

**Colt Online  
Portal**

# Customer User Guide

## Service Support > Services

### Services

The Services page in Colt Online gives you an overview of all your live Services you have with Colt. To view details of your Services, you can select an individual service from the list or refine your search to find services based on Circuit ID, order number or OCN. Searches based on the start date of the service are also possible.

**Find Service**

Search reference : Circuit ID/Service Identifier


Q
X
R
I

Results 20 / 763

Circuit Reference / Service Reference	Customer No. (OCN)	Customer Name	Order Number / Service ID	Service Type	Service Start Date	Action
LONDUSLE-189604	4160891	ZZZZ UK TEST	1-1600102132	Colt LANLink Point to Point	07/10/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
CESLONLE-184010	-----	-----	-----	COLT LANLink Metro	04/10/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
SCOLONIA-181579	4160891	ZZZZ UK TEST	151000294	COLT IP Access	02/10/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
IPV04291	4160891	ZZZZ UK TEST	151000293	COLT VoIP Access	02/10/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
LONLONLE-179414	4160891	ZZZZ UK TEST	150700413	COLT LANLink International	30/09/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
MLMILE-187395	-----	-----	-----	COLT LANLink Metro	24/09/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
LONDUSLE-185476	4160891	ZZZZ UK TEST	150700422	COLT LANLink International	22/09/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
SCOSCOLE-188913	4160891	ZZZZ UK TEST	1-1697512800	Colt LANLink Point to Point	19/09/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
CZEFRAIA-012345	4160891	ZZZZ UK TEST	150901036	COLT IPVPN Corporate Plus	17/09/2015 09:14	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
IPV04313	4160891	ZZZZ UK TEST	150901035	COLT VoIP Access	16/09/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
MLMILE-186880	4	-----	-----	COLT LANLink Metro	16/09/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>
IPV04316	4160891	ZZZZ UK TEST	150901078	COLT VoIP Access	13/09/2015 23:00	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Raise Ticket</a>

[Load More](#)
[Download to Excel](#)

Please click on the Circuit Reference/Service Reference to view all details. You can also download the complete overview into an Excel sheet.

**colt** Information Centre Account Management Sales Tools Administration Help/Contact Us

Colt Online Home / Account Management / Tickets

Circuit ID/Service Identifier **FRA/FRA/E1X121519** +ExpandAll Raise New Ticket

**Service Details**

Billing contract number:	[Redacted]	Service Start Date:	01/12/2010
Service type:	COLT Voice Line	Account executive:	[Redacted]
Order Number:	[Redacted]	Customer Number (OCN):	[Redacted]
Customer Name:	Premiere Conferencing Ireland Ltd		

**Site details**

Customer Name:	[Redacted]		
Building:	[Redacted]		
Address:	[Redacted]		
City:	FRANKFURT	FRANKFURT	
Country:	GERMANY	GERMANY	
Post Code:	60314	60322	

**Ordering Party Details**

**Service Details - Billing**

**Performance Reporting**

## Tickets > View Tickets

### View Tickets

The option Tickets in the Account Management menu OR the Requests, Incidents tile will lead you to a page where you can see all your open tickets with their respective status.

**colt** Information Centre Account Management Administration Help/Contact Us

Welcome to **Colt Online**

Account Management menu items:

- Order Management Portal
- Order Management Portal Alpha Trial
- Billing
- Tickets** (highlighted)
- Services
- Document Sharing Area
- Route Activator & Active Reports
- Information Centre

Dashboard tiles:

- Connectivity Checker
- Price Quote, Order
- Requests Incidents (highlighted)
- Services
- Invoice via e-mail
- Invoice and Reports

Latest News:

- TRADEcho API available on Colt PrimeNet (21 Jul 2016)
- Colt switches to 5G spectrum in 11 countries (13 Jul 2016)
- ASAG (05 Jul 2016)
- View all >>>

Latest Blogs:

- Tired of delays every time... (25 Jul 2016)
- Is the capital markets ecosystem... (25 Jul 2016)
- The Virtual Markets (25 Jul 2016)
- View all >>>

From here you can refine your search to find the ticket you are looking for. You can search for example with the Colt internal reference number, the customer reference number or by using other search criteria in the text field. There is also a range of pre-defined searches available.

The table itself offers various possibilities to customize your view by sorting or hiding/un-hiding columns.

The screenshot shows the 'Track Your Tickets' page with a table of tickets. A dropdown menu is open, showing filtering options. The table has columns: Customer Reference, Customer Name, Priority, Ticket Type, Order Number, Summary, Date Time Opened, and Status. The dropdown menu includes options like 'All Open Tickets', 'Raised in Last 15 days', 'Raised in Last 30 Days', 'Raised in Last 60 Days', and 'Raised in Last 6 Months'. A 'Show/Hide columns +' button is also visible at the bottom of the table.

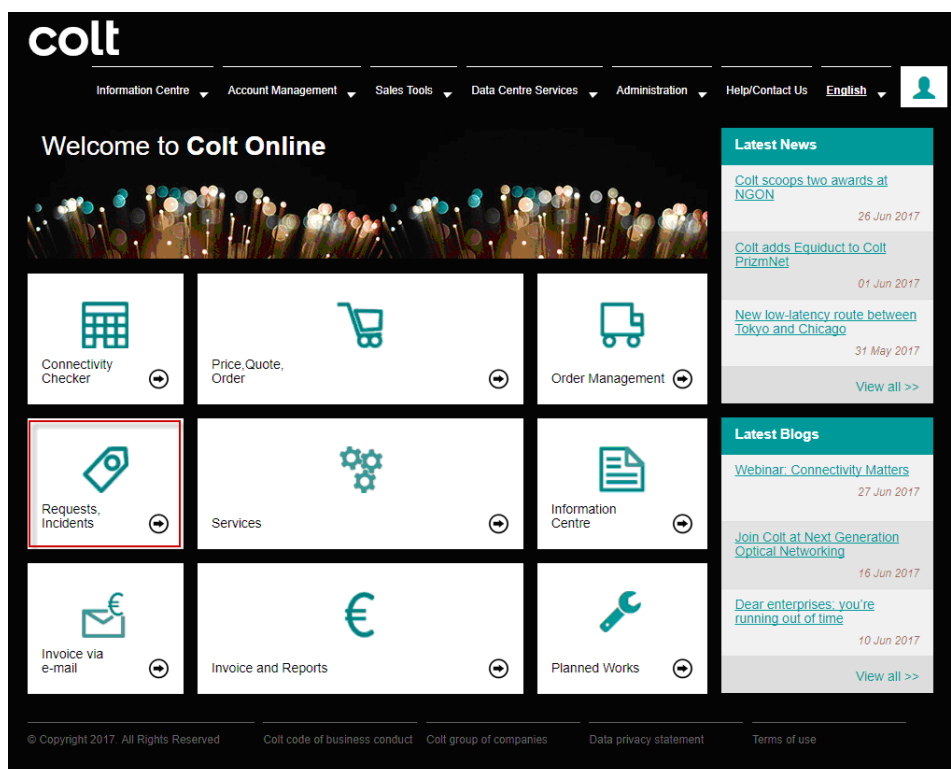
Customer Reference	Customer Name	Priority	Ticket Type	Order Number	Summary	Date Time Opened	Status	
ZZZZ UK TEST	ZZZZ UK TEST	Low (P4)	Service Request		Zai reçu une n...	28/07/2016 09:25:32	New	
test please	Harrods Limited	Low (P4)	Service Request	160305257	Ich benötige le...	28/07/2016 07:00:49	Assigne	
test Customer Reference	ZZZZ UK TEST	Low (P4)	Service Request	160505770	Necesito inform...	28/07/2016 15:16:23	New	
test	ZZZZ UK TEST	Low (P4)	Incident	10071141	asdtsdf	28/07/2016 15:03:34	New	
asdts	Harrods Limited	High (P2)	Incident	160706144	asdts	28/07/2016 14:21:01	Assigne	
1-142943852	Harrods Limited	Medium (P3)	Incident	160305257	dsarbs	28/07/2016 14:01:37	Assigne	
1-1429394152	672800051	Harrods Limited	Critical (P1)	Incident	160706130	Circuit Down	28/07/2016 13:47:55	Assigne
1-1429393942	Harrods Limited	High (P2)	Incident	160305257	sdf	28/07/2016 13:41:54	Assigne	
1-1429393842	Harrods Limited	Medium (P3)	Incident	160305257	sdf	28/07/2016 13:32:16	New	
1-1429393752	Harrods Limited	Low (P4)	Incident	160305257	sgtfg	28/07/2016 13:23:55	New	

A click on the “+” expands a view with the most important information. To view detailed information about a ticket click on the Ticket Number link and a screen with the ticket status and progress, the communication and further options will appear:

The screenshot shows the detailed view of a ticket. At the top, there are tabs for 'Assigned', 'Work In Progress', 'Resolved', and 'Closed'. The ticket number is 1-1115496086. Below this, there is a 'Ticket Summary' section with details: Priority: Medium (P3), Ticket Type: Service Request, Date Time Opened: 06/11/2014 10:00:22, Reported By: Andrew Payne, Circuit ID/Service Identifier: 130501318, Customer Name: ZZZZ UK TEST, Customer Number(OCN): 4160891, and Summary: Customer Scheduled Power Down Onsite Assistance. There are sections for 'Detailed Description', 'Attachment', and 'Ticket Updates'. At the bottom, there is a 'Clear' button, a 'Choose file' button (No file chosen), and a 'Submit Comment' button. A note at the bottom says 'No Notes to display'.

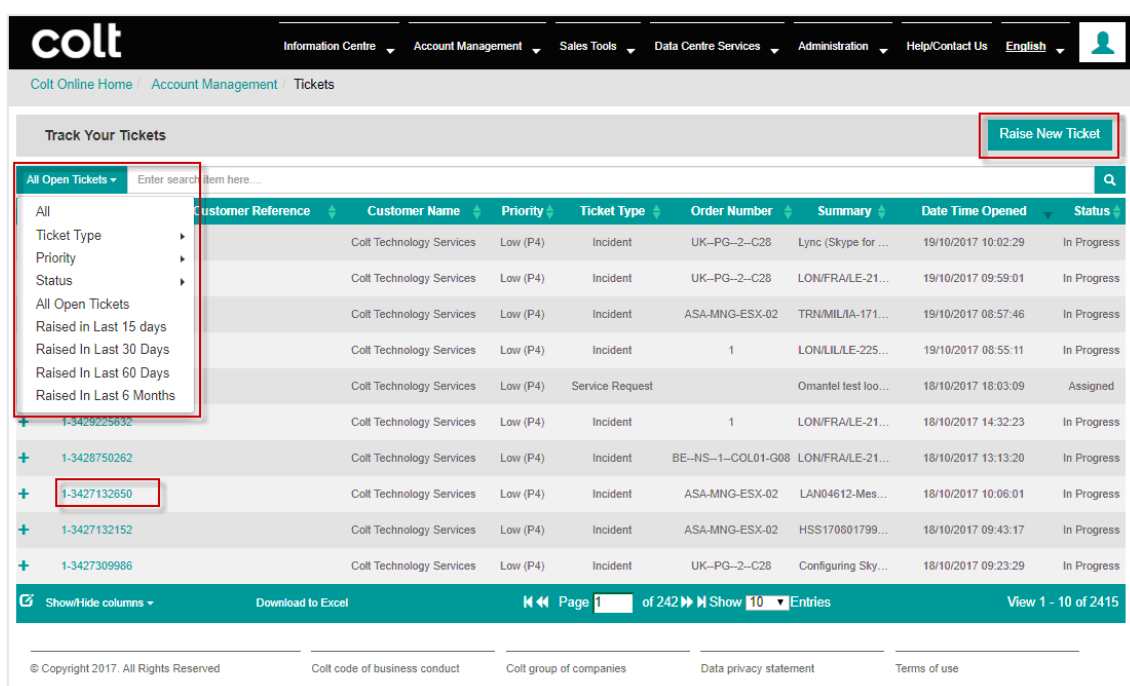
# Tickets > Tracking your ticket

## Track Tickets



The below screen will show a list of tickets raised for your account

- Click in the ticket number to drill down into the ticket details.
- Click the drop down in the search box to change the pre-filters.
- Use the download to excel button to download the list of ticket in a excel sheet.
- Use the Show/Hide columns add or remove columns from the screen view.



Click on a ticket number to see the screen below.

This screen will show the ticket details where you can:

- See ticket summary
- Detailed description of your request
- Attachments
- Ticket Updates – Please add any comment or request related to your ticket here and click Submit. You can also attach a document relevant to your enquiry.

Notes and updates will be displayed below this section in a timeline order.

The screenshot shows the 'Assigned' status of a ticket. The interface includes a navigation bar with 'colt' logo and menu items like 'Information Centre', 'Account Management', 'Sales Tools', 'Data Centre Services', 'Administration', 'Help/Contact Us', and 'English'. The breadcrumb trail is 'Colt Online Home / Account Management / Tickets / 1-3426960843'. The ticket status is 'Assigned', with other options 'Work In Progress', 'Resolved', and 'Closed'. A 'Collapse All' button is visible.

**Ticket number 1-3426960843**

**Ticket Summary**

Priority:	Low (P4)	Reported By:	Roman Rzelowsky
Ticket Type:	Service Request	Circuit ID/Service Identifier:	
Date Time Opened:	18/10/2017 08:41:22	Customer Name:	Colt Technology Services
Date Time Closed :		Customer Number(OCN):	22848
Summary:	you please add the IP range secondary on interface interface GigabitEthernet0/1.2		

**Detailed Description**

From: Rzelowsky, Roman  
 Sent: 27 September 2017 13:40  
 To: Global Internal Service Desk  
 Cc: Ruschitzka, Roman  
 Subject: Additional IP range in DCN for Overture/Accedian Management required

Hi Team,

To be able to manage the devices used for PT-PT (anlinks we need an additional IP space configured in the DCN.

Could you please add the IP range as secondary on interface interface GigabitEthernet0/1.201 on DCR1.VIE and DCR2.VIE and also do any necessary routing entries?

Thanks in advance

regards

Roman

**Attachment**

No attachment found for this ticket

**Ticket Updates**

Clear Choose file No file chosen Submit

No Notes to display

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## Planned Works > Change Management

### Overview of Planned works / Change management operations

Colt network spans 184,000+ kilometers of long distance, metro fibre, subsea and terrestrial leased capacity across 28 countries. This makes the management of planned works across such a complex network imperative to be precise, controlled and of highest success rate.

All maintenances (normal/emergency) conducted by Colt are reviewed and authorized by:

- Change management: To ensure that the change conforms to customer as well as Colt standards.
- Business Advisors: To evaluate from customers' perspective and apply customer sensitivities, if any.
- Technical Assurance (Level 3): To ensure that the method of procedure, implementation, testing and rollback plan/steps are appropriate for the submitted change.

Maintenances by our 3<sup>rd</sup> party providers (OLOs) are reviewed and authorized at change management level only to communicate the event at the earliest possible opportunity to our affected customers.

### Planned work categories

On the basis of impact, changes/planned works are termed, categorized and communicated as:

**SA (Service Affecting) Change:** A change which shall affect the services of Colt's external customers is termed as SA.

1. **Normal:** A normal change is one which is planned well in advance and is subjected to the normal change procedures of assessment, authorization, approval and scheduling before implementation.  
**Lead time:** 10 calendar days or more.
2. **Emergency:** Emergency changes are required to repair a service which is impacting or may in the near future impact the business to a high degree; where the change which must be introduced as soon as possible in order, for example, to resolve a major incident or prevent a major incident occurring, in the near future, or to resolve a business/customer critical requirement. In rare cases shorter time-line requested may also be due to reasons like – involvement of Civil/regulatory agencies, customer agreement, or 3rd party/ vendor dependencies/ constraints. Please note – Colt shall always provide clear justification when informing about an emergency planned maintenance.  
**Lead Time:** Depending on risk but generally speaking less than 10 calendar days.

*(Note: **Short notice maintenances by our Other licenced operators (OLO)**–Whilst Colt endeavours to provide minimum 10 calendar days' notice to its customers; other operators are not always able to provide the same to Colt. Colt makes best effort to reduce hand-off and notify the affected customers with minimum delay. The email notification looks the same as a standard Colt maintenance notification, but the distinction is made in the Subject of the maintenance notification and instead of stating Colt maintenance, it states **Third party maintenance work.** )*

**NSA (Non-service Affecting) Change:** A change in which the services of any external customer is not planned be disrupted, is termed as NSA change. This includes switch hits of less than 50 milliseconds. No email notifications are issued to customers for NSA Changes (Colt or OLO).

## Maintenance Windows

The majority of maintenances (normal, emergency or non-service affecting) are conducted outside normal EU office hours. This means from **18:00 GMT** up to **06:00 GMT** during the week, and **weekends anytime**. Where we are dependent on law of the land (regulatory), external site access or 3<sup>rd</sup> party assistance, the maintenance window is subject to the dependency involved and may vary from the standard window as stated above.

## Email Notifications

Colt is bound to send advance email notifications to affected customers. Emails are sent from [PlannedWorks@colt.net](mailto:PlannedWorks@colt.net). The notification contains necessary details about the planned work in terms of – the maintenance date and time window (in GMT), customer circuit details, and justification for the works being performed. Notifications are always communicated in English, as well as the local language, where the Customer number (OCN) is registered.

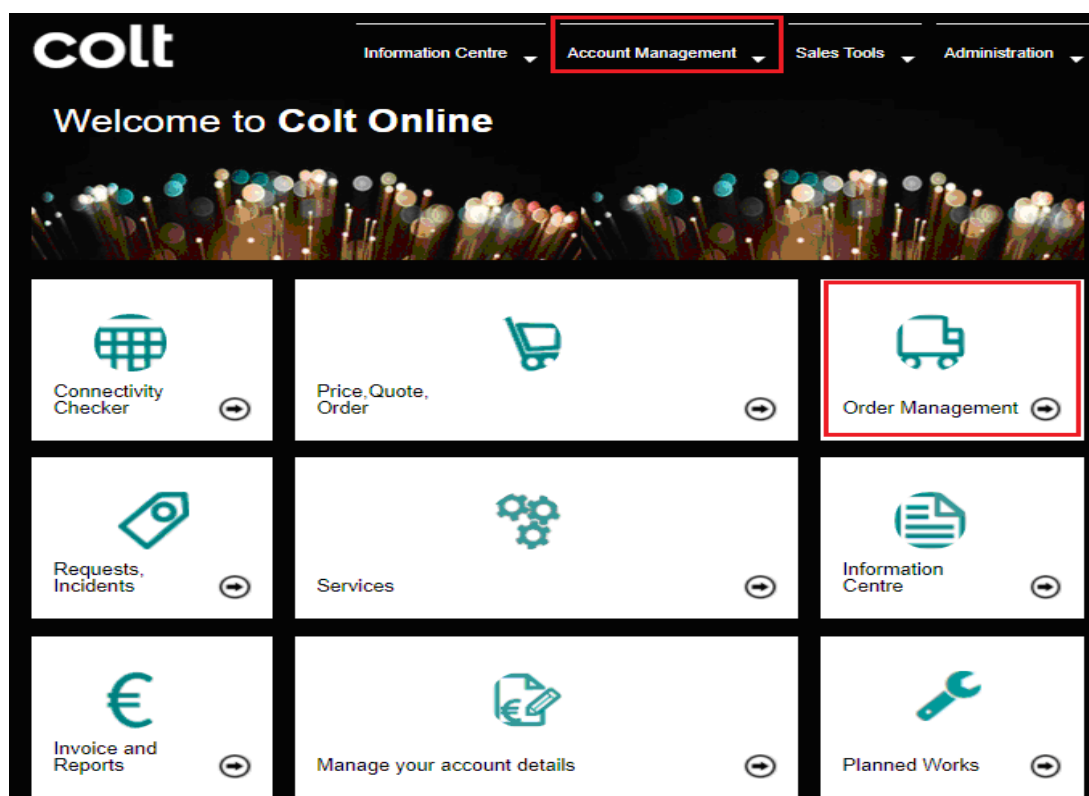
## Order Management > Introduction

The Order Management Section allows you to:

- View your orders placed with Colt
- Track the delivery progress of those orders

The key Delivery Dates and status of the order is presented in a user friendly format and updated in near real time so you can always see the latest status.

From the Colt Online homepage simply click on the “Order Management” tile OR select “Order Management Portal” from the Account Management menu.





You will be directed to either the Basic or Advanced List View where you can view your Orders.

You can swap between the different list views by clicking on either the Basic or Advanced icons as highlighted in the pictures below.

### ADVANCED VIEW

### BASIC VIEW

ORDER REF	MONTHLY RENTAL
150401833/1	0.00 GBP
ORDER TYPE	SERVICE BANDWIDTH
CEASE	100 MBPS
CUST REF	REQUIRED
	10-JUN-2018

Orders shown are based on the Company Accounts (OCNs) you have assigned in My Profile. If these are not correct changes can be made via your Sales contacts.

## How can I find my order?

You can locate an order within the lists or search with:

- Any key references or words eg: Colt reference numbers, Customer reference number, Product type, originator name etc

A search bar with a dropdown menu on the left showing 'All' and a search icon on the right. The text inside the bar reads 'Enter search item here...'

- One of the predefined search options

A search bar with a dropdown menu on the left. The dropdown menu is open and shows the following options: 'All', 'Orders in Delivery awaiting CPD/Estimated Delivery', 'Orders in Delivery with CPD/Estimated Delivery', 'Orders with CPD/Estimated Delivery not equal to CRD', 'Orders Past CPD/Estimated Delivery', 'Raised in Last 30 days', 'Raised in Last 60 days', and 'Raised in Last 6 months'. The text inside the bar reads 'Enter search item here...'

In Colt we are currently working to extend the order Management section and bring you more details of the orders contracted in Japan, Singapore, Hong Kong and South Korea, together with interactive features.

## Administration > Logging In

### Logging In

Log into Colt Online – <http://online.colt.net> using the login and password you received via email.

### Passwords

Passwords must adhere to security standards as follows:

- Be at least eight characters in length
- Contain three of these four character types
- Uppercase alphabetic characters A-Z
- Lowercase alphabetic characters a-z
- Digits 0-9
- Punctuation or control characters -!@“%&/()=?`\_.,:;\*'+~ {}[]

If you login with either incorrect user ID or incorrect password the system will prompt you with a message like on the picture below.

**colt** English

## Welcome to Colt Online

**You have entered incorrect Login Id or Password.**  
If you have forgotten your password, [click here](#) to reset.

**Login**

**Submit**

[Forgotten your password?](#)

By logging in you agree to the [Terms Of Use](#) and to our [Privacy and Cookie Policy](#). You may select to change your browser setting and restrict cookies.

### New to Colt Online?

You can use Colt Online (our customer portal) to:

- Orders**  
View the status of orders
- Services**  
View the services that you have with Colt  
Raise a service request
- Billing**  
View and download bills  
Raise a billing enquiry
- Incidents**  
View the status of an incident

[Request a Colt Online Account](#) [Track Tickets](#)

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If you have forgotten your password when attempting to login, please click on „Forgot your password?“ or “click here” and you will be forwarded to a page like on the picture below where you can submit your account name and an email address (this must be the one defined in the profile of this account). You will then receive an email with a link to a password reset page.

## Colt Online

### Password Recovery


Please identify yourself with the following information.

**User ID:**

**Email:**

Please select ReCaptcha with right images \*

I'm not a robot

 reCAPTCHA  
Privacy - Terms

**Cancel** **Next**

## Administration > My Profile

### Profile settings

Please click on [Settings](#) -> [Profile Settings](#) to get to the page shown in the picture.

On My Profile section you can:

- Update/change your password
- Review your user preferences and details

- Request access for additional roles / services. These requests will automatically be sent to your administrator for approval via email and once actioned by your approver, you will receive an email notification

## Settings > Profile Settings

### USER MANAGEMENT

#### Creating a new user

- Click on Settings in the menu bar. A drop-down menu will be displayed.
- Click on Profile Settings

On the next page, Go to the User Account module and click “Create user”

On the next screen, you will have to choose if you want to create a normal User or an Admin User

In the next screen you will have to check first if the User is already existing or not

If the user does not exist, you will be redirected to the creation page where you will have to fill in some mandatory fields like Name, Surname, Telephone

Click “Next” and choose the OCN you want to give access to the new User

In the next step, you will have to choose the Billing accounts (BCN)

#### Adding Roles / Access

The next screen shows the roles/permissions that can be assigned to a user.

**Note** : All users will be automatically assigned a default set of roles (access) that can be changed

Once you have selected the roles, click “Next”

Review you the request and click “Confirm” if correct.

If you need to create another user, click Create another user and repeat the same steps