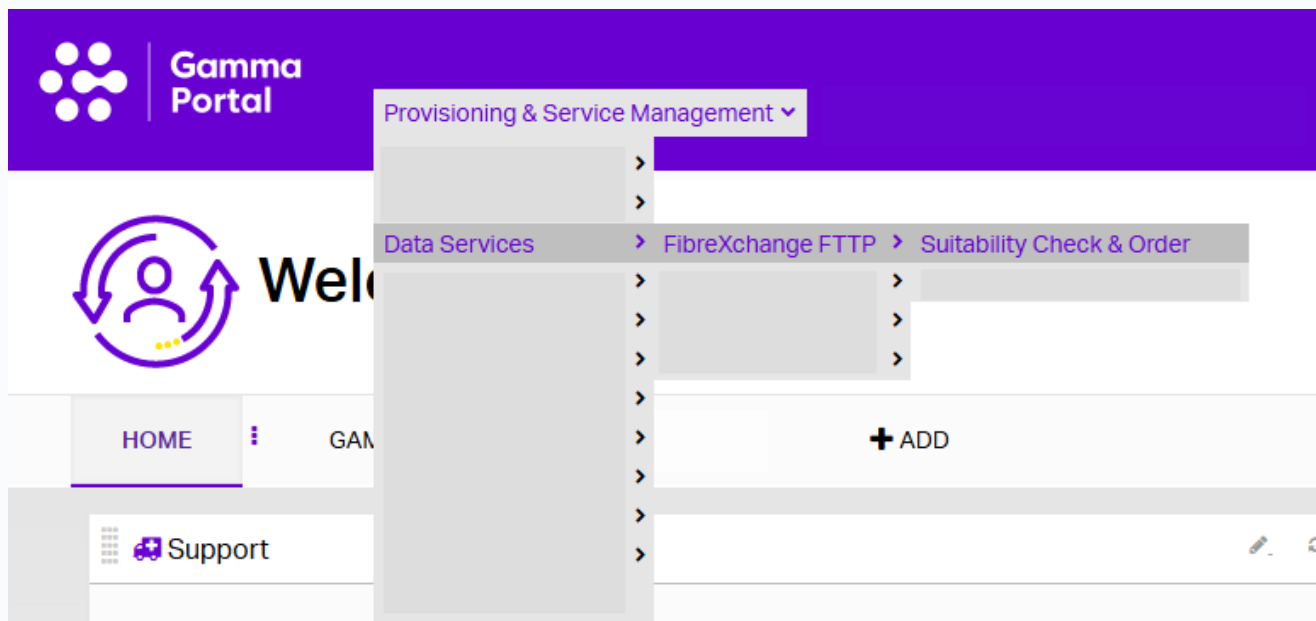


# FibreXchange Ordering Journey: Step-by-Step Guide

## 1. Starting Your Journey in the Gamma Portal

To begin the FibreXchange ordering process, log in to the **Gamma Portal** using your credentials. Once logged in, navigate through the following menu path:

**Provisioning & Service Management → Data Services → FibreXchange → Suitability Check & Order**



Your first task on this page is to **select your Channel Partner account** from the drop-down menu.

1 Search Quotes

2 View Quotes

3 Select Package

4 Order Details

5 Review Order

Account: \*

Select account

## 2. Entering Number Details

At this stage, you can enter one of the following:

### CLI (Customer's Phone Number)

Adding the CLI is **highly recommended** if you intend to include *Simple Swap* later, as this cannot be added after this point.

### Access Line ID

If available, you may enter the Access Line ID.

This is a unique identifier associated with a broadband or telephony line and is used to check availability and suitability.

**Note:**

Neither the CLI nor the Access Line ID is mandatory to place an order. The Portal will guide you on accepted formats.

1 Search Quotes

2 View Quotes

3 Select Package

4 Order Details

5 Review Order

Account: \*

CLI (Phone Number):

ALID (Access Line ID):

Accepted formats — ABCD1234567, ABC1234567D1, A123456789012

Address: \*

Search

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## 3. Checking Availability

Once the availability check completes, the Portal will display:

- All available products
- Download and upload speeds
- Contract length
- ONT (Optical Network Terminal) status at the premises.

The presence or absence of a valid ONT at the site will determine the installation options later in the journey.

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## 4. Confirming the Address

Please **confirm that the address is correct** before continuing. After entering your customer's site address, you will see a list of available providers.

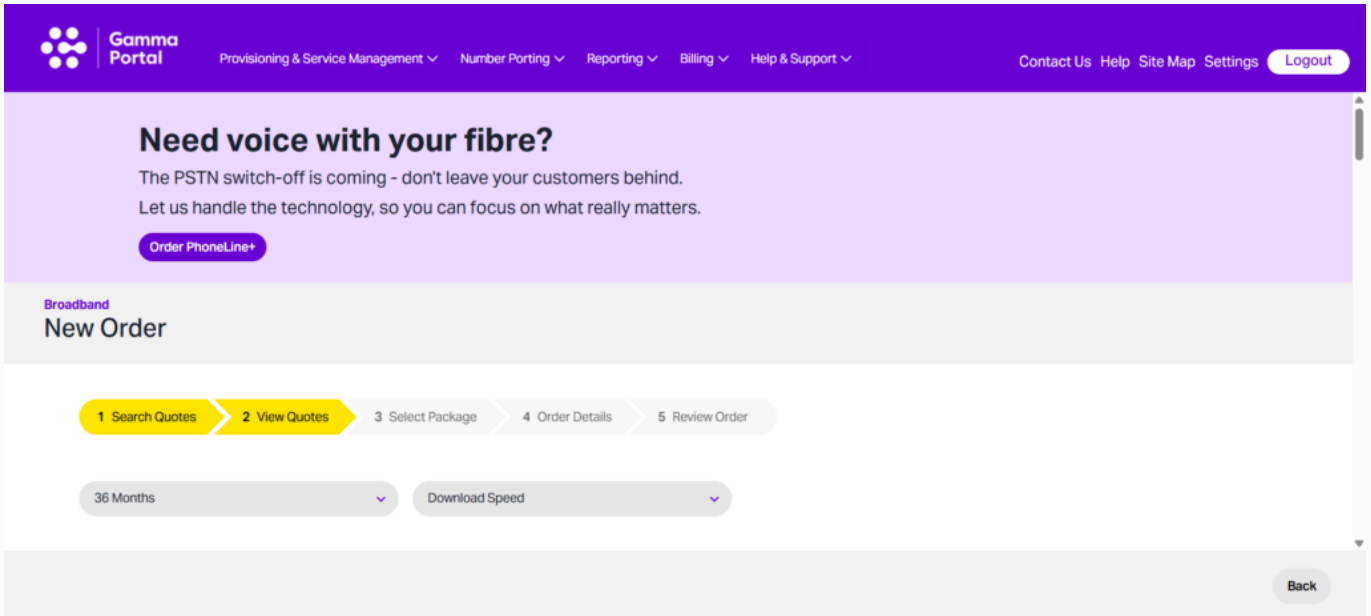
The screenshot shows the 'Broadband New Order' interface. At the top, there is a progress bar with five steps: 1 Search Quotes, 2 View Quotes, 3 Select Package, 4 Order Details, and 5 Review Order. Below the progress bar, there are two dropdown menus: '36 Months' and 'Download Speed'. The main content area is titled 'All Quotes' and displays a table of providers. The table has columns for 'Price', 'Download', 'Upload', and 'Contract', and a 'Select' button for each row. The providers listed are BT and PXC.

|     | Price | Download | Upload | Contract | Select |
|-----|-------|----------|--------|----------|--------|
| BT  |       |          |        |          | Select |
| PXC |       |          |        |          | Select |

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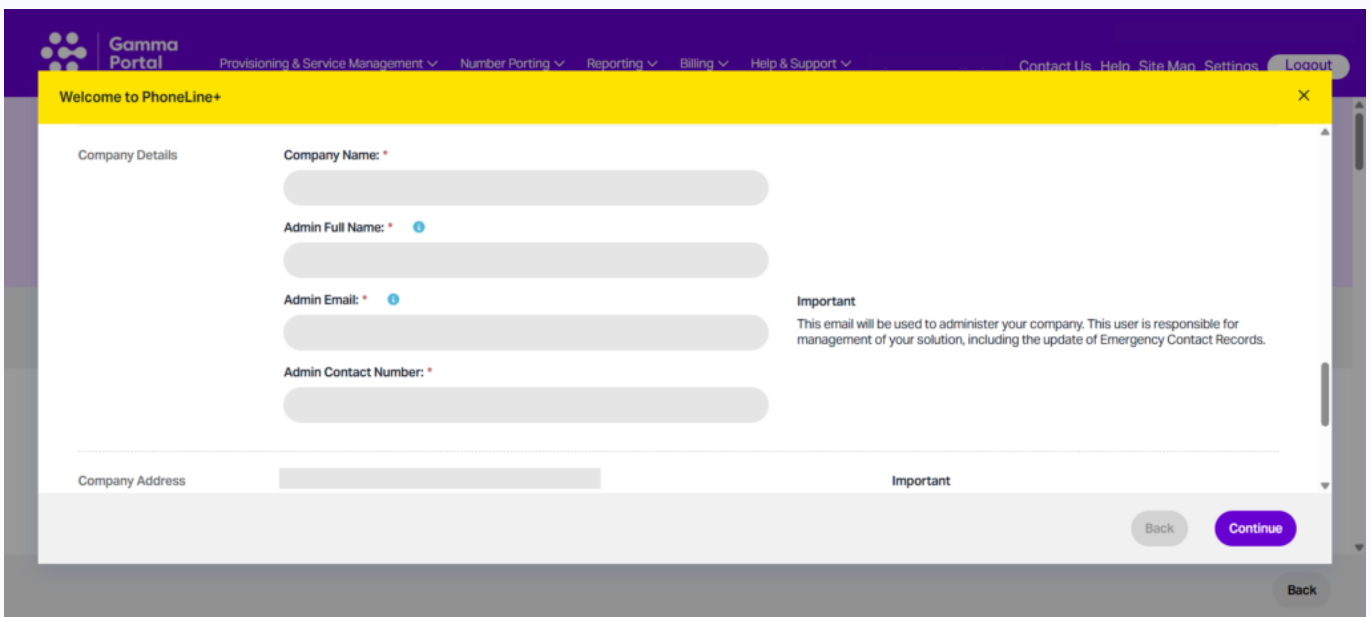
## 5. Need Voice with your Fibre?

You can provision PhoneLine+ alongside your FibreXchange broadband service. To add this product, select '**Order PhoneLine+**' before proceeding with your broadband order. A pop-up window will appear, allowing you to enter your Channel Partner details.



The contract options for PhoneLine+ remain consistent whether the service is provisioned independently or alongside FibreXchange. While the Gamma Portal provides a high-level overview, for more detailed guidance (such as suitability for different customer types) we recommend completing the **'PhoneLine+ Product Information'** course available on the Gamma Academy.

Once you have reviewed the options, select your preferred contract type and duration, then proceed to enter the details of the organisation that will be using the service.



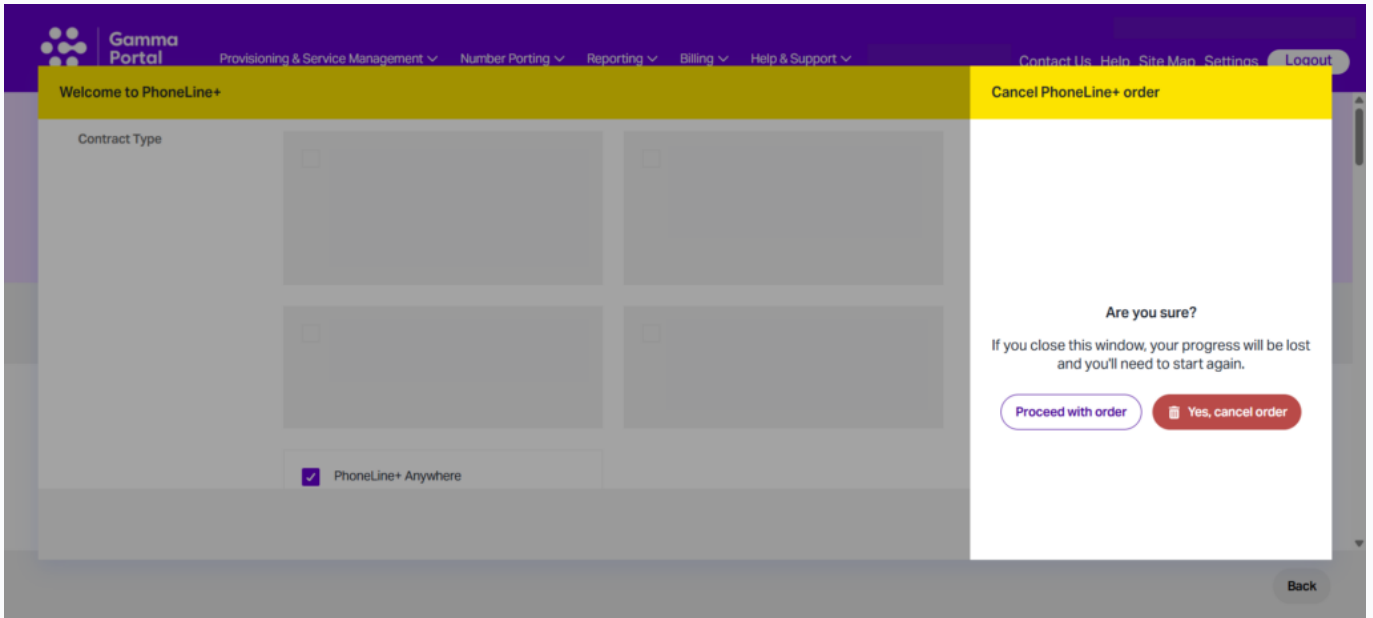
## Adding numbers

To assign a PhoneLine+ number, select the appropriate region and choose from the available options. Once selected, click **'Continue'**.

The screenshot displays the 'Add Numbers' section of the Gamma Portal. At the top, there is a navigation bar with the Gamma Portal logo and various menu items: Provisioning & Service Management, Number Porting, Reporting, Billing, and Help & Support. A yellow banner at the top of the main content area reads 'Welcome to PhoneLine+'. Below this, the 'Add Numbers' section is visible. It features a 'Type:' dropdown menu currently set to 'UK National Number'. Underneath, there is a grid of 25 number selection buttons arranged in 5 rows and 5 columns. The button in the 3rd row, 4th column is highlighted with a purple border and a checkmark, indicating it is the selected option. At the bottom of the grid are 'Previous Page', 'Page 1 of 4', and 'Next Page' navigation links. At the bottom right of the page are 'Back' and 'Continue' buttons.

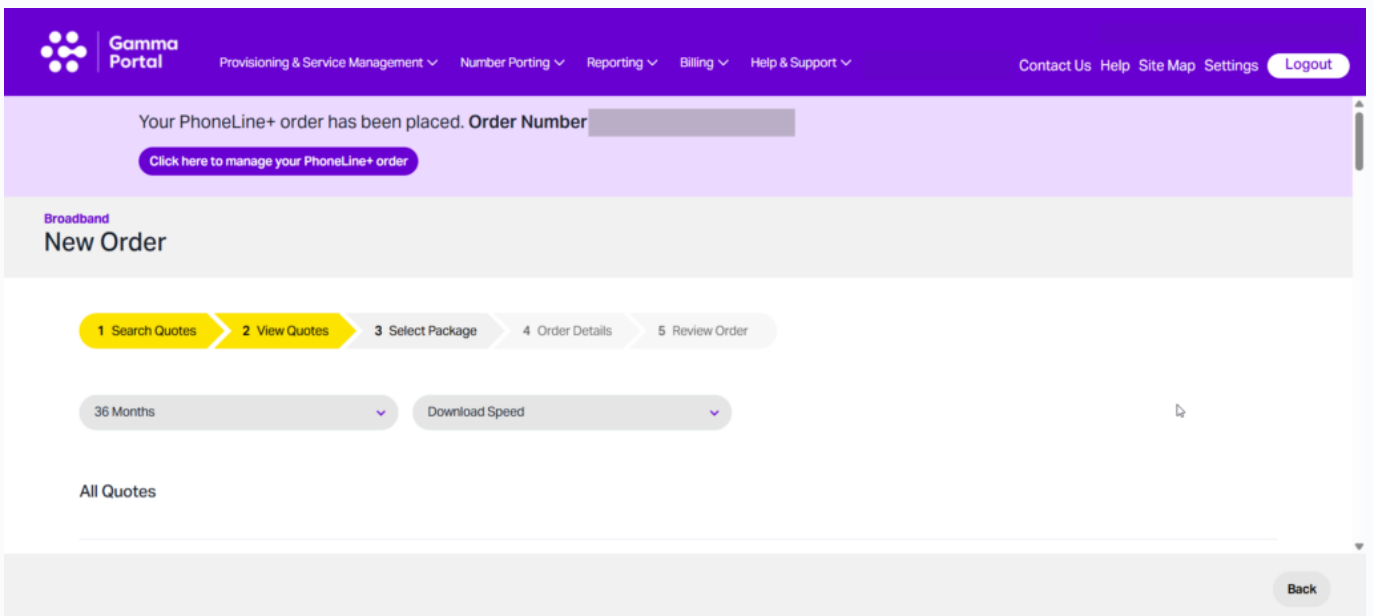
Review the order summary carefully, ensuring all information is accurate, then confirm that you have read and accepted the terms and conditions.

Please note that you may close the PhoneLine+ pop-up at any time. If you do so, you will be prompted to either continue with your PhoneLine+ order or cancel it and return to the FibreXchange provisioning journey.



## Once your PhoneLine+ order is placed

The banner at the top of the screen will change to display your order number and provides access to manage your PhoneLine+ company via the Gamma Portal. For detailed guidance on PhoneLine+ company management, head over to the PhoneLine+ Provisioning course.



## 6. Viewing FTTP Quotes

The Portal will now display all FTTP broadband quotes for the selected address. (If you need to place a SoGEA order, please refer to the dedicated SoGEA training video on the Gamma Academy's Broadband training area).

Each quote will show:

- **Supplier name**
- **Monthly price**
- **Download and upload speeds**
- **Contract length** (default: 36 months)

Use the filters at the top of the page to narrow your search.

Take time to compare quotes. Any available discounts or special pricing will appear alongside the relevant package.

Once you find the best option for your customer, click **Select**.

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## 7. Selecting the Package and Contract

You will now be taken to the **Select Package** screen, where you can:

- Review provider details
- Adjust the contract length
- Add a router
- Provide router shipping details.

The screenshot shows a web form with a progress bar at the top containing five steps: 1 Search Quotes, 2 View Quotes, 3 Select Package, 4 Order Details, and 5 Review Order. Below the progress bar is a section titled "Provider Details" which includes a logo for "BT" and a table with columns for Price, Download, Upload, and Contract. Below this is a section titled "Contract Length" with three radio button options: 12 Months, 24 Months, and 36 Months. The 36 Months option is selected.

| Price | Download | Upload | Contract |
|-------|----------|--------|----------|
|       |          |        |          |

Contract Length

12 Months  24 Months  36 Months

## 8. Router Selection

If your customer requires a router:


- Choose whether it should be shipped to the site address or an alternative location
- Shipping costs will be calculated at the end

- Select the Gamma voice product the router will be associated with.

Router Selection

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No router

  
 Zykel DX3301-T0 router

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## 9. Reviewing ONT Information

If an ONT is detected at the premises, the **ONT Information** section will display:

- ONT serial number and location
- Selectable ports (if active and not damaged)
- ONT's current status
- Option to order a replacement ONT if needed.

## ONT Information

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ONT Selection: \*

ONT Type: \*

Existing ONT

ONT Port: \*

1

ONT Port Status: \*

Working

ONT Reference: \*

---

## 10. Choosing the Order Type

Based on the information entered so far, you will see the relevant order type options:

### New Line Provide

Choose this if no ONT is present.

An Openreach engineer will need to attend to install the ONT.

### Migration

Select this when moving an *active* FTTP service from another provider to Gamma.

## Order type

**New Line Provide**

There is no existing ONT at the customer's property; therefore, an engineering appointment is required to complete the installation.

**Migration**

Moving an active FTTP service from another provider to Gamma.

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## 11. Selecting Installation Options

Choose an installation package based on the ONT status and customer needs.

If an ONT is already present, **Self Install** will be unavailable.

Discuss suitable installation dates with your customer and select from available slots (greyed-out dates are unavailable).

You must add:

- Customer reference
- Maximum amount the customer is willing to pay for installation

# Installation Options

**Please note!** Placing an order with an incorrect install type may result in an additional charge and/or delay to the order.

## 1. Self Install

This service is activated remotely on the agreed date - no engineer visit is required.

## 2. Managed Standard

- An engineer will visit the premises to complete a standard setup
- This includes connecting service equipment inside the building and basic wiring between the entry point and the service equipment
- The engineer will connect the customer's router and one device.

## 3. Managed Advanced

- This installation package is designed for more complex, or non-standard installations (for example on a larger premises or for separate buildings on the same site)
- May involve routing cables through more challenging areas
- The engineer will ensure that the service setup is fully functional and suitable for the premises layout.

## 4. Managed Premium

- Includes all activities from the standard installation

- This installation type allows for more flexibility in equipment placement, and additional internal wiring where needed
- The engineer will optimise the location of equipment for better in-premises performance (e.g. Wi-Fi signal)
- Includes the setup for any additional devices and basic performance checks to confirm service quality.

Installation Package

|   |   |   |  |
|---|---|---|--|
| <input checked="" type="radio"/> <b>Self Install</b> <p>The service is activated remotely on the agreed date.</p> <p>No engineer visit is required.</p> <p>The customer must ensure that all necessary equipment is powered and ready for activation before the scheduled date.</p> | <input type="radio"/> <b>Managed Standard</b> <p>An engineer will visit the premises to complete a standard setup.</p> <p>This includes:</p> <p>Connecting service equipment inside the building and ensuring it is positioned close to a suitable power source.</p> <p>Basic wiring may be required between the entry point and the service equipment.</p> <p>The engineer will connect the customer's router and one device.</p> <p>A short service demonstration will be provided.</p> | <input type="radio"/> <b>Managed Advanced</b> <p>Designed for complex or non-standard installations, including larger premises or separate buildings on the same site.</p> <p>Includes all activities from the premium installation, plus additional wiring or survey requirements.</p> <p>May involve routing cables through more challenging areas or using existing conduit or cabling infrastructure.</p> <p>The engineer will ensure that the service setup is fully functional and suitable for the specific premises layout.</p> | <input type="radio"/> <b>Managed Premium</b> <p>Includes all activities from the standard installation.</p> <p>Allows for more flexibility in equipment placement and additional internal wiring where needed.</p> <p>The engineer will optimise equipment location for better in-premises performance (e.g., Wi-Fi signal).</p> <p>Includes setup for additional devices and basic performance checks to confirm service quality.</p> |
|---|---|---|--|

Use the arrow icons to browse available dates and select AM or PM appointments.

## 12. Additional Routed IPs

If your customer requires additional routed IPs, select the quantity here.

Routed IPs

|  |  |  |
|--|--|--|
| <input type="radio"/> Static /32 (1 usable IP address) | <input type="radio"/> Static /30 (Up to 2 usable IP addresses) | <input type="radio"/> Static /29 (Up to 6 usable IP addresses) |
|--|--|--|

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## 13. Choosing a Care Level

Gamma provides three care levels:

- **Standard Care** (default, no extra cost)
- **Business Care**
- **Premium Care.**

Care Level

|   |  |   |
|---|--|---|
| <p><input type="radio"/> <b>Standard Care</b></p> <p>This is the default service level provided at <b>no extra cost</b>. For the reporting of faults, this care level operates during business hours only. Gamma will acknowledge receipt of a fault report logged by the customer and will clear the fault within <b>48 clock hours</b> of receipt of the fault report if received by Gamma before 4pm on a working day. If an engineering visit to a site is required, then Gamma will respond during business hours.</p> | <p><input type="radio"/> <b>Business Care</b></p> <p>This is a chargeable service that operates <b>24 hours a day, 7 days a week</b> (including UK Public and Bank Holidays).</p> <p>Upon receipt of a fault report, Gamma is committed to responding within <b>5 clock hours</b> and clearing the fault within <b>22 clock hours</b>.</p> <p>Please note that clock hours run during the time in which the fault is in Gamma's control. Where a fault is with the partner, the clock stops and only restarts when passed back to Gamma. Please refer to the separate SLA document for more details.</p> | <p><input type="radio"/> <b>Premium Care</b></p> <p>This is a chargeable service that operates <b>24 hours a day, 7 days a week</b> (including UK Public and Bank Holidays).</p> <p>To benefit from this Care Level, you must call Gamma to report the fault as soon as possible. Upon receipt of the fault report, Gamma is committed to clearing the fault within <b>7 clock hours</b>.</p> <p>Please note that clock hours run during the time in which the fault is in Gamma's control. Where a fault is with the partner, the clock stops and only restarts when passed back to Gamma. Please refer to the separate SLA document for more details.</p> |
|---|--|---|

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## 14. Add-Ons: Simple Swap

Simple Swap can be added only if:

- You entered the CLI earlier

- The number is eligible for porting.

If eligible, you will see:

- The porting number (greyed out and uneditable)
- The destination product (e.g., PhoneLine+)
- A drop-down to select the Losing Communications Provider.

**Note:**

The losing communications provider (LCP) provides the service to the customer as defined by Ofcom.

They only become the LCP when a request is made to move the service from them to another provider.

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## 15. Final Steps

You're almost done!

1. Enter your **Channel Partner details**
2. Enter your **customer's site details**
3. Click **Review Order**

4. Share relevant information with your customer

5. **Keep the Order ID** so you can track and manage it within the Gamma Portal.