

# Add or Remove Numbers to/from SIP

## Adding new numbers to your SIP Trunk

For any SIP Trunks that have a “This is a Manual Endpoint” note on when viewing the Gamma Portal, additional DDIs can be requested by emailing [siptrunkorders@gamma.co.uk](mailto:siptrunkorders@gamma.co.uk) who will manually pick up your request. The email needs to have the following details:

- Quantity of numbers for the area code (e.g. 10 x 0161 numbers)
  
- Endpoint number (DCxxxxxxxx)
  
- End user 999 details
  - Contact Name
  
  - Contact Number
  
  - Address
  
  - Postcode

For adding additional DDIs you can follow one of the following processes:

Next Available Numbers can be used for geographic numbers by following the below process using the SIP Service Management page.

Specific Number Requests can be done following the [Specific Geographic Number Request](#) process and then once allocated to your account can be added using the “Specific Number” tab.

Non-Geographic Numbers can be done using the [Reserving Non Geographic Numbers](#) process (please see our Gamma Numbers and Porting guide) and then adding the number using the “Specific Number” tab.

**Non-Geographic Numbers can only be terminated directly on SIP endpoints with SIP Trunk Call Manager enabled.**

## Next Available Geographic Number

### Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Gamma SIP Trunks” and “Service Management”.

**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

Select the account that has the endpoint you wish to add new numbers to and click “View”.

Gamma SIP Trunks Service Search Use Classic Search

DC2N17AQM394891 i

Advanced Search Options >

Search

Download Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
183234	Gamma	DC2N17AQM394891	MSX75	Gamma Broadband - FTTC	Standard	<span>✘</span>	Active	<span>View</span>

### Step 3

From the “Actions” drop-down select “Add New Numbers” and click “Continue”

#### Gamma SIP Trunks Service ID: 176104

**Summary**

Channel Partner Account:	XXXX - Gamma Test 1
Company:	test
Service ID:	176104
ITSM Number:	-
Service Status:	The provisioning of this order was automated. The order is complete.
Endpoint:	DC2N16GOP31292_A1
Product Type:	Gamma SIP Trunks
Build:	Enhanced

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

**Actions**

Add New Numbers

**IMPORTANT**  
To take advantage of your enhanced build you must test that your endpoint is configured correctly and confirm a successful outcome.  
Once you have completed initial functional testing on the primary SBC, select *Test Enhanced Build* to re-configure service for enhanced testing on the standby SBC.

[Continue](#)

**Service Details**

Health Check | Service | Numbers | Customer | History

### Step 4

Select the quantity of numbers, the area code and whether you require these to be consecutive. Once you’ve clicked on Submit, the DDIs will be generated automatically.

## Specific Geographic Number Selection

If you would like to search for a specific geographic number then you can 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.

For further instructions please see the Porting and Gamma Numbers Guide.

Once a number is allocated to your account by the Gamma Numbers team, you should follow these steps.

## Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Gamma SIP Trunks” and “Service Management”.

**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

Select the account that has the endpoint you wish to add new numbers to and click “View”.

Gamma SIP Trunks Service Search Use Classic Search

DC2N17AQM394891 i

Advanced Search Options >

Search

Download Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
183234	Gamma	DC2N17AQM394891	MSX75	Gamma Broadband - FTTC	Standard	<span>✖</span>	Active	<span>View</span>

## Step 3

From the “Actions” drop-down select “Add New Numbers” and click “Continue”

## Gamma SIP Trunks Service ID: 176104

### Summary

Channel Partner Account:	XXXX - Gamma Test 1
Company:	test
Service ID:	176104
ITSM Number:	-
Service Status:	The provisioning of this order was automated. The order is complete
Endpoint:	DC2N16GOP31292_A1
Product Type:	Gamma SIP Trunks
Build:	Enhanced

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

### Actions

[Add New Numbers](#)

**IMPORTANT**

To take advantage of your enhanced build you must test that your endpoint is configured correctly and confirm a successful outcome.

Once you have completed initial functional testing on the primary SBC, select *Test Enhanced Build* to re-configure service for enhanced testing on the standby SBC.

[Continue](#)

### Service Details

[Health Check](#) [Service](#) [Numbers](#) [Customer](#) [History](#)

### Step 4

Select the Specific Number tab. If the number shows as “unavailable” then this is not available for you to add and you should contact the Service Desk to check why.

If the number is showing as available, then click “Save” once you’ve finished adding all your numbers.

Once you’ve clicked on Submit, the DDIs will be generated automatically.

## Adding Non-Geographic Numbers to your SIP Endpoint

You should reserve a Non-Geographic Number to your Channel Partner Account by using our Reserve NTS Number guide within our Gamma Numbers and Porting Guide.

Once a number is allocated to your account, you should follow these steps.

### Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Gamma SIP Trunks” and “Service Management”.

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

Help

**Add Numbers**

Specific Number	Status
8081788000	Unavailable

Buttons: Add Specific Number, Check Availability, Remove, Cancel, Save

### Step 2

Select the account that has the endpoint you wish to add new numbers to and click “View”.

## Gamma SIP Trunks Service Search

Use Classic Search

DC2N17AQM394891



Advanced Search Options >

Search

Download

Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
183234	Gamma	DC2N17AQM394891	MSX75	Gamma Broadband - FTTC	Standard		Active	View

### Step 3

From the “Actions” drop-down select “Add New Numbers” and click “Continue”

## Gamma SIP Trunks Service ID: 176104

### Summary

Channel Partner Account: XXXX - Gamma Test 1  
Company: test  
Service ID: 176104  
ITSM Number: -  
Service Status: The provisioning of this order was automated. The order is complete  
Endpoint: DC2N16GOP31292\_A1  
Product Type: Gamma SIP Trunks  
Build: Enhanced

Export Order Change History Back To Search Refresh

### Actions

Add New Numbers

**IMPORTANT**  
To take advantage of your enhanced build you must test that your endpoint is configured correctly and confirm a successful outcome.  
Once you have completed initial functional testing on the primary SBC, select *Test Enhanced Build* to re-configure service for enhanced testing on the standby SBC.

Continue

### Service Details

Health Check Service Numbers Customer History

### Step 4

Select the Specific Number tab. If the number shows as “unavailable” then this is not available for you to add and you should contact the Service Desk to check why.

If the number is showing as available then click “Save” once you’ve finished adding all your numbers.

Once you've clicked on Submit, the DDIs will be generated automatically.

Gamma SIP Trunks-Add New Numbers Help

**Add Numbers**

Area Code | **Specific Number**

Specific Number: 8081788000 ✓

Status: Unavailable

Remove

+ Add Specific Number | Check Availability

Cancel Save

## Removing numbers from your SIP Endpoint

### Geographic Numbers

To remove a Geographic Number from your SIP Endpoint you should contact the Service Desk who will be able to complete this for you.

### Non-Geographic Numbers

#### Step 1

From the Gamma Portal, go to "Provisioning and Service Management", "Voice Connectivity", "Gamma SIP Trunks" and "Service Management".

**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

Select the account that has the endpoint you wish to add new numbers to and click “View”.

### Gamma SIP Trunks Service Search

Use Classic Search

Advanced Search Options >

Search

Download

Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
183234	Gamma	DC2N17AQM394891	MSX75	Gamma Broadband - FTTC	Standard		Active	<a href="#">View</a>

### Step 3

From the “Actions” drop-down select “Deallocate NGNs” and click “Continue”

### Gamma SIP Trunks Service ID: 176040

#### Summary

Channel Partner Account: XXXX - Gamma Test 1  
Company: TSC STCM P2P Test EP 2  
Service ID: 176040  
ITSM Number: -  
Service Status: Order updated successfully  
Endpoint: DC2N16GNL312321  
Product Type: Gamma SIP Trunks  
Product Option: SIP Trunk Call Manager  
Build: Standard

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

#### Actions

Deallocate NGNs

This Action allows you to deallocate any NGNs from the SIP Service

**This endpoint is eligible for a free upgrade to an Enhanced Build.**  
An Enhanced Build will increase the resilience of the service by connecting the endpoint to two geographically distinct SBCs within the Gamma network, offering automatic failover in the unlikely event of an SBC failure within the Gamma network  
To take advantage of this option, the CPE will need to support a dual IP address configuration. To request upgrade select *Request to Migrate to Enhanced Build*.

[Continue](#)

#### Service Details

Health Check | Service | SIP Trunk Call Manager | Numbers | Customer | History

[Service Status](#)

[Call Barring](#)

### Step 4

Select the Non-Geographic numbers you want to deallocate and then confirm that you want to

deallocate the numbers before clicking "Submit"

## Gamma SIP Trunks - NGN Deallocation

### Non Geographic Numbers

NGN Prefix	Range	Number	<input type="radio"/> Allocated (1)	<input type="radio"/> To Deallocate (0)
- 870034	1 Range(s)	1 Number(s)	<input checked="" type="radio"/> Allocated	<input type="radio"/> To Deallocate
	08700340721	08700340721	<input checked="" type="radio"/> Allocated	<input type="radio"/> To Deallocate

#### Help

(P) means the number has been ported in

The number allocated as the Network CLI cannot be migrated and will not be shown here. In order to migrate the Network CLI number you must first change the Network CLI number for this order.

### Confirm

I want to deallocate the selected numbers from this SIP Service which will result in the NGNs being returned to the reserved NGN pool.

[← Back](#)

[✓ Submit](#)