



Broadband

Service Description



Version	Date	Description
1.1	28th July 2016	Service description
1.2	27th March 2017	Updated Support section and SLA's

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Introduction

Gamma will provide a wide range of business-class ADSL services for you to sell in to the SME market, for both offices and remote workers. The importance of high quality broadband to the business market is at the centre of our offering. All services will use our Next Generation Network coupled with BT Wholesale's next generation access network and will deliver asymmetric connections to the internet over end-user telephone lines, which will include Fibre (FTTC), Annex M and IP Stream services.

Products & Specifications

ADSL 2+

A service for offices with up to 10 users, also suitable for home workers or single users. Offering speeds of “up to 24Mbps” downstream and “up to 1.3Mbps” upstream. Speeds are location dependent.

Annex M

A service for offices with up to 10 users, also suitable for home workers or single users. Annex M is a technology that offers a boost to the upstream speed (of up to 1Mbps) in return it can take up to 15% off the downstream speed. This type of product suits users who want to utilize the upstream for Calls using VoIP or to upload amounts of data. Offering speeds of “up to 24Mbps” downstream and “up to 2.5Mbps” upstream. Speeds are location dependent.

FTTC 40:10

High-speed broadband offering a service for offices with up to 20 users, also suitable for home workers or single users. Offering speeds of “up to 40Mbps” downstream and “up to 10Mbps” upstream. Speeds are location dependent.

FTTC 80:20

High-speed broadband offering a service for offices with up to 20 users, also suitable for home workers or single users. Offering speeds of “up to 80Mbps” downstream and “up to 20Mbps” upstream. Speeds are location dependent.

Note: All of the above products are rate adaptive and will provide the best possible speed that a business’ telephone line will support.

Gamma Name	Product	Downstream Rate “Up to” speeds	Line	Upstream Rate “Up to” speeds	Line	Technology
FTTC 80:20		80 Mbps		20 Mbps		WBC VDSL (FTTC)
FTTC 40:10		40 Mbps		10 Mbps		WBC VDSL (FTTC)
ADSL 2+		24 Mbps		1.3 Mbps		WBC ADSL 2+
Annex M		24 Mbps		2.5 Mbps		WBC ADSL 2+ Annex M
IP Stream		8 Mbps		832 Kbps		IP Stream

The DSL line rate is the speed at which the customer CPE syncs up with the equipment in the BT Exchange. This rate is affected by factors such a line length, quality and ‘noise’ on the line.

Note: Why we use the term “up to” in relation to the service speeds? This is because we can share the broadband technology headline speeds, each premises has to contend with the distance from the exchange and/or cabinet (speeds reducing over distance due to the signal strength diluting over distance using a copper wire connection.)

Access Network

All services will be provided on BT’s WBC (Wholesale Broadband Connect) network where possible. This is their full next generation network. If a customer cannot be served by WBC (coverage is currently 94% of the UK), the service will be provided on IPStream Connect (IPSC) - BT Wholesale’s next generation access network that utilizes legacy exchange equipment (DSLAM).

Fibre Broadband Products

Fibre broadband is delivered using Fibre To The Cabinet (FTTC). Provided by Fibre connections between the local exchange and the roadside cabinet, replacing the existing copper connection. From the cabinet to the end user premises, a copper connection is retained. This service is only available on the Wholesale Broadband Connect (WBC) group of products. Further benefits of FTTC:

Can support multiple users

Download speeds of up to 80 Mbps and Upload speeds of up to 20 Mbps

Receive and transfer large files in a fraction of the time

Ability to open numerous functions at the same time and operate more effectively

Currently, FTTC is available to over 70% of premises in the UK; this figure will continue to increase. To check availability please use the Suitability Checker in the Gamma Portal. A CLI has to be used when running this check. Post codes are too generic to use when checking for FTTC availability, this is because a post code area can be widespread and be served by more than one BT exchange or cabinet.

Fibre installations are carried out on our behalf by Openreach Engineers. The installation appointment has to be booked in advance. It is important that someone is at the premises to enable the Engineer entrance to install the service. Failure to do so will incur a charge of £105.00.

IP Telephony Products

If an end-user requires ADSL access for Gamma IP Telephony then the choice of services includes: Gamma’s Converged or Assured products, both product types offer service SLA’s and are provided with a managed Cisco router. These services have been designed specifically to connect customers via a dedicated access line that delivers guaranteed bandwidth and assured levels of service around call quality, service availability and time to repair.

Service Availability

Gamma Next Generation Broadband is available only where a BT Openreach PSTN line exists on a customer premises that is served by an ADSL enabled exchange.

Current availability by service type:

Gamma Product Name	UK Coverage
ADSL 2+	95%
FTTC	Over 70%
Annex M	60%
IPSC	5%

Product Suitability Checker

Gamma's Portal provides a dedicated module for checking line suitability for broadband products you wish to sell. This can be accessed by any user account and is ideal for sales and sales support. The suitability of a line for each Gamma product can be checked using either the PSTN line number or the site postcode. This will also provide you with details of product availability. Please use a CLI to check for FTTC.

Product Suitability Check

Product Suitability Check

CLI : ←

or

Postcode :

Please note that postcode results are less accurate than CLI results.

Product Suitability Check Results - 01606841275			
Broadband Family	Broadband Product	Suitable	Likely Speed
Gamma Assured	Gamma Assured 5		17 Mbps downstream
	Gamma Assured 10		17 Mbps downstream
	Gamma Assured 15		17 Mbps downstream
	Gamma Assured 20		17 Mbps downstream 1500 Kbps upstream
	Gamma Assured 30		17 Mbps downstream 1500 Kbps upstream
Gamma Home Worker	Gamma Home Worker IPSC		
	Gamma Home Worker WBC		8 Mbps downstream
Gamma Business	Gamma Business IPSC		
	Gamma Business WBC		8 Mbps downstream
Gamma Business 2+	Gamma Business 2+		17 Mbps downstream
Gamma Business M	Gamma Business M		17 Mbps downstream 1500 Kbps upstream
Gamma Legacy	Gamma Legacy 500		0.5 Mbps downstream
	Gamma Legacy 1000		1 Mbps downstream
	Gamma Legacy 2000		2 Mbps downstream
Gamma Fibre	Fibre Broadband Business Unlimited		40 Mbps downstream

Limitations

Certain technical and geographical limitations may apply which would prohibit the delivery of broadband. These include, but are not limited to, customer sites which are an unusually long distance from the local BT exchange, where there is poor quality wire connecting the location, or where the customer has incompatible products and services on their line (see below).

Incompatible products & services

Orders for Gamma Broadband will be rejected if any of the following products are associated with the line in question. When such a rejection is encountered an alternative line should be used.

- 30k loop**
- Private Circuits**
- ISDN – all types**
- Red ABC**
- RedCare ISDN**
- Meter Pulse Facility**
- PBX and AUX lines that do not terminate on an NTE5**
- Telecom Red – RedLine**
- Red Alert**
- FeatureNet**
- FeatureLine – Hunt Groups**
- Light User Scheme**
- End-user private metering**
- Private circuits**
- DACS**
- Other broadband DSL services**

PDQ and Fax

Some new generation faxes may not work as they use some of the same bandwidth frequency as ADSL, making the fax and the ADSL line incompatible with one another. PDQ machines are also known to conflict with broadband services.

Charging Models

Gamma offers two charging models: New broadband products available from 11th May 2016 and broadband products which are available to order until 30th June 2016 at which time these products will be retired (unable to order in the Gamma Portal).

Unmetered

The end-user pays a flat monthly fee for using the service. These services are governed by an Acceptable Usage Policy.

Capped

The end-user pays a monthly fee for a service that is capped at an advertised and agreed monthly data-usage cap. If the capped data limit is exceeded in a month, then they will be charged for the excess data transferred on a per GB basis. The price will be £0.50 per GB for WBC capped products and £1.00 per GB for IPSC products.

IP Addressing

Gamma provides a single fixed IP address on all connections. Where the end customer does not want to use NAT and needs to assign public IP addresses to machines on their LAN, Gamma will provide the following routed IP subnets:

IP Block	Subnet Size	Usable IPs	Availability and Process to Order
/32	2	1	Free with each circuit
/30	4	2	Available to order through the Portal
/29	8	6	Available to order - requires IP Justification document completion
/28	16	14	Available to order - requires IP Justification document completion

E-mail

E-mail services are not currently provided.

SMTP Relay

This is a closed service only available to Gamma NextGen Broadband customers. This is a relay service only and Gamma takes no responsibility for email content filtering or other regulatory compliance e.g. logging of message traffic.

Gamma's SMTP relay can be found at smtprelay.business-access.co.uk. No other credentials are required.

Note: We explicitly reserve the right to change the rules governing the SMTP relay service at any time with or without prior notice.

Bulk mailing

Gamma's SMTP Relay does not support bulk mailing. Bulk mailing is defined as:

E-mails with more than 120 recipients per email

Sending E-mails at a rate of over 10 E-mails per minute

Other Restrictions

Gamma's SMTP Relay will not process E-mails that are larger than 28 Mega Bytes (MB) in size.

Potential Error Messages

Relaying denied – Not a recognised IP address

Relaying denied by ISP – We have specifically blocked this user. There may be an active ticket regarding it

Admin Prob – Max recipients reached, as above

Rate Limit exceeded – Limit above reached

Size too big – As above, for the email and size of attachments

Mail Server Blacklisting

Gamma operates a shared Mail Server and at times we will see some of the users of the service being highlighted as being "Blacklisted". Here is a relevant Q & A:

Question: What may cause a service to be blacklisted?

Answer: The IP address you are sending from has been sending out email too fast. Our current rate limit for the SMTP server is 10 emails per minute. In order to be blacklisted, you have sent emails at a rate greater than 10 emails/minute more than 10 times in 1 day.

Question: If you have been using the service for a period of time without problems and then receive notice that you've been blacklisted the course of action is.....?

Answer: Please check for viruses on your machines. This is the main cause for being on the blacklist.

Question: If you need to send out a newsletter or periodical message, how can you check if it will affect the mail limits?

Answer: Please contact the gamma Support Desk to see what we can do.

Question: Why can't we send emails out however fast I want?

Answer: We employ a rate limit (like many other IPs do, including Google) to limit the chances of the shared mail servers being on blacklists. If we get on a third-party blacklist, we will get no notification, and all customers using our relay will be affected.

Gamma Portal

The Gamma portal will provide a number of functions in the ordering and management of Gamma NextGen Broadband services. These are:

Line suitability checking (enter a CLI or postcode and find out what products can be supported)

Order placement

Order tracking (track an order, request data for multiple orders or for all orders)

Service inventory

Fault diagnostics & RADIUS Tools

Health check reporting

Usage reporting

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 dependant 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.

SLAs

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 Timeline	Provision
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)	<p>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).</p> <p>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</p>
Broadband	Standard Care	<p>42 clock hour fix.</p> <p>This care level operates during business hours only. If an engineering visit to a site is required, then Gamma will respond during business hours.</p> <p>Engineering visits are available during normal working hours, Monday to Friday, 08.00 – 18.00 (excluding UK Public and Bank Holidays).</p>

Ethernet (including support for The Loop)	Fibre Ethernet (10,100 and 1,000Mb)	<p>For Priority 1 faults</p> <p>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:</p> <p>Start Time: the time a fault has been validated and categorised as a Priority 1 fault</p> <p>Stop Time: the time a fault has been cleared</p> <p>Parked Time: the time during which the clearance of a fault is outside of Gamma's control</p> <p>For Priority 2 faults</p> <p>Gamma will resolve the fault within 1 working day from a validated fault.</p> <p>For Priority 3 faults</p> <p>Gamma will resolve the fault within 3 working days from a validated fault.</p>
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.

Care Levels

Gamma provides 2 levels of maintenance care:

Standard Care

This is the default service level provided at no extra cost. For the reporting of faults, this care level operates during business hours only. Gamma will acknowledge receipt of a fault report logged by the customer and will clear the fault within 48 clock hours of receipt of the fault report if received by Gamma before 4pm on a working day. If an engineering visit to a site is required, then Gamma will respond during business hours.

Business Care

This is a chargeable option and operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). Gamma will respond to a fault within 5 clock hours of receipt of the fault report and will clear the fault within 22 clock hours of receipt of the fault report.

Please note that clock hours run during the time in which 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. Please refer to the separate SLA document for more details.

Optional fulfillment of hardware (Routers)

As an optional part of the ordering process, you may order customer routers. These orders will be fulfilled and delivered to the customer on your behalf.

Hardware is dispatched preconfigured with the required DSL username, passwords, settings and any IP addressing ordered. No other customer configuration is performed beyond the aforementioned settings and it is the partner's or end-user's responsibility to manage any LAN-side or additional settings that are required.

It is the partners responsibility to track these additional settings which would be needed in the event that a router fails and is replaced. The partner will be made aware of the access credentials to the routers' management programme once they start selling Gamma NextGen Broadband.

Partners remain responsible at all times for the first line support of hardware – we therefore strongly recommend that partners are familiar with the routers that they order.

Warranty & Returns

All routers supplied by Gamma are done so with a 12 month warranty. Partners will report a broadband fault in the usual manner and it may be advised to them that a router needs replacing. If this is the case, a new router will be shipped to the partner / customer site with all DSL settings and IP addressing preconfigured. Any other customer specific settings such as Wi-Fi settings need to be reapplied by the customer. A charge for the new router will automatically be raised and will only be credited back on receipt of the original faulty router.

Engineering charges

The SFI2 base module and the partner-authorised internal modules all have a charge associated with them. The charges raised for an individual SFI2 appointment will in all cases be based on the output of the checklist and the modules used. Charging will be applied in the following way:

Module	Fault found	No fault found
Basic	We pay	Partner pays
Network & Frames	Free	Free
Customer Equipment	Partner pays	Partner pays
Internal wiring	Partner pays	Partner pays
Co-op Call	Partner pays	Partner pays

Point of no return (PONR)

Point of no return (PONR) applies to all SFI2 appointments and they cannot be cancelled / amended past this point. The PONR is set to 15:00hrs the day before the appointment.

Communications

A number of communications will be sent from Gamma to the partner during the course of a line's lifetime. This will be achieved through the standard alerting framework. In some instances, a partner may opt for direct communication from Gamma to your end-user.

Type	Alert Mechanism	Reason
Major Service Outage	Portal alerts framework (SMS & E-mail) (Reseller subscribes)	Alert reseller to customer affecting events
Planned Engineering Works	Portal Alerts framework (E-mail) (Reseller subscribes)	Alert reseller to future risks of customer affecting changes
Abuse of Acceptable Usage Policy	E-mail to reseller admin	External complaints need directing to customer using IP address
Exceeding Fair Usage Policy Bandwidth	E-mail to reseller admin	Fair notice given before generating billing of excess
Exceeding Capped Product Bandwidth	E-mail to reseller admin Reseller subscribes	1) Notice that 60% of threshold has been reached

		<p>2) Notice that 80% of threshold has been reached</p> <p>3) Notice that 100% of threshold has been reached</p>
Spam alerts (SMTP relay)	Email to reseller admin	External complaints of spam from Customer IP address