

New Number Requests

Start by extracting as much information from the customer as possible. Understand upfront what their requirements are and why, as well as what level of tolerance / lenience they have towards meeting their precise specification.

Identifying this at the outset will allow you to prepare and plan their numbering request fully in advance and proactively highlight any potential issues / delays / additional costs before you get involved in the provisioning process.

Some key areas for consideration in your initial customer discussions are as follows.

Area Codes & Number Types

Firstly, establish which area code(s) / number type(s) are required to fulfil your customer request (eg. 020, 0161, 0333, 0808 etc.)

Next, consider the volume of numbers required within each area code.

Regardless of whether or not your desired area codes fall within a [conservation area](#), you may be limited to requesting a maximum volume of numbers at any one time under business as usual processes.

The volume threshold varies from product to product and can depend on your current volume of numbers reserved vs utilisation.

If you are unable to process a request for the volume of numbers you require against your chosen product, you will need to either process multiple submissions on the portal (which may result in your number ranges not being consecutive) or apply for the numbers by following the questions and submitting a request on the numbering navigator (further details to be found in stage 2 of this process).

Additionally, if you require between 300-999 numbers within a single area code, you will be asked to

provide a written justification for the request for review by the Gamma Operations Manager.

If you require 1000+ numbers, you will be asked to submit a formal business case for review by the Gamma Commercial & Regulatory Team as well as Ofcom (if applicable). The business case template can be found within the Gamma Number Policy at Annex B.

Conservation Areas

Once you have established the area code(s) / number type(s) required, you need to firstly check whether these number ranges are within either an Ofcom or Gamma specified conservation area.

Conservation areas are defined either by Ofcom or Gamma when demand for numbers within a specific area has become so great that available number stocks have been depleted to the extent that restrictions have been imposed.

If you require numbers which fall within an Ofcom or Gamma specified conservation area, you should be prepared for a number of possible issues as follows:

1. You may be restricted on the volume of numbers you can request
2. Large batches of uninterrupted consecutive numbers may not be available
3. You may have to wait for spare numbers to be allocated by Ofcom (2 month lead-time for geographic numbers, 4 months for non-geographic numbers)
4. No number selection options are available – you take the next available numbers from the pool.
5. Additional charges may be levied
6. You may be asked to provide a business case

A full, up to date list of both Ofcom & Gamma conservation areas can be found within the Gamma Number Policy in Annex A.

Restricted Areas

Certain number groups are for use only by specific groups of individuals and are not open for selection by all.

Number types concerned are as follows:

Number type	Availability
030	Public sector bodies and not-for-profit organisations
034 / 037	Created as direct replacements for 084 and 087 numbers. A Channel Partner is only eligible for these numbers if they already own the corresponding 084/087 numbers and they must agree to supply them only to the end user who currently owns the 08 number

If your customer requests any of these number groups and does not meet the qualifying criteria, you will need to decline the request and explain the reasons why. Other 03x numbers will be available for them to request.

Specific Geographic Number Request

If you would like to search for a specific geographic number then you can go to Gamma Number Search under Help and Support on the Gamma Portal. This will allow you to search for new available numbers and also view numbers currently allocated to your account that are not in use.

Select your account, area code, quantity of numbers required and whether you want to see numbers that are already allocated to your account but not in use with a product, or whether you want to see if the numbers are available.

You can also search for ranges by ticking the Number Range button.

Available and Allocated Numbers

Important Notes

Please note:

Searching for available numbers may take several minutes to process. We thank you for your patience whilst we return these results to you.

You can use the Number Search tool to view numbers which are already allocated to your account but not currently being used, or available numbers Gamma has for selection. To be able to get a number, your utilisation for an area code needs to be over 70%.

While we will endeavour to meet your number requirements, we may not have the stock. In these cases we may return the next best results.

What you'll need:

Once you have found the number(s) that you want please use the contact us tab on the right hand side of the screen to speak to a member of staff to get this allocated.

Information you will need for the team to complete your number allocation is:

- Your account number
- Product details (i.e. Horizon Company or SIP Endpoint)
- Number details
- Confirmation that you accept the number selection charge. Details of the charges can be found in the [Gamma Number Policy Document](#)

Partner Account:*

Please Select...▼

Area Code:

Please select...▼

Quantity:

10

Leading Digits:

Trailing Digits:

Number Status:

? Allocated ▼

Number per page:

User default (200) ▼

Number Range:

? ☐

↺ Reset

🔍 Search

It's worth keeping in mind that all providers are allocated number ranges so we might not have the range you're looking for. You can see if a number is a Gamma number range (or even a valid number) by using our [Range Holder Search](#) tool.

Once you have identified the number(s) you want then you can use the “Contact Us” button and start a webchat with the team. They will allocate the number to your account. There is a charge for the numbers depending on the type and quantity of numbers. These charges can be found in the Gamma Number Policy Document

We will then submit a request to allocate the number to your account if the number is still available. Numbers are allocated on a first come first served basis.

Next Available Geographic Number Request

If your customer is just after more telephone numbers and doesn't required anything specific then you can add the number to the Gamma Product directly. For this you should consult the relevant Provisioning and In Life Changes guide of the product.

Directory Entries

Ask your customer if they expect any of their new numbers to be published in the telephone directory. If so, which numbers do they want published and under what name? What typeface do they require and how prominent do they want the advertisement to be?

The default will be that no directory entry is supplied by Gamma unless specifically requested.

If a directory entry of any kind is required, this is dealt with by the Gamma Porting Team (please see latest contact details on our digital Customer Service Plan on the Gamma Portal). There are various options available, many of which will carry an additional charge. The porting team will advise options upon request.

Specific Non-Geographic Number Request

If you require a specific non-geographic number, then you should complete the Non-geographic Number Form on the Numbering Navigator. This is available by going to Help and Support and Numbering Navigator and selecting option 3 (I know what form I need) and then select the “Non-Geographic Number” form. This form can also be used for Golden and Platinum numbers as well.

Number Request Form



To avoid breaking large blocks of numbers and to adhere with Ofcom's numbering guidelines we generally offer the next available number for all our products. Understandably there will be circumstances where your customer has specific requirements, this form should be used for these occasions. Charges do apply for this service which are detailed in the 'Numbering Guidelines' document which can be found under Channel Partner Support > Support Documentation.

Account Details

Account: *	XXXX - Gamma Test 1 - 44000169	
Channel Partner Contact: *	richard.james@gamma.co.uk	Channel Partner Phone Number: *

Number Requirements

Prefix: *	
Quantity of numbers: *	0
Number requirement: *	

Number types

Charges

- Standard Numbers are charged at either £10 per number, or £20 for a block of 10 consecutive numbers that aren't Golden or Platinum
- Golden numbers are chargeable at £500 per number.
- Platinum Number are chargeable at £1000 per number.

Standard Number:	☐
Golden Number:	☐
Platinum Number:	☐

[← Back](#)[✓ Submit](#)

Golden & Platinum numbers

Some Non-Geographic numbers may be identified by Gamma as 'golden' or 'platinum' numbers if they are particularly attractive. These numbers will carry an additional set up cost which will be applied whether you choose to 'cherry-pick' them from a range or are applying to purchase the entire range including the special numbers.

If you are purchasing a whole range of numbers and wish to exclude the special numbers, you can do so hence avoiding the additional golden/platinum number charge.

Number ranges containing golden and platinum numbers will not be readily available for selection on the Gamma portal so you will not purchase them by mistake. These ranges are withheld by Gamma and are only available for purchase via the number selection process.

Golden and platinum numbers are not specified on geographic numbers. You can still apply for specific numbering formations via the number selection process but there will be no additional charges above the standard number selection cost.

Reserving Non-Geographic Numbers

Non Geographic Numbers can be reserved to your account via the Gamma Portal free of charge. These numbers can take up to 2 hours to appear on your account. If the numbers haven't appeared after this 2 hours, please email GammaNumbers@gamma.co.uk

If you are looking for a specific number, please follow our [Specific Non-Geographic Number Request](#) process.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Inbound, NTS Management and Reserve NTS 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

Make sure that your account is selected as this is the account that the numbers will be reserved to.

The Search Criteria text box is the beginning of the number (excluding the first zero). For example, in this screen shot we'll be searching for numbers that begin "0871 811".

Select how many numbers you're wanting (this goes in blocks of five, though you can manually

select individual numbers – so if you’re after one or two select “5” and then go to the next step) and if you want the numbers to be consecutive select the “Must be Consecutive Numbers” option

Click “Search”.

Reserve NTS Numbers

This option allows you to request NTS numbers for allocation to your account. You may search for available numbers before selecting the numbers you require. In order to reserve numbers to your account, you must utilise more than 70% of your reserved numbers, however this will only apply once you have reached 20 reserved numbers. For assistance, please contact your BS.

Please note that the rebate received on 0870 numbers was changed to a charge as of the 1st August 2009. Alternative revenue sharing options include 0871 and 0844. Please note that these numbers have various charge bands - please refer to the NTS Tariff for details.

0871 numbers are being regulated by PhonepayPlus as of 1st August 2009 and Partners should ensure compliance when using these numbers.

Account:

Gamma Telecom - 44000002

Number Type:

Non geographic

Geographic

Geo Prefix:

Search Criteria:

871964 - UK NGCS £

Please note that the rebate received on 0870 numbers was changed to a charge as of the 1st August 2009.

Records Per Page:

5

Block:

5

☐ Must be consecutive numbers

Current Utilisation

N/A

Search

Showing 1 to 5 of 5

Select	NTS Number
☐	8719642298
☐	8719642300
☐	8719642302
☐	8719642303
☐	8719642304

Reserve

Step 3

You’ll then be presented with the numbers – using the tick boxes in the results table (highlighted in image) select however many numbers you want from this and click “Reserve”.

Results Returned : 5

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Select	NTS Number
☐	8718111316
☐	8718111344
☐	8718111352
☐	8718111355
☐	8718111356
☒ ☐	

Confirming the numbers are on your account

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Inbound, NTS Management and View and Translate NTS 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

Make sure that you've selected the right account and then enter the full telephone number that you've reserved into the Full Number Search text box and click Search.

If your number has shown up in the Results Returned table then the number is reserved against your account and is ready to go. If the number hasn't shown yet it is still in the process of being reserved and you should check again later.

View & Translate NTS Numbers

These options allow you to view, edit and cease your NTS translations. You may also view the history of a specific translation.

Account	XXXX - Gamma Test 1 - 44000169
NTS Status	(ALL)
Search Criteria	☐ View all Ported In numbers
	☒ Full Number Search
	☐ 901340
Records Per Page	10
Max results returned	100
Search	

NTS	Ported In	CLI	Translation Date	Translation End	Status	Al
There are no results for this requ						

Unable to Reserve NTS Numbers

When you are trying to reserve numbers on the Gamma Portal, you'll be informed of your current utilisation level for the area code or prefix that you're wanting to reserve. The utilisation level is the percentage of the numbers in that dialling code or prefix already on your account that are live.

Ported in numbers are not taken into account for your utilisation level.

When your utilisation level falls below 70% then you are unable to reserve any numbers on the Gamma Portal for that dialling code or prefix. If your utilisation level is above 70% then you can reserve numbers again.

In this example you can see that there is a message saying that Utilisation is too low for the new allocation, and tells us it is at 50%, so only 50% of the numbers that they have beginning with 0871964 are being used.

From here you should either use the existing numbers you have on your account by translating them or deallocate them.

Account

0800 - 0800000000 - 0800000000

Number Type

☒ Non geographic ☐ Geographic

Search Criteria

871964

Please note that the rebate received on 0870 numbers was changed to a charge as of the 1st August 2009.

Geo Prefix

Block

5

☐ Must be consecutive numbers

Records Per Page

10

Search

Current Utilisation

50.0% - Utilisation is too low for new allocation. Please check your account for existing numbers that are available for use prior to contacting our support teams.

Results Returned : 5

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NTS Number
87196 087196
87196 087196
87196 087196
87196 087196
87196 087196

Viewing Currently Available Numbers

To view the numbers you already have allocated to your account, go to Provisioning and Service Management, Inbound, NTS Management, View and Translate NTS Numbers.

In the Full Number Search field enter the dialling or Prefix you are trying to obtain numbers for (in the case of the above example this would be 0871964).

For Non-Geographic Numbers select the NTS status as “Available for Translation” and click the Search button. For Geographic Numbers select the NTS status as “Geographic Number, Translation Unavailable”.

The numbers that show the Ported In status as No and the Inbound Number status as No are not currently live on Inbound and are available for you to use. If you wish to remove unwanted numbers from your account, please follow the instructions for Deallocating NTS Numbers. Alternatively, you can look to use some of your existing numbers before obtaining new numbers.

Make a Non-Geographic Number Live

Once you’ve reserved your number and it is showing on your account, you can now make your number live.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Inbound, NTS Management and View and Translate NTS 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

Make sure that you've selected the right account and then enter the full telephone number that you've reserved into the Full Number Search text box and click Search.

If your number has shown up in the Results Returned table and the status is "Available for Translation" and the Inbound Number status is "No" then the number is reserved against your account and is ready to be translated. Click on the "Edit NTS Translation" button, which is a icon of a piece of paper with a pencil.

View & Translate NTS Numbers

These options allow you to view, edit and cease your NTS translations. You may also view the history of a specific translation.

Account: Gamma Telecom Ltd - 44000512

NTS Status: (ALL)

Search Criteria: ☐ View all Ported In numbers

☐ Full Number Search

☐ 901340

Records Per Page: 10

Max results returned: 100

Results Returned: 100

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NTS	Ported In	CLI	Translation Date	Translation End	Status	Allocation Start	Allocation End	Inbound Number	Notes	
3332407646	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:00.743	2999-12-31 00:00:00.0	No		
3332407647	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:00.82	2999-12-31 00:00:00.0	No		
3332407648	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:00.9	2999-12-31 00:00:00.0	No		
3332407649	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:00.97	2999-12-31 00:00:00.0	No		
3332407650	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:01.623	2999-12-31 00:00:00.0	No		
3332407651	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:01.697	2999-12-31 00:00:00.0	No		
3332407652	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:01.043	2999-12-31 00:00:00.0	No		
3332407653	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:01.117	2999-12-31 00:00:00.0	No		
3332407654	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:01.19	2999-12-31 00:00:00.0	No		
3332407655	No		2010-07-02 12:09:35.0		Live	2010-07-01 12:04:01.263	2999-12-31 00:00:00.0	No		

Step 3

Once you're on the Edit NTS Translation screen you can enter the number you want the non-geographic number to translate to (i.e. which number you want the call going to).

Click submit. This will take around 30 minutes to be actioned.

PROVISIONING AND SERVICE MANAGEMENT

NUMBER PORTING

REPORTING

BILLING

CHANNEL PARTNER SUPPORT

PARTNER ADM

Edit NTS Translation - 3332407647

Translate from to

Please include the leading zero

Translation Date

Leave blank to translate this number now

Notes

Submit