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5 Monitoring and Reporting

5.1 The Service Provider will continuously monitor performance of the Services against all the Service Levels.

5.2 Service Levels will be measured as follows:

- (a) in respect of all Service Levels which measure availability or accuracy, unless otherwise stated in the Annex the availability or accuracy will be measured over the Reporting Period; and
- (b) in respect of all Service Levels which measure numbers of processes, the numbers will be those described in the relevant Service Level.

5.3 In accordance with the terms of paragraph 8 and Annex 1 of Schedule 3 (**Governance**), the Service Provider will provide to the BBC a written report within six (6) Working Days of the end of each Reporting Period during the Term in respect of that Reporting Period. This report will detail:

- (a) the performance of the Services against each of the Service Levels during the Reporting Period;

- (b) reasons for failure to meet any Service Levels;
- (c) any Service Credits which have accrued in relation to each Service Level during the Reporting Period (and the calculations use by the Service Provider to reach such amounts); and
- (d) where any Service Level has not been met, planned remedial action detailing actions to be taken together with timescales for such action in order to restore performance to the Service Levels; and
- (e) where any Service Level has not been met, any recommendations which are designed to avoid recurrence of the failure to meet the Service Level.

5.4 When reporting in accordance with this paragraph 5, the Service Provider will ensure that:

- (a) in respect of all Service Levels which measure availability or accuracy, the availability or accuracy will be measured over the Reporting Period; and
- (b) in respect of all Service Levels which measure numbers of processes, the numbers will be those described in the relevant Service Level.

5.5 The Service Provider will provide such additional information as the BBC may reasonably require in order to verify that the measurement and monitoring tools deployed by the Service Provider accurately measure the Service Provider's performance. The provisions of Clause 10 (**Management Information and Audit Requirements**) of the Terms and Conditions relating to access by the BBC to the Records apply in this respect.

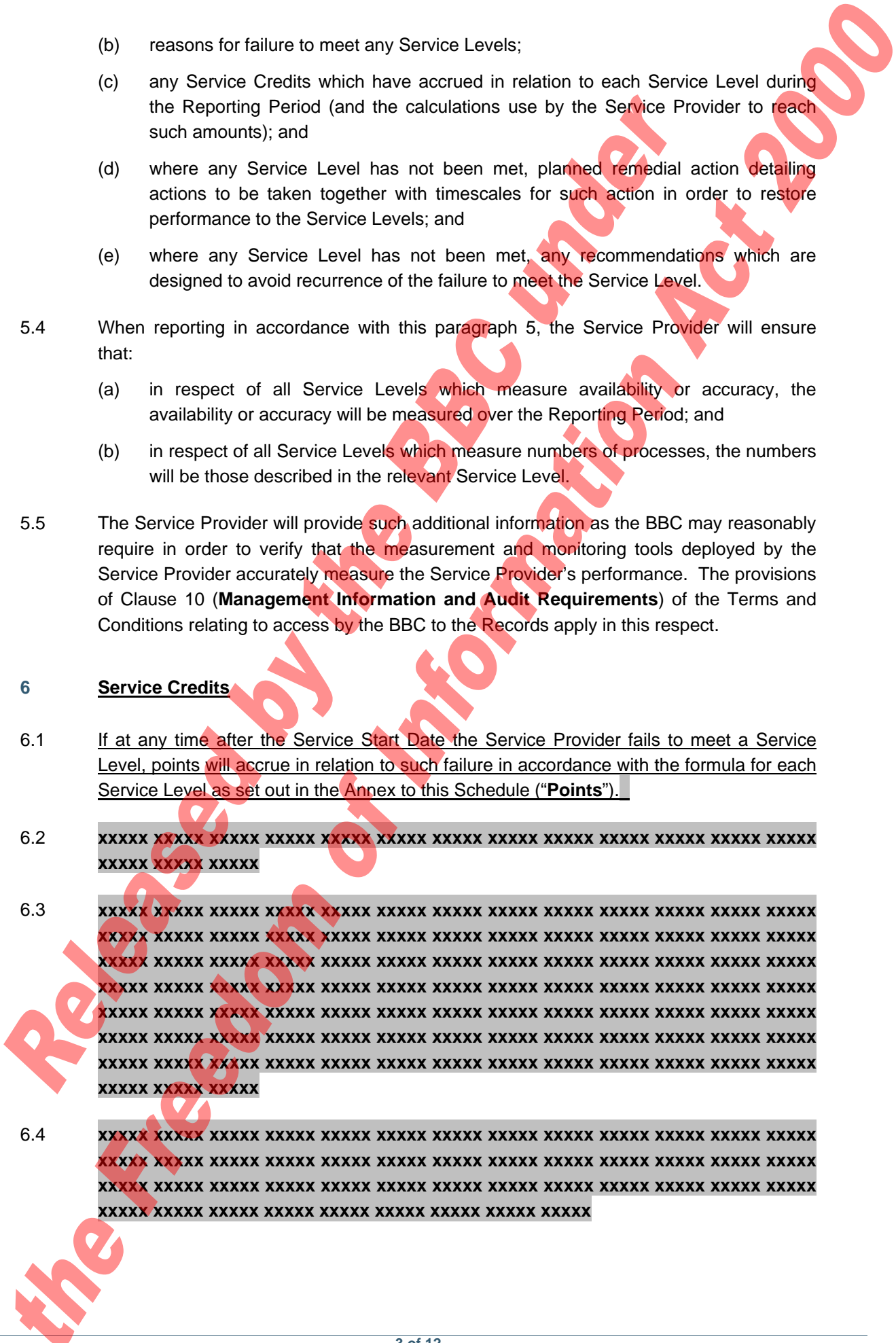
6 Service Credits

6.1 If at any time after the Service Start Date the Service Provider fails to meet a Service Level, points will accrue in relation to such failure in accordance with the formula for each Service Level as set out in the Annex to this Schedule ("Points").

6.2 [Redacted]

6.3 [Redacted]

6.4 [Redacted]



6.5 [REDACTED]

6.6 [REDACTED]

6.7 [REDACTED]

7 [s.43(2)] [REDACTED]

[REDACTED]

8 Remedial Steps

If at any time after the Service Start Date the Service Provider has failed to meet or exceed any Service Level, the Service Provider will at its own expense:

- (a) arrange and deploy all such additional resources as are necessary to perform the Services in accordance with the Service Levels as soon as practicable thereafter; and
- (b) at the request of the BBC, promptly remedy any default and/or re-perform any element of the provision of the Services in relation to which the Service Levels were not met.

9 Termination for Repeated Failure to meet Service Levels

9.1 [s.43(2)] [REDACTED]

(a) [REDACTED]

(b) [REDACTED]

9.2 [REDACTED]

(a) [REDACTED]

(b) [REDACTED]
[REDACTED]
[REDACTED]

9.3 For the avoidance of doubt, where the BBC has not claimed Service Credits for a failure to meet any Service Level in accordance with paragraph 6.4 above, this is not classified as a Service Level against which Service Credits cannot accrue under paragraph 9.2(a) above.

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Annex : Service Levels and Service Credits

1 General

1.1 The elements of the Services to which Service Levels and Service Credits will apply are:

- (a) Response to Customer contact (including telephone calls, letters and emails);
- (b) Response to fulfilment requests (including call and mail-out and other fulfilment actions);
- (c) Customer complaints;
- (d) Response to BBC enquiries;
- (e) System and web availability;
- (f) Processing of data and transfer of funds.

1.2 The Service Levels which apply to each of these elements of the Services are set out in this Annex.

2 Response to Customer contact

2.1 The Service Levels in respect of Customer contact are set out in the table below.

2.2 Where a Service Level in the table below refers to an action to be carried out by the Service Provider within a certain number of Working Days, the measurement of the target time for that Service Level will commence on the Working Day after the Working Day on which the telephone call or correspondence is received by the Service Provider.

2.3 The following expressions are defined as follows:

“Telephone Operator” means a telephone operator used by the Service Provider in the provision of the Services; and

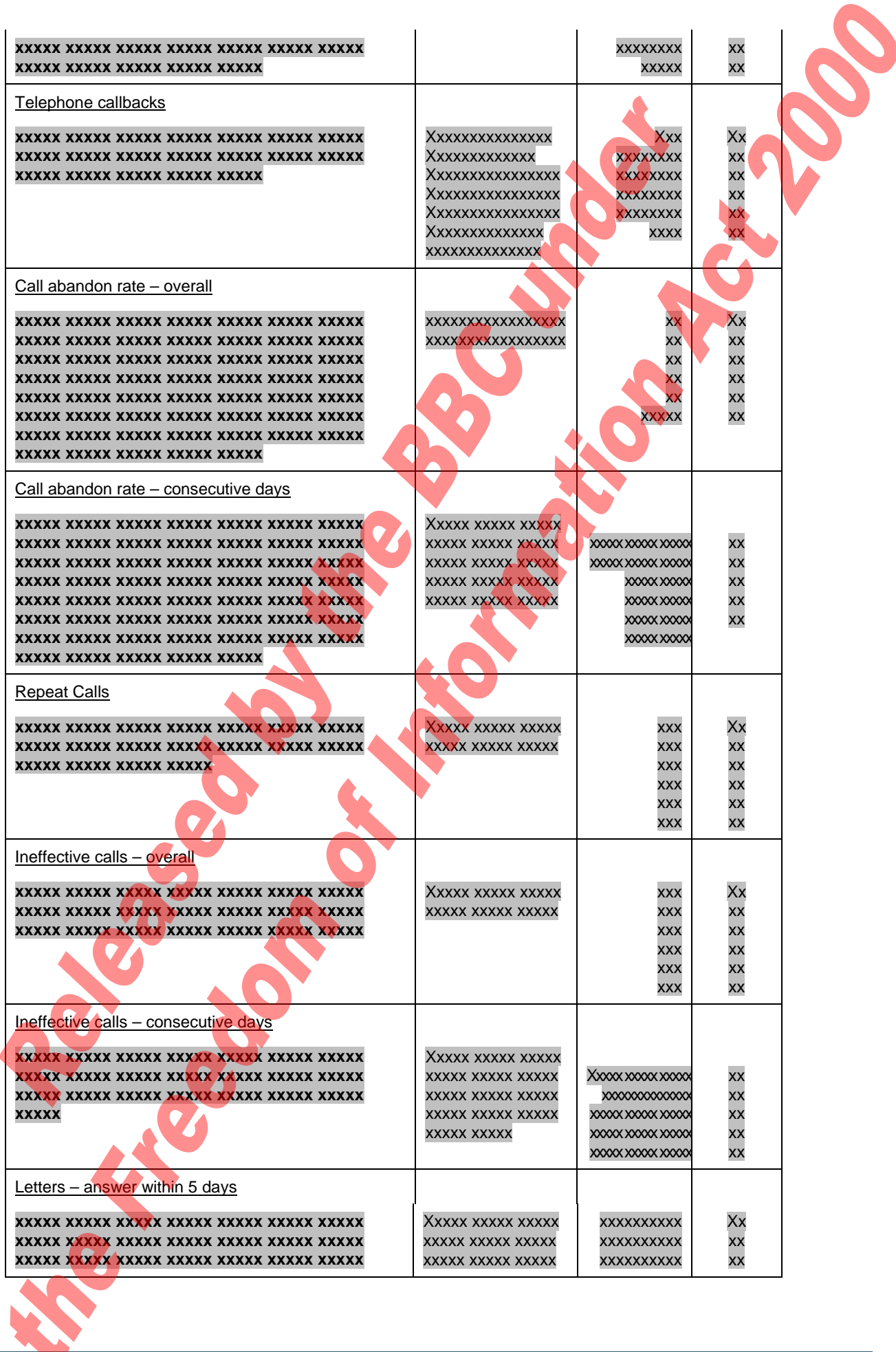
“IVR” means Interactive Voice Response or any other automated response mechanism.

2.4 Service Levels:

<u>Service Level</u>	<u>xxxxxxxxxxxxxxxx</u>	<u>xxxxxxxxxx xxxxxx</u>	<u>xxxxxx</u>
<u>Time to answer calls</u>			
<u>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</u>	<u>xxxxxxxxxx</u>	<u> xxx</u>	<u> xx</u>
<u>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</u>	<u>xxxxxxxxxxxxxxxxxxxx</u>	<u>xxxxxxxxxxxxxx</u>	<u> xx</u>
<u>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</u>	<u>xxxxxxxxxx</u>	<u>xxxxxxxxxxxxxx</u>	<u> xx</u>
<u>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</u>		<u> xxxxxx</u>	<u> xx</u>
<u>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</u>		<u> xxxxxxxxxx</u>	<u> xx</u>
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<u>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</u>		<u> xxxxxxxxxx</u>	<u> xx</u>

SCHEDULE 4: SERVICE LEVEL AGREEMENT

<p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>		<p>xxxxxxxx xxxxx</p>	<p>xx xx</p>
<p>Telephone callbacks</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxxxxxxxxxxxxxx Xxxxxxxxxxxxxxxxx Xxxxxxxxxxxxxxxxx Xxxxxxxxxxxxxxxxx Xxxxxxxxxxxxxxxxx Xxxxxxxxxxxxxxxxx Xxxxxxxxxxxxxxxxx</p>	<p>Xxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxx</p>	<p>Xx xx xx xx xx xx xx</p>
<p>Call abandon rate – overall</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>xxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxx</p>	<p>xx xx xx xx xx xxxxx</p>	<p>Xx xx xx xx xx xx</p>
<p>Call abandon rate – consecutive days</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>xxxxxxxxxxxx xxxxxxxxxxxxxxx xxxxxxxxxxxxxxx xxxxxxxxxxxxxxx xxxxxxxxxxxxxxx</p>	<p>xx xx xx xx xx</p>
<p>Repeat Calls</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>xxx xxx xxx xxx xxx</p>	<p>Xx xx xx xx xx</p>
<p>Ineffective calls – overall</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>xxx xxx xxx xxx xxx</p>	<p>Xx xx xx xx xx</p>
<p>Ineffective calls – consecutive days</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>xxxxxxxxxxxx xxxxxxxxxxxxxxx xxxxxxxxxxxxxxx xxxxxxxxxxxxxxx xxxxxxxxxxxxxxx</p>	<p>xx xx xx xx xx</p>
<p>Letters – answer within 5 days</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>xxxxxxxxxxxx xxxxxxxxxxxxxxx xxxxxxxxxxxxxxx</p>	<p>Xx xx xx</p>



SCHEDULE 4: SERVICE LEVEL AGREEMENT

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<u>Letters – remainder</u> XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX	XX XX XX XX XX XX XX XX
<u>Electronic mail</u> XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX	XX XX XX XX XX XX XX
<u>Mail accuracy</u> XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXXX	xxx	XXx

3 Response to fulfilment requests

3.1 The Service Levels in respect of fulfilment requests are set out in the table below.

3.2 Where a Service Level in the table below refers to an action to be carried out by the Service Provider within a certain number of Working Days, the measurement of the target time for that Service Level will commence on the Working Day after the Working Day on which the correspondence is received by the Service Provider.

3.3 Service Levels:

<u>Service Level</u>	XXXXXXXXXXXXXXXX	XXXXXXXXXX XXXXXX	XXXXXX
<u>Fulfilment requests – within 5 days</u> XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	xxx XXXXXXXXXXXX XXXXXXXXXXXX	XX XX XX

XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	XXXXX XXXXX XXXXX	XXXXXXXXXX XXXXXXXXXX	XX XX
Fulfilment requests – remainder			
XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	Xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx	xxx XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX	XX XX XX XX XX XX XX

4 **Customer complaints**

4.1 The Service Levels in respect of Customer complaints is set out in the table below.

4.2 Where a Service Level in the table below refers to an action to be carried out by the Service Provider within a certain number of Working Days, the measurement of the target time for that Service Level will commence on the Working Day after the Working Day on which the correspondence is received by the Service Provider.

4.3 Service Levels:

<u>Service Level</u>	Xxxxx xxxxx	XXXXXXXXXX XXXXX	XXXXXX
<u>Level of complaints</u>			
XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX XXXXX	Xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx	XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX	XX XX XX XX XX XX
<u>Response to complaints</u>			
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5 **Response to BBC enquiries**

5.1 The Service Level in respect of responses to BBC enquiries is set out in the table

<p>Weekly reporting of Licences issued</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxx xxxxx xxxxx xxxxx Xxxxx xxxxx Xxxxx</p>	<p>Xxxxxxxxxx xxxxxxxxxxxx xxxxxxxxxxxx xxxxxxxxxxxx</p>	<p>xx xx xx xx</p>
<p>Month end reporting – within 3 Working Days</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxx xxxxx Xxxxx xxxxx xxxxx xxxxx Xxxxx xxxxx Xxxxx</p>	<p>Xxxxxxxxxx xxxxxxxxxxxx xxxxxxxxxxxx xxxxxxxxxxxx xxxxxxxxxxxx</p>	<p>xx xx xx xx xx</p>
<p>Month end reporting – within 5 Working Days</p> <p>xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx</p>	<p>Xxxxx xxxxx Xxxxx xxxxx xxxxx xxxxx Xxxxx xxxxx Xxxxx</p>	<p>Xxxxxxxxxx xxxxxxxxxxxx xxxxxxxxxxxx xxxxxxxxxxxx xxxxxxxxxxxx</p>	<p>xx xx xx xx xx</p>

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