

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: 888 SERVICE CENTRE

DESCRIPTION

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

Our 888 Service Centre is included with all Business Products and provides you with a service centre function available 24/7 to raise 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.

INCLUSIONS

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.
End-User to Desk Relationship (Basic Mobile Support)	This service is designed for your end-users to engage with for basic mobile support. Requests that have financial impact or release of information will be referred back to your helpdesk or equivalent to request.
Shared TollFree Number	A TollFree number will be provided to you during the initial onboarding of your services for your helpdesk or equivalent to call in order to engage our Service Centre.
Service Request Management	A support function available during business hours to process service requests received by your helpdesk or equivalent for One New Zealand products and services.
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.

FAULT MANAGEMENT

Faults will be assigned a priority rating depending on the impact that the fault is having on the Services. We will determine that priority rating in consultation with you.

Fault Management		
Priority	Definition	Resolution Time
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).
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

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		to a third party network operator for resolution).
3. Minor Impact	Repeated quality problems. Intermittent faults or degraded service. No major service impact.	5 Business Days

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
- 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.