Sales Administration
SOF Steps

There are three distinct SOFs for managed DIA: routing, security (60E), and security (100E). Failure to use the correct SOF (e.g. placing a MDIA order using a general-purpose SOF) is prohibited and will result in the rejection of the order. Please bear this in mind as you begin your MDIA SOF.

Step 1

This stage of the process starts like a regular SOF. Enter the customer's information as prescribed and move on to the annex section.

C&W Business

Service Order Form

Drafted by (initials):

Customer:			
Country:			
Account Manager:			

Type of order:
- ☒ New service
- ☐ Addition of service
- ☐ Change
- ☐ Disconnection

Offer Code:		Date requested by the Customer:
Delivery:		Date of activation (scheduled by Operations):

Name of Customer's technical contact:	Email Address of technical contact:	Telephone number of technical contact:

Step 2

Here you'll see a field for First Entry Protection. In the relevant SOFs, this will already be selected and you will very likely not need to interact with it.

The Customer agrees to purchase the services covered in this service order form and its technical annexes. The information herein contained will be included in the Service Agreement. Annexes classified by services are:

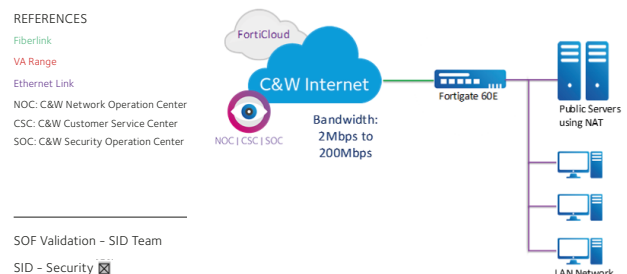| SOLUTION	ANNEX NO. & SERVICE	SELECTION
NETWORKING SOLUTIONS	1. C&W First Entry Protection	☒

Diagram

This section of the SOF features a high-level, abstracted sketch of your customer's new service and topology. Check the bottom left corner to ensure the name matches the type of service your customer is ordering—this is simply another way to ensure you've selected the correct SOF of the three available.

In the security 100E SOF, the fields on the network diagram will change as appropriate.
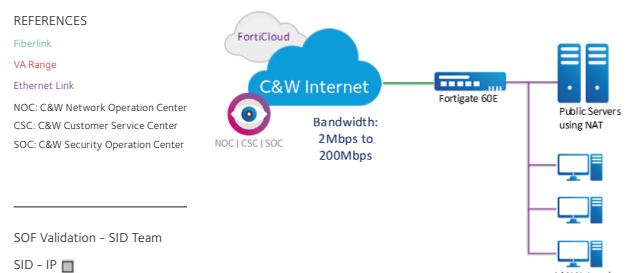
Security

Design for the solution: Please draw the main components and physical sites of the architecture, including all services marked on the table

REFERENCES
Fiberlink
VA Range
Ethernet Link
NOC: C&W Network Operation Center
CSC: C&W Customer Service Center
SOC: C&W Security Operation Center

FortiCloud
C&W Internet
Fortigate 60E
Public Servers using NAT
Bandwidth: 2Mbps to 200Mbps
NOC | CSC | SOC
LAN Network

SOF Validation – SID Team
SID – Security ☒

As before, the name at the bottom left indicates when you're using a routing SOF. In this instance, the screen will say SID IP (as pictured) in the corner. Otherwise, this page has no difference to the previous and you have no need to interact with it beyond basic confirmation.

Routing

REFERENCES
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Step 3

Here, you will only need to fill out the service address, select bandwidth, and fill in the contact information in the right cell.

Networking Solutions

	C&W MANAGED DIA	YES ☒ NO ☐	
SERVICE ADDRESS:		*DESCRIPTION:*	*LOCAL SITE CONTACT*

Bandwidth (Mbps) & model: **(Select) FULL PORT**
Redundancy: NO
IP address assignment: /31
Topology: LINEAR
Salesforce order number: ⬚
Commercials:
Non Recurring Charge: $0
Monthly Recurring Charge: $0

Name: ⬚
Telephone number: ⬚
E-mail: ⬚

Step 4 (Option 1)

Now we see the screen for step four of the security 60E SOF. You can tell this is the 60E solution by the number of maximum users (50), another useful way to verify you are using the correct form.

You'll see two interactable fields here: Customer address and attributes. Fill these out as prescribed. If needed, you can also set the frequency of reports generated by the system.

Customers with multiple locations may have multiple location boxes. In this instance, instructions remain unchanged.

Security

Networking Solutions

C&W FIRST ENTRY PROTECTION	YES ☒ NO ☐ Order number: ⬚

Address (Customer Location #1) ⬚			
Vendor: FORTINET	**Device Model:** FG60E-BDL		
Attributes of the Service			
☐ Firewall	☐ Web Filtering	☐ NAT (Dynamic or Static)	Maximum Number of Users: **50**
☐ DHCP	☐ VPN Site to Site	☐ VPN Client to Site	Integration to AD: **N/A**
Basic Reporting			
Type of Report: **PREDEFINED**	Log Retention Time: **1 YEAR**		Type of Recurrence: (Select)
Forticloud SKU: FC-10-0060E-131-02-36			
FortiGate 60E SKU: FG-60E-BDL-900-36			

Step 4 (Option 2)

Here we see the security 100E SOF, with the same selectable fields. As with 60E, 100E SOFs need the customer's address, the correct attributes selected, and (if wanted) the frequency of reports generated.

Security

Networking Solutions

C&W FIRST ENTRY PROTECTION	YES ☒ NO ☐ Order number: ⬚

Address (Customer Location #1) ⬚			
Vendor: FORTINET	**Device Model:** FG100E-BDL		
Attributes of the Service			
☐ Firewall	☐ Web Filtering	☐ NAT (Dynamic or Static)	Maximum Number of Users: **120**
☐ DHCP	☐ VPN Site to Site	☐ VPN Client to Site	Integration to AD: **N/A**
Basic Reporting			
Type of Report: **PREDEFINED**	Log Retention Time: **1 YEAR**		Type of Recurrence: (Select)
Forticloud SKU: FC-10-FG1HE-131-02-36			
FortiGate 100E SKU: FG-100E-BDL-900-36			

Step 4 (Option 3)

For router only customers, the SOF is slightly different at this stage. As before, most everything is filled out. Fill in the customer's address, choose the correct attributes, and (if needed) modify reporting parameters.

Routing

C&W ROUTER Option	YES ☐ NO ☐ Order number: ⬚

Address (customer location 1) ⬚			
Vendor: FORTINET	**Device Model:** FG60E - ROUTER		**Support:** Premium
Attributes of the Service			
☐ DHCP	☐ NAT (Dynamic or Static)	☐ VPN Site to Site	Number of Users: 150
☐ VPN Client to Site			
Basic Reporting			
Type of Report: PREDEFINED	Log Retention Time: (Select)		Type of Recurrence: (Select)
Forticloud SKU: FC-10-0060E-131-02-36			
FortiGate SKU: FG-60E, FC-10-0060E-311-02-36			

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