

### ANNEX 3

#### HOURS OF COVER AND PERMITTED MAINTENANCE

Subject to the remainder of this Annex 3, the hours of cover are as set out in the table below:

Service Elements	Service Component	Hours during which the Service Element will be available
<b>NICTA Portal</b>	Trader Education	24 x 365 /366
<b>ServiceNow Now Platform</b>	Customer Service Management (TSS Portal & Case Management System) and IT Service Management	24 x 365 /366
<b>Contact Centre</b>	Contact Centre IVR	24 x 365 /366
	Tier 1 & Tier 2 Customs Agents	07:30 - 22:30 x 365 / 366
	Tier 3(a) Customs Agents	07:30 - 19:30 –x 365 except: 10:00 - 16:00 Bank Holidays 08:00 - 16:00 Christmas Eve Closed Christmas Day & Boxing Day
<b>Declaration Management Service</b>	EORI UK Platform	24 x 365 /366
	Tier 3(b) Customs Agents to Support Goods Movement	24 x 365 /366 On call support Christmas Day
<b>Descartes Global Logistics Network (GLN)</b>	e-Customs software	24 x 365/366
	Pentant CSP	24 x 365/366

#### Maintenance

1. The Supplier shall be entitled to Permitted Maintenance as follows:
  - a. The Supplier shall be permitted to undertake a maximum of 4 instances of Permitted Maintenance per Contract Year each such instance shall be duration no more than 2 hours unless otherwise agreed in writing with the Authority. Any Permitted Maintenance shall be scheduled in consultation with the Authority for a date and time which seeks to minimise impact to Users and the Authority and the Authority shall act reasonably in agreeing such Permitted Maintenance,. The Authority shall approve

- any requests for additional Permitted Maintenance during the Service Stabilisation Period where such requests are (i) reasonably requested by the Supplier in writing and (ii) where the date and time requested will minimise impact to Users and the Authority.
- b. The Supplier shall notify the Authority and Users, of any Permitted Maintenance and its expected impact on the Services at least 20 days before the work is due to take place.
2. The Supplier shall be permitted to carry out Emergency Maintenance in accordance with the following provisions:
- a. Emergency Maintenance shall include:
    - i. Critical security patches
    - ii. System changes required to fix a incident of a high Priority Level including any matter that results in a KPI failing to achieve the Performance Indicators or any matter resulting in the Major Service Incidents process in Schedule 2.2 being applied or as otherwise agreed with the Authority; and/or
    - iii. System process changes instigated by the Authority which require urgent implementation.
  - b. In the case of Emergency Maintenance, the Parties acknowledge that it may not be possible to provide 20 days' notice and the Supplier shall notify the Users and consult with the Authority as soon as the Supplier becomes aware of the need for Emergency Maintenance. The Supplier shall use its reasonable endeavours to schedule Emergency Maintenance for a date and time which minimises impact to Users and the Authority. The Authority shall act reasonably and promptly in agreeing to any request for Emergency Maintenance.

Where the provision of the Services is dependent on Third Party Software, excluding software provided by Key Sub-Contractors, as listed in Schedule 5.0 (Software) which is the subject of planned or emergency maintenance, which the Supplier is not able to control, then providing the Supplier provides the Authority and Users with as much advanced written notification of such maintenance, and its impact on the Service, the Supplier shall be entitled to undertake such maintenance and shall not be held in breach of the obligations on Permitted Maintenance.