

# **Prophecy Networks Limited**

## **SERVICE LEVELS, AVAILABILITY TIMES & REPORTING**

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**Prophecy Networks Limited**

Level 5, 276-278 Lambton Quay  
PO Box 25-200  
Wellington, 6011

[www.prophecy.co.nz](http://www.prophecy.co.nz)

32 Hastings Street  
Napier South  
Napier, 4110

## 1 PROPHECY NETWORKS SERVICE LEVELS

### 1.1 Request Classifications

Jobs logged will be categorised as follows:

Priority	Definition
<b>P1 (High)</b>	Means system is down for all sites, or a key service is not functioning.
<b>P2 (Medium)</b>	Means time critical request, where ability to function normally is impacted or at risk.
<b>P3 (Low)</b>	Means non-time critical request.
<b>P4 (Project work)</b>	Any other work, as defined and agreed in Project Scope of Works under separate commercial agreement.

Priority may be varied by agreement.

### 1.2 Service Levels

Priority	Response	Restore	Fix
<b>P1 = High</b>	1 hour	Within half a working day	5 working days
<b>P2 = Medium</b>	2 hours	Within 5 working days	As agreed
<b>P3 = Low</b>	Same or next working day	Within 25 working days	As agreed
<b>P4 = Project</b>	As agreed	As agreed	As agreed

### 1.3 Definitions

<b>Respond</b>	Requests for service will be responded to within the agreed hours of availability, where Response means that Prophecy will register the request in our tracking system, and make contact by phone with the originator of the request.
<b>Restore</b>	Means that the service is restored to a functional state. This may include special instructions or actions needing to be taken, or that the service has limited functionality for a period of time.
<b>Fix</b>	Means that a corrective update, patch, upgrade or replacement hardware is made available, or that Service is fully restored to an agreed state.

The implementation of any update, patch, upgrade or replacement hardware will be dependent on approval to proceed under Change Control.

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Directors: Wilhelmus Leonardus Giesbers, Jonathan Robertson, Rachael Anne Price, Graeme Robert Gibson, Mark Gadsby Henson

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## 1.4 Alert Levels supported

- A1: Systems that affect multiple users and or sites
- A2: Systems that don't cause a critical outage, but put critical systems in a "degraded state"
- A3: Backups and redundant services, that are important enough to be dealt with any day of the week but can wait until daytime
- A4: Systems that are "non-critical", and whose loss doesn't impact business
- A5: Systems that are managed by customers, Prophecy does not take action on these alerts (however monitoring state is still recorded)

## 1.5 Escalation Priorities

### Priority A1

1. E1 24x7 Email and txt alert to on-call email / phone, duty manager every 5 minutes
2. E2 24x7 After 15 minutes alert to Email and txt to support staff every 5 minutes
3. E3 24x7 After 30 minutes alert to management every 30 minutes

### Priority A2

1. E1 24x7 Email and txt alert to on-call email / phone, duty manager every 15 minutes
2. E2 24x7 After 2 hours Email and txt to support staff every 15 minutes
3. E3 24x7 After 4 hours escalation to management every 30 minutes

### Priority A3

1. E1 7am-9pm x7 Email and txt alert to on-call email / phone, duty manager every 15 minutes
2. E2 7am-9pm x7 After 2 hours Email and txt support staff every 15 minutes
3. E3 7am-9pm x7 After 4 hours escalation to management every 30 minutes

### Priority A4

1. E1 8:30am-5pm x5 days Email and txt alert to on-call email / phone, duty manager every 30 minutes
2. E2 8:30am-5pm x5 After 2 hours Email and txt support staff every 30 minutes
3. E3 8:30am-5pm x5 After 4 hours escalation to management every 30 minutes

### Priority A5

1. Informational only, no escalation or alerting

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## 2 TERMINATION:

During the initial term, either party (the "Terminating Party") may terminate this schedule on an anniversary date of this schedule, from and including the second anniversary date, that falls during the initial term (the "Early Termination Date"), provided that the Terminating Party gives the other party at least 90 days' notice (in writing) prior to the Early Termination Date. For the avoidance of doubt, if neither party exercises the termination right provided for in this clause this schedule shall continue in full force and effect.

## 3 EXECUTION: SERVICE LEVELS, AVAILABILITY TIMES AND REPORTING

SIGNED for: \_\_\_\_\_ SIGNED for: Prophecy Networks Limited

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Name \_\_\_\_\_ Name \_\_\_\_\_

Position \_\_\_\_\_ Position \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

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