SSA-L, Appendix 4
Service level

Non-domestic Toll Collection Service

1   Required service level

The Supplier shall maintain the following uptime and access to the systems:

The vehicle owner self-service portal (Appendix 1, Chapter 2.6.1) and the self-service environmental register portal (Appendix 1, Chapter 7) must have at least 98% uptime weekdays 0700-2200 CET and 95% outside this period. The uptime is calculated monthly.

The toll company self-service portal (Appendix 1, Chapter 2.6.3) and report solution (Appendix 1, Chapter 2.6.4) must have at least 98% uptime weekdays 0700-1800 CET. The uptime is calculated monthly.

The integration (upload) to the environmental register shall run at least once every day.

The integration to collect new passages from the toll companies shall be able to run every day. It is the Supplier's responsibility to run this as often as required to meet the invoicing deadlines.

The integration to send payment and exception information to the toll companies shall run every day.

All incidents reported form the toll companies shall get a first manual response within 2 hours weekdays 0800-1600 CET.

Incidents flagged as important by the Customer shall be worked on and updated at least daily.

2   Exceptions from required service level

Any exceptions form this SLA shall be reported to the Customer.

Repeated exceptions may lead to a warning and continued exceptions may be considered a significant breach of contract.