



Managed Services for Contact Center Service Description

NTT America Solutions, Inc.



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Scope of Service

This document describes NTT's Managed Services for Contact Center and the obligations of NTT and the Customer related to such Services. By issuing a purchase order for the Service Customer agrees to comply with the obligations specified herein and, by acceptance of such purchase order, NTT agrees to supply the Service as specified.



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1. Definitions and interpretation

1.1. In this document:

“**Additional Charge**” means a charge payable by the Client to NTT for the supply of any goods or services other than the Service, made at NTT’s then current standard prices and rates unless otherwise agreed in writing between the parties.

“**Backup**” means the duplication of data, files, applications, and Software so that if they are lost they may then be recovered.

“**Best Efforts**” means NTT will endeavour to provide the Service within a timeframe with no guarantee and taking into account any external factors that are out of its control.

“**Business Day**” means those days of a calendar week wherein business is generally conducted within a country taking account of local custom and practice and specifically excluding local in country public and/or bank holidays.

“**Business Hours**” means the normal hours of business during Business Days.

“**Change Advisory Board (CAB)**” means a group of people that support the assessment, prioritisation, authorisation and scheduling of changes. A CAB is usually made up of representatives from the Client, third parties, and may include NTT.

“**Change Management**” means the process responsible for formal assessment of a new or changed IT service to ensure that risks have been managed and to help determine whether to authorise the change.

“**Change Request**” means a request relating to a change as described in this Service Description.

“**Change Request Record**” means a record in the NTT Management System generated by the Client or NTT that records and tracks a request relating to change.

“**Client**” or “**Customer**” means the party specified as “Customer” in the NTT Terms and Conditions of Sale Document.

“**Client Take-on**” or “**Transition**” means the period commencing from the Commencement Date during which NTT and the Client will each perform certain tasks for the purpose of establishing the Service.

“**Client Take-on Manager**” means the person nominated by each party who is responsible for managing Client Take-on.

“**Commencement Date**” means the date NTT and the Client begin to perform certain tasks for the purpose of establishing the Service.



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“Configuration Item” means the UC System (UC Application, Hypervisor, UC Server and UC Appliance) listed in the Record of Entitlement.

“Deliverable” means a deliverable of the Service as listed in the service matrix table contained in section 2.3 and organised by Service Element.

“End-of-Life” means the relevant Configuration Item is no longer manufactured or supported, as determined by NTT, based on any end-of-life or end-of-service announcements made by the manufacturer.

“End User” means the Client’s employees, contractors or customers who use any subset of the Configuration Items.

“Event” means condition or situation detected by the NTT Management System which indicates that a Configuration Item may have suffered an Incident.

“Emergency Change Advisory Board (ECAB)” means a subset of the CAB who makes decisions about Emergency Changes.

“Incident” means the occurrence of one or more Events affecting a Configuration Item that prevents it from operating in accordance with its specifications.

“Incident Diagnosis” means the performance of an investigation (not remediation) by NTT into the possible causes of an Incident.

“Incident Management” means the process utilised to Restore a Configuration Item to good operating condition through the implementation of a Workaround or Permanent Resolution.

“Incident Record” means a record in the NTT Management System generated by the Client or NTT that records and tracks activities relating to an Incident.

“Initial Diagnosis” means the performance of an investigation into the possible causes of an Incident (including for example, power failure, reconfiguration, or failure of a connected device or system).

“MACD (Move, Add, Change, or Delete)” means a remote and logical change to a Configuration Item.

“Minor Feature Release” means Software which has been produced primarily to overcome defects in or to improve the operation of Software without significantly altering its specifications, whether or not the Software has been improved by providing additional functionality. Minor Feature Releases are commonly designated as 1.n.2 for example.

“Network” means the system of connected devices of which the Configuration Items form a part.

“NTT” means NTT America Solutions, Inc.

“NTT Management System” means the system used by NTT in connection with the supply of the Service.



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“Patch” means any update of the Software as provided by the relevant vendor, the primary function of which is the rectification of issues in the Software. Patches are commonly designated as 1.3.n for example.

“Permanent Resolution” means the action taken to resolve the root cause of an Incident or Problem.

“Problem” means the cause of one or more Incidents.

“Problem Management” means the process utilised to identify the root cause of a Problem and initiate actions to implement a Permanent Resolution.

“Problem Record” means a record in the NTT Management System generated by the Client or NTT that records and tracks activities relating to a Problem.

“Record of Entitlement” means the document issued by NTT from time to time which sets out details of the Configuration Items, support levels, service charges, Service Calendar, Response Times, and other relevant details.

“Release Package” means a collection of one or more Updates or Upgrades that are evaluated, tested, and deployed as a single entity.

“Response Time” means the time specified in the Record of Entitlement for the respective Configuration Item which is measured from the time at which an Incident, Change Request or Service Request is logged, provided that the elapsed Response Time is measured during the Service Calendar only.

“Restore” means to restore a Configuration Item to good operating condition or to apply a Workaround.

“Service” means the service described in this Service Description.

“Service Administration Change” means a request from the Client to make changes to the Configuration Item information in the Record of Entitlement and NTT Management System.

“Service Calendar” means the hours specified in the Record of Entitlement during which NTT must supply the Service for the respective Configuration Item.

“Service Desk” means the NTT service desk that acts as a single point of contact between NTT and the Client to manage all Incidents, Problems, Change Requests, and Service Requests, communications and escalations with the Client.

“Service Element” means a group of deliverables of the Service as listed in the service matrix table contained in section 2.3.

“Service Package” means the agreed package of Service Elements and Deliverables including any options.

“Service Portal” means the internet portal created and configured by NTT for access by the Client’s designated staff.



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“Service Request” means a request generated by the Client or NTT for information or advice, for a MACD, Service Administration Change or for access to an IT service.

“Service Request Record” means a record in the NTT Management System generated by the Client or NTT that records and tracks activities relating to a Service Request.

“Service Unit” means a pre-paid unit of credit purchased by the Client from NTT, that is used to pay for services based on consumption and the value of which is specified in the Record of Entitlement.

“Set-Up Fee” means the fee (if any) payable on the Commencement Date for Client Take-on or Transition tasks.

“Site” means the premises specified as such in the Record of Entitlement at which a Configuration Item is located.

“Software” means software listed on the Record of Entitlement or which forms an integral part of a Configuration Item.

“Software Version” means the version of the Software including its Maintenance Software Releases and Patches.

“Third Party Service Agreement” means an agreement between the Client and a Third Party Supplier under which the Third Party Supplier provides maintenance and/or monitoring or other services in connection with the Client’s use of some Configuration Items.

“Third Party Supplier” means a third party supplier which provides services to the Client under a Third Party Service Agreement.

“Time and Materials” means that the Additional Charges will be calculated having regard to the time spent and any products supplied calculated at NTT’s then standard rates for time and the list price for products.

“Update” means Patches, Minor Feature Releases and security profile updates as the context requires.

“Upgrade” means a version of the Software which is primarily intended to add new functionality and features from the previous version and which may contain updates. Upgrades are commonly designated as x.0 etc.

“Workaround” means a set of actions that reduces or eliminates the impact of an Incident or Problem for which a Permanent Resolution is not yet available.



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Service Summary

2. Service summary

- 2.1. NTT must provide the Service Package as specified in the Record of Entitlement.
- 2.2. The Service Element and Deliverables listed in the table below are described in further detail in this document.
- 2.3. Table of Service Elements and Deliverables for each Service Package:

Service Element Features/Deliverable	Advanced
Client Take-on	✓
Service Level Management	
Service level monitoring and reporting	✓
Service management review meeting	✓
Named service delivery manager	✓
Availability Management	
Availability event monitoring and reporting	✓
Availability improvement recommendation	✓
Capacity Management	
Capacity event monitoring and reporting	✓
Capacity improvement recommendation	✓
Service Asset and Configuration Management	
Configuration Item identification and recording	✓
Configuration Item control and updates	✓
Configuration Item configuration Backup	✓
Configuration Item status reporting	✓
Incident Management	
Tier 2 call management	✓
Tier 2 Incident Diagnosis and resolution	✓
Incident reporting	✓
Problem Management	
Problem identification and recording	✓
Solution identification and recording	✓
Solution implementation	✓
Major problem review	✓



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Service Element Features/Deliverable	Advanced
Problem reporting	✓
Service Portal	✓

Optional Services

The following require an additional fee and will be indicated on the client quotation.

Optional Service Element Features/Deliverable
Release and Deployment Management
Release and deployment Notification
Release package Analysis and Recommendation
Request Fulfilment
Service request management
System Configuration MACD
User MACD
Request for information fulfilment
Service request reporting
Carrier Incident Management
Customer Experience Testing
Call Assurance Testing
IVR Assurance Testing
Third Party Support



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3. Supported Workloads and Applications

3.1. Supported Contact Center applications for our Advanced Service Package are listed in this service description below. Only applications included on the client quotation are covered by the service in question. Please talk with your NTT sales representative about the most current supported application list.

3.2. Cisco Contact Center

- a. **Cisco Unified Contact Center Express**
- b. **Cisco Unified Contact Center Enterprise**
- c. **Cisco Unified Packaged Contact Center Enterprise**
- d. **Cisco Unified Customer Voice Portal**
- e. **Cisco Unified IP IVR**
- f. **Cisco Unified ICM Enterprise**
- g. **Cisco VoiceXML Gateway**

3.3. Limitation

For Configuration Items that provide more than one function (network, security, voice, etc.) the service only applies to the components or sub-components that facilitate contact center features. All other components are out of the scope of this service.



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4. Prerequisites

Hardware and Software maintenance contract

The Client's obligations

- 4.1. The Client must ensure the Configuration Items are covered by valid, hardware and Software maintenance contracts with service levels and Response Times that align with the service levels and Response Times to be provided by the NTT Service.

Supported Software Versions

The Client's obligations

- 4.2. The Client must:
- a. **ensure all hardware Configuration Items are operating on firmware and Software Versions that are supported by the Service; and**
 - b. **seek NTT's approval prior to any proposed changes to hardware or Software combinations on Configuration Items to ensure they are supported.**

Exclusion

- 4.3. NTT cannot commit to service levels where the Client has:
- a. **installed hardware or Software not supported by the Service;**
 - b. **altered supported firmware and Software Versions; or**
 - c. **hardware or Software maintenance contracts, or any other dependent agreement, that do not align with the service levels and Response times of this service description.**

Client Take-on

5. Client kick-off

NTT's obligations

- 5.1. NTT must facilitate a Client kick-off meeting to:
- a. **introduce the Client to the NTT Client Take-on Manager;**
 - b. **review the *Client Take-on Plan* produced by NTT; and**



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- c. update the *Client Take-on Plan* based on the Client's input and requirements consistent with the Service purchased.

The Client's obligations

5.2. The Client must:

- a. make Client representatives available to attend the Client kick-off meeting and to assist and provide input to the development of the *Client Take-on Plan* if requested; and
- b. provide NTT with a signed copy of the *Client Take-on Plan*.

6. Provision of information

The Client's obligations

6.1. To ensure timely establishment of the Service, the Client must complete and return the following documents to NTT within five Business Days of receipt:

- a. ***Data Collection Sheet*** - essential information about the Client, Configuration Items (asset name, IP address, serial number, product identification number, physical address, etc.), access methods and any associated technical information;
- b. ***Authorized Contacts Form*** - for the authorized contacts who can log Incidents via the Service Desk and/or the Service Portal;
- c. ***Escalation Form*** - for the collection of three tiers of Client contact points for escalation purposes;
- d. ***Notification Matrix*** - for the collection of details of nominated contacts, the contact notification method (telephone, mobile, email) and hours of availability for issues arising from the Service; and
- e. ***Third Party Authority Form*** - authorizes NTT to liaise with Third Party Suppliers on behalf of the Client (if required).

NTT's obligations

6.2. If requested by the Client, NTT will conduct a discovery exercise in the Client IT infrastructure for the purpose of populating the Data Collection Sheet at an Additional Charge.



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7. Service readiness review

NTT's obligations

7.1. NTT must:

- a. **perform a service readiness review that includes an analysis of the Client's Configuration Items and infrastructure architecture to determine if the Configuration Items can be supported by the Service;**
- b. **conduct the review in a meeting, or series of meetings, between NTT and the Client, or through an email exchange as agreed; and**
- c. **upon completion of the review, notify the Client of any changes that are required to any Configuration Items so that they can be supported by the Service.**

7.2. Prior to transitioning the service, NTT may conduct an audit of the Contact Center infrastructure based on a standard NTT Contact Center Infrastructure Requirements list. This audit is only required if NTT has not installed the Contact Center system, the IPT/Unified Communications system it's integrated with, or sufficient "as built" documentation is not available. An Additional Charge to Client may apply for this audit. Conducting the audit can consist of one or all of the following:

- a. **Network Topology investigation**
- b. **Contact Center and Unified Communications/IP Telephony network topology investigation**
- c. **Gateway Configuration reconnaissance**
- d. **Contact Center and Unified Communications/IP Telephony server configuration examination**
- e. **Observations on the number of agents, call routing scripts, IVR applications and ports, third party integrations, phones registered, voice users, hunt groups, route plans (e.g. a Baseline of the telephony environment)**

7.3. Following the completion of the service readiness review, NTT will proceed with its obligations for the Client Take-on and provided the Client has performed all of its tasks required, commence the supply of the Service, however, service levels will not apply and NTT will action Incidents on a commercially reasonable efforts basis



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until the changes required to Configuration Items notified pursuant to the review are completed.

- 7.4. If the Client wishes to terminate the Service following the completion of the service readiness review, the Set-Up Fee is not refundable.

The Client's obligations

- 7.5. The Client must:
- a. **provide NTT with Call Routing workflow diagrams, Network diagrams, Network performance statistics (e.g. bandwidth utilization), known Contact Center issues, known Network and IPT/Unified Communications issues, and any other relevant information that will assist in conducting the review; and**
 - b. **implement the required changes as advised by NTT, or request NTT to do so at an Additional Charge.**

8. Implementation of site to site connection

- 8.1. A dedicated site to site connection between the Network and NTT's network is required for the provision of the Service.
- 8.2. NTT's achievement of service levels is subject to the availability and bandwidth of the site to site connection.

NTT's obligations

- 8.3. NTT must:
- a. **conduct a requirements gathering exercise with the Client and determine the most suitable site to site connection and implementation approach, and document the outcomes in a *Connectivity Design* document and the *Client Take-on Plan*;**
 - b. **review the standard precautions taken to ensure the security of the Network and discuss any specific security requirements relating to secure remote connections the Client may have based on its security policy;**
 - c. **implement a single site to site connection as specified in the *Connectivity Design* document and according to the *Client Take-on Plan*;**
 - d. **if required, implement the Client's security requirements at an Additional Charge; and**



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- e. **provide preconfigured on-premises equipment if required and as specified in the *Connectivity Design* document.**

The Client's obligations

8.4. The Client must:

- a. **perform the tasks specified in the *Client Take-on Plan* to implement the site to site connection; and**
- b. **ensure adequate firewall rules are in place to allow NTT access to the Configuration Items as outlined in the *Connectivity Design* document.**
- c. **provide a local virtual machine that can be accessed remotely by NTT to install and utilize support and management tools required to provide the Service.**

8.5. If on-premises equipment is required for the site to site connection, the Client must:

- a. **have access to the Internet at its Site;**
- b. **allocate a public IP address;**
- c. **provide adequate rack space and power; and**
- d. **protect the on-premises equipment from loss or damage and return it to NTT at the end of the Term.**

8.6. If requested by the Client, the Client's own on-premises equipment can be used however, the Client must provide NTT with the device hardware specifications so that NTT can assess and approve its suitability. The Client must also agree to make configuration changes to the Client's own on-premises equipment as recommended by NTT.

9. Implementation of site to site connection redundancy

NTT's obligations

9.1. If specified in the *Connectivity Design* document and at an Additional Charge, NTT must:

- a. **establish a backup site to site connection between the Client and NTT, the type of which and endpoints determined during the connectivity design process; and**



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- b. **work with the Client to test the efficacy of the backup link when it is active.**

9.2. If requested by the Client, NTT may perform any work required to address deficiencies or issues with the redundant connection at an Additional Charge.

The Client's obligations

9.3. The Client must:

- a. **confirm that the Network, particularly routing protocols, are configured so that when the backup connection is active, NTT is able to access the Configuration Items on the Network; and**
- b. **ensure that when the primary connection resumes operation, all service traffic is re-routed back to the primary connection and that the configuration is automated and optimized to ensure that there is no, or minimal, packet loss during transitions between connections.**

10. Configuration Item identification and recording

NTT's obligations

10.1. NTT must:

- a. **upload the list of Configuration Items provided by the Client in the *Data Collection Sheet* to the NTT Management System and Service Portal; and**
- b. **create a configuration baseline for the Configuration Items.**
- c. **collect additional assets not contacted for and gain client authorization to add to the contract. NTT will add additional items to the contract upon client authorization and configure them for the service. Billing for these items will commence the following billing term. The client may have to provide an updated purchase order to allocate the appropriate funds to accommodate the additional configuration items.**

11. Configure monitoring

NTT's obligations

11.1. NTT must:

- a. **configure the NTT Management System to provide the monitoring Deliverables on Configuration Items;**



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- b. **automatically set thresholds, based on a standard set for each Configuration Item;**
- c. **at the end of the four-month baseline period deliver to the Client a summary of all thresholds and recommended settings; and**
- d. **discuss and agree the recommended thresholds with the Client.**

The Client's obligations

11.2. The Client must:

- a. **configure the Configuration based on instructions provided by NTT, including enabling and configuring SNMP trap Events to be sent to the NTT Management System; and**
- b. **discuss and agree the recommended thresholds with NTT.**

Exclusion

- 11.3. NTT is not responsible for any failure of the Configuration Items or the Client's systems to perform monitoring as a result of configuration changes made by the Client. If such a failure occurs and NTT does not receive any SNMP trap Events and/or ICMP/SNMP polling, no action will be taken by NTT.
- 11.4. NTT will not commit to any service level dependent on thresholds until threshold settings are agreed with the Client.
- 11.5. Due to varying levels of access available to NTT, monitoring is not always available for Software-as-a-Service or cloud solutions hosted by the manufacturer or a Third Party Supplier.

12. Event baseline

NTT's obligations

- 12.1. NTT must perform a baseline review of Events after the Service has been active for four weeks to highlight Configuration Items that are consistently experiencing Events due to previously unresolved Problems.

The Client's obligations

12.2. The Client must:

- a. **rectify the Problems identified as causing the Events identified; or**



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- b. **engage NTT to perform the work required to address these deficiencies or Problems at an Additional Charge,**

Failure to rectify the Problems may lead to NTT removing the Configuration Item from the monitoring Deliverables.

13. Configure Backup

NTT's obligations

- 13.1. Where it is possible via the site to site connection, NTT must configure the Configuration Items to enable the Backup of configuration files, and ensure Configuration Items have a command line interface via the operating system. Backup is limited to IOS appliance based devices only. UC application backups are conducted on premises and outside of the control of NTT. NTT can report on the success or failure of server based application backups only. This includes server based appliances such as Cisco UCM and Cisco Unity.

The Client's obligations

- 13.2. The Client must:
 - a. **where on-Site attendance is required:**
 - i. **configure the Configuration Items to enable the Backup of configuration files using the guidelines provided by NTT; and**
 - ii. **ensure Configuration Items have a command line interface via the operating system; and**
 - b. **enable and supply all necessary user names and passwords to NTT.**
 - c. **provide information regarding the expected server appliance backup procedure.**
 - d. **Have a plan for backups on premise for the applications.**

14. Service Portal establishment

NTT's obligations

- 14.1. NTT must:
 - a. **create and configure a Service Portal for the Client with all relevant Service information; and**
 - b. **configure access to the Service Portal via the internet.**



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The Client's obligations

- 14.2. The Client must verify the accuracy of the information presented in the Service Portal and advise NTT of any errors and/or required changes.

15. Service Portal training

NTT's obligations

- 15.1. NTT must:
- a. **provide the Client with a half-day of Service Portal training that covers:**
 - i. **portal navigation;**
 - ii. **Change Management procedures;**
 - iii. **interpretation of live statistics; and**
 - iv. **report interpretation; and**
 - b. **provide the training:**
 - i. **at a location or via a medium agreed between NTT and the Client;**
 - ii. **during Business Hours, and at a time agreed between NTT and the Client; and**
 - iii. **for one attendee, with additional attendees at an Additional Charge.**

16. Service delivery enablement and acceptance

NTT's obligations

- 16.1. NTT must commence delivery of the Service when:
- a. **connectivity has been provisioned;**
 - b. **the *Notification Matrix* has been implemented;**
 - c. **the final Record of Entitlement issued;**
 - d. **the Service Portal has been established;**
 - e. **the Service Portal training has been provided;**
 - f. **a welcome pack has been issued; and**



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- g. the Client Take-on process has been completed.

Service Level Management

17. Service level monitoring and reporting

17.1. The *service level monitoring and reporting* Deliverable is provided as part of the *Advanced Service Package*.

17.2. The client is appointed a Service Delivery Manager (SDM) who serves as an escalation point of contact. The SDM will assist with service delivery concerns, service agreements and customer satisfaction measurement throughout the contract period. The SDM will liaise with any third party supplier(s) and contractor(s) where appropriate and report on service delivery and propose corrective action plan wherever appropriate to ensure problems are understood and resolved and client's satisfaction met.

NTT's obligations

17.3. Within 1 month after the end of each quarter NTT must:

- a. **monitor its performance against service levels;**
- b. **compile a quarterly *Service Management Report* containing:**
 - i. **an executive summary containing an overview Service dashboard and the key recommendations for the reporting period;**
 - ii. **a service level performance review that details the extent to which NTT attained the service levels during the reporting period; and**
 - iii. **service improvement recommendations (if any);**
- c. **compile a *Report Pack* that contains all reports provided by the selected Service Elements and Deliverables;**
- d. **email the *Service Management Report* and *Report Pack* to the Client; and**
- e. **perform the obligations during Business Hours.**

The Client's obligations

17.4. The Client must advise NTT of any changes to the nominated Client representatives with access to *Service Management Reports* and *Report Packs* on the Service Portal.



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Exclusion

- 17.5. *Service Management Report* does not include reporting on service levels between the Client and any Third Party Supplier.

18. Service management review meeting

- 18.1. The *service management review meeting* Deliverable is provided as part of the *Advanced Service Package*.

NTT's obligations

- 18.2. NTT must:
- a. **schedule service management review meetings at quarterly intervals unless otherwise agreed;**
 - b. **facilitate a service management review meeting with the Client to discuss various aspects of the Service including:**
 - i. **the current *Service Management Report* and the implementation of any applicable recommendations made therein;**
 - ii. **the status of ongoing initiatives and actions;**
 - iii. **a review of any *Availability* updates;**
 - iv. **a review of any *Capacity* updates; and**
 - v. **new service level improvement initiatives;**
 - c. **hold the service management review meetings at a time and place or via a medium agreed between the Client and NTT;**
 - d. **make representatives available to attend service management review meetings; and**
 - e. **perform the obligations during Business Hours and within 30 Days after the end of the quarter.**

The Client's obligations

- 18.3. The Client must make representatives available to attend service management review meetings.



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- 18.4. If the Client requires NTT to attend a service management review meeting at a location that is more than 50 miles away from a NTT office, NTT may request the Client reimburse NTT for the associated travel expenses.

19. Named service delivery manager

- 19.1. The *named service delivery manager or team* Deliverable is provided as part of the *Advanced Service Package*.

NTT's obligations

- 19.2. NTT must assign a named service delivery manager to:
- a. **provide continuity in the delivery of *Service Level Management*;**
 - b. **be the primary interface that manages the Client's relationship with NTT;**
 - c. **schedule and facilitate service management review meetings;**
 - d. **address operational and accounting issues experienced by the Client; and**
 - e. **compile and present the Service Management Report and Report Pack, during Business Hours.**

Availability Management

20. Availability event monitoring and reporting

- 20.1. The *availability event monitoring and reporting* Deliverable is provided as part of the *Advanced Service Package*.

Availability monitoring

NTT's obligations

- 20.2. NTT must:
- a. **monitor for the availability of Configuration Items within a 24/7 Service Calendar;**
 - b. **detect, record and display availability Events on the Service Portal;**
 - c. **where required (in the case of exceptions) log Events as Incidents to be actioned by the Incident Management process; and**



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- d. **notify the Client according to the *Notification Matrix* of availability Events resulting in the creation of an Incident Record.**

Availability reporting

NTT's obligations

20.3. NTT must:

- a. **provide the Client with the following availability reporting information on a quarterly basis in the *Report Pack*:**
 - i. **incident service level achievement**
 - ii. **number of events categorized as critical, high, and moderate**
 - iii. **number of events by event type, such as device reboot or device unreachable**
 - iv. **top event categorization for trending events**
 - v. **number of events by device**
 - vi. **% availability per Configuration Item**
- b. **perform the obligations during Business Hours and within thirty Business Days after the end of the quarter.**

Exclusion

20.4. Monitoring of the end-to-end IT service availability is not provided.

21. Availability improvement recommendation

21.1. The *availability improvement recommendation* Deliverable is provided as part of the *Advanced Service Package*.

NTT's obligations

21.2. NTT must:

- a. **analyze all availability data;**
- b. **provide the Client with recommendations to improve the Configuration Item's achieved availability levels, including:**
 - i. **an overview of the achieved availability over the last reporting period;**



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- ii. **isolation of availability issues;**
 - iii. **determination of possible root causes of availability related Incidents and Problems;**
 - iv. **a review of possible root causes;**
 - v. **recommended actions to be taken (which could include the recommendation to do a more detailed investigation); and**
 - vi. **upon Client request, provide the estimated cost of the remediation or recommendation by NTT; and**
- c. **provide the Client with *availability improvement recommendation* reporting on a quarterly basis in the *Report Pack*.**

The Client's obligations

21.3. The Client must, with regards to the remediation or recommendations:

- a. **review the estimated cost;**
- b. **decide on the course of action to take (if any); and**

21.4. notify NTT of the course of action required.

Capacity Management

22. Capacity event monitoring and reporting

22.1. The *capacity event monitoring and reporting* Deliverable is provided as part of the Advanced Service Package.

Capacity utilisation monitoring

22.2. Capacity metrics are Configuration Item specific, and may include:

- a. **processor utilization;**
- b. **memory utilization;**
- c. **filesystem utilization;**
- d. **license usage**
- e. **call statistics**
- f. **registered phone summary**



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- g. **SIP/PRI/H.323 utilization**

NTT's obligations

22.3. NTT must:

- a. **monitor for capacity utilization alerts on Configuration Items based on set thresholds within a 24/7 Service Calendar;**
- b. **detect, record and display capacity threshold Events on the Service Portal;**
- c. **where required (in the case of breaches) log Events as Incidents to be actioned by the Incident Management process;**
- d. **notify the Client according *Notification Matrix* of capacity Events that result in the creation of an Incident Record; and**
- e. **follow up if a threshold Event notification remains open for more than one reporting period. If the capacity Event is ongoing and the element performance stays above the critical threshold for more than one reporting period, NTT will adjust thresholds and notify the Client.**

The Client's obligations

- 22.4.** The Client must address a capacity Event after being notified and advise NTT when action has been taken to rectify the capacity Event or to request that the thresholds be adjusted.

Capacity utilisation reporting

NTT's obligations

22.5. NTT must:

- a. **provide the Client with the following capacity utilisation reporting information on a quarterly basis in the *Report Pack*:**
 - i. **incident service level achievement**
 - ii. **number of events categorized as critical, high, and moderate**
 - iii. **number of events by event type, such as processor or memory threshold**
 - iv. **top event categorization for trending events**
 - v. **number of events by device**



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- vi. % capacity utilization per Configuration Item element.
- b. perform the obligations during Business Hours and within thirty Business Days after the end of the quarter.

23. Capacity improvement recommendation

23.1. The *capacity improvement recommendation* Deliverable is provided as part of the *Advanced Service Package*.

NTT's obligations

23.2. NTT must:

- a. analyze all available capacity data;
- b. provide the Client with recommendations resulting from an review of the Configuration Item's achieved capacity levels, including:
 - i. an overview of the achieved capacity utilization over the last reporting period;
 - ii. determination of possible root causes of capacity related Incidents and Problems;
 - iii. compilation of recommendations of actions to be taken (which may include the recommendation to do a more detailed investigation); and
 - iv. estimated cost of the remediation or recommendation by NTT; and
- c. provide the Client with *capacity improvement recommendation* reporting on a quarterly basis in the *Report Pack*.

The Client's obligations

23.3. The Client must with regards to the remediation or recommendations:

- a. review the estimated cost;
- b. decide on the course of action to take (if any); and
- c. notify NTT of the course of action required.



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Service Asset and Configuration Management

24. Configuration Item identification and recording

24.1. The *Configuration Item identification and recording* Deliverable is provided as part of the Advanced Service Package.

NTT's obligations

24.2. NTT must:

- a. **provide the Client with access to a list of all Configuration Items via the Service Portal in a searchable/drilldown format;**
- b. **capture information provided by the Client for a Configuration Item record such as:**
 - i. **Configuration Item name;**
 - ii. **Configuration Item location;**
 - iii. **Configuration Item description;**
 - iv. **Software Versions;**
 - v. **firmware versions;**
 - vi. **contact details;**
 - vii. **IP address; and**
 - viii. **serial numbers; and**
- c. **perform the obligations during Business Hours.**

Exclusion

24.3. The *Configuration Item identification and recording* Deliverable excludes devices that are not Configuration Items.

24.4. Hardware and software based IP communications endpoints are not recorded unless an associated NTT support contract is in place.

24.5. IP phones and agent desktops will not be configured as configuration items.



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25. Configuration Item control and updates

25.1. The *Configuration Item control and updates* Deliverable is provided as part of the Advanced Service Package.

NTT's obligations

25.2. NTT must:

- a. **update the Configuration Item list available on the Service Portal when requested by the Client during Business Hours and on a commercially reasonable efforts basis;**
- b. **update the Configuration Item information arising from Incidents, Problems, Change Requests, Service Requests and purchase orders (actioned by NTT); and**
- c. **when notified of a change, update the NTT Management System so Incidents are not triggered unnecessarily.**

The Client's obligations

25.3. The Client must:

- a. **periodically review and validate the information stored in the Configuration Item list on the Service Portal;**
- b. **notify NTT of all changes to the Configuration Items by raising a Service Request including location changes, scheduled outages, changes to components and connected Configuration Items;**
- c. **inform NTT of any changes made to the Configuration Items before the change is made including changes such as the implementation of Updates and Upgrades, deployment of new hardware or configuration changes to any of the Software; and**
- d. **remain accountable for the Configuration Item configurations and approving all changes that NTT makes to Configuration Items.**

Exclusion

25.4. If the Client makes a change to the state of a Configuration Item, NTT cannot commit to any service level or guarantee accuracy of any reporting provided as part of the Service until such change is verified by NTT.



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26. Configuration Item Configuration Backup

26.1. The *Configuration Item Configuration Backup* Deliverable is provided as part of the Advanced Service Package.

26.2. Backup of configuration items is limited to Cisco IOS Devices only. Backup of server based applications (including those that run on 'server appliances') is not supported.

NTT's obligations

26.3. NTT must within a 24/7 Service Calendar:

- a. **Backup a Configuration Item's configuration file when a change to the configuration file is detected by the NTT Management System;**
- b. **store one current and one historic version of Configuration Item configuration files in the NTT Management System;**
- c. **if required and applicable, use the Backup of configurations files as part of the Incident Management process;**
- d. **make Configuration Item configuration files available to the Client on the Service Portal;**
- e. **receive notifications of configuration Events from the NTT Management System when a Configuration Item's configuration file has been changed;**
- f. **respond to configuration Events as appropriate; and**
- g. **provide the Client with a list of the configuration files with backups made as part of this Deliverable upon request.**

The Client's obligations

26.4. The Client must:

- a. **notify NTT of all changes to configuration files including user access credentials that will affect Configuration Items and the configuration download, via a Service Request, no less than two Business Days prior to implementing the change; and**
- b. **ensure the correct Software Versions are installed on all Configuration Items to enable NTT to retrieve configuration files.**



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27. Configuration Item status reporting

27.1. The *Configuration Item status reporting* Deliverable is provided as part of the Advanced Service Package.

NTT's obligations

27.2. NTT must during Business Hours and within thirty Business Days after the end of the quarter, provide the Client with the following service asset and configuration management reporting information on a quarterly basis in the *Report Pack*:

- a. **Configuration Item model distribution;**
- b. **Configuration Items by status;**
- c. **Configuration Item list with service coverage per asset;**
- d. **service asset and configuration management service level achievement;**
- e. **Configuration Item configuration file Backup; and**
- f. **Configuration Items without a Backup.**

Incident Management

28. Tier 2 call management

28.1. The *Tier 2 call management* Deliverable is provided as part of the Advanced Service Package.

Service Desk

NTT's obligations

28.2. NTT must provide a Service Desk function that:

- a. **acts as the service interface for all aspects of the Service;**
- b. **is available to the Client to log Incidents, Problems, Change Requests and Service Requests by phone or email 24 hours per day, 365 days a year;**
- c. **creates and maintains Incident, Problem, Change Request and Service Request Records in the NTT Management System and provides the Client with a reference number for assistance in subsequent interaction with the Service Desk;**



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- d. **if the Client logs an Incident, Problem, Change Request or Service Request by email, sends a confirmation email containing the reference number;**
- e. **performs an initial classification of the Incident, Problem, Change Request or Service Request in conjunction with the Client;**
- f. **assigns a priority based on urgency and impact in conjunction with the Client;**
- g. **provides regular updates to the Client on the progress of Incidents, Problems, Change Requests and Service Requests and ensure that they are completed to the Client's satisfaction prior to closing them in the NTT Management System; and**
- h. **assigns Incidents, Problems, Change Requests and Service Requests to the correct NTT resolver group for action during the Service Calendar assigned to the Configuration Item.**

The Client's obligations

28.3. The Client must:

- a. **log Incidents (when required), Problems, Service Requests and Change Requests with the Service Desk;**
- b. **ensure that Incidents, Problems, Change Requests and Service Requests are only raised with the Service Desk by employees of the Client that have a good understanding of the Configuration Item;**
- c. **follow the Service Desk logging procedures and provide sufficient and accurate information to assist the Service Desk action the Incident, Problems, Change Request or Service Request without delay;**
- d. **ensure that its internal End Users call the Client's IT personnel or helpdesk as the first line of support for Configuration Item issues; and**
- e. **if required, provide access to the Client's Site during the Service Calendar for the relevant Configuration Item as specified in the Record of Entitlement.**

28.4. As part of its service improvement process, the Service Desk may conduct client satisfaction surveys with Client contacts upon resolution of an Incident, Problem or other issue. The Client is requested to respond to survey questions in good faith as they are a catalyst for service delivery improvement.



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Incident Logging

- 28.5. Incidents Records are raised as a result of:
- a. **the Client logging an Incident with NTT through the Service Desk;**
 - b. **the Client logging an Incident with NTT via the Service Portal; or**
 - c. **the detection of an Event on monitored Configuration Items.**

NTT's obligations

- 28.6. NTT must within a 24/7 Service Calendar, respond to the Client to confirm the initial Incident classification and prioritisation following the creation of the Incident Record according to *Notification Matrix*.

The Client's obligations

- 28.7. The Client must:
- a. **raise priority 1 and 2 Incidents with the Service Desk by telephone only;**
 - b. **ensure an Initial Diagnosis of the Incident is performed prior to contacting the Service Desk; and**
 - c. **ensure NTT has an up to date list of Client contacts authorized to log Incidents.**

Escalation Management

NTT's obligations

- 28.8. If an Incident, Problem, Change Request or Service Request is escalated, NTT must within a 24/7 Service Calendar:
- a. **assign an Escalation Manager who is responsible for:**
 - i. **monitoring escalated matters through to resolution;**
 - ii. **maintaining an action plan for each escalation;**
 - iii. **making any decision appropriate to the resolution of the escalation;**
 - iv. **arranging escalation meetings and/or phone conferences (as appropriate) between the Client, NTT and relevant third parties;**
 - v. **regularly communicating escalation status to:**



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- A. the Client;
- B. the NTT Service Delivery Manager (if assigned);
- C. the NTT Account Manager; and
- D. any other parties relevant to the escalation;
- vi. **regularly updating and seeking the advice and support of NTT management; and**
- vii. **for the duration of an escalation, ensuring that all appropriate personnel are available to support the agreed action plan.**

28.9. NTT may downgrade an escalated Incident, Problem, or Service Request if it is being managed to a scheduled timeframe, or resolution has been provided to the Client and is in the process of being tested. If the Client initiated the escalation, NTT always obtains the Client's approval prior to downgrading an escalated Incident, Problem, or Service Request.

The Client's obligations

28.10. To escalate an Incident, Problem, or Service Request, the Client must telephone the Service Desk (quoting the reference number) and ask to speak to an Escalation Manager.

29. Tier 2 Incident Diagnosis and resolution

29.1. The *Tier 2 Incident Diagnosis and resolution* Deliverable is provided as part of the Advanced Service Package.

NTT's obligations

29.2. NTT must:

- a. **assign Incidents to a designated technical resolver group to:**
 - i. **confirm with the Client the full impact of the Incident, including the number and range of End Users affected;**
 - ii. **diagnose the cause of the Incident by:**
 - A. connecting remotely to the Configuration Item to perform Incident diagnosis (if required);
 - B. understanding the chronological order of events;
 - C. performing Incident correlation (if applicable);



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- D. identifying any Events that could have triggered the Incident (e.g. a recent change, some End User action); and
 - E. performing searches for similar Incident occurrences in previous Incident/Problem Records, the known error database and/or, vendors'/suppliers' error logs or knowledge databases; and
 - iii. **suggest a course of action to resolve it or put a Workaround in place;**
 - b. **keep the Client informed of the progress of Incidents via automated emails notifying the Client of updates to the Incident Record;**
 - c. **once the Incident is resolved:**
 - i. **close the Incident Record (in consultation with the Client), mark it as awaiting the Client's response (if further action is required); or**
 - ii. **highlight it for further action by the resolver group (in cases where, for example, a Workaround is in place and a Permanent Resolution still requires further action);**
 - d. **close Incidents Records automatically once agreement is reached that it has been resolved;**
 - e. **notify the Client of the resolution and closure of the Incident Record according to the *Notification Matrix* as defined below:**
 - i. **Initial Notification = 15 minutes from event detection**
 - ii. **Diagnose = 30 minutes from event detection**
 - iii. **Updates = 90 minutes from initial diagnosis**
 - iv. **Resolve = 20 minutes from when the event is resolved.**
 - f. **resolve Incidents caused by changes made by the Client to a Configuration Item at an Additional Charge.**
- 29.3.** NTT will perform the obligations
- a. **remotely via a site to site connection;**
 - b. **on Site at an Additional Charge and within reasonable endeavors to reach the site.; and**
 - c. **within a 24/7 Service Calendar.**



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- 29.4. The service levels for the Service do not include time assigned to an underpinning maintenance contract provided by NTT or a Third Party Supplier.

The Client's obligations

- 29.5. The Client must:
- a. **assist NTT by providing all necessary information to facilitate Incident Diagnosis and resolution; and**
 - b. **perform, or arrange for a Third Party Supplier to perform, any on Site work (NTT is responsible for Onsite work with Uptime entitlements).**

Exclusion

- 29.6. Due to varying levels of access available to NTT for Software-as-a-Service or cloud solutions provided by a Third Party Supplier, NTT will engage the Third Party Supplier to perform the deliverables included in the Third Party Service Agreement or maintenance contract between Client and Third Party Supplier; NTT is not obligated to resolving these Incidents.

30. Incident reporting

- 30.1. The *Incident Reporting* Deliverable is provided as part of the Advanced Service Package.

NTT's obligations

- 30.2. NTT must:
- a. **provide the Client with the following Incident Management reporting information on a quarterly basis in the *Report Pack*;**
 - i. **Incident Management service level achievement;**
 - ii. **Incident Management statistics; and**
 - iii. **Incident age analysis; and**
 - b. **perform the obligations during Business Hours.**

Problem Management

31. Problem identification and recording

- 31.1. The *Problem identification and recording* Deliverable is provided as part of the *Advanced Service Package*.



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NTT's obligations

31.2. NTT must:

- a. **identify and create a Problem Record as a result of:**
 - i. **Priority One Incidents; and**
 - ii. **determination that root cause analysis is required for one or more associated Incidents that may or may not have a Permanent Resolution in place;**
 - iii. **analysis of an Incident suggests that an underlying Problem exists or is likely to exist;**
 - iv. **automated detection of an infrastructure or application fault, using monitoring tools to raise an Incident on a Configuration Item which may reveal the need for a Problem Record; or**
 - v. **analysis of Incidents performed as part of a proactive Problem Management process identifies the need to further investigate the underlying root cause;**
- b. **perform frequent and regular analysis of Incident and Problem data to identify any trends as they become discernible;**
- c. **notify the Client when a Problem Record is created according to the *Notification Matrix*;**
- d. **assignment of a priority to the Problem in conjunction with the Client; and**
- e. **perform the obligations during Business Hours and on a commercially reasonable efforts basis.**

32. Solution identification and recording

32.1. The *solution identification and recording* Deliverable is provided as part of the *Advanced Service Package*.

NTT's obligations

32.2. NTT must:

- a. **investigate and determine the root cause of the Problem on a Configuration Item;**



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- b. **based on the root cause, identify a Permanent Resolution (or suggest further investigation) to the Problem using one or more applicable techniques and all available information;**
- c. **create a known error record in NTT's known error database;**
- d. **notify the Client when the Problem Record is updated with the identified Permanent Resolution containing all relevant information according to the *Notification Matrix*;**
- e. **perform the obligations during Business Hours**

The Client's obligations

- 32.3.** The Client must provide NTT with access to Configuration Items and other relevant information required for the investigation.

Exclusion

- 32.4.** NTT will not provide the Client with access to the known error database.

33. Solution implementation

- 33.1.** Solution implementation is a scheduled event agreed upon between NTT and the client. Solution Implementation is outside of the scope of the Managed Services for Contact Center Service and will be scoped as an additional charge to the client.

34. Problem reporting

- 34.1.** The *Problem reporting* Deliverable is provided as part of the *Advanced Service Package*.

NTT's obligations

- 34.2.** NTT must during Business Hours, provide the Client with the following Problem Management reporting information on a quarterly basis in the *Report Pack*;
- a. **Problem Management service level achievement;**
 - b. **Problem Management statistics;**
 - c. **Problem age analysis; and**
 - d. **average time to complete Problem Record by priority.**



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Release Management

35. Release Notification, analysis, and recommendation

35.1. The *release and deployment planning* Deliverable is available as an optional add-on service to the Advanced Service Package provided at an additional charge.

NTT's obligations

35.2. When agreed with the client, NTT must:

- a. **Review new software releases on a quarterly basis and;**
- b. **analyze the impact of the new release features and changes as they apply to the client's configuration and;**
- c. **for the software versions and applications deployed into the client environment only, and;**
- d. **provide recommendations for deployment of said software releases;**
- e. **If, upon request, the client wishes NTT to deploy the software release, NTT will engage, on a reasonable endeavors basis, the appropriate professional services team to schedule the implementation at an additional charge.**

The Client's obligations

35.3. The Client must:

- a. **ensure that a software subscription service is procured for the Configuration Items;**
- b. **provide NTT with, or access to, the required operating system Software;**
- c. **provide NTT with its forward schedule of changes and any other information reasonably requested in order for it to produce a *Release and Deployment Plan*; and**
- d. **make Client representatives available to assist and provide input the development of the *Release and Deployment Plan* if requested.**



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Exclusions

- 35.4. The *patch and release service* Deliverable excludes Updates and Upgrades required to resolve Incidents which are covered as part of the Incident Management deliverable.
- 35.5. Major release upgrades are not included in this service and would need to be scoped as a project.

Request Fulfilment

36. Service Request management

- 36.1. The *Service Request Management* Deliverable is available as an optional add-on service to the Advanced Service package provided at an additional charge.

NTT's obligations

- 36.2. NTT must:
 - a. **receive Service Requests from the Client via the Service Desk function**

Service Units

- 36.3. NTT must:
 - a. **administer Service Requests (and Change Requests) utilizing a Service Unit system, where Service Units are purchased in advance and then deducted in the execution of the task;**
 - b. **deduct the number of Service Units per Service Request (or Change Request) based on a predefined list as well as the urgency, hours-of-execution and engineering skill required for the task;**
 - c. **make a *Service Unit Usage Table* containing the Service Requests available for the Service upon request;**
 - d. **provide the Client with a view of Service Unit usage on the Service Portal; and**
 - e. **if the Service Unit balance drops below a certain threshold, notify the Client contact for the purchase of additional Service Units if required.**
- 36.4. Client must:
 - a. **Purchase Service Units in advance of NTT fulfilling Service Request**



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- 36.5.** Service Units expire 12 months from date of purchase.
- 36.6.** Where the usage of Service Units for a Service Request (or Change Request) exceeds four hours of effort, NTT may charge additional Service Units, propose a fixed price project, or perform the work on a Time and Materials basis.

37. MACD fulfilment

- 37.1.** Standard MACDs are:
- a. **configuration of, and configuration changes to, Configuration Items; and**
 - b. **decommissioning of Software.**
- 37.2.** For a task to qualify as a MACD supported by the *MACD fulfilment* Deliverable, it must have the following attributes:
- a. **it is pre-approved by the Client;**
 - b. **it relates directly to a Configuration Item;**
 - c. **is either a:**
 - i. **Single user change – affecting one user’s handset or user account**
 - ii. **Group Change – affecting one or more users (i.e. to a user template)**
 - iii. **System wide change – affecting the operation of the system including gateway/gatekeeper and applications changes**
 - d. **can be performed remotely using the site to site connection;**
 - e. **it isn’t associated with an Incident;**
 - f. **it is executable by a vendor-certified engineer;**
 - g. **no scoping or project management is required for its completion;**
 - h. **the performance of a single instance of the task should not take more than four hours;**
 - i. **performance of a set of requested tasks (i.e. repeating the same single instance or similar tasks in multiple locations or for multiple Configuration Items) does not take an appropriately skilled engineer more than 16 hours; and**



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- j. a set of procedures/work instructions or *Standard Change Template* is available for the task.
- k. Can be placed during normal business hours. After hours, requests will be charged as per the rate table below.

37.3. All MACDs are considered pre-approved by the Client, and NTT will assume that the Client has already mitigated potential risk.

NTT's obligations

37.4. NTT must:

- a. receive Service Requests from the Client for MACDs via the Service Desk function described above
- b. schedule the implementation of MACDs as agreed between NTT and the Client;
- c. notify the Client of any obvious risks associated with the requested MACD, but will not perform a detailed risk assessment;
- d. implement MACDs on the Configuration Item(s) according to the relevant *Standard Change Template*;
- e. provide the Client with a list of pre-approved MACDs supported by the *MACD fulfilment Deliverable* upon request; and
- f. perform the obligations during Business Hours.

37.5. Should a Service Request for a MACD include multiple tasks that exceeds 16 hours of effort, have associated risks, or requires the involvement of a number of different resources due to its complexity, NTT may propose a fixed price project or perform the work on a Time and Materials basis. See the *Performance Assurance Response* section for an optional service to request and fund non-MACD requests.

The Client's obligations

37.6. The Client must:

- a. log emergency MACDs with the Service Desk by telephone or via the Service Portal and with a follow up telephone call;
- b. provide NTT with remote access and all required information for the MACD;



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- c. **remain responsible for the mitigation of any risks associated with the implementation of the MACD and ensure changes are internally approved and communicated; and**
- d. **arrange for freight and insurance, as well as other internal Client Change Management controls and approvals, if required.**

Exclusion

- 37.7.** Due to varying levels of access available to NTT for Software-as-a-Service or cloud solutions provided by a Third Party Supplier, NTT will engage the Third Party Supplier to perform the deliverables included in the Third Party Service Agreement or maintenance contract between Client and Third Party Supplier; NTT is not obligated to completing these Service Requests.

38. MACD definitions

- 38.1.** The following define the types of MACD

- a. **Move - Configuration activities associated with the relocation of an agent desktop or script and its related parameters on the cluster of Contact Center servers covered under a valid maintenance contract, apart from any physical patching and connection of equipment.**
- b. **Add - Configuration activities associated with the addition of an agent desktop or IVR port and its related parameters on the cluster of Contact Center servers covered under a valid maintenance contract, apart from any physical patching and connection of equipment.**
- c. **Change - Configuration activities associated with changes made to the existing settings of an existing agent desktop or script and its related parameters on the cluster of Contact Center servers covered under a valid maintenance contract, apart from any physical patching and connection of equipment.**
- d. **Delete - Configuration activities associated with the removal of an existing agent desktop or script and its related parameters on the cluster of Contact Center servers and gateways covered under a valid maintenance contract.**

39. Request for information fulfilment

NTT's obligations

- 39.1.** NTT must:



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- a. receive Service Requests for requests for information from the Client via the Service Desk function described above;
- b. if required, schedule the fulfilment of the Service Request for a time agreed between NTT and the Client;
- c. fulfil a request for information that is not within the scope of the Service at an Additional Charge; and
- d. perform the obligations during Business Hours.

The Client's obligations

- 39.2. The Client must provide NTT with all required details for the requests for information.

Exclusion

- 39.3. Due to varying levels of access available to NTT for Software-as-a-Service or cloud solutions provided by a Third Party Supplier, NTT will engage the Third Party Supplier to perform the deliverables included in the Third Party Service Agreement or maintenance contract between Client and Third Party Supplier; NTT is not obligated to completing these Service Requests.

40. Service Request Pricing

- 40.1. Charges for a MACD may vary per application. The following is an example table of units per request type:

	User MACD	Group MACD	System MACD
Standard MACD Unit Cost.	1	2	Billed at actual.
Out of Hours MACD Unit Cost	3	6	
Urgent Soft MACD Unit Cost	6	12	

More complex changes will be scoped and charged using Service Units at time of request. A minimum of 1 hour will be deducted from your retainer to support any configuration request not listed above.

41. Performance Assurance Response

NTT allocation of engineering services time called Performance Assurance Response (PAR) allows Client to engage NTT without the overhead of signing/approving Time & Materials or Project based paperwork orders for tasks that exceed the maximum amount of time allowed for a MACD such as bulk agent changes, script or call-flow changes, peripheral modifications, outbound campaign



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enhancements, or other needs as necessary. The PAR service option is paid in advance and available for use through the duration of the contract by opening a Service Request via the NTT Service Desk function. Each Service Request is scoped and priced following Client submitting all necessary data with the Service Request.

42. Service Request reporting

42.1. The *Service Request reporting* Deliverable is provided as part of the *Advanced Service Package*.

NTT's obligations

42.2. NTT must:

- a. **provide the Client with the following Service Request reporting information on a quarterly basis in the *Report Pack*:**
 - i. **request fulfilment service level achievement;**
 - ii. **request fulfilment statistics;**
 - iii. **Service Request age analysis;**
 - iv. **average time to complete Service Request by type; and**
 - v. **Service Units credit balance; and**
- b. **perform the obligations during Business Hours.**

Service Portal

43. Service Portal

43.1. The *Service Portal* is provided as part of the *Advanced Service Package*.

NTT's obligations

43.2. NTT must:

- a. **configure and maintain a Service Portal that provides both IT management and technical support staff access to information relating to the Service, 24 hours a day, seven days a week;**
- b. **provide the following functionality in the Service Portal:**
 - i. **ability to log Incidents, Problems, Change Requests and Service Requests;**



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- ii. **ability to query the status of Incidents, Problems, Change Requests and Service Requests; and**
- iii. **if the appropriate Deliverable is selected, ability to:**
 - A. view contract information;
 - B. view predefined reports;
 - C. view Configuration Item records;
 - D. Update and Upgrade notifications;
 - E. view Configuration Item availability status;
 - F. view Configuration Item capacity status; and
- c. **Where an outage is required, give the Client notice of quarterly scheduled outages for maintenance of the NTT Management System at least two weeks prior to the required outage and of emergency or unscheduled outages for maintenance of the NTT Management System (e.g. to allow for deployment of security Patches) as soon as practical; and**
- d. **Where an outage is not required, give the Client prior notice of upcoming maintenance on the Service Portal for the implementation of NTT Management System Updates and Upgrades that may have a slight impact on performance.**

Customer Experience Testing

44. Customer Experience Testing

- 44.1. The following types of Customer Experience testing are available as optional add-on services:
- a. ***Call Assurance Testing* is provided as an optional service to test availability and responsiveness of the client's voice call connection to their external callers, and then report or resolve Incidents identified with this testing. The *Call Assurance Testing Deliverable* is available as an add-on to the Advanced Service Package.**
 - b. ***IVR Assurance Testing* is provided as an optional service to test the availability and responsiveness of the entire path of your end customer's call transaction through the IVR script just prior to hand-off to the agent, and then report or resolve Incidents identified with this**



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testing. The *IVR Assurance Testing* Deliverable is available as an add-on to the Advanced Service Package.

NTT's obligations

44.2. NTT must:

- a. **configure test for each dialed number documented in the Record of Entitlement;**
- b. **upon alarm detection, engage the Incident management process outlined in this service description to resolve voice connectivity related incidents;**

Client's obligations

44.3. The client must

- a. **provide dialed number(s) during Client Take-on for NTT to configure testing;**
- b. **prior to implementing dial plan changes, log all changes with NTT that might impact dialed number(s) being tested;**
- c. **work with NTT to resolve issues related to circuits or components outside of the Configured Item's service scope;**
- d. **provide access as required to assist in resolving issues.**

Requirements

44.4. Customer Experience Testing is only available for Configuration Items listed in the Record of Entitlement.

44.5. Changes to the test following the initial setup are MACDs and require Service Units to complete the fulfilment and billing as described in the Request Fulfilment section of this document.

Third Party Support

45. Third Party Support

45.1. *Third Party Support* is provided as an optional service to engage and coordinate multiple vendors within the Contact Center environment while also providing basic system level monitoring of Configuration Items that are not available for



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management with Advanced Service Package. The *Third Party Support* Deliverable is available as an add-on to the Advanced Service Package.

NTT's obligations

45.2. NTT must:

- a. **if available from NTT, deploy hardware and operating system monitoring for each Configuration Item documented in the Record of Entitlement;**
- b. **upon alarm detection, engage the Incident management process outlined in this service description to coordinate the resolution of Third Party Supplier related incidents;**

Client's obligations

45.3. The client must:

- a. **maintain active Third Party Service Agreement with Third Party Supplier;**
- b. **provide NTT with letter of authorization allowing NTT to open tickets and communicate with Third Party Supplier on Client's behalf;**
- c. **provide NTT with Third Party Supplier policies, procedures and Client's account information required for NTT to deliver the Service;**
- d. **provide access as required to assist in resolving and coordinating issues;**
- e. **participate as required when NTT does not have access to assist in resolving and coordinating issues; and**
- f. **notify NTT of any changes to the Third Party Service Agreement;**

Requirements

45.4. Client's Third Party Service Agreement is active for the duration of the Service term.

45.5. Third Party Service Agreement allows NTT to engage with Third Party Supplier on Client's behalf.

Exclusion

45.6. Application level monitoring of the Configuration Items is not included in *Third Party Support*. During Client Take-on, NTT will determine the system level monitoring that is available for each Configuration Item.



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- 45.7.** NTT is not obligated to engage in or deliver items that are not in the Third Party Service Agreement or maintenance contract between Client and Third Party Supplier. For example, if Third Party Supplier support hours are 8:00 am EST to 5:00 pm EST, NTT is also limited to only providing support during these hours; if Third Party Supplier does not perform Moves, Adds and Changes, NTT will not accept requests for these activities.
- 45.8.** NTT service level agreements and objectives do not apply to *Third Party Support*.
- 45.9.** The following Service Elements are not included *Third Party Support*:
- a. **Service Level Management**
 - b. **Availability Management**
 - c. **Capacity Management**
 - d. **Configuration Item Configuration Backup**
 - e. **Configuration Item status reporting**
 - f. **Problem Management**
 - g. **Release Management**

Billing

46. Invoice Schedule

Service fees will be invoiced monthly in advance and are due payable in accordance with the terms and conditions defined in the Master Services Agreement or NTT standard Terms and Conditions. Billing for the service fee will start at Client Take-on as defined in this service description.

47. Quantity True-up

True-ups for environment size increases (e.g.; Servers, Phone Count, Agent Count) will be performed during Client Take-on and then on a quarterly basis; additional quantities will be invoiced in the current billing cycle.