

# SSA-L, Appendix 7

## Changes to the general contractual wording

### Non-domestic Toll Collection Service

Changes to the general contractual wording must be added here, unless the general contractual wording refers such changes to a different Appendix, cf. clause 1.3 of the Agreement.

Changes can be made to all the clauses of the Agreement, even where the contractual wording does not explicitly allow for this. The Supplier should, however, be aware that deviations, reservations and changes to the Agreement may result in rejection of the bid.

All changes to the contractual wording must be stated here, so that the text in the general contractual wording remains unchanged. It must be stated clearly and unequivocally which clause or clauses of the Agreement have been changed and the results of the change.

Clause of the Agreement	Shall be replaced by
Chapter x.x.x, paragraph y	New formulation/text
SSA-L Chapter 9.2.5	Supplement: A solve rate that is more that 10% lower than the agreed-on average for 3 consecutive months will be considered a material breach of contract that can lead to termination with immediate effect.  The solve rate calculation will be done monthly for each of the two groups of countries. The Supplier must report on the solve rate for the total claims for each month for the five companies together and use the corresponding percentage for invoicing.