



Uptime and Proactive Support Services Agreement – Proactive Problem Support

Proactive Problem Support Service Element

1. Prerequisites

- 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.