

Fuzer
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BELGIUM

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

Colt.net/CustomerService

Colt.net/OrderStatus

4 July 2017

Order Number: 170604206
Colt Customer Number: A0185985
Colt Billing Reference No.: 154428
Trunk Group ID:

Dear Sir/Madam,

Colt Promise Date Notification - New Order - COLT IPVPN Corporate Plus

We are pleased to be able to confirm that your order has been accepted and is being processed.

The costs for the ordered service are:

One off Installation Charge: Euro 350.00 (excl vat)

Monthly Rental Charge: Euro 100.00 (excl vat)

Your Colt Promise Date for installation is 8 August 2017, but please be aware that if you request any changes to this order we will assess the impact of these, which may then result in changes to the Colt Promise Date.

Unless you have agreed otherwise in writing, the Standard Terms & Conditions and Service Level Agreements of Colt Telecommunications apply.

We would usually need access to each site to be able to install the service and will notify you either by telephone or e-mail in advance of each visit. Please would you inform your contact person at each site of the planned installation date to ensure that the Colt engineers will be guaranteed access.

In the meantime, if you have any questions please do not hesitate to contact **BE OPS OM, +32 2 790 1615, beopsordermanagement&sdcoordination@colt.net** quoting the reference number above.

Thank you for doing business with Colt.

Yours faithfully,
Coordination Team
Service Delivery

Service Details for Order Number: 170604206
Ordering Customer: Fuzer
Colt Account Executive: INB-BRANDED-FRANCHIS
Service ID: IPC03415
Circuit Reference/Service Reference: QNM/BRU/IA-205301
Service: COLT IPVPN Corporate Plus, 2 Mbps/2 Mbps 1:1, Mesh Access, wDSL, Ethernet, VDSL2

Site Details:

Site Name:	SIA Architecture
Site Address:	Avenue des dessus de lives 6 5101 Loyers BELGIUM
Site Contact Person:	FUZER OPERATIONS 027887430 project@fuzer.net
Technical Contact:	Mr Rossion 81323170
Floor/Room:	G / IT

How Colt Shall Install Your New Service

This document describes typical processes for Colt installing a new service. Please take time to read this as there may be some steps that you can take to help Colt deliver your new service as quickly as possible.

General Note Concerning Site Access and Site Surveys

To help complete service and installation work as quickly as possible, please ensure that Colt is notified at an early stage if you have any requirements for advanced site access notification.

It shall also aid Colt if site contacts for survey and installation are informed in advance, and that they are familiar with the site and empowered to make decisions regarding cable routes and equipment location.

Installations in Buildings that are Being Connected to the Colt Network for the First Time

When Colt is connecting to a building for the first time, a Wayleave must be obtained from the building landlord. This allows Colt to drill into the building and to install cabling and equipment. Colt may also need to obtain Local Authority approval for any street works or road closures necessary to extend fibre cabling to your building. As the duration of these approval processes are difficult to predict, we initially set the delivery lead-time for your order to 90 working days and issue you with an estimated completion date based on this lead-time. This is to give you an initial estimate of when your service is likely to be installed.

During the initial stages of the order, you may be contacted by Colt to arrange a visit to survey the site and to agree points of cable entry into the building, internal cable routes and the most suitable locations for the Colt cabinet and equipment.

Once Colt has obtained the necessary approvals, Colt contractors shall complete construction including any excavation required to connect the Colt fibre network physically to your site and to diamond-drill into your building. Within a few days of the construction work having been completed, Colt will provide you with a date when Colt will guarantee to have completed your order (Colt Promise Date); this is based on the product lead-time starting at completion of construction. Please refer to relevant product SLA information for details of target lead-times.

On completion of construction, Colt shall need to make further site visits as follows:

- Colt cabling contractors to deliver the cabinet and other equipment to site and to install both external and internal cabling
- Colt technicians to complete installation and to carry out testing of the service

Installations at Buildings Connected Using Other Licensed Operators

In some instances, Colt uses Other Licensed Operators (OLO) to provide connectivity to buildings. If this is the case for your installation, you will have been informed at the quote stage. Where OLO connectivity is used, delivery lead-times are dependent on the lead-time and contractual delivery date offered by the OLO. It should be noted that for some services, some OLOs take a number of weeks to deliver the connectivity. In this case, Colt initially issues an estimated completion date, followed by confirmation of the delivery date (Colt Promise Date) once a firm completion date has been provided by Colt's OLO supplier.

When Colt uses an OLO to supply connectivity, all initial contact for site survey and installation shall be directly from the OLO supplier; the OLO supplier shall advise that they are working on behalf of Colt.

Depending on the service that you have ordered, there may be a need for Colt to install cabling and equipment, in addition to that installed by the OLO supplier. In this case, Colt shall also need to arrange site visits as follows:

- Colt contractors to carry out a site survey
- Colt cabling contractors to deliver the cabinet and other equipment to site and to install both external and internal cabling

- Colt technicians to complete installation and to carry out testing of the service

Installation at Buildings Already Connected to the Colt Network

If your new service is to be provided in a building where the Colt network is already connected and is to be presented at equipment already installed in an existing Colt cabinet, a single site visit may be required by the Colt installation technician to complete final installation and testing.

If your service is required at a new location within a connected building, there may be a need to arrange additional site visits to survey cable routes and equipment locations, and for Colt contractors to install cabling and equipment.

Service Handover

When the service has been installed and tested, Colt shall issue you with a Service Delivery Confirmation that shall provide the detailed information about your service and contact information for fault reporting.

Customer Service

A team of Order Management Specialists/Service Delivery Co-ordinators shall track progress of your installation and shall contact you if any problems are encountered where we may need your help or if there are any delays to the installation.

If at any time during the installation process you have questions or concerns, please do not hesitate to contact our Customer Service Centre using the details supplied on your Order Acknowledgement or Order Confirmation Letters.