



## SERVICES DESCRIPTION – 24 7 CALL RESPONSE SERVICES

### 1. INTERPRETATION & ADDITIONAL DEFINITIONS

- 1.1 Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and the Services Order Form will have the same meaning when used in this Services Description.
- 1.2 In addition to Paragraph 1.1, the terms and phrases provided below will have the same meanings when used in each of the General Terms & Conditions and the Services Order Form:

### 2. PROVISION OF 24 7 CALL RESPONSE SERVICES

- 2.1 The terms of delivery of the 24 7 Call Response Services to the Customer by MT (or a third party) will be specified on the relevant Services Order Form.
- 2.2 MT offer two 24 7 Call Response Service packages to Customers which can be tailored to the Customer's requirements:

#### 1) Standard Package

The Minimum Period is twelve (12) months.

Calls are answered 24/7/365 by MT's Call Centre with a personalised greeting.

No priority is given to calls which will be queued with normal MT operator traffic.

Details are passed to 1 call-out number, with 1 fall-back number in the event of no reply to the first number.

The Customer may choose from the available tariff levels shown below.

Tariff 1 - for up to 20 calls pcm

Tariff 2 - for >21 <75 calls pcm\*

Tariff 3 - for >76 <250 pcm\*

Standard Price on Application (POA) – for solutions requiring >250 calls pcm

\* The number of calls answered will be reviewed on a monthly basis. Where a customer's requirements exceed the existing tariff level for 3 consecutive months, MT reserves the right to upgrade the subscription to the next call quantity level or to terminate the agreement.

#### 2) Premium Package

The Minimum Period is twelve (12) months.

Calls are answered 24/7/365 by MT Call Centre with personalized greeting.

Priority queuing – calls take priority over normal MT operator traffic with the exception of 999 calls and MT fault calls.

Details are passed to 1 call-out number, with mutually agreed escalation path of up to 4 alternative numbers in the event of an issue



## SERVICES DESCRIPTION – 24 7 CALL RESPONSE SERVICES

Management statistics supplied on a monthly basis, showing number of calls, time to answer and abandoned calls

MT will use reasonable endeavours to respond to calls within the timescales shown below:

Average time to answer target	30 seconds
% total calls answered	95%
% total calls within 30 seconds	75%

The Customer may choose from the available tariff levels shown below.

Tariff 1 - for up to 20 calls pcm  
Tariff 2 - for >20<75 calls pcm\*  
Tariff 3 - for >75 <250 calls pcm\*  
Price on Application (POA) for solutions requiring >250 calls pcm

\* The number of calls answered will be reviewed on a monthly basis. Where a customer's requirements exceed the existing tariff level on 3 consecutive months, MT reserves the right to upgrade the subscription to the next call quantity level or to terminate the agreement.

### 3. Charges

- 3.1 MT's charges for providing the 24 7 Call Response Service will include a one off (Initial Fee) payable on the Service Commencement Date and a monthly rental (Recurring Fee) that is payable monthly in advance from the day that the Services are provided.
- 3.2 Please refer to your Services Order Form for more details on our Fees.
- 3.3 MT may change the Fees from time to time in accordance with Clause 8.7 of MT's General Terms and Conditions. Any new Fees will be applied to the Services as stated on the Customer's Services Order Form from the effective date of change.