**HP Hardware Support Services**

**Contract of Adherence**

This HP Hardware Support Services Contract of Adherence (Hereinafter referred to as the **“Contract of Adherence”**)is made and entered into by and between:

**Mobile Interim Company No.2 S.A.L.,** a company incorporated at the Beirut Trade Register under number /1000382/, and registered at the Lebanese Ministry of Finance under the number /291711/, electing domicile at Beirut Central Building, Bloc B, Fouad Chehab Avenue, Bachoura Region, Beirut, Lebanon.

(Hereinafter referred to as “**MIC2**”)

**AND**

**……………………………………………..**, a company incorporated at the ……………………… Trade Register under number /…………………………/, and registered at the Lebanese Ministry of Finance under the number /………………………../, electing domicile at………………………, …………… Floor, ………………. Road, ……………….. Region, Lebanon, represented in this Contract of Adherence by its ……………………………………...

(Hereinafter referred to as the “**Supplier**”)

Each of the two parties is hereinafter referred to as a ‘**’Party**”’ and collectively as the "**Parties**".

**Preamble:**

Whereas, MIC2 is operating the second mobile network for the account and for the benefit of the Republic of Lebanon, and is in need to purchase HP Hardware Back to Back (as of May 2nd, 2022) Support Services whenever applicable or otherwise Local HP Hardware Support Services (Hereinafter both services referred to as the **“Services”**) for the equipment listed in the attached Schedule (1) hereto;

To this effect MIC2 has announced for a Request for Proposal to select the best supplier to provide the Services, whereas at the outcome of the abovementioned Request for Proposal, Supplier (……………………….)was selected to provide MIC2 by the Services to its equipment listed in the Schedule (1) annexed hereto, as detailed in specifications and prices within the submitted Proposal(s) annexed hereto as Schedule (2), and according to the Service Level Agreement annexed hereto as Schedule (3);

MIC2 and Supplier wish by the present Contract of Adherence to set out the terms and conditions upon which Supplier shall provide the Services to MIC2;

NOW THEREFORE, in consideration of the above, it is hereby mutually agreed between the Parties as follows:

**1. The Entire Contract of Adherence**

The Preamble above, any Schedule annexed hereto and any Purchase Order issued under this Contract of Adherence shall form an integral part of this Contract of Adherence.

**2. Scope of the Contract of Adherence**

Supplier undertakes to provide MIC2 with the Services to the equipment listed in the Schedule (1) annexed hereto, as per the specifications and prices listed in the submitted Proposal(s) annexed hereto as Schedule (2) and/or in the relevant Purchase Order(s) placed by MIC2 according to the terms and conditions of this Contract of Adherence and to the Service Level Agreement annexed hereto as Schedule (3).

**3. Order of Services**

**3.1.** MIC2 shall issue a written Purchase Order(s) to the Supplier for the Services required (Hereinafter referred to as the **“Purchase Order(s)”**).

**3.2.** The Purchase Order(s) shall be forwarded by MIC2 to Supplier through an email on the following email address: ……………………………

**3.3.** The Purchase Order(s) issued by MIC2 under this Contract of Adherence shall only be legally and financially effective in favor of Supplier in light of Supplier’s good intentions and full commitment to its contractual obligations and the proper fulfillment of such obligations.

**4. Delivery of Services**

**4.1.** Supplier undertakes to deliver the Services to the equipment listed in the Schedule (1) annexed hereto as ordered by MIC2 in the relevant Purchase Order(s) issued under this Contract of Adherence.

The term “delivery” shall mean the satisfactory implementation of Services.

The term **“Final Acceptance Certificate (FAC)”** shall mean a certificate issued by MIC2 evidencing that the ordered Services have been totally supplied and accepted by MIC2.

**4.2.** Supplier undertakes and warrants that the Services delivered under this Contract of Adherence are:

* Conforming to all MIC2’s required specifications as defined in the submitted Proposal(s) annexed hereto as Schedule (2) and/or in each of the relevant Purchase Orders issued under this Contract of Adherence, and according to the Service Level Agreement annexed hereto as Schedule (3).
* Free of any defect whether apparent or hidden.

**4.3.** The Services shall be delivered to the equipment listed in the Schedule (1) annexed hereto, in the specifications and prices as listed in the submitted Proposal(s) annexed hereto as Schedule (2) and/or as determined by MIC2 in each of the relevant Purchase Orders issued under this Contract of Adherence, and according to the Service Level Agreement annexed hereto as Schedule (3).

**4.4.** A penalty amounting to 0.5% of the total amount of each of the relevant Purchase Orders shall be applied on Supplier to the benefit of MIC2 for each five (5) calendar days of delay in the delivery of the Services and shall have a maximum cap of 10 % of the total amount of each of the relevant Purchase Orders.

The said penalty amount shall be automatically deducted by MIC2 from the amount due to Supplier without the need for any legal claim or action.

The said penalty clause may be excluded from application only in the sole case of mutual consent between the two Parties for its exclusion noting that such consent for exclusion must be expressed only through a written instrument to be signed by both Parties.

**5. Warranty and Indemnity**

**5.1.** Supplier warrants at its own cost and liability that the Services provided under this Contract of Adherence are conforming to the specifications detailed in the submitted Proposal(s) annexed hereto as Schedule (2) and/or in the relevant Purchase Order, and according to the Service Level Agreement annexed hereto as Schedule (3).

**5.2.** Supplier shall fully indemnify MIC2, together with its officers, agents and employees, against any claim with respect to damages to property, loss and personal injury, including death, howsoever caused to any personnel, or which may be imposed on or incurred by MIC2 arising directly out of the negligent acts or omissions of Supplier, its agents, or employees during the performance of any work hereunder.

**5.3.** Supplier, its assigned personnel, and any of its employees involved directly or indirectly in the provision of Services shall be individually and jointly responsible for the terms and conditions of this Contract of Adherence.

**5.4.** Supplier is solely and fully responsible for its assigned personnel, their remuneration, allowances, compensations, work hazards and emergencies, and any other rights and obligations that might arise during or in the occasion of their relationship with MIC2. Supplier must carry an insurance policy covering all his staff working on site during and in the occasion of the supply of Services process as well as damages caused by the Supplier’s work on site.

**5.5.** Supplier shall, at its sole expense, defend any suit based upon a claim or cause of action and satisfy any judgment that may be rendered against MIC2 resulting from the works done under this Contract of Adherence.

1. **Liability, Indemnity and Infringement** 
   1. Supplier will be held liable and shall indemnify MIC2:

* For death or personal injury resulting from the acts, misconduct, negligence and/or omission of Supplier Authorized Personnel, employees or agents or contracting parties. Supplier undertakes to settle all damages to any party whatsoever resulting therefrom without any restriction.
* For any physical damage to the tangible property of MIC2 to the extent it is caused by the acts, misconduct, negligence and/or omission of Supplier Authorized Personnel.
* For any damage and/or loss of revenue or traffic caused to MIC2 or MIC2’s existing network, for which MIC2 may be liable to the Republic of Lebanon or to any third party, whether such damage and/or loss arises out of any omission, neglect or default of Supplier during or in connection with the supplied Services.
* Against any claim, demand, proceeding, damage, cost, charge or expense whatsoever in respect thereof or in relation thereto.
  1. **Infringement:**

Supplier shall defend MIC2 against any claim that the Services may infringe on a patent or copyright, granted or registered in the Lebanese Territories, provided that MIC2 promptly notifies Supplier of the said claim. Supplier shall has the sole control of the defence and all the related settlement negotiations, and MIC2 shall provide the Supplier by the information and needed assistance for the defence of such claims, all on the Supplier’s full expense and responsibility.

Supplier must indemnify and hold MIC2 harmless from any payment which by final judgments in such suits may be assessed against MIC2 on account of such infringement and shall pay resulting settlements, costs and damages finally awarded against MIC2 by a court of law.

1. **Fees, Invoicing and Payment**

**7.1. Fees**

* + 1. The fees for the Services provided under this Contract of Adherence shall be determined by MIC2 in each of the relevant Purchase Orders issued under this Contract of Adherence and must comply with the prices for the Services as listed in the submitted Proposal(s) annexed hereto as Schedule (2).
    2. Supplier undertakes to adhere to the prices for the Services as listed in the submitted Proposal(s) annexed hereto as Schedule (2) all through the term of this Contract of Adherence, and must not amend for any reason whatsoever all through the term of this Contract of Adherence unless by reduction where possible.
    3. The fees for the Services as defined in Clause (7.1.1.) herein above shall constitute all the financial entitlements of Supplier from MIC2 for the Services under this Contract of Adherence, and shall include all expenses that may be incurred by Supplier in this regards.

* 1. **Invoicing and Payment**

Invoicing and Payment terms for the ordered Services under this Contract of Adherence shall be made in conformity with the terms defined in each of the related issued Purchase Orders in this regards.

**7.3. The Guarantee**

Within fifteen (15) days from issuing any Purchase Order to the Supplier under this Contract of Adherence, the Supplier shall provide MIC2 with an “on first demand” irrevocable Bank Guarantee in an amount to be defined in the relevant Purchase Order, to be issued by an accredited Lebanese qualified Bank listed on the Lebanese Central Bank list of Banks, or by a foreign bank that have received a credit rating of at least a “prime” investment grade (BBB or above).

The said Bank Guarantee shall provide that the issuing bank guarantees (jointly and severally with the Supplier) the payment in fresh currency of the amount of the guarantee to MIC2 upon MIC2’s first request, without any objection or reservation or delay.

The Guarantor shall guarantee the timely, faithful and satisfactory supply, provision and performance of the Supplier to all of its obligations under this Contract of Adherence.

The Supplier shall bear all costs in relation to the issuance and provision of the said Bank Guarantee.

The said Bank Guarantee shall remain valid and effective from the date of issuance of the relevant Purchase Order up to the date MIC2 issues the respective Final Acceptance Certificate (FAC) on the said relevant Purchase Order.

The form and content of the said Bank Guarantee to be pre-approved by MIC2 prior to its issuance.

1. **Tax, Duties and Levies**

Either party shall be liable for the taxes, duties, levies and other fiscal charges imposed on it by the Laws and regulations in Lebanon including the stamp duty amounting to four per mil.

Supplier shall be liable for all applicable taxes and duties levied outside the Lebanese Territories in relation to this Contract of Adherence.

Supplier shall be liable as well for the non-resident tax imposed by the Lebanese fiscal authorities on foreign companies doing business in Lebanon, therefore the amount corresponding to the Non-Resident Tax prescribed by the fiscal laws in Lebanon as well as the stamp duty will be deducted from the amount due to be paid by MIC2 to Supplier under this Contract of Adherence.

**9. Term and Termination**

**9.1.** This Contract of Adherence shall be effective as of the date of its signature herein below **(the “Effective Date”)** and shall remain valid for three (3) years thereafter.

Upon the expiration of the abovementioned term, this Contract of Adherence shall be renewed for an additional term(s) only upon the prior written consent of the Parties.

**9.2.** MIC2 shall have the right to terminate this Contract of Adherence and/or any Purchase Order issued under it at any time and without having to state the reason(s) for such termination, and without any liability on MIC2, provided that the decision to terminate this Contract of Adherence and/or any Purchase Order issued under it is notified to Supplier thirty (30) days prior to the effective date of termination.

**9.3.** This Contract of Adherence may be terminated by MIC2 upon a thirty (30) days’ written notice with the right to claim compensation if Supplier materially breaches this Contract of Adherence, and fails to cure such breach within fourteen (14) business days after receipt of a written demand for cure from MIC2.The amount of the said compensation shall equal to thirty (30%) of the total amount of the related Purchase Order to which the breaching acts of Supplier has affected MIC2’s interests.

**9.4.** If at the time of expiry or early termination of this Contract of Adherence the Services ordered by MIC2 as per a given Purchase Order have not been supplied, then this Contract of Adherence shall be deemed extended until the full supply of such Services, and MIC2 shall nonetheless retain its right to request Supplier to pay compensation for such delayed supply if the delay is due to Supplier’s default.

**10. Relationship of the Parties**

**10.1.** The relationship of the Parties established by this Contract of Adherence shall be solely that of independent contractors. Nothing contained in this Contract of Adherence shall be construed to make one party the agent for the other or partner of the other for any purpose.

Neither Party shall by virtue of this Contract of Adherence have the right or authority to act for, or to bind the other in any way, or to sign the name of the other, or to represent that the other is in any way responsible for its acts and omissions.

**10.2.** This Contract of Adherence shall not produce any legal or material obligations upon MIC2 towards third parties beyond the scope of MIC2’s relationship with Supplier. Any Party who has not signed this Contract of Adherence is not a party thereto.

**11. Non-exclusivity**

This Contract of Adherence is not exclusive to Supplier. MIC2 retains the right to contract other parties for similar services covered by this Contract of Adherence, and Supplier has acknowledged this right without any objection or reservation.

**12. Confidentiality**

**12.1.** Supplier shall keep in strict confidence and shall use all reasonable endeavors to bind all of its executives, employees, agents and personnel to keep in strict confidence all the information/documents/correspondence received, or which it obtains or to which it has access directly or indirectly from MIC2 in connection with this Contract of Adherence and shall not in any time disclose such information/documents/correspondence to any third party or make use of any such information/documents/correspondence for any purpose other than as required to execute the object of this Contract of Adherence.

Supplier is aware that MIC2 is entitled to disclose any information/documents/correspondence relating to this Contract of Adherence to the Republic of Lebanon represented by the Ministry of Telecommunications without obtaining Supplier’s approval.

**12.2.** The confidentiality provisions contained in this Article (12) shall survive the termination or expiration of this Contract of Adherence.

**13. Assignment**

Supplier shall not assign this Contract of Adherence, totally or partially, or any right or obligation hereunder without the prior written consent of MIC2.

However MIC2 shall have the right to assign, transfer or purport all of its rights and obligations under this Contract of Adherence to the Republic of Lebanon or any of its designees, having given Supplier prior written notice of such assignment but without having to obtain its consent prior to such assignment.

For the avoidance of doubt, Supplier irrevocably agrees to grant MIC2 the right to assign and/or transfer and further undertakes not to challenge or oppose any such transfer or assignment provided that the Assignee shall be responsible to Supplier for any of the obligations, liabilities, debts or charges of any kind relating to this Contract of Adherence and in existence as at the date of any such assignment.

The Assignee of the present Contract of Adherence shall also have the right of assignment provided for under this Article (13).

**14. Applicable Law and Dispute Resolution**

**14.1** Both Parties agree that the Lebanese Laws and regulations shall apply to any litigation arising out of the application or interpretation of this Contract of Adherence.

**14.2** Disputes arising in connection with this Contract of Adherence shall be settled by the competent courts of Law in Beirut.

**15. Force Majeure**

**15.1** Neither Party is liable for delay or failure to perform any of its obligations under this Contract of Adherence insofar as the performance of such obligation is prevented by a force majeure event. Each Party shall notify the other Party of the occurrence of such a force majeure event and shall use all reasonable endeavors to continue to perform its obligations hereunder for the duration of such force majeure event.

In case force majeure event exceeded one (1) month period, whether continuously or intermittently, either Party has the right to immediately terminate this Contract of Adherence by means of written notice without bearing any liability whatsoever. In such case, MIC2 shall pay to Supplier the part of the terminated Purchase Order which have been fully delivered and accepted by MIC2.

**15.2** For the purposes of this Contract of Adherence, a force majeure event means any event, which is unpredictable, beyond the reasonable control of the Party liable to affect performance and external to this Party, always as defined by the Lebanese Laws and Regulations.

**16. Waiver**

Waiver of any provision herein shall not be deemed a waiver of any other provision herein, nor shall waiver of a breach of any provision of this Contract of Adherence be construed as a continuing waiver of other breaches of the same or other provisions of this Contract of Adherence.

**17. Notices**

Both Parties have elected domicile at the addresses mentioned beside their respective names in the preamble. Any **written** notification made to these addresses shall be considered valid unless any Party has notified the other in writing of any change in said address.

**IN WITNESS WHEREOF,** the Parties have caused this Contract of Adherence to be executed in Beirut with effect as of ………………………………………………………. by their respective authorized representatives in two originals copies each Party keeping one original.

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| --- | --- |
| **For and on behalf of**  **Mobile Interim Company No. 2 S.A.L.**  **Salem Itani**  **Chairman General Manager**  **Nibal Matta Salameh** | **For and on behalf of**  **……………………………**  **…………………………….**  **……………………..** |

**Chief Financial Officer**

**SCHEDULE (1)**

**LIST OF EQUIPMENT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Part Number** | **Description** | **Serial Number** | **Support Nature** |
| 868703-B21 | HPE DL380 Gen10 8SFF CTO Server | CZ291702MX | Back to Back as of May 2nd, 2022 |
| 868703-B21 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P56 | Back to Back as of May 2nd, 2022 |
| 868703-B22 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P58 | Back to Back as of May 2nd, 2022 |
| 868703-B23 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P53 | Back to Back as of May 2nd, 2022 |
| 868703-B24 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P4Z | Back to Back as of May 2nd, 2022 |
| 868703-B25 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P51 | Back to Back as of May 2nd, 2022 |
| 868703-B26 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P4Y | Back to Back as of May 2nd, 2022 |
| 868703-B27 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P5B | Back to Back as of May 2nd, 2022 |
| 868703-B28 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P54 | Back to Back as of May 2nd, 2022 |
| 868703-B29 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P55 | Back to Back as of May 2nd, 2022 |
| 868703-B30 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P57 | Back to Back as of May 2nd, 2022 |
| 868703-B31 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P4W | Back to Back as of May 2nd, 2022 |
| 868703-B32 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P4X | Back to Back as of May 2nd, 2022 |
| 868703-B33 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P59 | Back to Back as of May 2nd, 2022 |
| 868703-B34 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P50 | Back to Back as of May 2nd, 2022 |
| 868703-B35 | HPE DL380 Gen10 8SFF CTO Server | CZ29140P52 | Back to Back as of May 2nd, 2022 |
|  | ProLiant BL 460c G6 | CZJ01606CP | Local HP Hardware Support |
|  | ProLiant DL 380p Gen8 | CZ232300KC | Local HP Hardware Support |
|  | HP Z820 | CZC247900Q | Local HP Hardware Support |
|  | BL 460 | CZJ83604JU | Local HP Hardware Support |

**SCHEDULE (2)**

**SCHEDULE (3)**

**SERVICE LEVEL AGREEMENT (SLA)**

# Support Services Packages

During the standard warranty period, customers can choose one of four service packages offered to meet the desired levels of availability.

The plan includes telephone support and access to Helpesk. Customers receive updates and notification of upgrades for firmware and software, software patches and bug fixes. They also receive maintenance releases and engineering changes for their systems, with replacement parts as needed. Service problems are also diagnosed remotely to help pinpoint problems and get the system up and running more quickly. To ensure that customers’ problems and issues are dealt with in the most efficient and effective way, there is an escalation path built into every service plan.

The Premier Support Services Package will include the below SLA terms:

* **Single point of contact through HelpDesk.**
* **Service Account Manager.**
* **Notification of software updates and patches.**
* **Bug fixes.**
* **Release updates.**
* **Patches installation****.**
* **Updates to firmware and licensed software.**
* **On-Site hardware problem diagnosis and resolution.**
* **Monthly preventive maintenance.**
* **Semi-annual system performance analysis and tuning.**
* **Annual Support Plan.**
* **Coverage 7 days a week, 24 hours a day.**
* **Response to call (2 hours).**

The response time to provide services effective the escalation time shall be as follows:

* For P1 (Critical/Emergency) incidents, response time 1 hour, restoration time 3 hours, and resolution time 6 hours.
* For P2 (Major) incidents, response time 3 hour, restoration time 6 hours, and resolution time 24 hours.
* For P3 (Non Service Impacting) incidents, restoration time 24 hours, and resolution time 5 calendar days.
* For P4 (other types) incidents, restoration time 8 hours.

# Support Infrastructure

The HelpDesk provides a convenient one stop support contact 24 hours a day, 7 days a week. Customers may request services via multiple channels to ensure that they get instant access to support services.

In order to serve anywhere and anytime, we make available to 24 hours customer service hotline +961 ………………...

For queries, problems, comments, call this number to be connected with someone who will immediately assist or take information and have a specialist call back.

**Service Delivery Procedure**

The Helpdesk is the first point of contact for any problems, queries, and/or advice associated with the maintenance and support services provided.

Designated contact persons from customer should contact the HelpDesk for any support services related to any component of the solution implemented.

The HelpDesk is manned by a dedicated coordinator who receives customer service requests and records any problems on the HelpDesk system. A systematic procedure, described below, ensures that the relevant Customer Services staff is notified immediately to take all necessary remedial actions.

#### Problem Reporting

The HelpDesk is operational 24 hours a day, 7 days a week.

The HelpDesk coordinator assigns a HelpDesk Reference (HDR) Number that is given to the customer for reference and follow-up. Depending on the problem, the HelpDesk coordinator classifies the problem and assigns it to the appropriate support staff:

The following information should be provided at time of logging the call at the HelpDesk:

* Name
* Location
* Telephone Number
* Equipment Type
* Full description including any error codes and messages

# Priority Definition

##### **Priority 1 - High Priority**

An acute problem for a group of users, or all users, causing a major interruption to normal business activities, typically:

* Main System unavailable.
* Major communication node failure or multiple node failure.
* Major degradation in system performance.
* LAN failure.
* Application software or one of its major modules unavailable.
* Virus report.
* Security incident involving suspected improper access to information system.

Problems categorized as Priority 1 require a rapid response with a sustained effort to make a temporary correction that reduces the negative effect on normal operations, until a permanent correction can be implemented. It may also require adjustments or re-configuration of Licensed Programs, which may be accomplished remotely or on-site.

##### **Priority 2 - Medium Priority**

A problem causing concern to a user or small group of users and affecting normal business activities, where no suitable alternative is available, typically:

* Minor communication node failure no alternative available.
* Minor degradation in system performance.
* Application programs failing to fulfill any part of the specifications.

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##### **Priority 3 - Low Priority**

A problem causing minor concern to a user but not seriously affecting business activities, or a more serious problem but where an alternative is available, typically:

* A peripheral device failure, alternative available.
* PC/Terminal failure, alternative available.
* Minor communication node failure, alternative available.
* Application module unavailable, alternative available.

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##### **Priority 4 - Non-Urgent**

A request to carry out work or improve or change a service at a later time, typically:

* Request for enhancements to application functionality.
* Requests to move equipment.
* Consultancy queries.
* Usage queries.

Progress against all calls is reviewed on a daily basis and, where appropriate, progress information relayed to the caller. For Priority 1 and 2 calls, feedback is given every 2 hours. Call originators are provided with information on request on progress by quoting the HDR number.

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# Problem Life Cycle

At any point in time the problem will have a status value which indicates, in general terms, the point in its life cycle that the problem has reached. These status values are indicated in the following table:

| **Status** | **Life Cycle Point** |
| --- | --- |
| Open | Call is logged and HelpDesk Reference Number (HDR) is issued to Customer |
| In-Hand | A Customer Services engineer has taken charge of the problem for investigation |
| Sign-Off | Problem has been resolved, awaiting confirmation from user that the problem has been satisfactorily resolved |
| Waiting | Before work can continue an action needs completing by external resources (e.g. waiting for spares or a software patch from the manufacturer |

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# Problem Escalation Procedure

Whenever a problem is logged at the HelpDesk, after initial assessment, it is classified and assigned a priority, as described above, and according to the classification and impact assigned to the appropriate support staff. The support staff calls the customer who reported the problem for further clarification on the problem. The engineer first tries to solve the problem over the phone, if this is not possible he attends to the problem on-site.

The first-line support staff are capable of resolving most problems at customer sites. In special circumstances, a systematic procedure ensures that problems are escalated immediately to second-line support staff for expert advice and assistance.

In order that problems are fixed as quickly as possible and so that there is a satisfactory level of awareness of problems that remain outstanding, levels of escalation apply. This ensures that, as problems remain unresolved, the status of the problem is visible to increasingly higher levels of customer and management. These people investigate the problem to ensure that sufficient resources are allocated to resolve it.

Note that these procedures do not apply to problems with a status of ‘Waiting’. These are problems that are no longer impacting service, but have a lower priority action remaining that needs to be completed before the call can be cleared. Waiting calls are monitored separately to ensure that they do not remain at this status for an unnecessarily long time.

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# Problem Resolution

#### Once a problem is resolved to the satisfaction of the customer, an Incident Report is generated by the support engineer and signed by the customer.

#### The HelpDesk Coordinator will close the incident only when a customer signed incident report is received.

#### Once the problem is closed the status is changed to Cleared, effectively closing the incident.