

What you need to know

You ordered hardware with Managed Services? We will inform you about the installation date. The installation will be performed by an edpnet technician. Before arriving, the technician will call the telephone number provided during the ordering process. After successful closure of the installation, your connection will be pro-actively monitored. Whenever an incident is detected on your connection, edpnet will do the necessary steps to solve this.

IMPORTANT:



It is very important that you know what to expect, and what not to expect. As well as what we need to do and of what to think of beforehand. May we ask you to read this document carefully (you can print it out and keep it in a safe place (n_n). As they say, good agreements make good friends.

What do you need to do BEFORE the installation

- ✓ To provide us with the necessary practical details, like:
 - The best way to access your location;
 - Availability of parking, as close to your premises as possible;
 - The name and (mobile) telephone number of the on-site contact person.

IMPORTANT:



If the on-site contact person differs from the contact person mentioned during the order, you need to inform edpnet before the installation date.

- ✓ Since the 2 working hours' time slot starts as soon as our technician makes the first contact (rings the bell, enters a gate, opens the door of the building ...):
 - Take the necessary precautions in case our technician must pass a security check so that no valuable time is being lost. If a security badge is needed, make sure that this badge is available for our technician.



- Make sure that the on-site contact person:
 - 1) is available at all time during the day of the installation at the telephone number provided during the ordering process.
 - 2) is immediately available upon the arrival of our technician so that that no valuable time is lost.
 - 3) knows exactly:
 - what has been agreed the edpnet technician has to / will do;
 - where it has to be done;
 - that no other tasks (not included in the Managed Services installation) will be performed by the edpnet technician.
 - 4) has immediate free and unlimited access to the following technical areas:
 - in case of xDSL, the Proximus entry point, being the exact point where the Proximus copper pairs (lines) enter the building;
 - in case of xDSL, where the Proximus technician has placed the NTP2007 outlet (when a telecom installation is already performed as a part of the Managed Services Installation);
 - junction boxes in the internal cabling;
 - all other technical areas where we need to connect your hardware.
 - 5) has full access to a PC or laptop:
 - provide him with the administrator login information;
 - make sure the PC / laptop is functioning properly and is already booted up.

- in case of xDSL, nothing is blocking the Proximus entry point (e.g. furniture, boxes ...) nor any other spot our technician has to perform work.

- ✓ Per device to be installed, there is a free and accessible 230 V wall socket available within 1 meter of where you would like to have the edpnet hardware placed.
- ✓ It has already been decided on where you want to have the hardware installed and that our technician is informed upon his arrival:
- The modem should be placed as close to the Proximus entry point as possible.
- The necessary cabling is in place between your PC / laptop and the exact place where you want the edpnet modem installed.



IMPORTANT:
Internal cabling is 100% a customer responsibility and will NOT be done by edpnet.

- ✓ To let us know in advance in case you would have specific:



- Configuration requirements: adaptation of the standard gateway, port forwarding, ...

Attention: the edpnet technician will perform the configuration to his best ability, meaning that the edpnet technician won't come back on-site if you forgot to make such request or in case something is not working properly.

- Extra installation requirements that are not included in the Managed Services installation and that will be charged extra: extra PC(s) or laptops, VoIP telephone(s), additional cable, ...

¹ A **wrongful intervention** is any work performed by the edpnet staff, remote or on-site, that proves to be useless as a result of customer's fault or default. Following the general terms and conditions, the customer will be charged €123,14 VAT excl. / €149 VAT incl. for any wrongful intervention.

IMPORTANT:



In case the technician cannot start with the installation for any reason whatsoever, like not being able to reach somebody via the contact telephone number, nobody being present or available at the moment of his arrival on site, no identification on the door bell, no access to a location, being denied permission to perform necessary works at a location ...

- He will leave.

- The "Managed Services installation" will then be treated as a **wrongful intervention** ¹, and charged likewise.

- A new appointment date will have to be set

- The DSL service will be activated with a delay.



xDSL INSTALLATION: What is included

IMPORTANT:

If the new xDSL connection needs to be activated on the copper pair of your current xDSL subscription, you need to take a downtime into account,

- + If required, an installation of an NTP2007 outlet at the Proximus entry point.



NTP2007 built-in model

NTP 2007 built-up model

IMPORTANT:

If you are planning to install your modem in another space than the one in which the Proximus entry point is located (like in a server room, an apartment, a specific office somewhere in the building, ...), you must ensure that there is free internal wiring present between the Proximus entry point and the desired location.

Proximus nor edpnet are responsible for any internal wiring.

- + If necessary the edpnet technician will assemble the (copper pair) line on the NTP2007 wall socket.
- + He will then test and label the wall socket with a Circuit ID.
- + If needed, he will install a filter.
- + Connecting the xDSL modem onto the network card of 1 PC or laptop (network card not included).
- + Installation and configuration of the xDSL.
- + Testing the line quality and -speed.



IMPORTANT:



Edpnet doesn't install nor configure hardware that is not purchased at edpnet. Nor does edpnet install the internal network.

IMPORTANT:



If a number portation is part of the installation, edpnet will make sure that the necessary preparations are done in order to execute the portation during the installation. A number portation can only be executed successfully when the correct telephone numbers (with the corresponding current operators, etc.) are given during your order.

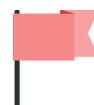
IAD installation – What is included

- + The edpnet technician will perform the necessary disconnections, in order to connect the IAD to your ISDN telephone exchange. It is possible that you will be temporarily unreachable by phone.
- + The technician will connect the pre-configured IAD to your ISDN telephone exchange and to the Ethernet port or your modem/router.
- + In case of a number portation, the technician will make sure that the numbers will be transferred from the current operator to edpnet.
- + In order to make sure that incoming and outgoing calls are functioning correctly, the technician will perform the necessary tests.

EFM/Fiber installation – What is included

- + The *Network Access Provider* will contact you to make sure that the EFM/Fiber connection is installed.
- + Edpnet will contact you for the further activation of your connection.
- + On the installation date, an edpnet technician will install the managed router to the *Network Access Point device*.

IMPORTANT:



From the moment the edpnet technician arrived, the on-site contact person will guide him to the location where the *Network Access Point device* is installed.



- + The technician will perform the necessary tests to make sure that the connection functions correctly.

THE INSTALLATION: What is not included

Any works that are NOT mentioned here-above, like for example, but not limited to:

- ✗ Delivering and / or placing a network card
- ✗ Installation and / or configuration of:
 - › The internal network
 - › A new operating system on the selected PC / laptop
 - › Extra PC's / laptops / ...
 - › A firewall
 - › Antivirus software
 - › Other e-mail software than the one from the operating system present on your PC
 - › VoIP telephones
 - › Any network devices (printer, switch, router ...)
 - › Server(s)
 - › Non edpnet hardware (not supported by edpnet)
- ✗ Any cabling:
 - › In false ceilings or floors, exterior walls and the placement of ducts;

- › From one floor to another floor or from one room to the other, requiring drilling;
- › Extra required cabling.

Please read the special Managed Services terms and conditions on our website:

<http://www.edpnet.be/en/conditions/general-conditions/special-managed-services-terms-and-conditions.html>



AFTER the installation

+ After finishing the installation, the technician will take pictures of the complete setup. The pictures will be attached to the installation ticket, and will be provided. The technician will remove any packaging material.

The technician will complete an intervention form with the installation details and testing results. Remarks will be noted and both parties will sign the form.

IMPORTANT:



By signing the intervention form, the customer agrees with a successful installation, except for the possible mentioned remarks. From that moment the customer is responsible for the edpnet equipment in loan, in case of loss, theft or possible damage. The customer needs to manage the edpnet equipment carefully and wisely.

IMPORTANT:



If the installation is cancelled on the scheduled date, edpnet will invoice the Managed Services installation. A new appointment date will have to be set, resulting in the service(s) being activated with a delay.

+ Edpnet has the right to start the invoicing period of the service(s) on the activation date in case no new appointment date can be scheduled before the actual activation date of the service(s) or if you would like to put the Managed Services installation on hold until further notice.

Problems with the installation date

+ If, for any reason, you would like to have the appointment rescheduled, please contact edpnet in advance, not later than two (2) working days before the scheduled date.



Incidents

- + Edpnet monitors your connection 24/7 as a part of your Managed Services agreement.
- + From the moment a possible incident is detected, edpnet will take the necessary steps to solve this. In case you detect a possible incident yourself, we advise you to contact our helpdesk and to open a trouble ticket.
- + Incidents will be solved following the Service Level Agreement which is included in the ordered service(s).

Termination of the agreement

- + In case you would like to terminate the Managed Services agreement or one of the underlying services, the Managed Services equipment needs to be returned within 15 calendar days.
- + You can ask an edpnet technician to come and pick up the equipment. This will be charged at the price of a Technical Intervention.
- + You can decide to purchase the Managed Services equipment. Edpnet will send you a quotation with the correct pricing.

