

Technical Support Structure

Gamma monitor all managed Ethernet circuits 24 hours a day, 7 days a week, 365 days a year.

You are able to receive alerts for the Ethernet circuits you manage. This is done using the Highlight monitoring tool that support all Ethernet circuits

For wires-only services, the monitoring is your responsibility.

Support Structure

Responsibility	Gamma	Partner
1st line contact		X
1st line triage		X
2nd to 4th line support	X	
Diagnostic testing	X	X
(Remote) router management - managed services	X	
Onsite router diagnostics (where needed)		X
Router management - wires-only services		X
Organising Openreach engineer visits	X	X