

**Tusass A/S
(Referred to as Tusass)
Wholesale Data Services**

**Annex E4
Global IP Service
Operations & Maintenance Manual**

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1. Scope

This Annex covers the process for the Global IP Service. These include:

- Order processes
- Repair processes

2. Global IP Service – Order Process

This service order process describes the procedures to be followed when a Service Taker requests a Global IP Service.

The process steps and procedures described below are subject to change from time to time as a result of amendments made to the internal operating processes of Tusass.

All communications relating to the Global IP Service order process shall be via email to the email address: wholesale@tusass.gl.

2.1 Order Verification & Provision

Step 1	Service Taker initiates order by emailing the order form to the email address included in this Annex to the Agreement
Step 2	If the order is accepted the order processing begins. When the order is accepted Tusass sends the Service Taker an order acknowledgement notification by email
Step 3	When the order is rejected Tusass sends the Service Taker an order rejection notification by email
Step 4	Technical staff will perform any and all required configurations in relevant Tusass Network
Step 5	Service Taker's Connect IP is configured by Tusass technical staff and Tusass sends Service Taker an email to confirm when the configuration is complete

2.2 Service Change Process

Step 1	Service Taker must place an order at the Tusass wholesale department to the email address in this Annex to the Agreement
Step 2	The Service Taker will receive an order acknowledgement by email
Step 3	Technical staff will perform any and all required configurations in relevant Tusass Network
Step 4	Service Taker will receive order completion confirmation by mail

2.3 Service Termination Process

Step 1	Notice of termination or downgrading of the Global IP Service is 3 (three) months to the end of a month Service Taker must place a termination request at the Tusass wholesale department to the email address in this Annex to the Agreement
Step 2	The Service Taker will receive a termination request acknowledgement by email
Step 3	Technical staff will perform any and all required configurations in the Tusass Network
Step 4	Service Taker will receive service termination completion confirmation by mail. Final bill shall be issued up to the termination completion date

2.4 Order Aborted Process

Step 1	If the Service Taker aborts an order after the order has been accepted by Tusass, then Tusass reviews the progress of the order to collect information about the costs incurred up to the stage when the order was aborted
Step 2	Tusass informs the Service Taker that the request has been aborted and bills the Service Taker for the costs incurred

2.5 Post-Provisioning Processes

Step 1	The completed order is updated on Tusass's records
Step 2	Tusass verifies whether any additional billable costs were incurred during the process and issues a bill for any such additional billable costs
Step 3	Billing for the Global IP Service commences

3. Global IP Service – Repair Process

This repair process describes the procedures to be followed when a Service Taker requests either maintenance or repair of a Global IP Service.

All communications related to the process shall be via email at the following email address wholesale@tusass.gl

The Service Taker is responsible for investigating any End-Customer reports relating to the Global IP Service and will report a fault to Tusass only where the Service Taker has reasonable grounds to believe that the fault lies within the Tusass Network.

All requests of assistance will be submitted to Tusass by the Service Taker. Tusass will not accept any fault reports from an End-Customer.

If during testing for any type of repair or maintenance, Tusass deems it necessary to carry out intrusive tests to locate the fault, Tusass shall do this without informing the Service Taker or the End-Customer.

Tusass shall use reasonable endeavours to detect and rectify the fault conditions. The Service Taker shall co-operate with Tusass's reasonable requests in an effort to locate and if possible, resolve any fault that may be present. This may include making arrangements for a Tusass technician to visit the End-Customer premises.

3.1 Request by Service for Global IP Service Repair Process

Step 1	Service Taker submits a Global IP Service fault report to Tusass via email. The Service Taker shall supply any additional information that may assist Tusass in classifying the nature of the fault and identifying the cause
Step 2	Any fault report shall include: <ul style="list-style-type: none">• Address, contact no. etc.• Identification of the specific wholesale service(s) that is covered by this fault report• A clear and precise description(s) of the encountered symptoms, including<ul style="list-style-type: none">○ When the symptom started or was detected○ Number of End-Customer affected and their geographical location(s)○ Which other wholesale service(s) have been identified as not affected
Step 3	Service Taker shall receive an email acknowledgement including a trouble ticket number for reference
Step 4	Tusass shall carry out fault finding, diagnosing the fault, identifying corrective action and if needed schedule the action(s) required
Step 5	Tusass shall periodically inform the Service Taker of status and progress including estimated fault clearance time
Step 6	Tusass technical staff may require access to End-Customer and/or Service Taker premises to carry out fault diagnostics and repair. The Service Taker must assist in this

Step 7	When fault has been rectified, Tusass shall inform the Service Taker including information <ul style="list-style-type: none">• High level root cause analysis• Fault duration from report to clearance
Step 8	If no faults are found the Service Taker will be billed for "Testing when No Fault Found (with technician intervention)" as per the Charges Annex G.