MCN Site and Network Function Availability Technology Service Description

Overview

The **Site and Network Function Availability powered by** SPEKTRA Service is an add-on service feature of NTT DATA's Managed Campus Networking Service.

NTT provides the Client with reporting on the availability of the sites and/or network functions under management.

Client Responsibilities and Pre-requisites

In addition to the pre-requisites documented in the MCN Statement of Work, the following technology specific pre-requisites are applicable:

- The Client will provide NTT DATA with a definition of the site or network function availability, as agreed during the Pre-sales engagement, to enable NTT DATA to set up, deliver, manage, maintain, restore or cease the Service.
- The Client must complete any preparation activities that NTT DATA may request to enable the capability to initiate the Service promptly and in accordance with any agreed timescales. This includes but is not limited to:
  - Providing NTT DATA with any information reasonably required, including information in relation to health and safety and the environment, without undue delay, and the Client will ensure that the information is accurate and complete.
  - Providing, at its own cost, necessary consents, licenses, permissions and authorizations that NTT and the Client need, and to keep these up to date, so that NTT DATA can provide the Service for the identified sites and network functions.
- The Client will inform NTT DATA of any planned maintenance on any third party provided Service, that may impact the delivery or operation of NTT DATA's Service.

Scope of the Service

- NTT DATA will monitor the Service Feature from an availability and performance perspective.
- NTT DATA will provide reports and analytics via the NTT DATA Service Portal.
- NTT DATA will respond to and resolve incidents related to the site and network function availability.
- Reports and analytics are available via the NTT DATA Services Portal by navigating to Network Performance Analytics Service Level Analytics and to pages (under the Campus Reports).

Technology Specific Operations

Monitors

The following monitoring metrics are available via the NTT DATA Services Portal as part of the Site and Network Function Availability service.

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval
Availability	Up/down status of the Site/Network Function Availability as defined and agreed with Client	✅	Alerts generated when availability status of a site/ network function availability changes.	Engineering Teams will diagnose and try to solve the issue and escalate to the if needed.	300 seconds

Supported Environments

The following environments, also referred to as "Sites" or "Locations", are supported:

- Client premises
- Client on-premise data center
- Co-location data center

These can be Client, or third party owned.

Limitations

The following limitations apply to this offering:

- Direct support of local users is excluded from the offering, however, a request should always be directed from the Client's IT team / Centralized team for site and network function availability issues unless a specific exception is included in the Specific Terms.
- NTT DATA is not responsible or accountable for any link failures.
- Site/network function availability cannot be applied if the underlying CIs are End of Life (EoL).
- Any changes to the underlying infrastructure and configuration will invalidate the agreed availability targets.
- Availability targets are calculated based on the definitions of site and network function availability as described in the Statement of Work.

Service Requests

There are no standard changes in-scope for the service, however, service requests are supported under the Fair Use Policy.

Technology Transition Tasks

No technology specific transition tasks are required. A description of the standard transition tasks included for the service offering is documented in the MCN Statement of Work.