

# Uptime and Proactive Support Services Agreement – Service Delivery Assurance

## Service Delivery Assurance Service Element

### 1 Service Delivery Assurance Service Element

- 1.1 NTT will publish service management reports on the Service Portal within 10 Business Days after the first Business Day of the month.
- 1.2 NTT will provide a Service Delivery Manager whose responsibilities will include:
  - (a) reviewing the most recent service management reports on the Service Portal and providing the Client with consolidated reports;
  - (b) running service management and business review meetings with the Client to review adherence to Service Levels;
  - (c) advising the Client of the status of ongoing initiatives and actions;
  - (d) liaising with the Client on new service improvement initiatives;
  - (e) receiving and managing requests from the Client relating to altering the Record of Entitlement and the Agreement;
  - (f) within 12 Business Days after the first Business Day of the month, scheduling and running monthly business review meetings with the Client, at a time agreed with the Client;
  - (g) within 12 Business Days after the first Business Day of the quarter, scheduling and running quarterly business review meetings with the Client, at a time agreed with the Client; and
  - (h) supporting issues the Client has with billing, invoicing inquiries and / or disputes.