



Solution domain

## CHANGE REQUEST FOR MODIFICATION WITHOUT IMPACT ON RENTING FEES

Date	06/12/2015
Sensitivity	Choose from list
Our reference	<a href="#">Click here to enter text.</a>
Contact	<a href="#">Click here to enter text.</a>
E-mail	<a href="#">Click here to enter text.</a>

## CHANGE REQUEST FOR MODIFICATION WITHOUT IMPACT ON RENTING FEES

mailto: ict-servicedesk@proximus.com

### 1. IDENTIFICATION OF REQUESTOR (Site contact)

Company name:.....  
 VAT:.....  
**DSID** (Mandatory): .....  
 Tel (Mandatory): .....

### 2. DESCRIPTION OF THE REQUESTED MODIFICATION

Applicable domain for the Change Request:

- ☐ Explore Connectivity (\*)  
☐ Explore Security (\*)  
☐ Explore Smart Networking (STAR): detailed report analysis

(\*) Mandatory: Fill in your detailed request on the next page(s)

For other requests, we invite you to contact your account manager.

For LAN ICT, and Unified PABX we invite you to request your change via ICT Self-Service Portal.

For PABX type Forum 3xxx, Forum 5xxx, Forum 700 we invite you to request your change via 0800/44500.

Since changes might affect the internal network, we request to select a timeframe in advance and fill in the technical contact.

### 3. REQUESTED IMPLEMENTATION TIMING

Please indicate your choice:

- ☐ Before end of the next business day  
☐ Specific date **during** business hours (\*): .....  
 Specific hour (optional) (\*): .....  
☐ Specific date **outside** business hours (\*\*): .....  
 Specific hour (optional) (\*\*): .....

(\*) Specific date/hour **during** business hours only possible if the change is requested 24 hours in advance.

(\*\*) Specific date/hour **outside** business hours only possible if the change is requested 5 business days in advance.

- If no choice is indicated the implementation will be done by the next business day – 16h30.
- If a specific date is indicated without specifying the hour, the implementation will be done the requested date between 08h00 and 16h30.

### 4. GUARANTEES IMPLEMENTATION TIMING

Implementation the next business day – 16h30: If the request takes more than 1/2 hour to implement or is related to more than one site, the implementation will be done within 5 working days.

Implementation on the requested date/hour: if the request is made at least 24 hours /5 business days in advance.

### 5. RATES

Implementation	Remote implementation	Intervention on site
08h00 – 16h30 working days	€50 per 1/2Hour	+ €248
16h30 – 08h00 or non-working days	€250 flat rate + €130 per hour	€640 flat rate

ex. VAT

- A minimum of 1/2 hour is charged for Proximus managed routers and firewalls.
- A minimum of 2 hours is charged for modification on non Proximus managed routers.
- When specifying a specific date/hour a flat rate of €40 will be added.

The change rate will be added to the invoice of the requester (site).

If the requested change has an impact of the renting fee, we will ask you to contact your account manager to receive a quotation.

### 6. AGREEMENT BY TECHNICAL RESPONSIBLE

The technical contact will be called before the start and at the end of the works in order to confirm. If the technical contact is not reachable, the requested works will be rescheduled or cancelled.

Date: .....

Location: .....

Name of technical responsible: .....

Contact number of technical responsible: .....

E-mail address of technical responsible (mandatory): .....

**Proximus has the right to refuse the change in case the requester is not known as a technical responsible in our databases. An automatic reply of the request will be sent to the technical responsible to avoid fraud.**

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Or even easier, use our web form with Proximus e-Troubleshooting.

To request an access to the MyProximus website, please contact 0800 55 301 (MyProximus desk) or your Account Manager.



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To speed up the implementation process please complete the form below with the details of your request.

### EXPLORE CONNECTIVITY

Modification on the "WAN" side of the connectivity request a modification on the monthly fee and are not to be requested using this document, please contact your account manager for a quotation. Change(s) will be only accepted for the following options:

☐ LAN IP range

☐ Configure a secondary private LAN range

New private secondary LAN range:

.....  
Secondary default gateway (LAN IP router) and subnet mask:

.....  
New VLAN ID if needed:

.....  
Other information:

☐ Adapt actual private LAN range

Actual and new private LAN range:

.....  
Default gateway (LAN IP router) and subnet mask:

.....  
Other information:

.....  
Port forwarding table below if port forwarding exists:

External port	Internal IP address	Internal port	Protocol

☐ Remove an existing LAN range

LAN range that need to be removed:

☐ Other: please explain:

☐ Port forwarding (individual or full)

☐ Activate all port forwarding (full nat)

Internal IP address:

☐ Deactivate all port forwarding (full nat)

☐ Activation of specific port(s):

External port	Internal IP address	Internal port	Protocol

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☐ Deactivation of specific port(s):

External port	Internal IP address	Internal port	Protocol

☐ Other: please explain:

.....

☐ Routing

☐ Add or adapt route(s)

IP range(s) that need to be routed:

.....

VRF name (or RD) if several exists:

.....

☐ Remove route(s)

Route that need to be removed:

.....

☐ Other: please explain:

.....

☐ DHCP

☐ Add or adapt DHCP server on existing LAN Range

Range of IP wanted for DHCP:

.....

Default gateway:

.....

DNS server(s):

.....

Other option(s):

.....

☐ Remove existing DHCP server

If several DHCP configurations exist, please provide us the LAN range that needs to be removed:

.....

☐ Add or adapt remote DHCP (IP Helper)

IP address(es) of the remote DHCP server:

.....

☐ Remove remote DHCP (IP Helper)

If several DHCP remote addresses are configured, please provide us the IP address(es) that need to be removed:

.....

☐ Other: please explain:

.....

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### ☐ Access-list

#### ☐ Add a new access-list

Details to create the access-list:

.....  
 .....

LAN interface where it has to be implemented:

.....

#### ☐ Remove an existing access-list

Access-list id or other information to identify the access-list:

.....  
 .....

#### ☐ Other: please explain:

.....

☐ Application mapping on an existing QOS configuration: Only adaptation of rules on the existing class will be accepted  
 For adaptation of the % allowed for the voice queue, add a new class, ... please contact your account manager.

.....  
 .....  
 .....

## EXPLORE SECURITY

### ☐ E-payment

#### ☐ Activation of e-payment

#### ☐ Deactivation of e-payment

### ☐ Port forwarding

#### ☐ Activation of specific port(s):

External port	Internal IP address	Internal port	Protocol

#### ☐ Deactivation of specific port(s):

External port	Internal IP address	Internal port	Protocol

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☐ Other: please explain:

.....

☐ Firewall Policy

☐ Activation of specific policy:

Source	Destination	Service (Port)	Protocol

☐ Deactivation of specific policy:

Source	Destination	Service (Port)	Protocol

☐ Other: please explain:

.....

☐ URL Filter

☐ Activation of specific Filter:

Concerned website: .....

Desired behaviour: .....

☐ Deactivation of specific Filter:

Concerned website: .....

Desired behaviour: .....

☐ Other: please explain:

.....

☐ Teleworker

☐ Activation of specific teleworker:

Username: .....

☐ Deactivation of specific teleworker:

Username: .....

☐ Change of teleworker configuration: please explain:

.....