

MOBILE SERVICE SCHEDULE – HOSTED MOBILE RECORDING SERVICE

The following additional terms and conditions apply to the provision of the Hosted Mobile Recording Service.

1 DEFINITIONS AND INTERPRETATION

- 1.1 In this Service Schedule, in addition to those terms defined in the General Conditions, Mobile Terms, Mobile Equipment Terms and BlackBerry Service Schedule as applicable, the following terms and expressions shall have the following meanings unless the context requires otherwise:

TERM / EXPRESSION	MEANING
"End User"	means the Customer's individual mobile user;
"Recorded User"	means the Customers individual mobile users with an active recorded service (may be Voice & SMS or SMS only)
"Orphan User"	Refers to the historical data stored for a "Recorded User" where the recording service has been terminated for that End Users MSISDN.
"Financial Regulations"	means the Financial Services and Markets Act 2000 and Markets in Financial Services Directive 2004/39 EC and the Markets in Financial Instruments Directive (MiFID II) together with any statutory instruments made thereunder as may be subsequently modified, re-enacted, replaced or repealed;
"Hosted Mobile Recording Service" or "HMR"	means the mobile voice recording service for mobile phones described in Appendix One to this Service Schedule;
"Maintenance Windows"	means planned maintenance notified by O2 Mobile Recording service desk to Customer;
"RIPA"	means the Regulation of Investigatory Powers Act 2000;
"Hosted Mobile Recording Platform" or "HMR Platform"	means the secure hosted environment used to store and access mobile calls and SMS data.
"Secure File Transfer Protocol" or "SFTP"	means an optional service permitting the Customers to collect voice and SMS data from the HMR platform
"Simple Mail Transfer Protocol " or "SMTP"	means an optional service for Customer permitting the Customers to receive SMS data from the HMR platform

2 MOBILE SERVICE

- 2.1 The Hosted Mobile Recording Service is a "Mobile Service" and the Mobile Terms and Mobile Equipment Terms will apply to this Service.

3 CUSTOMER OBLIGATIONS

- 3.1 The Customer shall ensure it understands its legal position with respect to implementing Mobile Recording and that it is doing so lawfully.
- 3.2 The Customer shall ensure it notifies staff, contractors and agents if their calls and or SMS messages are being recorded.

- 3.3 The Customer shall ensure that it has the necessary systems, capacities and facilities required to properly use the Hosted Mobile Recording Service, as set out in Appendix One or as otherwise may be advised by O2. O2 shall not be required to supply the Service, the Mobile Equipment and/or the Applications if the Customer does not have such systems, capacities or facilities.
- 3.4 The Customer acknowledges that some features of the Hosted Mobile Recording Service may depend on regional availability of data and/or integration with an external provider.
- 3.5 The Customer acknowledges that if it fails or is delayed in complying with O2's reasonable instructions, and such failure or delay causes O2 to be delayed in meeting, or to be unable to meet its obligations in respect of the Hosted Mobile Recording Service, O2's liability to the Customer for such delay or failure shall be reduced or postponed to reflect the extent of the Customer's failure or delay.

4 O2 OBLIGATIONS

- 4.1 O2 shall ensure that prior to the delivery of the Hosted Mobile Recording Service, O2 shall work with the Customer to assess all the requirements and current voice recording facilities of the Customer to determine and agree the most feasible Mobile Recording solution for the Customer which will be securely hosted.
- 4.2 O2 shall comply with the service levels agreed in Appendix Two to this Service Schedule.

5 WARRANTY AND INDEMNITY

- 5.1 The Customer acknowledges and warrants that it is solely responsible for compliance with all laws and regulations which apply to the use of the Hosted Mobile Recording Services, including, but not limited to, the provisions of the Financial Regulations, RIPA and Data Protection Laws.
- 5.2 In the event that O2 is subject to a claim by a third party in respect of any alleged infringement of any applicable law or regulation arising from the Customer's use of the Hosted Mobile Recording Service, the Customer will fully indemnify O2 for the costs of such claims, including reasonable legal fees.
- 5.3 For the avoidance of doubt, O2 does not warrant that the Hosted Mobile Recording Service will ensure compliance with the Financial Regulations and O2 will have no liability to the Customer for failure of the Hosted Mobile Recording Service to ensure compliance with the Financial Regulations, or any other applicable laws and regulations.

6 DOCUMENTATION

- 6.1 O2 will supply to the Customer, documentation relating to the Hosted Mobile Recording Service. The Customer shall have the right to copy, reproduce and generally use this documentation for the purposes of using the Hosted Mobile Recording Service but the Customer shall not be entitled to copy, reproduce or use the documentation for disclosure to any third parties unless those third parties are providing direct support to Customer, in which case the Customer shall be responsible for procuring that those third parties comply with the confidentiality obligations relating to the documentation.

7 SERVICE LEVELS / SUPPORT SERVICES

7.1 Unless otherwise agreed between the Parties, hours of delivery are as follows:

- a) Business hours (Mon - Fri 8am to 8pm – excluding bank holidays)
- b) Out of hours (Mon - Fri 8pm to 8am, weekends and bank holidays)

7.2 Appendix Two to this Service Schedule sets out the service levels / support service requirements.

8 Orphan Users and MiFID II Data

8.1 O2 shall make an original record of all calls and or SMS made or received by an End User ("MiFID II Data").

8.2 In this clause "**Orphan User**" means when MiFID II Data is stored and the relevant SIM card becomes redundant.

8.3 Subject to clause 8.5 (below):

- a) O2 shall retain the MiFID II Data recorded in accordance with clause 8.1 of this Appendix One for a period of up to 7 years from the date of creation of the relevant MiFID II Data; and
- b) following the expiry of the initial Minimum Period, the Customer may access the MiFID II Data stored for Orphan Users. For the avoidance of doubt, the Customer shall not have access to the MiFID II Data if the conditions of clause 8.5 are not satisfied.

8.4 O2 shall store the MiFID II Data:

- a) in a durable medium which allows the calls or SMS to be reviewed and the MiFID II Data to be copied by the Customer;
- b) in a format that does not allow any original MiFID II Data to be altered or deleted, and, such that the MiFID II Data are readily accessible and available to the Customer; and
- c) in such a manner that enables the Customer to identify, in respect of any calls or SMS, the date, time and relevant MSISDN of the End User being recorded associated with that call or SMS.

8.5 Customer shall be entitled to access the MiFID II Data retained for Orphan Users subject to:

- a) the Customer having in place an active contract with O2, and
- b) the number of Orphan Users does not exceed the number of active recorded SIM Cards held by the Customer (1:1 ratio).

8.6 Where the Customer does not meet the requirements set out in clause 8.5, O2 reserves the right to:

- a) impose a reasonable charge associated with storage and transfer of the MiFID II Data (as set out in more detail in the Commercial Schedule) or cease providing storage of such MiFID II Data upon a notice of at least 60 days prior to cessation of storage so as to enable the Customer to copy the MiFID II Data contained in the Orphan Account or move it to an alternative provider. For the

avoidance of doubt, O2 shall not be obliged to assist the Customer with procurement of an alternative Service Provider.

9 SYSC 8 REQUIREMENTS

- 9.1 The Customer, its auditor, and/or the FCA, shall have the right (which may not be exercised more than once per year in total unless specifically required by the FCA for regulatory reasons or the audit reveals material non-compliance by O2 with the terms of the Agreement (in which case the audit may be reasonably repeated until the non-compliance is resolved to the reasonable satisfaction of the Customer, its auditor and/or the FCA), upon reasonable written notice (which shall not be less than 30 days), to access any relevant data related to the Hosted Mobile Recording Service provided to the Customer, including as applicable the right to access O2's premises within normal business hours (to the extent only that the premises are relevant to delivery of the contracted Hosted Mobile Recording Service to the Customer) on the following conditions: SMS records downloaded using the
- a) such access may only be requested where required to fulfil a formal request by the FCA or where the Customer reasonably believes (such reasonable belief to be substantiated by documentary evidence) that the audit is likely to reveal material non-compliance by O2 with the terms of this Agreement. If the Customer fails to substantiate such reasonable belief then O2 may refuse the access request;
 - b) the Customer shall ensure that any such audit is conducted in such a way as to minimise the disruption caused to O2's business;
 - c) the Customer shall reimburse O2 for all of its reasonable costs and expenses incurred in the course of the audit, unless the audit reveals material non-compliance by O2 with the terms of the Agreement, in which case O2 shall reimburse the Customer for its reasonable costs and expenses incurred in the course of the audit;
 - d) no access to O2's systems shall be permitted during the audit, and the audit shall be subject to such other reasonable access and security restrictions as are determined by O2; and
 - e) the Customer shall use its best endeavours to ensure that all information obtained by or for the Customer during the course of such audit is treated in accordance with law, General Conditions, Mobile Terms, Mobile Equipment Terms, BlackBerry Service Schedule and all other terms as applicable from time to time.
- 9.2 For the avoidance of doubt, nothing in this Section 9 shall allow the Customer, any auditor or the FCA to inspect or have access to any data belonging to any other customer of O2 or to access any O2 system holding any such data.
- 9.3 O2 shall, within a reasonable time, disclose to the Customer any development that may have a material impact on O2's ability to carry out the Hosted Mobile Recording Service effectively and in compliance with applicable laws and regulatory requirements.

- 9.4 O2 shall co-operate with the FCA, upon its request and at the Customer's expense, in connection with its delivery of the Hosted Mobile Recording Service.
- 9.5 O2 shall establish, implement and maintain an appropriate contingency plan for disaster recovery and undertake periodic testing of backup facilities in respect of the Hosted Mobile Recording Service.

APPENDIX ONE

HOSTED MOBILE RECORDING SERVICE DESCRIPTION

1 Hosted Mobile Recording Service (HMR)

HMR is a device independent (SIM based) product.

- a) There are two variants of the service available, the default, which captures Voice & SMS and an SMS Only option.
- b) Voice - Inbound and outbound calls to and from mobile devices and relays a copy of the calls in real-time to the O2 HMR Platform
- c) SMS - Inbound and outbound SMS to and from mobile devices and relays a copy of the SMS in real time to the O2 HMR Platform

2 How It Works

The high-level solution architecture is based on the re-routing of phone calls through Session Initiation Protocol (SIP) application servers, which are designed to capture and replicate the call media streams and metadata. The provisioning and de-provisioning of the service is handled by the setting and un-setting a service flag within the HLR.

Mobile subscribers are provisioned onto the service in the core network using a “Bolt-on”. The application of this Bolt-on to a compatible tariff, sets the service flag and redirects all inbound and outbound voice calls via the Hosted Mobile Recording platform. Once there, the MR application servers (AS) and session border controllers (SBC) create a copy of the voice media of the call and stream it in real-time to our hosted mobile recording platform (as shown in Figure 1). Similarly for SMS¹ data, the service code tells the SMSCs in our core network to send a copy of inbound and outbound SMS to the Hosted Mobile Recording platform.

3 Hosted Deployment

By establishing an IP connection between the SIP application server and the O2 HMR Platform call recording server, a tighter integration is made possible with enhanced call metadata capturing and increased reliability of call recordings.

This mechanism is shown in Figure 1 and shows the use of IP connectivity in order to support the SIP signalling as well as the transfer of the media itself using Real-time Transport Protocol (RTP).

With a hosted deployment when a new call is established to a recorded number, the replicated stream is delivered to the O2 HMR Platform. The platform's recording servers automatically answer incoming calls and record the received media stream.

¹ SMS Messages within specific data encoding values (DCS (Data Coding Schemes)) are excluded as they are deemed to be service messages (examples of these messages include, Transient Messages (such as missed call notifications), OTA updates, iMessage activations, VVM synchronisation).

4 Resilience

For resilience in the O2 HMR Platform, O2 configures multiple SIP endpoints with different IP addresses on each side of the redundant network connectivity to the hosted platform. These have a failover mechanism that will connect to a secondary endpoint if the primary endpoint is unreachable or returns an error.

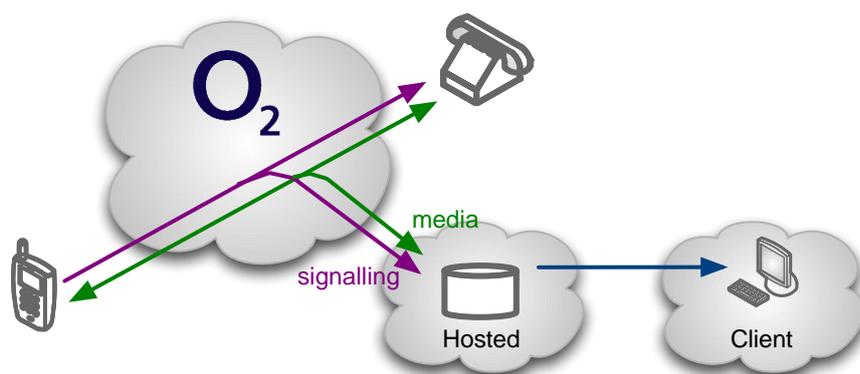
5 Portal Access to Call Recordings

Calls and SMS recorded on the O2 HMR Platform are accessed via a secure browser application. Authorised users are able to search for and playback call recordings and retrieve SMS messages. All user access to the portal is recorded by the platform and is searchable and reportable.

Client will need to choose one or both of the additional security controls and provide the associated information during the setup process.

- IP Restrictions – Client to provide a list of client owned, public facing IP addresses or blocks.
- 2 Factor Authentication – Client will need to setup an ElevenPaths Latch account and share the information requested to pair the services.

Figure 1: Diagram highlighting Customer solution



6 Bulk Access to Call Recordings

We offer two optional services which enable recorded data to be accessed in an automated manner.

7 SFTP Bulk Download Service for Mobile Recording

This service can be provided as an option for a Hosted Mobile Recording Service account at the time of setup or ordered at the end of the Agreement to facilitate the extraction of voice and SMS data. We secure access to the SFTP service using RSA keys.

The Customer shall provide to O2:

- A 2048 bit RSA (public) key for use with the SSH-2 protocol ("**Public Key**"); and
- A list of trusted IP address(es) from which the service can be accessed.

O2 will manually add the Public Key(s) to the Customer's Hosted Mobile Recording Service account and provide by return a dedicated SFTP user ID for each Public Key. O2 will also provide to the Customer the custom port number information allowing the Customer access the SFTP service. (The Customer must ensure that its firewalls are appropriately configured for the purposes of the subscribed services).

Where requested by the Customer SFTP provides the ability to retrieve calls and SMS content in the following formats:

- Calls are available in MP3, 8 and 16 bit WAV formats; and
- SMS are available in a CSV format.

The calls and SMS records downloaded using the Service receive an audit event associated with the "SFTPBulkDownload". In the portal, the Customer can run and download an ad-hoc report containing the audited information and displaying what IP address and Username used the service.

8 SMS to Email Forwarding Service for Mobile Recording

This service can be provided as an option as requested by the Customer for a Hosted Mobile Recording Service account at the time of setup or ordered during the contract to facilitate the automatic forwarding of SMS data to a single mailbox nominated by the customer on the order form. It is typically used to facilitate the delivery of SMS data to the Customer's message archiving solution.

When configured the HMR Platform will email copies of all SMS captured in near real-time to the Customer using SMTP protocol, encrypted using TLS and transmitted over the internet.

Client will need to provide to us:

- A single email address for the delivery point for all forwarded messages.
- A list of their trusted IP address(es) by which the SMS to Email Forward Service for Mobile Recording can be accessed.

O2 shall manually add the email address to a Hosted Mobile Recording Service account.

The email copies of the SMS shall be sent to the email address provided by the Customer using the templates set out in section headed EMAIL/SMS MESSAGE TEMPLATE below.

The Customer shall ensure that the Customer have configured their firewalls and any email security, MTA or a security solutions so they are able to accept email from the Hosted Mobile Recording Platform and/or IP addresses provided by O2.

9 EMAIL/SMS MESSAGE TEMPLATE

The mail envelope and MIME headers in email copies of all captured SMS shall be populated as follows:

a) Header Fields That Are Use-Case Specific

When a message is sent between a HMR Provisioned SIM card and a non- HMR Provisioned SIM Card, the email generated will be according to the following template:

Use Case	Alice (non-recorded) to Bob (recorded)	Bob (recorded) to Alice (non-recorded)
MAIL FROM:	bob@CLIENTDOMAIN.com	bob@CLIENTDOMAIN.com
RCPT TO:	O2SMSCompliance@CLIENTDOMAIN.com	O2SMSCompliance@CLIENTDOMAIN.com
From:	07700000001@sms.domain.invalid	bob@CLIENTDOMAIN.com
To:	bob@CLIENTDOMAIN.com	07700000001@sms.domain.invalid
Subject:	O2 MR SMS from 07700000001 to 447700000002 (bob@CLIENTDOMAIN.com) at 2015-07-02 22:03:54 UTC	O2 MR SMS from 447700000002 (bob@CLIENTDOMAIN.com) to 07700000001 at 2015-07-02 22:03:54 UTC
O2MRSMS-Subscriber:	447700000002	447700000002
O2MRSMS-From:	07700000001	07700000002
O2MRSMS-To:	07700000002	07700000001

When both the sender and the recipient are HMR Provisioned SIM cards, two emails will be generated, one for each user:

Use Case	Bob (recorded) to Charlie (recorded) - generates 2 emails	
MAIL FROM:	bob@CLIENTDOMAIN.com	charlie@CLIENTDOMAIN.com
RCPT TO:	O2SMSCompliance@CLIENTDOMAIN.com	O2SMSCompliance@CLIENTDOMAIN.com
From:	bob@CLIENTDOMAIN.com	charlie@CLIENTDOMAIN.com
To:	charlie@CLIENTDOMAIN.com	bob@CLIENTDOMAIN.com

Subject:	O2 MR SMS from 07700000001 to 07700000002 (bob@CLIENTDOMAIN.com) at 2015-07-02 22:03:54 UTC	O2 MR SMS from 447700000002 (bob@CLIENTDOMAIN.com) to 447700000003 (charlie@CLIENTDOMAIN.com) at 2015-07-02 22:03:54 UTC
O2MRSMS-Subscriber:	447700000002	447700000003
O2MRSMS-From:	07700000002	07700000002
O2MRSMS-To:	07700000003	07700000003

b) Header Fields That Are Not Use-Case Specific

Header for Parameter	Value	Notes
Date:	Tue, 21 Jul 2015 15:38:41 +0100	Should be GMT/BST per daylight saving
Content-Type:	text/plain; charset=utf-8	
Content-Transfer-Encoding:	base64	
Return-Path:	sms.bounces@mr.o2.com	Client unlikely to bounce messages
Default mailbox:	Not / applicable	Used if we have no email for the number

c) Message body

The message body will contain meta-data and message contents as follows, shown in blue and green respectively in the following example:

```
-----7/30/2015 5:26 PM-----
447974566434 [447974566434@sms.domain.invalid]: This is an example of an SMS
message.
```

APPENDIX TWO SERVICE LEVELS / SUPPORT SERVICES

1 SUPPORT SERVICES

- 1.1 The support deliverables required by the Customer are Tier 1, Tier 2 and Tier 3. Support is to be provided directly to the Customer by the Mobile Recording service desk. Tier 1 and Tier 2 support deliverables are outlined below together with the support flows.
- 1.2 The O2 Mobile Recording service desk will provide T1, T2 and T3 support services to the HMR Customer's IT manager or T1 Technical Support Team, Monday-Friday during business hours in accordance with section 3 of this appendix.
- 1.3 The O2 Mobile Recording service desk will use an industry recognisable ticketing system for issue tracking and issue resolution.
- 1.4 The O2 Mobile Recording service desk will resolve any issues with the HMR Service, per the response times defined in Section 5.1 of this appendix.

2 TECHNICAL SUPPORT SERVICE

- 2.1 These Technical Support Services will be provided by O2 Mobile Recording service desk for this HMR Service Agreement:
- a) O2's Tier One Technical Support - The O2 Mobile Recording service desk's T1 Technical Support team is based in the UK and provides support capability in English to the HMR Customer T1 Technical Support team, if required by them to resolve an End User issue. Responsibilities include coordinating troubleshooting activities between the HMR Customer T1 Technical Support team and O2 Mobile Recording service desk's T2 Technical Support team, tracking trouble tickets and delivering fixes per the agreed SLA's and Maintenance Windows.
 - b) O2's Tier Two Technical Support – The T2 Technical Support teams are based in the UK and provide in-depth technical support to Company's T1 Technical Support team, if required by them to resolve an HMR Customer issue. Responsibilities include coordinating troubleshooting activities, tracking trouble tickets and delivering fixes per the agreed SLA's and Maintenance Windows.
 - c) O2's Tier Three Technical Support - The T3 Technical Support team provides subject matter expert (SME) technical support to the T2 Technical Support team if required. This team is responsible for investigating faults and testing fixes before delivery.
 - d) HMR Application Software Release Support – Software Releases for any faults will be delivered per the agreed SLA. In addition, software releases will be delivered from time to time, including relevant release notes. The T1 Technical Support Team will coordinate Maintenance Windows with the HMR Customer's T1 Technical Support Team for all Applications delivery activities.

3 TECHNICAL SUPPORT ROLES AND RESPONSIBILITIES

In the O2 Mobile Recording service desk's support structure, the detailed roles performed at each level can be summarised as follows:

Support Tiers	Key Responsibilities and Tools Exposure
Tier 1 Technical Support	<p>Case Management Support Specialists</p> <ul style="list-style-type: none"> • business hours support • Manage problems/issues/escalations as raised by the HMR Customer T1 Technical Support team and provide workaround/resolution within agreed SLAs • Liaise with the HMR Customer for log gathering and issue analysis to facilitate issue resolution • Escalate and co-ordinate with T2 Technical Support team for case workaround/resolution
Tier 2 Technical Support	<p>Technical Support Specialists</p> <ul style="list-style-type: none"> • business hours support • Manage problems/issues/escalations as raised by T1 Technical Support team and provide workaround/resolution within agreed SLAs • Liaise with T1 and T3 teams for log gathering and issue analysis to facilitate issue resolution • Problem investigation and isolation and root cause analysis (RCA) report that includes technical information with respect to isolation of the bug and workaround. • Escalate and co-ordinate with T3 Technical Support team for case workaround/resolution and provide progress reports to O2 • Issue investigation and reproduction in the solutions lab • Release and patch testing with regression testing where ever necessary.
Tier 3 Technical Support	<p>Subject Matter Experts Engineering Support</p> <ul style="list-style-type: none"> • business hours support • In-depth issue analysis/resolution as per agreed SLA's • Provide Technical Support to T2 Technical Support Team and assist in troubleshooting and reproducing issues • Provide tested patches/releases as per agreed SLA's

4 SEVERITY DEFINITIONS

The definitions of the severity classifications are detailed below:

a) Critical

- i) Critical impact on the solution
- ii) Loss of service that is comparable to the total loss of effective functional capacity of entire system
- iii) Impacts all of the HMR Customer's End Users

b) Major

- i) Serious service affecting fault
- i) Major impact on the service of most of the HMR Customer's End Users
- ii) Essential production work cannot continue without solution

c) Minor

- i) Reduction in any capacity/traffic measurement function
- ii) Short outages equivalent to system or subsystem outage

- iii) Prevention or degradation of access for routine administrative or maintenance activities, or recovery operations
- iv) Degradation of the system’s ability to provide any required critical or major trouble notification
- v) Major Service interruption or loss of functionality but that does not impact most end users
- vi) Major fault which has a significant impact on the use of a key function of the product (behaviour not in accordance with the specification)
- vii) Few of the HMR Customer End Users are impacted

d) Slight

- i) Minor fault that does not unduly impact the normal production operation
- ii) All production work can be run with minimal or no manual intervention
- iii) Cosmetic problem like misspelt words or misaligned text
- iv) No HMR Customer End User impact

5 SERVICE LEVEL AGREEMENT

5.1 These service levels will be reviewed following the first quarter of launching the Customer on the new HMR Service.

Severity Definition	Response Time	Restoration / Workaround Time	Resolution Time
Critical Fault	30 minutes (in business hours)	24 hours	4 business days
Major Fault	30 minutes (in business hours)	24 hours	10 business days
Minor Fault	60 minutes (in business hours)	20 business days	20 business days
Slight Fault	60 minutes (in business hours)	20 business days	20 business days

KEY PERFORMANCE INDICATORS (KPI’S)

The Hosted Mobile Recording support team provides two types of quality parameters:

- a) Service Management Centre (SMC): Describes the SMC performance against the SLA.
- b) Generic Parameters: Describes the quality of the HMR Service.

Quality Parameters	
SMC	• Call/Email Response Time
	• Issue Resolution Time
	• Customer Updates
Generic Parameters	• Service Availability (Network Availability)
	• Proactive Ratio

The various KPI’s to be reported are described in more detail in the sections below.

a) Service Management Centre (SMC)

KPI	Call/Email Response Time
Description	Total number of calls/emails received by the Service Desk with a required response time, with the result expressed as a percentage.
Customer Benefit	Meeting customer service level agreement targets specified in Section 5.
Focus	HMR service
Basis	Weekly
Method	Percentage of all calls/emails received that met the SLA specified in Section 5.
Formula	Total number of calls/emails received that met the SLA, divided by the total number of calls/emails, with the result expressed as a percentage
Data Source	Industry standard ticketing system
Targets	See Section 5

KPI	Issue Resolution Time
Description	Total number of issues received by the Service Desk with a required resolution time, with the result expressed as a percentage.
Customer Benefit	Meeting customer service level agreement (SLA) targets specified in Section 5.
Focus	HMR service
Basis	Weekly
Formula	Total number of issues received that met the SLA specified in Section 5, divided by the total number of issues, with the result expressed as a percentage.
Data Source	Industry standard ticketing system, Matrix reporting system
Targets	90% (Meet SLA targets in Section 5)

KPI	Customer Updates
Description	Total number of critical issues received by the Service Desk, where the issue status was updated to the Customer every 60 minutes since the opening of the ticket to the issue resolution, with the results expressed as a percentage.
Customer Benefit	Improved customer awareness of progress on an issue.
Focus	HMR service
Basis	Weekly
Formula	Total number of critical issues received, that the customer was provided updates of the progress every 60 minutes until issue resolution, divided by the total number of critical issues received, with the result expressed as a percentage.
Data Source	Industry standard ticketing system
Targets	90%

b) Generic Parameters

KPI	Service Availability
Description	The percentage of time that the HMR service is available.
Customer Benefit	Service availability
Focus	HMR service

KPI	Service Availability
Basis	Weekly
Formula	Service Availability = $100 * (\text{Minutes in month} - \text{Minutes service unavailable}) / \text{Minutes in month}$
Data Source	HMR reporting system
Targets	90%
KPI	Proactivity
Description	The capacity for the O2 Mobile Recording service desk to detect critical issues before the customer notices it. The issues not considered proactive are those identified by the customer to the O2 Mobile Recording service desk during business hours.
Customer Benefit	Higher service quality
Focus	HMR service
Basis	Weekly
Formula	The percentage of critical issues opened directly by the O2 Mobile Recording service desk , divided by the total number of critical issues open, with the result expressed as a percentage.
Data Source	HMR reporting system
Targets	90%