

Lost and Stolen Phone Help

Provide 24/7 support to subscribers

Your customer support for a subscriber who needs to suspend their phone service and blacklist their handset should be 24/7/365.

Out of hours support to subscribers can be provided by a well-trained third party. The Gamma Portal has a screen called "Mobile Support - Third Party Service Search", for which a login can be set up, and this will ensure that the third party can only carry out a suspend service / blacklist handset, and not make any other changes to a subscribers phone service.

Lost Handsets - Not Blacklisting Handset

The following support should be available to a subscriber as 24/7 support.

In some cases your customer may lose their handset and want to bar their service but not bar (Blacklist) their handset. This is normally when a customer leaves their handset on a bus/ train or if they think they will have a good chance of finding it again. Once a handset is blacklisted it takes a minimum of 48 hours to lift. By barring the service only, the customer will be able to use it as soon as possible once they have the handset back in their possession.

To Bar the service only please follow the steps below:

- Select Mobile Number within Service Management screen
- Select Suspend Service

To Unbar the service only please follow the steps below:

- Select Mobile Number within Service Management screen

- Select Resume Service

Stolen Handsets - Blacklisting Handset

The following support should be available to a subscriber as 24/7 support.

If a subscriber reports that they have lost or had their handset stolen, it is normal practice to suspend the phone service, and blacklist the handset

Your request to blacklist a handset is sent to our Stolen Phones Support team. The support team checks that the IMEI is associated the MSISDN and matches the handset type & has not already been blacklisted. If the request fails any of these checks we will contact you to inform you of the steps you need to take.

To bar the service and blacklist the handset please follow the steps below:

- Select Mobile Number within Service Management screen

- Select Suspend Service

- Select Mobile Number within Service Management screen

- Select Blacklist; this can be done in a combined function with the 'suspend service' in the steps above

Recovered Handsets - Un-blacklisting Handset

Your request to unblacklist a handset is sent to our Stolen Phones Support team. The support team checks that the IMEI is associated the MSISDN and matches the handset type & has already been blacklisted by Gamma. If the request fails any of these checks we will contact you to inform you of the steps you need to take.

To unbar the service and unblacklist the handset please follow the steps below:

- Select Mobile Number within Service Management screen
- Select Resume Service
- Select Mobile Number within Service Management screen
- Select Un-blacklist This can be done in a combined function with the 'resume service' in the steps above

Activating a new SIM

If your customer does not find their handset or if they would like a new SIM as soon as possible then you will need to remove the bar using the portal and activate a new SIM. Please follow the steps below to remove the bar and change the SIM card.

To unbar the service only please follow the steps below:

- Select Mobile Number within Service Management screen

- Select Resume Service

To change the SIM

- Select Mobile Number within Service Management screen
- Select Change SIM