

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

**Annex C7  
Mobile Access Service ("MA")**

**Service Description**

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## 1. Introduction

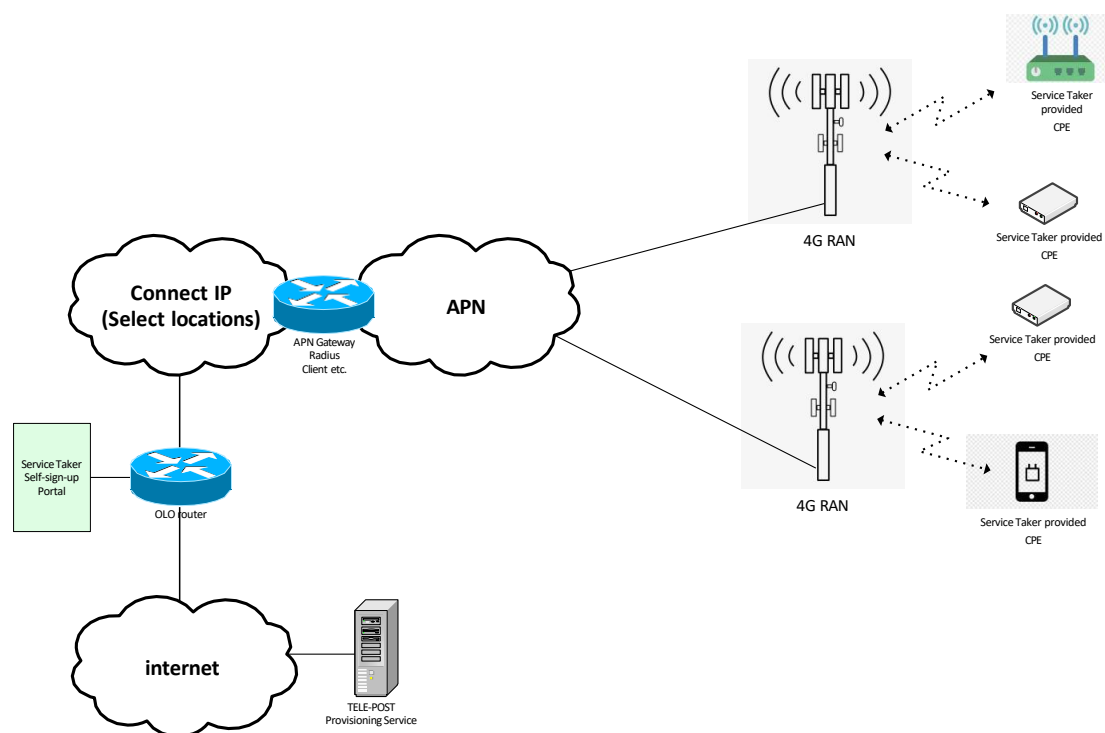
This Annex defines the Mobile Access (“MA”) Service.

The processes and technical information to support the implementation of this Service are described in the Operations & Maintenance Manual (Annex E7 of this Agreement) and Technical Description (Annex D7 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 D7 of this Agreement).



## 2. Service Description

The MA Service enables a Service Taker to design, create and operate an IP service between the Service Taker’s Core Network and its End-Customers. The product(s) and service(s) the Service Taker chooses to provide is not dependant on TUSASS equivalent mobile broadband portfolio in other aspects than available line speed.

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

The MA Service consists of the following elements in the TUSASS Network:

- APN  
The logical setup in the mobile Network that provides access to the services provided by the Service Taker.
- SIM Card  
Provides the End user identity and configures access to the Service Takers APN.
- RAN  
Includes configuration, providing Cellular 4G connectivity towards an End-Customer's premises selected by the Service Taker through manual processes. The RAN also includes configuration of an IP subnet from the RAN towards a Service Taker's Connect IP Service.

TUSASS will not maintain a CPE whitelist. It is up to the Service Taker to test and confirm compatibility with the TUSASS Cellular network.

Maximum line speeds for the MA Services are listed in Annex G, Price List of this Agreement.

SIM cards are pre-provisioned with a base product allowing pre-provisioning access to a web page provided by the service taker.

The Service Taker must provide the following elements:

- Service Taker must specify or provide its End Customer with a CPE.
- Service Taker must purchase a Connect IP, in order to offer services. Termination of the MA will be at the Service Takers Connect IP at select locations where TUSASSs network provides "Local breakout" – A current list can be obtained from TUSASS Wholesale.
- Service Taker must provide a Network Termination Point by purchasing TUSASS Local IP Service or TUSASS Co-location Service in order to connect into its Core Network to allow Service Taker to perform routing functionality between the individual MA Service connections and the Service Taker's Core Network
- Service taker must provide separate IP address spaces for assignment to the End-Customer's CPEs (One or Two address spaces per Connect IP location are required for Mobile Core redundancy)
- The Service taker must specify an IP address for walled garden access. The walled garden access may not be used to provide subscription less services other than access to a self-sign-up portal or contact information.

### **3. Geographic Availability**

MA Service will be made available at all locations where TUSASS provides Mobile First based services.

A low-speed MA service intended for IOT purposes will be available throughout the TUSASS network.

#### **4. Service Demarcation**

The MA Service commences at a SIM card provided by TUSASS and provisioned for the Service Takers APN and terminates in an APN Gateway interface terminated on a Connect IP Service.

#### **5. Quality Criteria**

While TUSASS always strives to make the maximum line speed available. The line speed available at any given time depends on several factors like Location and Network utilization and are not guaranteed.

Should the actual speed fall by greater than 50% of the maximum line speed, for extended periods of time, the Service Taker can register a fault with TUSASS. The fault reporting process can be found at Annex E7 of this Agreement.

#### **6. 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 one-off charge for the initial provision of the MA Service.
- Service Change charge
  - A one-off charge for changing the MA Service.
- Monthly charge
  - A fixed monthly charge for the continued access to the MA Service.
- Termination charge
  - A one-off charge for the cessation of the MA Service.
- Testing Resulting in "Fault not Found"
  - If a fault is reported by a Service Taker regarding a MA Service and when that MA Service is tested by TUSASS the MA Service is found to meet, or exceed, the specifications detailed in Annex E7 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.
  - 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 as a result of the request. The process for tackling fault reports is described in the Operations & Maintenance Manual in Annex E7 of this Agreement.
- Cancellation of an order for MA Service
  - If at any stage in the provisioning process (after receipt of order and before completion of delivery of the MA Service), Service Taker withdraws its order for the MA Service, the Service Taker will be charged the full installation charge for the Service originally requested.

#### **7. Technical Description**

A technical description of MA Service is contained in Annex D7 of this Agreement.

**8. Charging**

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

**9. Billing**

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