

Customer Operations Guide

Introduction

This Customer Operations Guide (COG) provides your organization with the operational information required to get the most out of your services agreement with Orange Business Services.

For any operational questions, or if you have any questions regarding your Service Management offer, please contact your Customer Service Manager.

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This Customer Operations Guide (COG) describes the support services provided by Orange Business Services for the implemented solution.

The Customer Operations Guide does not constitute a Service Specification. If there is any discrepancy between the statements in this document and the services defined in the Contractual Agreement between Orange Business Services and , then the latter will prevail.

The Customer Operations Guide does not cover pricing or billing. Please refer to your Service Contract signed with Orange Business Services for such information.