

Uptime and Proactive Support Services Agreement – Availability and Capacity Monitoring

Availability and Capacity Monitoring Service Element

1 Event Monitoring

- 1.1 NTT will remotely monitor the Client's Configuration Items for Events that may indicate conditions that will impact the Configuration Item's availability or capacity.

2 Event Management

- 2.1 NTT will:
- (a) receive alerts of Events from the Configuration Items;
 - (b) analyses, filter and classify the Events; and
 - (c) publish a range of associated reports on the Service Portal with 10 Business Days after the first Business Day of the month.

3 Proactive Notification

- 3.1 For any Event that indicates a condition that might affect a Configuration Item's availability or capacity, NTT will:
- (a) log an Incident and notify the Client within 15 minutes of the alert of the Event;
 - (b) if required, perform initial remedial actions; and
 - (c) if the Client has subscribed to the Third Party Incident Coordination Service Element, route logged Incidents to any Third Parties, if required.