

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

**Wholesale Data Services**

**ANNEX J**

**New Services Process**

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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 Process for Request and development of New Services**

Service Taker may request a new service from Tusass using the New Services Statement of Requirements Form (the New Services Form) Annex J1.

Only requests using the New Services Form with all fields completed (where a field is not relevant to a specific request Service Taker must explain why that is the case) will be accepted and processed by Tusass. Incomplete New Services Forms will be returned to Service Taker within 4 (four) weeks of receipt.

If additional detailed information is needed then Tusass shall be entitled to request such information.

Within 1 (one) calendar month of receipt of a complete New Services Form, Tusass shall acknowledge receipt of the New Services Form and arrange a meeting with Service Taker to discuss its request.

Within 6 (six) weeks of the first meeting between Tusass and Service taker, the Parties shall agree the scope of the request. If the Parties do not agree the request then either Party may refer the matter to Telestyrelsen for resolution.

Within 1 (one) calendar month of agreeing the scope of the request, Tusass must determine whether it considers the request reasonable or not and communicate this to Service Taker in writing. If Tusass decides that the request is not reasonable, then it must include its reasons for that decision in such communication.

Within 6 (six) weeks of receipt of a communication from Tusass that a request is not reasonable Service taker may refer that decision to Telestyrelsen for review.

If Tusass decides that a request is reasonable (or in the event Telestyrelsen reviews a decision by Tusass that a request is non reasonable and finds that the request is reasonable), Tusass shall develop the New Service to be launched no later than 4 (four) calendar months following such a decision by Telestyrelsen being communicated in writing to Tusass. This period may be extended if Tusass can justify the need for more time to develop that specific New Service.

Tusass shall notify the price of the New Service 2 (two) calendar months prior to the launch date of the New Service. Service Taker may refer the price to Telestyrelsen if it considers it to be unreasonable or in breach of Tusass' license conditions.