

**Attachment 3.1 – Management Information Report**

**1 TEMPLATE FOR MANAGEMENT INFORMATION REPORT**

Area	Response from Supplier
List of new Call-Off Contracts concluded preceding month together with name of Customers, duration and packages with additions.	
Total number of Call-Off Contracts together with name of Customers and total charges invoiced, including types of services/modules applicable for each contract.	
Statistical utilisation of the Services for all Call-Off Contracts, including number of users, IP addresses, domains and how often the system is used per Customer	
Material risks and issues	
Average availability of the Services previous month. Service credits offered to the Customer due to breach of Service Level Agreement, in total and for each Customer.	
Number of support cases from the Customers, in total and for each Customer.	
Number of unwanted incidents under the delivery of Services such as loss of data, downtime, abuse, etc.	

