

## 1 Overview

Effective Monday 9th October 2017 your existing Uptime® service levels will be changed to the new Uptime version 4 service levels for Cisco assets. These will be reflected on all your new quotes, invoices and records of service entitlements.

Effective Monday 23rd July 2018 your existing Phase 1 Non Cisco Vendors (Checkpoint, Bluecoat, Riverbed, Dell/EMC) Uptime® service levels will be changed to the new Uptime version 4 service levels. These will be reflected on all your new quotes, invoices and records of service entitlements.

Please be advised that all NTT service entitlements include a service calendar applicable to parts and/or engineer. An example of a typical service entitlement is "Uptime Onsite BH 4h", this means Parts and engineer will arrive on site within 4 hours during business hours.

## 2 Uptime v3 to Uptime v4 Mappings - Cisco

Old Entitlement Name	Old Service Calendar	Entitlement Name	Entitlement Code	Entitlement Description
AU Uptime Reconfig Response 4H+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime Reconfig Response 4H+ESW+UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfig Response Best Effort	AU.MS.Mon-Fri 07h30-18h00 AU	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Reconfig Response Best Effort	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Reconfig Response Best Effort	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Reconfig Response NBD+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfig Response NBD+ESW+UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfig Result 4H+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime Reconfig Result 4H+ESW+UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfig Result NBD+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response 2 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime Reconfigure Response 2H+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Fri 24 Hours AU	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Sun 06h00-18h00 AU	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Sun 09h00-21h00 AU	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.

Old Entitlement Name	Old Service Calendar	Entitlement Name	Entitlement Code	Entitlement Description
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfigure Response 4H+IPS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime Reconfigure Response 4H+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Fri 08h00-20h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Fri 09h00-17h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Fri 09h00-17h00 INT	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD	Mon-Fri 08h00-18h00 Business	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD+IPS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Result 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime Reconfigure Result 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfigure Result 4H+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Reconfigure Result NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Result NBD	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Remote Response + Pat + Upg	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Remote Response + Pat + Upg	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Remote Response + Patches	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.

Old Entitlement Name	Old Service Calendar	Entitlement Name	Entitlement Code	Entitlement Description
AU Uptime Remote Response + Upgrades	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Remote Support	DDSP-UPTS- RemoteSupport	24x7 Remote Support.
AU Uptime Remote Response + Upgrades	AU.MS.Mon-Fri 24 Hours AU	Uptime Remote Support	DDSP-UPTS- RemoteSupport	24x7 Remote Support.
AU Uptime Remote Response + Upgrades	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS- RemoteSupport	24x7 Remote Support.
AU Uptime Replace Response 2 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS- PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime Replace Response 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS- PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime Replace Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS- PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Replace Response 4H+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS- PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Replace Response NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS- PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Replace Response NBD	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS- PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Replace Result 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS- PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime Replace Result 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS- PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Replace Result NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS- PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Replace Result NBD	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS- PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Restore Response 2 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS- PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime Restore Response 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS- PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime Restore Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS- PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Restore Response 4H+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS- PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Restore Response NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS- PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Restore Result 2 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS- PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime Restore Result 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS- PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.

Old Entitlement Name	Old Service Calendar	Entitlement Name	Entitlement Code	Entitlement Description
AU Uptime Restore Result 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Restore Result NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Restore Result NBD	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Ship Response 2 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime Ship Response 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime Ship Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime Ship Response 4H+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime Ship Response 4H+ESW+UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime Ship Response 4H+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime Ship Response Best Effort	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Ship Response Best Effort	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Ship Response Best Effort	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Ship Response NBD	AU.MS.Mon-Fri 08h00-17h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD	AU.MS.Mon-Fri 24 Hours AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD+ESW+UCSS	AU.MS.Mon-Sun 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD+IPS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Response NBD+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result 2 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime Ship Result 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime Ship Result 4 Hours	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.

Old Entitlement Name	Old Service Calendar	Entitlement Name	Entitlement Code	Entitlement Description
AU Uptime Ship Result 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime Ship Result 4H+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime Ship Result 4H+ESW+UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime Ship Result 4H+IPS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime Ship Result 4H+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime Ship Result NBD	AU.MS.Mon-Fri 08h00-17h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD+ESW+UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD+ESW+UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD+IPS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD+IPS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime UCS Reconfig Response 2H	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime UCS Reconfig Response 2H + UT	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime UCS Reconfig Response 4H	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime UCS Reconfig Response 4H	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime UCS Reconfig Response 4H + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime UCS Reconfig Response 4H + UT	AU.MS.Mon-Fri 24 Hours AU	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime UCS Reconfig Response 4H + UT	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime UCS Reconfig Response NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime UCS Reconfig Response NBD + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime UCS Reconfig Result 4H	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime UCS Reconfig Result 4H + UT	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.

Old Entitlement Name	Old Service Calendar	Entitlement Name	Entitlement Code	Entitlement Description
AU Uptime UCS Reconfig Result NBD + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime UCS Rem Resp + Pch + Upg ISV1	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime UCS Restore Result 4H Crit	AU.MS.Mon-Sun 24 Hours	Uptime Mission Critical 4h	DDSP-UPTS-MissionCritical24x7x4	24x7 Remote Support, Availability and Capacity Monitoring and Reporting; 24x7x4 engineer and parts arrival on site.
AU Uptime UCS Ship Response 2H	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime UCS Ship Response 4H	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime UCS Ship Response 4H	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime UCS Ship Response 4H + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime UCS Ship Response 4H + UT	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime UCS Ship Response NBD + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime UCS Ship Response NBD + UT	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime UCS Ship Result 4H + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime UCS Ship Result 4H + UT	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime UCS Ship Result NBD + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
Uptime Replace Response 24x7Best Effort	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
Uptime Replace Response 24x7Best Effort	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
Uptime Vendor Patches + Upgrades	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime UCS Ship Response 2H + UT	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime Restore Response NBD	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime UCS Ship Response 4H + UT	AU.MS.Mon-Fri 24 Hours AU	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime Reconfigure Result NBD+IPS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.

### 3 Phase 1 Non-Cisco Vendor Migration – Checkpoint (from July 2018)

Note. 'Parts ship to site' for new service codes refers to the SLA of the part (hardware) shipping to site i.e when the part will leave the warehouse from the time a call is logged. It does not refer to when the part arrives on site.

Old Entitlement Name	Old Service Calendar	New Uptime v4 Service Description	Uptime v4 Service Code	Long Text/ Description of Service
AU Uptime Rem Resp+Pat+Upg 24x7x30M	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Rem Resp+Pat+Upg BusHrsx4H	AU.MS.Mon-Fri 08h00-18h00	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Remote Response + Pat + Upg	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
Uptime Vendor Patches + Upgrades	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Ship Response NBD	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Ship BusHrsxNBD	DDSP-UPTS-PartsOnlyShipBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts ship to site.
AU Uptime Replace Response NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite Ship BusHrsxNBD	DDSP-UPTS-PartsEngnrOnsiteShipBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day Engineer and parts ship to site.
AU Uptime Replace Response 4 Hours	AU.MS.Mon-Fri 08h00-18h00	Uptime Onsite Ship 24x7x4	DDSP-UPTS-PartsEngnrOnsiteShip24x7x4	24x7 Remote Support, Alerting; 24x7x4 Engineer and parts ship to site.
AU Uptime Replace Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite Ship 24x7x4	DDSP-UPTS-PartsEngnrOnsiteShip24x7x4	24x7 Remote Support, Alerting; 24x7x4 Engineer and parts ship to site.
AU Uptime Rem Resp Pat/Upg+SWEngr24x7x4H	AU.MS.Mon-Sun 24 Hours	Uptime Engineer only 24x7x4	DDSP-UPTS-EngineerOnly24x7x4	24x7 Remote Support; 24x7x4 engineer arrival on site.
AU Uptime Ship Response Best Effort	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Ship Response Best Effort	AU.MS.Mon-Fri 08h00-18h00	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite Ship 24x7x4	DDSP-UPTS-PartsEngnrOnsiteShip24x7x4	24x7 Remote Support, Alerting; 24x7x4 Engineer and parts ship to site.

#### 4 Phase 1 Non-Cisco Vendor Migration – Bluecoat (from July 2018)

Note. 'Parts ship to site' for new service codes refers to the SLA of the part (hardware) shipping to site, i.e. when the part will leave the warehouse from the time a call is logged. It does not refer to when the part arrives on site.

Old Entitlement Name	Old Service Calendar	New Uptime v4 Service Description	Uptime v4 Service Code	Long Text/ Description of Service
AU Uptime Remote Response + Pat + Upg	AU.MS.Mon-Fri 08h00-18h00	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Remote Response + Pat + Upg	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Remote Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Ship Response NBD	AU.MS.Mon-Fri 08h00-18h00	Uptime Parts Only Ship BusHrsxNBD	DDSP-UPTS-PartsOnlyShipBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts ship to site.
AU Uptime Ship Result NBD	AU.MS.Mon-Fri 08h00-18h00	Uptime Parts Only Ship BusHrsxNBD	DDSP-UPTS-PartsOnlyShipBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts ship to site.
AU Uptime Ship Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Ship 24x7x4	DDSP-UPTS-PartsOnlyShip24x7x4	24x7 Remote Support; 24x7x4 parts ship to site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Fri 08h00-18h00	Uptime Onsite Ship BusHrsxNBD	DDSP-UPTS-PartsEngnrOnsiteShipBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day Engineer and parts ship to site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite Ship 24x7x4	DDSP-UPTS-PartsEngnrOnsiteShip24x7x4	24x7 Remote Support, Alerting; 24x7x4 Engineer and parts ship to site.
AU Uptime Ship Response Best Effort	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime Reconfig Response Best Effort	AU.MS.Mon-Fri 08h00-18h00	Uptime Onsite Reasonable Effort	DDSP-UPTS-PartsEngineerOnsiteREffort	24x7 Remote Support, Alerting; Reasonable Effort engineer and parts arrival on site.



## 5 Phase 1 Non-Cisco Vendor Migration – Riverbed (from July 2018)

Note. 'Parts ship to site' for new service codes refers to the SLA of the part (hardware) shipping to site, i.e. when the part will leave the warehouse from the time a call is logged. It does not refer to when the part arrives on site.

Old Entitlement Name	Old Service Calendar	New Uptime v4 Service Description	Uptime v4 Service Code	Long Text/ Description of Service
AU Uptime Remote Response + Pat + Upg	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Remote Response + Pat + Upg	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Ship Response NBD	AU.MS.Mon-Fri 08h00-18h00	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD	AU.MS.Mon-Fri 08h00-18h00	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result NBD	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime Ship Result 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Fri 08h00-18h00	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response NBD	AU.MS.Mon-Fri 08h00-18h00 INT	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Restore Response NBD	AU.MS.Mon-Fri 08h00-18h00	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Replace Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Restore Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Restore Response 4 Hours	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime Ship Response Return to Base	AU.MS.Mon-Fri 08h00-18h00	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.

## 6 Phase 1 Non-Cisco Vendor Migration – Dell/EMC (from July 2018)

Note. 'Parts ship to site' for new service codes refers to the SLA of the part (hardware) shipping to site, i.e. when the part will leave the warehouse from the time a call is logged. It does not refer to when the part arrives on site.

Old Entitlement Name	Old Service Calendar	New Uptime v4 Service Description	Uptime v4 Service Code	Long Text/ Description of Service
AU Uptime Remote Response + Pat + Upg	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Rem Resp+Pat+Upg 24x7x4H	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Rem Resp+Pat+Upg BusHrsx4H	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Rem Resp+Pat+Upg BusHrsx4H	AU.MS.Mon-Fri 09h00-17h00 AU	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Rem Resp+Pat+Upg BusHrsx4H	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime L1 T4H	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime Ship Result NBD	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only Ship BusHrsxNBD	DDSP-UPTS- PartsOnlyShipBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts ship to site.
AU Uptime Replace Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite Ship 24x7x4	DDSP-UPTS- PartsEngnrOnsiteShip24x7x4	24x7 Remote Support, Alerting; 24x7x4 Engineer and parts ship to site.
AU Uptime Reconfigure Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite Ship 24x7x4	DDSP-UPTS- PartsEngnrOnsiteShip24x7x4	24x7 Remote Support, Alerting; 24x7x4 Engineer and parts ship to site.
AU Uptime Restore Response 4 Hours	AU.MS.Mon-Sun 24 Hours	Uptime Onsite Ship 24x7x4	DDSP-UPTS- PartsEngnrOnsiteShip24x7x4	24x7 Remote Support, Alerting; 24x7x4 Engineer and parts ship to site.
AU Uptime L3 PLO4H	AU.MS.Mon-Sun 24 Hours	Uptime Onsite Ship 24x7x4	DDSP-UPTS- PartsEngnrOnsiteShip24x7x4	24x7 Remote Support, Alerting; 24x7x4 Engineer and parts ship to site.

## 7 Pre-Uptime v3 to Uptime v4 Mappings

Old Entitlement Name	Old Service Calendar	New Uptime v4 Service Description	Uptime v4 Service Code	Long Text/Description of Service
AU Uptime L1 Ess Op + UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime L1 Essential Operate	AU.MS.Mon-Fri 24 Hours AU	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime L1 Essential Operate	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime L1 SP	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime L1 SS	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime L1 T60M SS	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime L1 UCSS Unified Communication	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support.
AU Uptime L2 PO10H	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime L2 PO10H	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime L2 PO4H	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime L2 PO4H	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime L2 PO4H + ESW + UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BH 4h	DDSP-UPTS-PartsOnlyBusHrsx4	24x7 Remote Support; Business Hours x 4 parts arrival on site.
AU Uptime L2 PO4H + ESW + UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7x4	DDSP-UPTS-PartsOnly24x7x4	24x7 Remote Support; 24x7x4 parts arrival on site.
AU Uptime L2 POBE Best Effort	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime L2 POBE Best Effort	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime L2 PONBD + ESW + UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only BusHrsxNBD	DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime L3 PLO10H	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime L3 PLO10H	AU.MS.Mon-Fri 09h00-17h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime L3 PLO10H	AU.MS.Mon-Sun 24 Hours	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime L3 PLO2H	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime L3 PLO4H	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime L3 PLO4H	AU.MS.Mon-Fri 24 Hours AU	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime L3 PLO4H	AU.MS.Mon-Sun 07h00-19h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.

Old Entitlement Name	Old Service Calendar	New Uptime v4 Service Description	Uptime v4 Service Code	Long Text/ Description of Service
AU Uptime L3 PLO4H	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting and 24x7x4 Engineer and parts arrival onsite.
AU Uptime L3 PLO4H + ESW + UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BH 4h	DDSP-UPTS-PartsEngineerOnsiteBusHrsx4	24x7 Remote Support, Alerting; Business Hours x 4 engineer and parts arrival on site.
AU Uptime L3 PLO4H + ESW + UCSS	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime L3 PLOBE Best Effort	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime L3 PLOBE Best Effort	AU.MS.Mon-Fri 24 Hours AU	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime L3 PLOBE Best Effort	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only Reasonable Effort	DDSP-UPTS-PartsOnlyREffort	24x7 Remote Support, Alerting; Reasonable Effort parts arrival on site.
AU Uptime L3 PLONBD + ESW + UCSS	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime UCS L1 SS ISV1	AU.MS.Mon-Sun 24 Hours	Uptime Remote Support	DDSP-UPTS-RemoteSupport	24x7 Remote Support
AU Uptime UCS L2 PO NBD + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Parts Only	BusHrsxNBD DDSP-UPTS-PartsOnlyBusHrsxNBD	24x7 Remote Support; Business Hours x Next Business Day parts arrival on site.
AU Uptime UCS L3 PLO NBD + UT	AU.MS.Mon-Fri 08h00-18h00 AU	Uptime Onsite BusHrsxNBD	DDSP-UPTS-PartsEngineerOnsiteBusHrsxNBD	24x7 Remote Support, Alerting; Business Hours x Next Business Day engineer and parts arrival on site.
AU Uptime UCS L3 PLO2H + UT	AU.MS.Mon-Sun 24 Hours	Uptime Parts Only 24x7 2h	DDSP-UPTS-PartsOnly24x7x2	24x7 Remote Support; 24x7x2 parts arrival on site.
AU Uptime UCS L3 PLO4H	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.
AU Uptime UCS L3 PLO4H + UT	AU.MS.Mon-Sun 24 Hours	Uptime Onsite 24x7x4	DDSP-UPTS-PartsEngineerOnsite24x7x4	24x7 Remote Support, Alerting; 24x7x4 engineer and parts arrival on site.

Should you need to raise a service request, the procedures to contact our GSC [1800 NET HLP (1800 638 451)] remain unchanged.