

Ceasing Horizon & Horizon Contact

To cease a Horizon Contact Company, you must follow these steps. Both the Horizon and Horizon Contact Company must be cleared before being ceased, following the steps below. Currently, **it is not possible** for a partner on the Gamma Portal to de-provision a Horizon company from Horizon Contact without having to cease the Horizon company.

Gamma will not cease any companies that still have any remaining users, call groups or subscriptions still live.

Process

Before starting the process, you must confirm the company has no service numbers on Horizon Contact and all Horizon Contact subscriptions are un-allocated from the company.

Step 1: Remove Assigned Numbers

Check there are no service numbers assigned to the company on Horizon Contact:

1. Log in to the **relevant Horizon Company**
2. Navigate to **Site Management**
3. Click **Manage** for Horizon Contact
4. Click **Manage Numbers**
5. There should be no numbers assigned, if there are then these will need to be removed

Step 2: Remove Assigned Subscriptions

To check there are no Horizon Contact subscriptions assigned to the company:

1. On the Gamma Portal navigate to **Provisioning & Service Management**
2. Go to **Hosted → Horizon → Manage Subscriptions**
3. Search for the **relevant company**
4. Select the **relevant subscriptions**
5. In the dropdown **select Unallocate** and click **Submit**

Step 3: Cease Horizon Company

When the Horizon Contact Company has no numbers or subscriptions assigned, you can complete the Cease Company Process. This will remove both Horizon and the associated Horizon Contact company.

To cease a Horizon company you should complete the following actions:

1. Remove **all users** from the Horizon company
2. Remove **all call groups** from the Horizon company

3. Remove **the Voice Portal** by going to Administration, Voice Portal and selecting “Remove Voice Portal”

4. Remove **all the bolt-ons** by following the “[Remove Bolt-Ons](#)” process.

5. Follow the [Cease Subscriptions](#) process.

6. Using the Actions drop-down, select “**Cease Company**” and follow the prompts.

Any ported-in numbers that are not being used for the same customers on another Gamma Product will be returned to the Range Holder unless already exported to another Communications Provider.