

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

Wholesale Data Services

ANNEX J

New Services Process

Contents

1	Definitions	3
2	Process for Request and development of New Services	3

1 Definitions

In this Annex, a reference to a clause or Appendix unless stated otherwise, is to a clause or Appendix of this Annex. Words and expressions have the meaning given in Annex A.

2 Process for Request and development of New Services

Service Taker may request a new service from TELE-POST using the New Services Statement of Requirements Form (the New Services Form) Annex J1.

Only requests using the New Services Form with all fields completed (where a field is not relevant to a specific request Service Taker must explain why that is the case) will be accepted and processed by TELE-POST. Incomplete New Services Forms will be returned to Service Taker within 4 (four) weeks of receipt.

If additional detailed information is needed then TELE-POST shall be entitled to request such information.

Within 1 (one) calendar month of receipt of a complete New Services Form, TELE-POST shall acknowledge receipt of the New Services Form and arrange a meeting with Service Taker to discuss its request.

Within 6 (six) weeks of the first meeting between TELE-POST and Service taker, the Parties shall agree the scope of the request. If the Parties do not agree the request then either Party may refer the matter to Telestyrelsen for resolution.

Within 1 (one) calendar month of agreeing the scope of the request, TELE-POST must determine whether it considers the request reasonable or not and communicate this to Service Taker in writing. If TELE-POST decides that the request is not reasonable, then it must include its reasons for that decision in such communication.

Within 6 (six) weeks of receipt of a communication from TELE-POST that a request is not reasonable Service taker may refer that decision to Telestyrelsen for review.

If TELE-POST decides that a request is reasonable (or in the event Telestyrelsen reviews a decision by TELE-POST that a request is non reasonable and finds that the request is reasonable), TELE-POST shall develop the New Service to be launched no later than 4 (four) calendar months following such a decision by Telestyrelsen being communicated in writing to TELE-POST. This period may be extended if TELE-POST can justify the need for more time to develop that specific New Service.

TELE-POST shall notify the price of the New Service 2 (two) calendar months prior to the launch date of the New Service. Service Taker may refer the price to Telestyrelsen if it considers it to be unreasonable or in breach of TELE-POST's license conditions.