

Policy for adding Backup to a live service

Policy

It is possible for customers to add a secondary service as a resilient backup to an existing primary service. As there are a number of variables involved including primary access type, availability of secondary service types, existing router and additional router requirements, please view the price list on the billing home page via the Gamma Portal for guidance.

Changing a live service will involve an appointment which will be confirmed by our IP Orders team upon receipt of your request.

Eligibility

Existing FTTC Ethernet, EFM or Fibre Ethernet services may have ADSL or Ethernet Back-up added in the form of a second access service. Please note services with 4G Fast Start or 4G Back-up are not compatible with ADSL or Ethernet Back-up.

Process

The following process should be followed for customers wishing to add a backup line to a live service;

Pricing

There will be a combination of a one off cost and ongoing rental charges.

As a guide the following costs will apply;

Backup Type	One off setup charge	Monthly Charge
ADSL2+, MAX or Annex M	£41	£20.00
FTTC Broadband	£0	£30.00
EFM	Use Ethernet Price Tool	
Fibre Ethernet	POA by email to quote@gamma.co.uk	
Router Cost	There will be an additional one off cost for the required replacement router where the new router is of greater value than the existing router. This will vary between £-£ and be based on customer requirements.	

Lead time

Lead times for adding a secondary service will be determined by the current level of requests being handled at any one time and as such will vary.

IP Orders will confirm an appointment time for the change to happen upon receipt of your written request.