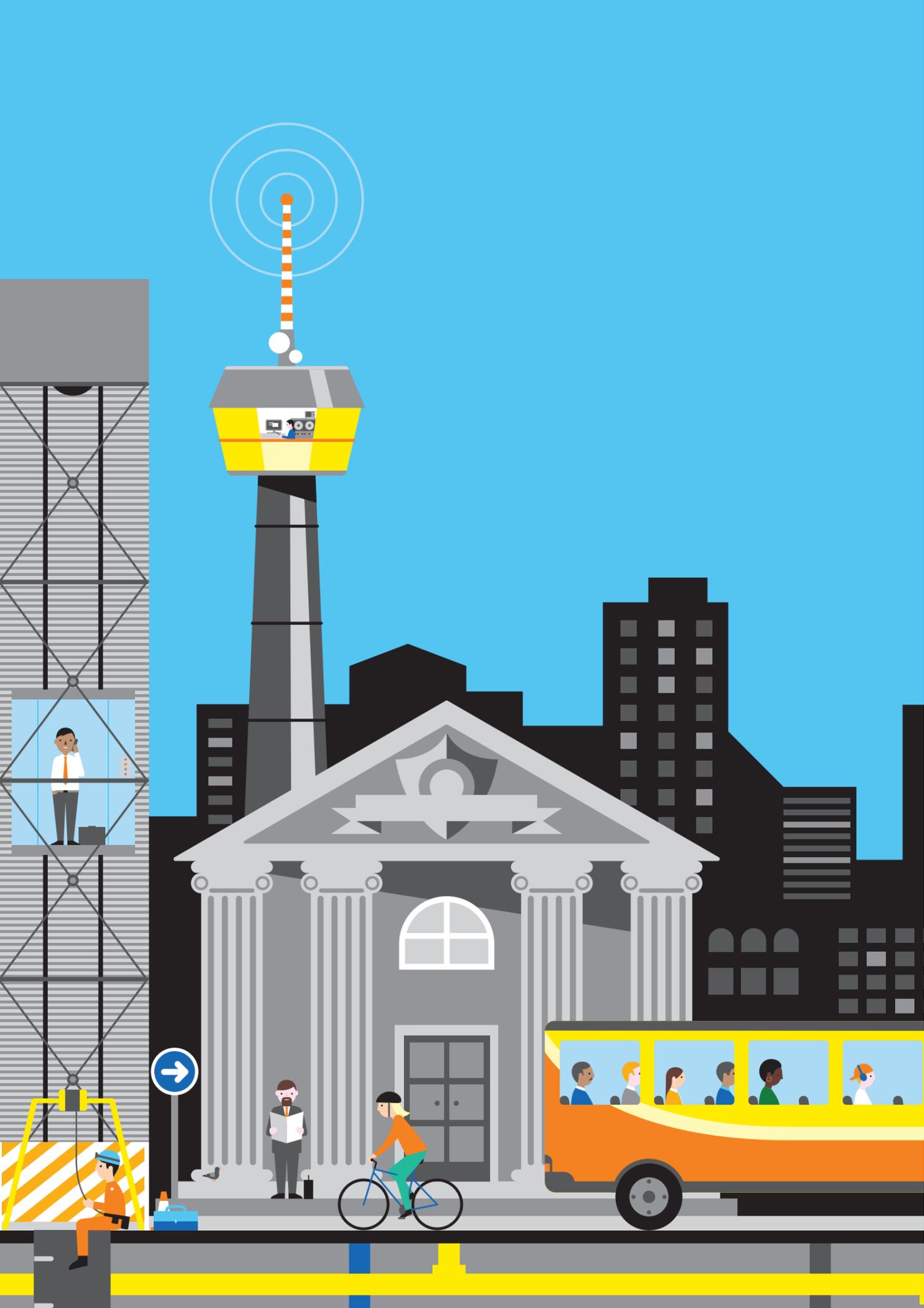




Fix Corporate Telecom designed by your business





A modular, secure and reliable solution.

Fix Corporate provides you with the connectivity you need and the ideal combination of services that suits your company. You define the various components for your network and telecommunication solutions, in consultation with Orange. And you only pay for what you really use.

In this way, you receive a modular and reliable solution for guaranteed connectivity at an affordable price, meaning you're 'always on', wherever you may be (in the office, on the road, even abroad).

The whole process - from planning to implementation of every service - can be performed by a team of Orange experts in close consultation with your team. In the following sections we will go through the different services in more detail.

In these days of 'always-on' connectivity, every professional wants to always be able to reach the company network, wherever he or she might be. They want to always be able to access company data and the Internet, with VoIP conversations and video images streaming as quickly as ever. They want all of this without making any concessions to their digital security.

Security and reliability
 Security and reliability are key words in today's communication and networking world. You want to rely on your company data being securely backed up in a protected environment. And when you carry out financial transactions via the network, they too must take place in a fully protected environment. The network is at the heart of the company. It is a critical element of business in today's 24/7 economy. Therefore it needs to be as reliable as possible since network outage can mean substantial financial losses.

Simple to use
 At the same time, you want to make network, telephone services and secure mobile data access as simple to use and as intuitive as possible. You want fixed telephony from any work site with your own number. And to avoid traffic jams and long trips, you want videoconferencing with colleagues and business partners, and collaboration over secure lines, sometimes across national borders. Plus, your mobile data devices need to have direct and secure access to your Fixed IP VPN network.

Guarantees of quality
 And for all this, you want guarantees of quality. You would also prefer to have everything provided by a single supplier, so you can avoid integration worries and extra administration - without committing yourself to one party. You also expect Quality of Service (QoS) to prioritize different applications in the network, ensuring optimal transmissions for your critical applications, such as VoIP. A Clear Service Level Agreement guarantees network quality and the support offered by Orange assures business continuity.

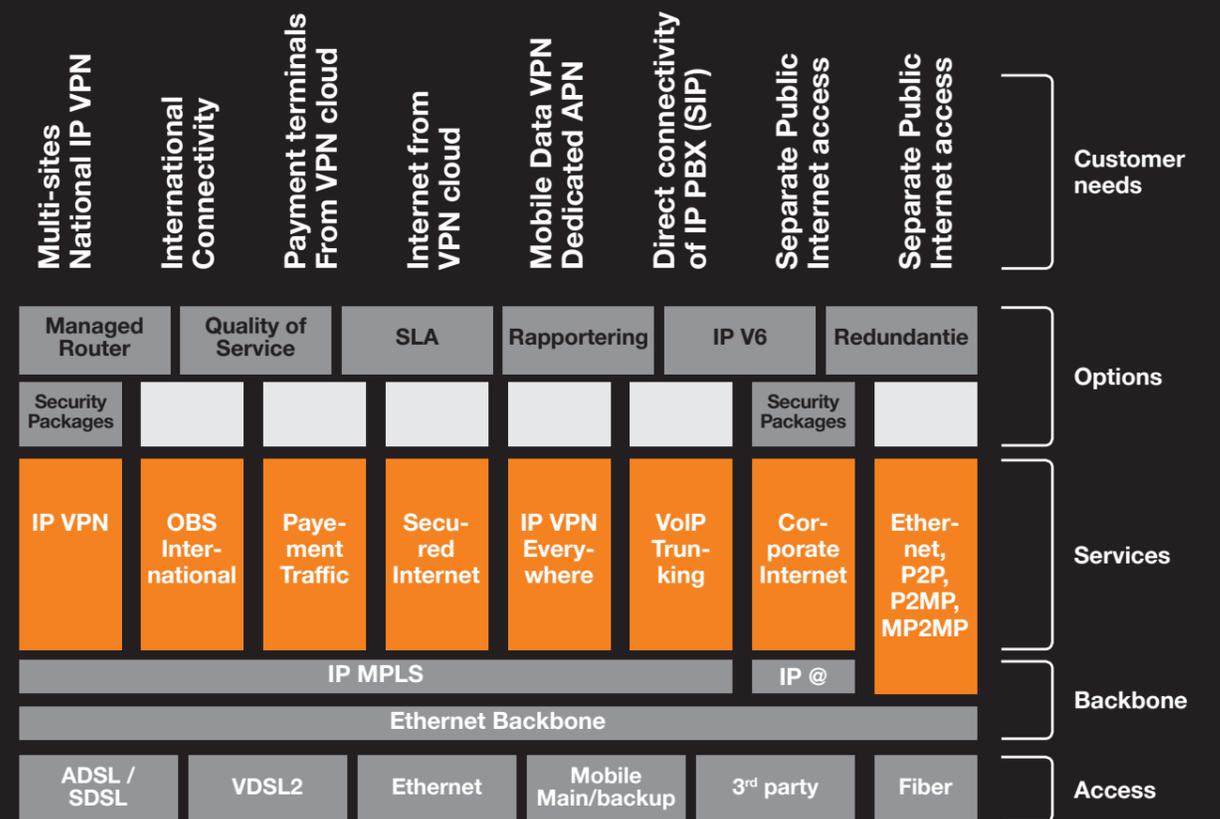
Services

The components of Fix Corporate

As an answer to all the different user requirements, Orange has put together a broad package of services and options from which you can choose. This ensures your needs as a customer are completely fulfilled. Together with you, we can combine the different voice- and dataservices to best meet the specific business needs of your company. This is made possible through the extensive pre-sales expertise and competence Orange has at its disposal.

These services are:

1. IP VPN p. 6
2. IP VPN Everywhere p. 10
3. Payment transactions p. 14
4. Ethernet p. 16
5. Corporate Internet p. 20
6. Colocation p. 24
7. VoIP Trunking p. 28
8. International coverage p. 32
9. Network/Access technologies p. 34
10. Security Packages p. 36



Our customers' needs (multi-site connectivity, international communication, telephony, payments, etc.) can be met by one or more of our services (IP VPN, international connectivity, VoIP Trunking, etc.) and supplemented, if needed, with one or more of our available options. These services and options are built on a very reliable backbone combined with a wide variety of access technologies (SDSL, VDSL, Ethernet, Fiber, Mobile, etc.).

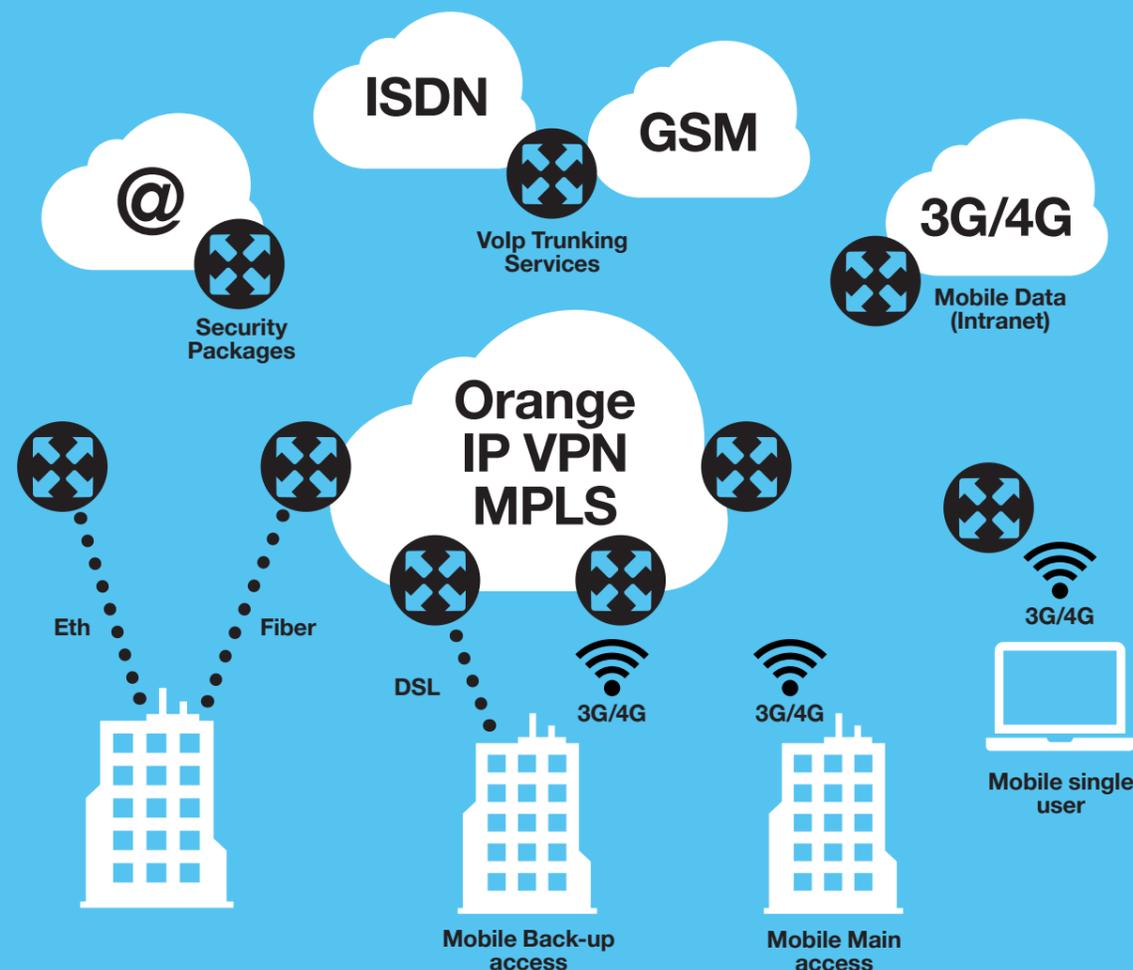
IP VPN

Reliable connection to all your local networks

Your IP VPN network allows you to connect multiple local networks within your organization quickly, securely and reliably. It allows completely private collaboration over fixed and mobile lines, between sites, even in different countries and from remote users as well. All business applications on your network, such as VoIP, videoconferencing, centralized information and e-mail can be accessed from any location or device.

The main features

- A reliable connection between different local networks based on MPLS.
- Tailored to each of your company sites.
- Various access technologies : fix or mobile.
- Peak and guaranteed bandwidth options.



IP VPN in detail

The IP VPN service is intended for organizations with headquarters in Belgium and regional or local sites in Belgium and/or abroad. By linking all of your sites, a company network, also called a Virtual Private Network, is created.

■ A fully private service

The Orange IP VPN service is based on the Multiprotocol Label Switching (MPLS) mechanism that brings performance, reliability and security, as well as support for Quality of Service differentiation for various forms of traffic such as voice, data and video.

■ A fully managed service

Orange manages all the components of your network, including the equipment installed at your customers' locations.

Naturally, you can always keep control over your own network and manage your own equipment on your premises, should you prefer to do so.

■ A reliable basis for all your applications

The IP VPN service is based on Orange optic-fiber network, which is redundantly structured and constantly monitored by the Orange Network Operation Center (NOC).

■ Seamless migration

In close cooperation with the customer, Orange guarantees a smooth transition from the customer's current network infrastructure to the Orange IP VPN network, by assuming the responsibility for all possible points of concern: project management, logistics, administration and so forth. The new service will be entirely built in a parallel environment, so there will be no need for you to worry about possible network outages and potential service interruption due to the migration.

■ The capacity you need per site

With IP VPN you can define the capacity you want for each location. IP VPN offers connections that range in capacity from 512 kbps to 1 Gbps.

■ Secured access to the Internet according to your needs

Based on your specifications, Orange configure its firewall with a number of security options, so that you can decide whether specific protocols or services should be permitted or not. This can be completely customized according to your needs. You'll find more information about the security options on page 36.

■ Cost-efficient access by combining multiple services on the same access line

If you require Corporate Internet and IP VPN on the same site, you will be able to make significant savings on the access costs, given that both services, although clearly separated, make use of the same Ethernet line.

■ Mobile main access solution for branches

Do you need to quickly connect remote sites? Do you only need a temporary connection? Or are you desperately looking for a short-term solution? In any of these scenarios, you can rely on Orange: our solution is quick to install and put into operation. Our mobile main access solution enables easy, flexible access via 3G and 4G technology.

■ **Mobile back-up solution for branches**

Even if your primary fixed connection is down, the mobile backup option safeguards the security and accessibility from your site to the network. Via a secure, private mobile data gateway with the Orange mobile network, your connectivity is guaranteed around the clock.

■ **Redundancy**

The Orange optic-fiber network offers a robust foundation for all communication and network services, with built-in redundancy in order to allow all telephone calls and data traffic to take place in a fully integrated manner, without any perceptible interruptions. Additionally, Orange can offer redundancy on a per-site basis: in order to obtain a higher guarantee of availability for your site, Orange can optionally provide a dual router and/or dual access link setup.

■ **Quality of Service (QoS)**

Thanks to the free option 'Quality of Service', you can give specific applications priority over others. This way your VoIP Trunking or business critical applications have precedence over other applications via the Real-Time and Gold Classes of Service. Orange offers six classes for distinguishing traffic:

- Real-time traffic for voice applications.
- Premium traffic for video applications.
- Gold for critical applications.
- Silver for office applications.
- Bronze for best effort applications.
- Default for all the other, undefined traffic.

■ **Service Level Agreements (SLAs)**

When closing a contract for one or more services, an agreement will also be made on service levels. These are defined relative to your needs and your business reality. You'll know exactly what level of service you can expect and what guarantees are offered to you with regard to intervention time and so on. Adherence to this SLA is reviewed on a monthly basis. Orange target criteria for SLAs for IP VPN typically covers all important parameters such as availability, time to restore, incident management...

■ **Reporting**

Thanks to the extensive online reporting capabilities, you have a real-time view of your network performance, and the usage of the available capacity; it is even possible to define this by Class of Service. You even have the possibility to define customized reports (service level reporting, performance reporting, Web-based reporting, etc.).

■ **Future-oriented solutions**

Integrate new services and applications with ease. Imagine using your data network for video monitoring, security or an alarm system... Or for electronic payment transactions. Your data network offers a whole range of possible applications, saving you costs and increasing turnover and efficiency.

■ **LTE**

Orange is continuously upgrading its mobile network. 4G is now available almost everywhere in Belgium. It's the perfect mobile solution for your primary connection and as a back-up to your IP VPN connection.

Specifications

Backbone	<ul style="list-style-type: none"> ■ The whole backbone network is based on a redundant optic-fiber network. ■ Your IP VPN network will be based on an MPLS network. 	
Local Access & Bandwidths	Via SDSL	Symmetrical bandwidths of up to 2 Mbps.
	Via VDSL	Bandwidths of up to 70 Mbps download and 10 Mbps upload.
	Via Extended Ethernet	Symmetrical bandwidths of up to 20 Mbps.
	Via Leased Ethernet Line	Bandwidths available: <ul style="list-style-type: none"> ■ 2 Mbps / 4 Mbps / 6 Mbps / 8 Mbps. ■ 10 Mbps to 100 Mbps, per 10 Mbps. ■ 100 Mbps to 1 Gbps, per 100 Mbps.
	Via Fiber	<ul style="list-style-type: none"> ■ Orange has its own fiber network available throughout Belgium. ■ Bandwidths from 10 Mbps to 1 Gbps.
	Via Internet	You can connect your site to your IP VPN network through a secure tunnel via the Internet.
Via Mobile	You can connect your site via the mobile 3G/4G network of Orange.	
Managed solution	Orange supplies and manages all routers installed at all your various locations.	
Geographical Coverage	All your locations can be connected, in Belgium and abroad. National coverage based on our own fiber and DSL infrastructure in Belgium. International coverage in more than 180 countries in the world via multiple partners.	
Topology	<ul style="list-style-type: none"> ■ Any to any. ■ Hub and spoke. 	
QoS	Orange offers six Classes of Service for distinguishing traffic: <ul style="list-style-type: none"> ■ Real-time for voice applications. ■ Premium for video applications. ■ Gold for critical operations applications. ■ Silver for office applications. ■ Bronze for best effort applications. ■ Default for all the undefined traffic. 	
Redundancy	Orange can connect your sites to your IP VPN network via: <ul style="list-style-type: none"> ■ A redundant local access (including mobile backup). ■ Active/passive. ■ Load balancing. ■ A redundant router. ■ A combination of both. 	
Secure Internet Breakout	On your request, a secure and fully managed Internet breakout can be added to your IP VPN network.	
Service Level Agreement	Included as part of the Service.	

IP VPN Everywhere for your mobile workforce

Private mobile data access to the company IP VPN network from any location.

With IP VPN Everywhere, teleworkers have constant access to your company's data and applications from any location. This is particularly interesting for a variety of employees, such as sales people, technicians, and field engineers, who are most of the time out of the office.

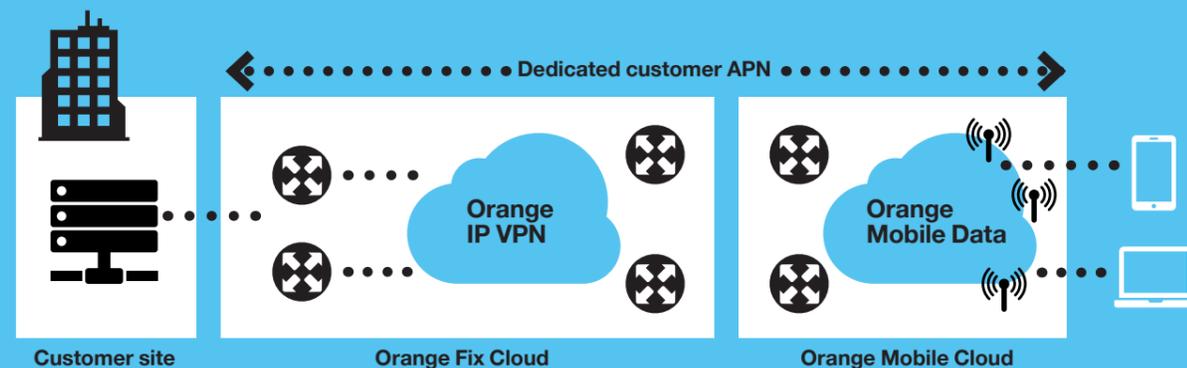
IP VPN Everywhere in detail

IP VPN Everywhere is a convergent solution for fixed and mobile data intranet services, which integrates:

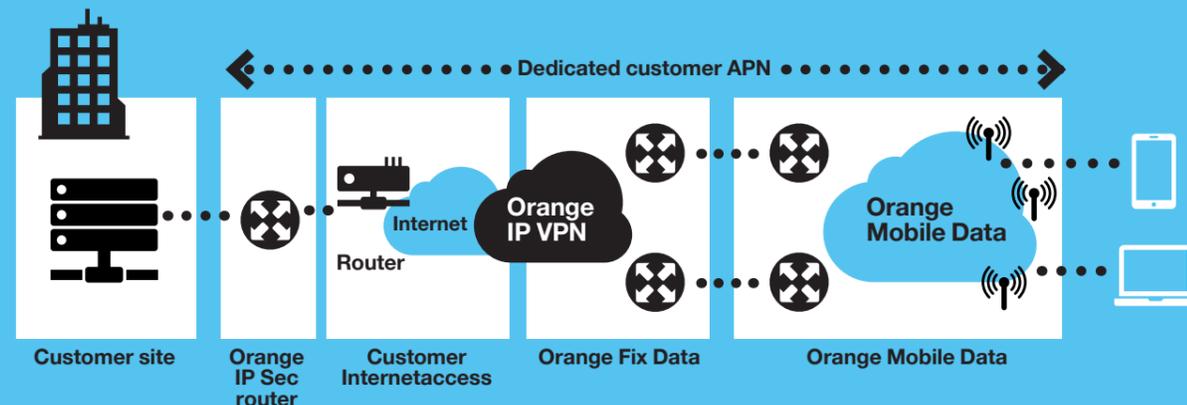
- A complete portfolio of mobile data access solutions, either for handsets, tablets or portable PCs, usable in a private and dedicated APN (Access Point Name) environment.
- A fully managed fixed architecture, compatible with the size of the fixed customer site to be connected, via either a fully dedicated private line or a secure tunnel across the Internet.

A dedicated APN (Access Point Name) and private mobile data gateway guarantee tight security for your intranet.

IP VPN Everywhere – Dedicated



IP VPN Everywhere – Open



- **Secure mobile access with your own APN**
All your mobile data users are grouped into a private, dedicated APN available only to your company. That means extra security and user-friendliness, since your teleworkers are rerouted directly to your IP VPN network. The APN can even be personalized: e.g. "company.be".
- **Secure fixed access to your IP VPN network**
The fixed connection from the Orange network to your company's LAN network can be made via:
 - A dedicated fixed MPLS connection (IP VPN Everywhere – Dedicated)
 - A secured IPsec tunnel across the Internet (IP VPN Everywhere – Open).
- **IP VPN Everywhere – Open**
The 'IP VPN Everywhere – Open' solution is based on a secured IPsec tunnel over the Internet.
- **Managed end-to-end service**
The 'IP VPN Everywhere' service is a fully managed solution: you don't need to worry about the configuration, daily management, repair or maintenance aspects; Orange will take care of them.
- **Maximum cost control**
As a completely closed network, IP VPN Everywhere lets you control which destinations are accessible via your network. All mobile Internet connections must pass through your company's firewall.
- **One solution**
IP VPN Everywhere is one convergent solution combining fixed and mobile networks. You will only have to sign one single contract with Orange which covers the entire end-to-end solution.
- **IP VPN Everywhere – Dedicated**
The 'IP VPN Everywhere – Dedicated' solution is based on dedicated access delivered by Orange to connect your company's LAN network to the Orange IP VPN (MPLS) network. Since Orange owns the end-to-end solution in full, from mobile SIM card to a customer's LAN network, network availability can be guaranteed via a Service Level Agreement, covering both the mobile data network and the fixed data network availability.

- **Exhaustive reporting**

The varied types of reporting ensure maximum transparency, in real-time and on a monthly reporting basis. A secure link with Network Reports lets you access a wide variety of reporting tools to analyze the status and performance of your network connection.

- **Service Level Agreements (SLAs):**

When closing a contract for one or more services, an agreement will also be made on service levels. These are defined relative to your needs and your business reality. You'll know exactly what level of service you can expect and what guarantees are offered to you with regard to intervention speed and so on.

Adherence to this SLA is reviewed on a monthly basis.

Orange target criteria for SLAs for IP VPN typically covers all important parameters such as availability, time to restore, incident management...

Specifications

Mobile access	Dedicated, private APN (Access Point Name) which can be personalized (eg. yourcompanyname.be).
Mobile standards	3G/4G.
Fixed access	<ul style="list-style-type: none"> ▪ IP VPN Everywhere Dedicated: dedicated MPLS connection. ▪ IP VPN Everywhere Open: secure tunnel via the Internet (IPsec).
Managed Solution	Converged, managed, end-to-end.
Service Level Agreement Mobile access	Included as part of the 'IP VPN Everywhere' service.
Service Level Agreement	Included as part of the 'IP VPN Everywhere - Dedicated' service.

Payment transactions easier and more cost-effective networks

The IP VPN network solution offered by Orange allows you to send the payment traffic generated by the payment terminals at each of your stores to your payment service provider(s). This eliminates the need for separate connections to those payment service providers on a site-by-site or store-by-store basis.

Payment transactions in detail

When connecting your payment terminals via the IP VPN network, you have the choice between the following two options:

- Payment transactions via a direct connection to Atos Worldline**
 In Belgium, Atos Worldline is the largest company offering payment services to companies. Customers wishing to have completely private access to Atos Worldline, with Service Level Agreement, can choose the option of a redundant and secured interconnection between the IP VPN network and the Atos Worldline network.
- Payment transactions via a secure tunnel over the Internet**
 Customers wishing to use the Internet connection from their IP VPN cloud can subscribe to a secure IPsec tunnel for payment transactions. This tunnel can be connected to Atos Worldline but also to other payment service providers such as Payfair.

IP VPN via secure tunnel over the internet



IP VPN via direct access to Atos Worldline



Specifications

Solution	Connect your payment terminal to any payment transaction server using the Orange IP VPN network.
Connection types	<ul style="list-style-type: none"> Direct connection from IP VPN network to Atos Worldline payment transaction server. Connection from IP VPN network to various payment transaction servers (Atos Worldline, Payfair, etc.) using a secured IPsec tunnel over the Internet.

Ethernet Standards-based, highly reliable and secure connections

Our Ethernet services enable high-bandwidth connections between different sites, with guaranteed capacity on an easily configurable private network. Ethernet services are easy to use, generic Layer 2 transport services between two or more sites with high reliability, high security and high performance.

Orange offers two types of Ethernet connections:

- Ethernet: provides point-to-point transport between two sites. It can be used as an alternative transport service for LAN interconnections - delivering end-user services at customer locations, supporting Internet, voice and data-based applications and for backbone solutions – or for high capacity bandwidth to datacenter.
- Ethernet VPN: provides multipoint-to-multipoint transport between several sites belonging to a single company. It forms a virtual network of three or more locations based on logical connections that are shielded from other users.

Ethernet in detail

Ethernet services allow providers and companies to connect their business in ways that are more complex or even impossible with alternative services. Using Ethernet you can integrate your local networks, carry out very large data transfers in Storage Area Network (SAN) or duplicate your critical applications and information in a datacenter. And in doing so, you can count on a managed service with detailed quality guarantees from Orange.

- **Familiar and reliable technology & cost savings**

Ethernet services are provided over a standard, widely available and well-understood Ethernet interface. Virtually all networking equipment and servers connect to the network using Ethernet. Using Ethernet services to interconnect such devices simplifies network operations, administration, management and provisioning. By opting for Ethernet standards throughout your network, you avoid investments in expensive and proprietary technology. Instead, you can rely on widespread and extremely reliable technology.

- **Orange’s optic-fiber network as a reliable base**

The Ethernet services are based on Orange’s optic-fiber network, which is redundantly structured and constantly monitored by the Orange Network Operation Center (NOC). Within the Orange network, Orange provides a private network for your organization so that your information is fully protected.

- **Future-oriented**

New services and applications can easily be integrated into your Ethernet data network. Moreover, Ethernet can also be readily combined with Orange’s other services, such as secure Internet access or reliable data storage.

- **Connections with very large bandwidths**

Ethernet is a simple and cost-efficient network technology that allows very large bandwidths (10 Mbps, 100 Mbps, 1000 Mbps). Such network speeds enable data transfers between different sites and/or information duplication to a back-up location. Additionally, you can easily switch bandwidths. Ethernet connections are available from 10 Mbps to 1 Gbps.

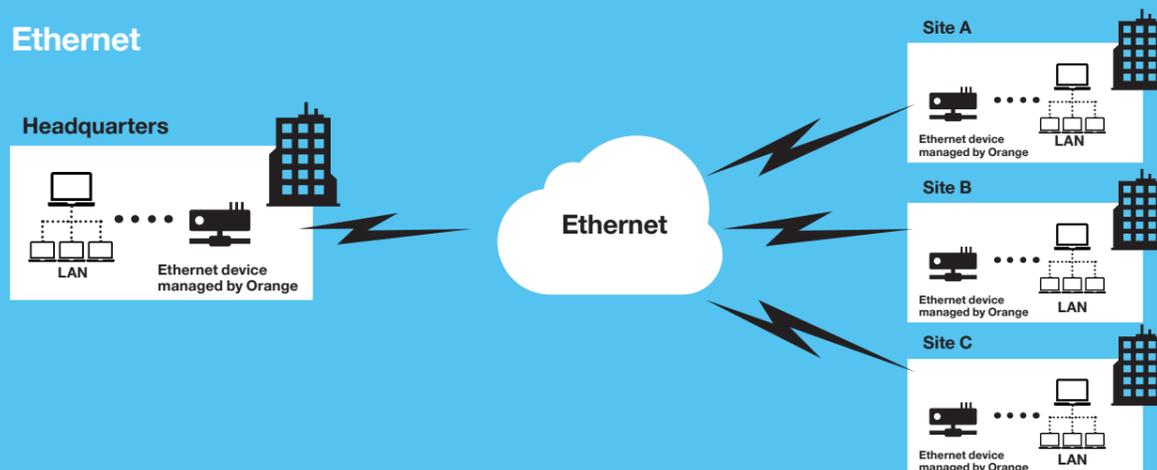
- **Careful implementation**

Orange ensures a flawless transfer to our Ethernet services. In close consultation, our team takes all the worries off your hands: project management, logistics, administration and implementation of your Ethernet connections.

Ethernet



Ethernet



■ **Service Level Agreements (SLAs)**

When closing a contract for one or more services, an agreement will also be made on service levels . These are defined relative to your needs and your business reality. You'll know exactly what level of service you can expect and what guarantees are offered to you with regard to intervention speed and so on.

Orange target criteria for SLAs for Ethernet typically covers all important parameters such as availability, time to repair, incident management...

Regardless of the contract or SLA details, all Ethernet services are managed proactively 24/7.

Specifications

Backbone	Orange Ethernet services are implemented over MPLS. This solution provides cost effective, easy-to-use services and the possibility to scale up to 10 Gbps. The whole backbone network is based on a redundant optic-fiber network.
Managed Solution	Orange supplies and manages the switches installed at all your sites.
Local Access & Bandwidths	The access from the customer site to the Orange network can be based on our optical-fiber network, xDSL or leased line. <ul style="list-style-type: none"> ■ Via SHDSL.bis: Symmetrical bandwidths of up to 20 Mbps. ■ Via Fiber: Symmetrical bandwidths between 10 Mbps and 1 Gbps.
Geographical Coverage	All locations currently in service can be connected
Topology	<ul style="list-style-type: none"> ■ Ethernet can be provided in a point-to-point topology, or in a transparent or not point-to-multipoint topology. ■ With Ethernet VPN, we provide you with E-LAN services (any-to-any topology).
Configuration	Orange Ethernet services are transparent or not for customers' VLANs.
QoS	There are different options for the treatment of the QoS parameters.
Redundancy	With fiber access, you can have an end-to-end redundant and diverse routed service delivery (two redundant building entries and local loops to the Orange backbone).
Service Level Agreement	Included as part of the Service.

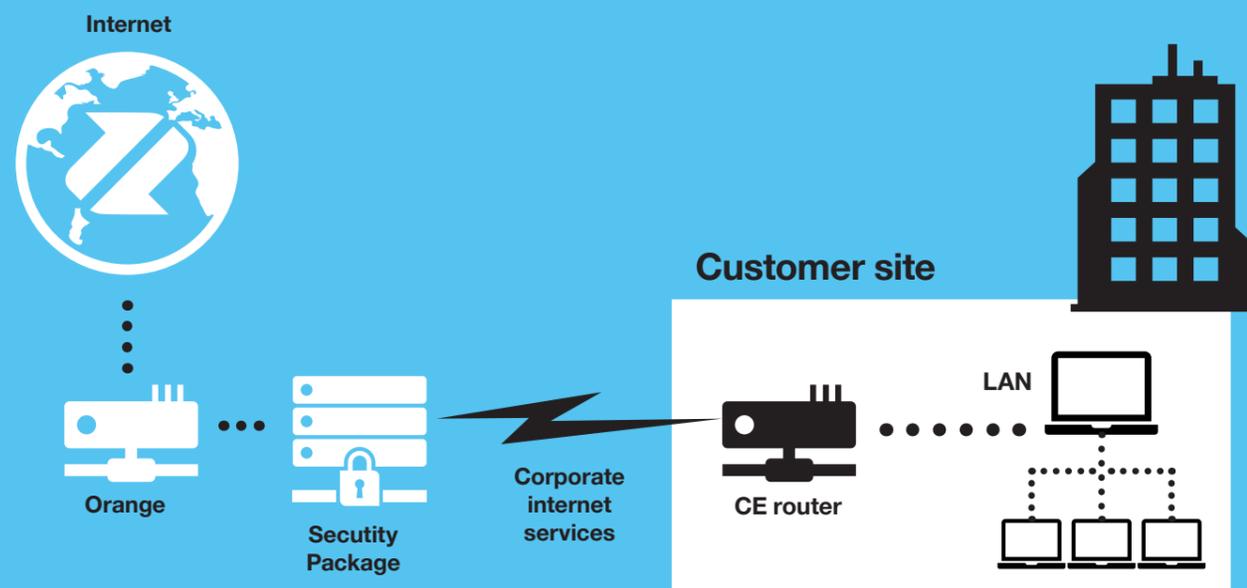
Corporate Internet

Professional, guaranteed and customized Internet connections

Corporate Internet is a professional Internet connection with fully guaranteed bandwidths, including a Service Level Agreement guaranteeing the availability of your connection to the Internet.

The Internet is of strategic importance to every organization. The website needs to be up and running at all times, while delays on e-mails are less critical. Thanks to Corporate Internet from Orange, your organization enjoys a super-fast and fully secure Internet connection.

Corporate Internet



Corporate Internet in detail

The Corporate Internet service from Orange offers your company guaranteed downstream and upstream speeds by using dedicated bandwidths via SDSL, VDSL2, Extended Ethernet or optic-fiber technology. The Orange network allows transit traffic with minimal peering and the lowest latencies.

- **Always online and super-fast**
With Corporate Internet, web-browsing and downloading are no longer time-consuming activities. Corporate Internet offers different bandwidths and speeds, tailored to your company's needs and requirements. There is absolutely no restriction on the number of computers that can be connected. Data traffic volumes are also unlimited.
- **Guaranteed speed**
Corporate Internet offers a guaranteed speed in downstream and upstream directions. Your company will be offered dedicated bandwidths to the Internet.
- **Flexible and future-oriented**
The possibilities of Corporate Internet are virtually unlimited. Do you have a growing number of employees, or need for higher data traffic? You adapt the bandwidth, as a function of your business needs.
- **A fully managed service**
Orange manages all the components of your Corporate Internet service, including the equipment installed at your locations.
- **No surprises on your invoice**
With Corporate Internet, you know in advance exactly what you pay each month. You can have unlimited browsing for a fixed amount per month. The management of the service and maintenance of the router are also included in this amount.
- **Fixed IP addresses**
With Corporate Internet, you can get public fixed IP addresses, so you can use your own e-mail server and web server and set up a VPN connection. Or, if your outbound services expand, Orange can assign a new range of fixed IP addresses for you.
- **Service Level Agreements (SLAs)**
When closing a contract for one or more services, an agreement will also be made on service levels. These are defined relative to your needs and your business reality. You'll know exactly what level of service you can expect and what guarantees are offered to you with regard to intervention speed and so on.

Adherence to this SLA is reviewed on a monthly basis.

Orange target criteria for SLAs for Corporate Internet typically covers parameters such as availability, time to repair, incident management...

■ **Reporting**

Thanks to the extensive online reporting possibilities, you have a real-time view on the performance of your Corporate Internet service. Customized reports are available on the performances of the network and the quality of the services (service level reporting, performance reporting, Web-based reporting, etc.)

■ **Orange’s optic-fiber network as a reliable base**

Corporate Internet is based on Orange’s optical-fiber network, which is redundantly structured and constantly monitored by the Orange Network Operation Center (NOC). So Orange can guarantee you a reliable and high-quality service.

■ **Redundancy**

The Orange optical-fiber network offers a sufficiently robust foundation for all communication and network services. It enables us to guarantee redundancy, allowing all your traffic to and from the Internet to take place in a fully integrated manner, without perceptible interruptions.

Specifications

Backbone	<ul style="list-style-type: none"> The whole backbone network is based on a redundant optic-fiber network. 	
Local Access & Bandwidths	Via SDSL	Symmetrical bandwidths of up to 2 Mbps.
	Via VDSL	Bandwidths of up to 70 Mbps download and 10 Mbps upload.
	Via Ethernet	Symmetrical bandwidths of up to 20 Mbps.
	Via Leased Line	Bandwidths available: <ul style="list-style-type: none"> 2 Mbps / 4 Mbps / 6 Mbps / 8 Mbps. 10 Mbps to 100 Mbps, per 10 Mbps. 100 Mbps to 1 Gbps, per 100 Mbps.
	Via Fiber	<ul style="list-style-type: none"> Orange has its own fiber network available throughout Belgium. Bandwidths between 10 Mbps and 1 Gbps.
	Via Mobile	You can link your site via the mobile 3G/4G network of Orange.
Managed solution	Orange supplies and manages the router installed at your locations.	
Configuration of the router	<ul style="list-style-type: none"> Routed subnet. NAT. PAT. 	
IP addresses	5 fixed public IP addresses included (extra addresses possible).	
Internet access	Unlimited (24/7).	
Redundancy	Orange can connect your site via: <ul style="list-style-type: none"> A redundant local access. <ul style="list-style-type: none"> Active/Passive. Load Balancing. A redundant router. A combination of both. 	
Service Level Agreement	Included as part of the Service.	

Colocation Outsourcing your housing worries to the experts

Hosting ICT infrastructure has become increasingly complex and labor-intensive. Heightened expectations around availability, preventing excessive power consumption and cooling issues make it more and more difficult to meet these expectations within your own ICT environment. Outsourcing your infrastructure is a viable option: you leave your infrastructure in the hands of experts and very often you will find your operations and maintenance costs drop as a result.

The continuity of your company is closely related to the availability of data. Not only large problems, but also smaller incidents can have a huge impact on your company's activities. Just think of the consequences of fire, theft, intrusion and security issues, or the accidental deletion of files. With our colocation service, you no longer have to worry about any of these potential hazards.



Colocation in detail

Orange offers guaranteed continuity and risk-free operation of your network hardware. We can house your IT equipment in an environmentally controlled and secured datacenter and integrate it seamlessly with your other Orange services - Internet, VPN, etc. - using high bandwidth data connections, which also allow online replication and restoration in case of disaster. And, with facilities in Belgium, you will always find a datacenter located close to your offices. All datacenters are continuously monitored and an extensive set of reporting tools will keep you informed of all relevant figures and events pertaining to your data and infrastructure.

Using the Orange colocation service, your company can make the most of the following benefits:

- Ideal ambient conditions**
 The environmental conditions in a Orange datacenter are ideal for your network equipment. Orange provides a number of preventive measures to guarantee continuous availability:
 - Redundant power connections (230V AC and 48V DC).
 - Emergency power supply with diesel generators.
 - Smoke and water detection systems.
 - Fire control by means of Argon gas emission.
 - Several optic-fiber connections.
 - Double air conditioning (21°C temperature, 50% humidity) strict access procedure and break-in alarm system.
 - 24-hour-a-day surveillance of the Brussels Orange datacenter by a security agent.
 - Constant monitoring from the Orange Network Operation Center (NOC).
 - Interconnection with the major Network operators in Belgium.
- Maximum security and control**
 Each datacenter is submitted to regular external audits to ensure security. They also comply with the relevant ISO standards: ISO/IEC1779:2005 for IT security and ISO/IEC27001:2005 for physical security.
- Cabinet Service and Caging**
 Orange can offer 19" cabinets dedicated to a single customer for the storage of customer equipment. Also, Orange can provide cages or suites to customers, providing an extra level of security.
- Business Continuity**
 The installation of your production or back-up servers in a Orange datacenter provides you with a direct and guaranteed high bandwidth Internet connection. Thanks to our IP VPN or Ethernet solution, organizations wanting to replicate their critical network hardware can set up a complete Disaster Recovery solution, including an automatic or manual activation of the back-up plan. In this way, business continuity can be guaranteed.

- Proximity**
 Orange offers several datacenter facilities, spread across Belgium. You will always find a datacenter located close to your offices.

- Service Level Agreements (SLAs)**
 When closing a contract for one or more services, an agreement will also be made on service levels . These are defined relative to your needs and your business reality. You'll know exactly what level of service you can expect and what guarantees are offered to you with regard to intervention speed and so on.

Adherence to this SLA is reviewed on a monthly basis.

Orange target criteria for SLAs for Colocation typically covers parameters such as availability cooling, availability power...

Specifications

Connection	Direct optic-fiber connection to the Orange network.
Power	<ul style="list-style-type: none"> Redundant power connections, 230V AC and 48V DC. Emergency power supply with diesel generators.
Rack space	19" racks reserved per customer.
Control	<ul style="list-style-type: none"> Fire control via Argon gas. Smoke and water detection systems.
Monitoring	<ul style="list-style-type: none"> Constant monitoring and registration of all gates and doors by the Network Operation Center. 24/7.
Security	<ul style="list-style-type: none"> Strict access procedure and break-in alarm system. 24-hour-a-day surveillance of Orange datacenter by a security agent.
Environmental	Double air conditioning.

VoIP Trunking Managed and integrated IP telephony solution

VoIP Trunking is an integrated IP communication solution that provides you with a managed Voice Telephony service over the Orange IP VPN. It enables the interworking of your private telephony equipment on all your sites as well as connectivity with the public fixed and mobile voice networks for your national and international communications.

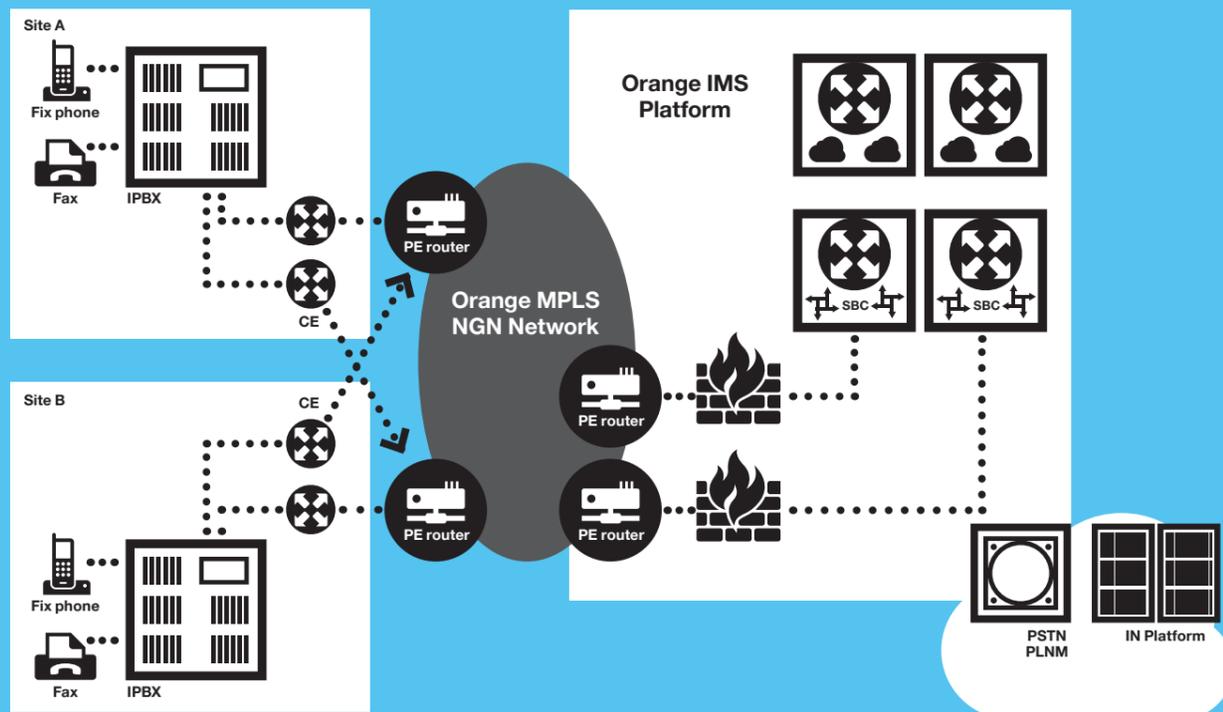
VoIP Trunking in detail

The VoIP Trunking service is an opportunity for you to evolve smoothly and transparently towards IP at your own pace.

VoIP Trunking offers major advantages adapted to your project:

- **Networking and interworking of your entire private telephony equipment**
The VoIP Trunking service is based on the Orange IP VPN solution linking all your sites in a cloud topology. This allows all your voice traffic to be transported over IP, internally between your sites, and externally to the public network.
- **Optimization of your network resources**
The IP VPN access of your sites can be used exclusively and be dedicated to the VoIP Trunking service. Alternatively, the data bandwidth capacity can be shared with other services.
- **Connectivity with the fixed and mobile public network**
The VoIP Trunking service allows you to establish incoming and outgoing communications with all national and international, fixed and mobile public destinations.
- **Voice quality**
The IP VPN solution is based on the MPLS data network architecture, guaranteeing you recognized high security standards. The quality of your voice communication is preserved thanks to the management of the different traffic flows. The real-time CoS (Class of Service) is set and ensures the prioritization of the data packets related to voice communication.
- **Transparent migration to VoIP Trunking**
VoIP Trunking offers all the functionalities of today's ISDN voice service. All standard PBX features are also supported through the VoIP Trunking service. You can keep the existing geographical telephone numbers for all your sites. The service can also ensure the correct routing of emergency calls.
- **IPBX certification**
The SIP certification program ensures the correct interoperability between your private telephony equipment and the VoIP Trunking service. Only IPBX certified by Orange can be connected in SIP to VoIP Trunking. Orange provides the configuration guidelines for the setup of your IPBX.
- **Flexibility**
An alternative solution allows the connection of non-certified IPBX or legacy PBX using ISDN interfaces to a SIP gateway installed by Orange at your site. The VoIP Trunking solution also allows the connection of a fax machine or server. Different topologies are supported depending on the IPBX model and the vendor's recommendations. The definition of the authorized topology is part of the IPBX certification program.

Illustration



■ **Strong service availability**

The high availability of the VoIP Trunking service is guaranteed by a redundant IMS network architecture.

This can be further strengthened via the data access redundancy options of the Orange IP VPN solution that are supported by the VoIP Trunking service: diverse redundant or full redundant access.

If you have several IPBXs on different sites, the Business Continuity solution allows the automatic re-routing of voice traffic towards the other IPBX in the event of problems on the connection to the main IPBX.

The PRA Backup solution allows the re-routing of the incoming and outgoing voice traffic via a backup PRA interface when the VoIP Trunking service is not available.

■ **Service Level Agreements (SLAs)**

When closing a contract for one or more services, an agreement will also be made on service levels. These are defined relative to your needs and your business reality. You'll know exactly what level of service you can expect and what guarantees are offered to you with regard to intervention speed and so on.

Adherence to this SLA is reviewed on a monthly basis.

Orange target criteria for SLAs for VoIP Trunking typically covers parameters such as guarantee of availability, guarantee of quality, time to repair, handling of technical remarks, complaints handling...

Specifications

Topology	Site	Mono-site. Multi-site.
Eco-system	Interface to Orange	SIP.
	Private exchange	SIP connection to Orange network: IPBX certified by Orange.
DATA Access	Data network	Orange IP VPN.
	Access type	SDSL (SDSL access with guaranteed bandwidths, no MLPPP) Ethernet.
	Service	<ul style="list-style-type: none"> ■ Access dedicated to voice. ■ Access shared with other data services. ■ Aligned with IP addressing plan of the customer. ■ Specific VLAN for the voice service.
	Quality	Real-Time CoS: highest priority for voice <ul style="list-style-type: none"> ■ Dedicated access: Max. 95% of total capacity reserved for Voice. ■ Shared access: Max. 33% of total capacity reserved for Voice.
	Redundancy	Simple redundancy (dual homing) – 2 lines, 1 terminal (CE) Full redundancy – 2 lines, 2 terminals (CE).
Voice Service	Granularity	SIP: 2, 4, 6, 8, 10, 20, 30... voice channels. Total capacity: minimum 15, maximum 1000 voice channels.
	CODEC	G.711 G.729
Fax Service	Configuration	Connected and controlled by IPBX private exchange. Independent of IPBX: connected via SIP gateway.
	Granularity	Connected to IPBX: included in voice capacity. Independent of IPBX: connected via SIP gateway 2, 4, 8, 24 channels.
	CODEC	G.711 pass-through T.38
Functionality	Numbering	Keep existing geographic numbering plan. Number portability (FNP). Calling number presentation (CLIP) and restriction (CLIR). Direct dialing access (DDI, DDO).
	Call handling	Call redirection. Interactive menu (DTMF). Call restriction.
	Invoicing	Invoicing on principal number or per CLI (CLI based billing). Invoice display via Business Zone.
Continuity	Voice	Business Continuity: traffic re-routing via other customer sites/IPBX. PRA Backup: re-routing via alternative PRA connection.

International coverage

Your company network crosses borders

Your foreign sites can easily be connected to your company network too. Orange will take care of the implementation, management and monitoring of all your national and international sites. You will receive only 1 invoice from Orange will all fixed monthly subscription costs of both your national and international connections.

International coverage in detail

Thanks to our collaboration with international players, the Orange IP VPN service has a coverage that extends almost anywhere you can imagine. Orange delivers the largest coverage worldwide, in more than 180 countries, with over 1500 Points of Presence in 900 cities. Rising markets are within your reach as well, with domestic coverage in China, India, Africa and the Middle East.

- Integrated in Orange Contract**
 Orange works together with other suppliers to provide seamless, integrated services outside Belgium. Anyone signing up to a Orange service can benefit from the vast international coverage without having to sign additional contracts. The collaboration with our international partners is simplified for your company: you only need your contract with Orange and only receive the one invoice from Orange.

- End-to-end SLA**
 Orange offers one single SLA for the entire Orange service, regardless of whether the customer has national or international sites, or a combination of both.

Illustration



Access via Orange Business Services

Specifications

Coverage	180+ countries covered.
Access methods	Wide variety of access methods, including ADSL, SDSL, Ethernet, Fiber).

Network/ Access technologies Network technologies at your service

In order to offer you the right services at the best possible price, Orange uses a number of different network technologies, each with its own speed and characteristics of availability.

Access technologies in detail

All of these technologies are fully convergent, so we are perfectly capable of offering you every possible combination, depending on your needs and expectations.

- **ADSL/SDSL (Asymmetric/Symmetric Digital Subscriber Line)**

With these two technologies, a broadband connection can be provided via a conventional copper-wire telephone line. ADSL is the asymmetrical variant with a higher download (maximum 2 Mbps) than upload speed (maximum 512 kbps). With SDSL, the downstream and upstream speeds are equal, reaching up to 8 Mbps.

- **VDSL2 (Very High Speed Digital Subscriber Line 2)**

This technology also uses existing copper-wire telephone lines, but the speeds that are attained with VDSL2 are considerably higher than with ADSL or SDSL. Today downlink speeds of up to 70 Mbps are offered, but in the future even higher speeds will be available.

- **Ethernet**

Ethernet is the standard network technology for local networks. The technology is widespread and reliable. Moreover, this standard is supported by virtually all network providers, which makes the hardware particularly affordable. And - last but not least - it achieves enormously high speeds and is therefore ideal for storage area networks (SAN), among other uses. But slower and cheaper Ethernet networks are also among the possibilities, and thus also a combination of both. Ethernet connection speeds range from 10 Mbps to 10 Gbps.

- **Mobile**

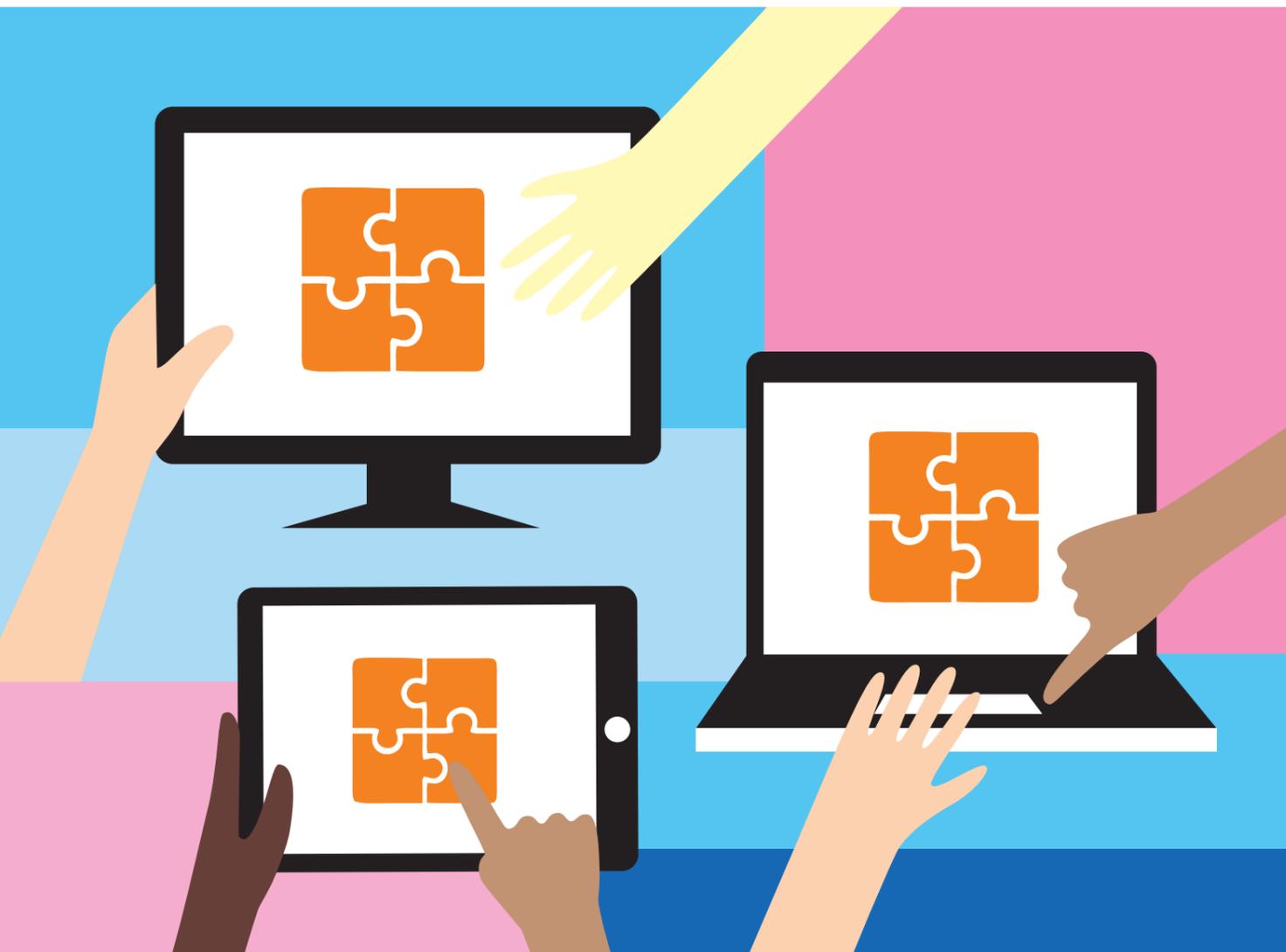
With a top-quality own mobile network, broadband speeds can also be offered to mobile users and seamlessly connected to fixed networks. Mobile broadband technologies include 3G and 4G.

- **Optical-fiber**

Orange's own optical-fiber network makes high speeds possible, even over great distances. Speeds of up to 10 Gbps are possible over several kilometers.

- **Partnerships with third parties**

Orange will select the best access technology from our own portfolio or from a third party, depending on the specific needs. Orange will manage this in complete transparency for the customer.



Security Packages

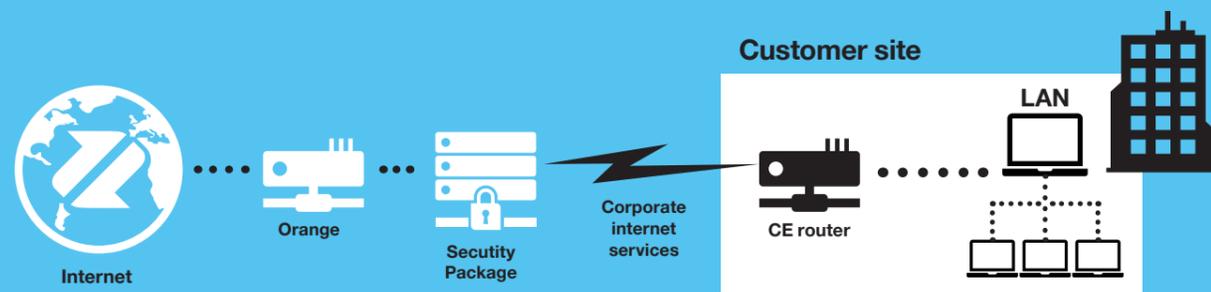
Unified Threat Management (UTM)

Next generation safety platform
 Protecting the confidentiality of professional information, restricting unauthorised access and defending networks against attacks: the primary concerns of all IT professionals. Because they are active in the complex and dynamic area of network security. And they need to respond to all the increasingly complex and innovative new challenges, such as omnipresent internet access, internal attacks, the demands of complex regulations (Sarbanes-Oxley, GLBA, Basel II and HIPAA) and Web 2.0 applications.

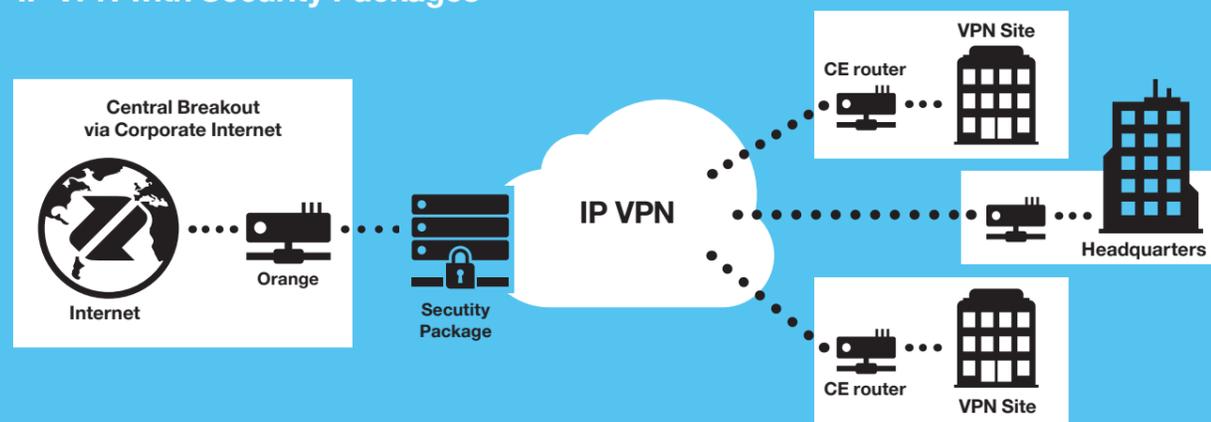
More about security packages

Orange offers you a flexible solution against unknown threats. Its tried and tested platform of base security technologies evolves with you. It adapts itself to your increased activities and to new services. The security packages are available as an option with IP VPN products (with a central Internet Breakout) and Corporate Internet.

Corporate Internet with Security Packages



IP VPN with Security Packages



The Orange solution security packages have expanded functionalities. This is why we distribute them across three separate options:

- **Protect Package**
 The standard package, suitable for situations that demand LAN security support from an expert.
 - **Advanced Mail & Web Security Package**
 A must for clients who also use their internet access for regular surfing. Without protection, your emails come directly to your mail server where they can slow down your network (due to congestion in the bandwidth). Plus, with this package, you quickly develop a strong policy for internet use: you define the categories of webpages that are not accessible, filter certain sites (such as Facebook) and personalise your user guidelines – if you wish to do so.
 - **Threat Prevention Package**
 With this option, you build extra security into your network to protect you against hacking and known viruses that bypass traditional firewalls. The package also contains flow-based antivirus software (without a buffer for file control) to stop viruses, worms, Trojan horses and other malware.
- You can add to these packages with extra functions or Custom Features: only available in combination with the Advanced Mail & Web Security Package and/or the Threat Prevention Package.

Specifications

Protect Package	<ul style="list-style-type: none"> ■ Stateful Firewall (with five firewall rules included). ■ Network Address Translation (NAT) (with two NAT rules included). ■ Virtual Private Network (IPSec) (with one VPN tunnel included). 		
Advanced Mail & Web Security Package	<ul style="list-style-type: none"> ■ Mail Security (requires you to have your own mail server). ■ URL filter (with fifteen categories included). 		
Threat Prevention Package	<ul style="list-style-type: none"> ■ Intrusion Prevention System (IPS) (with one profile included). ■ Flow-based antivirus software (with one profile included). 		
Custom feature	<table border="0"> <tr> <td style="vertical-align: top;">Reporting</td> <td>As a Orange client, you are normally able to access to three reports. The Security Packages offer you more than fifty standard reports. And you can request even more with Custom Features.</td> </tr> </table>	Reporting	As a Orange client, you are normally able to access to three reports. The Security Packages offer you more than fifty standard reports. And you can request even more with Custom Features.
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What's next?

Time doesn't stand still. Your business simply can't afford to. It might take a few months. It might take a few years. But considering the importance of communication in business, you will undoubtedly need to update your communications again to stay relevant. Make sure to keep abreast of the changes in communication by seeing exactly what is available. Our website keeps you informed and updated on everything that's possible.

We aren't standing still either. Orange is constantly looking for new technology. And better ways to use current technology. It's how we keep our Fix Corporate solutions at the cutting edge. And it's how Fix Corporate fulfills its role in keeping your business performing at its full potential. Just take a look at <http://business.orange.be/fixcorporate> and find out what the latest evolution in Fix Corporate can do for you.

Alternatively, you can always contact your Orange account manager. There is no one better placed to let you know how the latest evolutions in communications technology can help your business to grow, succeed and take on the challenges of the future.