

International SIP FAQ Guide

What is SIP?

What is Complex SIP?

Complex SIP refers to delivery of non-standard SIP orders that Channel Partners are unable to place via the Gamma Portal.

Complex SIP orders are initiated using a CRF (Customer Requirement Form).

What is International SIP?

International SIP is a SIP Trunking service offering customers who own or operate an IP Private Branch Exchange (IP PBX) on premise (or data centre) and want to take advantage of consolidating their data and telephony services into a single or diverse connection to the Public Switched Telephone Network (PSTN) in a secure and resilient manner.

Customers can reliably benefit from a powerful SIP Trunking solution with a quality customer experience and service wrap. International SIP is a product that will cover 8 European destinations in the first instance: Belgium, Netherlands, Denmark, Spain, France, Sweden, Germany, UK and Ireland as a result, customers experience a consistent service across all their European offices reducing operational management challenges and risk.

How is the customer going to obtain a quote or discuss costs?

You can either go onto the Billing section of the Gamma Portal for International pricing or speak to your Gamma Account Manager. <https://www.gamma-portal.com/billing/BillingHome.jspa>

How to place an International SIP order?

Please refer to the International SIP Service Description in Gamma Academy Knowledgebase for further details.

You will need to complete a Wholesale Direct SIP CRF which you can find on the Gamma portal and complete with all the relevant details.

A proof of address is required for DDIs.

What is the SLA for International SIP orders?

Once the order has been accepted the SLA is between 10-15 business days

- 15 days for international SIP build
- 10 days international SIP changes

What are the possible change requests for International SIP?

The following change requests are possible

- Enable or Disable
- Update IP Address
- Update Presentation number

- Routing BGP or static
- Transport Type: TCP or UDP
- Call Admission Control:
- Individual Trunk CAC, Both way CAC with Individual CAC

International DDIs

International DDIs require a completed CRF form with all the relevant details and Proof of address for DDIs.

Once the order has been accepted the SLA is 10 business days.

International IP change

A IP address change requires a completed CRF form with all the relevant details

Once the order has been accepted the SLA is 10 business days.

Cease Request

Refer to your account manager before placing a Cease request and email Complexsiptrunkorders@gamma.co.uk

Standard SLA is 30 days. Please note that it is possible that you will receive one last invoice for this service.

The minimum term is one year and there will be an early termination charge calculated by the cease desk, equivalent to the rental for the remainder of the year.

Porting FAQ's

International Number Porting Requirements

While the requirements to transfer phone numbers may differ between countries, typically the process will require the following documentation to be completed to initiate a number transfer:

Letter Of Authorization (LOA)

This signed documentation allows a new carrier to contact your current provider and start the number porting process for you. In some cases, you may also be required to provide a Letter of Intent (LOI).

Proof of Ownership

The new provider will need to validate the business ownership. This can be done with a PDF copy of an invoice that provides the business number, name, and billing address.

Porting is supported in the following countries:

Belgium, Netherlands, Denmark, Spain, France, Sweden, Germany, UK Ireland

What happens when porting a number?

When porting a phone number, the new and current carrier go through a process to port the number. The new carrier initiates the number transfer process, and the current carrier approves its release so it can be transferred to your new provider. The new provider then takes the number and activates it as the new carrier.

Does Porting cancel your previous provider service?

Yes, the losing carrier should cancel the service upon porting your number. We recommend contacting the losing carrier once the number has been ported over to ensure the account has been closed.

How long does it take to port a number?

While it depends on the carrier selected, the porting process may take between 15-30 business days

Cancel Port request

We can cancel your port request up until the point in time when the port date has been scheduled.

Once a port date has been scheduled, cancellation becomes more difficult and riskier because the service providers involved may have already begun the process of re-configuring the phone numbers. The further on the process has gone when a cancellation is received, the less likely it is that we will be able to successfully cancel the port.

To request the cancellation of your port, please respond to the email regarding your port request or send a new email to Complexsiptrunkorders@gamma.co.uk. In your email, please indicate clearly which port numbers you would like to cancel.

Once we receive your request, we'll promptly check with the underlying carriers, and determine if we are able to cancel the port request.

What to do if my number was rejected?

Most number transfers are smooth and hassle-free. However, there are times when carriers reject the number porting request. This generally happens due to lack of information, insufficient support documentation, incorrect number details, or incorrect account number.

If a problem does occur, make sure the information you provided to your new provider is exactly what is listed on your phone bill