

International Numbers

Before you can provision International Numbers you should speak to your Business Development Management / Internal Account Manager who will enable access for you via the Gamma Portal, and will provide you with your log in details.

Simplicity Partners: Please contact the Simplicity team at simplicityteam@gamma.co.uk to request International Numbers.

Step 1

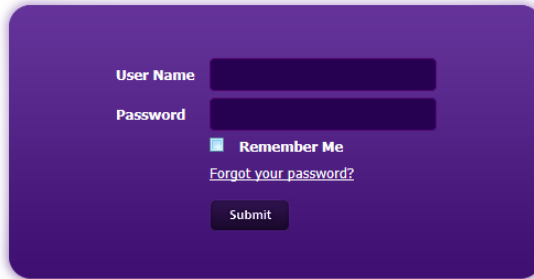
Log into the Gamma Portal and go to Provisioning and Service Management, Inbound and select International numbers

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

Step 2

Enter your username and password to log into the International Numbers Portal.

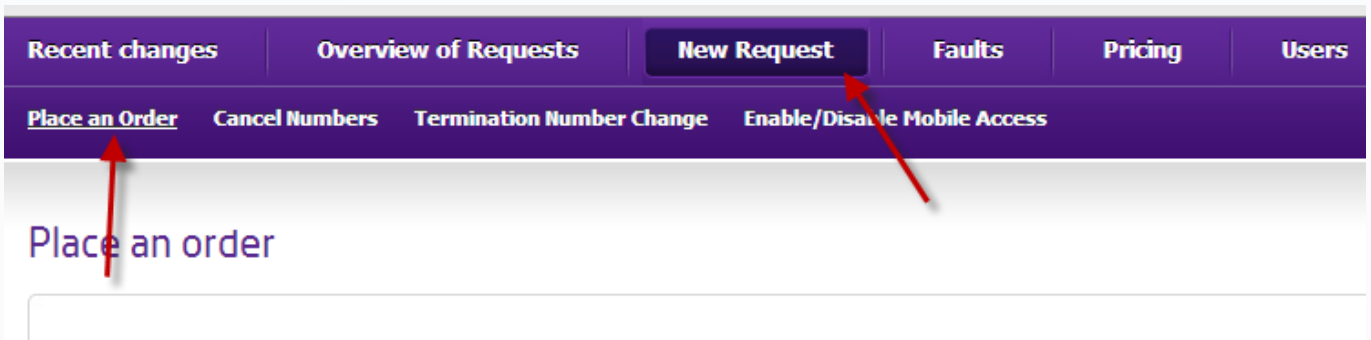
Gamma International Number Ordering



A login form with a purple background. It contains the following elements: 'User Name' label and input field, 'Password' label and input field, a 'Remember Me' checkbox, a 'Forgot your password?' link, and a 'Submit' button.

Step 3

Hover over 'New Request' then click 'Place an order'



Step 4

Complete the details for your order, including the number type, country and termination number, then click add.

Place an order

Company Reference

End User Company

Add Numbers to the order

Number type

Country

(This is a Full List of Available Countries)

City

Termination Number

Mobile Access Enable Mobile Access

Access to the Number from Mobile Phones within Country

Number notes

+ Add

Numbers Ordered

No items

Step 5

When you have completed these fields, click 'Add' - which will add a row to the 'Numbers Ordered' section. You can repeat this process for all of the numbers you require.

Place an order

Company Reference

End User Company

Add Numbers to the order

Number type

Country

(This is a Full List of Available Countries)

City

Termination Number

Mobile Access Enable Mobile Access

Access to the Number from Mobile Phones within Country

Number notes

+ Add

Numbers Ordered

ID	Number Type	Country	City	Termination Number	Notes	Options
2	Local City Phone Number	Anguilla		01414040000	This is a test order	<input type="button" value="X"/>
3	Local City Phone Number	Barbados		01414040000	This is a test order	<input type="button" value="X"/>

Step 6

Confirm the acceptance of the terms and conditions and click Submit. You will be given an order number so you can track your order's progress.

View an existing order

When you first log into the International Numbers Portal you'll see a summary of all updates since you last logged in. The below steps will show you how to search for open orders.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Inbound and select International numbers

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Step 2

Enter your username and password to log into the International Numbers Portal.

Gamma International Number Ordering

User Name

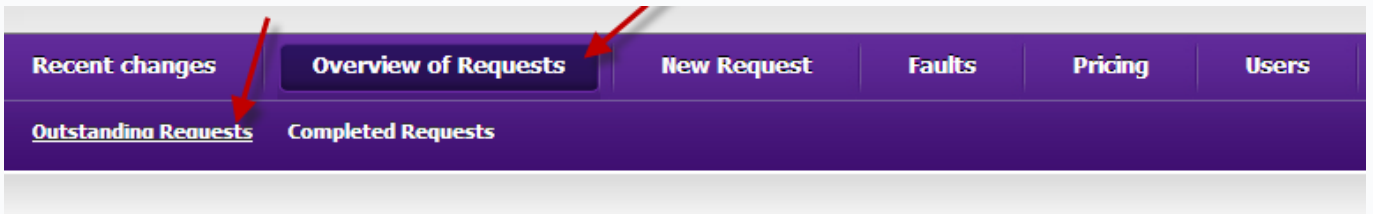
Password

Remember Me

[Forgot your password?](#)

Step 3

After logging into the International Numbers portal hover over 'Overview of Requests' and select 'Outstanding Requests'



Step 4

This will show all of your current open orders. Selecting the highlighted button will take you into the order details.

changes **Overview of Requests** New Request Faults Pricing Users Price Plans

[Pending Requests](#) Completed Requests



standing orders

number

Advanced search criteria (show/hide) ▲ ▼

Search

Showing: 7 of 7

Status	Reseller	Date	Request Type	Numbers	End User Company	Notes history	Options
1 Pending		Requested on 20/02/2014 15:35:15 by bradley	Order Numbers	1. Anguilla, Local City Phone Number , Dialed Number: 2. Barbados, Local City Phone Number , Dialed Number:	TestCompany	*** bradley (20/02/2014 15:35:15) THIS IS A TEST, PLEASE DO NOT PROCEED WITH ORDER!	 

Step 5

Your order details will be displayed. You can also add notes as required

View/Update order

Company Reference

Status

End User Company

Order Notes The date and your name will be added automatically

Notes history:
 *** bradley (20/02/2014 15:35:15) THIS IS A TEST, PLEASE DO NOT PROCEED WITH ORDER!
 *** craig (20/02/2014 15:38:49) We have noted that this is a test and have completed the order without providing numbers. Thanks for testing.

Uploaded file N/A

Numbers Ordered

	Number Type	Termination Number	Mobile Access	Dialed Number	Number Notes: Order Submitter	Number Notes: Provider
Edit	Anguilla Local City Phone Number	01414040000	False		This is a test order	
Edit	Barbados Local City Phone Number	01414040000	False		This is a test order	

Update a termination numbers

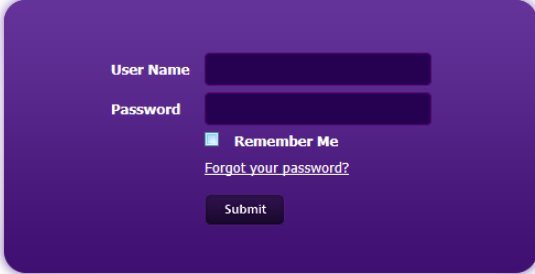
Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Inbound and select International numbers

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

Step 2

Enter your username and password to log into the International Numbers Portal.



The screenshot shows a login form titled "Gamma International Number Ordering". The form is set against a dark purple background and contains the following elements:

- User Name**: A text input field.
- Password**: A text input field.
- Remember Me**: A checkbox with the label "Remember Me".
- [Forgot your password?](#): A link for password recovery.
- Submit**: A button to submit the login credentials.

Step 3

After logging into the International Numbers portal hover over 'New Request' and select 'Termination Number Change'



Step 4

From here you can complete the form to change your Termination Number.

Termination Number change

Company Reference
End User Company

Add Numbers to the Termination Number change request

Number type

Country (This is a Full List of Available Countries)

Dialled Number

New Termination Number

Number notes

+ Add

Numbers to be changed

Submit a request

Notes The date and your name will be added automatically

Before Submitting:
Please make certain all numbers are tested prior to publication or advertising or if any changes have been made.

Lead Time:
The lead time for change requests is 1 – 7 days.

Cancel termination numbers

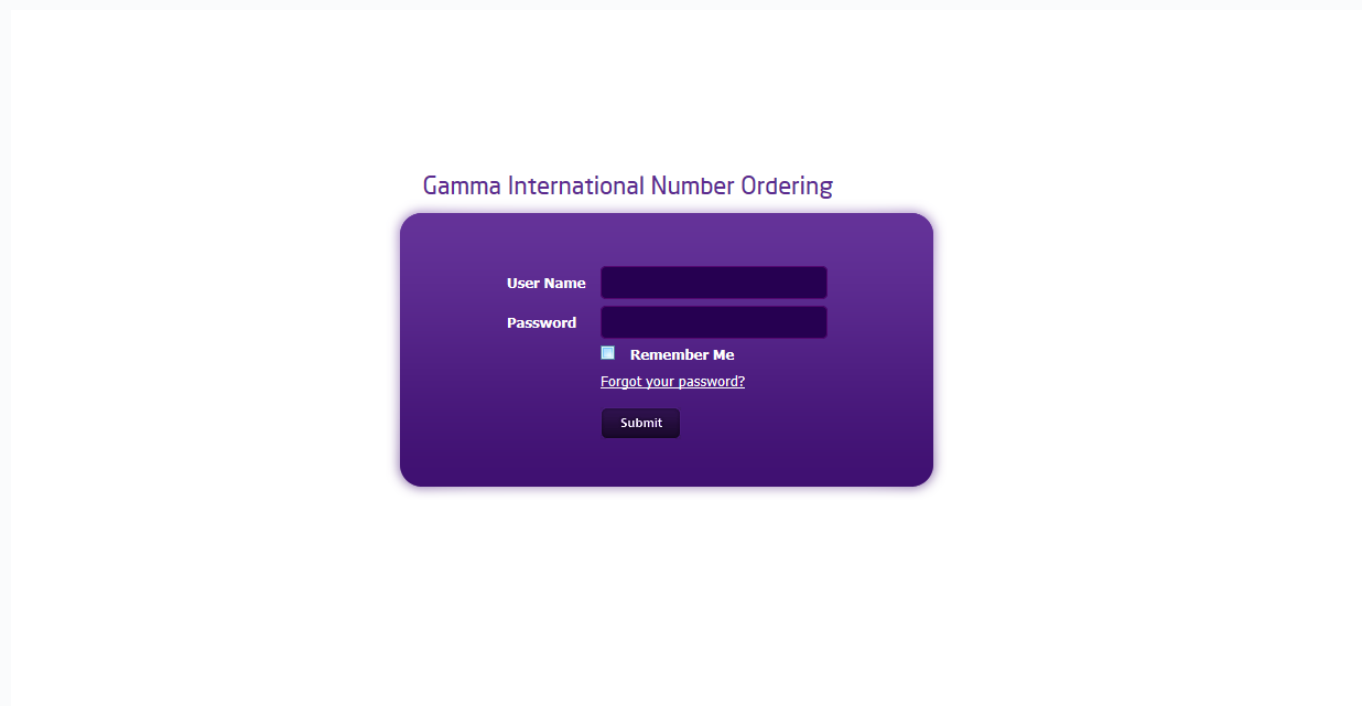
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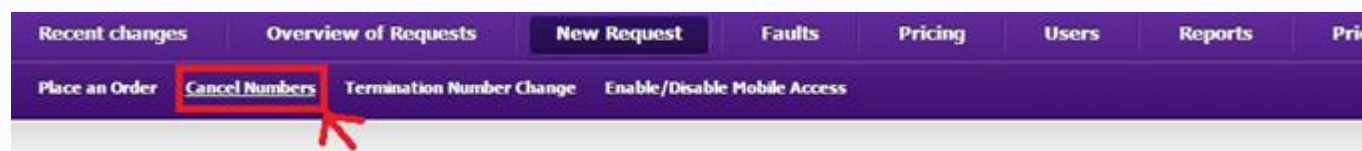


The screenshot shows a login form titled "Gamma International Number Ordering". The form is set against a dark purple background and contains the following elements:

- User Name**: A text input field.
- Password**: A text input field.
- Remember Me**: A checkbox with the label "Remember Me".
- [Forgot your password?](#): A link for password recovery.
- Submit**: A button to submit the login credentials.

Step 3

After logging into the International Numbers portal hover over 'New Request' and select 'Cancel Numbers'



Step 4

From here you can complete the form to cancel your International Number.

Cancel numbers

Company Reference

End User Company

Add Numbers to the cancellation request

Number type

Country (This is a Full List of Available Countries)

Dialled Number

Number notes

+ Add

Numbers to be cancelled

No items

Submit a request

Notes The date and your name will be added automatically

If the above is correct click on the **SUBMIT** button to request a number cancellation. **Submit**

Before Submitting:

Please make certain all numbers are tested prior to publication or advertising or if any changes have been made.

Technical Support for International Numbers

International numbers act like a NTS number, or simple translation. Calls to the number are routed to an underlying 'termination number' - which could sit on any Gamma service. When diagnosing issues, it is important to ascertain that the underlying service is working correctly, as issues with this could manifest themselves through calls to the international number.

The first step is to try calling to the underlying service, which will be the 'termination number' for the international number. If this doesn't work, then you should raise a fault with the relevant service as you usually would.

International networks can behave differently when dialling numbers in or out of the country in question. For example, an international toll free number has the prefix 00-800xxx. In most countries the 00 prefix will identify the call as an international one - where in Canada the prefix must be 011.

As such, you should try a few combinations to test the number using relevant prefixes. If the call is to an international toll free number, some PBX or phone systems may block international calls, which would block calls to these numbers as well.

After testing the above, a fault should be logged with our service desk (contact details available within the Customer Service Plan on the Gamma Portal). The following information is required to ensure we can locate the calls with the relevant international carriers and investigate the issue in a timely manner

- **Type of number:** local city/international toll free etc.
- **A Number:** the number calling the international number, originating country (with area/region) and type of telephone (landline, mobile etc.)
- **B Number:** the international number being called (exact format being dialled is required)
- **C Number:** the UK geographic termination number
- **Local time/date**
- **Symptom of the call:** i.e. silence, fast busy, announcement etc.
- **Frequency of fault**
- **Confirm that the terminating number has been tested**
- **Anything else that you deem relevant to the fault.**
- **The call example must be from within the last 24 hours.**