

Cease Call Manager

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”.

Search for Gamma SIP Trunks endpoint

Channel Partner:

End User: Number:

Service ID: Primary IP Address:

Endpoint: SBC:

Status:

Max Results: Results Per Page:

Showing 1 to 1 of 1

Service ID	Channel Partner	End User	Primary Endpoint	SBC	Status	Action
176040	XXXX - Gamma Test 1 - 44000169	TSC STCM P2P Test EP 2	DC2N16GNL312321	MSX75	Automated Change Order Complete	<input type="button" value="View"/>

Step 3

Click on the “Cease SIP Trunk Call Manager Service” 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

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

Actions

Cease SIP Trunk Call Manager Se ▾

Ceases STCM service for 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 >
- ✓ Fraud Management >

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 Sip Trunk Call Manager Service

Cease Service

Warning
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 action cannot be reversed.

The SIP Trunk Call Manager Service is subject to a minimum term of 12 months, early termination charges may apply.

Specifically, partners will be billed the SIP Trunk Call Manager Service charge per active endpoint and the SIP Trunk Call Manager 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 early termination charge of ceasing the SIP Trunk Call Manager Service*

Cease Reason: *

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