INTERCONNECT

USER MANUAL

MYINTERCONNECT VERSION 3.4.0

EXTERNAL

Version:	3.4.0
Date:	01-10-2024

TABLE OF CONTENTS

1 INTRODUCTION

This user manual is intended for the latest version of the MyInterconnect customer portal (*hereinafter MyInterconnect*) and describes the functionalities and options offered here. The URL of the new customer portal is https://myinterconnect.nl. User accounts are linked to an email address and require the use of Microsoft Authenticator in connection with Multi Factor Authentication. For more information about the registration and login process, a special document 'MFA Guide' is available upon request from our Customer Service Team, or your account manager.

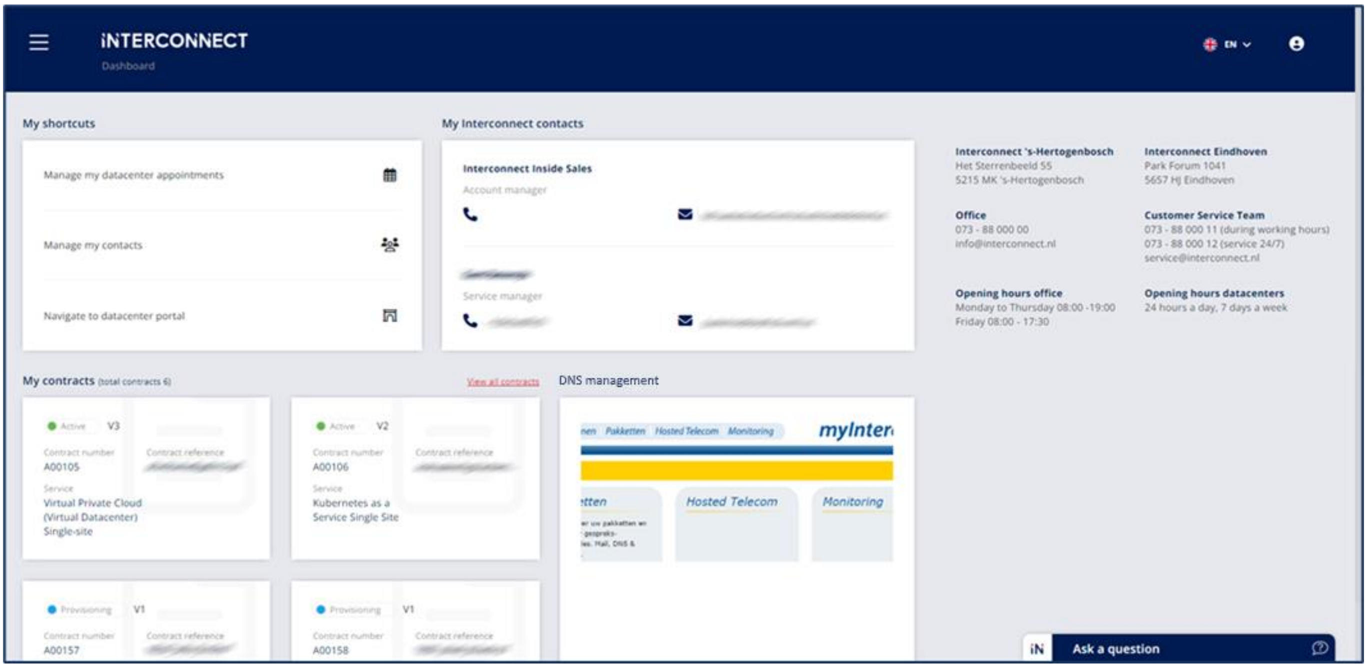
The use of MyInterconnect is free of charge and user accounts are available on request via the Customer Service Team (+31 *(0)73 – 880 0011*, *service@interconnect.nl*).

1.1 VERSION HISTORY DOCUMENT

Version	Date	Change description
3.4.0	1-10-2024	Delivery upon activation new internet location Created based on MyInterconnect 3.0.4 New screenshots to match the new appearance of MyInterconnect Rearrange the order of chapters Registration and logging in have been moved to a separate document Additional chapters added Texts revised where necessary First English translation
3.3.1	24-07-2023	Chapter 2.2.2 adjusted - Logging in with the Authenticator app now always requires entering the displayed number Chapter 4.2.2 - Two new rights added + names of existing rights adjusted. Various corrections made throughout the document
3.3.0	30-03-2023	Chapter 4.4 added - Managing rack restrictions Chapter 6.5 added - Scheduling a data center appointment with rack restrictions
3.2.0	16-02-2023	Added chapter 3.7 - Change language in MyInterconnect
3.1.0	25-01-2023	Added Chapter 6 - Manage Data Center Appointments
3.0	10-01-2023	Delivery of the first version of MyInterconnect 3.0 user manual

2 DASHBOARD

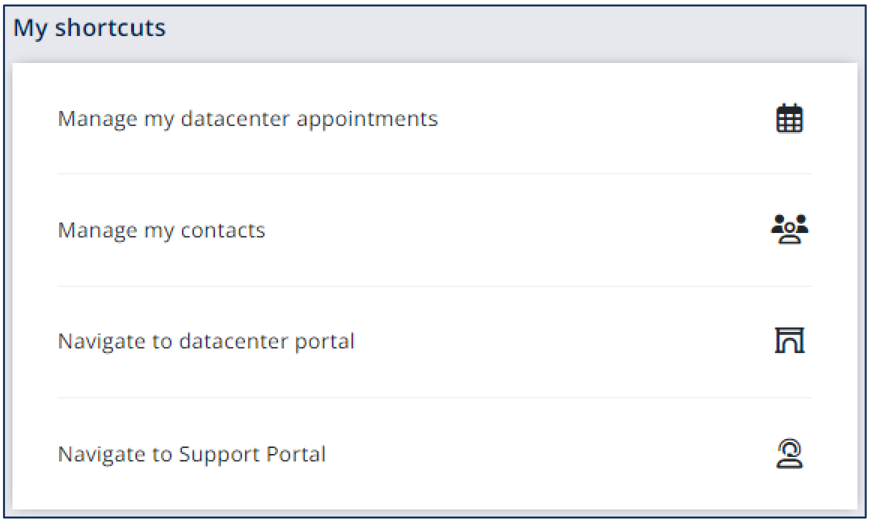
After logging in, you will see the MyInterconnect landing page, also known as the dashboard. This dashboard is a centralized place where all important things are displayed, giving you the opportunity to gain insight at a glance. The dashboard looks like this:



Which tiles you see depends on the rights assigned to you. If you need to change the language, please check chapter 2.7 - Change language in MyInterconnect.

2.1 TILE: 'MY SHORTCUTS'

The My Shortcuts tile has a variable number of shortcuts that allow you to quickly access the functionality you need. The tile itself is always visible but depending on what rights you have as a logged in user, you can see between one up to four shortcuts here:

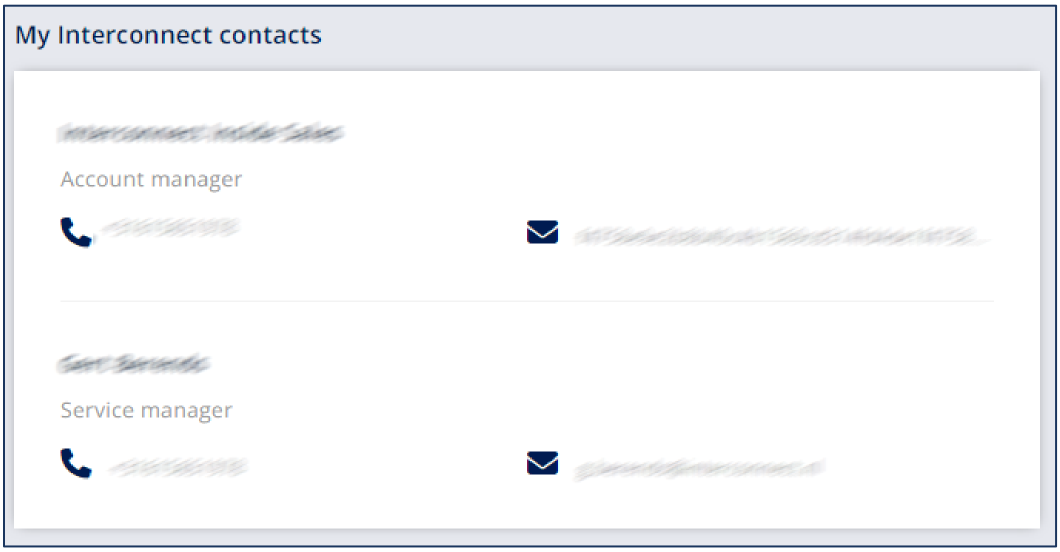


The following shortcuts may be shown here:

1. Manage your data center appointments
   Shortcut to access the functionality to plan visits to the data center (*only visible if authorized*). For more information about managing data center appointments, see Chapter 5 - Manage my datacenter appointments.
2. Manage your contacts
   Shortcut to access the manage contacts functionality (*only visible if authorized*). For information about contact management, see Chapter 4 - Manage My contacts.
3. Navigate to datacenter portal
   Shortcut to the current DC Portal. This will open in a new tab in your browser, and you will need to log in with your DC Portal login details.
4. Navigate to Support Portal
   Shortcut to the Support Portal where you can view, create, and manage your own tickets. You do not need to log in again, as the Support Portal uses the same login details as MyInterconnect (Single Sign On).

2.2 TILE: 'MY INTERCONNECT CONTACTS'

This tile lists your contacts within Interconnect, who are available to handle questions and request. The tile can consist of a maximum of two contacts, namely your account manager and your service manager. The telephone number and email address of both contacts are displayed too:



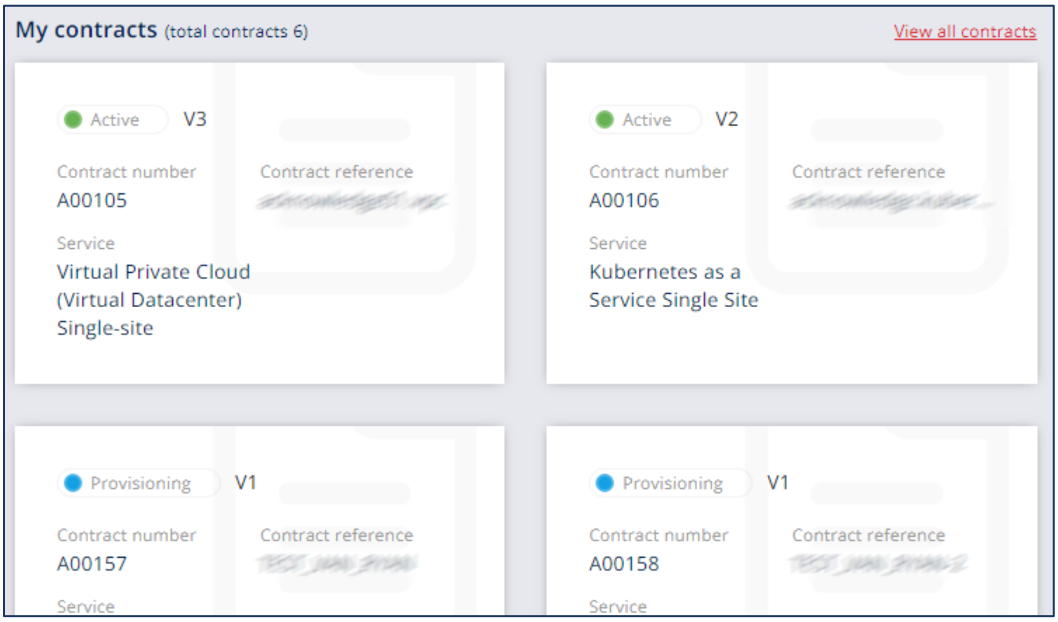
2.3 TILE: 'INTERCONNECT CONTACT INFORMATION '

The Interconnect contact information tile lists the general contact information for Interconnect. The visiting addresses and opening hours for both data center locations are visible here, but the telephone numbers and e-mail addresses of Interconnect are also listed here. Please note that the 24/7 customer service is only available to customers who have a contract for this.

Interconnect 's-Hertogenbosch Het Sterrenbeeld 55 5215 MK 's-Hertogenbosch	**Interconnect Eindhoven** Park Forum 1041 5657 HJ Eindhoven
Office 073 - 88 000 00 info@interconnect.nl	**Customer Service Team** 073 - 88 000 11 (during working hours) 073 - 88 000 12 (service 24/7) service@interconnect.nl
Opening hours office Monday to Thursday 08:00 -19:00 Friday 08:00 - 17:30	**Opening hours datacenters** 24 hours a day, 7 days a week

2.4 TILE: 'MY CONTRACTS '

The large My contracts tile shows the contracts for services that you purchase from Interconnect. This tile is only shown if you are authorized. If the user does not have this right, this tile will not be displayed:



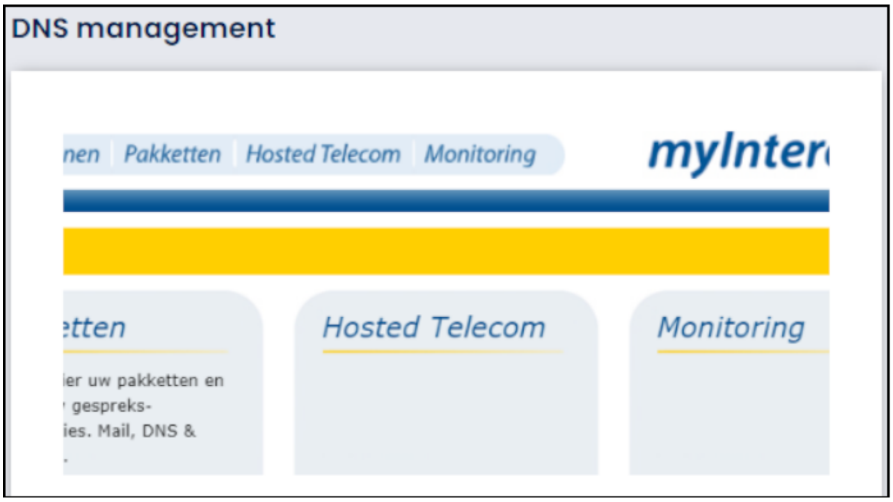
This tile shows only a selection of your contracts. These are the contracts that most recently underwent a change (*for example an extension or downgrade*). By clicking on the link “View all contracts”, you will see an overview of all contracts. See also Chapter 6 - contract overview

Each contract tile holds information that allows you to view the most essential information of a contract at a glance:

- Status – The current status of the contract
- Version – The version number of the contract
- Contract number – the unique contract number
- Contract reference – a reference specified for this contract
- Service – The service for which the contract has been concluded
- Registered domain - in case of a domain registration contract

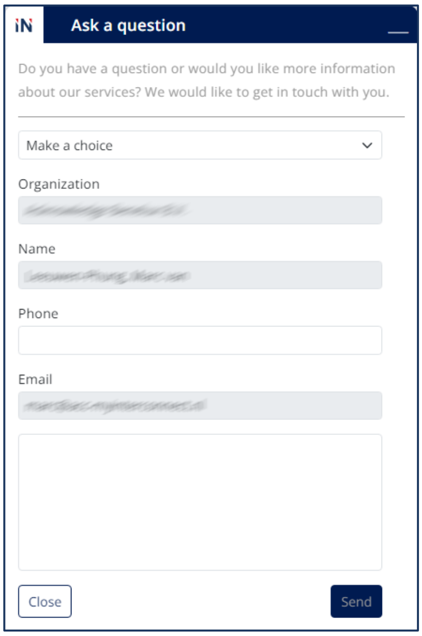
2.5 TILE: 'DNS MANAGEMENT'

The DNS management tile is a shortcut to the old myInterconnect (https://dns.myinterconnect.nl/):



When clicking on the tile above, a link will open in a new tab, where you must log in with the login details of the old myInterconnect:

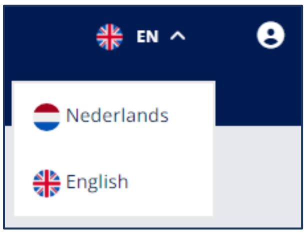
2.6 "ASK A QUESTION"



At the bottom of the screen, you will find the bar "Ask a question". This tile is always visible and allows the user to ask Interconnect a specific question: This is for questions of a commercial nature. For support questions you still need to use the Support Portal (see also: 2.1 Tile: 'My Shortcuts').

There are several topics on which you can ask a question. You can select the topic in the dropdown "Make a choice". As a result, MyInterconnect ensures that the question ends up at the right department within Interconnect.
Company name, username and email address are prefilled and cannot be altered. You can, however, provide a telephone number where you can be reached. Lastly the box where you can enter your question.
Once you have entered the required information, the [Send] button will become active, allowing you to send the message to the relevant department. With the [Close] button, you close this screen without sending this form.

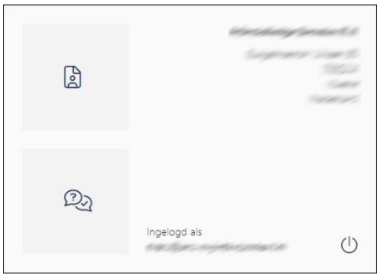
2.7 CHANGE LANGUAGE IN MYINTERCONNECT



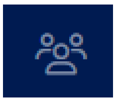
It is possible to display MyInterconnect completely in English or in Dutch. When you press the flag at the top right of the screen, which is found next to the account figure, gives the possibility to select either the Dutch or English language.
If you click on Dutch, you will see MyInterconnect in Dutch (the default setting). If you select English, the site language is in English. This selection is saved so that the next time you log in, you will view MyInterconnect in the language of your last choice.

2.8 ACCOUNT DETAILS, FAQ & LOG OUT

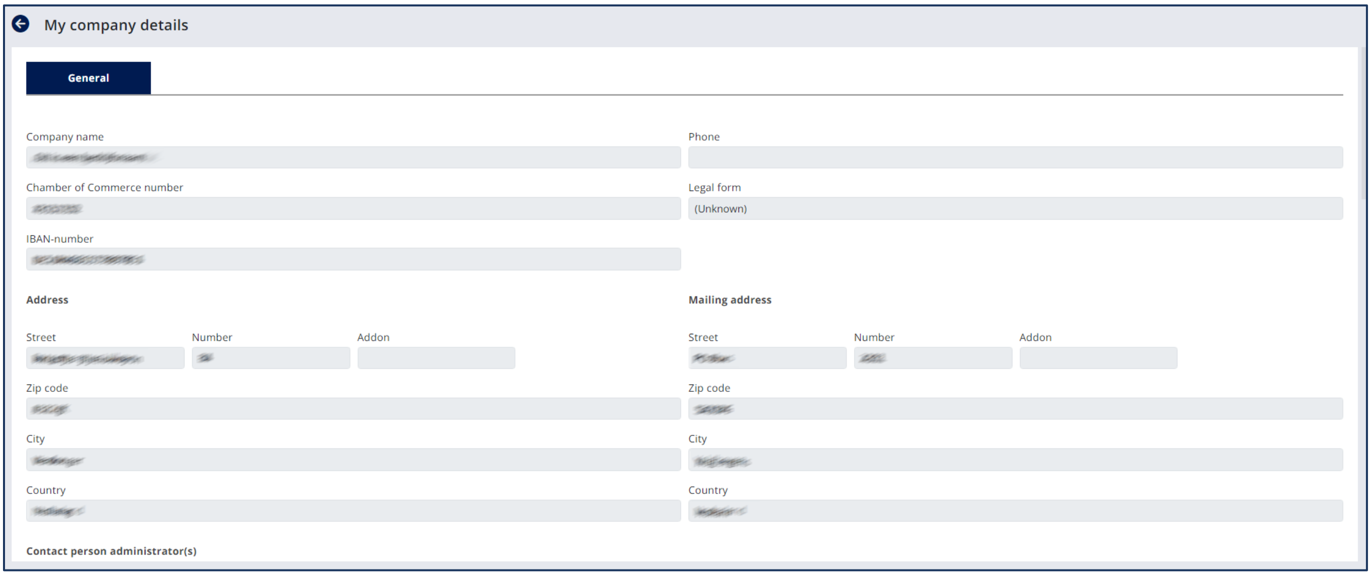
At the top right of the page, you have the icon to go to your account details and to the FAQ. In the screen that appears after clicking on this icon, your company details will be displayed at the top right. In the bottom center you will see the email address you are logged in with. You can see your complete account details via the tile at the top left. You can also select which newsletters you wish to receive. In the tile at the bottom left you go to the FAQ (frequently asked questions). At the bottom right there is the button to log out of MyInterconnect.



3 COMPANY DETAILS



Via the menu item with the icon shown on the left, the submenu can be accessed with 'company data', 'manage contacts' and 'manage my data center appointments'. The contact details of your organization are shown under company details. Under the heading "Contact person administrator(s)" you will find the names of the contact persons who have the right to adjust the rights of contact persons and add new contact persons. Therefore, if a user experiences none or too few rights, only the people in that list can make the necessary adjustments.

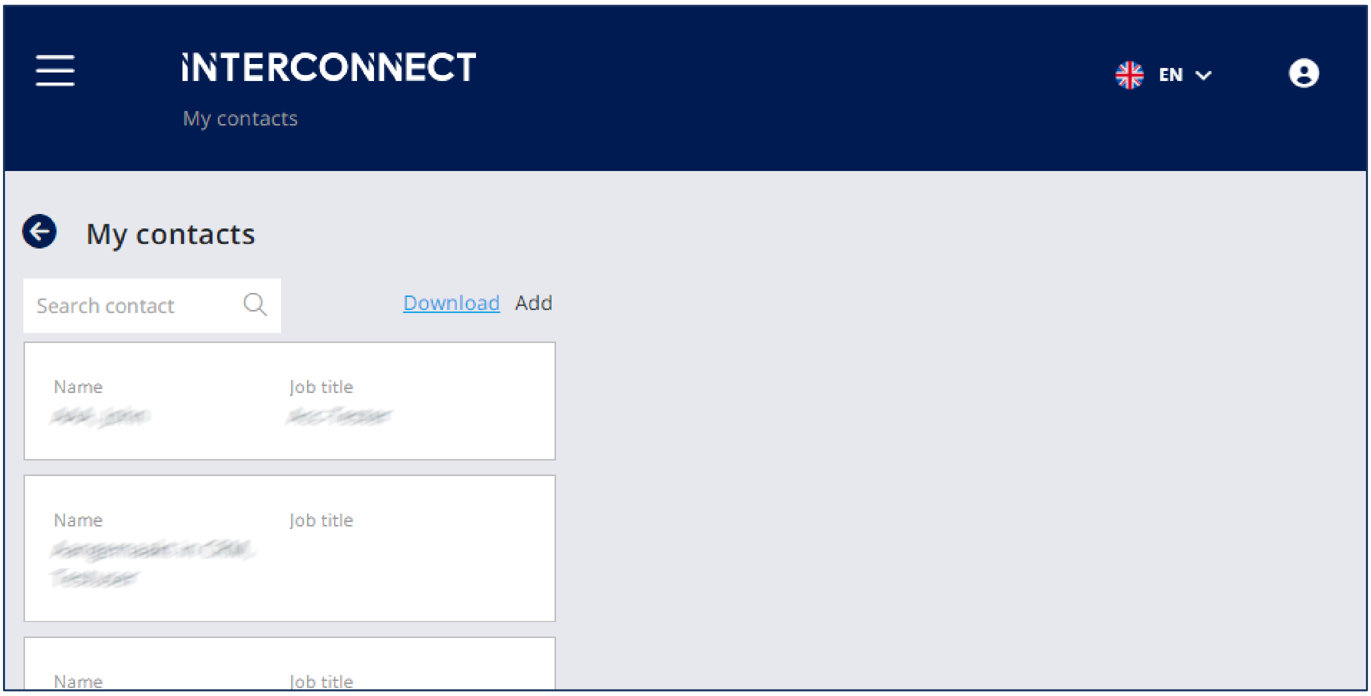


4 MANAGE MY CONTACTS

You can set up the contacts of your organization using the manage my contacts functionality. This makes it possible to maintain your organization's authorization list. This can only be done by those within your organization who are authorized with the right Manage Contacts. If a contact person does not have this right, this functionality cannot be seen or used.

4.1 OVERVIEW OF CONTACTS

The overview consists of a list of contact persons, all of whom are on the authorization list of your organization.



The first name, last name and any entered job title are shown in the list for each contact. You can use the search function to filter the contacts by name. If you click on a contact person, all details about the contact person will appear on the right.

The full contact list can also be downloaded including the rights. For this purpose, the Download link is at the top of the contact list.

Within this overview it is also possible to add a new contact person to the authorization list of your organization, using the Add link. Please note that additions may take up to 15 minutes to become active. In the meantime, for example, the contact person might not yet be available when making an appointment for the data center.

4.2 DOWNLOAD CONTACT DETAILS

By using the Download link, you will download the list of all your contacts, including the rights they have, and which racks they have access to if rack restrictions are used. This download is a CSV file, where the fields are separated by a semicolon (;). The fields in this document are:

a. Name – Where last name and first name are separated by a comma.
b. Function
c. phone number
d. Email
e. Rights – Where the rights are separated by a comma.
f. Racks – Where the racks are separated by a comma.

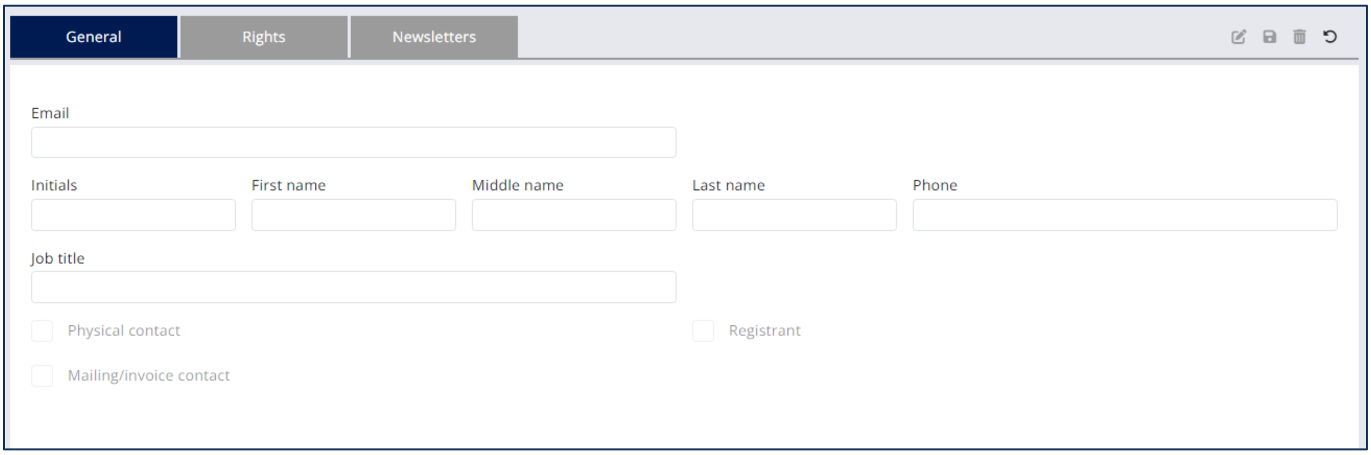
This list is intended for viewing in your own package. This can also be viewed in a program such as Excel. In that case, please make sure that your local settings are either in Dutch or have set up another way to indicate that the ";" is a separator, and the "," is not. You can search through the data more easily in Excel. If you wish to divide the rights and racks fields over multiple columns, you must add ten empty columns between rights and racks. Then after selecting the Rights column, select "Text to Columns" on the "data" tab. You can repeat this for the Racks column as well, however as it is the last field, no empty columns need to be added.

4.3 ADD NEW CONTACT PERSON

If you click on the Add link, an empty contact detail screen will appear to the right of the list where all the details of the new contact person can be entered. There are a total of three tabs to complete, namely General, Rights and Newsletters.

4.3.1 General tab

On the General tab all personal details of the new contact person need to be entered:



Mandatory fields are email, initials, first name and last name, the other fields are optional. The option boxes administrative contact, registrant and postal/invoice contact cannot be checked. These are managed by Interconnect itself (*at customer's request only*).

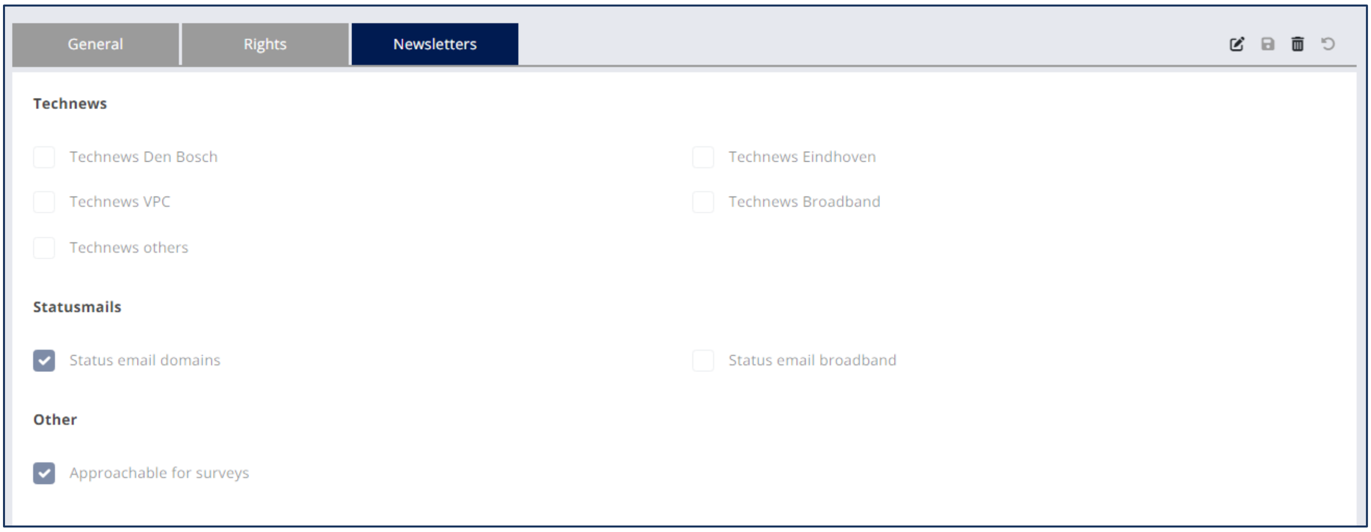
4.3.2 Rights tab

In the Rights tab you can indicate which rights the new user may have. Within MyInterconnect we currently have the following rights:

- Manage your contacts
  Allows the contact to manage the company's contacts in MyInterconnect.
- Administrative changes
  Allows the contact person to apply changes. This include changing a billing address or requesting expiration dates.
- Technical changes
  Allows the contact person to request technical changes from Customer Support for services that the organization purchases and for which there are no costs involved. This includes changing passwords.
- Datacenter access
  Allows the contact person to access our data centers on behalf of the organization. However, this right alone does not allow the person to schedule their own appointment. Once this contact has been saved, you will be given the possibility to also set rack restrictions for this contact when editing. (see chapter 4.5)
- Remote hands
  Allows the contact person to request "Remote Hands"-services on behalf of the organization.
- View contracts
  Allows the contact person to view the organization's contracts in MyInterconnect (*see Chapter 6*).
- Manage datacenter appointments
  Allows the contact person to manage data center appointments to the organization in MyInterconnect, however does not automatically allow access to these contact persons themselves (*see Chapter 5*).
- MyInterconnect access
  Contacts allowed to log in to MyInterconnect themselves. This is necessary for all your contacts who manage contacts, have administrative changes, technical changes, view contracts or manage data center appointments.
- Support Portal access
  Gives the contact person the right to access our 4me Self Service portal to view and manage support tickets.
- Cloud Director access
  Gives the contact the right to access the organization's Cloud Director environment.
  Please note: access alone is not sufficient to use Cloud Director, you must have an active Cloud Director environment, and have assigned rights to this contact person.

4.3.3 Newsletters tab

In the Newsletters tab you can subscribe a contact person to one or more Interconnect newsletters. It is also possible to indicate here whether the contact person may be contacted for surveys from Interconnect or not.



4.4 MANAGE EXISTING CONTACT PERSON

It is also possible to change the details of an existing contact person or remove the contact person from the authorization list. This is done using the change or delete button at the top right of the screen.
All data in the tabs can be changed, except for the e-mail address of a contact person, as this is a unique identifier for Interconnect. The changes are saved using the save button
You can remove a contact using the delete button. Upon deletion, the contact will be removed from your authorization list and will no longer appear on your authorization list. A deleted contact no longer has the right to request information or log in to MyInterconnect and/or the Support Portal on behalf of your organization.

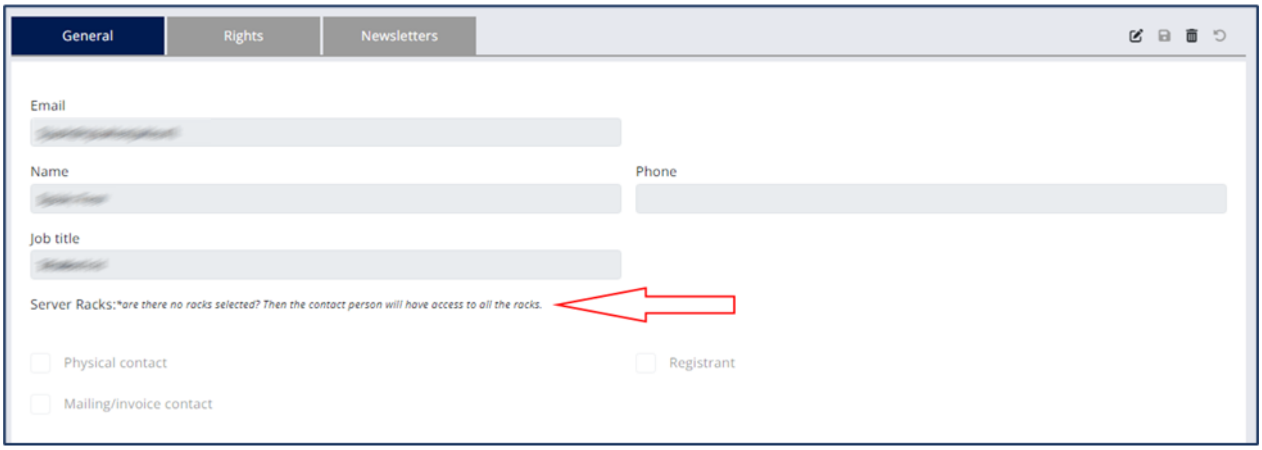
Please note that adjustments may take up to 15 minutes to become active. In the meantime, changes to the contact person will not be visible when, for example, you want to make an appointment for a data center visit.

4.5 MANAGE RACK RESTRICTIONS

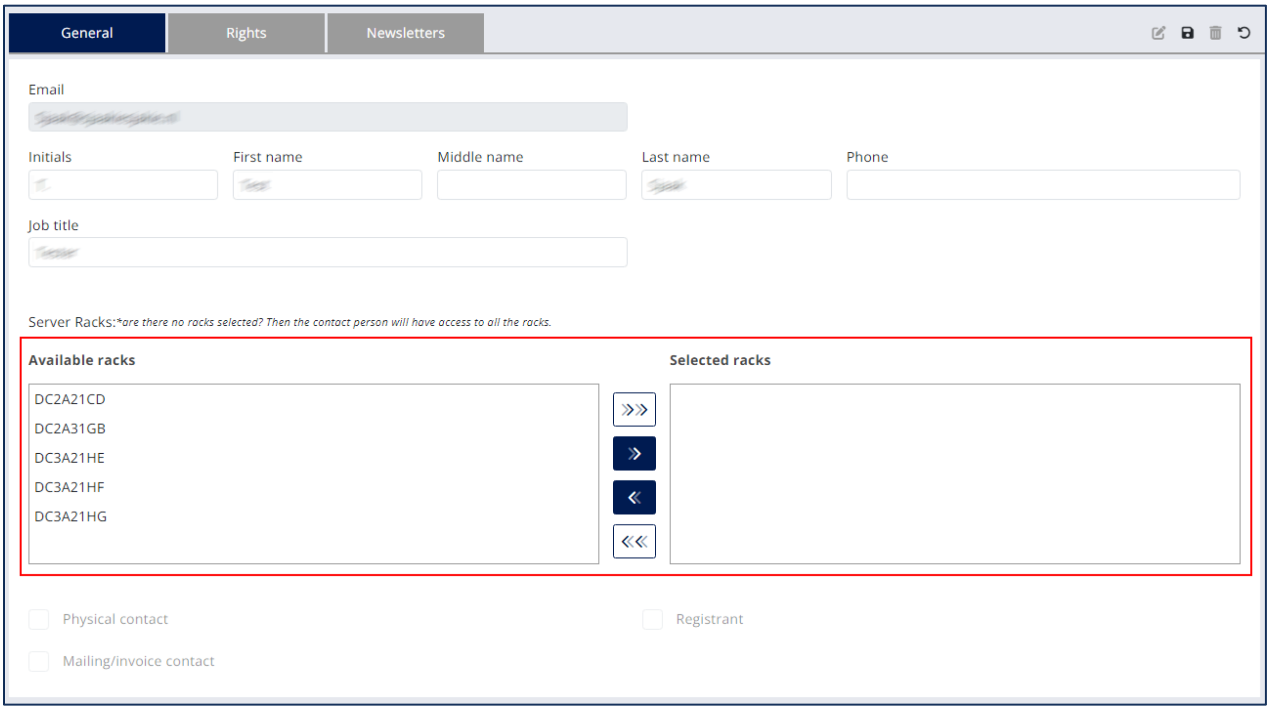
By using MyInterconnect, it is possible to assign rack restrictions for all your contacts who are on your organization's authorization list. This allows you to decide which contact persons have access to your rack locations at Interconnect. Assigning and managing the rack restrictions is done via the Manage Contacts functionality. This means that you must have the right to Manage Contacts. The contact person for whom you want to assign rack restrictions must also have Data Center Access rights. It is not possible to assign rack restrictions to a contact person who is not assigned the right Datacenter Access.

Navigate to the Manage Contact functionality in MyInterconnect;

- Select an existing contact from your authorization list for whom you want to set rack restrictions. Please note: this must be a contact person with Data Center Access rights. The General tab shows an extra field called Server Racks. This will initially only show the sentence that is highlighted here by the arrow:

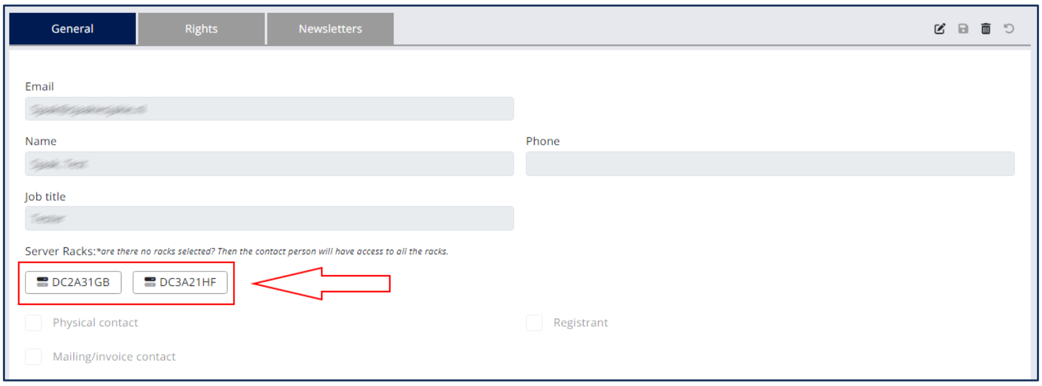


- Click on the edit icon at the top right to edit data for the selected contact. The Server Racks field can now also be edited and changes into a selection section, with all selected racks listed on the right and the racks on the right from which you can still select are listed on the left. If you do not have selected racks, the contact person will have access to all racks that your organization has.



Centered between the two lists is a group of buttons with which you can adjust the selected list:

- With the top button, you add all (still) available racks to the list of Selected racks.
- The second button is to add only the selected rack in the Available racks list, to the list of Selected racks. You can select multiple racks before using this button.
- The third button is to remove only the selected racks from the Selected Racks list and make them available in the Available Racks list. Here too you can choose multiple racks.
- With the fourth button, you remove all (still) present racks from the list of Selected racks and make them available again in the list of Available racks.



In the previous example, the contact person has data center access **only** for rack locations DC2A31GB and DC3A21HF. If a data center appointment is scheduled for this contact person, only those racks can be selected for that appointment.

Essential information about managing rack restrictions:

- Rack restrictions cannot be managed for guests (see chapter 5.3), this is only possible for authorized contacts on your organization's authorization list who have the DC Access right.
- If rack restrictions have been set, only those racks can be selected when creating a data center appointment for this contact person.
- If there are no rack locations selected for a contact person, then this implies that this contact person has no rack restrictions and therefore has access to all rack locations occupied by your organization.
- Adjustments to the rack restrictions can take up to 15 minutes before they can be used when making data center appointments.
- The data center appointment functionality within MyInterconnect considers the rack locations set by the contact person. More about this in Chapter 5 - Manage my datacenter appointments
- When you email/call Interconnect to schedule a data center appointment for a contact person from your organization, instead of using our self-service portal, the support agent will also consider whether the registered contact person has any rack restrictions.
- Only visitors for whom none or all corresponding rack location have been set as a rack restriction can be scheduled together for one data center appointment. More about this in Chapter 5 Fout! Verwijzingsbron niet gevonden.- Manage my datacenter appointments

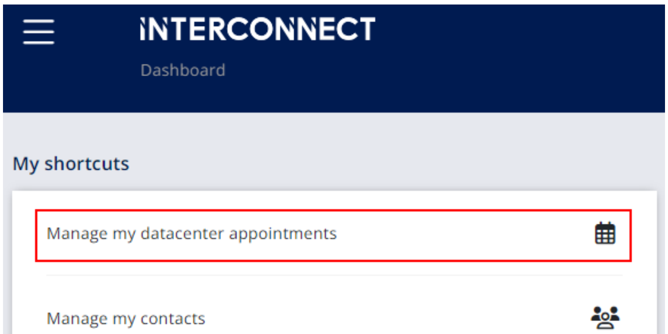
5 MANAGE MY DATACENTER APPOINTMENTS

It is possible to create and manage data center appointments for one of the two data center locations (*DC3 's-Hertogenbosch and DC2 Eindhoven*) from Interconnect. This applies solely to the rack locations your company currently purchases at Interconnect.
The functionality to create data center appointments is related to the right Manage Data Center Appointments. Without this right, this functionality is unavailable.

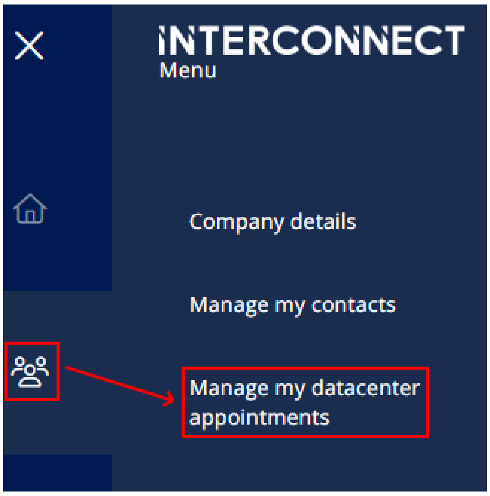
> *Please note: The right **Manage Data Center Appointments** can only be assigned by persons who already have the right "Manage your contact" via the "Manage my contact" menu item (see chapter 4))*

The Manage my data center appointments - functionality can be accessed in two ways;

- Via the Dashboard on the 'My Shortcuts' tile
- Via the standard navigation menu ≡, top left



Example of selection via the Dashboard

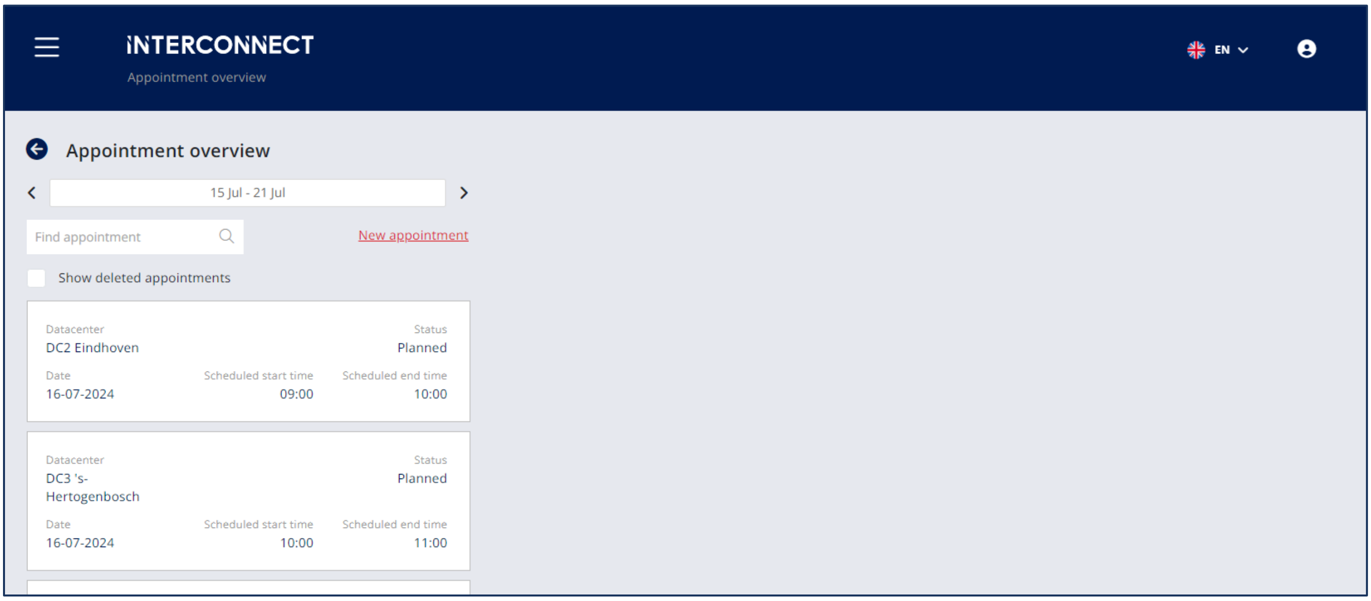


Example of selection via the Menu

5.1 APPOINTMENT OVERVIEW

The appointment overview shows all data center appointments of your own organization. These can be both data center appointments created by your organization (*via MyInterconnect*) and data center appointments created by Interconnect on your behalf (*at the request of an authorized contact person from your organization*).

The overview consists of a list of appointments that are shown as tiles on the left of the screen, filtered by calendar week. This means that all appointments shown in the overview are for one week. In the following example, the displayed week is from April 29 to May 5. The next or previous week can be selected with the arrows left and right. By clicking on the date, a date can be selected from a calendar overview.



Each appointment tile consists of information where you can see at a glance which data center appointment this concerns, such as:

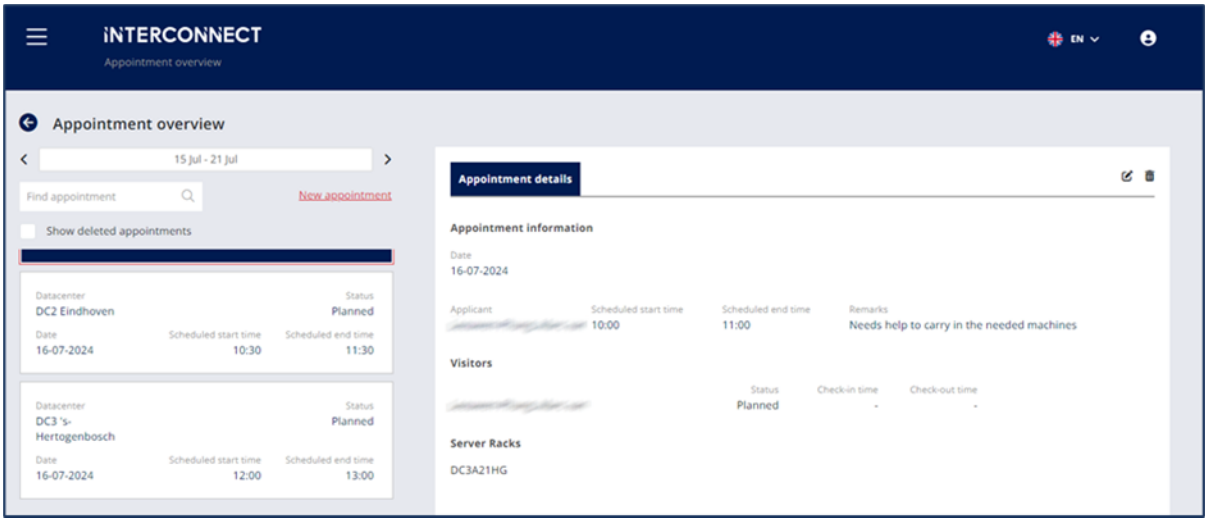
- Datacenter – The data center location for which the appointment is made.
- Date – The date set for the appointment.
- Status – The current of the appointment. These statuses can be Scheduled, Started, Completed, No-show or Deleted.
- Scheduled times – The scheduled start and end time of the appointment.

In this overview screen it is also possible to filter the list of data center appointments by the name of a visitor (*on first or last name*). Only data center appointments that contain the searched name in the selected time span will be shown:

Using the Show deleted appointments filter, it is possible to also show the deleted appointments (*of the shown calendar week)* in the overview screen. By default, this filter is turned off so that the deleted appointments are not shown. Deleting an appointment is discussed further on in these instructions.

5.2 APPOINTMENT DETAIL SCREEN

To view the detailed information of one of the appointments, click on the related appointment tile from the list. All details of the selected appointment from the list will then appear on the right:



The following information can be viewed for each data center appointment:

- Date – Date of the appointment.
- Applicant – The person who registered this appointment.
- Scheduled times – The scheduled start and end time of the appointment.
- Remarks – Information for the data center host to see upon arrival.
- Visitors – List of the expected visitors (*authorized contacts and guests*) for whom the appointment was made.
- Check-in/check-out time – The actual check-in/check-out times for mentioned visitor.
- Server racks – The server rack location(s) accessible during this visit.

5.3 CREATING A DC APPOINTMENT

The New appointment link makes it possible to schedule a new data center appointment. This is only possible for *the organization for which you are currently logged in*.

After clicking on New appointment, a screen will appear on the right in which you can create a data center appointment. There are fields (*marked with a **) that are mandatory:

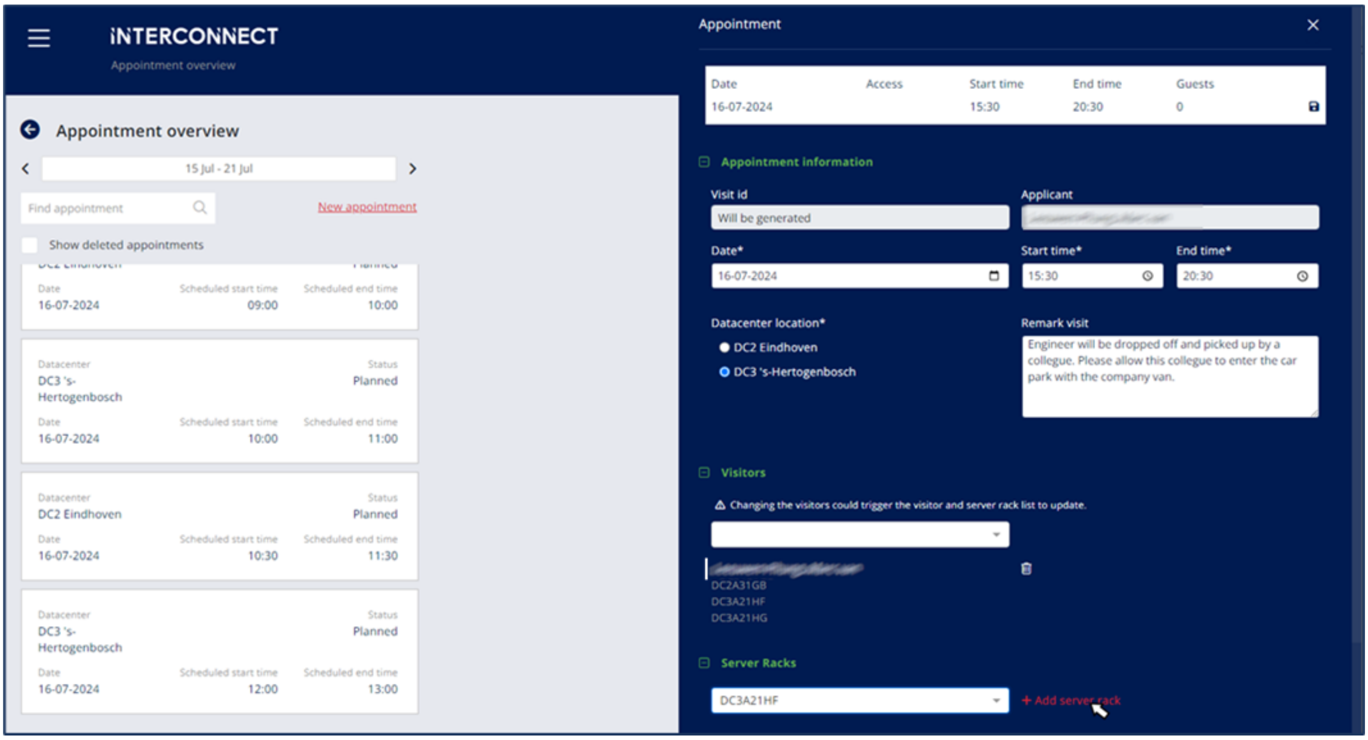
- Date – Date on which the appointment must take place. MyInterconnect automatically fills in today's date here, but it can of course still be changed.
- Start time – Expected arrival time for the appointment to start. MyInterconnect automatically fills in the current time here, but it can be changed.
- End Time – Expected departure time for the appointment to end. MyInterconnect automatically fills in a time here (*start time + 1* hour) but can be changed.
- Data center location – The data center location for which you want to schedule an appointment. This could be our data center in 's-Hertogenbosch or our data center in Eindhoven. A data center appointment can <u>never</u> be scheduled for multiple locations at the same time.

After completing the mandatory fields above, you can complete the other fields. Please note that in the fields below you must press the Add link to select the choice. (see cursor in the screenshot below as an example)

- Visitors – this is the list of authorized contacts of your organization who have been assigned the right 'Data center access'. You can only choose one person at a time and can add more people by repeating the action. You will also see any rack restrictions of the chosen visitor(s) under their selected names.
- Server Racks – this is the list of server rack locations that visitors are allowed to visit. If there are no rack restrictions configured for the selected visitors, all server racks that your organization has at Interconnect will be shown. At the top of the list, is the option "All racks", which provides access to all racks in your organization. When rack restrictions are in place, the selection list will only hold the racks to which **all** selected visitors have access rights. Racks are selected one at a time. When visitors have no rights to access the same rack, or your organization does not have a rack in the chosen data center, the rack list will be empty.

There are also optional fields:

- Remark visit – Information for the data center host to see at the time of the appointment.
- Rooms – If your organization also purchases private workspaces/offices from us, you can choose them here. Your visitors will then also have access to the chosen rooms. If you have this option, it is also possible to just choose a room without access to a rack. In all other cases, the choice of a rack is mandatory.
- Guests – Unauthorized visitors can be entered in this field. These unauthorized visitors are not on your authorization list and can only enter the data center if accompanied by an authorized visitor.



Once you have completed the data center appointment as desired, you can save it using the **Save** button (the disk symbol, top right of the screen). The appointment is saved and given the status **Planned.** At that moment, the saved appointment is also known to Interconnect so that our data center hosts are aware of your future data center appointment.

Essential information about creating DC appointments with any rack restrictions:

- For contacts without rack restrictions, it is possible to choose any server rack of the organization when creating an appointment.
- For contacts with rack restrictions, it is possible to select only the server racks to which the contact is entitled to access for your organization. These are managed via the 'Manage Contacts' functionality, see Chapter 4 – Manage My contacts
- If multiple visitors are added to a DC appointment, MyInterconnect considers any set rack restriction. MyInterconnect will only show the server racks to which all selected visitors are entitled. All visitors must therefore have at least one corresponding rack location.
- The contents of both the visitor dropdown and server racks are subject to change when a visitor with rack restrictions is added to the appointment.
    - If a visitor with rack restrictions is added to an appointment, the contents of the server racks dropdown will change; Only the server racks to which the chosen visitor(s) are entitled to visit are shown.
    - If a server rack is added to an appointment, the contents of the visitor dropdown will change; Only visitors who do have the right to visit the already chosen server rack are shown.
- Adding guests does not affect the contents of the visitor/server rack dropdown.

5.4 CHANGE AND DELETE DC APPOINTMENT

It is possible to change and remove data center appointments after they have been created.
It is important to know that data center appointments can only be changed or removed if the status of the appointment is Planned. Appointments that have already started or been completed cannot be changed or removed.

To change an appointment, click on the change icon at the top right of the details screen. At that moment, the details screen will appear from the right where you can change the appointment. All fields you were allowed to fill whilst creating the appointment, can also be changed.

To remove an appointment, click on the delete icon (*trash can*). This is found at the top right of the details screen, next to the edit icon. As you click this icon, you will be asked for confirmation before the data center appointment is removed.
Please note: if you remove a data center appointment, it will also be removed for the Interconnect hosts and therefore removed from the schedule.

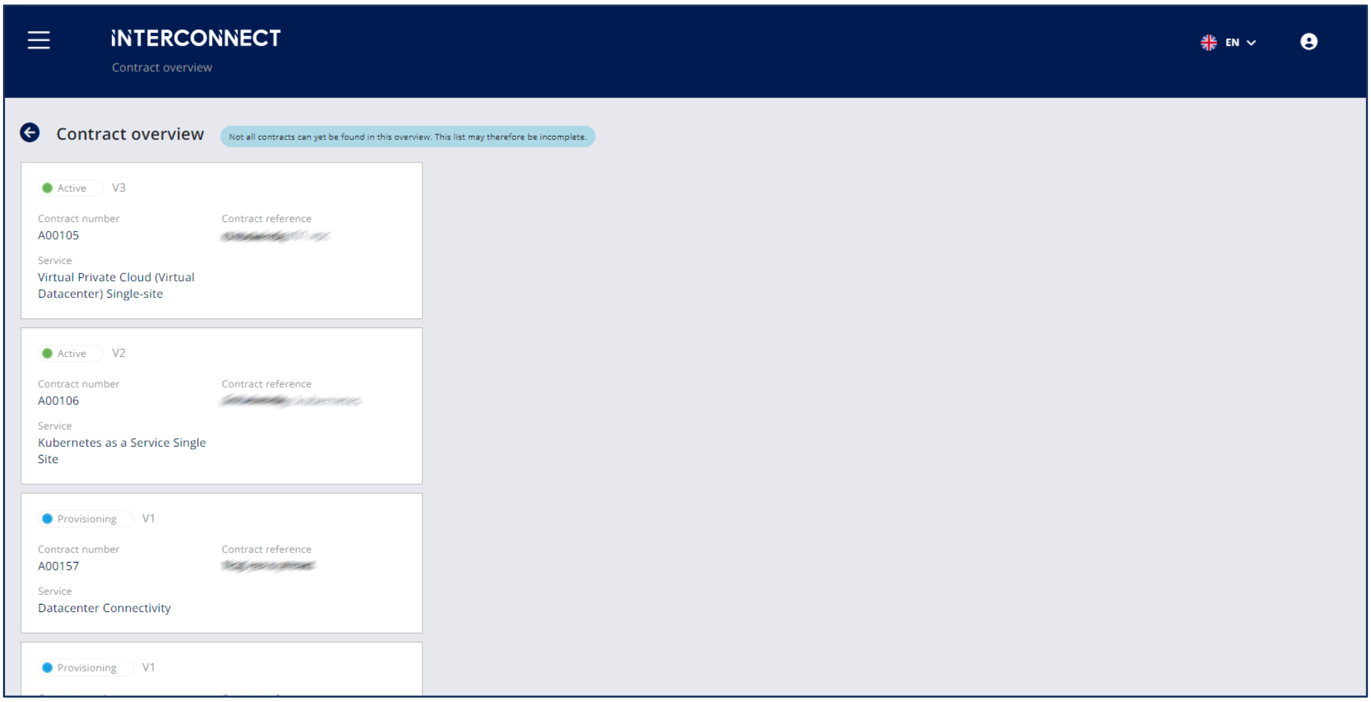
6 CONTRACT OVERVIEW

MyInterconnect offers the possibility to view the contracts for the services you have purchased. As a logged-in user, you must have the right to View Contracts. Contacts who do not have this right cannot see this functionality in MyInterconnect.

Important: Currently, not all contracts can be seen here. This is currently limited to a number of supported services. Contracts for other services and packages will be added at a later time. No rights can be derived from any of the contracts or invoices, either shown or not

6.1 CONTRACT OVERVIEW

The contracts overview has the contracts for the services that your organization has with Interconnect. The most essential information is shown in each tile *(identical to the information on the contract tiles on the Dashboard)*. These are the contract status, contract version, service, contract number and contract reference.



The list of contracts is sorted by contract number (*ascending*) and as soon as a contract in this list is clicked, all details of the contract in question will appear on the right of the screen. Another click closes this detail screen again.

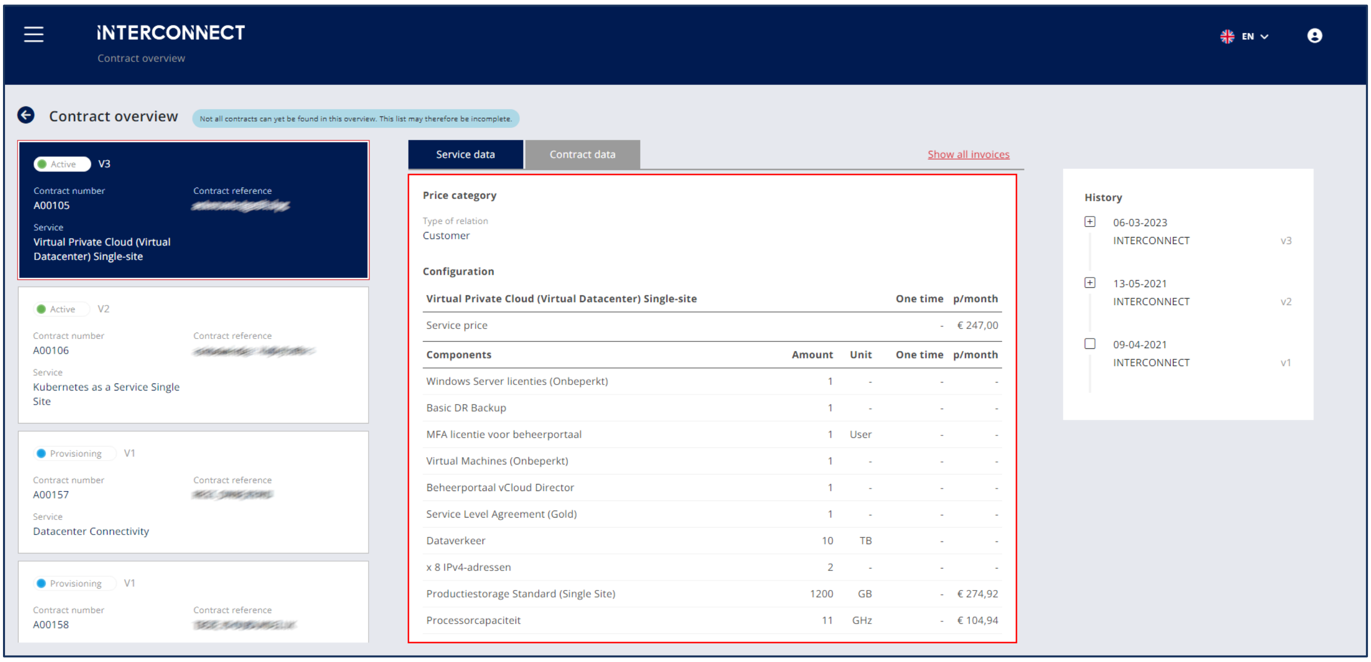
6.2 CONTRACT DETAILS

You can view all details for each contract via contract details. Depending on which service there is a contract for, the content of the contracts may differ. The service data, contract data and contract history can be viewed for each contract. If there are already invoices for a contract, it is also possible to view these invoices. The Service Data and the Contract Data can be found under the tabs bearing the same name. The historical data is shown on the right part of the screen. When your screen-size is too small, the button will be shown, to open the history data.

6.2.1 Service data

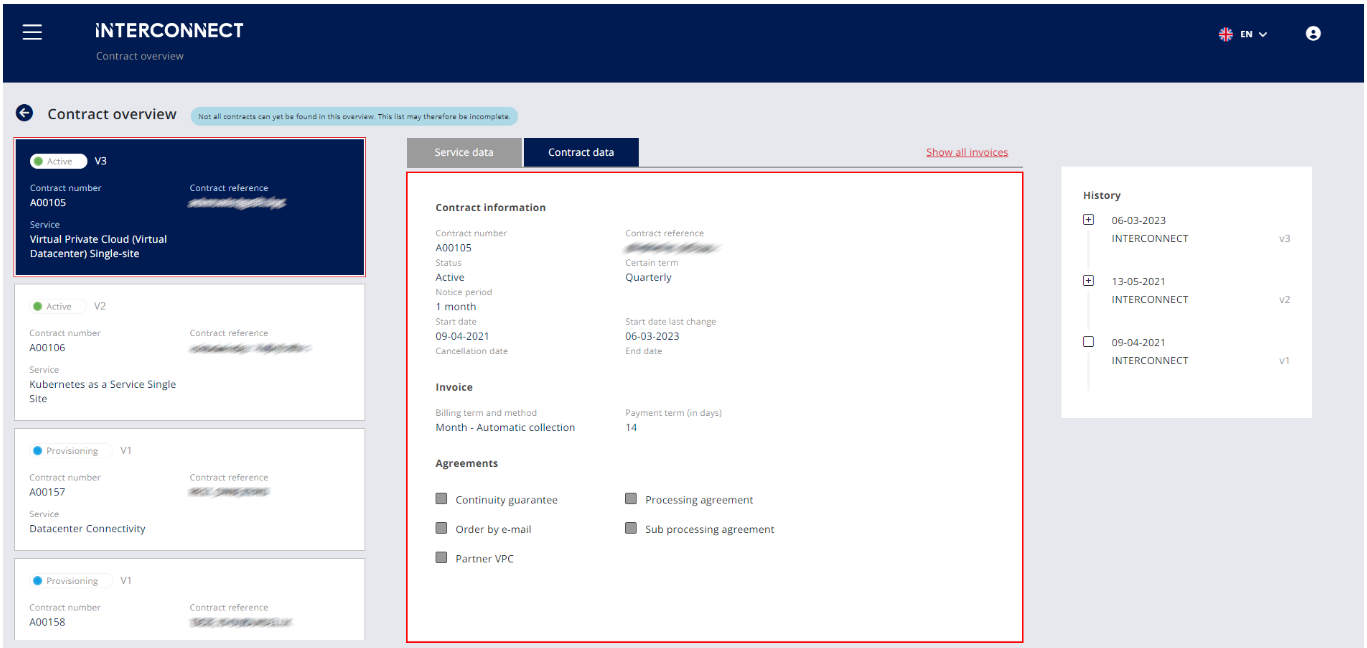
The 'Service data' tab shows the configuration of the service you purchase from Interconnect. The relevant service is shown here as well as all components that currently comprise the service. The rates for the service and all components are shown, both monthly and any one-off fees.

Finally, per component is also shown the quantities that are currently being purchased and the unit of the component.



6.2.2 Contract data tab

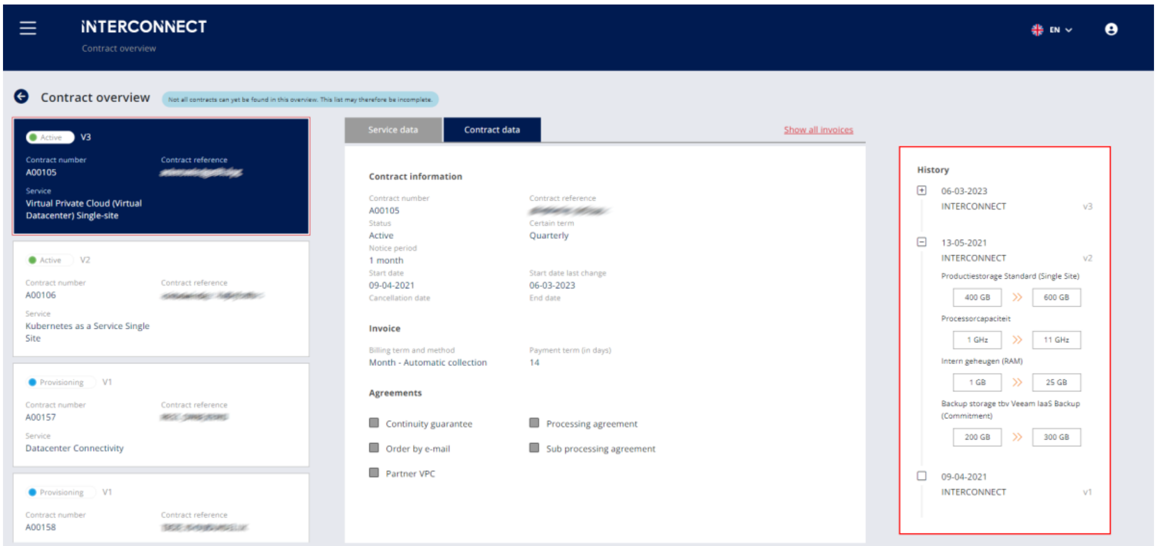
The 'Contract data' tab has information about the selected contract. This includes the contract reference, specific term, notice period, effective date of the contract, effective date of the latest changes, chosen invoicing term and whether any (additional) contractual agreements have been made:



6.2.3 Contract history

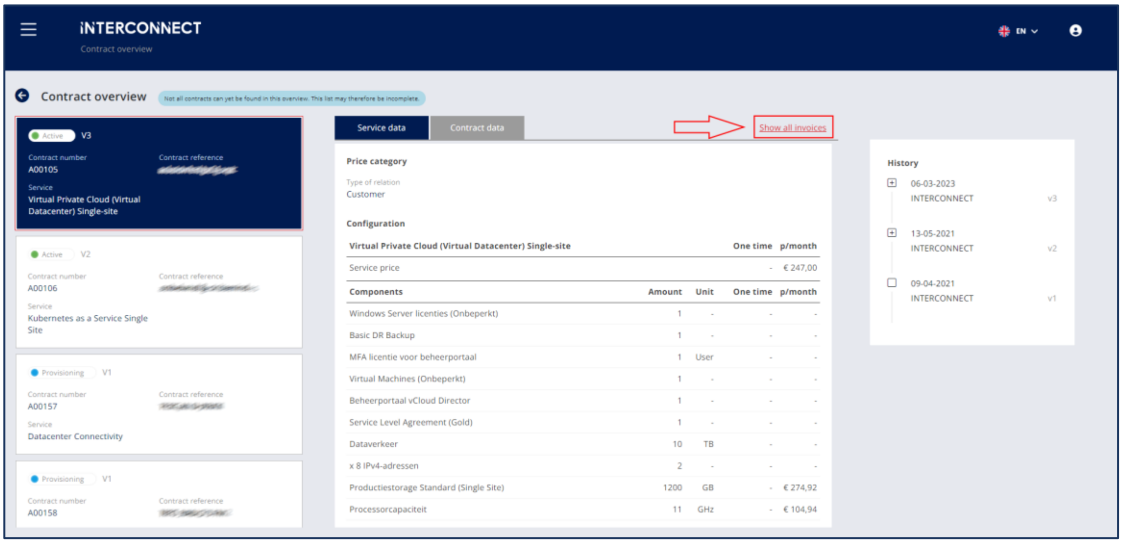
The **History column** shows the complete change history of the contract and on which date, which change was made. These changes are divided per contract version and the components are shown per contract version with the changed amounts. There may therefore be multiple changes in a single contract version. By clicking on the + icon shown in front of the date, all changes of that contract version will be shown.

The mentioned **Interconnect** shows where the alteration was made. Currently always Interconnect, which means that the contract mutation is made by Interconnect **on request from the customer.**

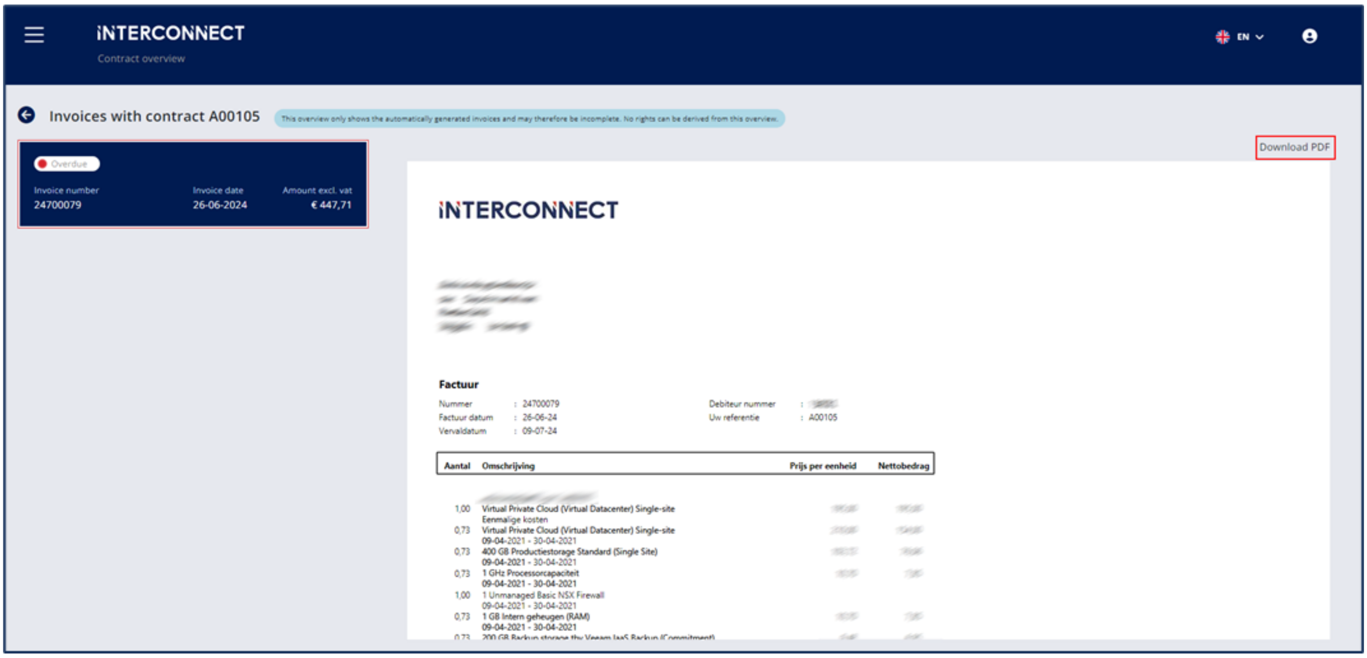


6.2.4 View all invoices

The invoices can also be viewed by contract. This of course only applies if there are invoices available for a contract. For newly concluded contracts, invoices may not yet be available.
via the link View all invoices (right next to the tabs). If the link view all invoices is not shown, this means that there are no invoices yet for the contract in question.

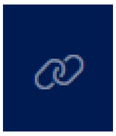


In the invoice overview, all invoices are shown in a list on the left, with all necessary information such as payment status, invoice number, invoice date and the amount on the invoice. The list is sorted by invoice number with the most recent invoice number at the top. As soon as an invoice is selected from this list, the actual invoice is displayed.



In the top right corner, indicated by a red box in the example above, is the link where the invoice shown can be downloaded to your local machine for your own archive.

7 LINKS TO OTHER APPLICATIONS



The aim of MyInterconnect is to be the central location for all our relations to find all information within one application and to be able to set most options via self-service options. It will also replace existing applications. The current version of MyInterconnect has not yet reached this point. You may therefore still need to use older (versions of) programs. The links to these programs can be found under the link icon, as shown here.

The following programs can be found under this menu item:

- Datacenter Portal
  For viewing consumption data.
- DNS Management
  Previous version of the myInterconnect customer portal, in which older contracts can be found and in which DNS data can still be managed.