

Place a New SIP Order

Note: If you are placing an order for an endpoint to be provisioned on 3rd party access with a private IP address then you will need to complete the Gamma Solutions CRF (or Simplicity CRF for Simplicity Partners) and send to iporders@gamma.co.uk who will validate your request before it will be built by our Solutions Delivery Team.

Step 1

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

Note: 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 you wish to provision the Gamma SIP Trunk on and then enter the following details:

- Your email address
- Select if you would like for a Technical Contact to be named on the endpoint. If so, enter their details here.
- Your customer details go in the "Customer Contact Details" table. The customer contact details must include the name of an individual at the site where calls are being delivered. This is required for Emergency Service details

New Gamma SIP Trunks Order

- 1 Contact Details
- 2 Product Details
- 3 Build Details
- 4 Service Configuration
- 5 Number Selection
- 6 Order Confirmation

Channel Partner Details

Account: * ✓

Email Address: * ✓

Technical Contact

First Name: * ✓

Last Name: * ✓

Job Title: * ✓

Telephone: * ✓

Email Address: * ✓

Customer Contact Details

First Name: * ✓

Last Name: * ✓

Telephone: * ✓

Mobile: * ✓

Email Address: * ✓

Job Title: * ✓

Company Name: * ✓

Nature of Business: * ✓

→ Continue

Step 3

You should now select your build type. The options available to you are:

Enhanced	This design offers a single site connected to geographically diverse Gamma SBC high availability clusters i.e. SBC pairs A & B. The connection to the Gamma network may be DSL, Ethernet or a Private connection. This solution offers Gamma connection resilience but no site resilience.
----------	--

Active / Standby	This design offers dual endpoints in active / standby mode working off geographically diverse Gamma SBC high availability clusters i.e. SBC pairs A & C. For this configuration, all traffic will route to the primary endpoint A. In the event of failure all calls will route to the secondary endpoint. Please Note: that the configurable tolerance is set to 50%.
Loadshare	This design offers dual endpoints in load-share mode working off geographically diverse Gamma SBC high availability clusters i.e. SBC pairs A & B. For this configuration, traffic will be delivered in a round robin fashion to ensure equal distribution between endpoints.
Resilience+	The Resilience+ account is designed to offer two SIP endpoint connections where each endpoint is active to selected DDI's whilst standby resilience is provided by the other endpoint. Resilience+ accounts offer dual live sites with dual fail over options Please Note: that the configurable tolerance is set to 50%.
Standard	This design offers a single site connected to a single Gamma SBC HA Cluster. The connection to the Gamma network may be DSL, Ethernet or a Private connection. There's no site resilience available in this set up.

For more information on the build types please see our SIP Trunks Technical Service Description.

New Gamma SIP Trunks Order

- 1 Contact Details
- 2 Product Details
- 3 Build Details
- 4 Service Configuration
- 5 Call Manager Configuration
- 6 Number Selection
- 7 Order Confirmation

Build Type

- Enhanced**
Gamma recommends. Choose Enhanced to increase your resilience by connecting to two gateways within the Gamma network. An Enhanced Build is available at the same cost as a Standard Build.
- Active/Standby**
Choose Active Standby for a multiple endpoint resilient build to provide connectivity to the PSTN. In the event of a failure the standby endpoint will automatically become live ensuring no loss of service.
- Loadshare**
Choose Loadshare for a multiple endpoint resilient build to provide connectivity to the PSTN. All calls are shared across all endpoints. In the event of a failure all calls will be routed to remaining active endpoints automatically, ensuring no loss of service.
- Resilience+**
Choose Resilience+ for a dual endpoint resilient build to provide connectivity to the PSTN. Numbers and channels can be configured in a controlled manner across both endpoints. In the event of a failure all calls will be routed to the remaining active endpoint automatically, ensuring no loss of service.
- Standard**
CPE can't support dual IP addresses? Don't worry, you still have a great solution with a 99.95% SLA.

Enhanced Build Information



In order to take advantage of the Gamma SIP Trunks Enhanced build, the Customer Premises Equipment (CPE) used must be configurable to communicate with two SBCs in a hot fail-over mode. This means that you must be able to configure two public IP addresses on your CPE.



Warning

It is important that you select the required build type for your SIP order as the only way to change from one build type to another is to cease and re-supply the service.

I confirm that I have selected the required build type.*

Promotions

Free Mobile Calls (3 Year Term)

This promotion offers Channel Partners the ability to receive free UK mobile termination (subject to a 2,000 minutes per channel per month Fair Usage Policy) on endpoints created from 1st April 2015. Gamma will provide total cost details for the mobile calls so that Channel Partners can have the flexibility to charge the calls and view the level of discount this offer is providing.

- Free mobile Calls Promotion (3 year term). Please choose this option if you wish to take the mobile offer IN ADDITION to the standard provision.
- Standard. Please choose this option if you ONLY wish to provision the standard offer on a rolling monthly contract.



Standard provision includes the fraud management tool and free UK Geo termination (01.02.03) subject to a fair usage policy of 5,000 minutes per channel per month.

Gamma FTTC Access Promotion (3 Year Term)

This promotion offers Channel Partners the opportunity to receive 12 months free rental on selected Gamma FTTC circuits when provisioned in conjunction with 8 or more SIP channels and both the SIP and FTTC are taken for a 3 year term.

To opt in to this promotion, select Gamma FTTC Access with an eligible IP Address on the next page.

[← Back](#) [→ Continue](#)

Step 4

You can either select hardware that has been approved and tested by Gamma from the drop down, or enter something different by selecting "None of the above".

The equipment that the Gamma Portal displays has been verified for connection to Gamma's SIP trunking service using IP Authentication. For full information please see the Gamma SIP Trunks Equipment Conformance List.

Note: Some iPBXs require extra hardware/software; A SIP Proxy/SIP aware firewall or a Session Border Controller (SBC). It is the responsibility of the Channel Partner to determine if extra hardware/software is required and provide as necessary.

If you select “None of the above” then four new fields will be displayed for you to complete. These are:

- Type
- Vendor
- Model
- Software Revision

Enter the IP address of the connection that the CPE (Customer Premises Equipment) will use to access the internet. This must be unique.

Gamma SIP Trunks by default use the port 5060 for signalling. If you wish to change this then you can select the Customise Signalling Port button and enter the port number you wish Gamma to send signalling to.

Enter the number of channels that you require.

Warning: If you are requesting more than 250 channels then approval needs to be obtained. You should submit the order as normal and then contact the Service Desk with your order ID. Not doing so can cause delays in your order

Enter your Access type and then your postcode. Once you’ve enter the postcode hit the magnifying glass, then select your customers address from the drop down. If your customers address is not listed there, select “My address is not listed” and you’ll be able to free type this in.

Click "Continue".

New Gamma SIP Trunks Order

1 Contact Details > 2 Product Details > 3 Build Details > 4 Service Configuration > 5 Call Manager Configuration > 6 Number Selection > 7 Order Confirmation

Customer Premises Equipment



Auto Call Diallers not supported

Please note that the use of Predictive and/or Auto Call Diallers are not supported on this service and that Gamma reserve the right to suspend the endpoint if such activity is detected

Gamma approved and tested hardware: *

Please Select...

Customise Signalling Port

Default Port:

5060

Endpoint Details

IP Address: *

192.12.12.12



Access Type: *

Gamma Broadband - FTTC



Channel Count: *

10



Gamma Access Promotion (Primary endpoint)

This promotion offers Channel Partners the opportunity to receive upfront credit on selected Gamma Ethernet circuits when provisioned in conjunction with 20 or more SIP channels.

The promotion is subject to: a 36 or 60 month term for both the SIP and Gamma Ethernet, the minimum channel requirement being maintained for the period.

Postcode: *

M17 1BR



Address: *

My address is not listed here



Address Line 1: *

Gamma, The Malthouse



Address Line 2: *

Elevator Road



Town: *

Manchester



← Back

→ Continue

Step 4

You need to make sure that your access can cope with your codec that you choose. This can be done by using the simple formula, though the Gamma Portal will tell you the minimum upstream and downstream requirements:

Concurrent calls x Codec kbps = bandwidth

G711	Highest quality codec	100kb per second
G729	Lowest quality codec	40kb per second

Your [codec](#) settings will be pre populated with Gamma recommended codecs and packetisation options. If you wish to change these you can click the “Customise codecs and packetisation”.

Note: It is recommended that all Channel Partners offer G.711 A-law (20 ms) as standard, although there is no requirement for this to be the first choice of codec.

Packetisation delay is the time taken to fill a packet payload with encoded/compressed speech. This delay is a function of the sample block size required by the vocoder and the number of blocks placed in a single frame. Packetisation delay can also be called Accumulation delay, as the voice samples accumulate in a buffer before they are released. Currently the most common sample period is 20 ms, although customers may opt for 10 ms, which introduces less latency but at the expense of greater bandwidth. Only one sample period (10 ms or 20ms) may be provided by a customer.

Select the primary codec you wish to be used for this SIP Trunk. [You can change this at a later date if required. You can input a secondary if you wish.](#)

Select your [Fax](#) Option. This will determine the correct routing prefix and the type of codec support in case of a fax transmission. The default is “T.38 On” and the options you have here are None, Use T.38 On or Use G711 Pass Through.

Outbound Call Barring Settings allow you to bar certain (or all) call types when creating your endpoint. You can change these at any time once your Endpoint is live.

Finally, you can enable your [Fraud Management](#) settings here. If you want to set up Fraud Management and have it go to multiple email addresses, you can do this by separating the email addresses with a semi-colon. For example, richard.james@gamma.co.uk; paul.wakefield@gamma.co.uk; portalfeedback@gamma.co.uk

New Gamma SIP Trunks Order

- 1 Contact Details
- 2 Product Details
- 3 Build Details
- 4 Service Configuration
- 5 Call Manager Configuration
- 6 Number Selection
- 7 Order Confirmation

Codec Configuration



Bandwidth

Please ensure your access circuits are capable of supporting the bandwidth requirements. If access is provided by Gamma please contact us

Customise Codecs and Packetisation

Codecs and Packetisation

Primary: G711
Secondary: 0
Packetisation: 20
Fax (T.38): disable

Bandwidth Requirements

Minimum Upstream: 761 Kbps
Minimum Downstream: 761 Kbps

Outbound Call Barring Configuration



Call Liabilities

New accounts as standard bar outbound calls to International and Premium Rate numbers. If you require this account to support Call Terminations to International and / or Premium rate numbers, please uncheck the appropriate option(s) below. Please note: In allowing the account to pass these calls, as per the standard Gamma Telecoms Services Agreement, the Channel Partner accepts all call liabilities associated with the account.

- Premium Calls Barred (09)
- International Calls Barred
- Personal Number Calls Barred (070)
- Special Services Calls up to 7ppm Barred (084)
- Special Services Calls up to 13ppm Barred (087)
- Mobile Calls Barred (071-079)
- Directory Enquiries Calls Barred (118)
- All Calls Barred (Including 01, 02, 03, 05, 08 and Shortcodes)



Emergency calls will always be allowed

Fraud Management Configuration



Terms and Conditions

This order is subject to the terms and conditions set out in section 5 of the Gamma SIP Trunks Fraud Management Service Description, which can be accessed on the 'Gamma SIP Trunks' section of the Gamma Knowledge Base, and your supply agreement with Gamma Telecom Ltd.

Enable Fraud Management

Enable Daily Limit

Daily Limit (£): *

Email Address(es): *

Warning Threshold (%): *

Send SMS

Enable Weekly Limit

Weekly Limit (£): *

← Back

→ Continue

Step 5

If you would like to provision your SIP Trunk with SIP Trunk Call Manager then select the "SIP Trunk Call Manager" radio button. Enter an admin username and admin email address. If the admin user name is already in use then this will be presented to you when you type it in and you will need to enter another username.

You will also be presented with some new options which will help you configure your SIP Trunk Call Manager Service. These options are:

Announcement	Announcements can be combined with an underlying call plan to play a message to the caller prior to the call connecting, or alternatively as a broadcast which plays an announcement, such as notifying the caller of a change of numbers, and then ends the call.
Area Based Routing	Area nodes are used to define an underlying call routing planning based on the originating telephone number, for a predefined area name consisting of one or more area codes or CLIs.
Standard Auto Attendant (IVR)	The Interactive Voice Response (IVR) control feature enables the creation of a personalised menu announcement with up to 10 options to be played to the caller, each leading to a defined call routing / action based on the caller's key press on their keypad.
Call Divert Barring	<p>This allows you to bar diverts to certain destinations. These are:</p> <ul style="list-style-type: none"> International Low Risk Destinations International Medium Risk Destinations International High Risk Destination Special Service Numbers (084) Mobile Destinations 01, 02, 03, 05 and 080 destinations <p>For more information on International Destination Risks please see the Billing Home page on the Gamma Portal (Billing □ Billing Home)</p>

New Gamma SIP Trunks Order

1 Contact Details

2 Product Details

3 Build Details

4 Service Configuration

5 Call Manager Configuration

6 Number Selection

7 Order Confirmation

SIP Trunk Call Manager Configuration

SIP Trunk Call Manager

SIP Trunk Call Manager will provide you with all the features and benefits of Gamma SIP Trunks with the enhancement of feature-rich inbound call control. This includes our market-leading call bundles and the only fraud management tool that financially indemnifies you against loss. SIP Trunk Call Manager will offer a powerful business continuity solution, giving you the ability to manage your number estate and all aspects of your inbound calls. Consolidate all your numbers onto a single platform and never miss a call!

- SIP Trunk Call Manager. Please choose this option if you wish to take advantage of the evolution of Gamma SIP Trunks.
- Gamma SIP Trunks. Please choose this option if you ONLY wish to provision the standard Gamma SIP Trunks.



Admin Username: *

Admin Email Address: *

Number Add-ons

Announcement

Area Based Routing

Standard Auto Attend (IVR)

Divert Destination Barring



Premium number (09), Personal Number (070), Directory Enquiry (118), and other shortcode destinations are always barred divert destinations. Destinations that are ticked and disabled are also barred divert destinations because the corresponding outbound destination has been barred.

- International Low Risk Destinations
- International Medium Risk Destinations
- International High Risk Destinations
- Special Service up to 7ppm Destinations (084)
- Special Service up to 13ppm Destinations (087)
- Mobile Destinations (071-079)
- 01, 02, 03, 05, and 080 destinations

← Back

→ Continue

Step 6

Now you can add Gamma ranged telephone numbers to your new SIP Trunk. Select up to 5 prefixes and the quantity of numbers required for each. Ticking consecutive will ensure you are provided with a consecutive range.

You must check the availability of the range before proceeding with the order.

You can enter a default divert number to be used during faults/DR situations.

The CLI rules will set the format of the CLI presented for incoming calls.

If you require a specific number, you should use the Gamma Number Search under Help and Support to identify what numbers Gamma has available and then use the web chat facility to get the number allocated to your account.

If there are any unavailable area codes for your selection you'll be presented with a message that advises there aren't enough available. To progress the order you should select any available number (which can be used for testing) and when your order is complete then you can contact Number Management who can review number availability.

If you wish to port your number(s) to Gamma, then you still need to select one number from an area so that we can set the Endpoint up. Your endpoint also needs to be set up before you place your Geographic Port Order. For more information on porting please see our Gamma Numbers and Porting guide.

Select what you like your numbers to be presented as:

- Leading zero (i.e. 01618703374)
- No leading zero (i.e. 1618703374)
- E.164 format (i.e. +441618703374)

New Gamma SIP Trunks Order

- 1 Customer Details
- 2 Product Details
- 3 Build Details
- 4 Service Configuration
- 5 Call Manager Configuration
- 6 Number Selection
- 7 Order Confirmation

Number Selection



Number Requirements

Number Portability - it is required that a minimum of one new number is allocated to the circuit for order provisioning. Once the circuit is up and running a number portability request should be submitted on the Gamma Portal

Area code

161 - Manchester

Please select...

Please select...

Please select...

Please select...

Quantity

8

Consecutive



Range availability will also be checked on submit

Calling Line Identity Rules

Incoming CLI Rule*

Leading Zero (0207*)

Step 7

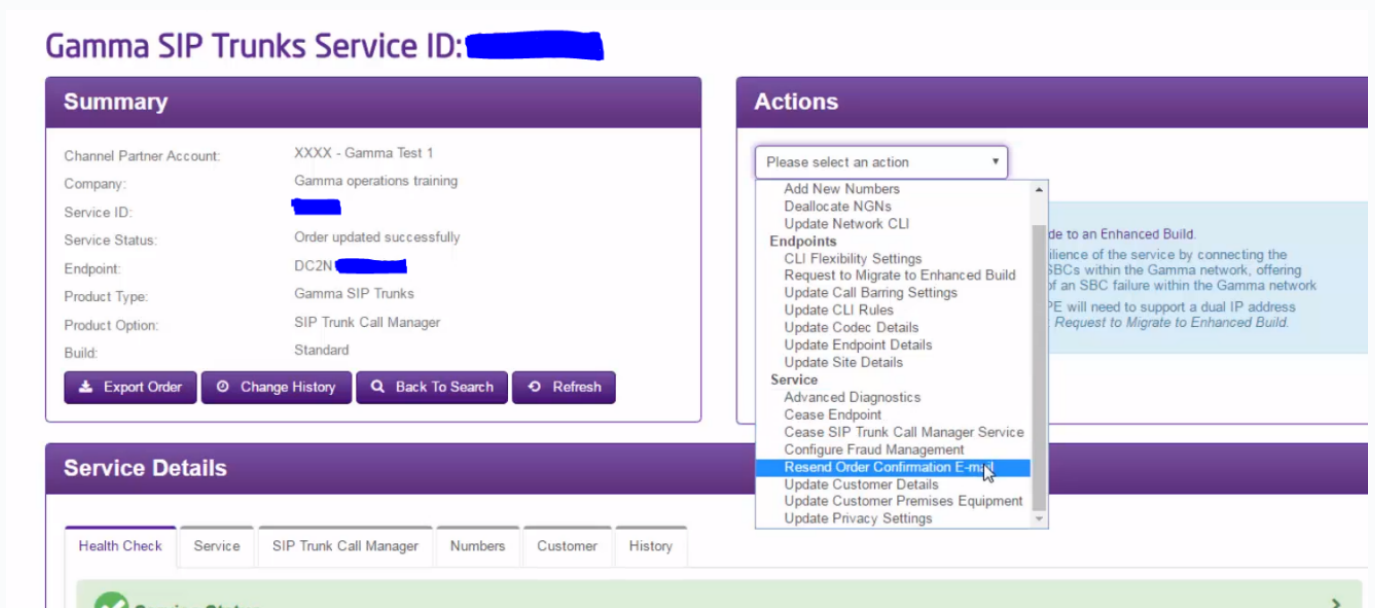
You should read and accept the terms and conditions and then click Submit. The Gamma portal will now start to build your Gamma SIP Trunk and will send you an email when complete.

This email will contain all the information you need to set up your customer's equipment for their Gamma SIP Trunk.

Resend Order Confirmation Email

If you ever need another copy of your confirmation email, you can resend this by going onto the Gamma Portal, selecting 'Provisioning & Service Management', 'Voice Connectivity', 'Gamma SIP Trunks' then 'Service Management'.

Select the 'Actions' drop-down box and select 'Resend Order Confirmation Email'.



SIP International Ordering

Complete the "Gamma Solutions Combined CRF and Order Form" which can be found on the Academy and email it to iporders@gamma.co.uk

Please note: The standard lead time for order processing is 48 hours; 10 working day SLA on IP changes.

New Enhanced Build - Testing

Once you've completed your Enhanced Build provisioning request on the Gamma Portal you'll receive a confirmation email to the email address that you've specified on your order. This will contain the details for both of the Gamma SBCs. Please see an example of this email below.

The timescales are 10 working days to request, test and complete the migration.

The 10 working day lead time is from the point of the status showing "Migration to Enhanced build

Available” on the portal (if this is a standard build that is upgrading to the Enhanced service) - this has a 24 hour lead time from requested to the available message or alternatively, the 10 working days from the point of: “New Order” on the portal (if this was ordered as an Enhanced build).