

Cease an Endpoint

Please be aware that for future feature, your endpoint may still appear in your list of endpoints but will have the status “Ceased”.

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 change the access type for 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	✘	Active	View

Step 3

Click on the “Cease Endpoint” option in the Actions drop-down 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

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Actions

Cease Endpoint

This Action Allows You to Cease This Endpoint

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

Read the information in the Cease Service panel, confirm that you have read and understood this and enter a cease reason. Click continue and confirm the cease.

Gamma SIP Trunks - Cease Endpoint

Cease Service

Caution
This action permanently deletes this endpoint and associated DDIs.

 This action will permanently delete the SIP Trunk Call Manager service associated with this endpoint resulting in all inbound call plans being deleted including your DR plans. If you require a divert capability going forwards you will need to configure this via the Gamma SIP Trunks Edit/Activate Divert Numbers function. Any voicemail recordings will be deleted, so it is recommended that you download any required voicemail recordings first.

This process cannot be reversed.

The SIP Trunk Call Manager service is subject to a minimum term of twelve months, early termination charges may apply. Specifically, partners will be billed the STCM Service per active endpoint and the STCM DDI charge for each month up to the end of the term if ceased within the 12 month term.

The remaining STCM contract term is 11 months.

I have read, understood and accepted the consequences of ceasing this service early*

Cease Reason: *

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