

Summary

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Mission

Belnet

To stimulate scientific developments by providing and maintaining innovative, high quality network infrastructures including associated services to meet the needs of higher education and research institutions in Belgium.

To accelerate the development of the knowledge and information society through our expertise, our unique market position and our economies of scale.



Vision

The vision of Belnet 'Dedicated Connectivity' revolves around four strategic objectives.

Trusted partner

Belnet is a reliable and trusted partner that offers value-added services on a high quality network

Focus on services and security

Belnet clearly focuses on a range of services that use the connectivity it offers. The specific attention given to security is the common theme of the provision of services.

High quality network

A high quality network is a sine qua non for serving customers and being able to provide them with new services.

Professional organisation

Belnet is a professional organisation that follows clear rules and reports with complete transparency.

Values

Trust

Belnet is a reliable, stable, non-commercial and neutral partner for its customers.

Dedicated

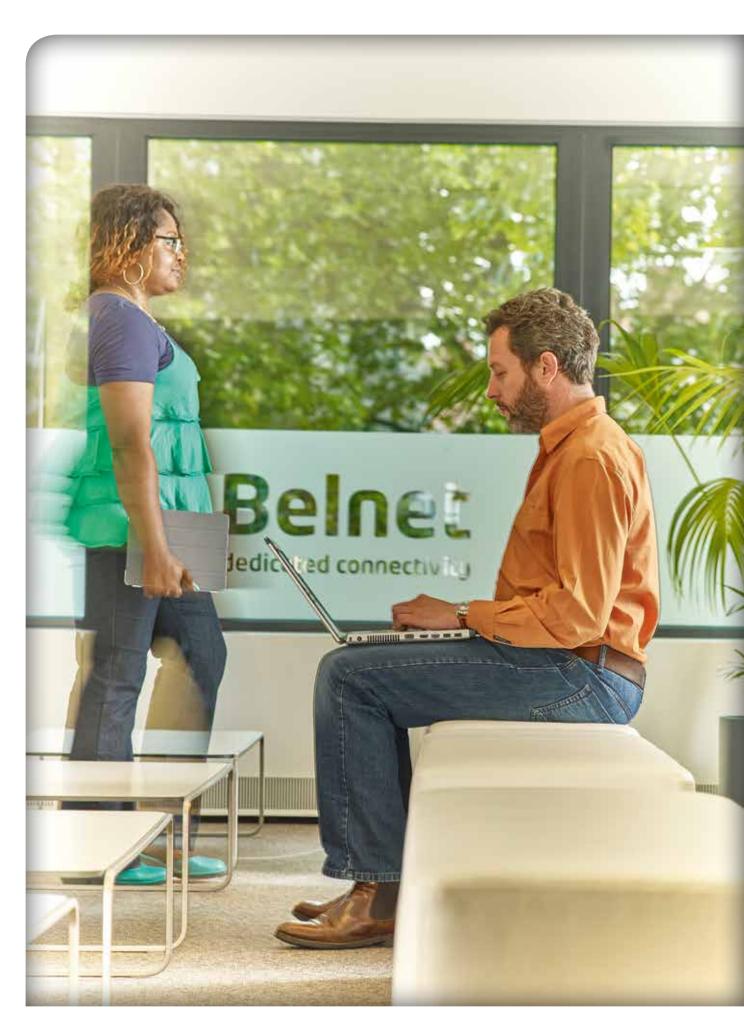
Focused on service to the customer and the community, Belnet develops services and a specific infrastructure tailored to their needs

Effectiveness

Belnet is an effective, efficient and high quality organisation.

Professionalism

Belnet works with professionalism by providing the necessary expertise and know-how.



'Strong performance using fewer resources'

Editorial



2014 was an eventful year. A caretaker government was established before and after the elections along with a period of budgetary prudence, prior to a new government eventually taking over and imposing austerity measures.

Making do with fewer options, but still following the same course was quite a challenge - all the more so because we do not want to negatively impact our "Dedicated Connectivity" slogan.

Fortunately, we managed to stay on track in 2014 and can be justifiably proud of the projects that we have implemented. These projects guarantee the continuity of our expertise and customer service and pave the way for an equally successful 2015.

Jan Torreele **Acting Director**

Interview

Jan Torreele

What was Belnet's greatest achievement in 2014?

'Undoubtedly, this would be the renewal of our optical network. This project had been in the pipeline since 2011 and in 2014, was finally carried out. The new network consists of two layers: the IP layer and the fibre optic network. The latter is illuminated by optical devices. It is these devices, which we have fully renewed - or rather, we had them renewed by teaming up with producer Ciena through an public tender (with European publication). Doing so involved investment of roughly €7 million'.

How did the switch-over of the network proceed?

'The switch-over proceeded smoothly. The renewal of the fibreglass layer was ready in August, exactly as planned. More importantly: our customers did not notice any changes during the process. The switchover was a great achievement that overcame a wide range of challenges. We are not finished yet, however. The IP layer still has to be renewed, which is expected to be achieved by autumn of 2015. Once this has been done, our customers will enjoy an even better performance, a more flexible and more reliable network with a new range of services, at even higher speeds'.

'We are not just a supplier, we are a partner who helps to develop tailormade solutions."

How important is the management plan 2013-2015 as a basis?

'Obviously, in 2014 too, we continued to be driven by that plan. It is a guideline for achieving our goals, despite the ongoing austerity. And above all: to translate our vision of 'dedicated connectivity' into reality. Connectivity speaks for itself, and that 'connection' is our core business.



'Through workshops and conferences, we are focusing ever more on knowledge transfer'

Interview with Jan Torreele

'In terms of customer satisfaction,

Dedicated speaks to our commitment. We want to be more than just a supplier. We are a partner with a proactive approach, providing solutions for the specific needs of our customers'.

Belnet focuses on four strategic objectives. What exactly are they?

'The first one is: being a trusted partner for our customers. They should trust us and fortunately they do. Various customer satisfaction surveys unanimously show that we are getting it right. Customers see us as a stable supplier offering security. We have actually received an "Apple score".

'In addition, the launch of our Cloud Storage fits in with this idea of trust. These are virtual disks from which where customers can upload and download their sensitive information completely securely giving them peace of mind.

we score almost as high 'The second objective is to focus on as Apple' services and security. We offer our clients services and products that are particularly valuable to them. And they always guarantee that everything is secure, because the Belnet user obviously is entitled to complete security'.

'Objective three is to offer a high quality network. That is what we have become known for and it remains a sine qua non to develop and deliver new services'.

'The final objective is to be a professional organisation. We must stand by our customers, which is why we invested in a service desk in 2014 that is accessible 24/7. Customers can contact us through one email address to a single phone number to receive a prompt response to their query'.

In 2014, Belnet's federative services were expanded. How?

'Member institutions now have easy access to our services, their own services and the services of other members. This opens up a world of applications for their users, using only one login. For example, they can purchase software packages at advantageous prices for example. Very useful'.

Many events were also organised. Why?

'We want to use our workshops to focus on knowledge transfer. Our customers are given the opportunity to register for sessions on a topic that genuinely interests them. For example, our engineers give a training session on IPv6. Or we invite renowned university professors to speak'.

'We also organised two conferences. First, there was the Belnet Networking Conference, organised especially for our

> customers. They learned all about the latest IT trends and were given the opportunity to network with experts from that world. Then there was the Belgian Internet Security

Conference for decision makers from the security sector. That conference was organised by the CERT.be safety team, the Belgian Internet fire brigade'.

And what does the future hold?

'Our satisfaction surveys and security audits show that we are doing well, but of course we cannot simply rest on our laurels. We will continue to focus on our key performance indicators and we have a new CRM tool and adjusted recruitment procedures.

Belnet is all set to make 2015 another top year'.

3

IPv6 Workshops

2

Workshops Cloud Services

1

Workshop Basic Security

8

2

Belnet R&E Federation workshops

workshops in 2014

123 workshop participants in 2014

8,1/10

average <u>satisfaction</u>

In 2014, CERT.be received

751.065

automated reports of infected computers in Belgium. These computers were all part of one or more botnets*.

 These are networks of infected computers that are used to spread viruses or launch cyber-attacks on systems, business or (public) organisation networks, often without the knowledge of the computer owne **Number of notifications**

2013

6678 (or 556,5/month)

2014

10812 (or 901/ month)

Number of cyber incidents reported to CERT.be

2013

4070 (or 339/ month)

2014

9866 (or 822/ month)

Key figures

722.260

end users in

124.150

Administration networks

524.563

Education (including universities)



41.454

Research institutes

32.093

Public Authorities & Administrations

participants at the Belnet Networking
Conference and the Belgian Internet Security
Conference 2014

191

institutions on the Belnet network in 2014

(including universities)

Administration networks

73

Research institutes

Public Authorities & Administrations



Secure data storage with Belnet Storage

Customers want secure data storage. Since 2014, this has been possible using Belnet Storage, a brand new private cloud where customers can store their data on virtual disks.

Via a secure network

All uploads and downloads to and from Belnet Storage are of course carried out via a secure connection over the high-performance Belnet network. Configuration of the network is managed from two Belnet datacentres, delivering high accessibility and easy access to the cloud.

To customer specifications

The Belnet Storage customers receive at least one terabyte (TB) of storage capacity. If they require more, they can order more space per TB. For streaming large amounts of media, customers

can, for example, request additional optimisation of their disk.

User friendly and affordable

The launch of Belnet Storage was warmly received. Using the service, customers can store their sensitive information there with peace of mind. They can count on a user-friendly system with a technical support service and pay the right price without worrying about added charges.

Belnet Storage is a good start - it is now up to Belnet to continue improving on this hosting formula.

Sustainable with an environmental management system

Belnet has its own environmental management system and is constantly optimising its environmental performance. This system is so stringent that by summer 2015, Belnet will meet the European EMAS regulations (Environmental Management and Audit Scheme).

Environmentally friendly objectives

Belnet has three objectives with its environmental management system:

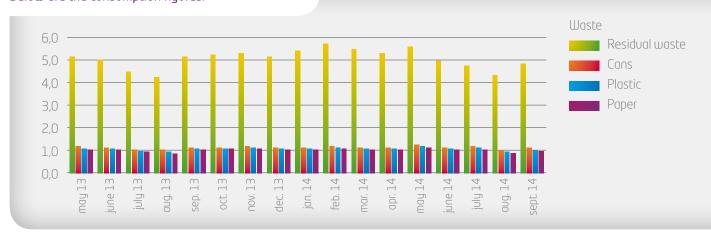
- 1. Compliance with environmental legislation.
- 2. Managing the environmental impact of day-to-day operations. For example, by paying attention to the consumption of energy, water and paper.
- 3. Using infrastructure, services and expertise to achieve environmentally friendly results. For example, developing the network sustainably and spreading awareness among stakeholders.

European recognition

Why is Belnet concerned about the environment? Because it is a federal institution, and therefore subject to the Federal Plan for Sustainable Development? That is one factor, but not the company's primary motivation. Belnet wants to play a pioneering role in 'being green', which is why it wants an EMAS registration.

In this way, Belnet will receive European recognition of its efforts aimed at optimising the company's use of resources and its efforts to reduce the pollution.

Below are the consumption figures:



Belnet R&E Federation: one login, multiple services

Giving students and staff access to a range of online services with one login Education and research institutions can now do this by using the Belnet R&E Federation.

Service platform for institutions

Belnet R&E Federation is a common infrastructure for education and research institutions. As service providers, they offer their own web applications. And as identity **providers**, they give their users access to the platform that offers many useful applications.

Range of services for users

The users of the Belnet R&E Federation are students and staff.

Using one login to access the platform, users can access applications offered by:

- their own institution;
- other Federation members;
- Belnet, such as Antispam Pro (to prevent spam) and FileSender (for sending large files).

A real luxuru!

Satisfied customers

Knowing what customers think is important. That is why Belnet organised a satisfaction survey in the autumn of 2014. The results were very positive.

Some notable facts:

- Overall **satisfaction** is 8.1 out of 10: we passed cum arande laude
- A great many customers would remain loyal to Belnet: the Loyalty Index amounts to 86 per cent, an exceptionally high score in the IT sector.
- 93 per cent of all customers would recommend Belnet to others.
- 70 per cent of all customers see Belnet as a real partner. This is mainly so because they can count on a customised offer of services and on professional help.
- Belnet has a **very strong image**, in particular due to the combination of adjusted solutions, an innovative approach and good value for money.

Onwards to an equally successful 2015!

86% lodex



Page 1990 Recommendations to others

Renewed optical state-of-the-art network

The highlight of 2014 was definitely the renewal of the Belnet network. This is now an integrated and decentralised network - a state-of-the-art network that more than 200 customers rely on.

More stability, less waiting time

The new network guarantees even more stability and better performance. How? The integrated network can now handle 88 x 100 Gbit/s on every fibre optic link. It used to be 'only' 42 x 10 Gbit/s on a ring. Waiting times have also been reduced. How? There is now a direct connection between two points on the network, and it takes the shortest route.

Flawless transition

The launch of the new infrastructure proceeded smoothly. Customers barely noticed the change, as the transition was well-prepared and carried out at night. The proposed timing was respected and the interruptions to the connection kept to a minimum.

Ready for the future

Customers can now purchase multiple connections of 100 Gbit/s and multiples thereof. In time, Belnet will also integrate the Software Defined Networking (SDN) technology. This means users can manage their network more flexibly and more cost-efficiently. Furthermore, Belnet can now respond even better to the needs of research and educational institutes.

Successful events

Belnet again succeeded in informing and bringing together IT managers from polytechnics, universities and research centres in 2014 through the presentation of successful events.

BNIX Networking Event

On 25 September 2014, the Belgian National Internet eXchange network met for the fifth time. As many as sixty participants attended, including content providers, hosting companies and businesses. Once again, these attendants confirmed the importance and usefulness of a platform like BNIX, which has now existed for nearly 20 years.

Workshops

In 2014, Belnet organised no less than eight workshops, where customers became acquainted with new and existing services such as IPv6, the Belnet R&E Federation, Basic Security and our cloud services. These workshops served as ideal occasions for giving advice and demonstrating our expertise.

Belnet Networking Conference

On 23 October 2014, the annual conference for organisations of the Belnet research network was held. The 150 participants were able to learn more about the current status of the IT field and research networks and made contacts with IT experts from other institutions.

Belgian Internet Security Conference

On 27 November 2014, Belnet - along with numerous partners - co-organised a conference on cuber security. More than 250 IT employees from the private sector, education sector and the government were presented with the latest trends in the fight against cybercrime. The conference provided them all with the opportunity to exchanged ideas and experiences with top experts and policymakers from different industries.



Services

Extensive range

Customers count on a supply of reliable and functional standard services, known as the Basic Package. Additional services are also available for meeting more specific needs; this is known as Plus Services.

Connectivity with the National Register

Thanks to the RRN Connectivity service, Belnet customers have a priority link to the National Register. Belnet only uses a network connection, with no interface or additional applications. This means that RRN Connectivity introduces no additional costs. An added benefit of this service is that the user does not need a third party to gain secure access to the National Register.

Multipoint

Thanks to the Multipoint service, education and research institutions can remain connected with their administrative service(s), even when they are far apart geographically. This connection is established via the Belnet network and as such, institutions do not have to invest in the leased lines of other operators. An affordable solution is therefore offered to institutions! Belnet offers various technologies depending on the required bandwidth, the desired quality guarantees and access circuits. The Multipoint service can transport large streams of data from 100 Mbit/s to 10 Gbit/s without any problems. This link is completely protected and consists of a virtual private line or a virtual private network (VPN) to the Belnet network.

Customers can receive priority bandwidth of 10 Mbit/s for their media traffic. An international connection is also available under the service

'International Connectivity'.. This ensures that an institution – via the Belnet network and other international networks – can be connected to a foreign organisation.

Cloud services

Cloud services have become much needed in just a few

years' time. These are virtual 'machines' on which the research community, as well as the, education sector and their administrations save and access data. The Belnet cloud services are user friendly and cost effective. Uniquely, the clouds are managed in Belgium (and not in the United States, as is often the case). This guarantees optimal reliability, security and transparency to customers. This explains why customers may find Belnet services more attractive than individual contracts with other providers in the market.

In 2014, Belnet launched Belnet Storage, a brand new private cloud service that customers can use to securely store their (sensitive) information on virtual disks. Read more about this on page 11.

R&E Federation

The Belnet cloud services

are user friendly

and cost effective.

The Belnet R&E Federation brings together education and research institutions connected to the Belnet network on a common infrastructure. Find out all about this on page 12.

govroam (government roaming)

Available at no additional charge, the govroam service is intended for administrations and public services. It provides

all their users with simple and secure access to wireless networks from their own institution, but also to all the other participating institutions. The advantages of this service are:

- increased mobility;
- transparent and secure login;
- own management of user accounts and access rights.





An overview of the services in 2014

Basic Package

the services offered through the network connection.

- Connectivity (Belnet, research networks and internet)
- DNS services
- Clock synchronisation
- IPv6 addressing
- Software archive
- Bandwidth statistics

Plus Services

The Belnet Plus services offer the user additional features, comfort, safety or reliability for his or her connection.

Networks

High quality

Belnet manages three networks: Belnet, BNIX and FedMAN.

Belnet network

The Belnet network is an important contribution to the development of the Belgian knowledge and information society. Extending over more than 2000 km, this optical fibre network is accessible to universities, polytechnics, research centres and public services. With its particularly high performance, the Belnet network enables data to be communicated via light ('light paths') routes and allows for direct connections between two points without the intervention of routers.

Belnet thoroughly renewed this network in its entirety in 2014. Read more about this process on page 13.

FedMAN3 network

Developed by Belnet on behalf of Fedict (Belgian Federal Public Service for Information and Communication Technology), the FedMAN (Federal Metropolitan Area Network) network connects federal administrations to one another as well as to the Internet, providing particularly efficient and reliable communication between the citizens and the Federal Government. All processes pertaining to e-government is conducted via the FedMAN network.

BNIX

The BNIX network (Belgian National Internet eXchange) is a platform on which Belgian internet suppliers, content providers, hosting companies and companies interconnect by 'peering'. This platform enables participating organisations to exchange e-mails, videos and other types of traffic faster, at lower cost and locally. The connections are made via three BNIX data centres: in Zaventem, in Evere and in Diegem. In 2014, two new participants joined this network: the Belgian Maehdros and the Dutch Surfnet. Eight existing participants had their BNIX connection upgraded. In 2014, we also exceeded the threshold of 100 Gbit/s, thanks to the extra traffic as a result of the elections in Belgium and the World Cup in Brazil.

International networks and international cooperation

Thanks to international cooperation, Belnet optimises the direct interactions between academic institutions in Belgium, Luxembourg, France and the Netherlands. The connections also guarantee continuity and performance between the different international networks, even in the event of the failure of the GEANT3 European research network.

Evolution of the total access capacity of Belnet customers, in Gbit/s

83,54 Gbit/s

Internet bandwidth

365,24

Research bandwidth

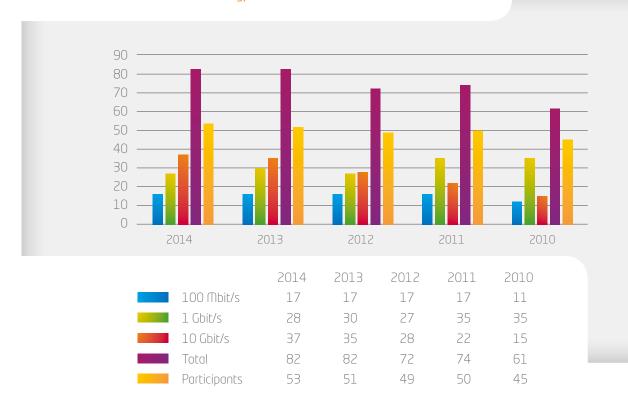
Overview of use of the connectivity services on the Belnet network



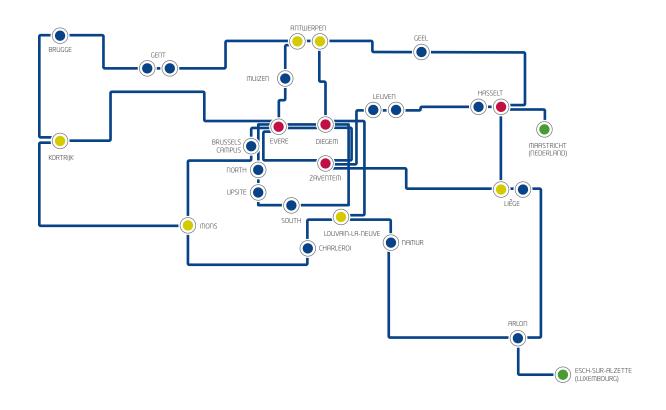
The Belnet network: Evolution of the external traffic (in petabytes)

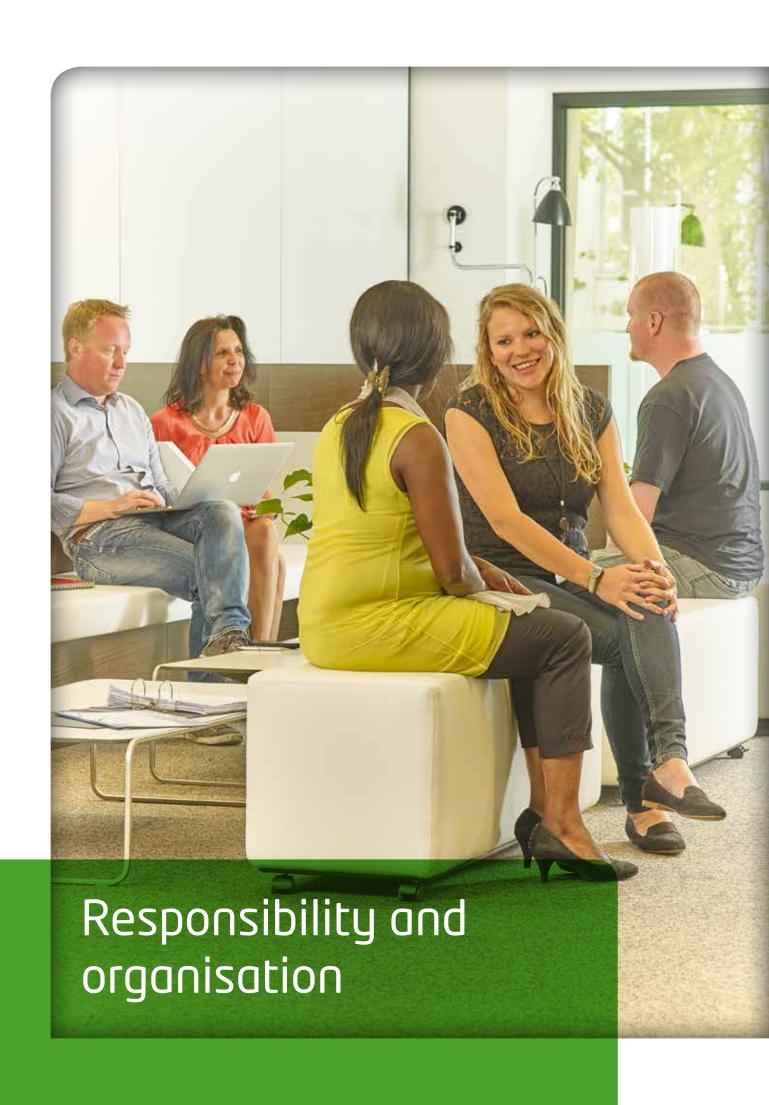


The BNIX network: Numbers and types of connections



Optical fibre network Belnet





Cross-sectional model

The Administration, Finance, HR & Legal Department – like the other departments – greatly contributed in 2014 to the professionalism and the success of Belnet's strategic approach. The department is responsible for financial management, monitoring of legislation on public procurement, human resources, legal affairs, reception and the secretariat. It experienced developments that compelled Belnet to refine its cross-sectional model, tailoring to a customer focus and the development of new services.

Management Board

The Management Board reviews issues and decisions concerning the strategy and the development of Belnet activities. They met four times on the Belnet site in 2014. The Management Board took on the following tasks:

- drawing up the budget;
- approving the management plan;
- approving the annual report of activities and the annual investment plans;
- approving the accounts for the past year;
- pricing/tarification of the services provided by Belnet;
- organising the general administrative, logistic and technical services;
- managing the resources and the budget of the services;
- approving procurement and the staff recruitment plan.

The Belnet Management Board is composed of eleven members:

- the Director of Belnet:
- two functionaries of the Federal Public Service for Science Policy;
- one of the director generals of the federal scientific establishments located on the Uccle Plateau (RMI, ROB or BISA);
- four members not part of the Federal Science Policy Office (two French speaking and two Dutch speaking) and appointed by the minister in charge.

In addition, as advisers:

- the Inspector of Finance (accredited by the minister in charge);
- the Belnet accountant;
- the Secretary of the Management Board.

Staff profiles

their home-to-work commuting. 80% of employees

Within Belnet:



PRESIDENT

Pierre Bruyère

Director ICT, SPP Science Policy

VICE-PRESIDENT

Jan Torreele

Acting Director Belnet

VOTING MEMBERS

Gisèle Roulleaux

Attache, SPP Science Policy

Paul Lagasse

Professor at the University of Ghent

Yves Delvaux

Director Operations & Technology, A.S.T.R.I.D

Paul Vandeloo

Vice-President ICT, IMEC

Daniel Gellens

Director-General (interim) of the Royal Meteorological Institute

Marc Acheroy

Professor at the Ecole Royale Militaire

ADVISORY MEMBERS

Marianne Jacques

Belnet accountant

Erwin Moeyaert

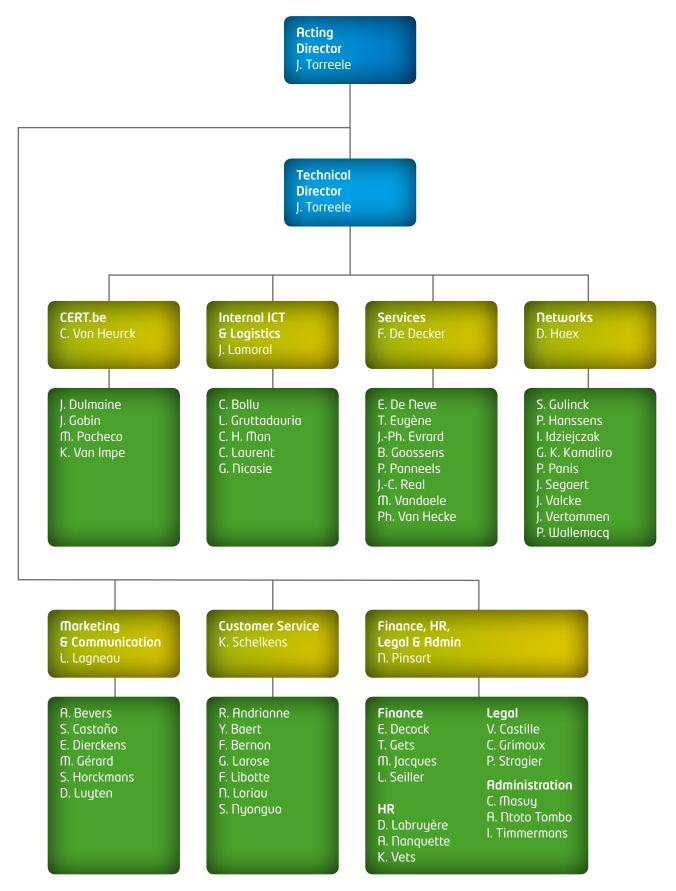
Inspector General of Finances

SECRETARIAAT

Nathalie Pinsart

Administration Coordinator, Finance, HR and Legal, Belnet

Organigram





Fiscal results

Fiscal results amounted to a deficit of € -3,067,872. This deficit is due to the purchase of optical equipment for the renewal of the Belnet network.

Operating grant and other public funding

The operating and equipment grant of € 8,356,000 has increased slightly compared to that of the 2013 financial year (€ 8,149,000). This grant was supplemented with additional resources in 2014 coming from the Interdepartmental Commission of the federal budget for the development of CERT.be, amounting to € 2,158,000.

Increase in performance

The amount for billed services invoiced was € 6,290,000, which is an increase of 10% compared to the 2013 fiscal year, primarily due to an increase in revenue for the 'BNIX' service and an exceptional invoice for the regularisation of past performance within the framework of the partnership with the Flemish Government. The deficit was caused by the purchase of optical materials.

Excerpts from the Budgetary Accounts, in thousands of euros

	Financial year 2012	Financial year 2013	Financial year 2014
Expenditure			
National lines	93	190	159
European lines	598	531	531
Commercial Internet	423	325	309
Maintenance and buying of network and service equipment	3.716	3.924	4.221
Overheads	1.024	1.172	1.026
Salaries	3.380	3.823	3.663
Other investments	1.061	773	7.492
FedMAN II project (including investments)	186	10	0
Operation of CERT.be	825	824	887
Grant to the reserve fund	0	0	0
Total	11.305	11.572	18.289
Income			
Grants	8.503	8.149	8.356
FedMAN II project	207	10	1
Operation of CERT.be	825	824	574
Services invoiced	4.524	5.698	6.290
Interest	11	0	0
Deductions towards provisions and transfer of receipts	0	0	0
Total	14.070	14.681	15.221

Profit and loss accounts

The gross fiscal result created a surplus of \in 4,045,979.

Reserve fund and investment fund

In 2013, the investment funds received an additional amount of € 13,000,000. In 2014, an amount of € 6,455,000 was used for carrying out investments aimed at the cyclical renewal of the network.

A reserve of € 2,199,107 was also allocated to CERT.be, which was sourced from the surplus in earnings this year and in previous years.

Expenditure in balance

The costs related to the miscellaneous goods and services increased by 5%, in particular due to the consequences of the bankruptcy of Datahouse in 2013, the move and the resulting costs as well as the consultancy costs for CERT.be, among other things. Costs inherent to human resources were down by 4% compared to the previous financial year, due to a number of staff leaving in the year 2014 and who could not be replaced within the year (almost five FTEs) as a result of a recruitment stop announced by the government.

Profit and Loss Accounts, in euros

	Financial year 2012	Financial year 2013	Financial year 2014
Expenditure	geo. Lore	ged: 2013	920, 2021
Other uses of consumer goods and external services	6.141.945	6.300.201	6.611.397
Increased property and various taxes	6.724	4.143	2.884
Direct and indirect personnel salaries	3.792.524	4.249.852	4.081.188
Economic depreciation on accommodation expenses, intangible and tangible fixed assets	1.636.346	1.488.619	3.093.235
Transfer of income (expenditure) other than social security premiums	110.075	67.308	67.273
Capital losses on existing assets and liabilities	1.454	0	0
Allocation to the reserve fund	0	0	0
Allocation to the fund designated for investments	1.544.826	13.000.000	0
Allocation to the fund designated for receipts	0	126.737	2.199.107
Allocations to provisions for risk and charges	0	0	0
General accounting result	1.137.970	-10.722.051	8.614.606
Total expenditure	14.371.863	14.514.809	24.669.691
Income			
Services invoiced	5.855.152	6.298.980	7.169.679
Interest and other financial income	10.970	0	0
Extraordinary income	2.742	66.829	218.277
Transfer of income other than taxes and social security allowances	8.503.000	8.149.000	10.514.000
Deductions from provisions for future risks and charges	0	0	0
Reserve Fund withdrawal	0	0	6.767.734
Total income	14.371.863	14.514.809	24.669.691

Balance sheet

Investments

Investments made during the course of the 2014 fiscal year (€ 7,500,000) primarily concerned the network equipment necessary for the further development of the Belnet research network, as well as investment in materials. Depreciations recognised during the course of this fiscal year amounted to € 3,093,000. These were carried out in accordance with the recommendations of the Commission for the Inventory of State Heritage (25% for computer equipment, 20% for rolling stock and 10% for investments in other equipment investment). Since the sums invested were particularly high this year, depreciations increased significantly and have more than doubled.

Accounts payable and accounts receivable

The accounts payable within one year to third parties not subject to the General Accounting Plan have increased by more than € 750,000. This was mainly due to the outstanding amount of suppliers that increasing and suppliers of network equipment on credit, as a result of the billing of the new material at the end of the year.

The receivables payable within one year from third parties subject to the ABP were € 1,423,000 compared to € 227,000 in 2013. This difference was due to an outstanding amount at the Flemish Government of € 660,000. The balance is explained by the outstanding amount of € 349,000 from Fedict, which that only amounted to € 53,000 in 2013.

Balance sheet, in euros

	Financial year 2012	Financial year 2013	Financial year 2014
Assets			
Tangible fixed assets	2.765.224	2.163.751	6.779.764
External receivables due in more than one year, not subject to GAP	0	28.598	28.448
External receivables due in no more than one year, not subject to GAP	396.669	426.353	662.973
External receivables due in no more than one year, subject to GAP	746.589	226.572	1.422.768
Share certificates and treasury certificates	13.693.000	13.693.000	13.693.000
Bank and giro accounts – cash in hand and stamps	7.417.391	9.602.629	7.633.233
Transitory assets and unallocated amounts	1.078.969	1.571.321	1.908.257
Total assets	26.097.841	27.712.224	32.128.444
Liabilities			
Net assets or Own assets or Net liabilities	10.940.006	17.956	8.319.827
Reserve fund	621.888	821.888	821.888
Fund designated for investment	11.200.000	24.200.000	17.745.000
Fund designated for receipts	-	126.737	2.199.107
Provisions for liabilities and charges	-	-	-
External debts due in no more than one year, not subject to GAP	2.419.099	2.067.879	2.844.423
External debts due in no more than one year, subject to GAP	401.375	347.136	144.396
Transitory liabilities and unallocated amounts	515.473	130.628	53.803
Total liabilities	26.097.841	27.712.224	32.128.444







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