

Uptime and Proactive Support Services Agreement – Moves, Adds, Changes and Deletes (MACDs)

Moves, Adds, Changes and Deletes (MACDs) Service Element

1 Definitions

1.1 In addition to the definitions in the Uptime V4 Agreement, for the purposes of the Services, unless the context requires otherwise:

“**Moves, Adds, Changes or Deletes**” or “**MACDs**” means Standard Changes to Configuration Items which are paid for using Service Units.

“**Service Unit**” means a pre-paid unit of charge for the execution of MACDs, measured as approximately 15 minutes.

2 MACDs

2.1 NTT will provide the Client with the ability to request the implementation of MACDs.

2.2 The number of Service Units deducted per MACD is based on:

- (a) the time it takes to perform the task;
- (b) the urgency (standard or urgent);
- (c) the requested hours of execution; and
- (d) the engineering skill required.

2.3 For a task to qualify as a standard MACD, it must have the following attributes:

- (a) it relates directly to a Configuration Item;
- (b) it can be performed remotely;
- (c) it does not require any scoping or project management;
- (d) it doesn't take more than 4 hours for a single instance of the task; and
- (e) performance of the complete set of tasks (that is, repeating the same single instance or similar tasks for multiple Configuration Items or in multiple locations) does not take more than 4 hours.

2.4 MACDs are performed on a best effort basis at a time agreed with the Client.

2.5 All MACDs are considered to have had any potential impact or risk mitigated by the Client. However, NTT may, at their discretion, consider and inform the Client of the potential impact or risk of a MACD.

2.6 The total number of Service Units that will be charged for any MACD will be advised to the client at the time they request the MACD.

2.7 Service Unit balances will be displayed as a report on the Service Portal.

2.8 Requests for Changes to Configuration Items that take longer than 4 hours or cannot be performed as an MACD will be a separately quoted project.

3 Urgent MACDs

3.1 Where NTT is request by the Client to perform a MACD at a more urgent rate or outside Business Hours, additional Service Unit will be charged.

3.2 Urgent MACDs must be requested by the Client by phoning the Service Desk.