

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

Wholesale Data Services

Annex E2

Co-Location Service

Operations & Maintenance Manual

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1. Scope

This Annex cover the process for the Co-location Service. These include:

- Order processes
- Repair processes

2. Co-Location – Order Process

This Service order process describes the procedures to be followed when a Service Taker requests a Co-location 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 Tusass.

All communications relating to the Co-location Service order process shall be via email to the email address: wholesale@telepost.gl.

2.1 Order Verification & Provision

Step 1	Service Taker must place an order at the Tusass wholesale department, by email
Step 2	The Service Taker will receive an order acknowledgement by email
Step 3	Tusass Technical staff will evaluate or reject (in case of no space available) the order.
Step 4	In the case of available space Tusass will provide a cost estimate to the Service Taker
Step 5	The Service Taker accepts or rejects the estimate of costs for the Co-location Service
Step 6	If the estimate is accepted then Tusass will confirm the order to the Service Taker
Step 7	Tusass undertakes the agreed work to provide Co-location Service
Step 8	Service Taker will receive order completion confirmation by mail

2.2 Order Aborted Process

Step 1	In the case that the Service Taker aborts an order after accepting an estimate then Tusass reviews the process to collect information about the costs incurred up to the stage when the order was aborted
Step 2	Tusass informs the Service Taker that the request has been aborted, giving reasons and billing the Service Taker for the costs incurred

2.3 Post-Provisioning Processes

Step 1	The completed order is updated on Tusass' records
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Step 2	Tusass verifies whether any additional billable costs were incurred during the process and issues a bill for any such additional billable costs
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Step 3	Billing for the Co-location Service commences
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2.4 Cessation of a Co-location Service

Step 1	Notice of termination of the Co-Location Service 3 (three) months to the end of a month The Service Taker initiates the cessation by submitting a completed cessation form to Tusass
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Step 2	Tusass verifies that the cessation form is complete
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Step 3	If any of the pre-requisites are not satisfied, then the process continues at the "Order Aborted" stage (Step 2)
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Step 4	If all the pre-requisites are satisfied, then the Service Taker's cessation is accepted and the process begins
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Step 5	Final bill shall be issued up to the cessation completion date
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3. Co-Location Service – Repair Process

This repair process describes the procedures to be followed when a Service Taker requests either maintenance or repair of a Co-location Service.

All communications related to the process shall be via email at the following email address wholesale@telepost.gl.

All requests of assistance must be submitted to Tusass by the Service Taker. Tusass will not accept any fault reports from an End-Customer.

If during testing for any type of repair or maintenance, Tusass deems it necessary to carry out tests to locate the fault, Tusass shall do this without informing the Service Taker.

Tusass shall use reasonable endeavours to detect and rectify the fault conditions. The Service Taker shall co-operate with Tusass' reasonable requests in an effort to locate and if possible, resolve any fault that may be present.

3.1 Request by Operator for Co-location Service Repair Process

Step 1	Service Taker submits a Co-location fault report to Tusass via email. The Service Taker shall supply any additional information that may assist Tusass 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-Customers affected and their geographical location(s) ○ Which other wholesale service(s) have been identified as affected
Step 3	Service Taker will receive an email acknowledgement including a trouble ticket number for reference
Step 4	Tusass will carry out fault finding, diagnosing the fault, identifying corrective action and, if needed, schedule the action(s) required
Step 5	Tusass will periodically inform the Service Taker of status and progress including estimated fault clearance time
Step 6	Tusass technical staff may require access to Service Taker premises to carry out fault diagnostics and repair. The Service Taker must assist in this
Step 7	When fault has been rectified, Tusass will 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