

Ordering a Horizon Company

Once you have completed the installation of the customer access & structured cabling, you are ready to place your Horizon order for customer hardware and Horizon Portal access.

Before creating the company account, you will need to collate the following information which should already have been captured during the site survey process:

- Domain name
- CLI presentation rules
- Extension format
- Administrator details
- Commercial package

If your Customer wants [Horizon for Microsoft Teams](#) integration you will also need your customer's Microsoft Tenant ID and the Microsoft Administrator email.

New Company Order

From the Gamma Portal, go to "Provisioning and Service Management", "Hosted", "Horizon" and "New Company Order".

If you don't have this option contact your Portal Administrator (Help and Support and Portal Administrators) or contact your Internal Account Manager.

Horizon Company Order Form

Select the account that you wish to provision the Horizon Company on and then enter the following details:

- Your details in Partner Details
- Company Name, Default Domain and Extension Limit (note: these cannot be changed once provisioned)
 - Company name = the overall name of the Horizon company
 - Default domain = the company domain, users will login with 'username@default.domain'
 - Extension Limit = how many digits make up the extension numbers
- The Company Administrator details
- If you would like Call Recording enabled on the Company please select "Enable Call Recording". You will then be presented with a drop down asking how long you would like to retain call recordings for; 3, 6 or 12 months.
 - If you enable call recording then this will be permanently enabled with no option to disable this. Gamma are unable to disable call recording once enabled, though if you have this disabled when provisioning your Company you can always switch on at any time by going to Manage Company on the Horizon Company Management page.
- Enter your [Fraud Management](#) details
- If you would like Horizon for Microsoft Teams enabled on the Company please select "Enable

Horizon for Microsoft Teams". You will then be presented with the Teanant ID and Microsoft Administrator email fields.

Gamma Portal | Provisioning & Service Management | Number Porting | Reporting | Billing | Help & Support | Admin | Internal

Horizon Company Order Form

1 Partner Details | 2 Site Details | 3 Review Order

Account Details

Account: * XXXX - Gamma Test 1 - 44000169 ✓

Partner Details

Contact Name: *

Contact Email: *

Partner Telephone Number: *

Partner Mobile Number:

New Company Order Details

Company name: *

Default Domain: *

The Default Domain cannot be changed once provisioned.

Warning
Once the Company is created, the extension limit cannot be updated.

Extension Limit: * 4-digit

Company Admin Details

The Admin Username is to be used by the Administrator to log into the first site.

Username: *

First Name: *

Last Name: *

Admin Email: *

Support Email:

Once the Company is created, the extension limit cannot be updated.

Extension Limit: *

Horizon Contact

Enable Horizon Contact:

Horizon for MS Teams

Enable Horizon for MS Teams?:

Microsoft Administrator Details

Email Address: *

Microsoft Tenant ID: *

Call Recording

Enable Call Recording?

Admin Email: *

Support Email:

Telephone Number:

Mobile Number:

Fraud Management

Please click [here](#) for the terms and conditions of the Horizon Fraud Management Service.

Fraud Management: *

Daily Spend (£): *

Warning (%): *

E-mail address: *

Send SMS:

Connect Help

Connect should be used if you wish to connect a Horizon and Mobile company together.

Enable Connect:

[→ Continue](#)

Site Details

We now set up the Site Details. Enter the total number of sites and the first site name. Enter the Site Access Details and Site Address.

Important

This step will only create the first site in your company. You will need to set up additional sites once your Company is created.

Setting your Site Access is important as to whether you are entitled to Horizon Fund contribution. When you select a qualifying Access Type, the Gamma Portal will automatically add any Horizon Fund contribution when you select the subscriptions to enter. Please see the Horizon Commercial Terms and Conditions for full details on qualifying access and subscriptions.

Site Details

1 Partner Details > 2 Site Details > 3 Review Order



Please Note

If you are supplying the details for your first site. You will be able to apply for additional sites after your order has been completed.

Site Details



You are placing the order for the first site in this order and you can place orders for additional sites after the company is created

Total number of sites: *

1



Site Name: *

nsfsite

Available



This is the identifiable name of the first Site

Site Address Details

Postcode: *

RG14 5BY



Address: *

Gamma Network Solutions Ltd The Crown Hou...



Premises *

The Crown House 15



Street *

Kings Road West



Town: *

Newbury



Site Contact Details

Contact Name: *

Rich James



Contact Email: *

richard.james@gamma.co.uk



Telephone: *

03332403354



Mobile:

Site Access Details

Site Survey*

Yes, the site survey is complete

Site Access*

Gamma Provided



Third Party

Access Type*

Converged Broadband



Order Reference: *

9875612



Number Details

Enter how many new Gamma Numbers you would like for your Horizon Company. If you are planning on porting or migrating numbers to your new Horizon Company then you would still need to select at least one number to get your Horizon Company created so you can start your testing.

Important

Due to the availability of London telephone numbers (0203, 0207 and 0208) you will be allocated the next available 020 number.

Number Details



Please Note
Pre-existing number orders cannot be altered.

Order Numbers

Area Code	Quantity	Contiguous
161 - Manchester	5	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>
Please Select	0	<input type="checkbox"/>

Subscriptions

Now you can order new subscriptions, or use available subscription stock (i.e. those subscriptions that you have on your account that are not being used currently).

To order new subscriptions, use the Order New Subscriptions panel. Select the subscription type, then the contract option and then the quantity of subscriptions required and then click the “Add” button.

If you have made a mistake you can change the quantity in the text box on the corresponding row, or you can remove the option completely by clicking the “Remove” button for that row.

If you want to reuse any subscriptions that are not currently assigned to one of your Horizon Companies, you can use the Available Subscription Stock panel. These are listed out by subscription types, and clicking on the purple subscription type or quantity link. This will load up a pop-up window that gives you the subscription ID, term start date and term end date. You can then select these subscriptions and select “Save”.

Note: You will only receive Horizon Fund contribution, where applicable, when you are ordering new

subscriptions. Available subscriptions will have had the check on whether they are entitled to Horizon Fund contribution at the point that they were initially ordered and these will not receive Horizon Fund contribution on this order.

Subscription Details

Subscriptions

i

Order New Subscriptions

✓

✓

Quantity: ✓

Premium Subscription - 3 Year Contract	<input type="text" value="10"/>	<input type="button" value="Remove"/>	
Commission Club - 5 Year Contract	<input type="text" value="5"/>	<input type="button" value="Remove"/>	

Available Subscription Stock ▼

Subscription Type	Subscription Option	Quantity
Premium Subscription	1 Month Contract	1
Commission Subscription - 3 Year Contract	Commission 3	2
Horizon for Schools and Charities	5 Year Contract	2
Premium Subscription	5 Year Contract	2
Premium Subscription	3 Year Contract	5
Horizon for Schools and Charities	3 Year Contract - Horizon Fund	2

Allocate Subscriptions

■	Subscription ID	Subscription Type	Subscription Option	Term Start Date	Term End Date
<input type="checkbox"/>	HRZN1000000000009	Commission Subscription - 3 Year Contract	Commission 3	2018-11-19T14:43:53.863	2021-11-28T14:43:54.703
<input type="checkbox"/>	HRZN1000000000039	Commission Subscription - 3 Year Contract	Commission 3	2018-11-27T10:09:51.443	2021-11-27T10:09:51.443

If you want to remove any available subscriptions from the order, click on the number associated with the subscriptions and then select the subscriptions you want to remove from the order. Click Save.

Subscription Details

Subscriptions

Order New Subscriptions

Please Select Please Select Quantity:

Premium Subscription - 3 Year Contract

Commission Club - 5 Year Contract

Available Subscription Stock

Subscription Type	Subscription Option	Quantity
Premium Subscription	1 Month Contract	1
Commission Subscription - 3 Year Contract	Commission 3	2
Horizon for Schools and Charities	5 Year Contract	2
Premium Subscription	5 Year Contract	2
Premium Subscription	3 Year Contract	5
Horizon for Schools and Charities	3 Year Contract - Horizon Fund	3

Commission Subscription - 3 Year Contract - Commission 3 2

Bolt-ons

Now enter the amount of Bolt-ons you need for your Horizon Company. You can add or remove Bolt-ons at any time; details are in the [Manage Bolt-Ons](#) article. For full information on what the Bolt-ons do, please select the "Help" button on the Bolt-on panel.

Bolt Ons

Chargeable Bolt Ons

[Help](#)

Bolt On Name	Quantity	Recommended
Integrator - Bullhorn	<input type="text" value="0"/>	<input type="text" value="0"/>
Call Centre Agent Client	<input type="text" value="0"/>	<input type="text" value="0"/>
Call Centre Agent	<input type="text" value="0"/>	<input type="text" value="0"/>
Call Centre Supervisor Client	<input type="text" value="0"/>	<input type="text" value="0"/>
Collaborate	<input type="text" value="0"/>	<input type="text" value="0"/>
Call Queue Group User	<input type="text" value="0"/>	<input type="text" value="0"/>
Integrator CRM	<input type="text" value="0"/>	<input type="text" value="0"/>
Integrator EMIS	<input type="text" value="0"/>	<input type="text" value="0"/>
Horizon TAPI Driver	<input type="text" value="0"/>	<input type="text" value="0"/>
Integrator	<input type="text" value="0"/>	<input type="text" value="0"/>
Receptionist	<input type="text" value="0"/>	<input type="text" value="0"/>
iOS Soft Client	<input type="text" value="0"/>	<input type="text" value="0"/>
Soft Client Mac	<input type="text" value="0"/>	<input type="text" value="0"/>
Soft Client Android	<input type="text" value="0"/>	<input type="text" value="0"/>
Soft Client PC	<input type="text" value="0"/>	<input type="text" value="0"/>

Inclusive Bolt Ons

[Help](#)

Name	Quantity	Recommended
Auto Attendant	<input type="text" value="0"/>	<input type="text" value="0"/>
Call Centre Group	<input type="text" value="0"/>	<input type="text" value="0"/>
CallParking	<input type="text" value="0"/>	<input type="text" value="0"/>
CallPickUp	<input type="text" value="0"/>	<input type="text" value="0"/>
Call Queue Group	<input type="text" value="0"/>	<input type="text" value="0"/>
Hunt Group	<input type="text" value="0"/>	<input type="text" value="0"/>
InstantConferenceGroup	<input type="text" value="0"/>	<input type="text" value="0"/>
Page Group	<input type="text" value="0"/>	<input type="text" value="0"/>
Voice Mail	<input type="text" value="0"/>	<input type="text" value="0"/>

Hardware

You can now order your hardware. This can be delivered to the Site or another address. As you are entering the quantity required in this panel, your Horizon Fund panel will be dynamically updated with the cost of the hardware on the order.

Important

Please ensure that you select the correct handset(s) for your customer before you submit your order. Gamma cannot accept any change of mind exchanges to returns on hardware. If you need to discuss what is right for you and your customer please speak to your Business Development Manager or Internal Account Manager.

You do not need to order a power supply for the SPA 122 or Yealink W52P as these devices already come with power supplies as standard.

CPE Details

Customer Premises Equipment

Would you like to order CPE? *

Hardware Selection

Hardware Manufacturer	Model Type	Quantity	Power Supply
	SPA501G	<input type="text" value="0"/>	<input type="text" value="0"/>
	SPA502G	<input type="text" value="0"/>	<input type="text" value="0"/>
	SPA504G	<input type="text" value="0"/>	<input type="text" value="0"/>
	SPA525G	<input type="text" value="0"/>	<input type="text" value="0"/>
	SPA122	<input type="text" value="0"/>	N/A
	SPA509G	<input type="text" value="0"/>	<input type="text" value="0"/>
	SPA500DS	<input type="text" value="0"/>	
	SoundStation IP 5000	<input type="text" value="0"/>	<input type="text" value="0"/>
	VVX 500	<input type="text" value="0"/>	<input type="text" value="0"/>
	VVX 600	<input type="text" value="0"/>	<input type="text" value="0"/>
	SoundStation IP 7000	<input type="text" value="0"/>	<input type="text" value="0"/>
	SoundStation IP 7000 Extra Mics - 2 Pack	<input type="text" value="0"/>	N/A
	VVX 201	<input type="text" value="0"/>	<input type="text" value="0"/>
	VVX 411	<input type="text" value="0"/>	<input type="text" value="0"/>
	VVX Colour Expansion Module	<input type="text" value="0"/>	
	VVX Expansion Module	<input type="text" value="0"/>	
	VVX 150	<input type="text" value="0"/>	<input type="text" value="0"/>
	Trio 8500 Conference Unit	<input type="text" value="0"/>	<input type="text" value="0"/>
	Trio 8800 Conference Unit	<input type="text" value="0"/>	<input type="text" value="0"/>
Trio Extra Microphones	<input type="text" value="0"/>	N/A	
	W52P DECT Handset and Base Unit	<input type="text" value="0"/>	N/A
	DECT Repeater	<input type="text" value="0"/>	N/A
	W52H Additional DECT Handset	<input type="text" value="0"/>	N/A
	Sennheiser SC 665 USB	<input type="text" value="0"/>	N/A
	Plantronics Blackwire 5220 USB	<input type="text" value="0"/>	N/A

Delivery Details

Same as site address

Horizon Fund

You can view your Horizon Fund and select how much you want to spend on your order.

This panel is dynamically updated based on all the information that you have entered on this page and will pull through any saved funds from previous orders which can be spent.

- **“Fund available from previous orders”** is funds that have been saved from any new subscription or new company orders.
- **“Fund Available from this order”** will be updated based on what you enter into this order. For example, if you order a 3 or 5-year subscription on a qualifying company, this figure will be updated based on how many subscriptions you have. For full information on what the fund contribution is per subscription, please see the Horizon Commercial Terms and Conditions guide.
- **“Total Funds”** is the above two fields added together.
- **“Total hardware cost on this order”** will change any time you add or remove hardware.

The “Fund to Spend” value is defaulted to the maximum value that you can spend on this order. This will be the “Total hardware cost on this order” value, up to the “Total Funds” figure. If you want to, you can change this value to any value below the “Fund to spend” figure. This can be between £00.00 (and thus saving your funds) up to the figure that is already in the text box.

Confirm that you are going to be deducting what you have agreed to and you can continue with your order.

Gamma will not be refunding any errors made during this step. Please ensure that you select the correct value that you want to spend on this order.

Horizon Fund

Fund available from previous orders: £1725.00

Total hardware cost on this order: £1725.00

Fund available from this order: £2300.00

Total funds: £4025.00

Horizon fund can be applied as a credit to your bill to cover the cost of your Horizon hardware.

Fund to spend: £ 

I accept that I am going to be deducting a total of £1725.00 from my Horizon fund and this is non-refundable. The new value of my Horizon fund after this order will be £2300.00

Review

Review your order and agree to the Terms and Conditions. Once you're happy with it you can click "Submit" and the Gamma Portal will start setting up your new Horizon Company. You will receive an email once this is completed, and your Company Administrator will get an email to confirm the Company is ready to set up.