

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: ENTERPRISE SERVICE CENTRE

DESCRIPTION

One New Zealand's Support & Service Management are the services we provide to support the products and services you consume.

Our Enterprise Service Centre provides you with a service centre function available 24/7 to raise and manage incidents received by your helpdesk or equivalent.

Aligned to the Infrastructure Technology Information Library methodology (ITIL) service management practices. This is how One New Zealand's teams manage the end-to-end delivery to you, including the processes and activities for operation and support.

OPTIONS, INCLUSIONS, AND ADD-ONS

Inclusions	
Component	Description
Raise Incidents 24x7	Answering calls from your helpdesk or equivalent in order to gather the required information to log Incidents.
Desk to Desk Relationship	This service is designed to engage with your helpdesk or equivalent.
Answering Time Service Level	Calls will be answered from your helpdesk or equivalent in accordance with service level targets defined in full term and conditions for this service.
Escalation and Incident Management	Specific resources to manage escalations of incidents either raised by your helpdesk or equivalent or through management of incident service levels
Priority Incident Communication	Specific resources to provide timely and regular incident communication for critical Priority Incidents to your nominated key stakeholders
Post Incident Reporting	Providing a post-incident report upon Priority Incident restoration and conducting a formal review. The formal review will summarise the fault, workaround and any restoration activities
Customer vetted agents	Where required to meet your security requirements, only authorised agents that have approved vetting will be interacting with your organisation, e.g. Ministry of Justice, Police vetting
Reporting	If required, bespoke reporting of ticketing information can be provided.
Options	
Service Request Management – Managed Coordination	A support function available during business hours to manage service requests received by your helpdesk or equivalent for One New Zealand products and services.
Assisted Change Management	A shared support function available during business hours to manage the change process for our Core Network and Platforms, along with changes to One New Zealand products and services used by you.
Customer Aligned Change Management Add-on at a cost	A designated support function available during business hours to manage the change process for our Core Network and Platforms, along with changes to One New Zealand products and services used by you.

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Assisted Problem Management	A shared support function available during business hours to manage the problem process for our Core Network and Platforms, along with problems for One New Zealand products and services used by you.
Customer Aligned Problem Management Add-on at a cost	A designated support function available during business hours to manage the problem process for our Core Network and Platforms, along with problems for One New Zealand products and services used by you.
Financial Management (Billing)	A service providing standard monthly billing to you for One New Zealand products and services, along with management of billing queries raised by you for One New Zealand products and services.
Financial Management (Billing) – Consolidated Reporting Add-on at a cost	A shared support function available during business hours to provide customised billing reporting and manage billing queries raised by you for One New Zealand products and services.
Financial Management (Billing) – Consolidated Reporting & Auditing Add-on at a cost	A designated support function available during business hours to provide customised billing reporting and manage billing queries raised by you for One New Zealand products and services.
Add-ons	
Service Incident Management	A shared service to manage Priority 1 incidents and escalations.
Service Delivery Management	A designated Service Delivery Manager aligned to your customer account to manage and facilitate operational excellence.
Service Delivery Management - Partnership	A designated Service Delivery Manager aligned to your customer account to drive operational excellence and grow the partner relationship with you.
Service Delivery Consultant	A designated Service Delivery Consultant aligned to your customer account to manage and facilitate operational support.
On-Site Concierge	A designated On-site Concierge aligned to your customer account to manage and facilitate your Mobile Services.

FAULT MANAGEMENT

Fault Management			
PRIORITY	DEFINITION	RESOLUTION TIME	PROGRESS REPORTS
1. Critical Impact	A catastrophic fault, where a minimum of 50% of Users at a particular site cannot use a particular Service.	4 hours during Service Hours (or 8 hours during Service Hours where fault is assigned to a third party network operator for resolution). If a site visit is required: Metro Sites: 4 hours during Service Hours or 8 hours during Service Hours where the fault is assigned to a third party network operator for resolution. Regional Sites: 80% within 8 hours, 90% within 16 hours. Other NZ Sites: 80% within 12 hours, 90% within 24 hours. Note: The above percentages refer to the percentage of P1 faults, which are resolved within the Resolution Time.	At 1 hour intervals during Service Hours following our initial response.

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2. Major Impact	Up to 50% of Users at a particular site cannot use a particular Service.	8 hours during Service Hours (or 16 hours during Service Hours where fault is assigned to a third party network operator for resolution). If a site visit is required: Metro Sites: 8 hours during Service Hours or 16 hours during Service Hours where the fault is assigned to a third party network operator for resolution. Regional Sites: 80% within 8 hours, 90% within 16 hours. Other NZ Sites: 80% within 12 hours, 90% within 24 hours. Note: The above percentages refer to the percentage of P2 faults, which are resolved within the Resolution Time.	At 2 hourly intervals during Service Hours following our initial response.
3. Minor Impact	Repeated quality problems. Intermittent faults or degraded service. No major service impact.	5 Business Days	At 8 hourly intervals during Service Hours following our initial response.

SERVICE CONDITIONS

- We will use reasonable endeavours to resolve any faults for which we are responsible in accordance with the resolution times specified. However, we do not guarantee that these resolution times will always be met.
- We will answer calls with following targets:
 - 90% Calls Answered within 30 seconds within Business Hours
 - 90% Calls Answered within 90 seconds out of hours.
- You must adhere to and follow any processes, engagement methods, and contact points as agreed to and documented.
- You must provide and maintain authorised key contacts, escalation contacts, VIP user list and other necessary information to enable One New Zealand to fulfil our obligations for incident management, service request management and escalation management.
- You must ensure 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.
- Where relevant you must provide a safe and suitable working environment for our staff should they be required to work at your site(s) from time to time in line with the contracted services.
- Where relevant you must provide instruction or training to the On-Site personnel for any security, privacy, safety, or other relevant areas to meet your business requirements; If required, you must provide the ability of the On-Site personnel to access One New Zealand systems and tools that they need in order to fulfil the obligations agreed to.
- If required, you must provide access to systems or tools which are not managed or owned by One New Zealand, to support successful resolution of an Incident or Service Request in accordance with any agreed service level.
- If required, you must provide or purchasing from One New Zealand suitable spare device stock where required.
- If required, you must provide a suitable meeting room at your site(s) for the purposes of allowing our staff to attend meetings.

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- You must ensure any customer owned actions raised in meetings are progressed in a timely fashion or as agreed.
- If required, you must provide a suitable meeting room at your site(s) for the purposes of allowing our staff to attend meetings.
- You must ensure any customer owned actions raised in meetings are progressed in a timely fashion or as agreed.