

Mobile Provisioning Process (Including Ports)

The provisioning and porting process follows a number of steps as outlined below or, alternatively, you can watch the “Provisioning and Activating your Mobile service” videos via the Gamma Academy.

Step 1

From the Gamma Portal, go to Provisioning & Service Management >> Mobile >> Provisioning Management


Step 2

When this page is loaded you need to select the “+New Provision” button, please note that this also covers ports and not just new provisions.

Provisioning Order Management

[Help](#)

Account:


Please Select... 

Order Reference:

Username:

Contains Mobile Number:

Contains SIM (ICCID):

 Search New Provision Download 

No results found

Step 3

Provision New Mobile Service

1 Setup

2 Tariff

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5 EU Capping

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Provisioning Setup

Help

| | | |
|------------------------------|---------------------------------|---|
| Account:* | <input type="text"/> | ✓ |
| Company:* | <input type="text"/> | ✓ |
| Mobile Network:* | Gamma M... <input type="text"/> | |
| Transfer Provisions (STACs): | <input type="text" value="0"/> | ✓ |
| Porting Provisions (PACs): | <input type="text" value="0"/> | ✓ |
| New Provisions: | <input type="text" value="1"/> | ✓ |
| Total Number of Provisions: | <input type="text" value="1"/> | ✓ |

Available Mobile Numbers prior to this order:

Available SIMs prior to this order:

i Tariff Optimiser enabled - the Tariff Optimiser bolt-on will be applied to ALL eligible connections associated to this company

Select the Account & Company you wish to use for this provisioning order. Next, enter the quantity required for each type of provision:

- Mobile Network - This is the Gamma Mobile network the subscribers will be provisioned against
- Transfer Provisions - These are where your customer has provided a STAC and Mobile number & wishes to cease their previous service on their old network when they transfer to your new service
- Porting Provisions - These are where your customer has provided a PAC and Mobile number and wishes to port their existing number over from their old network.
- New Provisions. These are where your customer will simply get a new mobile number

The total number of provisions per order is limited to a maximum of 50.

Step 4

This step is for transferring a service from the customer's previous operator, where the customer has supplied you with a STAC and their previous mobile number. If no Transfer In provisions were selected in Step 4 this screen will not be displayed.

This screen will display the number of rows matching the number of Transfer In provisions selected in Step 4. If more provisions are required, enter the extra number needed and select "+ Add". If fewer rows are required, unwanted rows can be removed by selecting the row in the "Delete" column and clicking the dustbin icon.

For each row enter

- Username - a reference name that identifies the provisioned number
- Mobile Number - select from the drop down the new Mobile Number
- Old Mobile Number - this is the number the user has given you that will be ceased on their old network
- SIM - select from the dropdown for the SIMs that will be sent to the customer
- STAC - this is the code supplied by the customer (6 digits followed by 3 characters)

Once the above have been entered click "Validate STAC". When validated a Transfer Date or Auto Date can be selected. Transfer date will be the date the user's previous mobile number will be ceased (as detailed in "Old Mobile Number"), or if Auto Date is selected the act of the user first registering their new Gamma SIM on the Gamma network will initiate the process to cease the Old Mobile Number. The number will be ceased the next working day.

Provision New Mobile Service



Transfer In Provisions

Quantity to Add (STACs):

Load data from file:

Download Template:
 (Also contains lists of available Mobile Numbers and SIMs)

| Username | Mobile Number | Old Mobile Number | SIM (ICCID) | STAC | Transfer Date | Auto Date | STAC Status | Delete |
|---|--|--|--|---|--|-------------------------------------|----------------|---------------------------------------|
| | | | | Bulk STAC | | <input type="checkbox"/> All | | <input type="checkbox"/> All |
| Test Number <input checked="" type="checkbox"/> | 4474500000000000 <input checked="" type="checkbox"/> | 4477700000000000 <input checked="" type="checkbox"/> | 894439100000000000000000 <input checked="" type="checkbox"/> | 231163XBU <input checked="" type="checkbox"/> | 2019-05-30 <input checked="" type="checkbox"/> | <input type="checkbox"/> | STAC validated | <input type="checkbox"/> |
| Test Number 2 <input checked="" type="checkbox"/> | 4474500000000000 <input checked="" type="checkbox"/> | 4477700000000000 <input checked="" type="checkbox"/> | 894439100000000000000000 <input checked="" type="checkbox"/> | 231163XBU <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | STAC validated | <input type="checkbox"/> |
| <input type="button" value="Validate STACs"/> | | | | | | | | <input type="button" value="Delete"/> |

Step 4a (Using a spreadsheet)

An alternative to populating the above screen manually is to use a spreadsheet to populate the screen. This can be more efficient for larger orders.

Click the "Download Template" button on the screen and open the spreadsheet. This spreadsheet has separate tabs containing all the available Mobile Numbers & SIMs for that account. This data can be used to populate the "Template" tab which contains the same columns as the provisioning screen (Username, Mobile Number, Old Mobile Number, SIM). Enable editing on the spreadsheet and populate the "Template" tab as you would do the Portal screen, again the maximum number of rows is 50. Once completed save the file to your computer. Then click the "Browse" button to find & select the file and then click the "upload" button. This will populate the Portal screen from the uploaded spreadsheet. Then follow the instructions above starting from the "validate STAC" stage.

Step 5

This step is for Porting mobile numbers from the customers previous operator, where the customer has supplied you with a PAC and the Mobile Number they wish to Port. If no Port In provisions were selected in Step 4 this screen will not be displayed.

This screen will display the number of rows matching the number of Port In provisions selected in Step 4. If more provisions are required, enter the extra number needed and select "+ Add". If fewer rows are required, unwanted rows can be removed by selecting the row in the "Delete" column and clicking the dustbin icon.

For each row enter

- Username - a reference name that identifies the provisioned number
- Temporary Mobile Number - select from the drop down a temporary Mobile Number
- Mobile Number - this is the number the user has given you that will be Ported to Gamma
- SIM - select from the dropdown for the SIMs that will be sent to the customer
- PAC - this is the code supplied by the customer (3 characters followed by 6 digits)

Once the above have been entered click "Validate PAC". When validated a Port Date or Auto Date can be selected. Port date will be the day the users Mobile Number will be ported from their previous network. If Auto Date is selected the act of the user first registering their new Gamma SIM on the Gamma network will initiate the process to port the Mobile Number. The number will usually be Ported the next working day.

Provision New Mobile Service (22657)

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Porting In Provisions

Quantity to Add (PACs):

Load data from file: (Also contains lists of available Mobile Numbers and SIMs)

| Username | Temporary Mobile Number | Mobile Number | SIM (ICCID) | PAC | Port Date | Auto Date | PAC Status | Delete |
|---|--|--|---|---|--|-------------------------------------|---------------|------------------------------|
| | | | | <input type="text" value="Bulk PAC"/> | | <input type="checkbox"/> All | | <input type="checkbox"/> All |
| Test Port 1 <input checked="" type="checkbox"/> | 447450060345 <input checked="" type="checkbox"/> | 447770000000 <input checked="" type="checkbox"/> | 8944391000000000... <input checked="" type="checkbox"/> | XBU673178 <input checked="" type="checkbox"/> | 2019-05-30 <input checked="" type="checkbox"/> | <input type="checkbox"/> | PAC validated | <input type="checkbox"/> |
| Test Port 2 <input checked="" type="checkbox"/> | 447450060345 <input checked="" type="checkbox"/> | 447770000007 <input checked="" type="checkbox"/> | 8944391000000000... <input checked="" type="checkbox"/> | XBU673178 <input checked="" type="checkbox"/> | <input type="text"/> | <input checked="" type="checkbox"/> | PAC validated | <input type="checkbox"/> |

Step 5a (Using a spreadsheet)

An alternative to populating the above screen manually is to use a spreadsheet to populate the screen. This can be more efficient for larger orders.

Click the "Download Template" button on the screen and open the spreadsheet. This spreadsheet has separate tabs containing all the available Mobile Numbers & SIMs for that account. This data can be used to populate the "Template" tab which contains the same columns as the provisioning screen (Username, Temporary Mobile Number, Mobile Number, SIM). Enable editing on the spreadsheet and populate the "Template" tab as you would do the Portal screen, again the maximum number of rows is 50. Once completed save the file to your computer. Then click the "Browse" button to find & select the file and then click the "upload" button. This will populate the Portal screen from the uploaded spreadsheet. Then follow the instructions above starting from the "validate PAC" stage.

Step 6

This step is for provisioning new mobile numbers.

This screen will display the number of rows matching the number of New provisions selected in Step 4. If more provisions are required, enter the extra number needed and select "+ Add". If fewer rows are required, unwanted rows can be removed by selecting the row in the "Delete" column and clicking the dustbin icon.

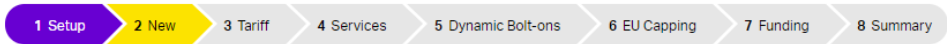
For each row enter

- Username - a reference name that identifies the provisioned number
- Mobile Number - select a new mobile number from the dropdown
- SIM - select from the dropdown for the SIMs that will be sent to the customer

When completed click Continue.

Provision New Mobile Service

Order reference: 1390-003



New Provisions

Quantity to Add:

Load data from file: No file chosen

Download Template: (Also contains lists of available Mobile Numbers and SIMs)

| Username | Mobile Number | SIM (ICCID) | Delete |
|------------------------------------|---|---|-------------------------------------|
| | <input type="button" value="Auto Populate"/> | <input type="button" value="Auto Populate"/> | <input type="checkbox"/> Select all |
| <input type="text" value="Test1"/> | <input type="text"/> <input type="button" value="v"/> | <input type="text"/> <input type="button" value="v"/> | <input type="checkbox"/> |
| <input type="text" value="Test2"/> | <input type="text"/> <input type="button" value="v"/> | <input type="text"/> <input type="button" value="v"/> | <input type="checkbox"/> |

Step 6a (Using a spreadsheet)

An alternative to populating the above screen manually is to use a spreadsheet to populate the screen. This can be more efficient for larger orders.

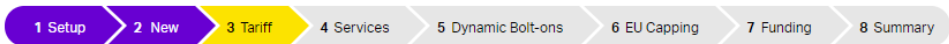
Click the “Download Template” button on the screen and open the spreadsheet. This spreadsheet has separate tabs containing all the available Mobile Numbers & SIMs for that account. This data can be used to populate the “Template” tab which contains the same columns as the provisioning screen (Username, Mobile Number, SIM). Enable editing on the spreadsheet and populate the “Template” tab as you would do the Portal screen, again the maximum number of rows is 50. Once completed save the file to your computer. Then click the “Browse” button to find & select the file and then click the “upload” button. This will populate the Portal screen from the uploaded spreadsheet.

Step 7

The next step is where you can choose the Tariff for each of the services, you can use the drop downs or use the “apply to all” at the top of the page, when completed please select continue.

Provision New Mobile Service

Order reference: 1895-034



Tariff & Non-Dynamic Bolt-ons

Help

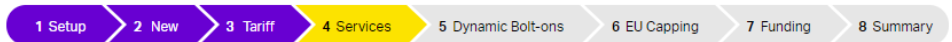
| Username | Type | Mobile Number | Tariff Type | Multinet | SMS 250 | UK Data | Data Sharing Enabler |
|----------|------|---------------|--------------------|---------------------------------------|---------------------------------------|----------------|---------------------------------------|
| | | | Apply to all | <input type="checkbox"/> Apply to all | <input type="checkbox"/> Apply to all | Apply to all | <input type="checkbox"/> Apply to all |
| Test1 | New | | Business Basic ✓ | <input type="checkbox"/> | <input type="checkbox"/> | 5GB UK Data ✓ | <input type="checkbox"/> |
| Test2 | New | | Mobile Broadband ✓ | <input type="checkbox"/> | <input type="checkbox"/> | 20GB UK Data ✓ | <input type="checkbox"/> |

Step 8

Next is where you will be selecting the relevant services required for each Mobile Number. These are done by selecting the small boxes or use the Apply to all boxes if all number require that service. Mobile Data is automatically selected if there is a data bolt-on, international roaming requires international calling to be selected as well. Data Roaming requires international roaming and mobile data to be selected.

Provision New Mobile Service

Order reference: 1895-034



Additional Services

Help

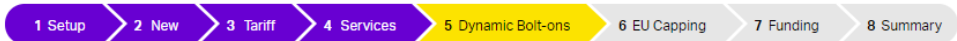
| Username | Type | Mobile Number | Tariff Type | Mobile Data | International Calling | International Roaming | Data Roaming | Premium Services |
|----------|------|---------------|----------------------------------|---------------------------------------|--|--|--|--|
| | | | | <input type="checkbox"/> Apply to all | <input checked="" type="checkbox"/> Apply to all | <input checked="" type="checkbox"/> Apply to all | <input checked="" type="checkbox"/> Apply to all | <input checked="" type="checkbox"/> Apply to all |
| Test1 | New | | Business Basic 5GB UK Data | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Test2 | New | | Mobile Broadband 20GB UK Data | <input checked="" type="checkbox"/> | N/A | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | N/A |

Step 9

Next is where you will select the additional bolt-ons to each mobile number, please note that if you want to check you have the correct service set up so that the bolt on will work, you can easily do this by clicking back and checking on the previous page. Once you have them selected click continue.

Provision New Mobile Service

Order reference: 1895-034



Dynamic Bolt-ons

Help

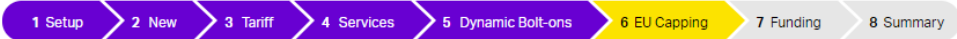
| Username | Type | Mobile Number | Tariff Type | Smart Business Pack | ROW Roaming | International Voice EU & N. America | International Voice ROW | Global Business Daily |
|----------|------|---------------|----------------------------------|---------------------------------------|--------------|---------------------------------------|---------------------------------------|---------------------------------------|
| | | | | <input type="checkbox"/> Apply to all | Apply to all | <input type="checkbox"/> Apply to all | <input type="checkbox"/> Apply to all | <input type="checkbox"/> Apply to all |
| Test1 | New | | Business Basic 5GB UK Data | <input type="checkbox"/> | None | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Test2 | New | | Mobile Broadband 20GB UK Data | N/A | None | N/A | N/A | <input type="checkbox"/> |

Step 10

EU Capping is the next section. This allows the setting of the maximum charge for data consumed in the EU & the Rest Of the World (ROW) so the £45 cap can be calculated. If not selected it means that Capping will not take place and you will be asked to confirm this choice. Once completed select Continue and you will be presented with the EU capping confirmation, please read this information and click to confirm the EU settings, then click confirm.

Provision New Mobile Service

Order reference: 1895-034



EU Capping Options

Help

| Username | Type | Mobile Number | Tariff Type | Data Notification Messages & Data Cap | EU Max Charge (£) | ROW Max Charge (£) |
|----------|------|---------------|----------------------------------|---------------------------------------|-------------------|--------------------|
| | | | | <input type="checkbox"/> Apply to all | Apply to all | Apply to all |
| Test1 | New | | Business Basic 5GB UK Data | <input checked="" type="checkbox"/> | 0.175 | 5.500 |
| Test2 | New | | Mobile Broadband 20GB UK Data | <input checked="" type="checkbox"/> | 0.175 | 5.500 |

EU Capping Confirmation

Maximum Charges for Roamed Data

I confirm that I have reviewed the "maximum charge per MB" for both EU & Non-EU regions for the following customer(s) and accept they will be capped based on these rates.

Confirm Max Charges: ✘

✘ Close
✔ Confirm

Step 11

The Advanced funding page is next and if required you can select the level of funding required and the repayment term, for information about what the levels are in pounds then please see your Account Manager or use the Mobile price book.

Provision New Mobile Service

Order reference: 1895-034



Advanced Funding

[Help](#)

| Username | Type | Mobile Number | Tariff Type | Advanced Funding | Repayment Period |
|----------|------|---------------|---|---|---|
| | | | | Apply to all ▼ | Apply to all ▼ |
| Test1 | New | 447458010689 | Business Basic 5GB UK Data | Level 1 ✔ ▼ | 12 Months ✔ ▼ |
| Test2 | New | 447458010690 | Mobile Broadband 20GB UK Data | Level 1 ✔ ▼ | 24 Months ✔ ▼ |

Advanced Funding X

Please confirm that you entered the correct funding levels.

Once selected, advanced funding cannot be changed until the end of the funding period.

✕ Cancel
➔ Continue

Step 12

The final step is the summary where you can review all the actions that you have just completed, once you're happy with the information on your order click submit.

Provision New Mobile Service

Order reference: 1895-034



Summary

Download

Showing 1 to 2 of 2

| Username | Type | Mobile Number | SIM (ICCID) | Tariff Type | Additional Services | Dynamic Bolt-Ons | Advanced Funding |
|----------|------|---------------|-------------|----------------------------------|---|------------------|------------------|
| Test1 | New | | | Business Basic 5GB UK Data | Mobile Data Data Roaming International Calling International Roaming Premium Services | None | None |
| Test2 | New | | | Mobile Broadband 20GB UK Data | Mobile Data Data Roaming International Roaming | None | None |

Step 13

Once the submit button is clicked above the Provisioning order will be sent for processing. The progress can be monitored on the Provisioning Management screen as seen below

Provisioning Order Management

Help

Account: XXXX Gamma NewCo Test Co A - 44001895

Order Reference: 1895-034

Username: iyousaf

Contains Mobile Number:

Contains SIM (ICCID):

Search

+ New Provision

Download

Showing 1 to 1 of 1

| Order Reference | Company Name | Order Status | Date Provisioned | Date Activated | User Name | Options |
|-----------------|----------------|----------------------|------------------|----------------|-----------|---------|
| 1895-034 | Mobile Testing | Provision Successful | 26/04/2021 | N/A | iyousaf | Options |

The Options button will display which operations can be performed on the Order. This varies depending on the status of the order. The table below shows the status of the provisioning order and a description of what the stage indicates.

| Provisioning Order Status | Stage |
|---------------------------|--|
| Provision Holding | The provisioning order has not been fully completed on the screens. Use "Amend Provision" to complete or "Cancel Provision" to cancel the Order. Any Mobile Numbers and SIMs in the order will have a status of "Paired" |
| Provision Queued | The provisioning order has been submitted for processing. |
| Provision Processing | The provisioning order is currently being processed |
| Provision Successful | The provisioning order has successfully. The mobile numbers will be in "setup" status. Use "Activate Provision" to activate the numbers. |
| Activated | All numbers have been activated. The provisioning order can be viewed. |
| Provision Cancelled | Once a Provisioning order is cancelled the Mobile Numbers and SIMs are returned to "Available" status. Orders in "Provision Holding" or "Provision Waiting" can be cancelled. |