colt

FUZER SA
CHAUSSÉE DE BRUXELLES 408
1300 WAVRE
BELGIUM

Colt Technology Services NV
Culliganlaan 2H
B-1831 Diegem
Belgium
www.colt.net

Colt.net/CustomerService

Colt.net/OrderStatus

13 June 2017

Order Number:	100602098
Colt Customer Number:	A0185985
Colt Billing Reference No.:	154428
Customer Reference No.:	11599 - NICKEL INSTITUTE UPGRADE TO 40M
Trunk Group ID:	

Dear Sir/Madam,

Service Delivery Handover - Modification - Business Access Pack

We are pleased to confirm that your Colt service has been installed as shown on the attached Service Details.

In the meantime, if you have any questions please do not hesitate to contact **Bart Van Wiele, +32 2 790 1734,**

bart.vanwiele@colt.net quoting the reference number above. We would like to thank you for choosing Colt as

your service provider and look forward to working with you in the future.

Thank you for doing business with Colt.

Yours faithfully,
Bart Van Wiele
Service Delivery Coordinator

Component	Included	Order Number	MRC	Inst Charge
COLT Business Access Pack	Included	100602098	545.00 €	200.00 €
COLT Business Security Pack	Not Included			
COLT Business Messaging Pack	Not Included			
COLT Business Back-up Pack	Not Included			
COLT IP Access	Included	141202632/4		
COLT VoIP Access	Not Included			
COLT IP Voice Line	Included	141202632/4		
DSL Backup	Not Included			
Resilient - Dual Access	Not Included			
MULTI ISP	Not Included			
ISDN Back Up - Data	Not Included			
ISDN Back Up -Voice	Not Included			
Inbound Call Re-routing	Not Included			
COLT Router-Based Firewall	Not Included			
COLT Managed PC Backup	Not Included			
COLT Managed Business Email	Not Included			
COLT Managed Email Archiving	Not Included			
COLT Managed Email Security	Not Included			
COLT IP Mail	Not Included			
COLT IP Web	Not Included			
COLT IP Domain	Not Included			
COLT IN Services	Not Included			
COLT FAX Divert	Not Included			
COLT Conferencing	Not Included			
COLT IP Guardian	Not Included			
COLT Managed CPE	Not Included			
COLT Managed Dedicated Firewall	Not Included			

Please refer to the Order Number in the table above, when you contact us for the services listed above.

＊ Please note that the Service Delivery Confirmation for COLT Conferencing and COLT IN Services
   will be done via a separate letter.

Service Details for Order Number:	100602098
Ordering Customer:	FUZER SA
Colt Account Executive:	Botos,Dimitri
Circuit Reference No.:	BRU/BRU/IA-172293

Service:	COLT IP Access, 40 Mbps, Managed CPE, Flat Rate, Fibre, Ethernet over MSP, 100 Mbps, 10/100BaseT, RJ45
Completion Date:	24 April 2017
Billing Start Date:	24 April 2017

Site Details:
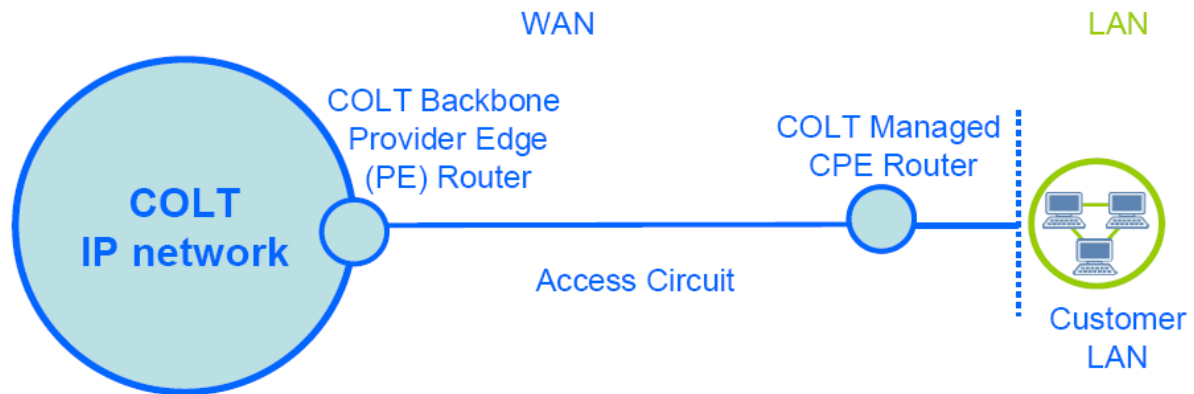
Site Name:	NICKEL INSTITUTE
Site Address:	Rue Belliard 12 1040 Bruxelles BELGIUM
Site Contact Person:	Jeroen Van Hecke jvanhecke@nickelinstitute.org 022903204
Technical Contact:	DHR JAN MEVIS +32-478213400
Service Location:	BRU0000111777/001 CAB_002946 CPEBE_BRU003004_0_GE 0/0

Voice Details:

DDI:	+32 - 2 - 2903200 (2903200 to 2903299)

IP Access Service
BRU/BRU/IA-172293

WAN

LAN

COLT Backbone
Provider Edge
(PE) Router

COLT Managed
CPE Router

COLT
IP network

Access Circuit

Customer
LAN

1. Customer Name
Escaux NV

2. Order Number
141202632

3. OCN
3834859

4. Circuit Reference
BRU/BRU/IA-172293

5. Service
IP Access

6. CPE Router
COLT Managed CPE Router

7. IP Bandwidth
40 Mbps

8. WAN IP Details	
WAN Interface on COLT PE:	ge-11/0/3.14
WAN Interface on COLT CPE:	GigabitEthernet0/1
Network Address:	213.246.228.40
WAN (CPE Router side):	213.246.228.42
WAN (COLT backbone side):	213.246.228.41
Sub-net mask:	255.255.255.252

9. LAN IP Details

LAN Interface on CPE:	GigabitEthernet0/0 (Speed = 100 Mbps / Duplex = Full)
Customer Range:	62.72.122.32 - 62.72.122.39
Network Address:	62.72.122.32
Broadcast:	62.72.122.39
Sub-net mask:	255.255.255.248
Gateway Address:	62.72.122.33
Usable IP's:	All except Network Address, Broadcast and Gateway

-

	Gateway	Destination	Network Mask	Metrics
Static Routes:	213.246.228.42	62.72.122.32	255.255.255.248	-
	213.246.228.42	62.72.122.32	255.255.255.248	-

Additional IP Address Ranges:	-
CPE Loopback Address:	213.246.228.42
Virtual / HSRP Address:	-
2nd / Standby Address:	-
Customer AS Number:	-
COLT AS Number:	8220

10. NAT Details

Static NAT:	-
Dynamic NAT:	-
Inside Interface:	-
Outside Interface:	-
Static NAT Mapping Table:	-
Dynamic NAT Mapping details:	-

11. Customer Readonly SNMP

-

12. DHCP Servers

-

13. Configuration Remarks

-

14. COLT SMTP Server

smtp.colt.net

15. COLT Domain Name System

Primary DNS:	212.35.96.66
Secondary DNS:	212.35.96.98

16. Layer 2 Protocol

802.1Q

17. COLT Website

http://www.colt.net

18. Customer Portal and Reporting

http://portal.colt.net

Username:	090303364@escaux.com
Password:	Contact Technical Support for Password
Username:	aca@escaux.com
Password:	Contact Technical Support for Password
Username:	adu@efficy.com@escaux.com
Password:	Contact Technical Support for Password
Username:	alain.collard@escaux.com
Password:	Contact Technical Support for Password
Username:	arbakam@escaux.com
Password:	Contact Technical Support for Password
Username:	artecom@escaux.com
Password:	Contact Technical Support for Password
Username:	be.csc.faults@colt.net@escaux.com
Password:	Contact Technical Support for Password
Username:	bertrand.goumand@escaux.com
Password:	Contact Technical Support for Password
Username:	BREEDSTRAET@escaux.com
Password:	Contact Technical Support for Password
Username:	BRU-BRU-IA-111714@escaux.com
Password:	Contact Technical Support for Password
Username:	BRU_INTBE_004271@escaux.com
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Username:	CAMERO@escaux.com
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Username:	COLT/BRU-INTBE_GNE004271@escaux.com
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Username:	rajesh123@escaux.com
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Username:	sab@escaux.com
Password:	Contact Technical Support for Password
Username:	selectum@escaux.com
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Username:	support.partner@escaux.com
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Username:	swing@escaux.com
Password:	Contact Technical Support for Password
Username:	tvdschrieck@escaux.com
Password:	Contact Technical Support for Password
Username:	TYCOFIRE@escaux.com
Password:	Contact Technical Support for Password
Username:	Vincent.Beyaert@escaux.com
Password:	Contact Technical Support for Password

Colt Fault Reporting Procedures

The Colt Help Desk provides 24-hour customer support, seven days a week. We are staffed with individuals ready to respond to all customer fault issues.

Should you discover a problem, the instructions below may be of help prior to calling the Help Desk:

- Ensure that all connections are properly made including any power connections.
- Ensure your internal wiring is OK.
- Ensure any non-Colt maintained equipment is working correctly.
- Record the status of any visible indicators on the Colt equipment - the Fault Help Desk may ask for details.

The following information will assist in efficient diagnosis and resolution of the fault

- The Colt Circuit Reference Number / Order Number, found labelled at your point of Presentation or on your Completion of Service installation/Modification Document.
- The name and details of the person who will be the contact while we are diagnosing the fault and a contact with whom we can test the circuit.
- Details of the fault.

0800 50704

be.helpdeskcsc@colt.net