

**TUSASS A/S  
(Referred to as TUSASS)  
Wholesale Data Services**

**Annex E7**

**Mobile Access Service ("MA")**

**Operations & Maintenance Manual**

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## 1. Scope

This Annex covers the process for Mobile Access ("MA") Service. These include:

- Order processes
- Repair processes

## 2. Mobile Access (MA) – Order Process

This Service order process describes the procedures to be followed when a Service Taker requests a MA 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 MA Service order process shall be via email to the email address: [wholesale@tusass.gl](mailto:wholesale@tusass.gl)

### 2.1 Pre-Provisioning Processes

Step 1	Service Taker Request SIM cards by emailing the order form to the email address included in this Annex to the Agreement.  SIM cards are pre-provisioned with access to the Service Takers Walled Garden IP address.
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### 2.2 Order Verification & Provision

#### 2.2.1 Manual 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	If the order is accepted the order processing begins. When the order is processed TUSASS sends the Service Taker an order completion notification by email.
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Step 3	When the order is rejected TUSASS sends the Service Taker an order rejection notification by email.
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#### 2.2.2 Automatic Process

Step 1	Service Taker initiates an order by sending an API request to the MA provisioning service.
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Step 2	The MA provisioning service sends a response to the API request indicating whether the order was successfully completed.
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## **2.3 Service Change Process – e.g. Upgrade or Downgrade of access speed**

### **2.3.1 Manual Process**

Step 1	Service Taker initiates order by emailing the order form to the email address included in this Annex to the Agreement. The email includes the IMSI number of the SIM card.
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Step 2	If the order is accepted the order processing begins. When the order is processed TUSASS sends the Service Taker an order completion notification by email.
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Step 3	When the order is rejected TUSASS sends the Service Taker an order rejection notification by email.
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### **2.3.2 Automatic Process**

Step 1	Service Taker initiates an order by sending an API request to the MA provisioning service.
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Step 2	The MA provisioning service sends a response to the API request indicating whether the order was successfully completed.
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## **2.4 Termination Process**

### **2.4.1 Manual Process**

Step 1	For termination of the MA service, Service Taker must give 1 (one) months' notice to the turn of the month Service Taker initiates order by emailing the order form to the email address included in this Annex to the Agreement. The email includes the circuit number and/or End-Customer premises address information
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Step 2	The Service Taker will receive a termination acknowledgement by email
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Step 3	SIM card configuration are changed to the pre-provisioning state upon deactivation.
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Step 4	Service Taker will receive order completion confirmation by email on a regular basis. Final bill shall be issued up to the termination completion date
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### 2.4.2 Automatic Process

Step 1	<p>For termination of the MA Service, Service taker can terminate the service from the time and date where the Service Takers agreement with the end user ends.</p> <p>Service Taker initiates an order by sending an API request to the MA provisioning service. The MA Service is automatically terminated, with immediate effect upon reception of the API request.</p>
Step 2	<p>SIM card configuration are changed to the pre-provisioning state upon deactivation.</p>
Step 3	<p>The MA provisioning service sends a response to the API request indicating whether the order was successfully completed.</p>

### 2.5 Order Aborted Process

Step 1	<p>If the Service Taker aborts an order after the order has been accepted by TUSASS, then TUSASS reviews the progress of the order to collect information about the costs incurred up to the stage when the order was aborted</p>
Step 2	<p>TUSASS informs the Service Taker that the request has been aborted and billing the Service Taker for the costs incurred</p>

### 2.6 Post-Provisioning Processes

Step 1	<p>The completed order is updated on TUSASS's records</p>
Step 2	<p>TUSASS verifies whether any additional billable costs were incurred during the process and issues a bill for any such additional billable costs</p>
Step 3	<p>Billing for the MA Service commences</p>

### 3. MA Service – Repair Process

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

All communications related to the process shall be via email at the following email address [ikiuut@tusass.gl](mailto:ikiuut@tusass.gl). The e-mail must contain information regarding Service, APN and IMSI number in the subject field.

The Service Taker is responsible for investigating any End-Customer reports relating to the MA and will report a fault to TUSASS only where the Service Taker has reasonable grounds to believe that the fault lies within the TUSASS Network.

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 localise the fault, TUSASS shall do this without informing the Service Taker or the End-Customer.

TUSASS shall use reasonable endeavours to detect and rectify the fault conditions. The Service Taker shall co-operate with TUSASS's reasonable requests in an effort to locate and if possible, resolve any fault that may be present. This may include making arrangements for a TUSASS technician to visit the End-Customer premises.

#### 3.1 Request by Service Taker for MA Repair Process

Step 1	Service Taker submits a MA Service 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"> <li>• End user details, 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>○ End-Customer's 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	TUSASS will carry out fault finding, diagnosing the fault, identifying corrective action and, if needed, schedule the action(s) required
Step 5	TUSASS shall periodically inform the Service Taker of status and progress including estimated fault clearance time
Step 6	TUSASS technical staff may require access to End-Customer and/or 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 shall 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