

- 10.1.2. use the applicable Welcome Pack type depending on the Customer's request;
 - 10.1.3. when instructed by the Authority, include a Cycle Hire promotional flyer within a Welcome Pack leaflets; and
 - 10.1.4. pursuant to paragraph 9.2, produce a Welcome Pack and Cycle Hire promotional flyer in accordance with the specification provided in Appendix 9 (Welcome Pack and promotional flyer specification).
- 10.2. When instructed by the Authority (e.g. in the event of a tube strike), the Service Provider shall waive new Customer registration fee.

11. Training

- 11.1. The Authority's may provide training to Service Provider trainers in order for the Service Provider trainers acquire the knowledge to enable them to train their own staff ("Train the Trainer").
- 11.2. The Authority shall provide electronic copies of the Authority training material to the Service Provider within three (3) Business Days of the Contract Commencement Date
- 11.3. When required, the Service Provider shall nominate up to four (4) Service Provider Personnel, whom the Authority shall provide Train the Trainer training to in relation to the use of the training material and the Authority Assets, as detailed in Appendix 1 to Schedule 6 (System's Integration) used for this Schedule.
- 11.4. Train the Trainer training may be provided in the event of any subsequent updates or changes to the software forming part of the Authority Assets, as detailed in Appendix 1 to Schedule 6 (Systems Integration).
- 11.5. The Service Provide may use the Authority training material or the Service Provider may tailor the Authority training material in accordance with paragraph 1.2 of Schedule 0 (Training), to deliver training to Service Provider Personnel.

12. Forecasting

- 12.1. The Authority shall share their demand forecasting of calls and Welcome Packs, with the Service Provider on a quarterly basis.
- 12.2. The Service Provider shall be responsible for forecasting the demand of calls, correspondence and Key Fulfilment requests agreed under the Contract. The Service Provider shall use their own forecasts to manage their resources to deliver the Services and to meet Service Levels.
- 12.3. From the Contract Commencement Date, the Service Provider shall be responsible for monitoring and incorporating any future activities, events and trends into their forecasts.
- 12.4. The Service Provider shall provide commentary to accompany the forecast detailing factors contributing to the forecast and any reasonable risks clearly highlighted by the Service Provider in such forecast.
- 12.5. The Service Provider shall provide a forecast of Contacts demands at the following intervals, where requested by the Authority:

- 12.5.1. Yearly – each Period for the succeeding 13 Periods, itemised by Period;
 - 12.5.2. Quarterly – in Periods 13, 3 & 6 for the succeeding three (3) Periods and in Period 9 for the succeeding four (4) Periods; and
 - 12.5.3. Weekly – each week, two weeks in advance, itemised by day and hour;
- in formats to be agreed between the Authority and the Service Provider.

13. Reporting

- 13.1. The Service Provider shall report and account separately for the operation of each service as detailed in Appendix 4 (Reporting Requirements) of this Schedule.
- 13.2. The Service Provider shall develop and provide online reporting facilities to enable the Authority to track Service Levels and business trends through regular Periodic reports and carry out ad-hoc queries requested by the Authority.
- 13.3. The Service Provider shall provide access to real time and historical call data through the Service Provider's reporting system.
- 13.4. The Service Provider shall run selected reports, as detailed in Appendix 4 (Reporting Requirements) at the interval of (i) three (3) times a day (ii) daily (iii) weekly and (iv) Periodic. The Service Provider shall provide commentary on their performance against the key performance indicators for each report type detailed in the reporting requirement document in Appendix 4 (Reporting Requirements).
- 13.5. Where performance targets or Service Levels are not met, the Service Provider shall provide a commentary on why the Service Levels were not met.
- 13.6. The Service Provider shall issue a Periodic report with commentary to the Authority on the Tuesday at 10:00 after Period end for review and discussion at the Service Review Meeting.
- 13.7. The Authority shall provide access to the Service Provider to any pre-set reporting required under this Contract, and the Service Provider shall agree with the Authority the format of any non-pre-set reporting format and commentary.
- 13.8. The Service Provider shall report on all Customer complaints received in a Period by 8:00 pm of the first Thursday of the following Period. The report shall include the following detail:
 - 13.8.1. nature of the complaint, how it was resolved and any suggestions on improvements by the Customers;
 - 13.8.2. date of the complaint;
 - 13.8.3. name of the Service Provider's Personnel that handled the complaint; and
 - 13.8.4. date of resolution or any escalation to the Authority.

13.9. The Service Provider shall report on all Customer commendations received in a Period by 8:00 pm of the first Thursday of the following Period. The report shall include the following details:

- 13.9.1. nature of the commendation;
- 13.9.2. date the commendation was received;
- 13.9.3. name of Service Provider Personnel that handled the commendation; and
- 13.9.4. name and details of the person the commendation relates to.

13.10. Any suspicious applications for a replacement Associated Tokens shall be reported to the Authority within one (1) day of the request being made.

13.11. The Authority may request additional ad-hoc reports from the Service Provider from time to time.

13.11.1. Where an ad-hoc report request is made by the Authority before midday, the Service Provider shall, by 20:00 of that same Business Day, acknowledge such request and agree (acting in good faith) with the Authority a reasonable timeframe by when the report will be provided to the Authority.

13.11.2. Where an ad-hoc report request is made by the Authority after midday on a Business Day or is made on a day that is not a Business Day, the Service Provider shall, by 17:00 of the following Business Day, acknowledge such request and agree (acting in good faith) with the Authority a reasonable timeframe by when the report will be provided to the Authority.

13.12. Additional or ad-hoc reports shall include, but are not limited to, daily, weekly, Periodic and ad-hoc breakdowns and totals by:

- 13.12.1. each type of Welcome Pack;
- 13.12.2. issue type (first issue, failed Associated Token replacement, lost or stolen and other issue types);
- 13.12.3. the number of Key Fulfilment requests received per day;
- 13.12.4. the turnaround time for Associated Tokens issued by date and by Welcome Pack type;
- 13.12.5. the number of damaged Associated Tokens;
- 13.12.6. the number of returned Associated Tokens by the mail delivery supplier;
- 13.12.7. the average queued-to-despatch time for Associated Tokens issued each day; and
- 13.12.8. the number of Associated Tokens dispatched each day outside the Service Levels as detailed in Schedule 8 (Service Management).

14. Knowledge Sharing and Communication

14.1. The Service Provider shall ensure that Service Provider Personnel are updated on any information required to service Customer enquiries in line with processes and procedures, provided by the Authority.

14.2. The Service Provider shall provide a plan and report on how changes are to be managed and communicated to the Service Provider Personnel on a quarterly basis for the Authority to Assure.

14.3. The Service Provider shall create and maintain an internal frequently asked questions database which is accessible by Service Provider and Authority personnel.

15. Complaints

15.1. The Service Provider shall manage other types of complaints in addition to the LCHS related complaints listed in Appendix 1 (Process Document Register).

15.2. The Service Provider can expect to receive complaints from Customers regarding but not limited to:

- 15.2.1. the Authority's services;
- 15.2.2. the Service Provider's Personnel;
- 15.2.3. the Authority's Personnel; and
- 15.2.4. Privacy and Data protection

15.3. Complaints in relation to paragraph 15.2.1 shall be transferred to the Authority's operated contact centre.

15.4. Complaints in relation to paragraph 15.2.2 shall be logged and passed on to the Service Provider's duty manager and subsequently to the Authority if the issue cannot be resolved.

15.5. Complaints in relation to paragraph 15.2.3 shall be logged and passed onto the Authority's duty manager within 24 hours.

15.6. Complaints in relation to paragraph 15.2.4 shall be logged and passed to the Authority's Privacy and Data Protection Team.

15.7. All general LCHS related complaints shall be resolved in accordance with the processes listed in Appendix 1 (Process Document Register).

15.8. All complaints and commendations shall be reported in accordance with paragraph 13.9.

16. Deactivating Customer Account and disabling/suspending Associated Tokens

16.1. The Service Provider Agents shall deactivate a Customer Account, in accordance with process document (Deactivating Customer Online Account) of Appendix 1 (Process Document Register), and any associated Keys when there are no outstanding charges to be paid by the Customer and at least one of the following occurs:

- 16.1.1. the registered Customer gives the Service Provider notice to close the Customer Account;
- 16.1.2. the Customer Account has been dormant for twelve (12) months; and
- 16.1.3. authorised Authority Personnel instructs the Service Provider to close the Customer Account.