Part A.   Technical Account Management Service Element

1.   Prerequisites

1.1   The Technical Account Management Service Element requires subscription to the Proactive Problem Support and the Service Delivery Assurance Service Elements.

2.   Technical Account Management

2.1   NTT will provide a Technical Account Manager whose responsibilities will include:

(a)   working with the Client to identify and supply any documentation required to allow NTT to properly maintain their knowledge of the Client's IT environment and Configuration Items;

(b)   providing the Client with access to senior technical resources who have in-depth knowledge of the Client's IT environment and Configuration Items;

(c)   during Business Hours, acting as the primary technical contact for Priority 1 and 2 Incidents, or be available for escalation of same;

(d)   within 12 Business Days after the first Business Day at the end of the quarter, scheduling and running monthly technical review meetings with the Client, at a time agreed with the Client; and

(e)   advising the Client of any changes that could be made to the Client's Configuration Items for the Client to consider any potential impact on their IT environment.