

SVAA SERVICE LINE SSL330 FOR THE SVA AGENT – NATIONAL SUPPORT SERVICES

AMENDMENT RECORD

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31/03/00	0.1	NETA – Package 1 (NETA Interfaces to Stage 2) requirements embodied.	
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SVAA Service Line SSL330 – National Support Services

This SVAA Service Line forms part of the BSC Service Description for the SVAA.

The responsibilities, duties and obligations of the Supplier Volume Allocation Agent (SVAA) contained in this SVAA Service Line (SSL) are limited to only the aspects of the SVAA directly relating to National Support Services.

A Service Schedule

1. Service Provided

1.1 Summary and Scope of National Support Services

1.1.1 National Support Services shall be provided by the SVAA to Market Participants (listed in Appendix 1). Specifically, the SVAA shall provide the following services :

- ❑ a National Help Desk Service available to Market Participants in support of the Services provided by the SVAA described in SSLs number 300, 310, 320, 330, 340, 350, 360 and 370;
- ❑ a Problem Management Service for problems and issues notified by Market Participants or by the SVAA's own staff in support of the Services provided by the SVAA described in SSLs number 300, 310, 320, 330, 340, 350, 360 and 370;
- ❑ a Change Management Service for responding to requests for impact analyses from the BSCCo and to raise Change Proposals (CPs) in relation to the Services provided by the SVAA described in SSLs number 300, 310, 320, 330, 340, 350, 360 and 370;
- ❑ a Committee Support Service in order to provide information to the Panel Committees in support of the Services provided by the SVAA described in SSLs number 300, 310, 320, 330, 340, 350, 360 and 370;
- ❑ a Performance Report Service in order to provide reports on the performance of the Services provided by the SVAA described in SSLs number 300, 310, 320, 330, 340, 350, 360 and 370;
- ❑ a Dispute Support Service for Market Participants in support of Supplier Volume Allocation, Daily Profile Production and Market Domain Data related Services described in SSLs 300, 310 and 360 respectively to provide information to pursue and verify disputes;

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- ❑ a Software Acceptance Testing Service for the ISRA System (ISRA), ~~the NHH Data Aggregation System (NHHDA) and the EAC/AA System~~, and in addition, any other software that may be developed by the SVAA for the Client or its nominated agent;
- ❑ an Integration Testing Service to the Client or its nominated agents for the purposes of Accreditation and development integration testing.

1.2 National Help Desk Service

- 1.2.1 The SVAA shall set up and operate a National Help Desk Service to provide a focus for all Incidents falling within the scope defined in clause 1.1.1.
- 1.2.2 The National Help Desk Service shall assume responsibility for the resolution of all Incidents falling within the scope, and shall manage liaison between the parties on all technical matters.
- 1.2.3 The National Help Desk Service functionality shall include:
- ❑ logging of notifications of Incidents;
 - ❑ a full audit trail of every Incident received, showing actions taken and resolution times, to be made available to the Client;
 - ❑ a call back and progress reporting mechanism;
 - ❑ a mechanism to advise affected users of any break in service and the likely duration of the interruption;
 - ❑ automated production of statistical management and service information.
- 1.2.4 The National Help Desk Service shall use the 'single point of contact' principle to protect users from the need to become involved in identifying / contacting points within the SVAA service. The National Help Desk Service will keep current users informed of the single point of contact name to be used for queries by phone, fax, e-mail or post.
- 1.2.5 The National Help Desk Service shall receive incoming calls from Market Participants and the BSCCo on all technical matters affecting the Services. All calls shall be logged and where necessary passed on to other parties for resolution. Response times defined in this SSL shall be monitored and where necessary problems shall be escalated in accordance with the rules set out in Table 2.
- 1.2.6 The National Help Desk Service staff shall keep an up to date list of all Market Participants (listed in Appendix 1) with authorised contact name, telephone number, fax number, e-mail address and postal address and use these where appropriate. The National Help Desk Service staff shall

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indicate on the list the preferred method of communication (from fax, e-mail and voice mail) for the dissemination of information from the Help Desk to the user. In the absence of a preference, or if a preferred method is unavailable, fax must be used.

- 1.2.7 The National Help Desk Service staff shall validate incoming calls from Market Participants by reference to the list of authorised contact names (referred to above) provided by the Client or its nominated agent.
- 1.2.8 The National Help Desk Service staff shall keep an up to date record of the Second Line Support organisations with name, telephone number, fax number, postal address and the names of individuals defined by the Client or its nominated agent.
- 1.2.9 The National Help Desk Service staff shall answer all telephone calls to the National Help Desk Service within 10 seconds in a prompt, friendly and courteous manner.
- 1.2.10 The National Help Desk Service staff shall in general enter fax and e-mail messages onto the National Help Desk Service System within 15 working minutes of receipt.
- 1.2.11 The National Help Desk Service staff shall enter messages received by post onto the National Help Desk Service System within 4 working hours of receipt.
- 1.2.12 The National Help Desk Service staff shall log all Incidents with a call identity number, description of the problem, details of the source and whether the problem is of a widespread nature requiring dissemination to all users. Precise details of the description of the problem shall be defined and agreed with Second Line Support organisations.
- 1.2.13 The National Help Desk Service staff shall record and agree all problems using priority levels set out in the following table:

Input Data Priority Table (Table 1)

Type	Source	Priority
GSP Group Take data	Central Data Collection Agent	1
Market Domain Data	Authorised Provider	1
BM Unit Supplier Take Energy Volume data	SVAA	1
Line Loss Factors	PES Suppliers	2
LL Adjusted Aggregated Meter Data	HHDA	12
Supplier Purchase Matrix Data	Non-HHDA	12

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Type	Source	Priority
Licensed Distribution System Operator Reports	SVAA	2
Regression Equations	Profile Administrator	3
Teleswitch data	Supplier's Agent	13
Time of Sunset	<u>Authorised Sunset Time Provider</u> SVAA	4
Time of Day	BBC – Rugby Radio Clock	4
Temperature data	Authorised Temp Provider	15

- 1.2.14 When there are a number of problems occurring simultaneously, and a conflict occurs, reference should be made to Table 1. Priority 1 inputs must be given the highest priority, priority 5 the lowest. Dealing with calls of priority 1 and 2 shall take priority over lower priority calls.
- 1.2.15 The National Help Desk Service staff shall agree a severity level with the caller for incoming problems in accordance with Table 2.
- 1.2.16 The National Help Desk Service staff shall confirm to the user, using the same medium in which the message was received, the call identity number, description of the problem, the severity code allocated and the time and date logged against the call.
- 1.2.17 Where the problem affects more than one user, National Help Desk Service staff shall inform all affected users by their nominated communication method of the problem details and estimated resolution time.
- 1.2.18 The National Help Desk Service staff shall agree the description of the problem with the caller and assign it to the appropriate Second Line Support organisations.
- 1.2.19 The National Help Desk Service staff shall send to the Second Line Support organisation's contact name and fax number the following information; the call number, the problem description, and severity code assigned. Where appropriate and mutually agreed, an alternative to fax may be used.
- 1.2.20 The National Help Desk Service staff shall log Second Line Support responses & estimated time to resolve the problem; also to log the actual time of resolution.
- 1.2.21 The National Help Desk Service staff shall ensure that when sending faxes the fax message receipt is confirmed by the fax machine. If e-mail is used then the computer message to indicate that the e-mail has been sent shall be retained. If voice mail is used then a log shall be made of the date,

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time and telephone number used. For the two highest severity codes, the National Help Desk staff shall alert the recipient by phone.

- 1.2.22 The National Help Desk Service staff shall, within the time -scales defined by the severity code, log either the receipt of a message from the Second Line Support organisation or its absence.
- 1.2.23 The National Help Desk Service staff shall, within the time -scales defined by the severity level detailed in table 2, send the message received from the Second Line Support organisation (or the notification of its absence) to the user.
- 1.2.24 The National Help Desk Service staff shall, within the time -scales defined by the severity code, notify the Client or its nominated agent of the problem details if resolution is not achieved.
- 1.2.25 The National Help Desk Service staff, within the time-scales defined by the severity code, log whether the National Help Desk Service messages were sent out in the correct time -scale.
- 1.2.26 The National Help Desk Service staff shall keep a full audit trail of every Incident received, in electronic and printed form showing actions taken and resolution times. This shall be retained for twenty eight (28) months following the Settlement Day and made available to the BSCCo or its agent and handed to the Client or its nominated agent on termination of the SVAA Agreement.
- 1.2.27 The SVAA when dealing with an Incident associated with the quality or availability of the Services shall ensure that a contact in all parties affected is kept informed regarding the resolution of the Incident.
- 1.2.28 Depending on the severity of the problem, the Client or its nominated agent will be informed of any delay in restoration of service through the escalation process and within the times defined in Table 2.

Call Progress Response Times (Table 2)

Type of Incident	Severity Level	1 st Call Back to caller	Follow-up Calls to caller	Escalation to the Client or its nominated agent
Immediate, sustained or potential threat to the Settlement Timetable and output to SAA; or, major problems for Suppliers, Suppliers' Agents or Public Distribution System Operators related to reports	1 (Very High)	10 minutes	Within timescale agreed with caller	1 working hour

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Type of Incident	Severity Level	1st Call Back to caller	Follow-up Calls to caller	Escalation to the Client or its nominated agent
Severe impact on the accuracy of Settlement Data input	2 (High)	0.5 working Hours	Within timescale agreed with caller	8 working hours
Minor data errors	3 (Medium)	4 working hours	Within timescale agreed with caller	2 working days
General queries / enquiries	4 (Low)	1 working day	Within timescale agreed with caller	7 working days

- 1.2.29 The SVAA shall monitor the support arrangements with Second Line Support organisations, including monitoring of the handling of tasks and liaison with specialist support staff.
- 1.2.30 Incidents shall be passed to Second Line Support organisations according to the scope of this SSL by type of Incident, as follows:
- ❑ applications support shall be provided by the SVAA or the BSCCo's Application Developer;
 - ❑ operations support shall be provided by the appropriate team within the SVAA;
 - ❑ technical support for the BSCCo Agent's processes will be provided by those agents as Second Line Support. The Client or its nominated representative reserves the right to change the supplier of Second Line Support for its agents;
 - ❑ issues relating to Integration Testing in conjunction with the Client or its nominated agent.
- 1.2.31 Where the Incident is related to the obligation of the SVAA such Incident shall be resolved by the SVAA and progress reported on within the timescales set out in Table 2.
- 1.2.32 The SVAA shall respond as Second Line Support in time to enable compliance with paragraph 1.2.28.
- 1.2.33 Where the SVAA is providing Second Line Support it will use all reasonable endeavours to resolve the relevant Incident having a Severity Level of 1 or 2 within the escalation times set out in Table 2.
- 1.2.34 The SVAA shall produce on a monthly basis a report detailing the availability of the National Help Desk Service and send this to the Client or its nominated agent. The report shall include the following information:

- ❑ Problems logged by Severity Level, total calls, calls answered in 10 seconds, confirmation of calls within response time, call sign off date. Outstanding problems that are outside the time-scale;
- ❑ First reply to user in time-scale by Severity Level, second reply to user in time-scale by Severity Level, third reply to user in time-scale by Severity Level, subsequent replies to user in time-scale by Severity Level;
- ❑ First response of Second Line Support – total and those out of time, second response of Second Line Support – total and those out of time, third response of Second Line Support – total and those out of time, subsequent responses of Second Line Support;
- ❑ Totals of problems solved within the agreed response times defined in clause 1.2.31 or the Second Line Support contracts and those calls escalated and any outside the time-scales specified in Table 2.

1.2.35 The SVAA shall provide a summary of all outstanding problems and their status including a copy of the current National Help Desk Service Log when requested by the Client or its nominated agent. Summaries or extracts of the log concerning particular problems shall be provided within two hours of receipt of the request, complete copies of the log within 1 working day.

1.3 Problem Management Service

1.3.1 The SVAA shall provide the Problem Management Service within the scope specified in 1.1.

1.3.2 Problems may be notified to the SVAA by Market Participants or by the SVAA's own staff.

1.3.3 The SVAA shall produce a Problem Report for each notified problem, describing the problem, its cause and effect, the available options for resolution, actions taken, and a recommended solution. Problem Reports shall be provided to the Balancing and Settlement Code Company (BSCCo) or its nominated agent within one week of notification so that they can be considered and suitable actions agreed. The SVAA may seek agreement for a longer period of time for a final report where the nature of the problem makes this appropriate. If appropriate, actions agreed shall be implemented via the Change Management Service described below.

1.3.4 The SVAA shall maintain a log of all notified problems with their status, and must provide copies of the log to the Client or its nominated agent on a monthly basis within three Working Days of the month end, and on request.

1.3.5 The SVAA's obligations under the Problem Management Service are additional to its obligations under the National Help Desk Service.

1.4 Change Management Service

- 1.4.1 The SVAA shall provide a Change Management Service within the scope specified in 1.1 and in accordance with BSC Procedure BSCP40 (ref 6).
- 1.4.2 The SVAA shall appoint a BSC Change Administrator (BCA) to liaise with the (BSCCo) in accordance with BSC Procedure BSCP40 (ref 6).
- 1.4.3 The SVAA shall conduct impact assessment of Change Proposals (CPs) notified by the BSCCo. The SVAA shall respond with proposals within one week of receiving the request or a longer period if agreed with the BSCCo in accordance with BSC Procedure BSCP40 (ref 6).
- 1.4.4 The SVAA BCA shall raise CP's in accordance with BSC Procedure BSCP40 (ref 6) for any change to the Services and software, including the resolution of problems involving a change to the Baseline Management System.

1.5 Committee Support Service

- 1.5.1 The SVAA shall provide a Committee Support Service within the scope specified in 1.1.
- 1.5.2 The SVAA shall provide reports concerning any Service for Panel Committee meetings as reasonably specified by the Client or its nominated agent, and attend meetings on reasonable request to present reports and answer Parties questions.

1.6 Performance Report Service

- 1.6.1 The SVAA shall provide a Performance Reporting Service within the scope specified in 1.1.
- 1.6.2 The SVAA shall provide reports on the performance of the services provided by the SVAA.

1.7 Ad-hoc Reporting Service

- 1.7.1 The SVAA shall provide the Ad-Hoc Reporting Service specified in 1.1.
- 1.7.2 The SVAA shall provide ad-hoc reporting facilities to Market Participants in support of the Supplier Volume Allocation Service, Daily Profile Production Service and Market Domain Data Service. Such reports shall be available in both printed and electronic format. In addition, the SVAA shall provide additional copies of ad-hoc reports as required in both printed and electronic form.
- 1.7.3 The SVAA shall ensure that unless agreed otherwise Suppliers can only have access to data relating to their own purchases.
- 1.7.4 The SVAA shall deliver within one week of a fully specified request being received an estimate of the time and cost for producing the required ad-hoc report.

1.8 Dispute Support Service

- 1.8.1 The SVAA shall provide the Dispute Support Service within the scope specified in 1.1 in order that Market Participants may pursue and verify disputes.
- 1.8.2 The SVAA shall provide the information (on request) required by the Market Participant requesting support. This may consist of the data used and the outputs produced on one or more Settlement Days.
- 1.8.3 The SVAA shall ensure that, unless otherwise agreed, Suppliers only receive data relating to their own purchases.
- 1.8.4 The SVAA shall comply with BSC Procedure 11.
- 1.8.5 The SVAA shall be able to supply input and output data and software from archive within two Working Days for any Settlement Day up to 28 months after the Settlement Day, in printed and electronic form, to support the reasonable requirements of the Client or its nominated agent.
- 1.8.6 The SVAA shall support the Extra -Settlement Determination process as agreed with the Client or its nominated agent.
- 1.8.7 The SVAA shall provide a copy of Market Domain Data for any Settlement Day on request by any authorised party, for the audit and dispute purposes.
- 1.8.8 Where the SVAA is aware of errors within the Settlement system it shall raise a dispute.

1.9 Software Acceptance Testing Service

- 1.9.1 The SVAA shall provide a Software Acceptance Testing Service for systems falling within the scope specified in 1.1.
- 1.9.2 The provision of section 1.9.3 shall be provided in the event of software provided by a third party. The provision of sections 1.9.4 to 1.9.11 shall be provided in the event of software developed by the SVAA or by a third party.
- 1.9.3 The Software Acceptance Testing Service shall involve the operational proving of new versions of the ISRA, ~~NHHDA and EAC/AA~~ software before entering a live operational environment, utilising real business data and including an element of real or simulated stress testing. Furthermore, it will involve ensuring that the SVAA software works with the SVAA System's user procedures, checking integration with other office procedures, manual systems and staffing issues.
- 1.9.4 The SVAA shall provide three (3) or more system environments to facilitate comprehensive acceptance testing by the Client or its nominated agent of the ISRA System. ~~following:~~

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~~2 ISRA System;~~

~~2 NHH Data Aggregation System;~~

~~2 EAC/AA System~~

- 1.9.5 The SVAA shall provide IT resources for the Client's acceptance testing of new and revised ISRA, ~~NHHDA, EAC/AA~~ software and any other software developed for the Client or its nominated agent.
- 1.9.6 The SVAA shall install new and revised ISRA, ~~NHHDA, EAC/AA~~ software and any other software developed for the Client or its nominated agent, and hardware as required by the Client or its nominated agent.
- 1.9.7 The SVAA shall install system software, operating system, database and communications software including hardware. This shall enable comprehensive acceptance testing by the Client or its nominated agent of initial & subsequent versions of the ISRA System, ~~NHH Data Aggregation System and EAC/AA System.~~
- 1.9.8 The SVAA shall develop, agree and apply procedures for supporting the Client's acceptance of application software.
- 1.9.9 The SVAA shall operate a reference system or systems (for test, diagnostic and release acceptance purposes) which includes ~~the NHH Data Aggregation, EAC/AA and~~ ISRA software.
- 1.9.10 The SVAA System Operations Staff shall be made available as required during the Working Day:
- ☐ To run the acceptance tests and operate the systems including test transmissions to Parties, Supplier Agents and BSC Agents;
 - ☐ To be acceptance team members to test the operational aspects of the system and provide responses to the Operations Test Criteria;
 - ☐ To provide technical support for all the hardware and system software provided.
- 1.9.11 The SVAA shall ensure that office facilities are provided for the acceptance test teams which will include:
- ☐ Sufficient desks to accommodate 4 Client staff;
 - ☐ A suitable computer facility and/or terminal for each desk;
 - ☐ One printer for every four desks;

☐ Telephone, e-mail and fax facilities;

☐ Stationery and other consumables.

1.10 Integration Testing Service

1.10.1 The SVAA shall provide the Integration Testing Service within the scope specified in 1.1.

1.10.2 The SVAA shall provide support in testing communications links, software interfaces, processes and procedures. The integration Testing Service shall be used for the following systems and processes:

☐ meter operation;

☐ data collection;

☐ data aggregation;

☐ Supplier meter registration;

☐ profile administration;

☐ teleswitch data provider systems

1.11 Miscellaneous

1.11.1 The SVAA shall ensure the confidentiality and integrity of the information that the SVAA receives, processes and maintains.

2. Charges

2.1 Charges for the Services

- 2.1.1 Charges for the Services in this SSL are included in Schedule 7 (Charges) of the SVAA Agreement.

B Service Level Agreement

3. Service Availability

3.1 National Help Desk Service

3.1.1 The National Help Desk Service shall provide full support on every Working Day. However during the Trialling Period the SVAA shall provide full support beyond these times as agreed with the Client's Implementation Trialling Manager.

3.1.2 Where there are outstanding priority 1 calls logged before 18:00 the National Help Desk Service shall remain open until the issue has been resolved or passed through the escalation process.

3.1.3 The National Help Desk Service shall provide telephone answering, fax receipt, voice -mail and e-mail facilities for 24 hours per day every day.

3.2 Problem Management Service

3.2.1 The SVAA shall ensure that the Problem Management Service is available from 08:30 to 17:00 each Working Day.

3.3 Change Management Service

3.3.1 The SVAA shall ensure that the Change Management Service is available from 08:30 to 17:00 each Working Day.

3.4 Committee Support Service

3.4.1 The SVAA shall ensure that the Committee Support Service is available from 08:30 to 17:00 each Working Day. Where this involves attendance at meetings that continue beyond 17:00 on a Working Day, the Committee Support Service shall maintain their support till the end of the meeting.

3.5 Ad-hoc Reporting Service

3.5.1 The SVAA shall ensure that the Ad-hoc Reporting Service is available from 08:30 to 17:00 each Working Day.

3.6 Dispute Support Service

3.6.1 The SVAA shall ensure that the Dispute Support Service is available from 08:30 to 17:00 each Working Day.

3.7 Software Acceptance Testing Service

- 3.7.1 The SVAA's staff shall be available when required to provide the Software Acceptance Testing Service and operate the systems.

3.8 Integration Testing Service

- 3.8.1 The SVAA System Operations staff shall be available when required to run the Integration Testing Service and operate the systems.

4. Service Levels

4.1 Criterion

- 4.1.1 The National Help Desk Service staff shall log all telephone calls from users in accordance with the times set out in Section 1 of this document on no less than 90% of all occasions during each Quarter.
- 4.1.2 The National Help Desk Service staff shall log all e-mail and fax messages from users in accordance with the times set out in Section 1 of this document on no less than 70% of all occasions during each Quarter and 99% within 1 working hour during each Quarter.
- 4.1.3 The National Help Desk Service staff shall log all post from users in accordance with the times set out in Section 1 of this document on no less than 70% of all occasions during each Quarter and 99% within 1 Working Day during each Quarter.
- 4.1.4 The National Help Desk Service staff shall follow up calls, pass Incidents to Second Line Support organisations and escalate Incidents in accordance with the criteria set out in Section 1 (table 2) of this document on no less than 99% of all occasions in each Quarter.
- 4.1.5 The SVAA shall provide Problem Reports and the Problem Log on no less than 98% of all occasions during each Quarter within the timescales.
- 4.1.6 The SVAA shall respond to requests for impact analyses within the time-scale on no less than 98% of all occasions during each Quarter.
- 4.1.7 The SVAA shall provide copies of reports for the Panel Committee meetings within the reasonable times defined by the Client on no less than 98% of all occasions during each year.
- 4.1.8 The SVAA shall produce all other regular and ad-hoc output reports within the time-scale defined in Section 1 of this document on no less than 98% of all occasions during each Quarter.
- 4.1.9 Customer satisfaction may be monitored via a “customer survey” set up by the Client or its nominated agent in consultation with the Parties and users of SVAA National Support Services. This shall be carried out at the end of each Quarter and the results forwarded via the Client or its nominated agent to Parties. The frequency of this exercise shall be reviewed by the Client or its nominated agent after 12 months and extended if necessary. The SVAA shall achieve a satisfactory rating.
- 4.1.10 The incentives to meeting these measures are referred to in Section 2 of this SSL (Charges) and stated in Schedule 3 of the SVAA Agreement.

5. Appendices

5.1 Appendix 1 - Market Participants

5.1.1 National Support Services staff will communicate with the following organisations :

- ☐ The Client or its nominated agent;
- ☐ Parties;
- ☐ BSCCo Software Developers;
- ☐ LDSOs;
- ☐ Supplier Meter Registration Service provider;
- ☐ Supplier Agents;
- ☐ Managed Data Network Provider(s);

~~EN~~ NETA NETWORK (NETANET) Provider;

~~☐ DECNET Provider;~~

- ☐ SVAA regarding MDD issues;
- ☐ SVAA regarding SVA issues;
- ☐ Central Data Collection Agent;
- ☐ Settlement Administration Agent;
- ☐ Funds Administration Agent;
- ☐ Central Registration Agent;
- ☐ NGC (as Grid Operator & Ancillary Services Provider);
- ☐ BSC Agents;
- ☐ Profile Administrator;

☐ BSC Auditor;

☐ Certification Agent.

5.1.2 The SVAA shall ensure that a nominated contact will be assigned to each body concerned. Where these are unavailable, an alternative name must be provided.

5.2 Appendix 2 - Definitions

5.2.1 National Help Desk Service Log – An electronic or manual system for documenting and recording all incoming calls received at the National Help Desk Service. Calls may be in the form of telephone calls, fax, e-mail or voice-mail messages or be written documents.

5.2.2 Priority level – Where there are a number of simultaneous issues to be dealt with by the National Help Desk Service, reference should be made to the priority level. The highest priority is level 1 and should be dealt with first, level 5 is the lowest priority.

5.2.3 Severity Level – A code number issued by the National Help Desk Service in accordance with the criteria set out in Table 2. This will be determined by the seriousness and impact of the problem and the consequences to the SVAA Process.

5.2.4 Call back times – The National Help Desk Service operator will call back the designated person within the times defined in Table 2. This will ensure that the designated person is kept up to date with progress in resolving issues and problems.

5.2.5 Second Line Support response times – These are required to be within the call back times defined in Table 2. This will enable the National Help Desk Service operator to respond to the caller within the times already defined.

5.2.6 Second Line Support – Where the National Help Desk cannot resolve an Incident, the Incident and supporting information shall be passed for resolution to Second Line Support organisations defined from time to time by the Client or its nominated agent.

5.2.7 Escalation times – The times set out in Table 2 defining the point in time after the initial call when the problem will be referred to a higher authority e.g. the Client or its nominated agent using the Contract Management Process.

5.2.8 Single point of contact – the National Help Desk Service shall provide a “single point of contact” for both incoming calls and SVAA system experts and specialist staff in Second Line Support organisations.

- 5.2.9 Problem – An Incident received from a Market Participant requiring a satisfactory resolution and response. If this cannot be resolved by the Help Desk or Second Line Support it shall be passed to the Problem Management Service.