

ICT Contract Document Set

MASTER SERVICES AGREEMENT

1. MSA, Definitions and Structure

- MSA
- Definitions
- Document Structure

3. Service Level Agreement (SLA)

- Service Levels Matrix and Credits
- Key Service Level Measurements
- Critical Deliverables, Milestones and Groups
- Severity Levels and Escalation Process

2. Solution and Services

- Solution Overview
- Service Block Descriptions
 - Network and Optimisation
 - Voice, Conferencing, Messaging and Contact Centre
 - End User
 - Data Centre
 - Mobility and IT
 - Cross-Functional
 - Security
- Inventory Lists
- Statements of Work
- Technology Planning and Budgeting

4. Pricing & Financials

- Price Book
- Service Catalogue (xls)
- Benchmarking Principles
- Quotation, Ordering and Invoicing
- New Services
- Asset Transfer List

5. Standards & Procedures

- Standards and Compliance
- Safety and Security Policies
- Corporate Social Responsibility

6. Operational Management

- Transition and Transformation
- Customer Manual
- Change Management
- Supplier Subcontractors
- Third Party Contracts
- Current Projects
- Customer Satisfaction
- Business Continuity and Disaster Recovery

7. Governance & Reporting

- Governance Model
- Audit Rights
- Key Personnel
- Local Agreements (LSA)
- Termination Assistance
- Innovation