

Glossary

Activation Date

Date on which the contracted Products and/or Services are made available to the Customer and on which the operational and functional services become effective.

Affiliate

Legal persons over which the Customer has de facto or de juris control.

The Customer shall be deemed to exercise “de jure control” over a legal person where, directly or through a legal person which it controls, it:

- holds more than half of the voting rights attaching to the shares, capital or partnership rights of this legal person; or,
- has the right to appoint or dismiss the majority of the directors or managers of this legal person; or,
- has power of control, pursuant to the articles of association of the legal person concerned or agreements concluded with the latter.

The Customer shall be deemed to exercise “de facto control” over a legal person if, in the last two annual general meetings of the legal person concerned, the Customer has exercised, directly or through a legal person which it controls, voting rights representing more than half of the votes attaching to the securities represented at these meetings.

Alert

A warning that a threshold has been reached, something has changed or a failure has occurred.

Application Software (or Application)

Software that provides the functions that are required by a Service. An Application may be part of more than one Service and runs on one or more systems.

Assessment

Inspection and analysis to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met.

Asset

Any resource or capability that could contribute to the delivery of a Service. Assets can be management, organization, process, knowledge, people, information, Applications, Infrastructure or financial capital.

Availability

Ability of a Service or Configuration Item to perform its agreed function when required. Availability is usually calculated as a percentage. This calculation is often based on agreed service time and downtime.

Business Day

Every day except Saturdays, Sundays and Belgian public holidays unless otherwise specified in the Agreement.

Business Hours

Hours between 08:00 and 18:00 CET/CEST on any Business Day, except where explicitly mentioned otherwise in the applicable Contractual Service Description.

Calendar Day

Any day of the Gregorian calendar.

Capacity

The maximum throughput that a Product or Service can deliver while meeting agreed service levels. Capacity may, for example, be the size or volume of a disk drive.

Carrier Preselection

Automatic routing of calls to alternative telephone operators with no need for a special code or equipment.

Client Software

Software which is installed on a device, which allows the device to access or use the Services or the functionalities.

Closed User Group (CUG)

CUG is a pricing option that gives advantageous rates for intragroup texting and calling to the phone numbers that are part of the same group.

Confidential Information

Any information disclosed by the Parties under the Agreement that is specifically marked as being confidential and any information which the other Party should be reasonably held to be aware of the confidential nature provided by one of the Party to the other. The following is not considered Confidential Information (i) information rightfully in the receiving party's possession or known to it prior to receipt of such information from the disclosing party; (ii) information which was rightfully disclosed to the receiving party by another person; (iii) information which is part of or enters the public domain without any improper action or inaction by the receiving party; and (iv) information which is independently developed by the receiving party. The receiving party bears the burden of proving that the information falls within any of the categories described by clauses (i) through (iv) above.

Configuration Item

Product or Asset on which configuration handling activities can be done. The Configuration Items are specified in the applicable Contractual Service Description.

Connection

Any communication link which is obtained pursuant to the Agreement and which is used to connect elements or sites to each other or to the Proximus network.

Custom Change

A Custom Change is any Change which is not included in the standard change catalogue.

Customer

Natural person or legal entity that acquires Products and/or Services from Proximus.

Customer Content

Customer Content means the content (data, files, photos, sound, text, inserted hyperlinks, databases, software, operating systems, internal network configuration etc.), the Customer has placed in its Cloud environment made available by Proximus in the framework of the Service or which are displayed, uploaded, exchanged or transmitted as part of or through the Service.

Customer Premises Equipment (CPE)

Terminal Equipment.

Dashboard

Support tools representing all information required for the company's management in a clear and structured way.

Emergency Fix

A special kind of updates are the emergency fixes, normally containing the corrections to a small number of known problems.

Encryption

A system of coding that helps prevent access to private information on computer networks or on the Web.

End user

Natural person who ultimately uses or is intended to ultimately use the Product or Service.

Environment

A subset of the IT infrastructure that is used for a particular purpose – for example, live environment, test environment, build environment. Also used in the term 'physical environment' to mean the accommodation, air conditioning, power system etc. Environment is used as a generic term to mean the external conditions that influence or affect something.

Firmware

Software embedded in the Product which cannot be modified by the Customer nor the End user. It does not include configuration settings or data provided by the Customer and/or End user.

Hardware

The physical (elements of a) computer system. These can be mechanical, magnetic, electronic

or electrical. Examples are: a CPU, disk drive, keyboard or screen.

Heating, Ventilation and Air Conditioning (HVAC)

Technology of indoor or automotive environmental comfort based on the principles of thermodynamics, fluid mechanics, and heat transfer.

Incident

An unplanned interruption to a Service or a reduction in the Quality of a Service. Failure of a configuration item that has not yet impacted Service is also an Incident.

Information and Communication Technology (ICT)

Technology domain covering the storage, retrieval, manipulation, transmission or reception of digital data.

Initial Date

Date on which the Agreement enters into force.

Interactive Voice Response (IVR)

A form of Automated Call Distribution that accepts input of the caller to identify the correct destination for incoming calls.

Internal Cabling

Cable closet, patch panels, patch cables, patch distribution cables, distribution cables, wall sockets and any other material necessary between the data center / End user equipment of the Customer and the Site Terminal Equipment.

Invoice

The document referred to as the invoice or any other document by which Proximus claims payment of its Services/Products or collects, in the name and on behalf of third parties, the amounts related to the services/products of such third parties.

Key Performance Indicator (KPI)

Metric that is used to actively manage and report on a Service. Many metrics may be measured, but only the most important of these are defined as KPIs.

Line Equipment

The equipment of the Proximus infrastructure that is required to establish a connection with the Terminal Equipment on the Customer Site.

Mean Time Between Failures (MTBF)

Average time that a Product can perform its agreed function without interruption.

Mean Time To Repair (MTTR)

Average time taken to repair a Product after a failure.

Mean Time To Restore Service (MTRS)

Average time taken to restore the Service after a failure.

Mobile Subscriber Integrated Services Digital Network Number (MSISDN)

Unique number identifying a subscription on the Proximus mobile network.

Monitoring

Continuous or repeated observation of a Configuration Item, service or process to detect events and to ensure that the current status is known.

On-demand Support

On-demand Support means specific support which is not covered by the Agreement. Proximus will assess, at its own discretion, the technical and commercial feasibility of the Customer's request and will communicate its feedback to the Customer as soon as possible. Proximus may reject the Customer's request if for instance technologies are not supported by Proximus or if implementation takes more than 2 Business days. When Proximus accepts to perform the requested On-demand support, the Customer signs the Service Request Form. The On-demand Support is then activated. The On-demand Support is charged against a fixed "start-up" fee and a recurrent "time & material" fee.

Operating System Software

Software that manages a computer's resources, performing basic tasks such as allocating memory and allowing computer components to communicate. Networking functionalities are considered to be part of the Operating System.

Parties

Proximus and the Customer

Party

Proximus or the Customer

Planned Downtime

Agreed time when the Service may not be available due to maintenance, upgrades, testing, etc.

Planned Maintenance Work

Maintenance activities performed by Proximus according to a predefined schedule. This schedule can be documented in the Contractual Service Description or can be communicated to the Customer upfront.

Product

Software and/or Hardware rented, sold or licensed to the Customer under the Agreement.

Project

A temporary organization, including people and other assets required to achieve an objective or other outcome. A Project has a lifecycle that typically includes initiation, planning, execution and closure.

RACI

Model used to help define Roles and Responsibilities. RACI stands for Responsible, Accountable, Consulted and Informed.

Resolution

Action taken to repair the root cause of an Incident or problem or to implement a Workaround.

Response Time

Time within the Service Window between the registration of an Incident and the start of the Proximus activities.

Root Cause

The underlying or original cause of an Incident or problem.

Root Cause Analysis (RCA)

Identification of the Root Cause of an Incident or problem.

Server

A computer providing services to other computers over the network. The other computers are known as clients.

Server software

Software which is installed on a server and that provides services or functionalities.

Service

Activities performed by Proximus for the benefit of the Customer to meet its obligations under the Agreement.

Service Component

Logical set of Products and/or activities performed by Proximus as part of the Service. Service Components are typically combined into Service "Flavors", some being included in the standard Price, others being optional.

Service Flavor

Fixed combination of default and/or optional Service Components offered by Proximus as a standard variant of a Service.

Service Window

The period in which the SLA is applicable.

Single Point Of Contact (SPOC)

Person or organization providing a single, consistent way to communicate with other parties.

Single Point Of Failure (SPOF)

Part of an ICT infrastructure which, if it fails, will stop the entire infrastructure to achieve its objective.

Site

Location where Proximus supplies the Products and/or Services to the Customer.

Site Survey

An inspection of the Customer Site to ensure it is ready to accommodate for Products/Services, to gather information for a design and to identify risk areas and necessary improvements prior to proceeding with the installation of the Products.

Software

Machine readable (object code) version of the computer program, any copy and associated

documentation. Software may be an Operating System Software, Firmware or Application Software.

Software Bug

Demonstrated difference between the actual behavior of Software and the specifications given by the Software manufacturer. Produces an erroneous result when the correct data is introduced in the correct manner and can be reproduced.

Standard Change

A Standard Change is a change where the impact on the Customer business is known in advance.

Standard Changes are categorized and listed together in the standard change catalogue available via the Self-Service Portal, from which the Customer can choose, or listed in the Contractual Service Description.

Trademark

All trademarks, service marks, commercial names, logos or other words or symbols referring to the Products and/or Services or business activities of Proximus or its suppliers.

Trouble Ticket

Record containing information about an Incident or request that has been reported by the Customer and on which Support Team(s) are working.

Update

Sometimes also called 'minor release', a software update updates a major version of software, but does not upgrade it to the next major version. Software updates normally contain small enhancements and fixes, some of which may have already been issued as emergency fixes. An update or release usually supersedes all preceding emergency fixes. Software updates are typically made available via download from the software supplier. For example, Windows 7 Service Pack 1 is an update of Windows 7.

Upgrade

Sometimes also called 'major release', a software upgrade means a major, stand-alone version of a software product, usually purchase. Software upgrades normally contain large areas of new functionality. An upgrade usually supersedes all preceding updates, releases and emergency fixes. For example, Windows 10 is an upgrade from Windows 8.

Workaround

Way of reducing or eliminating the impact of an Incident or problem for which a full resolution is not yet available.