

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

Annex E5

Local IP Service

Operations & Maintenance Manual

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1. Scope

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

- Order processes
- Network outage processes
- Repair processes

2. Local IP Service – Order Process

This service order process describes the procedures to be followed when a Service Taker requests a Local 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 Local 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	If the order is rejected Tusass sends the Service Taker an order rejection notification by email
Step 4	Service Taker's Local IP Service is configured by Tusass technical staff.
Step 5	Service Taker will receive order completion confirmation by email

2.2 Service change process – e.g. upgrade or downgrade

Step 1	Notice of downgrading of the Local IP Service is 3 (three) months to the end of a month Service Taker initiates order by emailing the order form to the email address included in this Annex to the Agreement. The email must include the circuit number and/or End-Customer premises address information
Step 2	The Service Taker will receive an order acknowledgement or rejection by email
Step 3	Service Taker will receive order completion confirmation by email

2.3 Termination Process

Step 1	Notice of termination of the Local IP Service is 3 (three) months to the end of a month Service Taker initiates order by emailing the order form to the email address included in this Annex to the Agreement
Step2	The Service Taker will receive an order acknowledgement or rejection by email.
Step 3	Service Taker will receive a termination completion confirmation by email and the final invoice will be issued up until the termination completion date

2.4 Order Aborted Process

Step 1	If the Service Taker aborts an order after it 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 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 Local IP Service commences.

3. Local IP Service – Repair Process

This repair process describes the procedures to be followed when a Service Taker requests either maintenance or repair of a Local 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 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 must 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 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. This may include making arrangements for a Tusass technician to visit the Service Taker's premises.

3.1 Request by Service Taker for Local IP Service Repair Process

Step 1	Service Taker submits a Local 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-Customers affected and their geographical location(s)○ Which other wholesale service(s) have been identified as affected
Step 3	Service Taker will receive an email acknowledgement including a trouble ticket number for reference
Step 4	Tusass will carry out fault finding, diagnosing the fault, identifying corrective action and, if needed, schedule the action(s) required
Step 5	Tusass will periodically inform the Service Taker of status and progress including estimated fault clearance time
Step 6	Tusass technical staff may require access to Service Taker's premises

	to carry out fault diagnostics and repair. The Service Taker must assist in this
Step 7	When fault has been rectified, Tusass will 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