

Raising a Fault

Fault Submission

Once you reviewed the results of the KBD check, if you have not been able to diagnose/identify the cause of the issue and resolve it yourself, you are presented with the fault submission page, this page is where you can request to raise a fault into Gamma. On here you will be asked to enter some basic information such as contact details from your perspective as well as a site contact, in case it is needed further down the line (for engineer appointments etc.).

Submit Fault

[Help](#)

Fault Type:

Book Earliest Available Appointment? Yes

Site Hazard Details:

Site Access Availability:

Site Contact First Name:

Site Contact Surname:

Site Contact Phone:

Reseller Contact Name:

Reseller Contact Phone:

Reseller Contact Email:

Receive Automated Email Updates? Yes No

Has the service ever worked? Yes No

Have there been any recent changes or orders? Yes No

Allow disruptive tests? Yes No

Is there 24 hour access to the site? Yes No

Has the end user equipment been disconnected? Yes No

Fault Notes:

test

By clicking 'Submit' and raising this fault you accept that the information provided is accurate and the relevant end user checks are complete.

The fault may need to be logged with our supplier and as a result an engineer visit may be required. If this is the case and the fault is found to be in the end user premises you will be liable for any resulting charges.

* I confirm and accept the above statement.

[← Back](#)[Save Fault](#)[Submit ✓](#)

Once you have hit submit, you will be presented with a support call reference which you can use to view your fault on the Gamma portal through the View my support call function.