

2.2.1.6. The call handling price banding is based on the aggregated call volumes received by the Service Provider under this Contract in each period of 13 Periods during the Term (“Contract Year”). The first Contract Year shall commence on the Service Commencement Date, and the last Contract Year shall end on the Expiry Date, and may be fewer than 13 reporting Periods.

2.2.1.7. When a volume discount is triggered by the number of minutes exceeding a threshold in accordance with Table 1 below, the new discounted rate shall apply only to the number of minute above the threshold and will not apply retrospectively to the minutes below that.

2.2.1.8. Call handling Charges shall be prorated to the second.

2.2.1.9. The Parties shall undertake a Periodic reconciliation of the call volumes and applicable Charges.

**Table 1: Call handling**

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**2.3. Ad-hoc Charges – Not applicable**

**2.4. Transition (Call handling)**

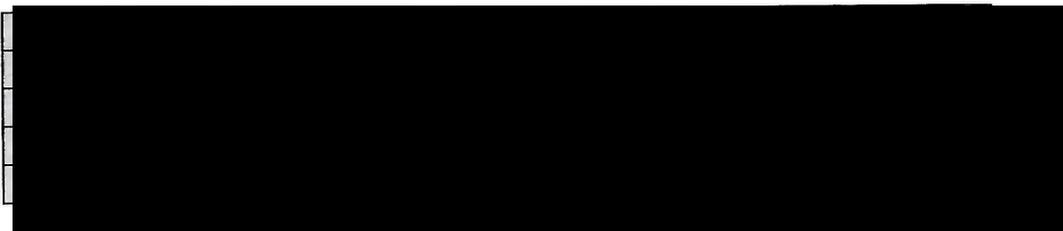
2.4.1. Transition (Call handling) Charges shall be chargeable upon successful delivery of specific Contract handling Transition Milestone.

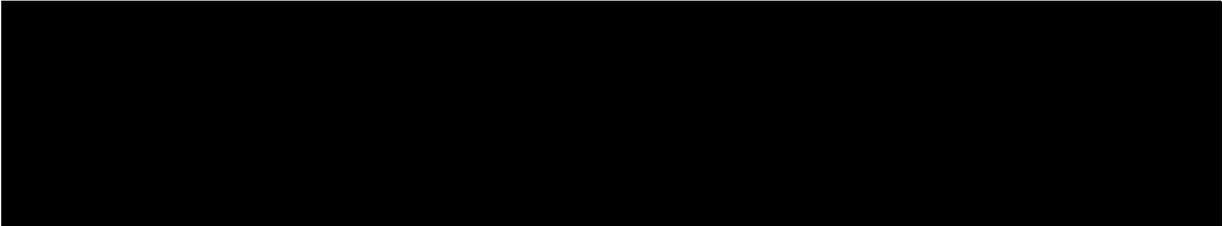
2.4.2. The Transition (Call handling) Charges detailed in Table 2 shall reflect the Charges associated with the Transition Milestone Dates as detailed in the Service Provider’s Transition Plan as detailed in Appendix 2 (High-level Transition Plan (Call handling)) of Schedule 3 (Transition); and

2.4.3. shall be inclusive of all costs associated with the transition and mobilisation (including initial training of Service Provider Personnel) of the Services of the Contract, excluding;

2.4.3.1. any Charges detailed in paragraphs 2.1, 2.2 and 2.3 of this Schedule.

**Table 2: Transition (Call handling)**

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**2.5. Service Provider Personnel**

2.5.1. Service Provider Personnel daily rates shall be used to cost Variations of the Contract, where applicable.

2.5.2. In accordance with paragraphs 3.2 of Schedule 9 (Form of Variation), the Service Provider Personnel day/hourly rate shall not exceed the rates detailed in Table 3 (Service Provider Personnel Charges).

**Table 3: Service Provider Personnel**

Role Title	Daily Rate (£)
3	
3	

**4. NOT USED**



## 8 SCHEDULE 8 - SERVICE MANAGEMENT

### Defined Terms

In this Schedule, unless the context indicates otherwise the following expressions shall have the following meanings:

<b>“Authority Change Manager”</b>	the person appointed by the Authority to manage the Authority’s change control process and the Change Advisory Board;
<b>“Category 1 Major Incident”</b>	shall have the meaning given in Appendix 3 (Major Incident List) of this Schedule;
<b>“Change Advisory Board”</b>	means the committee chaired by the Change Manager and attended by the Authority Change Manager that reviews Change Requests;
<b>“Change Management”</b>	has the meaning set out in paragraph 4.2.1 of this Schedule;
<b>“Change Manager”</b>	shall have the meaning given in paragraph 4.2.3 of this Schedule;
<b>“Change Request”</b>	means a proposal to implement a Change;
<b>“Disaster”</b>	an action, omission, circumstance or event that may cause a loss of the Service Provider’s ability to provide the Services or any of them;
<b>“Emergency Change”</b>	a Change that is required immediately to either prevent or restore a service affecting outage;
<b>“Grace Period”</b>	Shall have the meaning given in paragraph 4 of Appendix 1 of this Schedule;
<b>“Level 1 Help Desk”</b>	means the technical help desk provided by the RCC Contractor;
<b>“Major Incident”</b>	means an incident described in Appendix 3 (Major Incident List) as amended from time to time;
<b>“Major Incident Categories”</b>	the categories of Major Incidents which are detailed in Appendix 3 (Major Incident List) of this Schedule;
<b>“Major Incident List”</b>	means the lists of Incidents and Disasters contained in Appendix 3 (Major Incident List) to this Schedule as may be amended from time to time in accordance with paragraph 5