

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

Annex C8

SIP Trunk (“SIP”)

Service Description

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Abbreviations

Abbreviation	Description
PBX	Private Branch eXchange
PSTN	Public Switched Telephony Network
SIP	SIP Trunk Service

1. Introduction

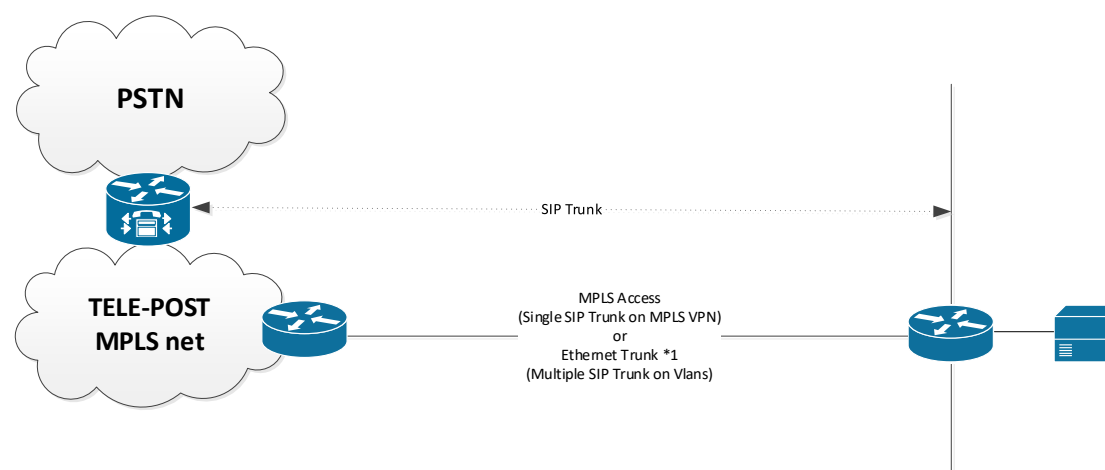
This Annex defines the SIP Trunk (“SIP”) Service.

The processes and technical information to support the implementation of this Service are described in the Operations & Maintenance Manual (Annex E8 of this Agreement) and Technical Description (Annex D8 of this Agreement).

All equipment and plant that is deployed as part of the implementation of this Service shall comply with relevant national and international standards.

All installation procedures used must comply with standard industry practices and national and international standards.

The various Service elements and their relationships are described in more detail in the Technical Description (Annex D8 of this Agreement).



2. Service Description

The SIP Service enables a Service Taker to design, create and operate a telephony service that terminate and receive calls from a PBX hosted for a 3rd party to and from the Public Switched Telephone Network (PSTN).

The product(s) and service(s) the Service Taker chooses to provide is not dependant on Tusass equivalent telephony services other than for termination into the PSTN.

The SIP Service is an optional part of the complete wholesale portfolio which enables a Service Taker to host SIP based telephony with access to the PSTN.

The SIP Service consists of the following elements in the Tusass Network:

- SIP Configuration
Configuration of the SIP Trunk in the Tusass IMS Core
The configuration defines access security and access to the PSTN with public phone numbers and specification of the maximum number of concurrent calls.

3. Number portability

Any 6-digit, public phone number, except for 70, 80, 90xxxx numbers, can be ported from the PSTN to a SIP trunk.

Service numbers and 4-digit application codes cannot be ported.

4. Geographic Availability

The SIP Service will be made through Tusass' IMS Core in Nuuk.

5. Service Demarcation

The SIP Service commences at the IMS Core network of Tusass. For clarity, access to the service is not bundled with the service.

6. Quality Criteria

While Tusass always strives to maximize the availability of the SIP Trunk there may be outages from time to time.

Should the actual availability be less than 99,6% over a calendar month the Service Taker can register a fault with Tusass. The fault reporting process can be found at Annex E8 of this Agreement.

7. Chargeable Service Activities

The applicable charges for the Service described in this Annex are contained in the Price List Annex contained at Annex G of this Agreement.

The Service Taker will be charged for service activities including:

- **Setup Charge**
A Setup charge for the initial provision of the SIP Service depending on the number of DDI numbers and concurrent calls.
- **Monthly Recurring Charge**
A fixed monthly charge for the continued access to the SIP Service depending on the number of DDI numbers and concurrent calls.
- **Call Termination charges**
Charges for the Termination of Calls into the PSTN.
- **Fault Not Found**
If a fault is reported by a Service Taker regarding a SIP Service and when that SIP Service is tested by Tusass the SIP Service is found to meet, or exceed, the specifications detailed in Annex E8 of this Agreement, a "Fault Not Found" result would be deemed as the result. In that case, Tusass will charge the Service Taker for the test as indicated under the item "Fault Not Found fee" in Annex G of this Agreement.
- **Additional Testing**
Where a fault condition continues to exist, Service Taker may request additional testing to seek to establish the cause of the fault. Charges for this additional testing shall be based on the additional work performed because of the request. The process for tackling fault reports is described in the Operations & Maintenance Manual in Annex E8 of this Agreement.

- **Order Cancellation**

If at any stage in the provisioning process (after receipt of order and before completion of delivery of the SIP Service), Service Taker withdraws its order for the SIP Service, the Service Taker will be charged the full installation charge for the Service originally requested.

8. Technical Description

A technical description of SIP Service is contained in Annex D8 of this Agreement.

9. Charging

The Service Taker will pay Tusass all relevant charges as calculated using the charges specified in, Annex G of this Agreement.

The Service taker has the option to choose between usage based billing and Flat Rate billing for Calls terminated to the PSTN.

10. Billing

The Billing arrangements for this Service are set out in Annex B of this Agreement.

11. Additional Terms

It is not allowed to route or terminate calls between hosted 3rd party customers from different legal entities.

Any costs arising from abuse of the SIP Service attributable to the Service Taker is the Service Taker's responsibility.