Managed Services Notification Matrix

NTT

Contact Details

Name		Company		Position	
Telephone		Mobile		Email	

Configuration Item this Notification is applicable to

Notifications

Method	Time	Notifications															
		Initial				Diagnosis				Update				Resolve			
		P1	P2	P3	P4	P1	P2	P3	P4	P1	P2	P3	P4	P1	P2	P3	P4
Email	B/H																
	A/H																
Telephone	B/H	■	■	■	■												
	A/H	■	■	■	■												
Mobile	B/H	■	■	■	■												
	A/H	■	■	■	■												
SMS	B/H																
	A/H																

Business Hours (B/H) Monday to Friday 0600 to 1800 hours. After Hours (A/H) Saturday, Sunday, Public Holidays and 1800 – 0600 hours Monday to Friday

Notification Matrix has been set up as per Baseline Service		Notifictaion Matrix has been set up as per Service Contract		Not Applicable	

Authority

I declare that the above contacts and their details are accurate. I also agree to advise NTT of all future changes via email to MS.delivery@global.ntt or calling the NTT Service Desk on 1800 413 884.

Signed on behalf of the Client by

Name		Position	
Signature		Date	