



Technical Account Management Service Element

# Uptime and Proactive Support Services Agreement

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## Part A. Technical Account Management Service Element

### 1 Prerequisites

- 1.1 The Technical Account Management Service Element requires subscription to the Proactive Problem Support and the Service Delivery Assurance Service Elements.

### 2 Technical Account Management

- 2.1 NTT will provide a Technical Account Manager whose responsibilities will include:
- (a) working with the Client to identify and supply any documentation required to allow NTT to properly maintain their knowledge of the Client's IT environment and Configuration Items;
  - (b) providing the Client with access to senior technical resources who have in -depth knowledge of the Client's IT environment and Configuration Items;
  - (c) during Business Hours, acting as the primary technical contact for Priority 1 and 2 Incidents, or be available for escalation of same;
  - (d) within 12 Business Days after the first Business Day at the end of the quarter, scheduling and running monthly technical review meetings with the Client, at a time agreed with the Client; and
  - (e) advising the Client of any changes that could be made to the Client's Configuration Items for the Client to consider any potential impact on their IT environment.