

Ethernet Manual Quote Request Process

New Orders

We have created the manual quote tool to enable you to quote via the portal for all Ethernet Order types which are not currently included in the BAU quote tool. The manual quote form which will come into the Gamma Ethernet Quoting team to process. For any quote which is a new order and meets any of the following criteria you will be able to use the manual quote request tool which is available on the Gamma portal:

- A quote for more than 3000 SIP channels or Horizon peak concurrent calls
- A new circuit quote for a resilient Ethernet service (other than Broadband Backup failover up to 100Mbps total bandwidth and up to 60 voice channels) e.g. 100Mb with 100Mb failover or 100Mb with EFM failover

You can access this new pricing tool by navigating to the Ethernet pricing tool menu (Provisioning and service management >> data services >> Ethernet >> Ethernet Pricing tool), from here you will be able to select the “Manual Quoting Request Tool” link at the top right hand of your screen (please see the screenshot below):

i Important Notes

Ethernet Quotes provided by this tool are for [Gamma Ethernet services](#) and are regulated by the [Ethernet Services Terms and Conditions](#).

The pricing tool guide is available from [here](#).

Please note:

- The New Ethernet Quote tool is for Ethernet pricing only. Details about SIP/Horizon services that will use the Ethernet connectivity are requested for the purpose of calculating the required Ethernet bandwidth and to select the most suitable CPE.
- The quotations provided by the tool are indicative only and are not binding.
- The pricing given is valid at the point of quote, but it can only be confirmed at the point of order with the carrier.
- Additional charges may be applied, following the site survey.
- All prices quoted are exclusive of VAT and internal cabling costs.
- Prices are valid for 30 days only.
- For FTTC Ethernet bearer quotes, only quotes generated using a CLI can be used to place an order.
- EFM pricing is indicative and the actual number of EFM pairs required may depend upon site distance from the exchange. This can only be confirmed at the point of order with the carrier.

If you require one of the following types of quotes, then please use the [Manual Quoting Request tool](#) (we aim to answer manual quotes requests within 48 working hours):

- A quote for more than 3000 SIP channels or Horizon peak concurrent calls
- A new circuit quote for a resilient Ethernet service (other than Broadband Backup failover up to 100Mbps total bandwidth and up to 60 voice channels) e.g. 100Mb with 100Mb failover or 100Mb with EFM failover.

If you require one of the following quotes or further pricing assistance, then please email ethernetorders@gamma.co.uk. E.g.

- A regrade quote for an EFM circuit
- A regrade quote for a resilient Ethernet service
- A regrade quote for changes that result in the cease of the Broadband Backup service
- A quote about ceasing an existing circuit and ordering a new one e.g. bearer changes from FTTC Ethernet to Fibre
- Any of the Regrade Quotes that the Pricing Tool does not support
- Any Renewal quote that the Pricing Tool does not support

For any other enquiry regarding Ethernet Quotes, please email quote@gamma.co.uk or call on 03330044422.

Once you are in the tool you will see a new portal view form (shown in the screenshot below), this form should have everything you need in order to complete a new order, please be aware there are no new additional pieces of information captured in this portal view that wouldn't have been submitted when using the manual quote request spreadsheet.

Manual Quoting Request Tool

Account Details

Account: * XXXX - Gamma Test 1 - 44000169 ✓

Quote Reference: * 123456789 ✓

Email Address: * michael.lever@gamma.co.uk

Contact Number: * 03300538265

Resilience Type: * Carrier Diversity ✓

Quote Details Site 1/Primary

Site Postcode: * e.g. RG14 5BY Q

Data Centre: No

Resilience Role: * ---Please Select---

Product: * ---Please Select---

Preferred Supplier: * BT Wholesale ✓

Bearer: * ---Please Select---

Bandwidth: * ---Please Select---

Quote Details Site 2/Backup

Site Postcode: * e.g. RG14 5BY Q

Data Centre: No

Resilience Role: * ---Please Select---

Product: * ---Please Select---

Preferred Supplier: * Virgin Media ✓

Bearer: * ---Please Select---

Bandwidth: * ---Please Select---

✖ Please select an option

← Back ↻ New Quote ✓ Submit

Regrades/Renewals

If you are looking to process a regrade/renewal quote which matches any of the below criteria please follow the current regrade manual quoting process:

- A regrade quote for an EFM circuit
- A regrade quote for a resilient Ethernet service
- A regrade quote for changes that result in the cease of the Broadband Backup service

- A quote about ceasing an existing circuit and ordering a new one e.g. bearer changes from FTTC Ethernet to Fibre
- Any of the Regrade Quotes that the Pricing Tool does not support
- Any Renewal quote that the Pricing Tool does not support

Then you will be able to process this by using the manual quote request form which can be downloaded from the [Forms section of the Ethernet Knowledge Base](#). Once you have obtained this form and populated it accordingly, you will be able to email your quote request into the Ethernet Orders team who can be contacted on the following e-mail address: EthernetOrders@gamma.co.uk