

Broadband WBC Migrations

Process Details

Gamma will be upgrading some broadband lines and moving them from the IP Stream Platform to the Wholesale Broadband Connect (WBC) Platform. This initial change will only affect broadband services with the following two products: Gamma-M ADSL Max and Gamma-M Business ADSL Max.

This is an essential upgrade but reassuringly, it's simple and beneficial. Your customer doesn't have to do anything and they're very unlikely to notice the change has occurred. An [FAQ](#) page is also available to provide further information

What are the benefits of the upgrade?

A free upgrade that provides access to our WBC products.

Once you have access to WBC it then provide access to higher speed broadband technology such ADSL 2+ and Fibre to the Cabinet (FTTC).

What is the process and timetable for the upgrades?

We will contact you in advance with the broadband line details and the date that the upgrade will occur.

The end user will retain the same IP address, Username and Password.

The line will be moved onto a like-for-like profile. No re-configuration required.

In most cases the upgrade happens overnight and will involve a period lasting about 10 minutes when the service will be disconnected. It is not possible to request a specific time.

During the upgrade process the Engineer will ensure that a PSTN call is not in progress. Once completed a test will be run to confirm correct migration.

Why is this upgrade happening?

BT announced in April 2012 that they were starting the process to remove IP Stream services from their exchanges. Gamma is acting in a timely manner to start these migrations and ensure that all eligible broadband services will be moved in plenty of time and allow our Partners and your end users to benefit from the move to WBC.

WBC Migrations FAQs

Question: Why do these broadband lines have to be upgraded onto WBC?

Answer: Upgrading onto the WBC Platform provides your customers with access to faster services; ADSL 2+ and Fibre to the Cabinet (FTTC). A further reason is that BT has started to announce that in less than 4 months IP Stream services will not be available on certain exchanges.

Question: Which broadband services are being upgraded onto WBC?

Answer: Our first batch of services we're upgrading to WBC involve customers on just two products: Gamma-M ADSL Max and Gamma-M Business ADSL Max

Question: When will the upgrade to WBC take place?

Answer: We are provided with a date from BT (which is communicated to you) but no specific time. In most cases the activities take place overnight and outside of working hours.

Question: Can I choose a time for the upgrade to WBC to take place?

Answer: No, this is not possible.

Question: How will I know the status of the upgrade to WBC?

Answer: Under the Service Management section on the Portal it will show that a change is scheduled and you will be able to check the progress.

Question: What are the benefits of my customers moving onto WBC?

Answer: Your customers will have access to faster speed services on WBC (ADSL 2+ and/or FTTC)

Question: Do I need to notify my customers about the upgrade to WBC?

Answer: It is your choice to inform your customers or not. Because there is no discernible change to service and just a small outage time, most customers will be unaware that any change has occurred. In some instances it might require their router to be re-booted; it is unlikely but may be required.

Question: Does the IP address, Username and Password change following the upgrade to WBC?

Answer: No, they will be unchanged.

Question: Does the customer's router need to be reconfigured?

Answer: No.

Question: Once I receive notification about the upgrade to WBC can a customer still request a migration or cease their service?

Answer: Yes. But in these cases please contact our Support team (include contact details) if you have any difficulty.

Question: Can I place a regrade on a service once we receive notice about the upgrade to WBC?

Answer: No. Once we have notified you that the upgrade to WBC is taking place the service in question will not be able to regrade until the change has taken place and completed.

Question: Will the product name remain the same?

Answer: Yes.

Question: Will the price remain the same?

Answer: Yes, the price will stay the same.

Question: The first batch of upgrades to WBC includes just the following 2 products: Gamma-M ADSL Max and Gamma-M Business ADSL Max. What are the plans for other IP stream products?

Answer: We plan to proactively contact all of our Partners in the coming months and inform them of the changes that will have to be made for existing IP stream products.

Question: How soon after the upgrade to WBC could I place a regrade to a different WBC product?

Answer: One day after the change has been completed.

Question: Are the upgrades to WBC guaranteed to go through on the day indicated?

Answer: No. There is a small possibility that the upgrades to WBC can get postponed at the last minute due to unforeseen circumstance affecting BT. In this situation the Portal would show the change in status and we would notify you that the event did not happen.

Question: Can we opt out of a service upgrade to WBC?

Answer: Please contact our support team: Email: broadbandprovide@gamma.co.uk or Telephone:

0808 178 8000 Option 2, Option 1 if you want to discuss this situation. Please be aware that this will not be possible within 48 hours of the planned upgrade to WBC.

Question: If we opt out will the service upgrade to WBC will it be scheduled for the following month?

Answer: No. To maintain this as a free service we need to plan over two months in advance and therefore cannot guarantee the next available month when the free upgrade will be available.

Question: If I choose to move some or all of my customers onto WBC, do I have to wait for these notifications?

Answer: You can regrade some or all of your eligible customers at any time. The price to do that is usually £11.00.