

Proactive Problem Support Service Element

1 Pre requisites

- 1.1 The Proactive Problem Support Service Element requires subscription to the Availability and Capacity Monitoring Service Element.

2 Problem Support

- 2.1 NTT will:
- (a) regularly review recurring Incidents, as well as Availability and Capacity Monitoring reports;
 - (b) if required, open a Problem record to identify the root cause of any recurring Incidents;
 - (c) provide recommendations to the Client on how to resolve or prevent any recurring Incidents; and
 - (d) within 10 Business Days after the first Business Day of the month, provide summary reports on the Service Portal on all Problems and their solution progress.

3 Problem Identification and Recording

- 3.1 NTT will:
- (a) identify and record Problems;
 - (b) perform frequent analysis of Incident and Problem data to identify any trends as they become discernible; and
 - (c) record, categorize and prioritize Problems.

4 Solution Identification

- 4.1 NTT will:
- (a) investigate and determine the root cause of Problems;
 - (b) based on the root cause, try to identify a permanent solution to the Problem;
 - (c) create a known error record in a known error database; and
 - (d) notify the Client when the Problem record is updated with a permanent solution.

5 Solution Implementation

- 5.1 Upon receipt of a notification from NTT, the Client will review any Problem solutions and determine the course of action to take, if any.
- 5.2 If requested by the Client, NTT will implement the Problem solution remotely as a MACD, if the Client has subscribed to the Moves, Adds, Changes and Deletes Service Element, or as a separately quoted project.