



# Connect

Service Description

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# Introduction

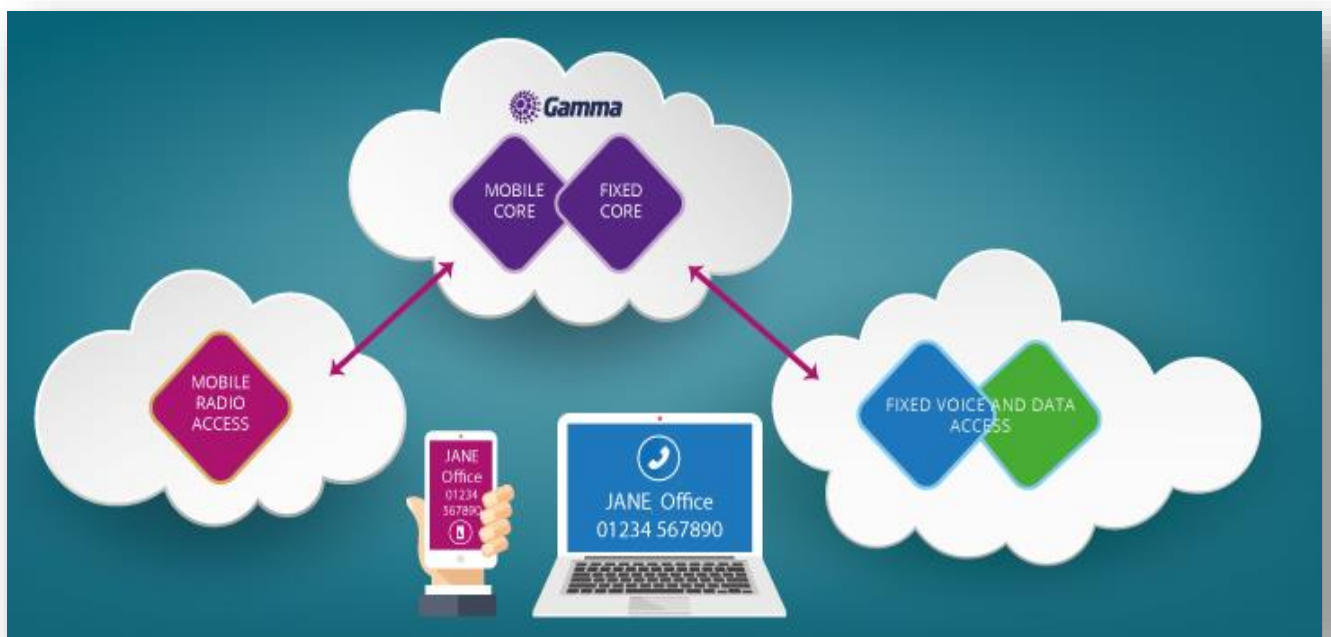
Welcome to the Gamma Connect, a fixed/ mobile solution that integrates your Gamma mobile phone with your office telephone system, bringing the power of your desk phone to your mobile.

Connect is designed to extend the functionality and simple management of a hosted environment to any device with a Gamma SIM. Your complete business mobile telephony will be managed in the cloud, maintaining your office functionality and appearance without the need for apps, Wi-Fi, or expensive data bolt-ons. And for easy management, business administrators are able to control all fixed and mobile communications through a simple and intuitive web portal.



## Connect Overview

- Connect enhances your hosted environment by extending Horizon's capabilities into your mobile estate. Gamma Horizon provides an extensive range of fixed telephony capabilities, hosted in the cloud and managed through a simple and intuitive web interface
- Gamma Mobile is a business class mobile phone service providing a number of mobile radio access networks through the MultiNet feature, enabling control and management of the mobile service and users through a web portal, and offering flexible bundles and bolt-ons to better suit the customer needs
- To ensure the best possible experience for all of your users Gamma strongly recommend that your services are provided using Gamma connectivity. Your voice traffic will never leave our network when making or receiving calls, ensuring quality is provided on every call.



## Key Features

Using Connect, IT Administrators can manage and configure a wide range of collaborative functions and features at a company, site, or user level.

## Reporting

All call data is collected under a user's profile, regardless of the device, location or number.

## CRM Integration

When Horizon is integrated with a CRM database, Connect will mirror the functionality available from a desk phone or soft client.

## Recording

Call recording is applied to a user, across all devices, locations and numbers.

## Number Presentation

Present a choice of either the Horizon site number, withheld / private, user DDI, or Gamma Mobile number when calling from the mobile.

## Intelligent Call Distribution

Extend Horizon's call distribution feature to all mobile devices.

## Voicemail

Retrieve and view all voicemails across all devices from the MyConnect app.

## Extension dialling

Dial internal extensions from any location. Maintain constant access to your company directory using the MyConnect app.

## Call Forwarding Selective

Connect users will be able to forward calls selectively depending on the number that was called, this means different call forwarding criteria for their fixed and mobile numbers.

## MultiNet

Connect is compatible with MultiNet, the optional bolt-on service for Gamma Mobile that allows the mobile phone to connect to more than one UK mobile network for voice and data access

If you do 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 product offering is compatible with any publicly available access solution.

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



# Mobile Integration

Gamma's mobile core is central to the converged mobility features that Connect provides. Unlike most fixed/mobile integrations, Connect relies on the cellular network. In other words, calls made from the mobile are not VoIP calls but use standard 3G/4G networks.

Although a Connect user makes and receives using the native dialler of the mobile: all moves, features adds and changes are administrated using the Horizon GUI. This means that Connect calls, benefit from the full control, fixed line configuration and business grade feature set that Horizon offers. In most cases Horizon will replace mobile network call features, but to ensure a variety of choice some mobile services will remain available and ready to be used.

For more information on in-call features and how best to implement business mobility, please see the Connect User Guides and Installation Guide.

# Integration with Horizon Web Portal and Clients

Connect service configuration as well as in-life changes and moves are managed through the Horizon's web portal, the functions for which have been extended to mobile subscribers. The IT Administrator has the same intuitive web-portal to configure the service and monitor the performance across all users, fixed and mobile.

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 a fully-converged telephony service, even over mobile users and numbers.

Connect integrates also with the Horizon clients provided to extend key functions to the user's desktop or laptop. Any call can be made, received and moved across any device, with the same call settings and features set. Ultimately this means a consistent and easier to manage communications service for both the user and the IT Administrators.

## Gamma Access and Network

Gamma provides a range of fixed and mobile telephony services for businesses. In particular:

- Horizon is the complete communications service that provides an extensive range of fixed telephony capabilities, without the need to install PBXs on-premise, allowing the IT Admin to manage the service and the users through a web interface and offering a choice of IP desk phones
- Gamma Mobile is a business class mobile phone service providing a number of mobile radio access networks through the MultiNet feature, enabling control and management of the mobile service and users through a web portal, and offering flexible bundles and bolt-ons to better suit the customer needs

Both Horizon and Gamma Mobile are advanced and flexible services. However, they have been developed, run and are managed in a non-integrated manner, and are often offered and sold separately by Channel partners. Connect merges the benefits and advantages of both our fixed and mobile networks, providing a single-platform solution that can scale and be adopted by businesses of different sizes and with different needs.

It is also strongly recommended that the service is provided using Gamma's wide range of Data products. 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.

And should an issue occur, whether on your fixed or on your mobile service, there is only one phone call needed to a helpdesk that has sight of the entire call route from your customer's site, and is in complete control of resolving your customer's issue.

If you do 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 product offering is compatible with any publicly available access solution.

## Subscriptions

Connect is a Horizon bolt-on requiring an active Horizon subscription and an active Gamma Mobile subscription. For the underlying subscriptions, Horizon and Gamma Mobile tariff structures, bolt-ons, terms and incentives are still valid.

Across each Connect subscription the following set of features is available:

- Access to company dial plan with extension dialling
- Call Pull
- Call reporting for all calls across any device
- Change your Mobile presentation
- Horizon features on the mobile
- Mobiles in Hunt Group and Call Centres
- MyConnect companion app (Android & iOS)
- One number across all devices
- One voicemail across fixed and mobile
- Record calls on the mobile
- Roaming
- Single web portal for managing Horizon and Mobile
- Use native dialler of the mobile for calling

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

# Call Services

Connect calls make use of the radio access network and, unlike other fixed/mobile integrations, these calls do not need to go over the internet but instead rely on the cellular network. In other words, calls made from the mobile are not VoIP calls but use standard 3G/4G networks.

Although a Connect user makes and receives calls in the usual way using the native dialler of the mobile, it is the Horizon platform which manages the call and not the mobile core network as would normally happen for a mobile user. This means that the calls of a Connect user are Horizon calls and benefit from the configurations and features of the Horizon service. However, mobile network features are surrendered to Horizon and therefore some of these features are partially available and others are available through Horizon.

The sections below describe the type of call services and how they are available to Connect users.

## Call Termination and Call Barring

A Connect user is able to make voice calls to all UK, mobile and international destinations, if permitted on their outgoing call policy.

The Horizon call barring feature applies also to calls made from the mobile by a Connect user and is available for the following destinations, if permitted.

- 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

Barring of all outgoing international calls except Home PLMN country (i.e. excepting calling back to the UK when abroad) is not supported by Connect.

Some mobile devices may provide call barring options natively, Gamma do not recommend using such native options because it could result in an inconsistent user experience across fixed and mobile devices. Instead, Horizon configurations apply to any of the user's devices.

## DTMF

DTMF is supported over Connect.

## CLI Presentation

With Horizon, an administrator can choose for their users to present either the "Site" number, "Withheld / Private" or "User DDI" when calling from the desk phone or from any Horizon client.

Connect allows an administrator to present a choice of either the “Site” number, “Withheld / Private”, “User DDI” or “Mobile number” for calls made from the mobile phone.

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

Alternative Number Presentation, where any number owned by an End User can be presented is also available for calls made from the mobile by Connect users, 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

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.

## Call Forwarding, Call Waiting, Do Not Disturb

Call Forwarding, Call Waiting and Do Not Disturb are features supported by all mobile networks and are natively provided by all mobile phones. These features are also provided by Horizon and below is explained how they work for a Connect user:

- Call Forwarding (Always, When busy, When unanswered, When unreachable): these features can be configured only via Horizon touchpoints (web portal, clients). It will not be possible for a Connect user to enable call forwarding through the native mobile settings because those features have been disabled in the mobile network, in order to avoid conflicts with the Horizon call forwarding. Please be aware that the user cannot have different call forwarding settings for their different numbers (geographic number, mobile number). Call forwarding apply at user level, not a number level.
- Call Waiting: this feature needs to be turned on in Horizon otherwise it will not be available for calls answered on the mobile and it will not be possible for the user to change the configuration from the native mobile settings.
- Do Not Disturb: if enabled in Horizon it will apply to all user's devices, whilst if enabled on the mobile through the native settings it will apply only to the mobile phone and the other devices will be alerted upon incoming calls.

Turning on call waiting allows the user to manage incoming calls when already engaged on a call. With Connect, the user will be able to answer a second call on another device (e.g. the mobile phone) while being on a call on another device (e.g. desk phone or desktop soft client).

## Twinning

Twinning is supported over Connect, with the only caveat of user's own mobile number which cannot be set as twinning location.

## Call Hold, Add Call

These mid-call features are provided natively in mobile phones and are supported over Connect. The standard mobile experience is less rich than using the same features via Horizon end-points like desk phones or clients, due to the fact that mid-call services like music on-hold are unavailable from the mobile.

## Emergency Services Support

The emergency services can be accessed from the mobile's native dialler by calling either 999/112/18000.

For calls to the Emergency Services Operator, the presentation to the Called Party will always be defaulted to the mobile number and the call will be handled no differently to a traditional mobile call. This way, the mobile number and other caller's info will be shown to the called party as per emergency call requirements.

## Short Codes

A Connect user will be able to dial extension numbers directly from the native dialler of the mobile phone.

Administrators of Companies using three digit extensions are restricted from assigning the values '999' and '112' to Users via the Horizon GUI to ensure direct routing of emergency service calls.

## Special Service Dialling

Gamma would advise Company Administrators not to assign the following extensions to Users in three digit extension Companies, in order to avoid routing calls to Users and essentially overriding the following services.

- 100 – Operator
- 101 – Police Enquiries (Non-Emergency)
- 105 – Electricity Power Cut Helpline
- 111 – NHS Helpline (Non-Emergency)
- 116 – Helplines like Samaritans (116123)
- 123 – Speaking Clock

## Service Access Codes

Service Access Codes allow us to determine a list of numbers that when dialled by the user will be routed on the mobile network directly. Within the Connect network configurations, the emergency codes are all considered service access codes, meaning that an emergency call made by the user dialling from their mobile any of the emergency codes will be routed directly on the mobile network without passing through the Horizon core network.

## Roaming

Mobile voice and data access is supported when roaming overseas in a wide range of countries around the world. A complete list of our current roaming partners and countries can be found in the Mobile section of the Gamma Academy.

Connect features are available when roaming overseas, with the exception of few networks which are not compatible with the service.

## Single Voicemail

Connect users have a single voicemail box across fixed and mobile, valid for all the numbers associated to them. A voice message related to a call missed on the mobile number will be in the same inbox as a voice message left for a call missed on the user DDI number.

The voicemail service is the Horizon voicemail, for which the detailed description of features and menus' map is available in the Horizon section of the Gamma Academy. It is possible to set the following custom greetings: name, when "busy", when "no answer".

The user is able to access their voicemail from any of their devices. Upon receipt of a new message, the user will also receive a voicemail notification on their mobile phone, from which the inbox can be dialled.

Voicemail is a critical business service. To provide security to the user, a passcode will be asked when accessing voicemail. This is in particular relevant for desk phones, to make sure that only the right user can access the voicemail associated to the handset. The same passcode required for accessing voicemail from the desk phone will be needed when accessing from the mobile.

## Call Services not supported

At present, Connect does not support the following services:

- VoIP calls over Wi-Fi or mobile data coverage (in these cases the Horizon mobile soft client can still be used)
- Numbers not provisioned on the Horizon platform
- Number presentation calling international numbers or calling UK mobiles while abroad (we cannot guarantee presentation of a UK CLI across International carriers)

## Interaction with other Horizon services

The Horizon mobile soft client will continue to be available on Android and iPhone devices. Gamma strongly recommends to use the Horizon mobile soft client only when the Connect user has no mobile coverage. In this case the mobile soft client would make use of alternative coverage (e.g. Wi-Fi). If the user is logged in to the Horizon mobile soft client while there is mobile signal, incoming calls will be notified twice, by the native mobile phone and by the Horizon mobile soft client. Furthermore, the service reliability is impacted (e.g. call may drop as soon as it is answered), in particular when using iPhone devices. This is because the latest iOS release of the Horizon mobile soft client supports Apple CallKit APIs that integrates the soft client with the native mobile dialler, but this creates issues to Connect users who have their mobile calls already integrated with Horizon at network level.

Horizon clients (both Horizon desktop soft client and Horizon Integrator) are supported over Connect. Calls to the mobile number are alerted on these clients and hence can be answered on the desktop or laptop. While the user is on a call on their mobile their status will appear as "busy" in the desktop soft clients providing a converged presence experience across fixed and mobile.

The Akixi Call Reporting Management service is supported over Connect, calls made and received on the mobile are included in the reports.

The Receptionist and Call Centre Consoles are supported over Connect, the only caveat being that the auto answer feature is not available on cellular calls.

Call Barge is supported over Connect. The managing users can barge-in to an ongoing call answered on a mobile by a Connect user who is set as monitored user. An edge case that is not supported is when the call is first answered on another Horizon end-point (e.g. desktop soft client) and then moved to the mobile through the call pull feature. In this case the managing user cannot barge-in.

Horizon Call Recording is supported over Connect. There are no changes from today's experience for Connect users when dialling from or to their geographic number. With Connect, any call made from the mobile can be recorded and calls to the user's Horizon number (i.e. the user's geographic number) can be recorded even if answered on the mobile. The only calls which are not currently recordable are calls to the user's mobile number, Gamma is working on a call recording solution that can cover also this scenario.



## Interaction with other Mobile services

Mobile messaging and mobile data are supported over Connect and such services are provided by the Gamma Mobile network. Allowances depends on the underlying Gamma Mobile subscription.

Connect is compatible with MultiNet, the optional bolt-on service for Gamma Mobile that allows the mobile phone to connect to more than one UK mobile network for voice and data access. Whilst all Connect features are available when the mobile is connected to Gamma Mobile's primary network, some features access codes are not supported on one of the secondary networks the user could be connected to.

Call Blocking is provided by Connect as part of the Horizon set of features but it is functionality provided natively in most mobile phones. Blocking a contact/number using the mobile's native call blocking feature will only block calls to the mobile phone while other Horizon end-points will still be reachable by the blocked contact/number. Therefore Gamma recommends Connect users wishing to block particular callers/numbers to use the Horizon Call Blocking feature provided through the Horizon end user portal.

Call Conferencing from the mobile is supported over Connect, the user is able to add calls to an ongoing call using the functionality of the mobile's native dialler. Number of calls that can be added depends on the mobile phone's type and operating system.

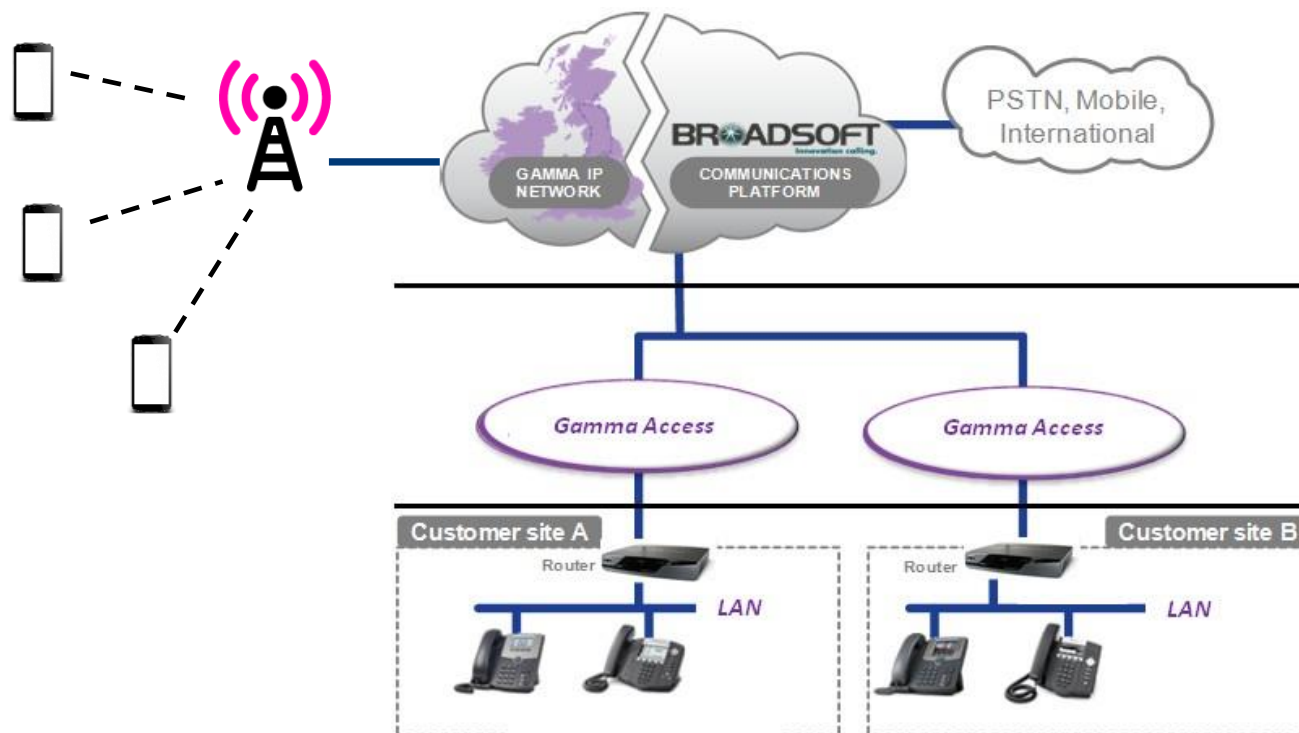
Signal boosters are supported over Connect. The only feature which has reduced functionality is Call Pull. This means that when the mobile coverage is provided through a signal booster then ongoing calls cannot be retrieved from a fixed Horizon end-point (desk phone, desktop or laptop) to the mobile.

Please note that rejecting a call with a short message, a feature available in most mobile phones, always sends (back to the caller) the text from user's mobile number, even if the caller dialled user's geographic number. This may result in a confusing experience for the caller, who dialled a geographic number and received a text from a mobile number.

Please note that the Horizon web portal is not yet integrated with Gamma Mobile's ManageMyMobile portal. We recommend that companies using Connect should not use the ManageMyMobile web portal.

# What does YOUR Connect solution look like?

The below diagram shows a network overview of how Connect brings together your fixed and mobile communications and how the Gamma network underpins it.



The main components are the Access Network, both fixed and mobile, the Gamma IP Network where the Communication Platform sits and the Customer Site which can be multiple as in this example.

The fixed access network is the Horizon access network which provides connectivity and communications services to end-points like desk phones and Horizon clients. For mobile access, Connect makes use of the Gamma Mobile radio access network. Details can be found in the Service Description documents available on the Gamma Academy knowledgebase.

What is different with Connect is the way mobile calls are routed: Voice traffic originated from a Connect-enabled mobile phone are directed by the Gamma proprietary call routing engine to the Horizon communication platform, instead of been directed to Gamma's mobile core network as would happen with standard mobile calls. All incoming calls to a Connect user are also managed by the Horizon communication platform and are routed to the mobile by the call routing engine via the radio access network.

The call routing engine is a key component of the architecture designed to provide a truly converged fixed and mobile telephony solution at the network layer, something which few operators can provide in the UK and which is a key differentiator of Connect.

Considerations and recommendations on Customer Site deployment can be found in the Horizon Service Description document available on the Gamma Academy knowledgebase.

## Additional Support

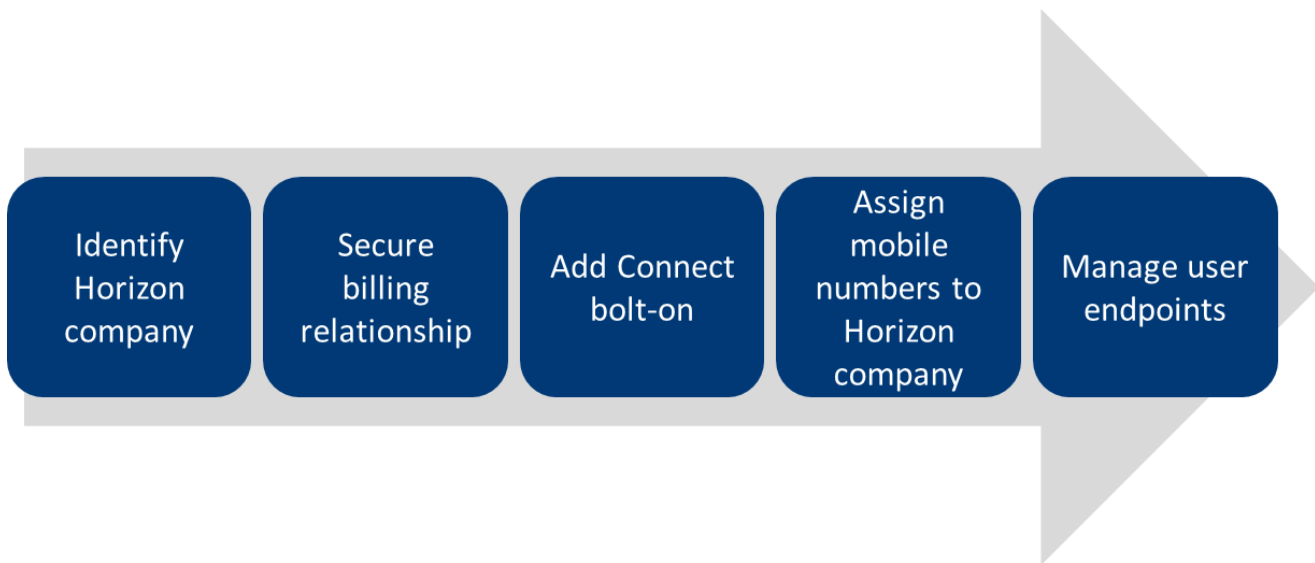
As part of forming your offering to your customer base, please ensure you visit the Gamma Academy knowledgebase and our Marketing Knowledgebase, where we have uploaded and will continue to add useful sales information, industry articles, images for use with marketing, and case studies.

# Service Provisioning

Once Horizon and Gamma Mobile accreditations have been completed, access will be provided to the ordering screens on the Gamma Portal. It is expected prior to submitting an order that the Channel Partner will have fully met the requirements and completed all relevant order forms and signed terms and conditions required to contract with the end customer.

Connect provisioning requires both Horizon and Gamma Mobile services already in place and requires joining the two services at customer level in the provisioning flow.

The Connect service is a Horizon bolt-on ordered and delivered as per the diagram below:



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.

Connect may require both mobile numbers and geographic numbers to be ported. This should be done before you order Connect and set up users.

## 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.

We also provide a handy tool to assist you with the ordering process called Connect Navigator. This will guide you through the steps you have to take, for example, if you need to set up a Mobile or Horizon company first, by asking you questions and linking you to the right area of the Gamma Portal. You can also start the process and

come back to complete it at the time of your choosing. Please be aware that a Connect Health Check, similar to the Horizon Health Check tool, is not yet available in the Gamma Portal.

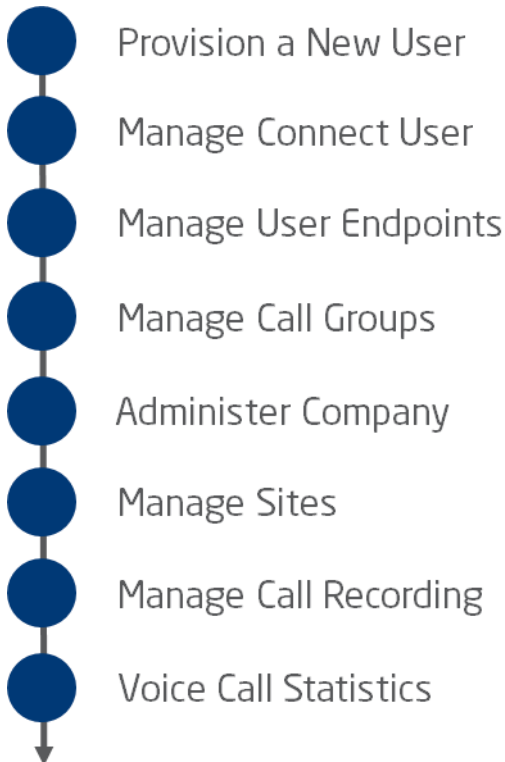
## Installation

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. For more information please consult the Gamma Academy Knowledgebase.

# Setting up the Connect service

Connect maintains the Horizon framework which provides customer administrators and users roles and permissions within the system, allowing them to access relevant areas of the product offering and manage their services.

Horizon roles are maintained; in particular the IT administrator has capabilities to create and manage Connect users as shown in the diagram below:



# In-life Changes

Once Connect 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 using existing Mobile and Horizon processes. Examples include:

- ◆ Add and remove Connect Bolt-On subscriptions
- ◆ Assign further mobile numbers to the Horizon Company
- ◆ Manage Mobile Network data and SMS settings
- ◆ Manage Alerts

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

Connect 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 release process, 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 Terms

Connect Commercial Terms are available on the Gamma Academy Knowledgebase.

# Invoicing

Gamma provides full Invoicing and Call Record back up for each fixed fee, and calls made over the Connect offering. Invoices and Itemised Billing Event Records can be found in the Billing Home tab on the Gamma portal.

For Connect's billing description, please refer to the "Understanding your bill" section in the Billing home tab on the Gamma Portal. Here you'll find a detailed description of; billing events, file formats and special rules.

## Billing Queries

If you have a query with the information on your Gamma invoice, please refer to the Contact us section in the Billing Home tab on the Gamma Portal.

# 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.

# Support

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.

## Lead Times

For Connect ordering and faults resolution standard Horizon lead times apply. If the fault is related to the mobile service standard Gamma Mobile lead times apply.

## SLA’s

Connect SLAs are included in the Horizon SLAs. Which is as follows:

Service Area	Target SLA	Actual for Previous Month: August 2017
<b>Service Availability</b>		
Horizon Core Services – User Subscriptions – Availability	99.95%	100%
Horizon Graphical User Interface (GUI) – Availability	99.9%	99.96%
Auto Attendant, Call Recording, and Unified Messaging subscriptions – Availability	99.0%	100%

Service Area	Target SLA	Actual for Previous Month: August 2017
Connect Core Services – user bolt-ons – availability	Same as Horizon (99.95%)	
Connect Non-Core Services – access to portal (Horizon GUI)	Same as Horizon (99.9%)	
Connect RAN (Radio Access Network)*	Not within scope	
<b>Call Quality Performance</b>		
Horizon Core Network PESQ – G711	>= 4.1	4.25
Horizon Core Network PESQ – G729	>= 3.7	3.87
<b>Service Provisioning</b>		
Provision of Site, user subscriptions and hardware delivered – 5 Working Days	99.50%	99.99%

\* RAN functions include Third party infrastructure that allows Gamma core network connect to an end users mobile device. Gamma is a Full MVNO, owning and operating the core network infrastructure. We simply contract with our primary network operator to access the Radio Access Network (RAN) or mast infrastructure.

# Appendix 1 – Feature Explanation

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

- Access to company dial plan with extension dialling
- Call Pull
- Call reporting for all calls across any device
- Change your Mobile presentation
- Horizon features on the mobile
- Mobiles in Hunt Group and Call Centres
- MyConnect companion app (Android & iOS)
- One number across all devices
- One voicemail across fixed and mobile
- Record calls on the mobile
- Roaming
- Single web portal for managing Horizon and Mobile
- Use native dialler of the mobile for calling

## Access to company dial plan with extension dialling

Enables making internal calls from the mobile in the same way as when calling from a desk phone. The user can dial any extension number defined in the company dial plan from the mobile.

## Call Pull

Allows the user to move an ongoing call from the fixed device (desk phone, desktop or laptop) to the mobile phone. While active on the call on their fixed Horizon end-point, the user can dial \*11 from the mobile to move the call to the mobile phone without interrupting the conversation.

Any type of call can be moved to the mobile.

## Call reporting for all calls across any device

All calls from and to the mobiles are captured and reported in the Horizon Call Statistics enabling administrators to have a complete visibility of the calling patterns across the business

Users can also view their mobile calls reported in their Call Statistics.

## Change your Mobile presentation

Presentation number is also known as "Caller Line Identity". Depending on the configuration defined by the administrator, each Connect user can present either a geographic number or a mobile number. This feature enables users to change the number they present when making outgoing calls from the mobile.

The user can change their Mobile presentation on a per call basis, i.e. before placing the call. If allowed by the administrator, the user can change Mobile presentation also on a permanent basis from their Horizon web portal.

## Horizon features on the mobile

Enables the user to inherit Horizon features on their mobile phone, including call settings and configurations, as defined by the administrator.

The only exceptions are the few Horizon features dependant on hardware (e.g. busy lamp field that depends on the desk phone). These features are not applicable to a mobile device.

## Mobiles in Hunt Group and Call Centres

Allows users who are part of a Hunt Group or of a Call Centre to receive calls to their group on the mobile.

Given that with Connect the user does not need to divert incoming calls to their mobile, mobiles work well in Hunt Groups. As such, this manages the risk of calls being unanswered or being forwarded to the user's voicemail if the user's mobile is unreachable. Calls will be answered by another user of the group.

## MyConnect companion app (Android & iOS)

MyConnect is the companion app that enhances the user experience by empowering mobile workers with an agile working style. It has been developed to be used in conjunction with the Connect service and to ultimately provide the user's mobile with the power of a desk phone, making office phone system's features and user settings easily accessible and integrated with their Android or iOS smartphone.

## One number across all devices

Allows the user to receive business calls on any of their devices. The user can decide what number to use and publish as their business number, whether their geographic or mobile number, and can decide how to alert their devices upon incoming calls (e.g. ring both fixed and mobile devices, or ring mobile only etc.).

Please be aware that a call answered on a fixed device is still notified as missed call on user's mobile device if the call rung both fixed and mobile devices. This is because incoming call notifications are managed on mobile devices by the operating system (e.g. iOS, Android) and cannot be dismissed by a third party service. The user has to manually remove such notifications.

Calls ringing both fixed and mobile devices: incoming calls answered on a fixed Horizon end-point (desk phone, laptop) do not clear the notification on the mobile which will show a missed call notification for a call actually answered on another device.

Please note that the user cannot have different call forwarding settings for their different numbers (geographic number, mobile number). In the current release of the product, call forwarding settings are at user level, not at number level.

## One voicemail across fixed and mobile

Provides the user with a unified voicemail inbox for all their numbers and devices. The Horizon voicemail system is used for Connect users.

New messages are notified on the mobile as well as on the fixed devices. Please note that the notification of new voicemails on the mobile can be removed only by deleting or saving all messages.

The user can access their inbox in the same manner from any of their devices and the same voicemail management options are available. Please note that the same passcode required for accessing voicemail from the desk phone will be needed when accessing from the mobile. This is needed in order to provide security across all user's devices, in particular the desk phone, to make sure that only the right user can access the voicemail associated to the handset.

## Record calls on the mobile

Connect utilises Horizon's Call Recording engine; for implementation guides and charging information please refer to Horizon documentation available on the Gamma Academy knowledgebase.

However, please be aware that, when a user is on Connect, inbound calls to the user's mobile number (07x) cannot be recorded, Gamma is working on a call recording solution that can cover also this scenario.

All other aspects of the recording function in the same way as recording a standard Horizon user.

## Roaming

Allows the user to use mobile voice, text and data when abroad.

Connect features are also supported when the user is roaming overseas, with the exception of a few networks. If the user roams in those non-supported networks, the Connect features will not be available, while mobile voice, text and data will continue to be available.

Please be aware that international number presentation cannot be guaranteed, we cannot guarantee presentation of a UK CLI across international carriers.

## Single web portal for managing Horizon and Mobile

Allows administrators to manage mobile users from the same place: the Horizon web portal. All call settings and feature configurations can be handled from the same intuitive interface.

Users can also manage their mobile call settings and features from the Horizon web portal.



## Use native dialler of the mobile for calling

Connect integrates Horizon and mobile services at network layer, turning mobile devices into Horizon end-points. For the users, this means that there is no need for an app to make and receive calls on the mobile. Calls are made in the same way as standard mobile calls.

It also means that calls make use of the cellular network and use Horizon minutes; there is no extra cost due to mobile data usage.

## Call Forwarding Selective

Connect users will be able to forward calls selectively depending on the number that was called, this means different call forwarding criteria for their fixed and mobile numbers.

E.g. if someone calls 'my fixed number' then calls can be forwarded to 01234 567890 and if someone calls 'my mobile number' then do not forward calls.

## Appendix 2 - FAQs

**Question:** Do I need to be on Gamma Mobile to use Connect?

**Answer:** Yes, Connect requires an active Gamma Mobile subscription, as well as an active Horizon subscription

**Question:** Does the service require an app for calling?

**Answer:** No, you can make and receive mobile calls in the normal way, using the native dialler of the mobile phone. Calls make use of the cellular network and do not need to go over the internet

**Question:** How is Connect charged?

**Answer:** Connect is a Horizon bolt-on, charged per user on a monthly basis. All voice traffic made by a Connect user will be billed in the Horizon feed and will appear as Horizon traffic. The only exception is voice traffic made when roaming abroad which will be billed in the Gamma Mobile feed appearing as Mobile traffic

**Question:** Do mobile calls use Horizon minutes?

**Answer:** Yes, Connect turns the mobile phone into an Horizon end-point, therefore calls are managed by the Horizon platform and use Horizon minutes even if they are made from the mobile. As in Horizon, fair usage policy apply however with Connect the user is provide with an increased minutes allowance

**Question:** Can I use Connect abroad?

**Answer:** Yes, Connect features work when roaming overseas, with the exception of a few networks (~5%). If the user roams in those non-supported networks, the Connect features will not be available, while mobile voice, text and data will continue to be available

**Question:** How much does Connect cost abroad?

**Answer:** For abroad traffic Gamma Mobile roaming tariffs apply. When abroad, a Connect user has available all Gamma Mobile roaming bolt-ons

**Question:** How mobile messages and data are charged?

**Answer:** Mobile messages and mobile data will be billed in the Mobile feed according to the Mobile subscription of the Connect user

**Question:** Can I present my mobile number when calling from my mobile?

**Answer:** Depending on the configuration defined by the administrator, each Connect user can present either a geographic number or a mobile number

**Question:** Can I change my presentation number?

**Answer:** Yes and on a per call basis, i.e. before placing the call. If allowed by the administrator, the user can change presentation number permanently

**Question:** Can I receive mobile calls (calls to my 07 number) even if I am always presenting a geographic number when calling from the mobile?

**Answer:** Yes, calls to the mobile number (07x) can always be received

**Question:** Does Connect support calling over Wi-Fi?

**Answer:** No, Connect uses only the cellular network at the moment. For calling over Wi-Fi the Horizon mobile app can be used



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