

**MULTI LANE FREE FLOW
ELECTRONIC FEE COLLECTION SYSTEM
TENDER DOCUMENTATION****#322: SERVICE LEVEL AGREEMENT (SLA)**

Number	SLA 03
Service Level Concerned	Charging Data Collection Levels
Version / Date / Editor	2.00 / 20.07.2011 / Rapp-IPMIT

1. Definition

The Service Level of the Charging Data Collection shall reflect the performance of the service elements pursuant to clause 3 of this SLA.

2. Interval

The Service Levels shall be determined per calendar month or year (referred to as "Month (n)" or "Year (n)" in the formulas below) throughout each year of Operation.

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3. Target Values

The target Service Levels to be achieved by the System are provided in the table below. The target levels are as quoted by the Bidders for the respective Requirement (RQ) in document #400 Specification.

Service Element (refer to the Specification for details)		Minimum acceptable level	Target level	VR _{CDC(i)} per deviation from the Requirement
RQ B1.4.1	Transmission time of Charging Data Records (CDR)	10 minutes in 90 % of all CDR in a month	the transmission time as quoted by the Bidder	per full 1.0 % of CDR in a month with longer transmission time - EUR 1.000,-
RQ B3.3	OBU failure rate	10 % in a year	2% annual	per full 0.1 % of shortfall per year - EUR 500,-
RQ B2.2.3	OBU delivery time to CSPs and DARS	3 days after order in more than 10% of the orders in a month	next business day after order	per case of longer delivery time per order - EUR 500 and per full additional business day of delivery delay - EUR 1.000,-

Table 1: Service Levels and Variable remuneration

The value of payments for each item can only be negative. In case the actual operating level is higher than the target value, the deviation value from the request is equal to 0.

In case one of the Service Elements provided in table 1 above drops below the respective minimum acceptable level clause 19.11 of the Contract (incompliance of the Contractor against minimum requirements) shall apply.

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4. Calculation of Service Levels

The following formulas shall apply to calculate the Service Levels under this SLA, where SL denotes the Service Level for Month (n) or Year (n).

4.1. Transmission Time of Charging Data Records

N_{CR} = Number of Charging Data Records collected in a month (RQ B1.4.1.1).

$N_{DelayedCR}$ = Number of delayed Charging Data Records collected in a month (RQ B1.4.1.1).

RQ B1.4.1	Transmission time of Charging Data Records	$SL = 1 - (N_{DelayedCR} / N_{CR})$
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4.2. OBU Failure Rate

$OBUE_{xchanged}$ = Number of warranty exchanged OBUs in a year (RQ B3.3.1).

$OBUA_{ctive}$ = Number of OBUs of the Contractor active in the System in a year (RQ E4.7).

RQ B3.3	OBU failure rate in a year	$SL = 1 - (OBUE_{xchanged} / OBUA_{ctive})$
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4.3. OBU Delivery Time to CSPs and DARS

RQ B2.2.3	OBU delivery time to CSPs and DARS	The number of delayed deliveries and duration of such a delay is taken from the report defined in RQ B2.2.3.1.
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5. Calculation of the Variable Remuneration

The total variable remuneration pursuant to this SLA is referred to as VR_{CDC} and shall be the sum of the individual $VR_{CDC(i)}$ according to the Table 1 above.

6. Signatures

Place, Date and Bidders / Contractors signature(s)

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