

## Customer Portal

### Realtime network monitoring, reporting and intelligence

The KPN International Customer Portal makes it even easier for you to do business with us. This online tool allows you to monitor and manage your services via a secure, single-point of access. Use of the portal is free of charge for all our customers, and gives you more insight and control than ever before. Instant access to performance, service and billing information puts you in the best position to make fast and well-informed decisions about your services with KPN International.

#### Access

You can access the portal at any time from any internet connection. This makes it convenient for you to find the answers you need at a time when you want to ask the questions. Just log into “My KPNCare Portal” from [www.kpn.com/international](http://www.kpn.com/international). If you are a new user, please follow the account set-up instructions.

#### Features

Your Customer Portal delivers an extensive range of functions via an easy-to-use interface. You generate realtime views from data held on our back office systems in a completely secure environment.

##### Installed base

- Examine your current services

##### Order status

- Track the status of any current order

##### Service management

- View trouble tickets
- Submit requests for minor changes to IP services
- Add IP routes or change IP numbers
- Generate detailed monthly service reports (for a small additional fee)

##### Network monitoring

- Monitor KPN International network performance

##### Invoice analysis

- Download, view and analyze invoices

##### Contact management

- Manage your own and your colleagues' details so that we can reach you according to your contact preferences



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### Benefits

#### Reliability

The portal is there whenever you need it. Because all data is drawn directly from our management systems, you gain an overview of your services. You can rely on the portal throughout the service lifecycle. Consistent information means that response and resolution times are optimized.

#### Secure Access

The Customer Portal is secure, keeping all personal and business data confidential. You stay in control: you nominate an administrator who holds super-user control and who is authorized to add, modify and delete user accounts.

#### Support Desk

Even though the portal is fully automated, you don't lose the human touch. Our international business support desk staff are on hand to answer questions about topics such as portal access, service or subscription.

#### Online Help

The portal is fully documented online with contextual help and step-by-step instructions. This helps new users get straight to the benefit and more experienced users exploit the richer functions to the full.

#### User Convenience

The KPN International Customer Portal gives you direct access, 24x7 from any internet point. It saves you time too, enabling you to manage your services and requests efficiently online.

#### It's free

Our Customer Portal is free to all KPN International customers.

### Why KPN International?

For KPN International, the quality of customer relationships is always the top priority. We have invested in the new Customer Portal to make it even easier for you to do business with us, and most importantly, to save you time and effort. Simplicity is important, and the new portal is an easy-to-navigate, single point of secure access for all information relating to your individual KPN International service history.

For more information, contact one of our sales representatives or visit [www.kpn.com/international](http://www.kpn.com/international).

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