

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

**Wholesale Data Services**

**ANNEX F**

**Service Level Agreement**

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## **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 Service Level Agreement**

Each Service is provided as a best effort service. Tusass aims to provide an uptime for all services of 99.6% measured over a calendar month but gives no guarantees.

Tusass will handle all faults reported by the Service Taker with the same priority as faults reported for its own end End-Customers.

Network faults, including faults for Global IP, National IP, Local IP, Connect IP, are prioritized over faults on individual services, including BSA and Co-location Services.

## **3 Compensation**

If a Service is not available for more than 5 (five) consecutive days, a partial refund may be requested by the Service Taker.

## **4 Availability**

Delivery of each circuit is subject to availability.