



### Call Logging and Service Levels

All Low priority or work requests would be logged with the Fastcom Service Desk through either of the following channels:

Email. support@fastcom.co.nz  
 Phone. 0800 306 318 (within New Zealand) or +64 9 280 4374 (International)

All Medium, High or Critical priority requests would be logged with the Fastcom Service Desk through the following channel:

Phone. 0800 306 318 (within New Zealand) or +64 9 280 4374 (International)

The staff member will be provided a job reference number. Staff will be asked to make sure that a record of the reference number is kept handy until the job has been completed.

The following table outlines the guidelines that Fastcom service desk engineers will allocate agreed priorities:

Priority	Description
Critical	Major impact on entire business. Example: A server being down at a critical site. Loss of organisational system functionality.
High	Major impact to a group of staff members, affecting the performance of job functions. Little or no impact to the organisation as a whole. Example: Server Application failure.
Medium	Little impact to an individual user or department. Example: Intermittent Server Application failure.
Low / Work Request	General low priority move / add / change

The Fastcom service desk engineer will attempt to diagnose and resolve the issue remotely in the first instance and will escalate and dispatch an engineer as appropriate. The service desk will manage the request through to completion.

## 2. Service Levels

Fastcom will respond to requests during business hours as follows:

Response	Critical	High	Medium	Low / Work Request
Initial Contact (Phone / Email) – Maximum	1 hours	2 hours	4 hours	24 hours
Remote Engineering / Onsite – Maximum	2 hours	4 hours	8 hours	As negotiated

Fastcom will undertake to resolve requests in a timely manner however no specific resolution times are specified within the scope of this agreement. The response times reflect when appropriate engineering resources will begin addressing the incident.

Fastcom will respond to requests after hours as follows:

Response	Critical	High	Medium	Low / Work Request
Initial Contact (Phone / Email) – Maximum	2 hours	4 hours	8 hours	24 hours
Remote Engineering / Onsite – Maximum	4 hours	8 hours	16 hours	As negotiated



### Support Areas

Fastcom will provide all other reactive support on a time and materials basis at the agreed support rates and covers:

- a. Server Hardware Support
- b. Server Operating System Support
- c. Server Application Support
- d. Desktop Hardware Support
- e. Desktop Operating System Support
- f. Desktop Application Support
- g. Network Router Support
- h. Network Switch Support
- i. Network Appliance / Firewall Support

All support services are provided either remotely or onsite by Fastcom systems support engineers.

Where charges outside the attendance fees are to be accrued Fastcom will seek approval for the expenditure before proceeding with any recommended implementation of fixes or replacement of hardware or other related parts.

\*. After hours support is defined as all work completed outside of standard business hours which are 8.30am to 5.00pm Monday to Friday excluding public / statutory holidays.

All travel costs associated with an engineer's time travelling to supported customer locations will be charged.

Travel will be charged at the rate specified by the job priority and starts when the engineer begins travel to the customer location and will finish upon the engineers return to Fastcom's office or begins travel to another job.

All accommodation and other agreed travel entitlements associated with a job will be charged at cost.