

Ethernet 4G Fast Start and Backup FAQ's

4G Fast Start and Backup Overview

Product

4G fast start - provides a router and 4G SIM to provide a data connection until the primary circuit is implemented.

4G fast start and back up - provides a router and 4G SIM to provide a data connection until the primary circuit is implemented. The service transitions into Backup when the primary

4G backup - provides data access over the 4G network in the event of a hard down on the primary circuit.

All three options are available on specific Ethernet Managed Internet Access services

Frequently Asked Questions (FAQ) Document Purpose

The FAQ is intended to provide extra help in a familiar format.

The Channel Partner must be familiar with the appropriate Service Description and Terms and Conditions for the product - the FAQs supplement but does not replace these documents.

Frequently Asked Questions

Considerations before ordering

About 4G as a service:

4G Fast Start and Backup are services that work with Gamma's Ethernet Managed Internet Access service.

They are designed and configured as data only services using Gamma's 4G network

4G services are delivered using a single SIM - they do not replicate the throughput of a large bandwidth data access product.

4G requires good indoor 4G coverage to work effectively. This is not available everywhere, so Channel Partners are advised to do thorough checks of both network coverage and installation requirements before ordering.

How does Fast Start work?

4G Fast Start is a connection to the Gamma 4G network that provides a data service until the primary circuit goes live.

We supply a 4G router within a few days of an order being placed. Once the SIM is activated on the Gamma network an Internet data connection is available. The FastStart tariff includes a data allowance.

When the primary circuit is activated it uses the same router as Fast Start and does not require any further configuration.

How does Backup work?

When a primary circuit loses connectivity a 4G data circuit takes over.

The 4G Backup will connect to the 4G network in a few seconds.

Doesn't backup if service is degraded or to "boost" bandwidth.

Data access will automatically revert to Ethernet when service is restored.

What fixed data products is 4G available with?

Ethernet Managed Internet Access

Why do I need a specific router?

Gamma will supply a router suitable for either Ethernet or Broadband circuits.

This will be specifically will be configured and supplied for the service.

The router is managed and supported by Gamma to optimise performance and stability.

How do I check for coverage?

A coverage check is included in the quote and ordering journeys.

It is advisable however to perform a coverage check where the router will be located to ensure there is good indoor coverage.

How do I install the router to get the best 4G signal?

Data on a 4G network is provided using radio waves

Radio waves are blocked by dense materials - so locating the router deep inside a building, behind thick concrete walls, in a basement, or in a lined cabinet will diminish or prevent a signal

It is recommended that if the environment for installing the router is as per described, then a site audit to determine signal strength is carried out and a professional external aerial solution is used to provide the 4G signal to the router

The Gamma 4G network is optimised for indoor building coverage using the 800Mhz frequency

The router is supplied with two aerials with 3 metre cables - these can be installed to enhance the availability of an indoor 4G signal

It is also possible to install aerials external to the building the router is located in - specialised installers would normally be required to do this work.

Why does the 4G signal vary so much?

Depends on how many people are using 4G in the same place - there are only a limited number of connections possible to the network at any one time.

Very occasionally there are outages - where this is unplanned, they will create alerts and will be rectified by the Radio Network operator.

Planned outages are almost always in the early morning hours - notification of these is provided on the Gamma portal

You can check service status on the Gamma Portal

Why can't have another backup option with a 4G service?

The routers we supply for Fast Start and Backup are optimised for 4G and do not support other backup solutions.

Delivery and installation

How long does delivery take?

For Fast Start orders, the SIM and router will normally be delivered within 5 working days of the order being placed. For Broadband orders this is normally two working days.

For orders for 4G back up without Fast Start, the SIM and the router will be delivered in the usual way in the days before the primary circuit is installed.

How can I find out where my order is?

The routers and SIMs for orders that include only Backup can be tracked in the usual way.

For Fast Start the lead time is usually only a few days. If either the SIM or the Router are not delivered in the specified timescale, please contact please contact Gamma.

What if I want to install the service on behalf of the end user?

This is possible - the delivery address for the SIM and the router can be specified during the order journey. It does not have to be the location where the circuit will be installed.

What if items are damaged or broken when they are received?

How do I activate a SIM?

The SIM is sent out provisioned but not activated for security purposes - it cannot be used until it has been activated by Gamma on the 4G network.

The Channel Partner is sent an email when it has finished provisioning on the mobile network.

When the recipient of the SIM (either end user or the Channel Partner) has possession of the SIM they will contact the Channel Partner to let them know the SIM is ready for activation.

The Channel Partner can submit the activation request via the Gamma Portal.

How does the service go from Fast Start to Backup?

Fast start ends when the primary circuit goes live. This happens automatically when the primary circuit is connected to the router. No further action is required.

The tariff is changed at the end of the billing period - so any unused Fast start data is available for Backup until this happens.

I'm an existing Gamma mobile reseller - why can't I use a Gamma mobile SIM from my stock for the Fast Start or Back Up service?

The Network settings required for 4G Fast Start and Backup are determined by the tariff.

Gamma will ensure the SIM is provisioned correctly to work with the router for the primary circuit.

Paying for and keeping track of spending

How do I know how much data has been used?

The Fast Start tariff includes a built-in data allowance. If you do not wish to exceed this allowance to avoid any further charges, you can set the data cap to the same value as the data allowance.

The data cap is the point at which Gamma will prevent any further data traffic over the 4G network for the circuit it applies to.

The amount of data used on a 4G circuit is available on the Gamma Portal. This is usually no more than one hour behind the actual usage; usually much less than one hour. Only in exceptional circumstances will it be more than one hour out.

The usage checker shows data usages for the current billing period and the previous month.

To get regular notifications of data usage you can request daily reports.

What are a data alerts and caps?

You can set alerts for data usage

These will send an email to a nominated address at defined points where a percentage of data usage has been reached

The alerts are sent for the percentage of data used up to the data cap

The data cap defaults to the data allowance; this can be

The data caps set for Fast Start will apply on Backup - although these can be reset on the Gamma Portal

Why is there a data allowance built into the Backup tariff?

In order to keep the backup service connected to the mobile network a small amount of data is required.

What do I do if someone removes the 4G Sim and puts it into another device?

If you suspect this has happened contact Gamma.

It will be necessary to cease the 4G service by deactivating and deprovisioning the SIM. A replacement SIM can be supplied at the same time.

Gamma cannot be held responsible for any unauthorised data usage

Can I suspend the 4G service?

It is not possible to suspend a 4G service

4G services can only be ceased by a Gamma helpdesk agent.

4G Backup can be removed via a request into Gamma- this will take effect at the end of the current billing period.

In Life Changes

Can I change the of data allowance included in the Fast Start tariff?

Yes, you can change the tariff on the Gamma Portal.

It will come into effect at the start of the next billing period.

I've placed an order for a primary circuit, but the lead times are long - can I get 4G fast start?

Contact your Service Delivery Manager who will be able to assist you with this.

Note; this will often involve repricing the primary circuit tariff as well as adding 4G to reflect the change of router required.

Not all primary circuits will be compatible with 4G - your Service Delivery Manager will be able to advise you.

Can I add 4G back up to my existing Ethernet service?

At launch 4G Backup will only be available for new services.

For Ethernet you will need to contact Service Delivery for a regrade.

Can I turn off Backup?

The Backup tariff can be removed -please contact the Help Desk.

This will stop the Backup service only - it will not affect the primary circuit.

If I don't want Backup anymore can I return the router supplied for 4G and

get a cheaper model?

No, the router is assigned for the duration of the fixed line contract.

If you want to make a change this would involve ending your existing contract and paying any termination charges that may apply.

Getting Help and Support

What resources are available?

The relevant Service Descriptions for Broadband and Ethernet have been updated to include 4G services.

The Gamma Academy has guides for Provisioning and In- life changes and Technical Help Guides. Academy - again, locate the relevant guide for the Primary circuit service; these have been updated to include 4G.

Other content is being added over time - please check the Academy regularly for new videos and other content

What is the most likely reason for a fault?

In most cases this will be due to no 4G signal being available

If the user has noticed a degradation in data throughput or voice quality, it could be that 4G Backup is in use and they are unaware the primary circuit is hard down or has intermittent service

What should I do before contact Gamma if I think there is a fault?

The Technical Help guide on the Academy covers this in some depth.

There are some basic checks that must be done before contacting Gamma to help us support you efficiently

Check on the Gamma Portal the 4G service is set up correctly - such as the SIM has been activated, the service is on the right tariff and has not reached its data cap, the service has not been ceased

Check if there is an outage notification on the Gamma portal

Check the front of the router to see if there is a 4G connection - and that the SIM has not been removed

Consider the installation of the router - has it been moved from where is used to work?

Have any aerials become loose or been moved?

Power the router off and then on again

How do I get help if there's no data on the 4G circuit?

Complete the initial checks before contacting the Gamma Help desk.

4G Fast Start and Backup are designed to carry data traffic only.

Reducing the amount of data intensive uses of the same connection (such as video calls, moving large data files, data streaming) may increase the bandwidth available for voice calls over 4G and improve the quality and stability of the call.

How do I get help if data speeds are slow over 4G?

The 4G data connection will usually have less bandwidth available than your Broadband or Ethernet primary circuit.

Reducing the amount of data intensive uses of the same connection (such as streaming or moving large data files) may increase the bandwidth available for business critical applications.

Where do I get information about the router model?

Information sheets and specifications are available for your router on the Gamma academy.

Search for the router model name to locate the guide you need.