

Raising a Fault

Technical Support

The Gamma Ethernet service desk provides 24hr support from Monday - Sunday, including bank holidays.

Calls into the service desk are supported during these times.

Emails and fault tickets are monitored 8am-6pm Monday - Friday and 8am-4:40pm on Saturdays. We do not monitor emails and tickets out of hours. If customers experience a fault out of hours or there is an update provided on to a fault ticket, we encourage you to call into the service desk.

The Gamma managed Ethernet circuits include the Highlight service. This allows Channel Partners to monitor the Ethernet circuits and add appointed contacts who would be alerted if a circuit becomes unavailable / unreachable (only). It is the Channel Partner's responsibility to add contacts to the Highlight service for notifications and alerting.

SNMP access to Gamma routers (read-only or otherwise) is not provided to the partner or the customer.