

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: BUSINESS ON-SITE CONCIERGE

PART A – SERVICE OVERVIEW

One New Zealand’s Business On-site Concierge service is a dedicated resource to facilitate and manage your Mobile Services.

PART B – ON-SITE CONCIERGE SERVICE

1. BUSINESS ON-SITE CONCIERGE SERVICE

1. 1 Business On-site Concierge service will consist of the components set out in the following table, which are further described in this Part B (“Business On-site Concierge Service”):

Component	Description
Business On-site Concierge	A dedicated Business On-site Concierge aligned to your customer account to manage and facilitate your Mobile Services.

2. ON-SITE CONCIERGE

2. 1 The Business On-site Concierge will assist in the following tasks whilst on your site. These responsibilities may include:

- (a) Basic user training of devices and services;
- (b) Personalised support for VIP users;
- (c) Management and co-ordination of service requests; and
- (d) And other related in-scope tasks and activities as agreed from time to time

subject to the Weekly Hour Allocation as defined in paragraph 4 and to be provided during Business Hours only.

PART C – PRICING

3. PRICING OVERVIEW

3. 1 Refer to the Pricing Schedule for details of the applicable Charges.

PART D – OTHER TERMS AND CONDITIONS

4. SERVICE LIMITATIONS

- 4. 1 The Business On-site Concierge will be available for a maximum of 24 hours per week (**Weekly Hour Allocation**). Any hours not used by you in any week cannot be rolled over to the next week.
- 4. 2 The parties will meet quarterly to discuss the performance and hours of the Business On-site Concierge and may agree an increase to the Weekly Hour Allocation where necessary.

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5. YOUR OTHER RESPONSIBILITIES

5.1 You agree to the following responsibilities:

- (a) Adhering to and following the processes, engagement methods, and contact points as documented in the Agreement;
- (b) Providing a safe and suitable working environment for the Business On-site Concierge when/if they are required to work on your site(s) in line with the Services;
- (c) Providing access to systems or tools which are not managed or owned by us, to support successful resolution of an incident or service request in accordance with any agreed service level;
- (d) Providing the ability of the Business On-site Concierge to access our systems and tools that they need to access in order to fulfil the obligations agreed to in the operations manual;
- (e) Maintain an accurate VIP user list for your organisation and make the list available to our personnel as required;
- (f) Provide instruction or training to the Business On-site Concierge for any security, privacy, safety, or other relevant areas to meet your business requirements; and
- (g) Ensuring any agreed actions owned by your helpdesk, Users, or other nominated personnel are progressed in accordance with agreed timelines in order to support successful resolution of an incident or service request in accordance with any agreed service levels.

6. DEFINITIONS

In this Service Description, in addition to the terms defined elsewhere in the Agreement, the following defined terms will apply to this Service Description:

Business Hours are defined as Monday to Friday between the hours of 8.30am and 5pm and excludes statutory holidays and regional public holidays.

Business On-site Concierge means the personnel who will be responsible for managing your Mobiles Services as described in this Service Description.