

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

**Wholesale Data Services**

**Annex E6**

**National IP Service**

**Operations & Maintenance Manual**

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## 1. Scope

This Annex covers the process for the National IP and Network Priority services. These include:

- Order processes
- Repair processes

## 2. National IP Service – Order Process

This service order process describes the procedures to be followed when a Service Taker requests a National IP Service and/or Network Priority 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 National IP Service order process shall be via email to the email address: [wholesale@telepost.gl](mailto: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
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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
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Step 3	When the order is rejected TELE-POST sends the Service Taker an order rejection notification by email
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Step 4	Technical staff will perform any and all required configurations in relevant TELE-POST Network
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Step 5	Service Taker will receive order completion confirmation by mail
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### 2.2 Service Change Process

Step 1	Service Taker initiates order by emailing the order form to the email address included in this Annex to the Agreement
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Step 2	The Service Taker will receive an order acknowledgement or rejection by email
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Step 3	If the order is accepted the Service Taker will receive an order completion confirmation by email
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### 2.3 Termination Process

Step 1	Notice of termination or downgrading of the National IP Service and/or Network Priority service is 3 (three) months to the end of a month  Service Taker must place a termination request at the TELE-POST wholesale department, by email
Step 2	The Service Taker will receive a termination request acknowledgement by email
Step 3	TELE-POST technical staff will perform any and all required configurations in relevant 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 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 National IP Service commences

### 3. National IP Service – Repair Process

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

All communications related to the process shall be via email at the following email address [wholesale@telepost.gl](mailto:wholesale@telepost.gl).

The Service Taker is responsible for investigating any End-Customer reports relating to the National 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 must be submitted to TELE-POST by the Service Taker. TELE-POST will not accept any fault reports from Service Taker's End-Customers.

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 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

#### 3.1 Request by Service Taker for National IP Service Repair Process

Step 1	Service Taker submits a National 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"> <li>• Address, contact no. etc.</li> <li>• Identification of the specific wholesale service(s) that is covered by this fault report</li> <li>• A clear and precise description(s) of the encountered symptoms, including <ul style="list-style-type: none"> <li>○ When the symptom started or was detected</li> <li>○ Number of End-Customers affected and their geographical location(s)</li> <li>○ Which other wholesale service(s) have been identified as affected</li> </ul> </li> </ul>
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

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Step 7	When a fault has been rectified, TELE-POST will inform the Service Taker including information <ul style="list-style-type: none"><li>• High level root cause analysis</li><li>• Fault duration from report to clearance</li></ul>
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