

**TELE GREENLAND A/S
(Referred to as TELE-POST)**

Wholesale Data Services

Annex E2

Co-Location Service

Operations & Maintenance Manual

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1. Scope

This Annex cover the process for the Co-location Service. These include:

- Order processes
- Repair processes

2. Co-Location – Order Process

This Service order process describes the procedures to be followed when a Service Taker requests a Co-location 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 TELE-POST.

All communications relating to the Co-location Service order process shall be via email to the email address: wholesale@telepost.gl.

2.1 Order Verification & Provision

Step 1	Service Taker must place an order at the TELE-POST wholesale department, by email
Step 2	The Service Taker will receive an order acknowledgement by email
Step 3	TELE-POST Technical staff will evaluate or reject (in case of no space available) the order.
Step 4	In the case of available space TELE-POST will provide a cost estimate to the Service Taker
Step 5	The Service Taker accepts or rejects the estimate of costs for the Co-location Service
Step 6	If the estimate is accepted then TELE-POST will confirm the order to the Service Taker
Step 7	TELE-POST undertakes the agreed work to provide Co-location Service
Step 8	Service Taker will receive order completion confirmation by mail

2.2 Order Aborted Process

Step 1	In the case that the Service Taker aborts an order after accepting an estimate then TELE-POST reviews the process to collect information about the costs incurred up to the stage when the order was aborted
Step 2	TELE-POST informs the Service Taker that the request has been aborted, giving reasons and billing the Service Taker for the costs incurred

2.3 Post-Provisioning Processes

Step 1	The completed order is updated on TELE-POST's records
Step 2	TELE-POST 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 Co-location Service commences

2.4 Cessation of a Co-location Service

Step 1	Notice of termination of the Co-Location Service I 3 (three) months to the end of a month The Service Taker initiates the cessation by submitting a completed cessation form to TELE-POST
Step 2	TELE-POST verifies that the cessation form is complete
Step 3	If any of the pre-requisites are not satisfied, then the process continues at the "Order Aborted" stage (Step 2)
Step 4	If all the pre-requisites are satisfied, then the Service Taker's cessation is accepted and the process begins
Step 5	Final bill shall be issued up to the cessation completion date

3. Co-Location Service – Repair Process

This repair process describes the procedures to be followed when a Service Taker requests either maintenance or repair of a Co-location Service.

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

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

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

TELE-POST shall use reasonable endeavours to detect and rectify the fault conditions. The Service Taker shall co-operate with TELE-POST's reasonable requests in an effort to locate and if possible, resolve any fault that may be present.

3.1 Request by Operator for Co-location Service Repair Process

Step 1	Service Taker submits a Co-location fault report to TELE-POST via email. The Service Taker shall supply any additional information that may assist TELE-POST 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	TELE-POST will carry out fault finding, diagnosing the fault, identifying corrective action and, if needed, schedule the action(s) required
Step 5	TELE-POST will periodically inform the Service Taker of status and progress including estimated fault clearance time
Step 6	TELE-POST technical staff may require access to Service Taker premises to carry out fault diagnostics and repair. The Service Taker must assist in this
Step 7	When fault has been rectified, TELE-POST 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
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