

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: ON-SITE CONCIERGE

PART A – SERVICE OVERVIEW

One New Zealand's On-site Concierge is a dedicated resource which can facilitate and manage your telecommunication services as set out in the agreed Operations Manual.

PART B – ON-SITE CONCIERGE SERVICE

1. ON-SITE CONCIERGE SERVICE

1. 1 On-site Concierge service will consist of the components set out in the following table, which are further described in this Part B ("On-site Concierge Service"):

Component	Description
On-site Concierge	A dedicated On-site Concierge aligned to your customer account to manage and facilitate services within your telecommunications solution provided to you under the Agreement.

2. ON-SITE CONCIERGE

The On-site Concierge will have responsibility for the operational management of your telecommunications services and products as agreed to in the operations manual. These responsibilities may include:

- Basic user training of devices and services.
- Personalised support for VIP users
- Management and co-ordination of service requests including spare device stock where applicable;
- Management of One New Zealand's online billing analytics tool where applicable;
- And other related in-scope tasks and activities agreed to in the operations manual.

PART C – PRICING

3. PRICING OVERVIEW

3. 1 Refer to the Pricing Schedule for details of the applicable Charges.
3. 2 The Charges for your On-site Concierge Service are dependent on factors that include the number of One NZ Products and Services procured, and/or any third parties providing Services to you on One NZ's behalf, and/or any specific tasks and activities as outlined in the agreed operations manual.

[Drafting note: Complete the pricing details formatted as a table below. This table will be removed from the final Service Description and included in the Pricing Schedule in the MSA]

MONTHLY RECURRING CHARGES

Monthly Recurring Charges	Charge
One New Zealand On-Site Concierge Fee	[TO BE INSERTED AS THIS IS A CUSTOMISED SERVICE ONLY AVAILABLE AS PART OF A CUSTOMISED SERVICE SOLUTION]

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PART D – OTHER TERMS AND CONDITIONS

4. SERVICE LIMITATIONS

- 4.1 On-site Concierge Service will be made available in accordance with the relevant business requirements and service levels defined in the Operations Manual.

5. YOUR OTHER RESPONSIBILITIES

- 5.1 You agree to the following responsibilities:
- (a) Adhering to and following the processes, engagement methods, and contact points as documented in the Operations Manual;
 - (b) Providing a safe and suitable working environment for the On-site Concierge when they are required to work on your premises in line with the contracted services;
 - (c) Providing access to systems or tools which are not managed or owned by One NZ, to support successful resolution of an Incident or Service Request in accordance with any agreed service level;
 - (d) Providing the ability of the On-Site Concierge to access One NZ systems and tools that they need in order to fulfil the obligations agreed to in the operations manual.
 - (e) Maintain an accurate VIP user list for your organisation and make the list available to One NZ personnel as required;
 - (f) Provide instruction or training to the On-Site Concierge for any security, privacy, safety, or other relevant areas to meet your business requirements;
 - (g) Ensuring any agreed actions owned by your Helpdesk, Users, or other nominated personnel are progressed in accordance with agreed timelines in order to support successful resolution of an Incident or Service Request in accordance with any agreed service levels.
 - (h) Providing or purchasing from One NZ suitable spare device stock where required.

6. DEFINITIONS

In this Service Description, in addition to the terms defined elsewhere in the Agreement, the following defined terms will apply to this Service Description:

Business Hours are defined as Monday to Friday between the hours of 8.30am and 5pm and excludes statutory holidays and Regional public holidays.

On-Site Concierge means the personnel who will be responsible for managing your agreed telecommunications services.

Operations Manual means the document provided by us which sets out the operational processes and templates which are associated with the performance of the Services and other support obligations under the Agreement, including both parties' obligations.

Out of Hours is outside the defined Business Hours.