Horizon Service Description

Horizon

Version	Date	Description
1.0	13/06/2017	June Portal release notes
2.0	11/07/2017	July portal release updated included
3.0	08/08/2017	August Portal Release and updated CRM lists.
3.1	28/11/2017	Updated CRM list and added 999 mid call services clarity to the Emergency Services Support section.
3.2	23/04/2018	Updated CLI Presentation section

Contents

Introduction and Purpose

The purpose of this document is to introduce the Horizon product and detail the services that are offered as part of the product offering.

What is Horizon?

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities through easy to use web and mobile interfaces. The service allows you, the administrator, to easily manage your business telephony environment whilst enabling your employees to maximize their productivity.

The service offers a range of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's changing requirements, whilst your employees can manage calls easily and effectively through additional services such as desktop and mobile client software.

With only a minimal capital outlay required or additional price support through lease agreements, Horizon is suitable for any sized business looking to improve their productivity and image, or take a step into the many benefits of Hosted and Cloud Telephony.

Horizon Overview

Horizon is made up of a winning formula of industry leading systems and services, and can be built as a complete package from Gamma, or can be added to preferred suppliers of you or your customer to offer a complete and winning formula for Hosted telephony.

Premium Handsets

Horizon is provided using Cisco or Polycom handsets, providing high standards of interoperability and features from manufacturers you know and trust. Unlike other solutions, an installation can combine manufacturers in any configuration to ensure the best handset is used for the customer's requirement.

Horizon Web Portal and Clients

Horizon's web portal has been specifically designed by Gamma's in house development teams to provide a positive and intuitive user experience when making and receiving calls, configuring the service and monitoring performance. Through the web portal a wide range of features can be configured and managed either at a company, site (location), or individual user level giving full and easy control of an entire telephony environment, even over multiple sites.

A number of mobile and desktop clients extend key functionality to the user's desktop and mobile phone and provide advanced features such as messaging, presence, CRM integration and, specifically for mobile clients., the ability to take and receive calls from anywhere.

Gamma Access and Network

The Gamma network is one of the UK's largest Tier 1 providers of voice and data services, switching in excess of 800 million minutes per month over our soft switch infrastructure. Our Next Generation architecture, which interconnects to BT at 650 local exchanges, has been specifically designed to:

Support the end to end automation of customer transactions between our Portal and Network platforms

Facilitate the rapid development and deployment of new product functionality

Ensure very high levels of system availability through multiple layers of technical and geographic resilience

Interconnect with a range of ISPs and Community based networks such as JANET

We also strongly recommend that Horizon is provided using Gamma's wide range of Data products. For small site offices we offer a range of voice focused and guaranteed connections through our IP   Assured range, whereas for head offices or larger deployments requiring data access also, fully converged Ethernet and EFM solutions are available.

Through using the Gamma access solutions your voice traffic will never leave our network when making or receiving calls, ensuring our focus on quality business IP connections is provided to your customer on every call.

What's more, should an issue occur, there is only one phone call needed to a helpdesk who has sight of the entire call route from your customer's site, and is in complete control of resolving your customer's issue whilst you're on the phone.

The Gamma network and company philosophy leads on quality of service, reliability, scale and security of your customer's calls, resulting in the highest quality of telephony to your end customer.

If you do however wish to use a preferred supplier or community network for access, or there is an existing connection already in place helping to reduce costs, the Horizon product offering is compatible with any publicly available access solution.

For a full list of the required compatibility criteria or security of the Horizon service, please refer to the 3rd party access, and network and security documents, or discuss Horizon accreditation with your account manager.

Broadsoft Call Controller platform

At the heart of the Horizon product and combined seamlessly with the Gamma IP network is the world's leading call controller platform from Broadsoft. Supporting millions of business users worldwide with the broadest feature set and sole focus on delivering the richest user experience in Unified Communications, Horizon has a cutting edge roadmap to ensure all your user requirements are met both now and in the future.

Product Offering

Hardware

The choice of end customer hardware will depend on the features required for a particular user, or may just stem from a preference between the brands.

On Horizon, Gamma offers either Polycom or Cisco hardware, and the differences and intended uses between the hardware ranges and manufacturers can be seen and consulted with through our hardware comparison guide or our pre-sales team.

Cisco hardware

The following is available on Horizon:

- SPA 504
- ATA 122
- Expansion unit available for all SPA 5XX phones

Polycom hardware:

The following is available on Horizon:

- SoundStation IP 5000 SoundStation IP 7000
- VVX 201 - Please note that the sidecars aren't compatible.
- VVX 310
- VVX 411
- VVX 500
- VVX 600
- VVX Colour Expansion Module (Compatible with all VVX handsets except the VVX201)
- VVX Mono Expansion Module (Compatible with all VVX handsets except the VVX201)

Yealink

- Yealink W52P DECT phone
- Yealink DECT Repeater

All phones used with the Horizon offering are ordered and dispatched through Gamma to ensure the correct configuration is applied. Please note, all hardware is sold with the Horizon settings pre-configured. Gamma does not offer a service to unlock the handset and remove these settings at the end of a customer contract.

Gamma does not support any 3rd party handsets. Please be aware Gamma does not support the use of Fax with an analogue adaptor on Horizon.

Subscriptions

Within the Horizon product we offer one subscription type called Premium. Unlike other hosted offerings we don't break down each component of a customer's phone system and charge you for each item, but instead provide you a single subscription per user which covers all requirements from Call Forwarding to Call Recording. We then apply a defined set of group capabilities such as Auto Attendants and Hunt Groups, based on the number of users requested. For each order placed with Gamma a recommended amount of Auto Attendants, Hunt Groups and Voicemails will be suggested however can be adjusted as needed for specific customer deployments

Across each Premium subscription the following feature set is available:

Account codes	Ad Hoc Conferencing
Authentication	Anonymous Call Rejection
Automatic Call Back	Authorisation codes
Call Admission Control	Busy Lamp Fields
Call Forward Busy	Call Forward Always
Call Forward Not Reachable	Call Forward No Answer
Call Log/history (Top 10 missed, received, dialled)	Call From Anywhere (Remote Office)
Call Notify by Email	Call me Anywhere (Twining)
Call Pickup	Call Park
Call Recording Inbound	Call Return
Call Transfer	Call Recording Outbound
Calling Line Id Blocking	Call Waiting
Calling line Id Delivery (Internal)	Calling line id Delivery (External)
Calling Policy	Calling Name Retrieval
Diversion inhibitor	Call Hold
Device Customisation	Do not Disturb
Hot Desk	Group Paging
Hunt Group – Circular	Hunt Group – Regular
Hunt Group – Simultaneous	Hunt Group – Uniform
Hunt Group – Weighted Distribution	Instant Group Call
Last Number Redial	Music on Hold
Music on Hold User	Pre-set availability Profiles
Number Presentation	Nuisance Call Management (Call Groups)
Selective Call Rejection	Scheduling on Auto Attendant
Sequential Ring	Scheduling on Hunt Group
Voice Messaging – User and Hunt Group	Speed Dials

For feature explanations for the above, please refer to Appendix 1 of this document.

Fair Use Policy

Whilst we do not charge per feature and aim to provide unlimited access to the relevant feature groups, we do have to ensure we provide equal access to services over the Horizon platform for all customers.

With this in mind we would ask Channel Partners to be fully aware of how many features they request and hold against a customer's account, and the recommendations made at point of order for the number of users requested.

Gamma may at times perform retrieval projects to re-claim features allocated but not in use by Channel Partners, where no justifiable reason has been given for their allocation.

In some very rare circumstances Gamma may also refuse to provide service where a specific installation configuration exceeds the recommended allocation for that order.

Bolt-Ons

Bolt-Ons have been designed outside of the core Horizon service in order to add further and more specialised customisation of the core Horizon service.

The following bolt-Ons are available to all customers:

- Integrator Desktop Client with optional CRM integration
- PC/MAC Desktop Softphone
- Smartphone App - Android & iOS
- Receptionist Console
- Live Data Feeds (for Akixi Call Management Reporting Service)
- Call Queue Group
- Call Recording Storage
- Call Centre Agent
- Call Centre Agent Client
- Call Centre Supervisor Client

Integrator

Integrator is a powerful piece of software that all allows a user to control their Horizon service from their desktop without having to log in to their Horizon portal or navigate through phone menus. In addition, the software integrates with a user's Outlook program making contacts easily accessible and dial-able from Outlook and the desktop. Accessing key features and settings becomes very quick and easy, and finding and dialling contacts very fast - helping users to work more efficiently and be more productive. Telephony presence (with Click to Dial) is also provided for up to 20 work colleagues, definable by each user. Furthermore, for those businesses who use Microsoft Lync ®, they will enjoy the benefit provided by the integration of Horizon's phone status with a user's Lync status (on a call or DND).

Key features provided are:

- Click to Dial from Outlook ®
- Screen popping from Outlook ® contacts and Horizon Company Directory
- Click to Dial from web pages
- In-call control features – hang up, hold, deflect, consult and transfer
- Desktop feature control – Do Not Disturb and Forward All Calls
- Desktop Address with Click to Dial (searches Horizon Company Directory and Outlook Contacts)
- Desktop Call History
- Desktop Recent Call Search
- Telephony Presence (with Click to Dial)
- Integration with MS Lync ® status (on a call or DND) Integrator CRM

Integrator CRM provides the full functionality and associated benefits of Integrator, as well as providing integration with 20 of the top CRM systems in the UK market today. The additional CRM functionality provides screen popping and click to dial from the chosen CRM and integrates it with certain desktop features such as desktop contacts searching.

The following CRMs are supported:

CRM	Versions Supported
Act!	2007 - 2009 / 2010+
Autotask	2017.1
Bullhorn	Enterprise and Corporate Edition
Desk.com	Using API V2
Dezrez	N/A
eGroupware	1.0 - 1.8
EMIS	Web
GoldMine	5.5 - 9.2, 2013, 2014 (Premium), 2016
Google Contacts	N/A
Infor CRM / Saleslogix	8
InfusionSoft	N/A
LDAP	N/A
Lotus Notes	7 - 8.5
Maximizer	9 - 12, 2016
Maximizer CRM Web Access	2012, 2015, 2015 R2
Microsoft Access	2000 - 2013 and Office 365
Microsoft Dynamics CRM	3, 4, 2011, 2013, 2015 to 2016 & Office 365
Microsoft Dynamics NAV (Classic & SQL DB)	4, 5, 2009, 2013, 2013 R2, 2015 and 2016
Microsoft Outlook 32 bit	2000 - 2013 and Office 365
Microsoft Outlook 64 bit	2010 - 2013 and Office 365
Microsoft Outlook	2016, Office 365
National Directories	Eniro (SWE), tel.search.ch (SWI), Infobel (BEL)
NetSuite	2010 - 2013, 2015 and 2016
Patient Connect	N/A
PCHomes	6.5
PerfectView	N/A
Rezi	N/A
RPM	2.21
Sage 50 Accounts (UK Edition)	2008 - 2013

Sage 50 Accounts (US Edition)	2012 - 2013
Sage Act!	2008 - 2013
Sage CRM	7.0 - 7.1
Sage SalesLogix	7.2 - 7.5
Salesforce	Enterprise
Salpo	N/A
Service Max	N/A
Sugar CRM	5.0 - 7.2, 7.6 - 7.9
SuperOffice	6.1 - 7.1 and 7.2
TITAN	N/A
vTiger	4 -5, 6 and 7
WinSIMS	N/A
Workbooks	N/A
Zoho	Standard, Professional and Enterprise

TAPI Driver

The Horizon TAPI Driver has been designed to complement Horizon and provides simple telephony and call control integration via Applications that can make use of a TAPI interface.

The extent of the integration is entirely dependent on the specific Application and Gamma cannot provide any advice, help and assistance in configuring the Application, the onus is on the Application vendor or the end user's IT team to make use of the TAPI Driver interface.

Note : The TAPI driver is a 1st party service only and this needs to be qualified with the end user from the very outset. **THE HORIZON TAPI DRIVER CANNOT BE USED IN A 3RD PARTY MODE**.

The TAPI driver **can** be used in conjunction with the standard Horizon Integrator BUT not the Horizon Integrator - CRM and for clarity the Horizon TAPI does not provide any end user features, for example click to dial, it is simply a middleware driver and all capability is dependent on the CRM Application itself.

Desktop Softphone

This desktop client allows user to make and receive calls from their PC or MAC (using an appropriate headset), as well as quickly accessing key settings for their Horizon service. This is an ideal bolt-on for users who often work remotely; work from different locations where it is not practical to install a handset or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

In addition to the above the softphone also provides presence and instant messaging between users who also have a softphone (or smartphone app).

The key features provided are as follows:

- Make and receive calls
- Instant messaging and presence (includes Group Chat with up to 4 participants)
- Horizon company directory (with Click to Call from the softphone itself or the user's desk phone)
- Call history (with Click to Call from softphone or desk phone)
- Desktop dialler
- Settings management
- Twinning
- Remote office
- Forward calls
- DND
- Withhold my number
- Visual Voicemail

Smartphone App - Android & iOS

The Smartphone app is allows a user to make and receive calls on a mobile device, as well accessing key setting for their service. It provides all the same functionality as the desktop client above, with the exception of Click to Call and Group Chat. This is an ideal bolt-on for users who often work remotely or who are regularly on the move with access to Wi-Fi   33 (e.g. hotel stays).

Desktop and Mobile Clients Usage Guidelines

Please carefully consider the following advice on the use of mobile and desktop clients:

We cannot guarantee any aspect of setting up and conducting a Horizon call over any mobile network, whether using a Horizon mobile client or desktop client on a tethered laptop. Mobile networks provide no prioritisation of signalling and voice payload packets and some networks will either block or slow down VoIP packets.

If a customer reports a call quality or availability issue on a desktop or mobile client, please ensure you have checked that a mobile network is not being used to connect to the platform, as we are unable to provide support for such incidents.

Using the clients over 3/4G will consume data that may either result in charges being raised by the user's mobile operator or be counted against the user's monthly data allowance.

Software Client Functional Comparison

The below table compares the features available with each client:

Functionality	Integrator *	Integrator – CRM*	Desktop Softphone	Smartphone App **
Click to Dial from Outlook Contact Directory	Yes	Yes	No	No
Click to Dial from a Web Page	Yes	Yes	No	No
Click to Dial from a CRM System	No	Yes ~	No	No
Screen Popping of Contact Name from Outlook Directory	Yes	Yes	No	No
Screen Popping of Contact Name from CRM Directory	No	Yes	No	No
Screen Popping of Contact Name from Horizon Directory	Yes (Company Directory)^	Yes (Company Directory)^	Yes (Company Directory)^	Yes (Company Directory)^
Softphone – make and receive calls from PC (no separate handset required)	No	No	Yes	Yes
Telephony Presence	Yes	Yes	Yes ^^	Yes^^
Presence Integration to Outlook Calendar	No	No	No	No
Instant Messaging – within Horizon Company	No	No	Yes	Yes
Instant Messaging – External to the Horizon Company	No	No	No	No

Desktop Collaboration / File Sharing	No	No	No	No
Video Calling	No	No	No	No

Functionality	Integrator	Integrator – CRM	Desktop Softphone*	Smartphone App**
Call Control Features				
Call Forwarding	Yes	Yes	Yes	Yes
Do Not Disturb	Yes	Yes	Yes	Yes
Twinning	No	No	Yes	Yes

* PC only (MAC not supported)

** Android and iOS only

~ Internet Explorer only

^ Not available for the External Company or User Directories

^^ Only when both parties have an active soft client

Receptionist Console

To complement the Horizon web interface a dedicated receptionist console is available to manage incoming calls over a single or multiple site.

This console provides the ability to:

- Monitor incoming calls to key numbers over all Horizon sites
- Monitor fixed (200) or dynamic (800) users over all Horizon sites
- Monitor call queues and adjust priority of callers within these queues
- Add notes to contacts to show related information such as leave
- Establish and manage conference calls in the site

The receptionist console is provided when this additional bolt on is provisioned and uses the chosen receptionist user subscription therefore does not incur additional subscription costs over and above the cost of the console bolt on.

Live Data Feeds

Horizon is designed to enable the attachment of external offerings utilising Horizon data to complement a channel partner's solution. Where this is requested or offered by Gamma, a secure, read only data feed can be provided to extract call information.

A list of companies utilising this capability is listed below: Akixi call management reporting service

In the majority of cases unless specified support for these services is managed by a contractual relationship between the Channel Partner and 3rd party provider. Gamma will only provide access information to this feed to the Channel Partner.

Call Queue Group

This is a basic simultaneous Hunt Group with the ability, should all users be engaged, to queue up to 25 calls at the network level. Each Call Queue Group can be customized with its own Welcome, Comfort, and Hold music/messaging, and has the added capability of a user breakout.

Charging is only applied to a user who can be part of a Call Queue Group; therefore you could have 3 users over multiple groups and only be charged for those 3 users, rather than users per group.

Call Recording Storage

This is provided in a range of charging tiers and designed for use with the 'on demand' and 'X% of calls recorded' features over both user and also groups.

Call recording retention is defaulted to 3 but has 6 and 12 month options before being deleted

Call Services

Call Termination and Call Barring

Gamma will support voice calls to all UK, mobile and international destinations.

Call barring is available for the following destinations:

- UK national – 01, 02, 03.
- UK mobile – 07
- UK Premium Rate (09)
- International – 00, 155
- Directory Enquiries (118 XXX)
- Allow freephone calls
- Allow 084
- Allow 087

Coupled with this a full company level bar is available with the option to either bar calls, but allow a primary/secondary number, or transfer all outgoing calls to a primary or secondary number

Local Dialling

Local dialling, where you dial a number without the area code, is supported on Horizon and a full area code does not need to be dialled for local calls. Please note that the local area is defined as the user's DDI, or where not assigned the main site DDI that the user is associated to.

Both Channel Partners and End Users should aim to use the full dial code where possible, otherwise network announcements may well be returned.

DTMF

DTMF is supported over Horizon

Non–Geographic numbers

Non-geographic numbers (e.g. 0845, 0844, 0870, and 0871) cannot be added or used within the core Horizon system.

As part of your overall solution to your customer a non-geographic number can be used for inbound calls only, if setup on Gamma's simple translation product, and pointed to a geographic number on Horizon.

For the avoidance of doubt MyInbound is not at present compatible with the Horizon service, and therefore should not be used to add additional features and services to a solution.

Please ensure you check when implementing a solution through simple translation that the correct number presentation is displayed for your customer's needs, and that the reporting is showing correctly, e.g. if you are pointing an 08 number to Horizon Geo you may not see the incoming A number but the 08 number instead.

CLI Presentation

CLI Presentation is supported on Horizon and allows an administrator to present a choice of either the "Site" number, "Withheld / Private", Connect Mobile Number, "Other (UK)", "Other (Int)" or "User DDI".

The numbers presented have to be Horizon numbers either allocated at point of order or ported to the Horizon product.

Alternative Number Presentation is also available where any number owned by an End User can be presented, as long as it meets Ofcom guidance on CLI Presentation.

This means it must be:

- A number that can be reached / dialled
- A number that has been received, from the public network and passed on unchanged
- It will have been allocated either to the caller or if allocated to a 3rd party only used with the 3rd party's explicit permission
- It must not be a number that generates an excessive call charge (i.e. one prefixed 090 or 091)
- It is supported by an underlying network number and service

For calls to the Emergency Services Operator, the presentation to the Called Party will always be defaulted to the Site Number allocated to the Company, and where address information is stored.

The Other (UK) CLI field will accept the following formats

- National Significant with leading zero (01NNNNNNNNN, 02NNNNNNNNN, 03NNNNNNNNN, 07NNNNNNNNN (excluding 070), 08NNNNNNNNN) for UK numbers

- SIP E.164 - with leading plus - (+441NNNNNNNNN, +442NNNNNNNNN, +443NNNNNNNNN, +447NNNNNNNNN, +448NNNNNNNNN) for UK numbers

The Other (Int) will accept the following format only

- SIP E.164 - with leading plus - (+CCNNNNNNNNN) for non-UK numbers.

The presentation of any other A-Number CLI types, badly formatted CLI A-Numbers or UK revenue sharing numbers (9NNNNNNNNN, 09NNNNNNNNN, 449NNNNNNNNN, +449NNNNNNNNN and 00449NNNNNNNNN) is not supported by Gamma.

Presentation of Mobile A-Number CLI types (07NNNNNNNNN and +447NNNNNNNNN) excludes Personal numbers (070).

Gamma cannot guarantee consistent presentation of intended CLIs for calls made to mobile or international carriers as successful presentation of the intended CLI is entirely dependent on the mobile or international carriers use of these numbers and specific call flow.

Mobile missed calls and voicemail notifications can often use the default CLI – the underlying network CLI (PAID CLI) - which is the customer selected default number or the first number in the Gamma allocated account range, rather than the intended CLI for presentation. Gamma were aware that calls to mobile carriers cannot guarantee consistent presentation of the intended CLI as successful presentation is entirely dependent on the carriers' use of these numbers and specific call flow. For instance, missed calls and voicemail notifications will often use the underlying network number rather than the intended CLI as the presented number.

Please note that some combinations of CLI presentation and call recording will result in the call recording not recording calls for the call flow required. Please check the Call Recording Interaction guide for further detail.

Should you experience any issues related to CLI Presentation, please raise a fault in the usual manner.

Call Divert

Where call divert is setup from the Horizon user account to an external number then the following rules will be applied:

User Provided CLI / Outgoing Caller ID	Presentation to Called Party *	CDR Record *
Site Number	Site Number	Site Number
Private	The displayed "presentation" to the called party will be dependent on what is supported within the destination network. For example "Unavailable" or "Private Number" may be presented to the called party.	Site Number
Individual CLI	Individual CLI	Individual CLI

* Note: In the case of call divert, the Presentation CLI and CDR Record entry will be a number from the HORIZON Platform, not the originating CLI of the calling party.

Emergency Services Support

The emergency services can be accessed through Horizon by dialling either 999/112.

All mid-call functions, such as call transfer, for emergency call types are forbidden on the system, this is done to ensure that during an emergency a call is not accidently lost.

When provisioning the Horizon service Gamma will ensure that the site CLI defined by the Channel Partner is logged in the emergency services database, with a VoIP service type and address information provided to us.

This will ensure that where an emergency call is presented the operator will always aim to confirm the address with the customer because of the nomadic capabilities of these numbers. However aside from this, the call will be handled no differently to a traditional analogue call.

For outbound CLI presentation to 999/112 the users DDI number will be used. If the user does not have a DDI number then the site DDI number will be used.

Please note that maintaining the correct site CLI and address details for the site, is the Channel Partners responsibility, however it is accepted for remote users this will be based on best efforts.

Horizon also does not operate identically to traditional phone systems and lines when contacting 999 or 112 emergency services, in that if an underlying component of an IP network fails, calls cannot be made.

Scenarios that could impact the ability to make emergency calls are:

During a service outage, where an end customer loses connectivity, for example owing to a power outage or the failure of DSL routing equipment

If an end –customer's account has been suspended

In such circumstances the end customer should ensure they have an analogue phone available to plug into a PSTN line, however in reality it is likely mobile devices will be available to use.

Other consideration should be given on design and installation for sites where specific issues are known,e.g. power outages and backup power options.

Please note that in the event of such an emergency, there are a number of features Horizon can implement to ensure incoming business is maintained whilst the emergency is dealt with. Please discuss this with your account manager if you need specific examples of disaster recovery plans that could be implemented.

Call Services not supported

Horizon does not at present support the following services:

- Analogue phones and devices, although a terminal adapter box can be used to connect these if required
- ISDN Data calls
- Numbers not allocated to the Horizon platform
- International number presentation (we cannot guarantee presentation of a UK CLI across International carriers)

Alpha Tagging

With this feature, the handset will display the inbound and outbound caller name. The data is taken from both the company directory and a user's personal directory. The provisioning process remains unchanged for this feature to be active.

Please be aware, that this will not work for calls originating from the Soft Clients or the Cisco IP323 DECT handset.

Interaction with other Gamma services

In order to create a full solution for your client you may wish to combine Horizon with other Gamma services such as mobile or 08 numbers for Inbound calls. The below bullet points are designed to advise on how these can be used and known issues with certain combinations

Gamma's Inbound service is not supported for use with Horizon. We are working through a full test plan of scenarios of CLIP, Call Recording, and Inbound features and if you have a sizeable deployment that may require such interaction please ensure you discuss this with our pre-sales team.

Simple Translations – Whilst Inbound can't be used to provide an 08 number for incoming call routing, you do have the ability to setup a non-geographic number as a simple translation and point this to a Horizon DDI. When this is done testing should be carried out to ensure the customer is happy with the inbound number presentation.

Mobile – We strongly recommend the use of Gamma mobile with Horizon as this provides your customers with reduced call rate charge for calls made between both products. Combining Gamma Mobile with Horizon starts to form the basis of Fixed to Mobile Convergence, when used with twinning, remote office, and the new client offerings. At present please note that mobile numbers cannot be added to the Horizon system for call routing purposes.

IPDC, FeaturePlus, Communicator – Gamma's other IP Products cannot be used or managed through the Horizon system, however you do benefit from zero rated call charges between both SIP trunk and Hosted product sets, which may mean a combination is beneficial in certain deployments depending on requirements. For the avoidance of doubt hardware on Gamma's hosted services cannot at present be reused between the offerings.

WLR and CPS – Horizon does not use WLR or CPS products except where supporting an underlying access connection. Calls between WLR and CPS lines and Horizon are fully supported.

Data and Access products – We strongly recommend the use of Gamma's Ethernet converged solutions and IP Assured connections when installing Horizon. Through installing these as part of your overall solution you will benefit from ensuring all traffic is kept on the Gamma network and that there is one point of contact for support on both key components.

Before selling Horizon

Prior to selling the Horizon service we are keen to share with you our knowledge and expertise of Horizon, as well as assisting you shape exactly where Horizon would fit and what you require to support the service.

As such when you are first introduced to Horizon by your account manager, we are keen for you to attend our accreditation sessions, and also build a strong relationship with our IP pre-sales team.

Accreditation

Accreditation takes place each month and can also be run at your office for sizeable groups. It is provided in 3 different categories, sales, technical, and support, targeted at various roles within an organization.

The aim of accreditation is to spend time focused at the product offering, and the components mentioned within this document to assist you in building your offering to your customer base. It also spends time looking at the support requirement and technical aspects of the product to ensure post sale you are able to fully carry out 1st line diagnostic and assist your customer in establishing the correct configuration for their needs

Accreditation has to be completed before you can sell Horizon, therefore if you would like more details or to arrange a date, please make contact with your Gamma account manager or our training team.

Horizon as a platform has an ever growing roadmap of new service which will be released. As such further modules will be added the core Horizon training to ensure you a fully trained and able to support these new services prior to submitting an order.

At present the following modules are available on top of the core Horizon training:

- Integrator (CRM), Desktop Softphone and Smartphone App
- Receptionist Console

IP pre-sales team

Gamma and our support teams are here to help as little or as much as you need to ensure Horizon is sold to your customers correctly, and the customer's needs even if slightly bespoke are met. This could mean advising on a simple configuration, through to full design of a multi sited deployment.

Part of our support structure is the IP pre-sales team, who are trained in all Gamma IP products and data services. The teams can be split in to two main roles:

Sales and Bid Support – The sales and bid support focuses on selling the Horizon offering and providing support to our Channel Partners both over the phone and within meetings to cover off at a high level conversation the best deployment for a customer's requirements. The team is also well placed to provide updates on the latest developments within Horizon, and should be a well-used resource for any Channel Partner's sales teams

Technical and Design – The technical and design side focuses on offering technical support to help discuss configuration and advise on the best design for a customer's installation. This could range from multi sited deployment, through to large scale design and project management assistance.

We would ask that if you have a concern regarding installing Horizon at a customer's site you look to contact these teams, and especially if the order is deemed complex (multi sited) or is a sizeable deployment (30+ devices), it is good for us to be aware of it so we can ensure additional support and double checks are made to deliver the solution right first time.

It should also be noted that whilst we can assist, the Channel Partner is ultimately responsible for sign off of the solution as they will need to support it at a 1st line level and action the deployment.

What does YOUR Horizon solution look like?

The below diagram shows a network overview of our recommended deployment of Horizon separated into 3 distinct sections, Horizon, Access, Customer Site.
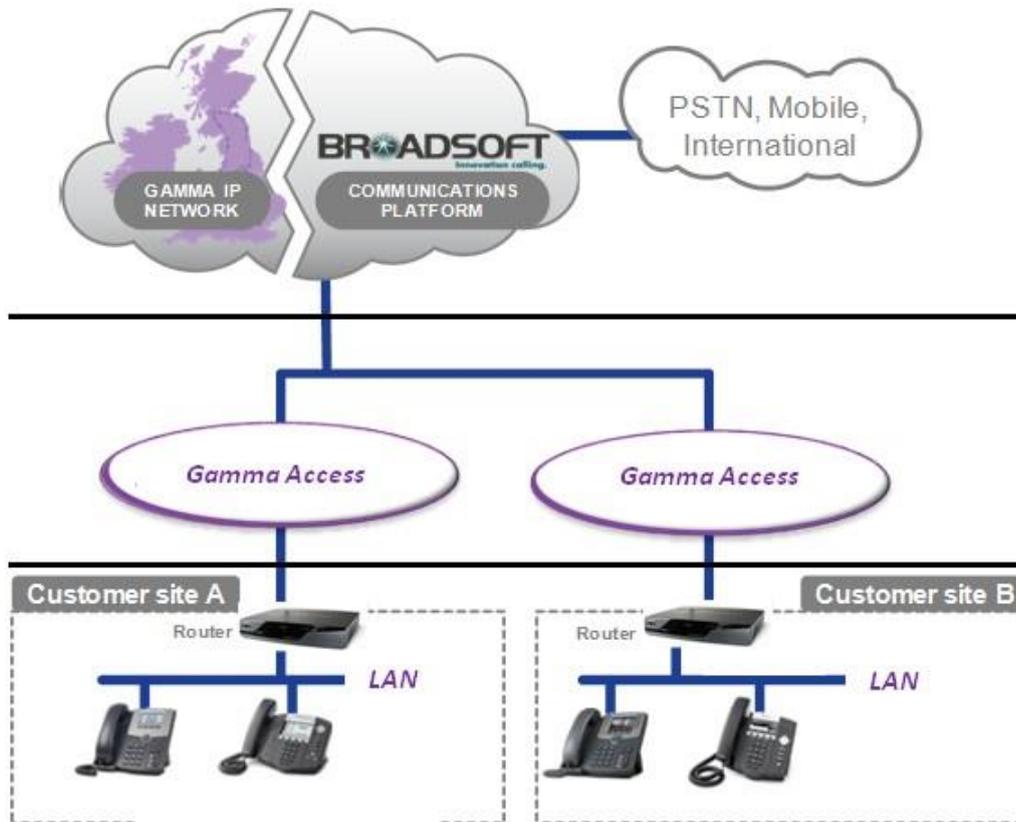
As a part of the deployment of Horizon you'll need to consider all 3 of these areas and ensure you have suitable support and recommendations in place for your customers.

Horizon System

As detailed in the feature section and combined with a flexible system structure, Horizon offers a powerful feature set enabling a varied way of establishing the service. This can range from a fully managed offering without system access where Partners could charge for support, to system access for the end user, bringing the power of hosted to each specific user.

Along with the consideration of how you wish to offer Horizon to your customers, you also need to ensure the customer's needs are gathered and then deployed correctly within the implementation of the solution.

An example Configuration Requirement Document can be found on the Gamma Academy knowledgebase for Horizon, and this will help you gather the system requirements for a customer so you can ensure when passed to your teams to implement, a signed off set of requirements have been agreed.

Network Access

Horizon like all IP offerings needs to be delivered over a voice focused and well managed network, ensuring that the required amount of bandwidth has been provided based on the number of consecutive calls and codec (G729, 711, 722) being used.

Gamma's Data services have been specifically designed to provide this essential connectivity platform on which to run your business communications, and also allow you to run either dedicated pipes for data and voice, or where required a fully converged solution through our Ethernet offerings.

Through using our Data services with Horizon you will benefit from:

- Your voice traffic never leaving the Gamma network
- Increased accountability with a provider who can see from your customer's site, through to termination of the call
- A connection from a UK provider, with a network focused at routing voice over IP
- Flexible offerings, and dedicated/uncontested bandwidth
- 24/7 monitoring and helpdesks, being proactive and easily contactable, rather than raising a ticket and passing it on.
- Service Level Agreements covering performance, delivery, availability and time to fix.

There are a number of key benefits to using Horizon with Gamma's Data offerings, however Horizon will also work with any 3rd Party data provider, as long as they are able to support the configuration required and detailed in the 3rd Party Access document available on the Gamma Academy knowledgebase.

It should be noted that whilst this document describes the relevant configurations for routers and firewalls, this needs to also be implemented on a provider's network as well, otherwise Horizon will not work.

Where a 3rd party provider is being used, Gamma will be limited in the support it can offer to investigate issues associated to the Access component, and the management of this supplier rests firmly with the Channel Partner.

Customer site

Careful consideration needs to be given to how the Horizon service will be deployed at a Customer's site, as this may well be a fixed location or indeed a mobile one through use of the clients.

Gamma's involvement at the site level is only at fixed sites through any equipment we provide with one of our data offerings, or through preconfigured Cisco and Polycom devices that are purchased with your subscriptions. Outside of these demarcation points the support of the customer's service lies with the Channel Partner and end customer, and could mean services provided over existing or new mobile devices, or outside of known and trusted Wi-Fi services.

An example Site Survey form can be found on the Gamma Academy knowledgebase detailing the key areas that should be considered when installing Horizon at a fixed location; however consideration should also be given in to how these will be supported by the Channel Partner, and what value-added services could be provided.

For example, specific access may be needed to access the customer's LAN and configure the firewalls correctly both for data and voice, or additional cabling may be needed, or existing checked and brought up to a suitable level to support IP connections. Maintenance is also another area which, whilst not needed on the actual phone system, would be required on the installation to ensure cabling, power and other key areas are well managed and supported.

Client user guides can also be found on the Gamma Academy knowledgebase detailing what common environments the clients would be used in, and how changes to the network environment may change or affect services.

Finally training and contact strategy should also be considered to ensure the end customer is trained on the configuration requested and the overall solution that has been implemented for their specific needs.

Additional Support

As part of forming your offering to your customer base, please ensure you visit the Gamma Academy knowledgebase and our Marketing Knowledgebase, where we have uploaded and will continue to add useful sales information, industry articles, images for use with marketing, and case studies.

Service Provisioning

Once Horizon accreditation has been completed for the services you want to provide, access will be provided to the ordering screens on the Gamma Portal. It is expected prior to submitting an order that the Channel Partner would've fully qualified the requirements and completed all relevant order forms and signed terms and conditions required to contract with the end customer.

The Horizon service is ordered and delivered as per the below:

| Channel Parter submits order in the Gamma Portal | Gamma validates and processes the order | Gamma dispatches the required handsets and admin logins to specified contacts | Gamma confirms order | Porting process can now be implemented if required |
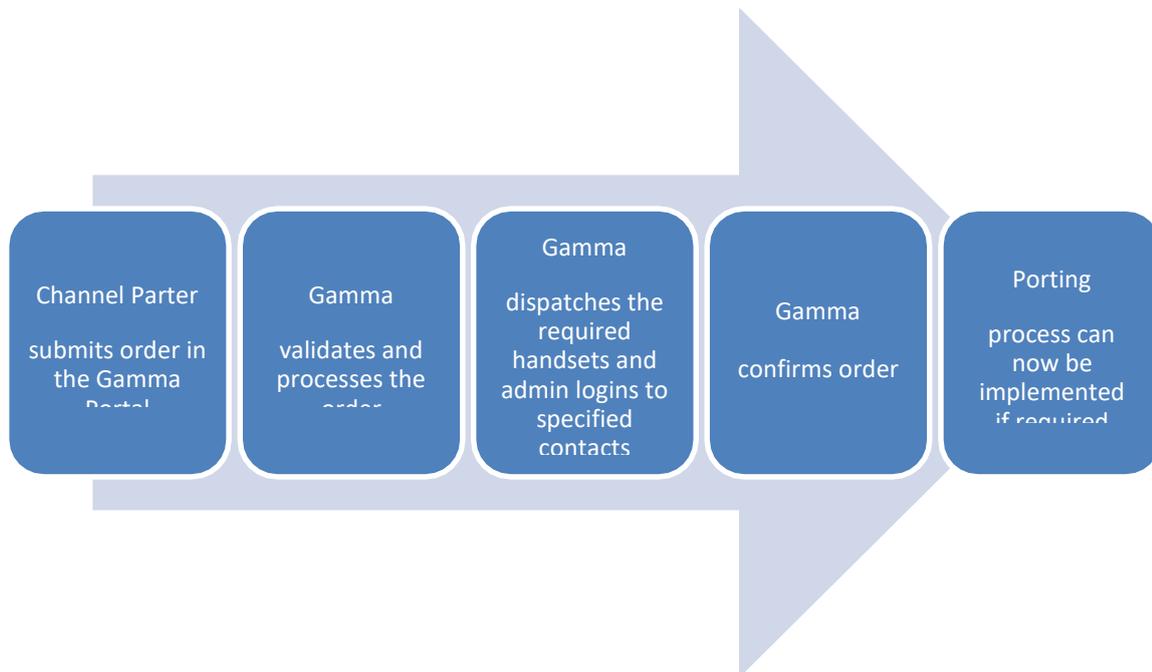
Throughout this process, detailed status updates are provided to the Channel Partner and available through the Gamma Portal to ensure you are fully aware of when the service will be delivered.

Number Porting

Number porting is subject to the same porting agreements and charges detailed on Gamma's porting guide.

In order to port a number Gamma must have a porting agreement in place with both the current owning provider and the original range holder. A full list of porting agreements can be found on the Gamma Portal or through the Gamma support desks. Please note for Horizon orders, port requests can only be submitted once a Horizon company has been established and the order closed.

For all geographic number ports to Horizon, these should be submitted through the existing GNP order forms on the Gamma Portal.

Complex and Large orders

We do expect there will be both complex and large orders submitted on Horizon, and these should be discussed in the qualification stage, and informed to the Gamma IP Pre-sales team to assist where needed.

Where an order is placed that fits into either a complex or large order scenario, Gamma may remove this from business as usual processing to ensure further resource is focused at its delivery, stock for specified quantities of phones are checked, and IP Pre-sales have checked the design and discussed this with the Channel Partner, offering assistance where required.

Ordering

As part of the accreditation process, full training on submitting an order and tracking its progress will be provided, however if you require further assistance or references, please use the Gamma Academy Knowledgebase.

Installation

Installation of the Horizon service is the responsibility of the Channel Partner and in the majority of cases can be actioned in parallel to the submission of the Horizon order in the Gamma Portal. Each installation at a customer's site will be different, depending on the size of building, number of users, and existing infrastructure. However as a rule and recommendation when selling Horizon we would suggest the following stages (on the next page):

| Sale and Bid | Site Survey visit and | Proposal and signed | Installation and | Testing and |
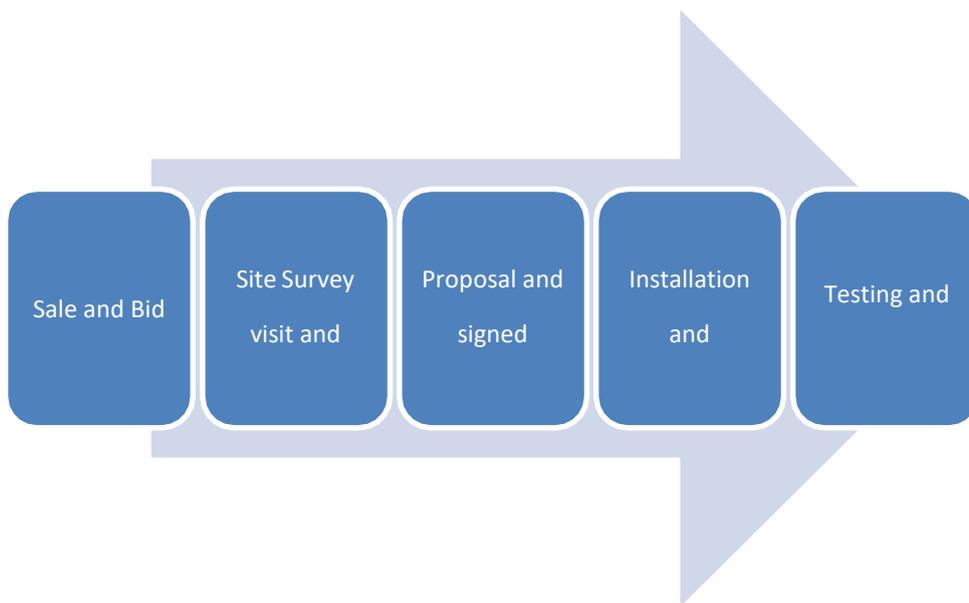
The above is only a guide, and it is expected that the Channel Partner will implement their own processes, and project manage orders submitted to ensure customer required by dates are met.

Setting up the Horizon service

The Horizon system is based on offering a customer administrator(s) and user roles within the system, where they can access relevant areas of the product offering.

When logged in as the administrator a step by step help guide is available under the "Help" link at the top right hand corner of the GUI, and we would recommend ensuring this is used and read to ensure the service is implemented correctly.

Please note that phones will not work unless a user has been assigned to them! The basic structure and logic of the system is shown below:

Company Administration

↓

Site Management

↓

User Management

↓

Group Management
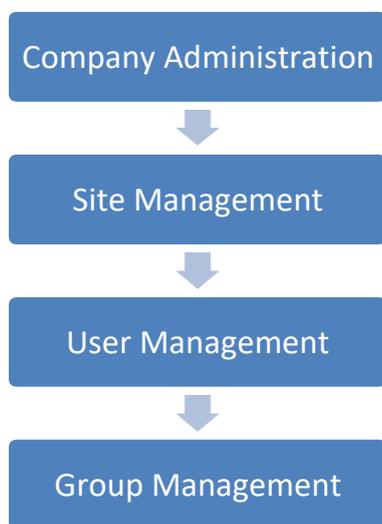
Company Administration – The ability to define for the company the call profiles, service options, company portal, and company voice portal amongst other key information and options.

Site Management – The ability to define per site the main site DDI, and additional key information such as Schedules, Music on Hold, and Call Barring

User Management – The ability to create users of the system and assign them a phone to activate the devices supplied. You can also assign a telephone number, decide on any call barring, and give them optional services such as Voicemail, controlled from the system login provided.

Group Management – The ability to manage incoming calls and present a professional image for you company through the use of Auto Attendants and Hunt Groups.

Once each of these areas has been completed if required, your full Horizon phone system will be created and ready for your customer to use.

Bolt-on provisioning

Bolt-Ons can be ordered at any stage including as part of the initial order; however it is advised to complete the configuration of the Horizon system first before supplying the client services. The reason for this is to ensure that the Company Directory and all users have been fully established, along with any incoming call routing policies prior to the additional build of the bolt-Ons.

Full installation and provisioning details are available through the accreditation sessions, or documented within the Gamma Academy knowledgebase.

In life changes

Once a service has been provided there could be a number of changes which you would need to make, and these can all be actioned by the Channel Partner through the Gamma Portal:

- Manage Company – The ability to add Call Recording to a customer, and adjust other areas of the customer's company account
- Manage Administrators – The ability to add, edit and delete additional administrators
- Manage Subscriptions – The ability to add additional subscriptions to an end customer's company account
- Manage Numbers – The ability to add additional numbers to an end customer's company account
- Manage Devices – The ability to add additional equipment to an end customer's company account
- Manage Sites – The ability to add additional sites to an end customer's company account
- Cease Company – The ability to fully cease an end customer's company account. Please note minimum term charges could be applied
- Login to Horizon – The ability to login as a company administrator to an end customer's company account

For further assistance on how to make changes through these various options please refer to the Horizon provisioning document on the Gamma Academy knowledgebase.

Releases and Change Management

Horizon as a communications platform has an ongoing development roadmap to ensure we offer our Channel Partners the very latest in technologies, and release any improvements which are identified. As part of our releases, full details will be provided in the form of a release note a week prior to the confirmed release date.

For the latest roadmap and release notes, please refer to the Gamma Academy Knowledgebase, product section where this is detailed, along with other useful tools.

Commercial and Billing

Horizon is now available with a wide choice of commercial offerings which are defined below and detailed within the pricing matrix and proposal tool. Our aim is to be as flexible as possible so if there is an offering you would like to take advantage of which we don't cover please discuss this with your Business Development Manager.

Geographic Calls

Gamma does not charge for calls to 01, 02 and 03 numbers from Horizon services. This offering will be subject to the following conditions, applied against each individual user's Horizon account:

The total number of calls per user from an endpoint shall not exceed 2,000 minutes per month (to 01/02/03 terminations). Any users exceeding that limit will be subject to a per minute price for the total volume of calls per user account according to the existing IP rate card currently associated with the account. In addition calls to numbers beginning 03 shall not exceed 15% of the total calls for that user.

Gamma assumes that the Horizon service is to be resold to end user retail originating endpoints, and reserves the right to further vary pricing or terminate connectivity if services are being used for arbitrage or artificial inflation of traffic.

Calls to Mobile

Gamma does not charge for calls to UK Mobile destinations. This offering will be subject to the following conditions, applied against each individual user's Horizon account:

The total number of calls per user from an individual user to UK Mobile Destinations shall not exceed 2,000 minutes per month. Any users exceeding that limit will be subject to a per minute price for the total volume of calls according to the existing IP rate card currently associated with the account.

This special pricing is offered indefinitely but Gamma reserves the rights to withdraw the offer from Channel Partners that materially reduce their overall spend on all services with Gamma from their current billing levels. The contractual period of notice will be given prior to any withdrawal.

Horizon Premium Subscription

The core Horizon service is provided as a wholesale monthly user charge providing full access to all features and services, along with unlimited establishment of Groups within the system.

A discount is available where Gamma IP Assured or Ethernet is being used.

Invoicing

Gamma provides full Invoicing and Call Record back up for each fixed fee, and calls made over the Horizon offerings.

For a full price list, please refer to the billing home section via the Gamma Portal, where you'll find the main price list and additional proposal tools and calculators to assist you in building your Horizon solution

For Horizon's billing description, please refer to the Billing home on the Gamma Portal, where you'll find a detailed description of all billing events and file formats.

Fraud Management

The Fraud Management System feature allows Horizon channel partners to monitor and automatically bar Horizon Companies based on a user defined monetary threshold, per Company. For further details, see the Fraud Management Service Description on the Gamma Academy Knowledgebase.

Billing queries

If you have a query with the detail for Horizon on your Gamma invoice, please ensure you follow the billing query process of raising a ticket through the Gamma Portal, Customer Care tab

Appendix 1 – Feature Explanation

Please see below explanation of features available on the Horizon service.

Account codes

Enables the tracking of calls made to external parties by prompting users for an account code prior to making a call. Account codes are managed by the administrator of the Company and can be 2 to 14 digits in length

Account codes can also be implemented on a per call basis in which users have the option to enter an account code by dialling the feature access code prior to a call.

Once these codes have been used they will appear in the 12th field of the Gamma CDRs, enabling a Channel Partner to implement their billing system to bill accordingly.

Please note you can't have Accounts codes activated whilst authorisation codes are in use.

Ad Hoc Conference

Enables the ability to invite other participants to a call creating a conference call. Maximum of 4 people partaking.

Advanced Call Recording

This feature enables the administrator to search for up to 3 months' worth of recordings. They can download up to 1000 inbound & 1000 outbound recordings in one go and up to 1000 recordings can also be deleted at once.

Anonymous Call Rejection

This feature enables a user to reject calls from anonymous parties who have chosen not to present their number. By implementing this service the caller will receive a message stating that the applied number is not receiving anonymous calls.

Authentication

This service provides authentication via SIP Registrar and SIP Invite to secure a phone's incoming or outgoing calls with the Horizon service.

Authorisation codes

Performs an authorisation of calls made to external parties by prompting a user for an authorisation code prior to making a call. Calls will not be connected unless a valid code is entered.

Authorisation codes are managed by the administrator of the Company and can be 2 to 14 digits in length. Please note you can't have Authorisation codes activated whilst account codes are in use.

Automatic Call Back

This feature enables a call back to be set when dialling a user within the Horizon group, if a busy tone is received.

Bulk Download of Call Recordings

The service enables an administrator to select up to a 14 day consecutive period and the feature will then collate the entire volume of recordings associated to the specified period and download them to the Administrators PC desktop in the form of a ZIP file. Once the batch has downloaded the Administrator will then have the option to delete the call recordings from the storage platform.

Busy Lamp Fields

Busy Lamp Fields allows a user to monitor a defined extension by the colour of the lamp of the line key assigned. It also acts as a speed dial which when pushed will call that extension or user.

Call Admission Control

This feature provides the ability to limit the number of external calls that can be made from a Horizon site. This can be implemented by the Channel Partner ensuring that the bandwidth that has been scoped for external calls from a customer's site is backed up by a call control to avoid quality issues.

Call Barge

The Call Barge feature allows a managing user to connect into an existing call and setup a Three-Way Call. This means that there will be a set of users (Managing Users) that can Barge-In into calls of a set of users (Monitored Users) which are configured to be able to be monitored.

Call Centre

An extension to the Horizon hosted telephony platform, this add-on service enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the overall efficiency of their call centre and help them deliver a first-rate service to their customers.

Additional Licences that can be ordered are:

- Call Centre Agent
- Call Centre Agent Client
- Call Centre Supervisor Client

Call Centre has a separate guide available on the Gamma Academy Knowledgebase

Call Forward Always

Allows a user to redirect all incoming calls to an alternative destination. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward Busy

Allows a user to redirect calls to an alternative destination when an incoming call encounters a busy tone. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward No Answer

Allows a user to redirect calls to an alternative destination when an incoming call is not answered within a specified number of rings. Users have the option to activate or deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward Not Reachable

Allows a user to redirect calls to an alternative destination when an incoming call cannot route to the intended user, e.g. faulty line.

Call From Anywhere (Remote Office)

Provides the ability for the user to define a location potentially outside of the Horizon service i.e. hotel room, where they can receive and make calls, whilst out of the office. This feature works through re-routing incoming calls to the defined destination, as well as implementing a 2 staged call setup when using click to dial through the Horizon service.

Call Log/History (Top 10 missed, received, dialled)

Provides the user with a short term view of both incoming and outgoing calls, and the relevant results of each, through easy to use and interpret graphs displayed on the dashboard of the service.

Call Me Anywhere (Twining)

Allows the user to define one or more locations that can be used as extensions to the user's desk phone. These locations when defined and activated would also ring at the same time as a desk phone when an incoming call is delivered.

Call Notify by Email

Provides the ability to define which call types you would like to be notified about via email. This could range from missed calls during business hours through to outgoing calls from devices which should be locked or out of use.

Call Park

Enables a call to be parked and retrieved from another phone within the same Call Park group, through using the relevant feature access codes and user extension.

Call Pickup

Enables an incoming call to be picked up by another user within a Call Pickup group, through using the relevant feature access code and user extension. If there is more than one call ringing within a Call Pickup group, the call that has been ringing the longest will be retrieved.

Call Return

Allows a user to call the last party that called assuming a CLI was presented, regardless of whether or not the call was answered.

Call Recording Inbound and Outbound

Provides the ability to record calls both inbound and outbound, over users, hunt groups and auto attendants, so that the recordings can be accessed later through the Horizon system.

In order to implement call recording, please refer to the call recording scenario's guide as depending on CLI being presented or incoming call route, some call recording scenarios are not currently available.

Additional charges are applied to the maximum storage used within each month.

Call Recording Pause and Resume

If a user is recording a call, with sensitive data that does not need to be recording, then a user can pause the recording and resume when they are ready. An example of when this could be used is credit card payments being taken over the phone.

Call Transfer

Enables a user to redirect a ringing, active, or held call to another number or directly to voicemail. Prior to forwarding the call a user can choose to answer it and put the caller on hold whilst they contact the 3rd party to be transferred to.

Call Waiting

Provides sight of additional incoming calls to the user's device while the user is engaged on another call.

Calling Line ID Blocking

Allows a user to block or allow their user identity (name and number) to be presented to a called party.

Calling Line ID Delivery (External)

Allows a user to present their user identity (name and number) for external calls.

Calling Line id Delivery (Internal)

Allows a user to present their user identity (name and number) for internal calls within the Horizon service

Calling Name Retrieval.

Provides the ability to deliver a user's name, as well as a number for calls made and received.

Calling Policy

Enables an administrator to define the Calling Policies for both site and user to restrict or allow specific call routing, i.e. Call barring

Call Hold

Allows a call to be put on hold for any length of time, whilst the user performs other activities.

Device Customisation

This is available on:

- Cisco SPA 502
- Cisco SPA 504
- Cisco SPA 525
- Polycom SoundPoint IP 450
- Polycom SoundPoint 650
- Polycom VVX 310 (line keys only)
- Polycom VVX 410 (line keys only)
- Polyocm VVX 411 (line keys only)
- Polycom VVX 500 (line keys only)
- Polycom VVX 600 (line keys only)

This feature provides the ability to manage the available button roles against soft and line keys (and any associated side car) within the Horizon interface. This feature is permission driven allowing assignment to an end user, or control by an administrator. Any selected programming within the interface would be maintained on the device through feature and firmware updates

Distinctive Ring

Ability to set different ring tones for external and internal calls

Diversion Inhibitor

Enables a user to prevent calls made being redirected again by the called party, i.e. redirecting calls to voicemail when trying to forward a call

Do Not Disturb

Allows a user to set their phone to unavailable so that incoming calls are given a busy tone. This feature can be enabled through feature access codes, on supported devices, or through the Horizon GUI.

Group Paging

Group Paging is a group feature that allows for unidirectional paging to a group of users by dialling a group paging directory number (DN) or extension.

Hot Desking

Provides the ability for any user to login to any device assigned to their Company throughout all sites. A user can log in to a device through either activating the phone on supported devices, or through the Horizon GUI, or Company Voice Portal.

When activated that user will have the ability to make and receive calls as themselves, however programmed line keys or BLFs will only show when logged into their assigned device.

Hunt Groups

Allows the delivery of incoming calls to users in predetermined and configured routing. Group administrators can choose from any of the following "Hunt" routing, and attach users and configuration as required:

Circular – sends calls in a fixed order. The call is sent to the first available user on the list, starting with the user following the last user to receive a call

Regular – sends calls to users in the order they are listed. The call is sent to the first user in the list, always starting with the first user.

Simultaneous – sends calls to all users within a group. The first user to pick up the phone will have the call routed to them.

Uniform – sends calls to the user who has been idle the longest. Once a call is completed that user will be moved to the bottom of the list. Calls received but not routed through the Hunt Group will not be applied to this routing.

Weighted – sends calls to users based on a weighted % of calls to answer. For example out of 10 calls 2 users may be weighted as 40% and 60% meaning 4 calls and 6 calls are delivered as defined to the associated users.

Administrators can also define call waiting to enable calls from outside of the Hunt Group routing to be delivered and answered.

Instant Group Call

Provides an instant conference bridge connecting all members within the group. When a member of the group calls the specific group number, all users will receive a call inviting them to join the group. Maximum 20 (members) + 1 (Dialler) (internal or external).

Last Number Redial

Enables users to redial the last number they called through supported devices or through a feature access code.

Music on Hold

Allows the administrator to setup and maintain audio files that can be used in various call scenarios (e.g. Call Park, Call Hold……..). These files can be recorded through supported devices or uploaded through saved files.

The preloaded default audio files may be used freely as part of the Horizon Service. Where the customer chooses to upload and use other audio files then it is the customer's responsibility to obtain the necessary licence rights for their use, and Gamma accepts no responsibility for any breach of third party rights as a result of the use of such files by the customer. By using the upload facility the customer agrees to indemnify Gamma against any claims for such infringement. Please also note that Horizon cannot support live feed music.

Music on Hold (user)

Allows users to enable or disable music on hold on a per call basis, through either a feature access code or via the Horizon GUI. This service is especially useful when attending conference calls or similar where you may wish to put a line on hold.

The preloaded default audio files may be used freely as part of the Horizon Service. Where the customer chooses to upload and use other audio files then it is the customer's responsibility to obtain the necessary licence rights for their use, and Gamma accepts no responsibility for any breach of third party rights as a result of the use of such files by the customer. By using the upload facility the customer agrees to indemnify Gamma against any claims for such infringement. Please also note that Horizon cannot support live feed music.

Nuisance Call Management (Call Groups)

Allows for the rejection of incoming calls from a user defined list and/or anonymous numbers directly into a Hunt, Auto Attendant, Call Queue, and Call Centre type Call Groups.

Incoming calls with a caller ID found to exactly match a number on the Blacklist will be rejected with an appropriate announcement before automatically terminating the call. The end user can enter up to a maximum of 12 numbers onto the Blacklist per Call Group instance.

Incoming calls where the caller ID is anonymous or withheld can also be set to reject to an appropriate announcement before being terminated.

Pre-set availability Profiles

Allows a user to enable a predefined availability profile, in order to implement specific call routing. These are defined as:

Available in the Office

Available out of the office

Busy

Unavailable

Scheduling

Allows the definition of set schedules for business hours, and other company specific events. These schedules can then be implemented over Auto Attendants or Hunt Groups to provide specific routing during set hours or days.

Selective Call Rejection

Enables a user to define criteria to prevent incoming calls being delivered, i.e. a black list. This ranges from specific numbers, through to time of day and day of week.

Sequential Ring

Allows a user to define a "find me" list of numbers that incoming calls will route to, sequentially. While the incoming call is routed, callers will hear comfort announcements, and can interrupt the search to leave a message. The user must set the number of rings after which the service will move on to the next number.

Site Admin

Allows the creation of an administrator who will just manage a single site. This means the Company Admin will still have all the admin capabilities for a company and the Site Admins will have the following facilities for their respective sites within the company.

Manage Users

Device Management

View & Download Call Recordings

View Statistics

Speed Dials

Allows a user to define either 1 or 2 digit speed dials that can be made from their device to key external or internal destinations. Local speed dials can also be established, however we recommend using the system to ensure both the phone and Horizon GUI is in sync.

Voice Messaging

Enables voicemail services to be established either against users or hunt groups so that messages can be left and accessed by users. Please note that Horizon does not display voicemails in its system, but enables a Voicemail to email function or access via the Horizon devices.

Support & SLA's

We know that there are times when you will need to contact our support teams, with that in mind we have created a digital customer service plan. This has been designed to be able to give you an easy way of getting the contact information you need for the relevant team, so by selecting the query and then the product you will be presented with all the contact details you should need.

The digital customer service plan can be accessed via the landing page of the Gamma Portal, the digital customer service plan is dynamic and will give you the correct contact details for the team you need dependent on the time of the day.

The Gamma Academy helps our partners maximise their knowledge of Gamma's products and deliver the most effective service to customers. Features include:

- Interactive online training hub with bite-sized material
- Video tutorials, eLearning courses, step-by-step training guides
- Allows partners to create learning plans and monitor their teams progress
- Intelligently recommends relevant training to individual users
- Allows partners to earn badges for successful completion of training courses

The Gamma Academy can be accessed from the Landing page of the portal using the Tagged Links section.

SLA's

We have included the SLAs for all our products as for ordering and fault you may have dependencies for your customers.

Ordering

All timelines are from receipt of a fully validated order from the Channel partner via the Gamma portal. Time lines exclude any activity that requires site survey, non-gold addresses or installations that require additional line plant. Timelines are subject to supplier engineer availability, failure to meet the guidelines below will not result in any financial compensation. All timelines are in business days.

Product	Order or Change type	Target Provision Timeline
CPS	CPS only	10 days
CPS	WLR & CPS	48 hours
WLR	PSTN installation	5 days
WLR	PSTN with simultaneous broadband	7 days
WLR	ISDN2	10 days

WLR	ISDN30	20 days
Horizon		5 days
IPDC – automated orders	V 2	24 hours
Voicemail to email		5 days
IPDC – automated orders		24 hours
New IPDC Resilient endpoint build		10 Days *
New IPIC Build		5 Days *
Single SIP with Gamma Ethernet		5 Days **
Broadband		10 days
Router replacement (due to fault)		1 day (if received before 2pm)
Reseller to reseller migrations	All bar broadband which follows standard product provision lead times	10 days (3 days' notice provided to losing reseller)
Product to product migrations	All bar broadband (N/A)	3 days
Ethernet	Copper Ethernet	Within 30 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	100Mb Fibre Ethernet (BT Wholesale supplied)	Within 60 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	100Mb Fibre Ethernet (Virgin Media supplied)	Within 80 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	1Gb Fibre Ethernet (BT Wholesale supplied)	Within 80 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	1Gb Fibre Ethernet (Virgin Media supplied)	Within 90 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	FTTC	Within 20 days after the acceptance of a Customer Requirements Form and Order Form

Converged Private Networks - Firewalls	Firewall - Access Rules	2 days
Converged Private Networks - Firewalls	Firewall - Client VPN (SSL VPN/IPsec VPN)	5 days
Converged Private Networks - Firewalls	Firewall - URL Filtering (blacklist / whitelist)	2 days
Converged Private Networks - Firewalls	Firewall - Anti-Virus	2 days
Converged Private Networks - Firewalls	Firewall - Malware Protection	2 days
Converged Private Networks - Firewalls	Firewall - File Blocking	2 days
Converged Private Networks - Firewalls	Firewall - Emergency Changes (those deemed to prevent a critical impact to service)	***4 hours
Mobile – 8am – 6pm Mon – Fri (excluding public holidays)	MSISDN Port in	Next working day (once PAC provided)
Mobile – 8am – 6pm Mon – Fri (excluding public holidays)	Request PAC	24 hours
Mobile – 8am – 6pm Mon – Fri (excluding public holidays)	Tariff or Bundle change	24 hours
Mobile – 8am – 6pm Mon – Fri (excluding public holidays)	Replacement SIM	Next Working day (if reported by phone within standard UK business hours before Mid-day)
Mobile – 24/7	Request PAC	4 hours
Cloud Compute	Self-Serve Budgetary Quote	N/A
Cloud Compute	New Service Build Request	5 Working Days****
Cloud Compute	Standard Service Request	2 Working Days
Cloud Compute	Standard Change Request	2 Working Day
Cloud Compute	Non-Standard Change Request	5 Working Days
Cloud Compute	Emergency Change Request	4 Clock Hours

*Number of working days from the CRF being accepted and approved by Gamma Solutions Delivery.

** SLA is to deliver the SIP trunks once the Ethernet service has been delivered, fully tested and live.

*** Emergency changes should be raised by telephone in to our Firewall Engineering Team and are performed at customers own risk.

**** Dependent on complexity and any 3rd Party Requirements

Faults

Please note that the following table excludes service requests and is based on the assumption that the incident has been successfully reported by telephone to the appropriate Gamma department. There are some exceptions to this model, for example WLR and Broadband faults are logged on the WLR or Gamma portal direct by the Channel Partner. In this scenario, only escalations would be reported by telephone to the service desk.

All resolution timescales are based on delivery of either full resolution or workaround, and any issue requiring significant product development will follow service request principles. For faults that Gamma need to hand off to external suppliers, the following SLAs may not apply, although the target resolution timeline will still be our aim. Failure to meet the guidelines below will not result in any financial compensation with the exception of Gamma Converged Private Networks (CPN). For details of CPN service level guarantees and associated service credits please see the service description available on the Gamma Academy Knowledgebase. All timelines are in working days, unless otherwise stated.

Product	Priority/Care Level	Target Resolution Timeline
CPS	CPS only	2 days
CPS	WLR & CPS	Dependant on WLR care level, see below
WLR	Care level 1	Close of play next working day +1, Mon - Fri
WLR	Care level 2+	Clear by end of next working day Mon – Sat
WLR	Care level 3	Cleared within 24 hours Mon – Sun including holidays
WLR	Care level 4	6 hour repair, 24 hours a day 365 days per year

Mobile	Critical - Total loss of service across entire mobile operator base	8 hours
Mobile	High - Total loss of service >200000 subscribers	10 hours
Mobile	Medium - Total loss of service 2000 – 199000 subscribers	26 hours
Mobile	Total loss of service/degraded service < 2000 subscribers	74 hours
Mobile	Service request	5 days
Mobile – 24/7	Critical - Total loss of service across entire mobile operator base	8 hours
Mobile – 24/7	High - Total loss of service >200000 subscribers	12 hours
Mobile – 24/7	Medium - Total loss of service 2000 – 199000 subscribers	24 hours
Mobile – 24/7	Total loss of service/degraded service < 2000 subscribers	72 hours
Mobile – 24/7	**Loss of voice or data service within the UK	*72 hours
Mobile – 24/7	**Intermittent disruption to voice or data service within the UK	*72 hours
Mobile – 24/7	Loss of voice or data service outside of the UK	N/A
IP Telephony (includes Horizon, Inbound (Business Continuity), SIP/IPDC, Communicator)	Critical Fault - Loss of service - Multiple resellers/services affected	4 clock hours
IP Telephony (includes Horizon, Inbound (Business Continuity), SIP/IPDC)	High - Loss of service - single reseller or service	8 clock hours
IP Telephony (includes Horizon, Inbound (Business Continuity), SIP/IPDC)	Medium - Disrupted service - multiple or single reseller or service	3 working days
IP Telephony (includes Horizon, Inbound (Business Continuity), SIP/IPDC)	Low - Single number destinations/QOS	7 working days

Broadband	Business Care (and all Assured)	22 clock hour fix. This is a chargeable option and operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). Please note that clock hours run during the time the fault is in Gamma's control. Where a fault is with the partner the clock stops and only restarts when passed back to Gamma. Broadband services that have purchased Enhanced Care service must be aware that 'out of hours' (see above) Engineering visits may be used to complete a repair if unrestricted access is available
Broadband	Standard Care	42 clock hour fix. This care level operates during business hours only. If an engineering visit to a site is required, then Gamma will respond during business hours. Engineering visits are available during normal working hours, Monday to Friday, 08.00 – 18.00 (excluding UK Public and Bank Holidays).
Ethernet (including support for The Loop)	Fibre Ethernet (10,100 and 1,000Mb)	For Priority 1 faults 6 clock hours (from a validated fault). Clock hours are calculated and are defined as the time between the Start Time and Stop Time, excluding Parked Time: Start Time: the time a fault has been validated and categorised as a Priority 1 fault Stop Time: the time a fault has been cleared Parked Time: the time during which the clearance of a fault is outside of Gamma's control For Priority 2 faults Gamma will resolve the fault within 1 working day from a validated fault. For Priority 3 faults Gamma will resolve the fault within 3 working days from a validated fault.

Cloud Compute – Priority 1	Critical Fault - Loss of service - Multiple resellers/services affected	4 Clock Hours
Cloud Compute – Priority 2	High - Loss of service - single reseller or service	6 Clock Hours
Cloud Compute – Priority 3	Medium - Disrupted service - multiple or single reseller or service	2 Working Days
Cloud Compute – Priority 4	Non-critical operational impact that does not restrict user from performing key tasks.	7 Working Days

*Mobile - 24/7 Target Resolution time starts from the point a fault is reported to our Service Desk. All faults should be reported by phone to our Service Desk as emails are not monitored 24/7.

**Mobile - 24/7 Loss of voice or data services will be classified as a fault by our Service Desk where loss of services is deemed out of the norm within areas of reasonable signal coverage.

Contacts

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