

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

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 TELE-POST.

All communications relating to the Global IP Service order process shall be via email to the email address: wholesale@telepost.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 TELE-POST sends the Service Taker an order acknowledgement notification by email
Step 3	When the order is rejected TELE-POST sends the Service Taker an order rejection notification by email
Step 4	Technical staff will perform any and all required configurations in relevant TELE-POST Network
Step 5	Service Taker's Connect IP is configured by TELE-POST technical staff and TELE-POST 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 TELE-POST 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 TELE-POST Network
Step 4	Service Taker will receive order completion confirmation by mail

2.3 Service Termination Process

Step 1	<p>Notice of termination or downgrading of the Global IP Service is 3 (three) months to the end of a month</p> <p>Service Taker must place a termination request at the TELE-POST wholesale department to the email address in this Annex to the Agreement</p>
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 TELE-POST 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 TELE-POST, then TELE-POST reviews the progress of the order 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 and bills the Service Taker for the costs incurred

2.5 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 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@telepost.gl

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

All requests of assistance will 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 intrusive tests to locate the fault, TELE-POST shall do this without informing the Service Taker or the End-Customer.

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. This may include making arrangements for a TELE-POST 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 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-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	TELE-POST shall carry out fault finding, diagnosing the fault, identifying corrective action and if needed schedule the action(s) required
Step 5	TELE-POST shall periodically inform the Service Taker of status and progress including estimated fault clearance time

Step 6	TELE-POST 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, TELE-POST 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.