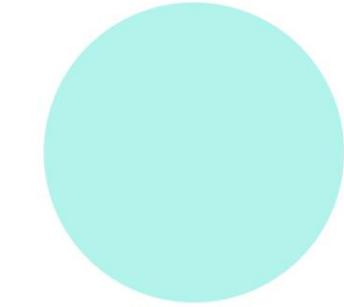# EMEA Customer Handbook

Readiness Support:

Access & Supporting Information for your Service.

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Activation Plug & Play Support	+44 800 496 5000 Option 3 email: EMEA-CST-escalations@colt.net
Site Access Requests	+44 800 496 5000 Option 4
Control Centre Support	+44 800 496 5000 Option 5 (12:00-11:00GMT) email: control.center@colt.net
SDWAN Versa Portal Support	Please contact your Customer Care Manager (CCM) or your Account Team
Complaints	Please raise any complaints to your Account Manager, or alternatively at Complaints - Colt Technology Services

Please note: Intl Freephone: 0080053363273

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Network Support

Network: Portals

Manage your network services (except SD-WAN) using Control Centre.
Manage your SD-WAN with Versa networks service using SD-WAN Versa.

Requesting Portal Access

To gain access to Control Centre, please contact your Account Manager or email
control.center@colt.net with your customer number, full name, and contact details.

- If you are a new customer, contact your Colt representative.
- To gain access to SD-WAN versa portal, please create a support ticket or contact your
  Customer Care Manager.

Retrieving your username or password

- Learn how to retrieve your Control Centre username or password
- Learn how to reset your SD-WAN Versa portal password

Navigating the Portal

- Learn more about using Control Centre.
- Learn more about using SD-WAN Versa

For help and guidance on the Colt On Demand portal, visit our portal overview page.

Creating and managing portal support tickets

Portal support tickets should be raised if you have Control Centre portal issues, outages, or require
additional access for your user profile.

- **Portal:**
  - Creating a portal support ticket
  - Viewing the status of a portal support ticket
  - Viewing the details of a portal support ticket
  - Updating information in a portal support ticket
  - Escalating a portal support ticket
  - Closing a portal support ticket

- **Phone:** +44 800 496 5000 - Option 5.

- **Email:** control.center@colt.net
  - To open a ticket, you will need to provide either your Customer Number, Billing Account Number (BAN) or Enterprise ID; along with a description of the issue and any supporting evidence (e.g., screenshots).
  - To get information on the status, or request an update on an existing ticket, you will need to provide your 8-digit portal support ticket reference number.

Network: Key Contacts

Below are key contacts for your Colt account depending on your request:

- **Sales or Product Migrations**: Account Manager
- **Account Management and Renewals:** Customer Success Professional
- **Service Design:** Sales Engineer (SE)
- **Configuration & Quoting:** Sales Support Associate (SSA)
- **Order Creation:** Order Entry (OE)
- **Order Delivery**: Customer Care Manager (CCM)
- **Service Activation:** Activations Engineer (only for activated services)
- **Repair Support for your service**: Service Desk
- **Billing support for your service**: Billing Desk

Colt also offers highly recommended Professional Services (outlined below) which can be purchased at any time during your contract. If you are interested, please reach out to your Account Manager or Customer Success Manager.

- **Service Management for your Account:** Customer Support Manager (CSM)
- **Dedicated Operational Support for your Account:** Enhanced Technical Operations (ETOPs)

Network: Contact Us

Network Support	+44 800 496 5000 Option 1, then 1 (24 hours)
Co-Location Support	+44 800 496 5000 Option 1, then Option 2, then Option 1 (24 hours)
Billing Support	+44 800 496 5000 Option 2 (08:00-17:00GMT) email: emeabilling@colt.net

Activation Plug & Play Support	+44 800 496 5000 Option 3 email: EMEA-CST-escalations@colt.net
Site Access Requests	+44 800 496 5000 Option 4
Control Centre Support	+44 800 496 5000 Option 5 (12:00-11:00GMT) email: control.center@colt.net
SDWAN Versa Portal Support	Please contact your Customer Care Manager (CCM) or your Account Team
Complaints	Please raise any complaints to your Account Manager, or alternatively at Complaints - Colt Technology Services

Network: Orders

The key references for orders are your **order number** or **service ID**.

Colt has two distinct types of orders:

- **New installs:** new service(s) to be installed.
- **Modifications**: an upgrade, downgrade, or other billing-impacting change to an existing service

Estimated lead time

Learn more about our order intervals

- *On-net* refers to services delivered by Colt without third-party supplier involvement.
- *Off-net* refers to the involvement of a local third-party supplier to deliver the last mile of service.

Understanding the order stages

To help you prepare for your new installation or modification order, visit our Readiness site. (If you have ordered SD-WAN services, please read our specific SD-WAN readiness page.)

Outlined below are the key order-journey stages related to your service delivery:

- **Confirm:** Colt gathers technical information from your primary order contact to enable timely, accurate delivery. Get prepared by taking a look at our local contacts guidelines and site-preparation guide.
- **Design:** Colt reserves network resources, finalizes your configuration requirements and conducts a site survey if necessary, before confirming your delivery date.
- **Build & Test:** Colt completes the logical build and configuration of your service before testing thoroughly.
- **Activate:** If you ordered plug and play services, you must connect your equipment to the Colt demarcation and self-activate using our self-activation guide. If you have activated services, then Colt will schedule activation slots directly with you. Billing then begins three days after the service commencement date. View our billing commencement policy here.
- **Manage:** Once your service is passing traffic, the delivery is marked complete. The service is ready for you to manage and will be supported by the Colt operations team moving forward.

Escalating your order

To escalate your order, email: emea.ccm.managers@colt.net

Network: Requesting Activation – Plug & Play Support

The Customer Support team (CST) can help you with self-activation or requesting a final patch. To contact them, please use one of the methods below:

- **Portal:** Follow our step-by-step guide to create an activation ticket.
- **Phone:** +44 800 496 5000. Option 3 (24 hours).
- **Email:** EMEA-CST-escalations@colt.net (ticket must be created first)

Note: Once you create an activation ticket, the CST team aims to respond within four hours.

Network: Repair & Maintenance

The key references for Repair and Maintenance are your Service ID, Circuit ID or Ticket ID.

Colt has three distinct types of tickets:
- **Repair ticket:** Used to report faults, incidents or outages on a service.
- **Change request (MACD):** Used to make a non-billing impacting change to an existing service.
- **Colocation request:** Used for site access, badging and field technical service (FTS) requests.

Note: The tickets above are managed by the Colt Operations team in EMEA.

Estimated time to resolve.

Ticket resolution times will vary depending on the complexity of the issue and may be dependent on third party supplier actions.

- Out-of-service (P1) repair tickets aim to be responded to within 1 hour.
- Impaired service (P2) repair tickets aim to be responded to within 4 hours.

Raising and Updating Repair Tickets

Repair tickets should be raised to report faults, incidents, or outages. Have your Service ID ready.

- **Portal:** Follow our step-by-step guide to create a repair ticket.
- **Phone:** +44 800 496 5000 – Option 1, then 1, then 1 (24 hours)

Viewing or updating an existing repair ticket (have your Service ID ready):

- **Portal:** Follow our step-by-step guide to viewing a repair ticket update or status.
- **Phone:** +44 800 496 5000 – Option 1, then 1, then 2 (24 hours)

Escalating Repair Tickets

We understand that there may be times when you wish to escalate an incident. This could be due to several reasons:

- A service outage that exceeds the Service Level Agreement
- You are unable to carry out business as usual due to a fault
- You have a crisis situation
- Failure of escalation and/or communication plan
- Increase in impact and/or criticality of service disruption
- Risk of damage to your business reputation
- A protracted repair or multiple repeat fault scenarios

Therefore, within Service Assurance we provide you with a five-level escalation matrix for services contracted with Colt Europe, USA and Canada

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1	2	3	4	5

Level 1 - 5 Colt Escalation contact Matrix

In the event that an escalation is required or follow-up with an existing escalation, please call:

Team Leader	Incident Manager	Senior Manager	Director	VP
+44 203 481 7007	+44 203 481 7008	+44 203 481 7009	+44 203 481 7010	+44 203 481 7011

And enter your ticket number

Outlined are the steps you should take to escalate an incident.

- All escalation must be made via phone (escalations made via e-mail may suffer delays as individual mailboxes are not monitored 24×7)
- Make sure you enter your ticket reference when calling us to help with routing your escalation appropriately. Our ticket format is 1-0123456789. The valid format to enter within the Interactive voice response (IVR) is: 10123456789 (disregard "-")
- Escalations will be system driven, and will move sequentially from level 1 to 5
- Escalations should be made at a Peer-to-Peer Level
- The escalation owner can decide to expedite or delay the requested escalation level
- In the event of a Colt MNI the crisis escalation process may be invoked and supersede this process
- Network Operations will always have a contact available at all levels (Escalation calls to Director and VP level will be answered by an on duty Senior Manager 24 x 7 who will engage the relevant Director/VP)

Requesting a reason for outage (RFO)

Upon ticket closure, we will provide a short summary of the RFO. To request a formal RFO, please have your closed ticket ID to hand and use one of the methods below:

- **Portal:** Follow our step-by-step guide on requesting an RFO.
- **Phone:** +44 800 496 5000 - Option 1, then 1, then 1 (24 hours)

Note: RFOs can only be requested for closed tickets and can take up to 5 business days to provide.

Raising a change request or modification

Change requests are non-billing impacting adds, changes, or removes / deletes to existing services.

These are available for specific services outlined below. **Table 1** shows change requests covered for HSIP, unmanaged DIA and MPLS / VPN without managed services. **Table 2** shows the types of change requests covered for managed DIA, SD-WAN and MPLS / VPN with managed services. If you do not have managed services, this option will not be available to you.

Table 1 - HSIP, Unmanaged DIA and MPLS/VPN without managed services:

Unmanaged service change requests	Phone	Portal	Portal Option
Add, change, or delete BGP session	Yes	Yes	BGP Routing
Add, change, or delete BGP multipath	Yes	Yes	BGP Routing
Add, change, or delete BGP multi-hop and TTL to BGP	Yes	Yes	BGP Routing
Add, change, or delete MD5 authentication or BGP	Yes	Yes	BGP Routing
Add, change, or delete BGP blackholing	Yes	Yes	BGP Routing
Add, change, or delete DNS RDNS PTR records	Yes	Yes	DNS Change
Add, change, or delete connected route	Yes	Yes	Connected Route
Add, change, or delete static route	Yes	Yes	Static Route
Add new IP address block	Yes	Yes	New IP Address Allocation
Change export policy	Yes	n/a	n/a
Change ASN or loopback peering IP	Yes	n/a	n/a
Create a VLAN	Yes	n/a	n/a
Update the prefix list with new prefix pages	Yes	n/a	n/a
Create a LAG by bundling circuits on same router	Yes	n/a	n/a

- **Portal:** Sign-in to Control Centre
    - Follow this path: Services > Change Requests (in change request box) > New Change Request > Internet & VPN.
- **Phone:** +44 800 496 5000 - Option 1, then 1, then 1 (24 hours)

Table 2 - Change requests for managed services:

Managed service change requests	Phone	Portal	Portal Option
Add a route/PVC	Yes	Yes	Add
Add IP-Helper address on a LAN interface	Yes	Yes	Add
Add a device/link	Yes	Yes	Add
Add a subnet on a LAN interface	Yes	Yes	Add
Change a route/PVC	Yes	Yes	Change
Change a subnet on a LAN interface	Yes	Yes	Change
Change an existing SNMP read string	Yes	Yes	Change
Change BGP routing policies	Yes	Yes	Change
Change IP-helper address on a LAN interface	Yes	Yes	Change
Change ISDN SPID number	Yes	Yes	Change
Change MD5 password	Yes	Yes	Change
Change QOS Match Criteria	Yes	Yes	Change
Change QOS specification	Yes	Yes	Change
Change routing protocol distribution	Yes	Yes	Change
Change speed / duplex of an interface	Yes	Yes	Change
Remove a route/PVC	Yes	Yes	Remove / Delete
Remove a subnet on a LAN interface	Yes	Yes	Remove / Delete
Remove an IP-helper address on a LAN interface	Yes	Yes	Remove / Delete

- **Portal:** Sign-in to Control Centre
  - Follow this path: Services > Change Requests (in change request box) > New Change Request > Managed Network Services.

- **Phone:** +44 800 496 5000 - Option 1, then 1, then 1 (24 hours)

For changes to wavelengths, Ethernet, cross connects, collaboration, private line and Ethernet services, a modification order must be raised given there is a billing-impacting change. Contact your Account Manager.

Raising a Colocation request for Site Access.

Colocation requests are used to gain temporary, permanent, or emergency access to Colt sites and data centres. There are two sub-types of badge-requests:

- **New Badge Request:** Physical badge provided to your organisation, resellers and vendors if frequently visiting a Colt location during or outside of business hours. This will be delivered to the specified address.
- **Temporary Access:** Temporary access to a Colt site location for infrequent visitors (<5 days) or those without a physical badge during business hours.

Please use the below methods to create or view a colocation request:

- **Portal:**
    - [Creating a colocation request for site access](#).
    - [Viewing the status of a colocation request](#).
- **Phone:**
    - +44 800 496 5000 – Option 1, then 4, then 1 (24 hours)
    - Cyxtera Colo +44 800 496 5000 – Option 1, then 2, then 1 (24 hours)

Note: All sites are accessible 24/7 and staffed Colt facilities are available between 08:00–17:00 local time without charge.

Raising a Field Tech Request (Billable).

A field tech request is used to send a Colt field technician to work or escort at a colocation site. This is a billable request, and you will be charged at the standard rate. There are three sub-types of field tech requests:

- **Scheduled / Basic Installation:** > 72 hours' notice.
- **On Demand / Remedial Maintenance:** 24–72 hours' notice
- **Emergency:** < 24 hours' notice

Please use the below methods to create or view a field tech request:

- **Phone:** +44 800 496 5000 – Option 1, then 4, then 2 (24 hours)
- **Email**: FTSEMEA@colt.net

Note: All sites are accessible 24/7 and staffed Colt facilities are available between 08:00–17:00 local time without charge.

Receiving Colt planned maintenance notifications.

To receive notifications for Colt planned maintenance, use one of the methods below:

- **Portal:** [Sign-in to Control Centre](#) Control Centre system administrators can [create notification settings for other users](#)
    - **Follow this path:** Admin, Notification Management, Add New Setting.
- **Email:** change.management.emea@colt.net (Provide your customer number, full name, contact number, email and whether you would like to subscribe for maintenance and/or ticket notifications.)

Notifying Colt about your planned maintenance.

To notify Colt about your own planned maintenance in advance, use one of the methods below:

- **Phone:** +44 800 496 5000 – Option 4 (09:00-17:00 GMT)

- **Email:** change.management.emea@colt.net (Provide details of the service ID or circuit ID(s) affected, the date and time of your planned maintenance.)

Managing your SD-WAN Service.

For helpful guidance on managing your SD-WAN service, including analytics and monitoring, please visit our SD-WAN support page.

Network: Billing

Important: In most cases, you will need your **billing account number (BAN)** or **Invoice account number**.

Raising a new billing ticket request

Billing requests should be raised for any billing or invoice inquiries, disputes, name or address changes, payment or collections inquiries, and general bill-related questions. To raise a new billing request, please have your service ID to hand and use one of the methods below:

- **Portal:** Follow our step-by-step guide on creating a billing request.
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Reference your invoice number or billing account number.)

Note: You can dispute charges for multiple services on a single request, but they must all roll-up to the same billing account number (BAN).

Requesting a billing ticket update

To get an update or escalate an existing billing ticket, use one of the methods below:

- **Portal:** Follow our step-by-step guide to viewing the status of a billing request
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Reference your ticket ID.)

Note: To escalate a ticket, contact us using the phone number or email above.

Requesting service credit

To request a service credit, use one of the methods below:

- **Portal:** Sign-in to Control Centre
  - **Follow this path**: Billing > Billing Requests. Create a new request. Select Invoice Charge Dispute > SLA Outage.
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Provide the specified time period of the outage for review.)

Note: Our Billing team will assess whether a credit can be sanctioned or not.

Changing a service to another billing account

To change a service from one billing account to another, contact emeabilling@colt.net providing the service ID and the associated BAN you would like to service to be billed under.

Requesting a company name or invoice address change

To request a company name or invoice address change, contact emeabilling@colt.net providing your company name or address, company registration number and VAT number for both your existing entity and the new entity.

Checking your bill before an invoice

To check or identify potential errors in your bill before an official invoice is sent, we recommend you request a pre-bill check. To raise a pre-bill check, use one of the methods below:

- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Please provide your billing account number.)

Note: If you request this 'pro forma' invoice, it should not be processed for payment. Please only make payment once you receive your official invoice document.

Requesting a statement of account

To request a statement of account, please use one of the methods below:

- **Portal:** Sign-in to Control Centre
    - **Follow this path**: Billing > Billing Requests > Select Invoice Question > Statement of Account.
- **Phone:** +44 800 496 5000 - Option 2, then 2 (08:00–17:00 GMT)
- **Email:** ap.emea@colt.net (Provide your billing account number (BAN)

Payment remittance

Please send payment remittances to remittances@colt.net along with the name of your business, customer number, payment date, currency, amount, our account reference and the invoice number (including any credit notes if applicable).

Raising a payment query

To raise a payment query, please call +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT).

Note: Provide your billing account number and invoice number (if applicable).

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Network: Renewing or Disconnecting

Renewing your service(s)

There are two different types of renewals with Colt:

- **Service renewal:** Single or multiple services renewed separately under different agreements.
- **Customer renewal:** All your services renewed together under a master service agreement (MSA).

To discuss your renewal options, please contact your Account Manager or Customer Success Manager.

Note: We encourage you to contact us as early as possible to discuss your renewal so we can provide you with the most competitive offer prior to your service(s) term end date.

Out of term services

If your service has passed its contract term end date then it is referred to as an 'out-of-term' service. This means the service is no longer bound to a contract and should be renewed to avoid price increases.

Raising a disconnect

Disconnects can only be raised for out-of-term services and take up to 30 business days from the submission date to be completed. If you decide to disconnect or terminate a service during the contractual term, an early termination charge will be applied.

To raise a disconnect request:
- Contact your Account Manager or Customer Success Manager or,
- Sign-in to Control Centre and **follow this path:** Services > Disconnect Requests (in change request box) > New Disconnect Request.

Note: If any of the services you wish to disconnect are associated to other existing Colt services, please contact your Account Manager first to avoid incidents or outages.

Checking disconnect status

To check the status of your disconnect sign into the Portal here**: Sign-in to Control Centre**
- **Follow this path**: Services > View (in order status box) > Click order number.

Managed Hosting, Cloud & Edge Support

Managed Hosting, Cloud & Edge: Contact Us

Managed Hosting, Cloud & Edge Support	+44 800 496 5000 Option 1, then Option 2 (24 hours)
Co-Location Support	+44 800 496 5000 Option 1, then Option 2, then Option 1 (24 hours)
Billing Support	+44 800 496 5000 Option 2 (08:00-17:00GMT) email: emeabilling@colt.net
Site Access Requests	+44 800 496 5000 Option 4
Complaints	Please raise any complaints to your Account Manager, or alternatively at Complaints - Colt Technology Services

*Please note: Intl Freephone: 0080053363273

Managed Hosting, Cloud & Edge: Portals

The new URL for SavvisStation will be https://managedservices.colt.net and the new URL for Managed Support Portal will be https://managedsupport.colt.net. These portals should be used to manage all hosting, IT, and cloud services. Select your service first by using the **Service** menu on the top-left of the portal.

Requesting portal access

To gain access to Managed Services portal, contact your master user or email request@mail.colt.net with your customer number, full name, and contact details.

Retrieving your username or password

Learn how to reset your Managed Services portal password.

Navigating the portal

For help and guidance with Managed Services portal, use our knowledge base.

Portal outages or portal issues

If you experience a portal outage or issue, use one of contact methods below:

- **Phone:** 44 800 496 5000 or +800 5336 3273, option 1, then 2 (24 hours)
- **Email:** incident@mail.colt.net Provide your customer number or billing account number, a description of the issue, and any supporting evidence (e.g., screenshots).)

Managed Hosting, Cloud & Edge Support: Key Contacts

Below are key contacts for your Colt account depending on your request:

- **Sales or Product Migrations:** Account Manager
- **Account Management and Renewals**: Customer Success Manager
- **Service Design:** Sales Engineer (SE)
- **Configuration & Quoting**: Sales Support Associate (SSA)
- **Order Creation**: Order Entry (OE)
- **Order Delivery:** Customer Care Manager (CCM)
- **Service Activation:** Activations Engineer (only for activated services)
- **Repair Support for your service:** Service Desk
- **Billing support for your service:** Billing Desk

Colt also offers highly recommended Professional Services (outlined below) which can be purchased at any time during your contract. If you are interested, please reach out to your Account Manager or Customer Success Manager.

- **Service Management for your Account:** Client Service Partner (CSP)
- **Dedicated Operational Support:** Technical Operations Manager (TOM)
- **Dedicated Service Support (**Windows, Linux, Backup, Storage): Technical Service Engineer (TSE)
- **Security Support:** Security Account Manager (SAM)
- **Monitoring Solutions:** Client Technology Architect (CTA)

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Managed Hosting, Cloud & Edge: Contact Us

Managed Hosting, Cloud & Edge Support	+44 800 496 5000 Option 1, then Option 2 (24 hours)
Co-Location Support	+44 800 496 5000 Option 1, then Option 2, then Option 1 (24 hours)
Billing Support	+44 800 496 5000 Option 2 (08:00-17:00GMT) email: emeabilling@colt.net
Site Access Requests	+44 800 496 5000 Option 4
Complaints	Please raise any complaints to your Account Manager, or alternatively at Complaints - Colt Technology Services

*Please note: Intl Freephone: 0080053363273

Managed Hosting, Cloud & Edge Support: Orders

The key references for orders are your **order number** or **service ID**.

Colt has two distinct types of orders:

- **New installs:** new service(s) to be installed.
- **Modifications**: an upgrade, downgrade, or other billing-impacting change to an existing service

Understanding the order stages

Outlined below are the key order-journey stages related to your service delivery:

- **Confirm:** Colt will confirm your Service Delivery Manager (SDM) and order any equipment required.
- **Design:** Colt reserves provisioning resources and finalises any design requirements.
- **Build & Test:** Colt completes the logical build and configuration of your service before testing thoroughly.
- **Manage:** Once your service is passing traffic, the delivery is marked complete. The service is ready for you to manage and will be supported by the Colt operations team moving forward.

Escalating your order

To escalate your order, email: emea.ccm.managers@colt.net

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Managed Hosting, Cloud & Edge Support: Repair & Maintenance

The key references for repair and maintenance are your **site ID** or **ticket ID**.

Raising a new support ticket

Support tickets should be raised to report faults, incidents, or outages. To raise a new repair ticket, please have your service ID to hand and use one of the methods below:

- **Portal:** Sign in to Managed Services portal. Click **Support** > **Create**.
- **Phone:** +44 800 496 5000 or +800 5336 3273, option 1, then 2 (24 hours)

Requesting or viewing a support ticket update

To get an update on an existing support ticket, use one of the methods below:

- **Portal:** Sign in to Managed Services portal. Click **Support** > **Tickets** > **Open Tickets**.
- **Phone:** +44 800 496 5000 or +800 5336 3273, option 1, then 2 (24 hours)

Requesting a support ticket escalation

To escalate an open support ticket, call the operations centre and quote your ticket reference number.

Receiving planned maintenance notifications

To receive notifications for planned maintenance, use one of the methods below:

- **Phone:** +44 800 496 5000 - Option 1, then 2 (24 hours)
- **Email:** request@mail.colt.net (Provide your customer number, full name, contact number, email, and whether you would like to subscribe for maintenance and/or ticket notifications.)

Notifying Colt about your planned maintenance

To notify us about your own planned maintenance in advance, use one of the methods below:

- **Phone:** +44 800 496 5000 or +800 5336 3273, option 1, then 2 (24 hours)
- **Email:** request@mail.colt.net (Provide your customer number, full name, contact number, email, and whether you would like to subscribe for maintenance and/or ticket notifications.)

![colt](colt logo)

Managed Hosting, Cloud & Edge Support: Billing

Important: In most cases, you will need your **billing account number (BAN)** or **Invoice account number**.

Raising a new billing ticket request

Billing requests should be raised for any billing or invoice inquiries, disputes, name or address changes, payment or collections inquiries, and general bill-related questions. To raise a new billing request, please have your service ID to hand and use one of the methods below:

- **Portal:** Follow our step-by-step guide on creating a billing request.
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Reference your invoice number or billing account number.)

Note: You can dispute charges for multiple services on a single request, but they must all roll-up to the same billing account number (BAN).

Requesting a billing ticket update

To get an update or escalate an existing billing ticket, use one of the methods below:

- **Portal:** Follow our step-by-step guide to viewing the status of a billing request
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Reference your ticket ID.)

Note: To escalate a ticket, contact us using the phone number or email above.

Requesting a service credit

To request a service credit, use one of the methods below:

- **Portal:** Sign in to Managed Services portal
  - o **Follow this path**: Billing > Billing Requests > Invoice Charge Dispute > SLA Outage.
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Provide the specified time period of the outage for review.)

Note: Our billing team will assess whether a credit can be sanctioned or not.

Changing a service to another billing account

To change a service from one billing account to another, contact emeabilling@colt.net providing the service ID and the associated BAN you would like to service to be billed under.

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Requesting a company name or invoice address change

To request a company name or invoice address change, contact emeabilling@colt.net providing your company name or address, company registration number and VAT number for both your existing entity and the new entity.

Checking your bill before an invoice

To check or identify potential errors in your bill before an official invoice is sent, we recommend you request a pre-bill check. To raise a pre-bill check, use one of the methods below:

- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Please provide your billing account number.)

Note: If you request this 'pro forma' invoice, it should not be processed for payment. Please only make payment once you receive your official invoice document.

Requesting a statement of account

To request a statement of account, please use one of the methods below:

- **Portal:** Sign in to Managed Services portal
    - **Follow this path**: Billing > Billing Requests > Invoice Question > Statement of Account.
- **Phone:** +44 800 496 5000 - Option 2, then 2 (08:00–17:00 GMT)
- **Email:** ap.emea@colt.net (Provide your billing account number - BAN).

Payment remittance

Please send payment remittances to remittances@colt.net along with the name of your business, customer number, payment date, currency, amount, our account reference, and the invoice number (including any credit notes if applicable).

Raising a payment query

To raise a payment query, please call +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT).

Note: Provide your billing account number and invoice number (if applicable).

Managed Hosting, Cloud & Edge Support: Renewing

Renewing your services

There are two different types of renewals with Colt:

- **Service renewal:** Single or multiple services renewed separately under different agreements.

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- **Customer renewal:** All your services renewed together under a master service agreement (MSA).

To discuss your renewal options, please contact your Account Manager or Customer Success Manager.

Note: We encourage you to contact us as early as possible to discuss your renewal so we can provide you with the most competitive offer prior to your service(s) term end date.

Out-of-term services

If your service has passed its contract term end date, then it is referred to as an 'out-of-term' service. This means the service is no longer bound to a contract and should be renewed to avoid price increases.

Voice & Collaboration Support

Voice & Collaboration Support: Portals

- Control Centre is the portal used to manage most collaboration services and voice over IP (VoIP) services.

Requesting portal access

To gain access to Control Centre, Voice Feature Management, or the VoIP Portal, contact your Account Manager or email control.center@colt.net with your customer number, full name, and contact details.

If you are a new customer, contact your Colt representative.

Retrieving your username or password

- Learn how to retrieve your Control Centre username or password.
- To reset your password for Voice Feature Management or VoIP portal, email control.center@colt.net

Navigating the portal

- Learn more about using Control Centre

Creating and managing portal support tickets

Portal support tickets should be raised if you have Control Centre portal issues, Voice Feature Management or VoIP portal issues, outages, or require additional access for your user profile.

- **Portal:**
    - Creating a portal support ticket
    - Viewing the status of a portal support ticket
    - Viewing the details of a portal support ticket
    - Updating information in a portal support ticket
    - Escalating a portal support ticket
    - Closing a portal support ticket

- **Phone:** +44 800 496 5000 - Option 5.

- **Email:** control.center@colt.net
    - To open a ticket, you will need to provide either your Customer Number, Billing Account Number (BAN) or Enterprise ID; along with a description of the issue and any supporting evidence (e.g., screenshots).

    o   To get information on the status, or request an update on an existing ticket, you will need to provide your 8-digit portal support ticket reference number.

Voice & Collaboration Support: Key Contacts

Below are key contacts for your Colt account depending on your request:

- **Sales or Product Migrations:** Account Manager
- **Account Management and Renewals**: Customer Success Manager
- **Service Design:** Sales Engineer (SE)
- **Configuration & Quoting**: Sales Support Associate (SSA)
- **Order Creation**: Order Entry (OE)
- **Order Delivery:** Customer Care Manager (CCM)
- **Service Activation:** Activations Engineer (only for activated services)
- **Repair Support for your service:** Service Desk
- **Billing support for your service:** Billing Desk

Colt also offers highly recommended Professional Services (outlined below) which can be purchased at any time during your contract. If you are interested, please reach out to your Account Manager or Customer Success Manager.

Voice & Collaboration Support: Contact Us

Voice & Collaboration Support	+44 800 496 5000 Option 1, then Option 1, then Option 1 (24 hours)
Billing Support	+44 800 496 5000 Option 2 (08:00-17:00GMT) email: emeabilling@colt.net
Control Centre Support	+44 800 496 5000 Option 5 (12:00-11:00GMT) email: control.center@colt.net
Complaints	Please raise any complaints to your Account Manager, or alternatively at Complaints - Colt Technology Services

*Please note: Intl Freephone: 0080053363273

Voice & Collaboration Support: Orders

The key references for orders are your **order number** or **service ID**.

Colt has two distinct types of orders:

- **New installs:** new service(s) to be installed.
- **Modifications**: an upgrade, downgrade, or other billing-impacting change to an existing service

Estimated lead time: ([Learn more about our order intervals](.).)

- *On-net* refers to services delivered by Colt without third-party supplier involvement.
- *Off-net* refers to the involvement of a local third-party supplier to deliver the last mile of service.

Understanding the order stages

To help you prepare for your new installation or modification order, visit our [Readiness site](.). The key journey stages are outlined below.

Outlined below are the key order-journey stages related to your service delivery:

- **Confirm:** Colt gathers technical information from your primary order contact to enable timely, accurate delivery. Get prepared by taking a look at our [local contacts guidelines](.) and [site-preparation guide](.).
- **Design:** Colt reserves network resources, finalizes your configuration requirements and conducts a site survey if necessary, before confirming your delivery date.
- **Build & Test:** Colt completes the logical build and configuration of your service before testing thoroughly.
- **Activate:** If you ordered plug and play services, you must connect your equipment to the Colt demarcation and self-activate using our [self-activation guide](.). If you have activated services, then Colt will schedule activation slots directly with you. Billing then begins three days after the service commencement date. View our [billing commencement policy](.) here.
- **Manage:** Once your service is passing traffic, the delivery is marked complete. The service is ready for you to manage and will be supported by the Colt operations team moving forward.

Escalating your order

To escalate your order, email: emea.ccm.managers@colt.net

Voice & Collaboration Support: Repair & Maintenance

The key references for Repair and Maintenance are your Service ID, Circuit ID or Ticket ID.

Colt has three distinct types of tickets:
- **Repair ticket:** Used to report faults, incidents or outages on a service.

- **Change request (MACD):** Used to make a non-billing impacting change to an existing service.
- **Colocation request:** Used for site access, badging and field technical service (FTS) requests.

Note: The tickets above are managed by the Colt Operations team in EMEA.

Estimated time to resolve.

Ticket resolution times will vary depending on the complexity of the issue and may be dependent on third party supplier actions.
- Out-of-service (P1) repair tickets aim to be responded to within 1 hour.
- Impaired service (P2) repair tickets aim to be responded to within 4 hours.

Raising and Updating Repair Tickets

Repair tickets should be raised to report faults, incidents, or outages. Have your Service ID ready.

- **Portal:** Follow our step-by-step guide to create a repair ticket.
- **Phone:** +44 800 496 5000 – Option 1, then 1, then 1 (24 hours)

Viewing or updating an existing repair ticket (have your Service ID ready):

- **Portal:** Follow our step-by-step guide to viewing a repair ticket update or status.
- **Phone:** +44 800 496 5000 – Option 1, then 1, then 2 (24 hours)

Escalating Repair Tickets

We understand that there may be times when you wish to escalate an incident. This could be due to several reasons:

- A service outage that exceeds the Service Level Agreement
- You are unable to carry out business as usual due to a fault
- You have a crisis situation
- Failure of escalation and/or communication plan
- Increase in impact and/or criticality of service disruption
- Risk of damage to your business reputation
- A protracted repair or multiple repeat fault scenarios

Therefore, within Service Assurance we provide you with a five-level escalation matrix for services contracted with Colt Europe, USA and Canada

Level 1 - 5 Colt Escalation contact Matrix

In the event that an escalation is required or follow-up with an existing escalation, please call:

Team Leader	Incident Manager	Senior Manager	Director	VP
+44 203 481 7007	+44 203 481 7008	+44 203 481 7009	+44 203 481 7010	+44 203 481 7011

And enter your ticket number

Outlined are the steps you should take to escalate an incident.

- All escalation must be made via phone (escalations made via e-mail may suffer delays as individual mailboxes are not monitored 24×7)
- Make sure you enter your ticket reference when calling us to help with routing your escalation appropriately. Our ticket format is 1-0123456789. The valid format to enter within the Interactive voice response (IVR) is: 10123456789 (disregard "-")
- Escalations will be system driven, and will move sequentially from level 1 to 5
- Escalations should be made at a Peer-to-Peer Level
- The escalation owner can decide to expedite or delay the requested escalation level
- In the event of a Colt MNI the crisis escalation process may be invoked and supersede this process
- Network Operations will always have a contact available at all levels (Escalation calls to Director and VP level will be answered by an on duty Senior Manager 24 x 7 who will engage the relevant Director/VP)

Requesting a reason for outage (RFO)

Upon ticket closure, we will provide a short summary of the RFO. To request a formal RFO, please have your closed ticket ID to hand and use one of the methods below:

- **Portal:** Follow our step-by-step guide on requesting an RFO.
- **Phone:** +44 800 496 5000 - Option 1, then 1, then 1 (24 hours)

Note: RFOs can only be requested for closed tickets and can take up to 5 business days to provide.

Raising a Voice Complete change request

Change requests are non-billing impacting adds, changes or removes / deletes to existing services. To raise a change request, use one of the following methods:

- **Portal:** Sign-in to Control Centre
    - o Follow this path: Services > Change Requests (in change request box) > New Change Request > Voice Complete.
- **Phone:** +44 800 496 5000 - Option 1, then 1, then 1 (24 hours)

For changes which impact your bill, please contact your Account Manager.

Receiving Colt planned maintenance notifications.

To receive notifications for Colt planned maintenance, use one of the methods below:

- **Portal:** Sign-in to Control Centre
    - o Control Centre system administrators can create notification settings for other users
        - ▪ **Follow this path:** Admin, Notification Management, Add New Setting.
    - o Control Centre users can create notification settings for themselves:
        - ▪ Click your username, then click **Notifications**. Click **Add New Setting**.
- **Email:** change.management.emea@colt.net (Provide your customer number, full name, contact number, email and whether you would like to subscribe for maintenance and/or ticket notifications.)

Notifying Colt about your planned maintenance.

To notify Colt about your own planned maintenance in advance, use one of the methods below:

- **Phone:** +44 800 496 5000 – Option 4 (09:00-17:00 GMT)
- **Email:** change.management.emea@colt.net (Provide details of the service ID or circuit ID(s) affected, the date and time of your planned maintenance.)

Voice & Collaboration Support: Billing

Important: In most cases, you will need your **billing account number (BAN)** or **Invoice account number**.

Raising a new billing ticket request

Billing requests should be raised for any billing or invoice inquiries, disputes, name or address changes, payment or collections inquiries, and general bill-related questions. To raise a new billing request, please have your service ID to hand and use one of the methods below:

- **Portal:** Follow our step-by-step guide on creating a billing request.
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Reference your invoice number or billing account number.)

Note: You can dispute charges for multiple services on a single request, but they must all roll-up to the same billing account number (BAN).

Requesting a billing ticket update

To get an update or escalate an existing billing ticket, use one of the methods below:

- **Portal:** Follow our step-by-step guide to viewing the status of a billing request
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Reference your ticket ID.)

Note: To escalate a ticket, contact us using the phone number or email above.

Requesting service credit

To request a service credit, use one of the methods below:

- **Portal:** Sign-in to Control Centre
    - **Follow this path**: Billing > Billing Requests. Create a new request. Select Invoice Charge Dispute > SLA Outage.
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Provide the specified time period of the outage for review.)

Note: Our Billing team will assess whether a credit can be sanctioned or not.

Changing a service to another billing account

To change a service from one billing account to another, contact emeabilling@colt.net providing the service ID and the associated BAN you would like to service to be billed under.

Requesting a company name or invoice address change

To request a company name or invoice address change, contact emeabilling@colt.net providing your company name or address, company registration number and VAT number for both your existing entity and the new entity.

Checking your bill before an invoice

To check or identify potential errors in your bill before an official invoice is sent, we recommend you request a pre-bill check. To raise a pre-bill check, use one of the methods below:

- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Please provide your billing account number.)

Note: If you request this 'pro forma' invoice, it should not be processed for payment. Please only make payment once you receive your official invoice document.

Requesting a statement of account

To request a statement of account, please use one of the methods below:

- **Portal:** Sign-in to Control Centre
  - **Follow this path**: Billing > Billing Requests > Select Invoice Question > Statement of Account.
- **Phone:** +44 800 496 5000 - Option 2, then 2 (08:00–17:00 GMT)
- **Email:** ap.emea@colt.net (Provide your billing account number (BAN).

Payment remittance

Please send payment remittances to remittances@colt.net along with the name of your business, customer number, payment date, currency, amount, our account reference and the invoice number (including any credit notes if applicable).

Raising a payment query

To raise a payment query, please call +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT).

Note: Provide your billing account number and invoice number (if applicable).

Voice & Collaboration: Renewing or Disconnecting

Renewing your service(s)

There are two different types of renewals with Colt:

- **Service renewal:** Single or multiple services renewed separately under different agreements.
- **Customer renewal:** All your services renewed together under a master service agreement (MSA).

To discuss your renewal options, please contact your Account Manager or Customer Success Manager.

Note: We encourage you to contact us as early as possible to discuss your renewal so we can provide you with the most competitive offer prior to your service(s) term end date.

Out of term services

If your service has passed its contract term end date, then it is referred to as an 'out-of-term' service. This means the service is no longer bound to a contract and should be renewed to avoid price increases.

Raising a disconnect

Disconnects can only be raised for out-of-term services and take up to 30 business days from the submission date to be completed. If you decide to disconnect or terminate a service during the contractual term, an early termination charge will be applied.

To raise a disconnect request:

- Contact your Account Manager or Customer Success Manager or,
- Sign-in to Control Centre and **follow this path:** Services > Disconnect Requests (in change request box) > New Disconnect Request.

Note: If any of the services you wish to disconnect are associated to other existing Colt services, please contact your Account Manager first to avoid incidents or outages.

Checking disconnect status

To check the status of your disconnect sign into the Portal here: Sign-in to Control Centre

- **Follow this path**: Services > View (in order status box) > Click order number.

Security Support

Security Support: Portals

Use the Security Solutions portal (accessed from [Control Centre)](#) to manage Firewalls, Adaptive Network Security (ANS), Managed Security Services, Adaptive Threat Intelligence (ATI) security services.

The [SavvisStation MSS portal](#) is used to manage your Security Log Monitoring (SLM) service.

Requesting Portal Access

To gain access to Control Centre, and the security solutions section, Security Log Monitoring (SLM) portal, or the DDoS Mitigation and Reporting Portal please contact your Account Manager or email control.center@colt.net with your customer number, full name, and contact details.

If you are a new customer, contact your Colt representative.

Retrieving your username or password

- [Learn how to retrieve your Control Centre username or password](#)
- To reset your password for the DDoS Mitigation Reporting portal, email control.center@colt.net

Navigating the Portal

- [Learn more about the Security Solutions portal](#)
- [Learn more about the DDoS Mitigation and Reporting portal](#)

Creating and managing portal support tickets

Portal support tickets should be raised if you have Control Centre portal issues, outages, or require additional access for your user profile.

- **Portal:**
  - [Creating a portal support ticket](#)
  - [Viewing the status of a portal support ticket](#)
  - [Viewing the details of a portal support ticket](#)
  - [Updating information in a portal support ticket](#)
  - [Escalating a portal support ticket](#)
  - [Closing a portal support ticket](#)

- **Phone:** +44 800 496 5000 - Option 5.

- **Email:** control.center@colt.net
  - To open a ticket, you will need to provide either your Customer Number, Billing Account Number (BAN) or Enterprise ID; along with a description of the issue and any supporting evidence (e.g., screenshots).
  - To get information on the status, or request an update on an existing ticket, you will need to provide your 8-digit portal support ticket reference number.

For issues with Security Logging Monitoring, please call +44 800 496 5000, Option 1, then Option 3, Option 3 (24 hours)

Security Support: Key Contacts

Below are key contacts for your Colt account depending on your request:

- **Sales or Product Migrations**: Account Manager
- **Account Management and Renewals**: Customer Success Professional
- **Service Design:** Sales Engineer (SE)
- **Configuration & Quoting:** Sales Support Associate (SSA)
- **Order Creation:** Order Entry (OE)
- **Order Delivery:** Customer Care Manager (CCM)
- **Service Activation:** Activations Engineer (only for activated services)
- **Repair Support for your service:** Service Desk
- **Billing support for your service:** Billing Desk

Colt also offers highly recommended Professional Services (outlined below) which can be purchased at any time during your contract. If you are interested, please reach out to your Account Manager or Customer Success Manager.

- **Service Management for your Account:** Customer Support Manager (CSM)
- **Dedicated Operational Support for your Account:** Enhanced Technical Operations (ETOPs)
- **Dedicated security manager for your account:** security account manager (SAM)

Security Support: Contact Us

Managed Security Support	+44 800 496 5000 Option 1, then Option 3 (24 hours)
DDoS Support	+44 800 496 5000 Option 1, then Option 3, Option 1 (24 hours)

Managed Firewall	+44 800 496 5000 Option 1, then Option 3, Option 2 (24 hours)
Security Log Monitoring (SLM)	+44 800 496 5000 Option 1, then Option 3, Option 3 (24 hours)
Billing Support	+44 800 496 5000 Option 2 (08:00-17:00GMT) email: emeabilling@colt.net
Control Centre Support	+44 800 496 5000 Option 5 (12:00-11:00GMT) email: control.center@colt.net
Complaints	Please raise any complaints to your Account Manager, or alternatively at Complaints - Colt Technology Services

*Please note: Intl Freephone: 0080053363273

Security Support: Orders

The key references for orders are your **order number** or **service ID**. Colt has two distinct types of orders:

- **New installs:** new service(s) to be installed.
- **Modifications**: an upgrade, downgrade, or other billing-impacting change to an existing service

Estimated lead time: (Learn more about our order intervals.)

- *On-net* refers to services delivered by Colt without third-party supplier involvement.
- *Off-net* refers to the involvement of a local third-party supplier to deliver the last mile of service.

Understanding the order stages

To help you prepare for your new installation or modification order, visit our Readiness site. (If you have ordered SD-WAN services, please read our specific SD-WAN readiness page.)

Outlined below are the key order-journey stages related to your service delivery:

- **Confirm:** Colt gathers technical information from your primary order contact to enable timely, accurate delivery. Get prepared by taking a look at our local contacts guidelines and site-preparation guide.
- **Design:** Colt reserves network resources, finalizes your configuration requirements and conducts a site survey, if necessary, before confirming your delivery date.
- **Build & Test:** Colt completes the logical build and configuration of your service before testing thoroughly.

- **Activate:** Colt will schedule activation slots directly with you. Billing then begins three days after the service commencement date. View our billing commencement policy here.
- **Manage:** Once your service is passing traffic, the delivery is marked complete. The service is ready for you to manage and will be supported by the Colt operations team moving forward.

Escalating your order

To escalate your order, email: emea.ccm.managers@colt.net

Security Support: Repair & Maintenance

The key references for repair and maintenance of security services are your
service ID or ticket ID. Colt has two types of security tickets:

- **Security repair ticket:** Used to report faults, incidents, or outages on a service.
- **Security change request:** Used to make a non-billing impacting change to an existing service.

Note: The tickets above are managed by the Colt Security Operations Centre (SOC).

Estimating time to resolve

Ticket resolution times will vary depending on complexity of the issue and may be dependent on third-party supplier actions.

Raising or viewing a new security repair ticket

Security repair tickets should be raised to report faults, incidents, or outages on security services. To raise a new security repair ticket, please have your service ID to hand and use one of the methods below:

- **Portal:** Learn how to create a security repair ticket for all security services except Security Log Monitoring and view an existing ticket Learn how to view the status of a security repair ticket.
- **Phone:** +44 800 496 5000 - Option 1, then Option 3 (24 hours)
  - **Submenu Security Options:**
    - **Option 1:** DDoS
    - **Option 2:** Managed Firewall
    - **Option 3:** Security Log Management (SLM)

For Security Log Monitoring, sign in to the SavvisStation MSS portal. Click **Support** > **Create**.

Escalating Repair Tickets

We understand that there may be times when you wish to escalate an incident. This could be due to several reasons:

- A service outage that exceeds the Service Level Agreement
- You are unable to carry out business as usual due to a fault
- You have a crisis situation
- Failure of escalation and/or communication plan
- Increase in impact and/or criticality of service disruption
- Risk of damage to your business reputation
- A protracted repair or multiple repeat fault scenarios

Therefore, within Service Assurance we provide you with a five-level escalation matrix for services contracted within Colt Europe, USA and Canada.

1	2	3	4	5
Level 1 - 5 Colt Escalation contact Matrix				
In the event that an escalation is required or follow-up with an existing escalation, please call:				
Team Leader	**Incident Manager**	**Senior Manager**	**Director**	**VP**
+44 203 481 7007	+44 203 481 7008	+44 203 481 7009	+44 203 481 7010	+44 203 481 7011
And enter your ticket number				

Outlined are the steps you should take to escalate an incident.

- All escalation must be made via phone (escalations made via e-mail may suffer delays as individual mailboxes are not monitored 24×7)
- Make sure you enter your ticket reference when calling us to help with routing your escalation appropriately. Our ticket format is 1-0123456789. The valid format to enter within the Interactive voice response (IVR) is: 10123456789 (disregard "-")
- Escalations will be system driven, and will move sequentially from level 1 to 5
- Escalations should be made at a Peer-to-Peer Level
- The escalation owner can decide to expedite or delay the requested escalation level
- In the event of a Colt MNI the crisis escalation process may be invoked and supersede this process
- Network Operations will always have a contact available at all levels (Escalation calls to Director and VP level will be answered by an on duty Senior Manager 24 x 7 who will engage the relevant Director/VP)

Requesting a reason for outage (RFO)

Upon ticket closure, we will provide a short summary of the RFO. To request a formal RFO, please have your closed ticket ID to hand and use one of the methods below:

- **Portal:** Follow our step-by-step guide on requesting an RFO for your security repair ticket.
- **Phone:** +44 800 496 5000 - Option 1, then 1, then 1 (24 hours)

Note: RFOs can only be requested for closed tickets and can take up to 5 business days to provide.

Raising a change request or modification.

Change requests are non-billing impacting adds, changes or removes / deletes to existing services. To raise a change request, use one of the following methods:

- **Portal:**
    - For all security services *except* Security Log Monitoring: Learn how to create a security change request.
    - For Security Log Monitoring, sign in to the SavvisStation MSS portal. Click **Support** > **Create**.

- **Phone:** +44 800 496 5000 - Option 1, then 3 (24 hours)

For changes which impact your bill, please contact your Account Manager.

Receiving Colt planned maintenance notifications.

To receive notifications for Colt planned maintenance, use one of the methods below:

- **Portal:** Sign-in to Control Centre
    - Control Centre system administrators can create notification settings for other users
        - **Follow this path:** Admin, Notification Management, Add New Setting.
    - Control Centre users can create notification settings for themselves:
        - **Follow this path:** Click your username, Notifications, Add New Setting.

- **Email:** change.management.emea@colt.net (Provide your customer number, full name, contact number, email and whether you would like to subscribe for maintenance and/or ticket notifications.)

Notifying Colt about your planned maintenance.

To notify Colt about your own planned maintenance in advance, use one of the methods below:

- **Phone:** +44 800 496 5000 – Option 4 (09:00-17:00 GMT)

- **Email:** change.management.emea@colt.net (Provide details of the service ID or circuit ID(s) affected, the date and time of your planned maintenance.)

Managing your security services

For helpful guidance on managing your security services, please visit the below links depending on your service. Note, guides are not available for all security services.

- Adaptive Network Security
- Managed Security
- DDoS Mitigation Service
- Adaptive Threat Intelligence

Security Support: Billing

Important: In most cases, you will need your **billing account number (BAN)** or **Invoice account number**.

Raising a new billing ticket request

Billing requests should be raised for any billing or invoice inquiries, disputes, name or address changes, payment or collections inquiries, and general bill-related questions. To raise a new billing request, please have your service ID to hand and use one of the methods below:

- **Portal:** Follow our step-by-step guide on creating a billing request.
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Reference your invoice number or billing account number.)

Note: You can dispute charges for multiple services on a single request, but they must all roll-up to the same billing account number (BAN).

Requesting a billing ticket update

To get an update or escalate an existing billing ticket, use one of the methods below:

- **Portal:** Follow our step-by-step guide to viewing the status of a billing request
- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Reference your ticket ID.)

Note: To escalate a ticket, contact us using the phone number or email above.

Requesting service credit

To request a service credit, use one of the methods below:

- **Portal:** Sign-in to Control Centre
    - **Follow this path**: Billing > Billing Requests. Create a new request. Select Invoice Charge Dispute > SLA Outage.

- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Provide the specified time period of the outage for review.)

Note: Our Billing team will assess whether a credit can be sanctioned or not.

Changing a service to another billing account

To change a service from one billing account to another, contact emeabilling@colt.net providing the service ID and the associated BAN you would like to service to be billed under.

Requesting a company name or invoice address change

To request a company name or invoice address change, contact emeabilling@colt.net providing your company name or address, company registration number and VAT number for both your existing entity and the new entity.

Checking your bill before an invoice

To check or identify potential errors in your bill before an official invoice is sent, we recommend you request a pre-bill check. To raise a pre-bill check, use one of the methods below:

- **Phone:** +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT)
- **Email:** emeabilling@colt.net (Please provide your billing account number.)

Note: If you request this 'pro forma' invoice, it should not be processed for payment. Please only make payment once you receive your official invoice document.

Requesting a statement of account

To request a statement of account, please use one of the methods below:

- **Portal:** Sign-in to Control Centre
  - **Follow this path**: Billing > Billing Requests > Select Invoice Question > Statement of Account.
- **Phone:** +44 800 496 5000 - Option 2, then 2 (08:00–17:00 GMT)
- **Email:** ap.emea@colt.net (Provide your billing account number (BAN).)

Payment remittance

Please send payment remittances to remittances@colt.net along with the name of your business, customer number, payment date, currency, amount, our account reference, and the invoice number (including any credit notes if applicable).

Raising a payment query

To raise a payment query, please call +44 800 496 5000 - Option 2, then 1 (08:00–17:00 GMT).

Note: Provide your billing account number and invoice number (if applicable).

Security Support: Renewing or Disconnecting

Renewing your service(s)

There are two different types of renewals with Colt:

- **Service renewal:** Single or multiple services renewed separately under different agreements.
- **Customer renewal:** All your services renewed together under a master service agreement (MSA).

To discuss your renewal options, please contact your Account Manager or Customer Success Manager.

Note: We encourage you to contact us as early as possible to discuss your renewal so we can provide you with the most competitive offer prior to your service(s) term end date.

Out of term services

If your service has passed its contract term end date, then it is referred to as an 'out-of-term' service. This means the service is no longer bound to a contract and should be renewed to avoid price increases.

Raising a disconnect

Disconnects can only be raised for out-of-term services and take up to 30 business days from the submission date to be completed. If you decide to disconnect or terminate a service during the contractual term, an early termination charge will be applied.

To raise a disconnect request:
- Contact your Account Manager or Customer Success Manager or,
- Sign-in to Control Centre and **follow this path:** Services > Disconnect Requests (in change request box) > New Disconnect Request.

Note: If any of the services you wish to disconnect are associated to other existing Colt services, please contact your Account Manager first to avoid incidents or outages.

Checking disconnect status

To check the status of your disconnect sign into the Portal here: Sign-in to Control Centre
- **Follow this path**: Services > View (in order status box) > Click order number.