

Schedule "D" PROBLEM RESOLUTION AND REPAIR

In accordance with Articles 4 and 5 of this Master Agreement, the Contractor will provide the following problem resolution and repair as part of the Cellular Services.

1 Points of Contact

The Contractor will provide two (2) main points of contact to the Province for problem resolution and repair.

1.1 User Support

The Users may contact the Contractor's user support centre for problem resolution and repair.

1.2 Technical Support

The Province's technical staff and the Province's Help Desk may contact the Contractor's Help Desk. This is the single point of contact for technical support and status updates for all reported issues.

2 Voice Cellular Services

2.1 Contact for Users

For general, individual troubleshooting of voice support, the Users may contact the Contractor's user support centre. The Contractor's user support centre can be reached 24 hours per day, 7 days per week, by calling [insert toll free telephone number].

2.2 Contact for the Province's Technical Staff and the Province's Help Desk

If the Users experience a service interruption that requires priority attention, the Province's technical staff or the Province's Help Desk will contact the Contractor's Help Desk for resolution. The Contractor's Help Desk will document the issue, and liaise with other internal support groups on the Province's behalf.

3 Data Cellular Services

3.1 Contact for Users

1. For basic troubleshooting of data issues, the Users may contact the Contractor's user support centre. The Contractor's user support centre can be reached 24 hours per day, 7 days per week, by calling 1-877-328-2123.
2. For more advanced troubleshooting of data issues, including the creation of Incident Tickets, the Users may contact the Contractor's technical support group at 1-877-328-2123. The Contractor's technical support group is available 24 hours per day 7 days per week.

3.2 Contact for the Province's Technical Staff and the Province's Help Desk

1. The Province's technical staff and the Province's Help Desk will have access to the Contractor's Help Desk. The Contractor's Help Desk is available for technical support on data issues 24 hours per day, 7 days per week at 1-877-328-2123.

2. The Contractor's Help Desk currently manages all data Incidents, including resolving Incidents, creating Incident tickets and managing all communication with the Province for escalated issues until the Province is satisfied that: the Incident is resolved; the Cellular Service is restored; and the Incident Ticket is closed.
3. The Contractor's Help Desk will be directly linked to the Contractor's Network Operations Centre (NOC) which monitors and manages the Contractor's cellular networks. The NOC will be staffed to continuously monitor the health of the network, address any faults that occur, and perform preventive maintenance as required. A back-up NOC will be maintained in a physically diverse location to protect against situations that might make the primary NOC unserviceable.

3.3 Province of BC Help Desk

The Province's Help Desk may provide technical support to their Users or the Users may go directly to the Contractor's user support centre. The Province's Help Desk support may include addressing technical issues originating from Users regarding hardware, software, application and initial connectivity diagnosis that are internal to the Province.

4 Hours of Availability - Problem Resolution

4.1 Voice Cellular Services

The Users can reach the Contractor's user support centre 24 hours per day, 7 days per week, for voice Incident resolution.

4.2 Data Cellular Services

1. The Users can reach the Contractor's user support centre 24 hours per day, 7 days per week, for basic troubleshooting of data Cellular User Equipment.
2. Advanced data technical support for the Users will be available through the Contractor's technical support group 1-877-328-2123.
3. Should the Users experience a service interruption that requires priority attention, the Province's technical staff or the Province's Help Desk will contact the Contractor's Help Desk for resolution. The Contractor's Help Desk will be available 24 hours per day, 7 days per week.

5 Cellular User Equipment Repair

5.1 General

1. The Contractor will extend to the Province the standard manufacturers' warranties for Cellular User Equipment. Subcontractors may offer extended warranty programs. The Contractor will provide either directly or through their Subcontractors a loaner program for Cellular User Equipment and a repair program for Cellular User Equipment.