192.168.1.1	<input type="button" value="Actions"/>
87841	Gamma Telecom	Gamma Home Worker WBC	Active	0123456789	John Doe	High Street	London	SE1 1AA	john.doe@b2bdsi	192.168.1.1	<input type="button" value="Actions"/>
80330	Gamma Telecom	Gamma Home Worker WBC	Active	0123456789	John Doe	High Street	London	SE1 1AA	john.doe@b2bdsi	192.168.1.1	<input type="button" value="Actions"/>
80163	Gamma Telecom	Gamma Home Worker WBC	Active	0123456789	John Doe	High Street	London	SE1 1AA	john.doe@b2bdsi	192.168.1.1	<input type="button" value="Actions"/>
80067	Gamma Telecom	Gamma Fibre Home Worker	Active	0123456789	John Doe	High Street	London	SE1 1AA	john.doe@b2bdsi	192.168.1.1	<input type="button" value="Actions"/>

- Disconnect Service
- Fault Diagnostics
- Line Profile Summary
- Ping IP Address
- Regrade Service
- Request Cease**
- Request MAC
- Usage Report
- View

Step 2

Enter the date that you wish to end your Broadband service on and the reason for ceasing, then click "Cease" and this will then process through.

Please note Ceases can take up to 24 hours to complete.

If you are unable to request a cease and don't have that option on the portal, please speak to your account manager as access may need to be granted.

Request Cease

Basic Service Details	
ServiceID:	83642
CPE Username:	[REDACTED]
CLI:	[REDACTED]
Broadband Product:	Gamma Converged 2+

Request Cease
Do you wish to cease this broadband service?
<p>For Your Information</p> <p>Please ensure the Cisco router is returned to the address below in the original packaging with the associated cabling and power supply.</p> <p>Gamma Unit C, Focal Point The Village Third Avenue Trafford Park Manchester M17 1FG</p> <p>Please clearly mark the broadband service ID and line number on the packaging. If the router isn't returned within 28 days or hasn't been returned with the cabling etc. you will be charged accordingly.</p>
End Date <input type="text"/>

< April 2014 >						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10