



# Uptime and Proactive Support Services Agreement – Configuration Archive

## Configuration Archive Service Element

### 1 Configuration File Backup and Access

- 1.1 NTT will, on a weekly basis:
  - (a) backup the text based configuration files of the Client's Configuration Items;
  - (b) compare that backup configuration file to the most recently stored of the last 2 versions, and:
    - (i) if they are the same, discard the backup version and retain the prior 2 archived versions; or
    - (ii) if they are different, make the backup version the most recent version and discard the least recent version.
- 1.2 NTT will, within 10 Business Days after the first Business Day of the month, make available on the Service Portal:
  - (a) the backup copies of all configuration files; and
  - (b) a report of all configuration file backup activities