

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

**Wholesale Data Services**

**Annex C3**

**Connect IP Service**

**Service Description**

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**Contents**

1.	Introduction .....	3
2.	Service Description .....	3
3.	Geographic Availability.....	3
4.	Service Demarcation .....	3
5.	Quality Criteria .....	3
6.	Technical Description.....	3
5.	Charging.....	4
6.	Billing.....	4

## 1. Introduction

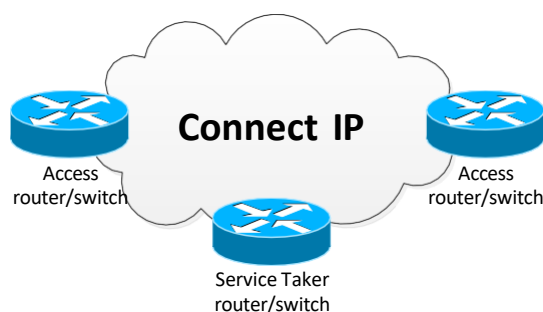
This Annex defines the Connect IP Service.

The processes and technical information to support the implementation of this Service are described in the Operations & Maintenance Manual (Annex E3 of this Agreement) and Technical Description (Annex D3 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 for the Connect IP Service, Annex D3 of this Agreement.



Connect IP is the location within TELE-POST's core network that connects all services provided to a Service Taker within a city or settlement with PoP connectivity. It may consist of a single router or of a city wide network made up of routers, switches and fiber interconnections.

## 2. Service Description

The Connect IP Service provides the interconnection(s) in the Tusass Network, connecting any Services that the Service Taker has selected within a city.

The Connect IP Service is a mandatory part of the complete wholesale portfolio which enables Service Taker to provide IP based services such as Internet access. The Connect IP Service does not in itself provide any IP or Internet access services. Additional parts of the wholesale portfolio are required.

The Connect IP Service allows, within a city or Settlement, the creation/configuration of any required logical interconnection point(s) for any Services that a Service Taker has purchased.

The Service Taker must provide information of all Services that should be interconnected for each Connect IP Service.

## 3. Geographic Availability

Will be made available at all PoPs where Tusass currently provides Services.

## 4. Service Demarcation

Defined as a logical connection between a BSA Service and one or more of Local IP Service, National IP Service or Co-location Service.

## 5. Quality Criteria

Tusass commits to an uptime criterion of 99.6% for the Connect IP Service.

## 6. Chargeable Service Activities

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The applicable charges for the Service described in this Annex are listed in the Pricelist Annex contained at Annex G.

The Service Taker will be charged for Service Activities such as:

- Setup charge
  - A one-off charge for the initial provision of the Connect IP Service
- Service change charge
  - A one-off charge per instance of a Service change. A Service change could be a change of interface, adding a virtual circuit, etc.
- Termination charge
  - A one-off charge for the cessation of an Connect IP Service
- Testing resulting in "Fault not Found"
  - If a fault is reported by a Service Taker regarding a Connect IP Service and when that Connect IP Service is tested by Tusass the Connect IP Service is found to meet, or exceed, the specifications detailed in Annex E3, 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 the Price List Annex at Annex G of this Agreement.
  - Where a fault condition continues to exist the 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 as a result of the request. The process for tackling fault reports is described in the Operations & Maintenance Manual at Annex E3 of this Agreement.
- Cancellation of an order for Connect IP Service
  - If at any stage in the provisioning process (after receipt of order and before completion of delivery of the Connect IP Service) Service Taker withdraws its order for the Connect IP Service, the Service Taker will be charged the full installation charge for the Service originally requested.

## **7. Technical Description**

A technical description of Connect IP Service is contained in Annex D3 of this Agreement.

## **8. Charging**

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

## **9. Billing**

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