Third Party Incident Coordination Service Element

1   Third Party Incident Diagnosis and Management

1.1   NTT will monitor and document a Third Party's performance of their support commitments to the Client.

1.2   For Configuration Items covered by a Third Party support contract, NTT will, for Incidents notified by the Client or via an Event detected by the Availability and Capacity Monitoring Service Element, if the Client has subscribed to that Service:

(a)   validate the accuracy of the Incident or Event;

(b)   if required, conduct Incident resolution activities with the Third Party;

(c)   update the Incident status on the Service Portal;

(d)   escalate Incidents with the Third Party when resolution times do not align with committed or expected values; and

(e)   verify the resolution of Incidents when the Third Party claims completion.

1.3   NTT will only manage the Incident resolution process with the Third Party. NTT is not responsible for the Third Party's performance.

1.4   The Client must supply a *Letter of Authorisation* that authorises NTT to manage Incidents with the Third Party on the Client's behalf.

2   Service Level Targets

2.1   The following Service Levels will be measured and provided in accordance with the parameters specified in the following table:

Service Calendar: 24 / 7

Service Level	Start of Service Level Measurement	End of Service Level Measurement	Service Level Target
Incident response	Incident process initiated upon determination by NTT that Event requires Incident process to resolve	Acceptance of ticket in Service Management System by engineer	Priority 1 – Best Effort of 15 minutes Priority 2 - Best Effort of 30 minutes Priority 3 - Best Effort of 60 minutes
Incident notification	Acceptance of ticket in Service Management System by engineer	Notification sent to the Client	Priority 1 - 30 minutes Priority 2 - 2 hours Priority 3 - 4 hours

2.2   NTT will use commercially reasonable endeavors to ensure that the Services are performed to the specified Service Level Targets.