

Change Care Level on an existing Broadband Service

How to Place a regrade/modify order request.

During the life of your customer's broadband service their business requirements may change. Their exchange may have become fibre enabled, their business may have expanded, or they may wish to take advantage of a different product in our broadband range. You can upgrade or downgrade the broadband product as required via the Gamma portal. Please see the process below for guidance on completing a regrade.

Before placing a regrade, please use the availability checker to see what products are available to regrade to. To regrade an existing Broadband service or change a care level please follow the below

Considerations

Does your customer require a new router? If regrading from an ADSL service to FTTC you will need to ensure that you supply a VDSL enabled router or request a pre-configured one from Gamma. If you are switching to an Assured or Converged service, Gamma will send out a pre-configured router to the site address listed on the broadband service. If you require this to be sent to a different address, please advise via an email to broadbandorders@gamma.co.uk once you have placed the regrade.

If you are regrading from a Converged 2+ product to a Converged FTTC product, Gamma will remotely apply a patch to enable FTTC on the Cisco router (as of August 2016)

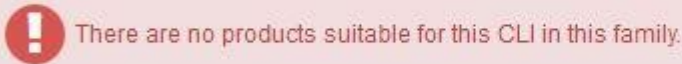
There will be downtime for your customer when regrading from ADSL based services to FTTC. This downtime occurs when the Openreach FTTC installation engineer attends your customer's local cabinet to enable FTTC, the new service will come online when the engineer attends your customer's site around 15 minutes later to complete the installation. The engineer will call ahead 30 minutes before starting work to advise your customer, he will use the site contact details on the current broadband service. If these are no longer correct, please advise new site contact details via email to broadbandorders@gamma.co.uk

For FTTP circuits, regrades will only be available to other FTTP products.

If you are unable to regrade on the portal

Gamma have recently released a new product set which uses a new pricing model, you can view this on the broadband price list by going to the billing home page on the Gamma Portal. When

attempting to regrade a broadband service on the portal, you may receive an error message:



Regrade availability will be determined by whether your customer has fulfilled their contract length and whether the requested product is available on your customer's PSTN line. If you are unsure around your customer's contract length, please contact your Account Manager or iam@gamma.co.uk. To initiate a regrade in this circumstance please see the process guide below.

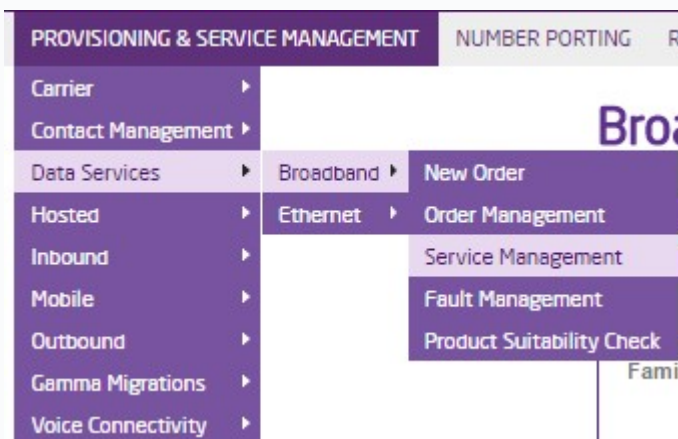
Attempt to place the regrade as normal on the portal, on receiving the error message above you will need to:

Send an email to your internal account manager or iam@gamma.co.uk including the CLI of the service you wish to regrade, the current broadband product and the exact product name of the product you wish to regrade to

Your account manager will then disclose whether this regrade is permissible from Gamma's perspective and inform broadbandorders@Gamma.co.uk if accepted.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Data Services, Broadband and select Broadband Service Management.



Step 2

Search for the existing service using either CLI or Service ID.

Broadband Service Management

Account:

CLI:

Service Status:

Records Per Page:

Service Id:

Broadband Category:

Max results returned:

Step 3

Click the link 'Regrade Service' from the Actions menu.

Records Per Page: Max results returned:

Showing 1 to 33 of 33

Service Id	Account Name	Broadband Product	Service Status	CLI	Customer Name	Street	Town	Postcode	CPE Username	CPE IP Address	Actions
83642	Gamma Telecom	Gamma Converged 2+	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
82814	Gamma Telecom	Gamma Fibre Home Worker	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
82741	Gamma Telecom	Gamma Fibre Home Worker	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
87641	Gamma Telecom	Gamma Home Worker WBC	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
60330	Gamma Telecom	Gamma Home Worker WBC	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
60153	Gamma Telecom	Gamma Home Worker WBC	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
60067	Gamma Telecom	Gamma Fibre Home Worker	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
58456	Gamma Telecom	Gamma Home Worker WBC	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
57927	Gamma Telecom	Gamma Home Worker WBC	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
56923	Gamma Telecom	Gamma Home Worker WBC	Cease Planned	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions
56022	Gamma Telecom	Gamma Fibre Home Worker	Active	01122000000	John Doe	High Street	London	EC1A 1BB	01122000000	192.168.1.1	Actions

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

Step 4

Click the check the available products (results are based on a Broadband availability checker)

Regrade Service

Basic Service Details	
ServiceID:	99155
CLI:	9915514829481
Current Broadband Product:	Gamma Home Worker WBC
Current Care Level:	Standard Care

Regrade Service
Please click the button below to get a list of products available to your CLI.
← Back 🔍 Check available products


Step 5

Chose the new product and any change in Care level and whether a router is required. Select the required date for the regrade to complete.

Note: Lead times are minimum of 5 working days. FTTC regrades require a minimum of 10 working days

Regrade Service

Basic Service Details	
ServiceID:	99155
CLI:	9915514829481
Current Broadband Product:	Gamma Home Worker WBC
Current Care Level:	Standard Care

Regrade Service	
New Broadband Product: *	<input type="text" value="Select product ..."/>
New Care Level: *	<input type="text" value="No change"/>
<p>i If left blank this will default to the earliest possible date for the chosen product.</p>	
Date:	<input type="text"/> 
← Back 🔍 Regrade	