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Certain words are used with the specific meanings set out in section 16 and in the [General Terms of Our Customer Terms](#) (“**General Terms**”).

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## 1 About Integrated Service Management

### Our Customer Terms

- 1.1 This is Integrated Service Management section of Our Customer Terms.
- 1.2 The General Terms also apply, unless you have entered into a separate agreement with us that excludes the General Terms.

### ISM Handbook

- 1.3 This section is supplemented by the ISM Handbook described in clauses 3.7 to 3.9. The ISM Handbook is an operational document detailing how we will deliver your Service Inclusions day to day, including engagement procedures, processes, and instructions for your end users.

### Inconsistencies

- 1.4 This section applies to the extent of any inconsistency with the General Terms.
- 1.5 If this section lets us suspend or terminate your service, it is in addition to our rights to suspend or terminate your service under the General Terms.

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## 2 Integrated Service Management

### What is Integrated Service Management?

- 2.1 Integrated Service Management is a suite of ITIL aligned service management capabilities for the end-to-end management of supported ICT services. Our service management framework will be aligned with the ITIL v3 framework to provide a common terminology and methodology, unless otherwise specified in relation to specific Capabilities in this section, your agreement with us, or the ISM Handbook.
- 2.2 We will provide the Service Inclusions for your In-scope Services at the Premises set out in your agreement with us (your **ISM Service**).
- 2.3 Your Service Inclusions depend on which Tier of Integrated Service Management you have decided to take up. You can choose one of three tiers: Essential, Enhanced and Premium. The table below sets out the Service Inclusions for each Tier:

Key	
✓	Included
#	Optional

Service Desk Contact Channels		Essential	Enhanced	Premium
Phone		✓	✓	#
Email		✓	✓	#
Telstra Service Connect (web portal)		✓	✓	#
Service Management API		-	-	#
Capabilities		Essential	Enhanced	Premium
Incident Management		✓	✓	#
Request Fulfilment		✓	✓	#
Knowledge Management		✓	✓	#
Access Management		✓	✓	#
Reporting	Basic	✓	✓	#
	Detailed	#	✓	#
	Advanced	-	#	#
Major Incident Management		✓	✓	#
Problem management	Reactive	✓	✓	#
	Proactive	-	#	#
Service Asset & Configuration Management		✓	✓	#
Change Management	Standard	✓	✓	#
	Enhanced	-	-	#
Capacity Management	Standard	-	#	#
	Demand Forecasting	-	#	#
	Proactively Manage Findings & Recommendations	-	#	#
Third Party Management	Standard	✓	✓	#
	Custom	-	-	#

2.4 The Essential and Enhanced Tiers are pre-defined packages that can be expanded with the optional (Add-on) capabilities noted in the table above. Any Add-on Capabilities you have taken up are set out in your agreement with us and form part of your Service Inclusions.

2.5 The Premium Tier is a customisable offer for organisations with complex needs. If you have taken up the Premium Tier, further details about your Service Inclusions are set out in your separate agreement with us.

### Prices

2.6 The charges for your ISM Service are set out:

- (a) in your Agreement with us; and
- (b) as agreed in any Change Request.

2.7 Charges for your ISM Service are in addition to charges for your In-scope Services.

- 2.8 We may increase the Charges to reflect any increase in the scope of the ISM Service including any additional In-scope Services or Premises. We will agree such increases with you as part of the Change Management process.

### **Eligibility**

- 2.9 Integrated Service Management is not available to Telstra Wholesale customers or for resale. You must only use your Service (and any part of it) for your own internal business purposes. You must not assign or resupply your ISM Service to a third party, including the use of your ISM Service to provide a managed service to a third party, unless we have otherwise agreed in writing.
- 2.10 You must have at least one Telstra product managed as In-scope Services at all relevant times.
- 2.11 You must be the legal lessee of all In-scope Services unless otherwise agreed.

### **Service Levels**

- 2.12 We will provide your ISM Service to the Service Levels specified in your agreement with us. Unless otherwise agreed, the ISM Service does not change the service levels of your In-scope Services.
- 2.13 We will not be responsible for a failure to meet a service target to the extent that such failure is caused by your breach of this agreement.

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## **3 General Terms**

### **Your Responsibilities**

- 3.1 You must promptly comply with our reasonable directions regarding your use of the ISM Service.
- 3.2 You must provide us with at least 30 days' notice of any proposed changes to your In-scope Services or Premises prior to the proposed date of the effective change. We are entitled to charge you for Service Inclusions we provide in relation to any additional services or locations you request. If you do not provide us with at least 30 days' notice and agree to any additional fee, we will (at our election) either:
- (a) use reasonable endeavours to provide the Service Inclusions in respect of any additional services and locations you have requested, however we do not guarantee this will be possible or that the Service Levels will apply to those additional services or services at those additional locations; or
  - (b) refuse to provide the Service Inclusions in relation to those additional services or additional locations.

- 3.3 You must make available to us all Customer Inputs to the extent required to allow us to perform the Included Services. You may remove or replace Customer Inputs at any time through the Change Management process.
- 3.4 You are responsible for all equipment, devices and network security. We do not provide you with any security services as part of your ISM Service.

### **Service Catalogue**

- 3.5 We will, from time to time, make available a service catalogue that describes the various Telstra services that can benefit from the Capabilities and the extent to which they can benefit (**Service Catalogue**).
- 3.6 Where we withdraw a service from the Service Catalogue which is one of your In-scope Services, we will give you prior reasonable notice of that withdrawal. We will agree with you a proportionate pro-rated refund of Charges to the extent you had paid for the ISM Service in relation to that withdrawn service after the effective date of withdrawal.

### **ISM Handbook**

- 3.7 We will prepare and provide to you the ISM Handbook within the timeframe set out in your agreement with us. You must provide assistance and work collaboratively with us in preparation of the ISM Handbook as we reasonably request.
- 3.8 We may update the ISM Handbook by giving you 30 days' notice of a change.
- 3.9 To the extent that the parties' service management framework and processes need to interact, the parties will work collaboratively to establish:
- (a) demarcation points (including your other third party providers);
  - (b) each parties' roles and responsibilities;
  - (c) the method of interaction (for example, via phone or email);
  - (d) the process to be followed for handover of matters (including to your other third party providers);
  - (e) information required (including format, content and timeframes); and
  - (f) escalation paths and triggers.

### **Intellectual Property and Confidentiality**

- 3.10 We own all Intellectual Property Rights in the ISM Service and any materials we provide to you in connection with the ISM Service ("**Items**").

- 3.11 We licence you to use the Items solely for the purpose of your ISM Service. The licence ends upon expiry or termination of the ISM Service (or that element of the ISM Service that corresponds to the relevant Item).
- 3.12 The Items that we give you access to in connection with your ISM Service are our confidential information. You must protect and keep this confidential at all times.

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## 4 Contact Channels

- 4.1 We deliver most Service Inclusions from our Service Desk. You can contact and access the Service Desk through the Contact Channels we make available to you as part of your ISM Service.
- 4.2 When raising an Incident, Change Request or other ticket with the Service Desk, you must follow the process specified in the ISM Handbook consistent with your request type and Priority Level. Unless otherwise agreed, all Major Incidents must be reported by telephone.
- 4.3 We will operate the Service Desk to the Service Levels specified in your agreement with us. Unless otherwise specified, we will use reasonable endeavours to make the Service Desk available to you 24 x 7 for any reporting any Major Incidents.

### Your obligations

- 4.4 You agree to train your Authorised Representatives on the appropriate use and contact procedures for the Service Desk, consistent with the ISM Handbook.
- 4.5 You will inform us of:
- (a) any activity that may affect our delivery of the Service Desk, including changes to your In-scope Services; and
  - (b) any changes to your Authorised Representatives which may affect our provision of the Service Desk.

### Web Portal

- 4.6 You may access the following functions of the Service Desk via the Web Portal as one of the Contact Channels:
- (a) lodge service requests for your In-scope Services;
  - (b) lodge a Minor Incident relating to your In-scope Services;
  - (c) access an online knowledge centre, including service information, "how to" information, and frequently asked questions relating to your In-scope Services;

- (d) access the most recent and historical monthly reports relating to the Service Desk; and
  - (e) if we make available such functionality to your use of the Web Portal, allow you to place orders on your account and saving orders as a quote.
- 4.7 You acknowledge that due to the nature of the Web Portal, that we cannot guarantee that access to the Web Portal will be continuous, accessible at all times or fault-free, that any defects will be corrected, or that the services or the servers that make them available are free of viruses.

- 4.8 You must not appoint or allow a third party to access or act on your behalf in relation to the Web Portal without our express written permission.

### **Service requests placed Through the Web Portal**

- 4.9 You are responsible for ensuring that the person accessing your online account as a User is authorised to do so in the manner authorised by you. You represent and agree that:

- (a) any person accessing your online account as a User is authorised by you to do so;
  - (b) any action, instruction, representation, or information made or given by a person accessing your online account as a User is an action, instruction, representation or information made or given by you; and
  - (c) you are liable to pay for all orders placed using your account except if such requests or orders are placed as a result of our negligence or error.
- 4.10 A person accesses your online account as a User if that person does so using authentication credentials we have provided to you or otherwise agreed with you (for example, a username & password). You acknowledge that we cannot verify whether access by the person quoting accurate authentication credentials is authorised by you to do so.
- 4.11 You are responsible for the accuracy and completeness of order details (including delivery) provided to us. We will not be responsible or liable for any incorrect orders placed by you, or a User using the Web Portal.
- 4.12 You acknowledge that any prices we display on the Web Portal together with the charges for In-scope Services set out in your Agreement with us at the time you place an order are the prices that you will be charged for the In-scope Services that you order unless otherwise agreed.
- 4.13 You agree that by submitting an order, we do not guarantee that we will supply the products or services to you. The provision of some products or services will be subject (amongst other things) to its availability.

- 4.14 You acknowledge that there may be delays in the provision of In-scope Services to you which are ordered via the Web Portal.
- 4.15 You must keep a copy of the Telstra Reference Number generated by submitting your order and you must quote the Telstra Reference Number to us in connection with your request if we ask you to do so.
- 4.16 You must notify us immediately if you wish to change any information provided to us in your order. Subject to clause 4.13 above, we will endeavour to supply the In-scope Services ordered by you in accordance with the updated order, where possible.
- 4.17 You may cancel your order at any time before it has been provisioned, by giving us notice in writing. However we may charge you any costs we incur in preparing to provide the order to you up to the date we receive your notice, as a reasonable pre-estimate of the loss suffered by us as a result of your cancellation of the order.
- 4.18 You must notify us as soon as reasonably practicable when providing or changing your details for the purposes of using the Web Portal.

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## 5 Incident Management

- 5.1 We will implement an Incident management process that is documented in the ISM Handbook. All Incidents must be reported and managed according to the process defined in the ISM Handbook.
- 5.2 All Incidents detected by us or reported to the Service Desk will be raised as an Incident in our ISM Tool. The ISM Tool will be the single source of truth for Incident management.
- 5.3 As part of Incident Management, the Service Desk will:
- (a) log and provide a job reference number for each Incident;
  - (b) allocate a Priority Level to each Incident as appropriate;
  - (c) monitor, track and co-ordinate each Incident until it is Resolved;
  - (d) provide regular status updates for each Incident;
  - (e) promptly advise you of Resolution of the Incident; and
  - (f) close the Incident after it has been Resolved.
- 5.4 We will investigate and diagnose the Incident (either remotely or by attending on-site). Where on-site attendance is required to resolve an Incident, we will arrange a suitable time to attend your Premises with you.



- 5.5 Where we reasonably determine that an Incident does not to arise from or relate to the In-scope Services, we will promptly advise you, and will work collaboratively with any relevant third party suppliers to resolve the Incident. Where we reasonably determine that an Incident has not arisen from or is not related to the In-scope Services, or has been caused by you (or your Personnel), we may charge you our reasonable costs incurred in relation to identifying, investigating and Resolving the Incident (including any collaboration with Third Party Suppliers).
- 5.6 If we reasonably believe that the Incident cannot be Resolved, we will communicate the reasons why we believe the Incident cannot be Resolved.
- 5.7 When reporting Incidents via the Service Desk, you must provide us with the following information:
- (a) the Full National Number or service number for all impacted In-scope Services;
  - (b) details of the Incident (for example, symptoms and degree of impact);
  - (c) impacted areas of your business; and
  - (d) contact details for Incident management (including the address of your Premise and your contact person's details where on-site attendance may be required).
- 5.8 The following functionality will be provided as part of Incident Management:

Attribute	Detail
Incident Detection and Recording	Ability to report an incident via the agreed Contact Channels.
Ownership, Monitoring, Tracking and Communication	Recording incident details including: categorisation; priority assignment; diagnosis and resolution.
	Provide status information to customers on progress of incidents at the agreed timeframes
Classification and Initial Support	Allocate a Priority Level to the Incident. Priorities are dynamic and may be changed during the life of the incident. The Incident is assigned to the appropriate resolver group.
Investigation and Diagnosis	Collect and analyse provided and available information to identify one or more solutions or workarounds.
Resolution and Recovery	<ul style="list-style-type: none"> <li>• Assess and implement actions to Resolution</li> <li>• Escalate</li> <li>• Record all events and actions in the Incident record.</li> </ul>
Incident Closure	Follow agreed incident closure process as described in the ISM Handbook.

5.9 The following functionality is excluded from Incident Management (but may be provided as part of other Service Inclusions in your ISM Service):

Attribute	Detail
Risk Management	Incident Management does not conduct risk analysis or develop contingency plans for categories of incidents.
Service Continuity Assurance	Incident Management does not implement Service Continuity Plans.
Major Incident Review	Major Incident Review is a review of actions taken during the handling of a Major Incident. MIR is provided as part of the Major Incident Management Capability, not the Incident Management Capability.
Post Incident Review	Incident Management drives the fault to Resolution only. Root cause analysis and activities to address the root cause of recurring incidents are part of the Problem Management Capability.

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## 6 Request Fulfilment

- 6.1 We will implement a service Request Fulfilment process documented in the ISM Handbook for end-to-end management of your service Requests.
- 6.2 As part of Request Fulfilment, the Service Desk will:
- identify and log each Request having regard to whether it is a Standard Request or a Non-Standard Request, and manage the Request accordingly;
  - provide a job reference number for each Request;
  - track and manage each Request until it is Resolved;
  - provide regular status updates for each Request; and
  - close each Request after it has been Resolved.
- 6.3 The Service Desk will only accept and action Requests from Authorised Representatives in accordance with the agreed process in the ISM Handbook.
- 6.4 The following functionality will be provided as part of Request Fulfilment:

Attribute	Detail
Service Request Recording and Classification	Produce and maintain a list (Service Request Catalogue) of "standard" service Requests, for which a pre-defined approval process exists
	Acknowledge acceptance (or non-acceptance) of Service Request

Attribute	Detail
Ownership, Monitoring, Tracking and Communication	Provide any update details identified for Service Request Monitor Delivery across active Service Requests
Non-Standard Service Request	Provide notification and escalation for non-standard Service Request. Process to provide lodgement, receipt and a statement of work or quote for customer approval.
Standard Service Request Delivery	Request and receive standard Services, including decommissions, for which a pre-defined approval and qualification process exists.
Service Request Onsite Assistance	Provide onsite assistance for standard service request fulfilment
Service Request Closure	Follow agreed closure process on completion of the Service Request
Reporting & Continual Improvement	Provide Reporting on Request Fulfilment activities: <ul style="list-style-type: none"> <li>Service request volume</li> <li>Performance to agreed Service Levels</li> </ul>
End-User Support	How to raise a service request, initiate an incident, timeframes or escalation process, access tools such as the on line portal, etc.
FAQ, Product Information and User Manuals	Access FAQ or information including the configuration setup and operation of customer devices.
Known Issues and Workarounds	Provides information on known issues with specific devices or applications and includes any interim workarounds.

6.5 The following functionality is excluded from Request Fulfilment (but may be provided as part of other Service Inclusions in your ISM Service):

Attribute	Detail
Incident Management	Incidents are managed as part of the Incident Management capability, and will be excluded from the Service Request Catalogue.
Approval for Standard Service Request	The process for standard service requests assumes the request has been approved prior to being allocated to Telstra for fulfilment being received, fulfilled and closed.
Fulfilment of "non-standard" Service Request	The "non-standard" service request process includes the lodgement and receipt of a Statement of Works or Quote for Customer approval as the outcome. Further activity to action non-standard Service Requests is not included in this capability.
'How to' Support Usage Reporting	'How to' Support enquiries are included as part of the Service Desk monthly activity reporting, and are not separately itemised.

## 7 Knowledge Management

7.1 We will implement a Knowledge Management repository relating to the use and functionality of your relevant In-scope Services and related equipment. Our Service Desk will respond to inquiries relating to this data through the Contact Channels.

7.2 The following functionality will be provided as part of Knowledge Management:

Attribute	Detail
Manage Data Requirements	<p>Identify sources of data and information required to meet agreed knowledge requirements. Sources may include Customer, Telstra and Third Party Vendors:</p> <ul style="list-style-type: none"> <li>Establish agreed criteria for assessing the data and information for quality and usefulness</li> <li>Collect and store the data and information</li> </ul>
Create Knowledge Items	<ul style="list-style-type: none"> <li>Adapt the collected data and information to make it relevant for the Telstra / Customer environment</li> <li>Use the adapted data and information and the template to develop the knowledge Items.</li> </ul>
Maintain, Review and Add	<p>Identify knowledge Items requiring updates due to changes in:</p> <ul style="list-style-type: none"> <li>the scope, process or functionality of a Capability</li> <li>your environment, Premises or In-scope Services</li> <li>the way Telstra delivers, supports and/or deploys In-scope Services</li> <li>data and information underpinning an existing knowledge Item.</li> <li>legislation impacting the customer or Telstra</li> </ul>
Present and Distribute	Present the Knowledge Items in a format appropriate for the target audience – Customer and Telstra staff

7.3 The following functionality is excluded from Knowledge Management (but may be provided as part of other Service Inclusions in your ISM Service):

Attribute	Detail
IT Service Management	Knowledge Management has inputs from and outputs to other Capabilities. It is the single source of truth for these capabilities but is totally independent from the management of them.
Integration with Customer knowledge	Knowledge Management will be available through the agreed Contact Channels, but is not otherwise integrated with your knowledge management systems or environment.

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## 8 Access Management

- 8.1 We will implement an Access Management process in accordance with standardised methods and processes, or as otherwise set out in your agreement. Access Management is the process used to grant your Authorised Users access your ISM Service and In-scope Services, while preventing access to non-authorised users.
- 8.2 The following functionality will be provided as part of Access Management:
- (a) handling of all requests for access to In-scope Services managed or provided by Telstra;
  - (b) security verification, approval and conflict checking in connection with requests for access; and
  - (c) periodic access verification checks to verify all access is valid.

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## 9 Reporting

- 9.1 We will provide you with a consolidated monthly report which sets out your use of the ISM Service and it may also contain certain information on our provision of the In-scope Services against their respective service targets (Basic Reporting).
- 9.2 If you have taken up Detailed Reporting, we will provide an expanded view of the data underpinning the basic report across your Incidents and Service Requests (e.g. the number of service requests outstanding, description, status and reason).
- 9.3 If you have taken up Advanced Reporting, we will provide further reports customised to match your specific organisational requirements, as set out in your agreement with us.

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## 10 Major Incident Management

- 10.1 Major Incident Management enhances the Incident Management Capability to provide an elevated level of control, co-ordination and communication for Priority 1 and Priority 2 Incidents, to be managed by our Major Incident Management team.
- 10.2 The Major Incident Management team will:
- (a) monitor Priority Level 1 and Priority Level 2 Incidents until Resolved;
  - (b) facilitate the development and implementation of restoration plans (including any temporary or permanent work-arounds);
  - (c) conduct risk analysis and develop contingency plans for Incident resolution as required;

- (d) provide regular status updates as agreed with you, through the course of a major incident;
- (e) provide Post Incident Review (**PIR**) reports within 6 Business Days from the date of resolution of the Incident; and
- (f) if requested, participate in any post-Incident reviews conducted by you.

10.3 The following functionality will be provided as part of Major Incident Management:

Attribute	Detail
Major Incident Acceptance	Major Incident Management may change Incident Management reporting processes for incidents that have a higher impact or urgency.
Stakeholder Communication	Initial Communication: The first communication to all stakeholders is sent out as per the agreed Communication Plan. Note that the roles of the Major Incident Manager and the Communications Manager may be performed by one or more members of the MIM team.
	Interim Communications: The communications to update all stakeholders is sent out as per the agreed Communication Plan. Note that the roles of the Major Incident Manager and the Communications Manager may be done by one or more members of the MIM team.
	Resolution Communication: This communication confirms that the Major Incident is resolved successfully. It is sent out as per the agreed Communication Plan. Note that the roles of the Major Incident Manager and the Communications Manager may be performed by one or more members of the MIM team.
Technical and Stakeholder Conference Bridges	Establish/Run Technical and Stakeholder Conference Bridges as required. All parties involved in the resolution effort are requested to attend the Technical and/or Stakeholder conference calls to discuss various aspects of the major incident.
Resolution Plan	The assigned Major Incident Manager controls and coordinates the development and update of the Resolution Plan by the Technical Groups. The Resolution Plan sets out the actions to be taken, the parties responsible and their target completion date/time.
Resolution Activities	The Technical Groups perform the actions in the time frame as set out in the Resolution Plan and provide status updates as required.
Monitor Resolution Progress	The assigned Major Incident Manager monitors the resolution progress of the Technical Groups.
Business Impact Assessment	The assigned Major Incident Manager monitors the customer's business criticality level at regular intervals. The Major Incident Manager, in conjunction with the Service Delivery Manager & the customer, assesses if the business impact has changed over time using all available data and information.
Track Resolution Progress Against Resolution Plan	The assigned Major Incident Manager tracks the progress of the Technical Groups against the target completion date/time in the Resolution Plan.

Attribute	Detail
Critical Situation Management	If there is an increase in the criticality level to the customer, the assigned Major Incident Manager escalates in accordance with the agreed Escalation Plan, e.g. get approval for additional resource, increase Stakeholders communication, coordinate updates to the Resolution Plan, etc. In this situation, if the customer has initiated its High Priority Incident Management (HPIM) process, Telstra SDMs remain the primary Telstra representative. They will be supported by the assigned Major Incident Manager and resolver teams.
Major Incident Report	The assigned Major Incident Manager produces the MIR which documents all the actions taken during the handling of the Major Incident and recommended follow-up actions. Problem Management, being one of the stakeholders, will receive the MIR to support any subsequent Problem Management activities.
Update Incident record (as required)	Throughout the lifecycle of a Major Incident, multiple teams will be engaged in the resolution. The assigned Major Incident Manager is responsible for ensuring the Incident Record is updated with details of all actions taken, technical or otherwise. If the assigned Major Incident Manager requests the Service Desk to update the Incident Record, the assigned Major Incident Manager is responsible for providing the details of actions taken to the Service Desk.
Produce Metrics and Management Reports	Define the reporting requirements for customer facing reports. Define the reporting requirements for internal metrics and management reports. Produce the reports as agreed with the customer.
Perform Continuous process Improvements	Review Information (data) and reports which measure the effectiveness and efficiency of the MIM process and identify and implement any process improvement actions.

10.4 The following functionality is excluded from Major Incident Management (but may be provided as part of other Service Inclusions in your ISM Service):

Attribute	Detail
Service Continuity Assurance	Major Incident Management does not implement Service Continuity Plans.
Post Incident Review	MIM drives the fault to resolution only – root cause analysis and problem correction activities are performed by the Problem Management Capability.

## 11 Problem Management

11.1 We will implement a Problem Management process agreed in your ISM Handbook to manage recurring Incidents (**Problems**) and work toward reduction in their recurrence and impact by identifying and addressing their root cause.

- 11.2 All Problems detected by us or reported to the Service Desk will be logged as a Problem in our ISM Tool. Our ISM Tool will be the single source of truth for Problem Management.
- 11.3 As part of Problem Management, the Service Desk will:
- (a) log and provide a job reference number for each Problem;
  - (b) classify Problems as appropriate;
  - (c) manage each Problem until it is Resolved;
  - (d) provide regular status updates for each Problem (including the estimated time to resolution and any temporary or permanent work-arounds which are necessary);
  - (e) promptly advise you of Resolution of the Problem; and
  - (f) close the Problem after confirming with you that it has been Resolved.
- 11.4 We will investigate and diagnose the Problem (either remotely or by attending on-site). Where on-site attendance is required to resolve a Problem, we will arrange a suitable time to attend the Premises with you.
- 11.5 Where we reasonably believe a Problem does not appear to arise from or relate to the In-scope Services, we will promptly advise you, and will work collaboratively with any relevant third party suppliers to resolve the Problem. Where we reasonably determined that a Problem has not arisen from or is not related to the In-scope Services, or has been caused by you (or your Personnel or Authorised Users), we may charge you our reasonable costs incurred in relation to identifying, investigating and resolving the Problem (including any collaboration with Third Party Suppliers).
- 11.6 If we reasonably believe a Problem cannot be Resolved, we will communicate the reasons why we reasonably believe the Problem cannot be Resolved.
- 11.7 When reporting Problems, you must provide the Service Desk with the following Information:
- (a) the Full National Number for all impacted In-scope Services;
  - (b) details of the Problem (for example, symptoms and degree of impact);
  - (c) impacted areas of your business; and
  - (d) contact details for Problem Management (including any Premises contact details where on-site attendance may be required).
- 11.8 We will establish and maintain a database of known errors and associated work-arounds in our ISM Tool.



11.9 The following functionality will be provided as part of Problem Management:

Attribute	Detail
Problem Identification	Problem Management will identify Problems through detection of recurring Incidents and or Incidents with no known root cause, drawing data from the Incident Management capability.
Problem Capture and Classification	Recording Problem details including categorisation and assign priority.
Problem Investigation & Diagnosis	<p>Create and execute a Problem investigation plan, with the objective of identifying the Root Cause of the Problem.</p> <p>Create and maintain a database of known Problems, including triggering events, conditions, and Root Cause if known.</p> <p>Implement Permanent Corrective Actions as mutually agreed.</p>
Problem Resolution	Perform Corrective Actions to eliminate the Root Cause of an identified Problem.
Problem Closure	Follow agreed Problem closure process as described in the ISM Handbook.
Monitoring and Escalation of Active Problems	Monitor Problem and progress of corrective actions in accordance with applicable Service Level Agreements, escalating according to process defined in the ISM Handbook if required.
Performance and Management Reporting	<p>Produce customer-facing and internal management reporting pertaining to Problem Management as required</p> <p>A Problem Summary Report, which may include a summary of problem, customer experience, and a description of service interruption including workarounds implemented.</p>
Post Incident Review	<p>A Post Incident Review is performed in collaboration with the Major Incident Management process, specifically in relation to items identified in the Major Incident Report as requiring further investigation to understand the root cause of the Incident.</p> <p>The Post Incident Review provides detailed investigation and analysis of the Incident with a central objective of identifying the root cause of the Incident, and the development of action plan that (if implemented) would reduce or eliminate the risk of the incident reoccurring.</p>

11.10 If you take up the optional add-on service we will provide the following additional functionality as part of Problem Management:

Attribute	Detail
Proactive Problem Management	We will also use our tools and processes to proactively perform Problem Management with the objective of predicting Problems before they occur.

11.11 The following functionality is excluded from Problem Management (but may be provided as part of other Service Inclusions in your ISM Service):

Attribute	Detail
Dedicated Problem Manager	The Problem Management team work as shared resources across a portfolio of customers. The assignment of a problem manager dedicated to one customer is excluded from the standard Problem Management capability.
Knowledge Management	Knowledge repositories and databases relating to Problem Management are within the Knowledge Management capability.

## 12 Service Asset & Configuration Management

- 12.1 We will implement the Service Asset and Configuration Management process described in your ISM Handbook to manage Assets throughout their lifecycle.
- 12.2 The ISM Tool will be used as the Asset Management System to record and track the Assets (excluding any Mobility and Mobile Assets), setting out where applicable:
- serial number or other unique identifier;
  - description (including make and model);
  - commission and decommission date; and
  - location installed.
- 12.3 You may access information in the Asset Management System through the Contact Channels. We will provide the information in a suitable text-based format (such as CSV) upon your Request. We will report on information in the Asset Management System as set out in your agreement with us.
- 12.4 The following functionality is excluded from Service Asset and Configuration Management (but may be provided as part of other Service Inclusions in your ISM Service):

Attribute	Detail
Financial Management	Financial management and reporting on asset cost centres is excluded.
Lifecycle management	Capability only provides lifecycle tracking and not full lifecycle management.
Asset Governance	Capability tracks assets and manages moves, adds and changes to the assets. It does not drive upgrades, updates or releases. We will provide notification of asset anomalies for you to act upon per agreed reporting.

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### 13 Change Management

- 13.1 We will implement a Change Management process documented in the ISM Handbook to ensure that any changes to your In-scope Services are managed using standardised and agreed processes.
- 13.2 As part of Change Management, we will manage any agreed Changes in accordance with the Change Management process. We will:
- (a) assess the impact, costs, benefit and risk of a proposed Change to the In-scope Services;
  - (b) monitor and report on the Change implementation (including status and completion);
  - (c) ensure there is an appropriate “back-out” plan;
  - (d) update all process and other applicable documentation affected by the Change;
  - (e) maintain a record of all Changes made; and
  - (f) participate in any Change Management meetings and post-implementation reviews, as required.
- 13.3 The parties acknowledge that their respective Change Management tools will not be integrated under this Capability unless separately agreed.
- 13.4 Any changes to the information in the Asset Management System must be agreed and will be managed as part of the Change Management process.
- 13.5 The following functionality will be provided as part of Change Management:

Attribute	Detail
Notification	We will notify you of Planned Service Interruptions (PSI)
Failed Change	Liaise and assist in review process of any failed change considering unplanned impact of Telstra Changes
Notification	Provide forward schedule of Planned Service Interruptions
Customer critical services	Identification of customer critical services
Interface with Problem Management	Liaise and assist with any Post Implementation Review provided as part of the Problem Management capability
Change Embargo	Manage customer initiated restrictions (change freeze)
Impact Assessment	Provide customer brief on major Telstra projects and initiatives that will impact critical services

Attribute	Detail
Customer Changes	<p>Lifecycle management of customer changes</p> <ul style="list-style-type: none"> <li>• Create, review and approve request for change (RFC)</li> <li>• Identify stakeholders (approvers and implementers)</li> <li>• Ensure back out plans are adequate &amp; documented</li> <li>• Ensure testing plans adequate &amp; documented</li> <li>• Obtain stakeholder approval</li> <li>• Complete Closure requirements</li> </ul>
Change Review Board	Attend or host Customer Change Review Board meetings
Failed Changes	Identify and review failed changes
Failed Change Reviews	Provide Post Implementation Reviews for failed changes, and participate in customer initiated reviews of failed changes.
Cross Capability Interface	Full visibility and leverage of Change Management records to other Service Management processes

13.6 The following functionality is excluded from Change Management (but may be provided as part of other Service Inclusions in your ISM Service):

Attribute	Detail
Business to Business Interface	B2B interfacing between the Customers Change Management System and the Telstra systems.
Development / Update of Release Plan	Development and updates to customised release plans.
Core Network Changes	Changes to Telstra's core network technologies are managed separately, including impacts, timing and notifications to you.
Business Continuity Plan	Change Management back-out plans are not a substitute for your Business Continuity Plan. A fall-back plan may be a compromise, between the original state and the planned state that is enacted when, due to unexpected results, there is no possibility of achieving either state during the change window.
Customer Service Management Tools	Change activities will not be recorded in the Customers Change Management System unless separately agreed.

## 14 Capacity Management

### GENERAL

14.1 If you take up the Capacity Management capability, we will implement a Capacity Management process designed to ensure that the capacity of your In-scope Services meets agreed capacity and performance-related requirements.

### CAPACITY MANAGEMENT

14.2 As part of Capacity Management, we will:

- (a) determine your service capacity requirements for each service component;
- (b) develop and maintain a capacity plan (including an annual investment plan in line with the business or budget lifecycle and a quarterly re-issue of the updated plan if necessary);
- (c) monitor and report on the service capacity;
- (d) review capacity, including considering the potential for delivery of new services; and
- (e) deliver capacity data and metrics to you.

### INCLUSIONS

14.3 The following functionality will be provided as part of Capacity Management:

Attribute	Detail
Capacity Report	Capacity Report detailing existing utilisation and details of any capacity related incidents or events will be produced to allow the customer to understand any impacts of any capacity related issues that exist in their environment.
Capacity Plan	Capacity Plan with forecast and recommendations based upon historical capacity data and any changes within your environment.  We will periodically review the Capacity Plan with you to ensure that risks are understood.

### CAPACITY MANAGEMENT ADD-ONS

14.4 If you take up the optional add-on service(s) we will provide the following additional functionality as part of Capacity Management:

Attribute	Detail
Demand Forecasting	We will work with you collaboratively to understand your current business demands and the anticipated future demands your business is likely to place on your In-scope Services.
Proactively Manage Findings & Recommendations	We will proactively review your change management activities to identify and assess potential capacity impacts and implement recommendations.

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## 15 Third Party Management

### STANDARD THIRD PARTY MANAGEMENT

- 15.1 As part of Standard Third Party Management, where your In-scope Services supplied by Telstra are provided (e.g. resold from) or supported by a Third Party Supplier, we will manage all aspects of the relationship with the Third Party Supplier as part of your ISM Service.
- 15.2 To the extent you have a direct contractual relationship with the Third Party Supplier in connection with the In-scope Services, you must do all things necessary to authorise and enable us to perform the ISM Service in connection with that Third Party Supplier.

### CUSTOM THIRD PARTY MANAGEMENT

- 15.3 If you take up Custom Third Party Management, we will extend our management of Third Party Suppliers to include In-scope Services that have not been supplied by Telstra. We will manage the specific Third Party Managed Contracts set out in your agreement with us. The scope of the Custom Third Party Management capability is further set out in your agreement with us.

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## 16 Special Meanings

The terms below have the following meanings:

- 16.1 **Asset** means an item of equipment or asset:
- (a) owned or leased by us;
  - (b) with a useful working life in excess of 12 months;
  - (c) which is capable of being treated as an asset in accordance with the applicable Australian “AASB Accounting Standards” and “AAS Accounting Standards”; and
  - (d) which we manage on your behalf and bill you in respect of such management as part of the In-scope Service.
- 16.2 **Authorised Representatives** means your authorised representative who has the requisite authority to make any Requests and decisions in relation to the In-scope Services on your behalf.
- 16.3 **Change** means a change to your In-scope Services or your ISM Service itself.
- 16.4 **Change Management** means the change management process provided as part of the change management capability described in clause 13.

- 16.5 **Change Request** means a Customer's request for a Change.
- 16.6 **Customer Input** means any input you are required to provide to enable us to provide the ISM Service, as described in your agreement with us.
- 16.7 **Incident** means an event that is not part of the standard or expected operation of your In-scope Services that causes, or may cause, an interruption to, or a reduction in the quality of, the In-scope Service or which affects your ability to use your In-scope Services.
- 16.8 **In-scope Service** means those the products and services for which we will provide the Service Inclusions to you as set out in your agreement with us. Unless otherwise agreed, a product or service must be set out in the Service Catalogue to be accepted as an In-scope Services.
- 16.9 **ISM Tool** means our service management tool that manages Incidents and Requests, operated by our Service Desk, and accessible to you through the Contact Channels.
- 16.10 **Non-Standard Requests** are any Requests in relation to In-scope Services that are not contained in the Service Catalogue.
- 16.11 **Major Incident** means an Incident with a Priority Level of one or two.
- 16.12 **Minor Incident** means an Incident with a Priority Level of three or four.
- 16.13 **Premises** means the locations where your In-scope Services are being provided, as identified your agreement with us, or amended from time to time in accordance with this section.
- 16.14 **Priority Level** means the priority allocated to an Incident based on the impact and severity of the Incident as described in the following table:

Priority Level	Classification	Definition
One	Major	<p>Critical or very high impact interruption to In-scope Service causing extensive or widespread outages. For example:</p> <ul style="list-style-type: none"><li>• all of your sites and core business is impacted;</li><li>• a single major site (of more than 100 users) or multiple sites are impacted; or</li><li>• your ability to service your customers is severely restricted, to the point of rendering the systems unusable.</li></ul>

Priority Level	Classification	Definition
Two	Major	<p>High impact interruption to In-scope Services that is severely affecting your In-scope Services to the extent that normal business operations have been compromised. For example:</p> <ul style="list-style-type: none"> <li>multiple users are impacted (high volume of more than 100 users);</li> <li>there is a partial network outage impacting several sites;</li> <li>one site (of more than 100 users) or a whole department is impacted; or</li> <li>a part of your ability to service your customers is disabled, resulting in slow customer service.</li> </ul>
Three	Minor	<p>Moderate impact interruption to In-scope Services, confined to a small number of users, which is affecting normal business operations and business deliverables are at risk of being compromised. For example:</p> <ul style="list-style-type: none"> <li>multiple users are impacted (low volume of less than 100 users);</li> <li>there is an impairment to or a degraded or slow network service;</li> <li>a component of the service provided to any site type or business function is disabled; or</li> <li>the quality of service is impaired (rather than unavailable).</li> </ul>
Four	Minor	<p>Low impact interruption to In-scope Service that has a minor or localised impact but your normal business operations can continue. For example:</p> <ul style="list-style-type: none"> <li>a single user is impacted and unable to access business functions; or</li> <li>a business function is disabled for a small number of users but your normal business operations can continue.</li> </ul>

16.15 **Problem** means a recurring Incident or multiple recurring Incidents of a similar nature where the cause is not known.

16.16 **Resolution** means:

- (a) in respect of Request Fulfilment, any action which will fulfil a Request;
- (b) in respect of an Incident or Problem, any action which will restore normal service operation; and
- (c) the implementation of workarounds to mitigate the effects of Incidents;

**Resolve, Resolved** and **Resolving** have a corresponding meaning.



- 16.17 **Request** means any request (including Standard Requests and Non-Standard Requests) or 'how to' enquiries in relation to the In-scope Services, except for a request or enquiry in relation to an Incident.
- 16.18 **Service Catalogue** means a description of the various Telstra services that can benefit from the Capabilities and the extent to which they can benefit.
- 16.19 **Service Desk** means our personnel, processes and systems we use to deliver the Capabilities.
- 16.20 **Service Inclusions** means the specific Capabilities included in your ISM Service, as set out your agreement with us.
- 16.21 **Service Level** means the service availability and assurance targets for the ISM Service, as set out in your agreement with us.
- 16.22 **Standard Requests** are a new instance of, or a change to, an In-scope Service that is contained in the Service Catalogue, and is classified as either a simple request or a complex request where:
- (a) simple requests (also known as minor requests) are small, low risk changes to In-scope Services that are pre-approved and are proven, repeatable and well-documented minor changes (including software installations, moves, add, changes and deletions) that are generally performed remotely; and
  - (b) complex requests (also known as major requests) are larger, higher risk changes to in scope In-scope Services that are pre-approved require site visits or include 10 or more of the same activity in some cases, complex requests may be as a separate project.
- 16.23 **Third Party Managed Contract** means each contract between you and a Third Party Supplier which is to be managed on behalf of you by us as part of the custom Third Party Management Capability, as set out in your agreement with us.
- 16.24 **Third Party Supplier** means any third party who provides or supports the In-scope Services.
- 16.25 **Tier** means one of the three tiers of Essential, Enhanced and Premium.
- 16.26 **User** means a person within your organisation that has been provided with access to the Web Portal to use it on your behalf.
- 16.27 **Web Portal** means a secure web browser client based access to a single comprehensive service management portal which may be provided by us as a part of the Service Desk.