|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 [gsc\_service.au@global.ntt](mailto:gsc_service.au@global.ntt) or calling the NTT Global Service Centre on 1800 638 457.  **Signed on behalf of the Client by** | | | | | | | | |
| **Name** |  | | | **Position** |  | | | |
| **Signature** |  | | | **Date** |  | | | |