How to do business with Proximus Carrier & Wholesale division

Regulated Products & Services

Bitstream & Colocation

Date   **12/11/2018**
Sensitivity   **Unrestricted**
E-mail   **wholesale@proximus.com**

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Proximus PLC under Belgian Public Law, Bd. du Roi Albert II 27, B-1030 Brussels, BelgiumVAT BE 0202.239.951, Brussels Register of Legal Entities, Giro BE50 0001 7100 3118 BPOTBEB1

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Document history

Version	Author	Description
1.0	CWS	Initial version
2.0	CWS	MSO version

1. General information Proximus Carrier & Wholesale

The Proximus Carrier & Wholesale (CWS) division is part of the Proximus Group and delivers services to other licensed operators on the Belgian market. The CWS division is separated from the Consumer Business Unit (CBU) and the Enterprise Business Unit (EBU) by means of a strict "Chinese Wall" policy.

1.1 Mission statement

CWS wants to be the preferred business partner of Telecommunications Service Providers. Focusing on you is at the center of the CWS vision. We do not just wait for operators to ask us for our services. We work to provide new services and applications which can help operators exploit the full potential of the technology and capacity we are constantly developing. This requires a close relationship and understanding of our customers and their needs - now and in the future.

1.2 Organization

Your primary point of contact for starting up business is the Sales team. You can always contact them at wholesale@proximus.com.

2. General product information Proximus

General product information can be found on the website www.proximuswholesale.be.

Proximus offers commercial Voice, Connectivity, Access, Innovation, Mobile and Roaming solutions.

More information about the regulatory services (which are subject to BIPT approval), can be found in the sub-sections "Regulated Services" present under the sections Voice, Access & Connectivity. Here you can find the Reference Offers describing the terms, conditions and technical specifications under which other operators in Belgium may use the national network to provide services to End-Users.

In case you require specific explanations on the offer content, we can organise a meeting with Proximus specialists (Product Management and/or Customer Care service) to clarify the technical and operational aspects of our products. Please note Proximus has the right to charge a start-up fee of 108,48 € per hour per Proximus person and this until the first ordering or installation.

After signing a contract, you will get access via secured login to the "My Personal Page" sections. This section contains specific information for the products you want to order.

3. Contractual aspects

The CWS sales team will be your prime contact for contract negotiations. The contractual documents for regulated business are available on the Proximus Wholesale public website. Please note that Financial Guarantees need to be agreed upon prior to launching the business.

4. Starting up the business

4.1 Ordering

Proximus developed secured GUI and SOA interfaces (XML based) ordering flows for regulated BRUO & Bistream products. Full details are available on the personal page in the MSO User Guide. Please contact your sales SPOC who will facilitate in case you have trouble finding or understanding these documents.

As soon as you are ready to perform some tests, Proximus will organize a User Acceptance test to test the order flow between both companies.

4.2 Network implementation

The pre-provisioning of the network consists out of all physical elements needed to prepare the network for End-User orders. This can be colocation, power, tie-cabling, access lines, shared VLANs… To facilitate the pre-provisioning, you will be assigned a SPOC. This SPOC is your Pre-Sales Manager; he will help you with all the aspects needed to successfully setup your network.

4.3 Tools

Proximus offers several tools in order to facilitate doing business with us. Some of these tools are generic and available on the Proximus Wholesale public website; some are related to specific products and are as such available on the "My Personal Page" section. You can register for the different tools via a link on the public website:
https://www.proximus.be/wholesale/en/id_f_register_form_eservices/public/wholesale/form/register-for-e-services.html

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4.4 FUT support

In order to facilitate the first End-User orders for BRUO or Bitstream, a "Service Manager" will be at your disposal during the first month to help you with the first orders in babysitting mode. After successful implementation the SM will do a hand-over to the CWS Customer Account teams.

4.5 Communication

Proximus communicates product updates and/or operational process changes via the "CWS Flash": an electronic (mail) message containing all relevant info. All flashes are also available on the "My Personal Page" section of the Proximus website. It is recommended to carefully read the flashes we sent; in case of major changes, you will be pro-actively contacted.

Proximus communicates performance or availability issues with the IT tools through the "SIF" process: an electronic (mail) message is sent to notify you about the impacted service & the latest status.

5. Customer Care

5.1 Fulfillment for BRUO & Bitstream End-User lines

Proximus CWS installed a regulated provisioning helpdesk. This helpdesk can be contacted in case of provisioning issues with End-User orders via:

- Mail: llu.car@proximus.com
- Phone: +32 78 152 232

All questions with regards to provisioning of individual End-User lines are to be addressed to this helpdesk. An escalation matrix is foreseen (see below).

5.2 Assurance for BRUO & Bitstream End-User lines

Proximus CWS installed a regulated repair helpdesk for repair issues with End-User orders. This helpdesk can be contacted via:

- Mail: 080093122@proximus.com
- Phone: 0800 93 122
- ServiceNow: an online tool to open and follow up on repair cases

All questions with regards to repair of individual End-User lines are to be addressed to this helpdesk. An escalation matrix is foreseen (see below).

5.3 Colocation issues

In case you want to report an issue in a colocation site of Proximus, you can:

- Inform the Securitas agent that accompanies you
- Inform the colocation SPOC of CWS: Sébastien Reginster via Preprovisioning@proximus.com

5.4 OLO Application Support (24/7):

The intake of IT issues for business critical systems is available on a 24/24H – 7/7D basis through one single number. Proximus ensures prompt follow-up and notifies the Beneficiary on the status of the reported IT issue.

Non-business critical systems will also benefit of the same process during business hours. Moreover, Proximus will pro-actively notify the Beneficiary of outages that affect the tools he uses as soon as they are detected by the monitoring systems.

This pro-active notification will happen on a 24/24H – 7/7D basis for business critical systems and during business hours for non-business critical systems.

A specific escalation matrix is available to make sure that the IT issues are addressed in due time.

5.5 Escalation matrix

An escalation matrix for provisioning, repair, billing, collecting, sales and product management is available on the "My Personal Page" section.

5.6 Structural issues/Quality meetings

Proximus offers the possibility to organize Quality Team Meetings (QTM) to discuss operational issues & identify improvements. In case of structural issues (high volume and/or very complex), you can contact a "Service Manager" who will analyze and provide feedback.

6. Billing & payments

6.1 Dispute handling

Invoice disputes can be sent to cws.billing@proximus.com. Please note that we expect a clear description of the disputed amount and dispute reason. All disputes will be logged and answered within a reasonable delay.

6.2 Payments

Proximus expects payments according to the agreed contractual terms. If not applied as such, we will use the financial guarantee and/or will be obliged to take other operational measures, as specified in the concerned signed agreements

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