

Orange Jordan- Customer Welcome Package

hello



bonjour



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This document shall not be considered as a contractual document between Orange Jordan and its customers.

The image shows a close-up of an orange product, likely a mobile phone or tablet, with the word "orange" in white lowercase letters and a trademark symbol (TM) on an orange background. The product is shown at an angle, with a blurred background.

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Introduction

Orange Customer Welcome Package

Dear Customer,

Thank you for choosing Orange Jordan capacity solutions, we look forward to a growing, long-term relationship with you.

This welcome package especially prepared to give you a quick look on our capacity solutions and to serve as a quick reference for operational and aftersales procedures.

Please read and distribute this document to all concerned teams in your organization. The document should help in answering your operational questions and will ease your experience during the service life cycle.

Thank you and enjoy reading!

Orange Jordan wholesale team

The bottom of the page features a graphic with an orange banner containing the word "orange" in white lowercase letters with a trademark symbol. To the right, there are several orange and black product boxes, likely representing the capacity solutions mentioned in the text.

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Orange JO in few words!

- Orange JO

A leading provider of integrated telecommunications services in the Hashemite kingdom of Jordan, with a broad lineup of fixed, mobile and Internet services and an expanding customer base reaching about 4 million. Today, the company constitutes the backbone of Jordan's ICT landscape.



- Orange JO wholesale

Specializes in managing the relationship with local and international operators and committed to meet the demands of its customers and to deliver the best customer experience.

- Orange JO-Wholesale as partner

- ❖ A Strategic partner in the Middle East, operating in a safe and stable environment.
- ❖ Rich years of experience in wholesale business, and strong relations with the regional operators.
- ❖ Comprehensive product portfolio and solutions.
- ❖ An end to end provider with competitive pricing.
- ❖ Solid scalable backbone.
- ❖ Simple and straight forward customer journey, from the first to the last step.



A large, stylized graphic of the Orange logo. The word "orange" is written in white lowercase letters on a dark orange background. The letters are slightly 3D and appear to be floating above a dark surface. The "TM" trademark symbol is visible at the top right of the word.

Wholesale Capacity Solutions

- International private leased circuits- IPLC

Use our IPLC service to establish a reliable private network connecting your locations around the globe for the purpose of data exchange, Internet access, video conferencing, and any other form of telecommunication.

This solution is designed to meet your demands in terms of bandwidth availability, cost and SLAs.

With one end in Jordan and one abroad, IPLC is offered over a wide range of speeds starting from 64 Kbps and up to 10 Gbps with flexible leased and IRU contracts.

Order our IPLC service and get access to:

- One-stop-shop
- Global access.
- 24-hour dedicated connection.
- 24*7 total support.
- Terrestrial and submarine networks.



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Wholesale Capacity Solutions

- Dedicated Transit

Transit your traffic across Jordan over our SDH and DWDM systems.

Get access to border points, landing stations in Jordan and the region, benefit from Jordan strategic location, Orange Jordan well established relationships and get an end to end solution managed through a simple One-Stop- Shop procedure.

Starting from an E1 and up to STM-64 SDH or Ethernet, your traffic will be carried across over a reliable, protected backbone.

Order our Dedicated Transit and benefit from:

- One-stop-shop
- Secure and reliable connectivity.
- 24-hour dedicated connection.
- 24/7 total support.



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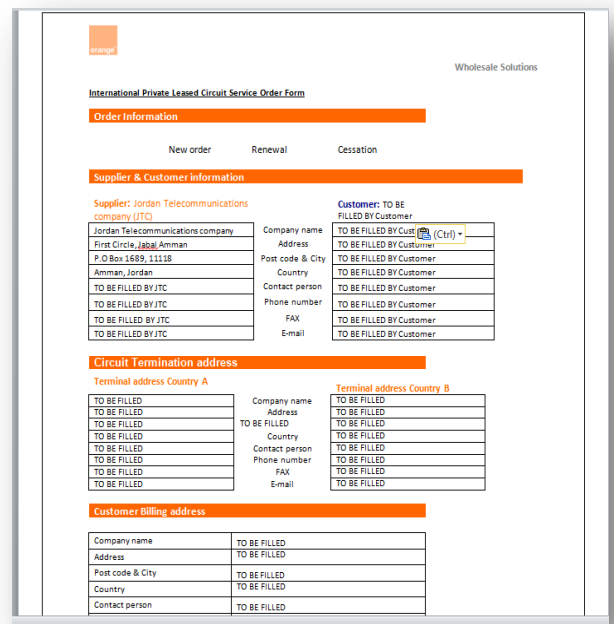
Service Ordering

Pre-ordering phase is simple and straightforward, share with us your requirement and needs and let our specialized team customize a solution that will meet your exact needs. At this stage you will get an offer including pricing, contract term, estimated delivery lead time, confirmation on service availability and SLAs.

A signed order form from the customer and accepted from our side will trigger the activation process.

You can contact your account manager for your requested capacity solutions or contact us at :

CapacityWS@orange.com



Wholesale Solutions

International Private Leased Circuit Service Order Form

Order Information

New order Renewal Cessation

Supplier & Customer information

Supplier: Jordan Telecommunications company (JTC) Customer: TO BE FILLED BY Customer

Jordan Telecommunications company	Company name	TO BE FILLED BY Customer (Ctrl) -
First Circle, Jabal Amman	Address	TO BE FILLED BY Customer
P.O Box 1689, 11118	Post code & City	TO BE FILLED BY Customer
Amman, Jordan	Country	TO BE FILLED BY Customer
TO BE FILLED BY JTC	Contact person	TO BE FILLED BY Customer
TO BE FILLED BY JTC	Phone number	TO BE FILLED BY Customer
TO BE FILLED BY JTC	FAX	TO BE FILLED BY Customer
TO BE FILLED BY JTC	E-mail	TO BE FILLED BY Customer

Circuit Termination address

Terminal address Country A		Terminal address Country B
TO BE FILLED	Company name	TO BE FILLED
TO BE FILLED	Address	TO BE FILLED
TO BE FILLED	Post code & City	TO BE FILLED
TO BE FILLED	Country	TO BE FILLED
TO BE FILLED	Contact person	TO BE FILLED
TO BE FILLED	Phone number	TO BE FILLED
TO BE FILLED	FAX	TO BE FILLED
TO BE FILLED	E-mail	TO BE FILLED

Customer Billing address

Company name	TO BE FILLED
Address	TO BE FILLED
Post code & City	TO BE FILLED
Country	TO BE FILLED
Contact person	TO BE FILLED

Service order form sample

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Service Delivery

After service order acceptance; a service delivery manager is assigned, the service delivery manager will take care of all installation activities and will be your contact during installation.

The service delivery manager will provide an estimated delivery date and an order number which can be used to track the order status before handover.

Testing

Testing phase starts immediately after ensuring that all segments are implemented. The service delivery manager will inform you about testing date and type of testing that will be done.

The service delivery manager will connect you to the testing team to complete the testing and prepare for handover.

The bottom of the page features a graphic with an orange background. On the left, the word "orange" is written in white lowercase letters with a trademark symbol (TM) to its upper right. To the right of the text, there is a 3D rendering of an orange rectangular object, possibly a product component, with a dark grey or black strip on its side. The background is a dark, blurred greenish-grey.

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Handover

After successful testing, service delivery manager will prepare and send you the Handover letter that contains the handover date, billing start date, circuit reference number, and our customer support center contacts information. You will get five days to verify that the service is working properly according to the agreed service order.

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Orange Jordan
PO Box 1699 Amman 11119 Jordan
Tel: 962 6 460 6666
Fax: 962 6 460 6111

Handover Letter

Dear Customer,

This to inform you that Orange Jordan has completed your order for XXXXXXXX/PLC circuit between XXXXXXXX and XXXXXXXX.
Testing was successfully completed on XX/XX/XX, this date will be considered as service ready date.

Billing will start from the ready service date.

Customer Name	XXXXXXXX
Circuit Designation	XXXXXX
Circuit Reference Number(PLC#)	PLCXXXXXXXX PLCXXXXXXXX

Please use the Circuit Reference Number (PLC#) to report to CSC if you face any problems with your service

CSC	+ 962 6 5630090	csc@orange.com
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Thank you for choosing Orange Jordan and enjoy the service,
Orange Jordan

Handover letter sample

After sales activities

- Billing

An advance monthly/ quarterly or yearly will be issued to cover the monthly/yearly recurring charges/ operation and maintenance charges according to what is agreed in the service order. Billing should start from the billing start date mentioned in the handover letter.



- Fault Management

1. Customer Support Center (CSC)

CSC is your single point of contact for incident management, quality problems, and service escalation procedures starting from service Acceptance Date.

The CSC is the first line support which is available twenty four (24) hours per day, seven (7) days a week to answer all telephone calls and emails and they also take care of tickets opening and following up with customer until closing the ticket.

2. Fault Report

In case you detect a fault with your service, please notify our CSC immediately. To ease your experience and get a quick support, please ensure to provide the following:

- Correct service ID: should start with IPLCxxxx
- Valid contact details (name, phone number)- the contact person should be aware about the problem and should be available whenever requested.
- Fault start time.
- Type of fault, full details description about the fault, any alarm that appeared, impacted service.
- Still on traffic or not.

You can reach our CSC using the below contact channels:

- By calling CSC number directly:

+ 962 6 5630090 or + 962 6 5630093
1215 : For Orange Mobile customers.

- By sending an E-mail to the below address:

csc@orange.com

- By fax on the below number:

+962 6 5630098

3. Fault handling

After receiving fault report, CSC will send the Initial fault notification within fifteen (15) minutes from customer call or within 1 hour from receiving your email, this notification will include the trouble ticket ID #.

The fault clearance shall be updated every thirty (30) minutes, unless otherwise agreed between the Parties.

CSC will liaise with the concerned team to solve the problem and mitigate impact on your traffic. An escalation list is also provided upon handover and can also be used when needed.

The image shows a 3D rendering of an orange block with the word "orange" in white lowercase letters and a trademark symbol (TM) to its upper right. The block is positioned on a dark surface, and another similar block is visible in the background, slightly out of focus.

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- Planned activities

You will be proactively informed about planned network-activities that could result in a decline in Services by Phone, Fax or E-mail.

The planned activity notification should include the start and end date and time of the activity and the impact on the services.

You will be notified about our planned works one week in-advance except for emergency planned works where you will be notified within 24 hours.



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Thanks & enjoy our services

