

## ANNEX TO SCHEDULE 27

1 **Definitions**

- 1.1 The column headed 'SLT Definitions' sets out NRTS Co's measurable obligations under each of the Project Standards and Process Standards. Where appropriate, this column cross refers to paragraphs in the Statement of Requirements (SoR) where NRTS Co's obligations are explained in further detail. The listing of NRTS Co's obligations in Annex A of Schedule 27, is without prejudice to NRTS Co's requirement to comply with its other obligations in relation to the provision of the Services and compliance with the SoR as a whole.

2 **Target**

- 2.1 The column on 'Target' prescribes the level of performance at which NRTS Co shall have achieved compliance with the relevant SLT. The Target is measured either by:
- (a) NRTS Co's actual compliance with the corresponding SLT expressed as a percentage; and/or
  - (b) the date by which NRTS Co is expected to comply with the SLT Definition,
- in each case, as appropriate.

3 **Compliance Date & Measurement Period**

- 3.1 The column headed Compliance Date denotes the first date on which NRTS Co's compliance with the SLT Definition is measured. The 'Measurement Period' column sets out how often NRTS Co's compliance with the SLT Target is measured. The count of events that are measured for each SLT (as defined in the column titled "Definitions") are reset upon a non-compliance with relevant SLT or at the end of each measurement period whichever is the sooner.

**A.2 SERVICE LEVEL TARGETS - PROCESSES**

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS001/01	PS-DS001 Organisation	Schedule 1.2 1.5.22 to 24	Effective Date	Quarterly	Organisation Plan and Staffing Plan shall be reviewed and updated quarterly	100%
PS001/02		Schedule 1.2 2.2	1 Contract Month after Effective Date	Monthly	Staff and team utilisation shall be reported in each Contract Month in accordance with Clause 26	100%
PS002/01	PS-DS002 Interfacing with the Various Interfacing Organisations	Schedule 1.2 1.5.5.10 1.5.8	Effective Date	Monthly	% of Liaison Actions and meetings with Interfacing Organisations completed within the frequencies defined in Table 1-2 in PS-DS002	≥75%
PS002/02		PS-DS002 Interfacing Organisations Matrix (Table 1-2)	Build Completion Date	Monthly	% of Liaison Actions and meetings with Interfacing Organisations completed no later than the 1.5x the scheduled time between meetings (e.g. a meeting to be held every 4 weeks must be held no later than 6 weeks after the last meeting)	≥95%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS003/03	PS-DS003 Contract Management	Schedule 1.2 2.2.1.5 2.2.1.9 2.2.1.11	Effective Date	Monthly	All monthly reports shall be submitted to the HA at least 5 Business Days (or as other wise agreed between the Parties) prior to a scheduled Contract Management meeting	100%
PS004/01	PS-DS004 Registered Document Development	Schedule 1.2 4.2.2.38 4.2.5 4.2.7 4.2.2.35	Effective Date	Monthly	All Registered Documents shall be issued in accordance with the agreed timetable for producing documents (as defined and agreed in the Submission Programme)	100%
PS004/02		Schedule 8	Effective Date	Monthly	All documents shall be re-issued after rejection (or comment) by HA within the timescales defined and agreed in the Submission Programme (or other timescales agreed with the HA in accordance with Schedule 8)	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS004/03		Schedule 1.2 4.2.2.81	Effective Date	Monthly	NRTS Co shall report to the HA in each Contract Month the number of documents and drawings not submitted in the relevant Contract Month in the format as specified in paragraph 4.2.2.81	100%
PS004/04		Schedule 1.2 B.1.2.5 4.2.5	Build Completion Date	Monthly	Records shall be Updated and notified to the Authority or other interested Third Parties (and provided to the relevant Third Party where such Third Party doesn't have access to the NRTS web site) within the following timescales unless expressly agreed by both parties.  i) data 2 days. ii) documents 10 days iii) drawings 40 days  Note: These periods are separate from the Review Periods defined in Schedule 8	100%
PS004/05		Schedule 1.2 10.5.5.5	Effective Date	Monthly	Pre-formatted reports shall be made available on line or dispatched to the user within 2 Business Days of request by the user.	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS004/06		Schedule 1.2 5.10.5.5	Effective Date	Monthly	Ad-hoc reports as required by the user shall be made available to the user within the timescales agreed with such user	100%
PS005/0	PS-DS005 Get Consent to Service Solution		Effective Date	Monthly	Programmes for Get Consent shall be issued to HA within 20 Business Days of written request from the HA	100%
PS005/02			Effective Date	Monthly	% of Consent Certificates issued within the timescales agreed in the programme for Get Consent	≥90%
PS006/01	PS-DS006 Get Structural Approval	Schedule 1.2 4.2.7 4.4.6	Effective Date	Monthly	All submissions for Structural Approvals shall be submitted in timescales agreed in accordance with Submissions Programme or Get Structural Approval Process Standard	100%
PS006/02		Schedule 1.2 4.4.1.3 4.4.4.10	Effective Date	Monthly	All Type Approval submissions shall be complete with reference to the requirements of TRG0500 at first submission	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS006/03		Schedule 1.2 4.4.4.19 B.1.2.15	Effective Date	Monthly	All Type Approved structures shall be entered into or submitted to SMIS within 30 days of certification	100%
PS007/01	PS-DS007 Get Consent to Standard Construction Details	Schedule 1.2 4.2.7 4.5.4	Effective Date	Monthly	Standard Construction Details shall be submitted in the timescales agreed in the Submission Programme and subsequent review timescales	100%
PS007/02		Schedule 1.2 4.5.2.14 4.5.2.10	Effective Date	Monthly	All Standard Construction Details submissions shall be complete as defined by the Process Standard for “ <i>Get Consent to Standard Construction Details</i> ” at first submission	100%
PS008/01	PS-DS008 Damage Notification	Schedule 1.2 5.2.6	Step 1a	Monthly	All damage incidents and type of damage that NRTS Co is aware of or should, acting reasonably, be aware of, shall be reported as specified in the Process Standard for Damage Notification	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS008/02		Schedule 1.2 5.2.1.5 to 7	Step 1a	Monthly	NRTS Co shall notify the HA of damage within the timescales agreed and set out in the Project Standard for Damage Notification. (such timescales being measured from when NRTS Co is aware of or should be reasonably aware of the relevant damage)	≥75%
			Transmission Full Service Start Date	Monthly		≥95%
PS008/03		Schedule 1.2 B.1.2.15	Step 2	Monthly	NRTS Co shall Update records within 2 Business Days of receipt of TR430 and action as appropriate	100%
PS009/01	PS-DS009 Maintain Service Continuity	Schedule 1.2 5.3.2.7	Interim Service Start Date	Monthly	NRTS Co shall re-instate in accordance with the requirements of paragraph 5.3.2.7 of Schedule 1.2 provided that the date for such reinstatement as agreed with the HA shall be extended by the number of days of Relief Event relating directly to such reinstatement.	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS010/01	PS-DS010 Fault Management	Schedule 1.2 5.4.1.3 to 4 5.4.1.7 to 10 5.4.2.12 5.4.2.35	1 <sup>st</sup> Partial Area Take-on date For SC1-SC3 the target from 1 <sup>st</sup> Partial Area Take-on date until the completion of the Fault Management System shall be reviewed and agreed in the relevant Process Standard	Monthly	% of service affecting faults detected (Event A) by NRTS Co without external input from Third Parties or HA via NRTS Helpdesk and NRTS Web Site - SC 8-11 (applicable from when NRTS Co begin providing these services) - SC 1-2 - SC 3 - SC 4 - SC 5 Service affecting faults shall be those incidents that affect the performance, availability of the Service. Certain types of fault may be excluded from these targets as agreed in PS-DS010	≥99.9% ≥95% ≥95% ≥95% ≥95%
PS010/02		Schedule 1.2 5.4.1.3 to 4 5.4.1.7 to 10 5.4.2.35	Interim Service Start Date	Monthly	All faults shall be logged in Fault Management System (from all sources)	100%



					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS010/03		Schedule 1.2 5.4.1.3 to 4 5.4.1.7 to 10 5.4.2.19 5.4.2.35 5.4.2.39	Interim Service Start Date  (Note: Until Effective Date + 15 months the target time shall be 15 minutes)	Monthly	All detected faults (apart from those defined in the Process Standard as excluded from this SLT) shall be correctly linked to existing Faults Tickets or new Fault Tickets generated within 5 minutes of detection	100%
PS010/04		Schedule 1.2 5.4.1.3 to 4 5.4.1.7 to 10 5.4.2.35 to 36 5.4.2.38	Interim Service Start Date	Monthly	All Fault Tickets shall be correctly classified in accordance with the Fault Management Process Standard	100%
PS010/05		Schedule 1.2 5.4.2.35	Interim Service Start Date	Monthly	Fault Tickets shall be updated with all changes in the status of the fault e.g. cause, rectification time, access prevented details etc	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS010/06			Interim Service Start Date	Monthly	Attributable Outage Hours shall be calculated and recorded in the Fault Management System for each Outage within 48 hours after the end of the Outage	100%
PS011/01	PS-DS011 Fault Notification Procedure	Schedule 1.2 5.4.2.24 to 25 5.4.2.38	Interim Service Start Date  (Note: Until Effective Date + 15 months the target time shall be 10 minutes)	Monthly	All HA and Interfacing Organisations requiring Notification (as defined in the Fault Notification Procedure) shall be notified within 5 minutes from raising of the Fault Ticket (i.e. a verified Service-affecting issue) or change in status of a Fault Ticket	100%
PS012/01	PS-DS012 Fault Allocation Procedure	Schedule 1.2 5.4.2.30 to 33 5.4.2.25	Interim Service Start Date  (Note: Until Effective Date + 15 months the target time shall be 10 minutes)	Monthly	All faults to be allocated to the appropriate party as defined in the Fault Management Process Standard within 5 minutes of the Fault Ticket being raised. Note: Definition of "allocated" shall be defined and agreed in The Fault Management Process Standard	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS012/02		Schedule 1.2 5.4.2.30 to 34	Interim Service Start Date  (Note: The target shall start at <15% from the Take-On of the 1 <sup>st</sup> RMC Area the target shall decrease by 2% per month until the <5% target is reached)	Monthly	% of fault allocations disputed by appropriate party and found to be correctly disputed compared to the total number of faults attributed by NRTS Co to appropriate parties	<5%
PS013/01	PS-DS013 Serious Fault Handling Procedure	Schedule 1.2 5.4.2.36	Interim Service Start Date	Monthly	% of Serious Faults/Serious Incidents notified to the HA within 1 hour, such time being calculated from the time of occurrence (or from the time when NRTS Co should, acting reasonably, have known of such fault's occurrence)	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS013/02		Schedule 1.2 5.4.2.37	Interim Service Start Date	Monthly	Interim investigation report shall be produced within 10 Business Days of the incident being notified	100%
PS013/03		Schedule 1.2 5.4.2.38	Interim Service Start Date	Monthly	Rectification actions identified in incident report shall be undertaken in agreed timescales	100%
PS013/04		Schedule 1.2 5.4.2.39	Interim Service Start Date	Monthly	Agreed reports requested via the Serious Faults and Serious Incident Process provided to HA within timescales requested by the HA	99%
PS014501	PS-DS015 Auditing and Inspection	Schedule 1.2 5.6.4.3	Interim Service Start Date	Monthly	All Non-Compliances shall be tracked and logged in the Quality Management System	100%
PS015/02		5.6.4.4 5.6.4.11 5.6.4.14 to 21 5.6.6 to 7	Interim Service Start Date	Monthly	Non-Compliances and their associated histories shall be maintained for a period of at least three years from the occurrence of the relevant Non Compliance	100%
PS015/		Schedule 1.	Interim	Annually	Data accuracy and completeness audit shall be	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
03		2 5.6.8 to 11	Service Start Date		completed and reported to the HA annually	
PS016/01	PS-DS016 Location and Marking of Buried Assets	Schedule 1.2 5.7.1.8	Interim Service Start Date	Monthly	NRTS Co shall respond to requests for cable location with a programme of work within 48 hours from each such request (where such requests are submitted in accordance with PS-DS016)	100%
PS016/02		Schedule 1.2 5.7.1.8	Interim Service Start Date	Monthly	% of works commenced within 5 days (or such number of days agreed in the relevant programme) of receiving a request	>75%
PS016/03		Schedule 1.2 5.7.1.8	Interim Service Start Date	Monthly	% of works commenced within 48 hours of receiving request	>25%
PS017/01	PS-DS017 Duct Space Management	Schedule 1.2 5.8.1.5	Interim Service Start Date	Monthly	Respond with allocation information within 15 Business Days or such period as otherwise agreed with the HA	100%
PS017/02		Schedule 1.2 5.8.1.5	Interim Service Start Date	Monthly	NRTS Co shall propose a method of providing the required allocation within 30 Business Days from the initial request for duct space allocation	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS017/03		Schedule 1.2 5.8.2	Interim Service Start Date	Monthly	% of successful duct space allocations where requirement is known by NRTS Co (note this applies to new ducts only)	100%
PS017/04		Schedule 1.2 5.8.1.12	Interim Service Start Date	Monthly	Report submitted to the HA on number of complaints received	100%
PS018/01	PS-DS018 User Services	Schedule 1.2 5.9.1.5 5.9.2.21 5.9.2.22	Effective Date + 15 months	Monthly	<u>NRTS Web Site</u>  Unplanned downtime shall not exceed  Note that “available” for the purposes of this SLT means that the NRTS Web Site shall provide Users with Service status, documentation, and all required systems & information as defined in the release phases in the NRTS Systems Architecture Document.	2 hours per calendar month

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS018/02		Schedule 1.2 5.9.1.5 5.9.2.21 5.9.2.22 5.9.2.20	Effective Date + 15 months	Monthly	<p><u>NRTS Web Site</u></p> <p>Planned downtime of the NRTS Web Site per year outside of Prime Hours (which are 06:00 to 18:00 on Monday to Friday inclusive) shall not exceed:</p> <p><u>Note that planned and unplanned downtime cannot overlap.</u></p> <p>Note planned downtime caused by activities during the Build Phase is not included in this SLT but needs to be agreed in advance with the HA on a per system basis.</p>	4 occurrences per year and a total of 16 hours
PS018/03		Schedule 1.2 B.1.2.20	Effective Date + 15 months	Monthly	<p>% of internal website response time for each action which are less than 2 seconds for all Users.</p> <p>(Note that 'internal website response time' is defined as the time taken from when a request is received into the NRTS OSS network at the NOC, until the correct response leaves the NRTS OSS network).</p> <p>Note: Excludes planned downtime.</p>	≥90%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS018/04	<b>CONTINUED OVERLEAF</b>	Schedule 1.2 5.9.1.5 5.9.2.28	Interim Service Start Date	Monthly	<u>NRTS Help Desk</u> 1. The NRTS Help Desk shall be available 24-hours-a-day 7-days-a-week basis, every day of the year, by telephone through a single national local rate number and by email through a single NRTS Help Desk mailbox.	80%



					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS018/04	CONTINUED	Schedule 1.2 5.9.1.5 5.9.2.28	Build Completion Date	Monthly	<p>"Available" shall be measured by:</p> <ul style="list-style-type: none"> <li>a) Calls to the NRTS Help Desk during Prime Hours (6:00 to 18:00 from Monday to Friday) requiring a NRTS Help Desk operator to respond, to be answered within 3 minutes of call having been received</li> <li>b) Calls to the NRTS Help Desk outside of Prime Hours requiring a NRTS Help Desk operator to respond, to be answered within 5 minutes of call having been -received</li> <li>c) Emails to the Help Desk during Prime Hours requiring a Help Desk Operator to respond, (i) to be acknowledged within 30 minutes of the e-mail having been received and (ii) responded to within 4 hours of the email having been received. If not responded to before the end of Prime Hours, the response time of 4 hours must still apply</li> <li>d) Emails to the NRTS Help Desk outside of Prime Hours requiring a NRTS Help Desk operator to respond, shall be acknowledged within 3 hours of the email having been received, and responded to within 10 hours. If not responded to before the start of Prime Hours, the Prime Hours response time of 4 hours must apply, and all emails must be responded to before 10:00am. on the day after the e-mail was sent</li> </ul>	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS018/05		Schedule 1.2 5.9.2.29	Interim Service Start Date	Monthly	<u>NRTS Help Desk</u> To be reported monthly for a rolling 3 month interval. Percentage of calls and e-mails received to be 'closed' for the following: <ul style="list-style-type: none"> <li>- Category 1 within 1 hour and within 24 hours</li> <li>- Category 2 within 24 hours and within 1 week</li> <li>- Category 3 within 1 week and within 1 month</li> <li>- Category 4 within 1 month and within 3 months.</li> <li>- Total of all calls and e-mails received not assigned to Categories 1 to 4 to be 'closed' within 3 months.</li> </ul>	75% and 100%, 75% and 100%, 75% and 100%, 75% and 100%, 100%
			Build Completion Date	Monthly	The definition of 'closed', the category resolution timescales and the details of Category 1 to 4 are as defined in the User Services Process Standard <ul style="list-style-type: none"> <li>- Category 1 within 1 hour and within 24 hours</li> <li>- Category 2 within 24 hours and within 1 week</li> <li>- Category 3 within 1 week and within 1 month</li> <li>- Category 4 within 1 month and within 3 months.</li> <li>- Total of all calls and e-mails received not assigned to Categories 1 to 4 to be 'closed' within 3 months.</li> </ul>	95% and 100%, 95% and 100%, 95% and 100%, 95% and 100%, 100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS019/01	PS-DS019 Network Management	Schedule 1.2 5.10.4.2	Effective Date	Monthly	Licensed software components of all NRTS Co systems in use shall be not older than 2 full released versions from the latest commercially available and supported version of the software or its direct replacement, or 1 full released versions from the latest commercially available and supported version of the software or its direct replacement if it has been 3 years since it was last upgraded, whichever is the sooner, unless other upgrade requirement are agreed in writing with the HA on a case by case basis	100%
PS019/02		Schedule 1.2 B.1.2.15 5.10.4.7	Effective Date	Monthly	The records of software version and history to be kept up-to-date and accurate and made available to HA	100%
PS019/03		Schedule 1.2 5.10.6.9	Interim Service Start Date	Monthly	Data and trends on Network Performance and OSS Performance shall be reported in each Contract Month. Scope to be agreed in accordance with the Manage Contract Process.	100%
PS019/04			Effective Date	As and when required	The HA to be notified in advance of any planned upgrades to software or hardware.	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS020/01	PS-DS020 Security Policy	Schedule 1.2 5.10.7.5	Interim Service Start Date	Monthly	Security audits shall be completed every 2 years or after a Major Security Breach (as defined in the Process Standard)	100%
PS020/02		Schedule 1.2 5.10.7.7	Interim Service Start Date	Monthly	The security audit report shall be available within 1 month of an regular audit being completed or within the timescales agreed by the HA after a Major Security Breach (as defined in the Process standard).	100%
PS020/03		None	Interim Service Start Date	Monthly	All Major Security Breaches shall be reported to the HA	100%
PS020/04		None	Interim Service Start Date	Monthly	Minor Security Breach - notify HA of completed rectification actions identified in an incident report appended to the subsequent monthly report submitted under section 2.2 of Schedule 1.2	100%
PS021/01	PS-DS021 Site Access Procedure	Schedule 1.2 5.10.7.6	Interim Service Start Date	Monthly	Report on the number of alarms generated by unauthorised access to TSs and cabinets per year.	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS022/01	PS-DS022 Disaster Recovery Plan	Schedule 1.2 5.10.8.1 5.10.8.6	Interim Service Start Date	Biannually	Disaster Recovery Plan shall be agreed under the Develop Registered Document Process and reviewed every 2 years or after a major incident (as defined in the Disaster Recover Plan)	100%
PS022/02		Schedule 1.2 B.1.2.2	Interim Service Start Date	Monthly	No more than 24 hours of data shall be lost following any incident	100%
PS025/01	PS-DS025 Requirements Capture and Planning	Schedule 1.2 5.13.1.5 5.13.5.2 to 11	Effective Date	Monthly	% of HA and other schemes that affect NRTS Co not captured in the NRTS Forward Programme.  This shall exclude schemes and works where NRTS Co has attempted to capture the information via CR&P and liaison with the Interfacing Organisations but has not been informed of the schemes and/or works by the HA and/or the relevant Interfacing Organisation.	<20% of total during first year.  <2% of total for subsequent years.

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS025/02		Schedule 1.2 5.13.1.5 5.13.5.2 to 12	Effective Date	Monthly	Update information in NRTS Forward Programme within one Business Day of receiving information on urgent works and corrective action plans resulting from Non-Compliance	100%
PS025/03		Schedule 1.2 5.13.1.5 5.13.5.2 to 11	Effective Date	Monthly	Outline designs shall be produced within timescales agreed with the HA	100%
PS026/01	PS-DS026 Installation Design	Schedule 1.2 6.3.1.12	Interim Service Start Date	Monthly	Report on % of scheme designs complying with General Constraints and Service Solution Specification.	100%
PS026/02		Schedule 1.2 6.3.6	Interim Service Start Date	Monthly	All completed designs shall be submitted by NRTS Co to the HA within the timescales (as agreed and set out in the Task Authorisation)	100%

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS026/03		Schedule 1.2 6.3.3.18	Interim Service Start Date	Monthly	All information in relation to design and Provisioning shall be requested by NRTS Co from HA at least 6 weeks in advance of being required by NRTS Co	100%
PS026/04		Schedule 1.2 6.3.1.10	Interim Service Start Date	Monthly	HA shall be notified by NRTS Co of infrastructure required by NRTS Co, within the timescales set out in the relevant Task Authorisation	100%
PS027/01	PS-DS027 Service Provisioning		Interim Service Start Date	Monthly	All infrastructure required from HA shall be formally requested by NRTS Co at least 3 months in advance of required date (unless otherwise agreed)	100%
PS028/01	PS-DS028 Service Activation	Schedule 1.2 6.5.12.2	Interim Service Start Date	Monthly	For Task Authorisations (for Activations/Deactivations) received more than 28 days in advance of the 'Live' date from the HA, confirmation requests submitted to the HA by NRTS Co shall be no less than 28 days before the relevant 'Live' date	100%

**CONFORMED COPY****A.3 SERVICE LEVEL TARGETS – OTHER SERVICES**

					Service Level Targets (SLTs)	
SLT No	Process	Reference	Compliance Date	Measurement Period	Definition	Target
PS023/01	PS-DS023 Aerial Sites Management	Schedule 1.1b 2.4.4	Step 1a	N/A	Time by when NRTS Co shall initially respond to each initial MNO enquiry	Within 5 Business Days from initial MNO enquiry
PS023/02		Schedule 1.1b 2.4.5	Step 1a	N/A	NRTS Co shall report to the HA on a monthly basis on its performance against Service Levels as specified in the NRTS Guide for the Aerial Site Service	Within 5 Business Days of scheduled submission date under Clause 26
PS023/03		Schedule 1.1b 2.4.6	Step 1a	N/A	Time by when NRTS Co to submit annual customer satisfaction survey to HA	Within 10 Business Days of survey submission date as detailed within the Process Standard for “Aerial Sites Management”



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					<b>Service Level Targets (SLTs)</b>	
<b>SLT No</b>	<b>Process</b>	<b>Reference</b>	<b>Compliance Date</b>	<b>Measurement Period</b>	<b>Definition</b>	<b>Target</b>
PS032/01	PS-DS032 Preparation of Project Proposals	Schedule 1.2 7.2.15	Step 1a	N/A	Time by when NRTS Co to submit an Ad Hoc Project Proposal to the HA	Within 20 Business Days of the date of receipt of the Ad Hoc Project Specification
PS023/02		Schedule 1.2 7.2.13	Step 1a	N/A	Time by when NRTS Co to submit a Rejection Notice to the HA	Within 5 Business Days of the date of receipt of the Ad Hoc Project Specification

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					<b>Service Level Targets (SLTs)</b>	
<b>SLT No</b>	<b>Process</b>	<b>Reference</b>	<b>Compliance Date</b>	<b>Measurement Period</b>	<b>Definition</b>	<b>Target</b>
PS037/01	PS-DS037 Consultancy Service	Schedule 1.1b 3.3.1 3.5.3 3.5.5	Step 1a	N/A	Time by when NRTS Co to provide full particulars of all appropriately qualified and competent staff employed on each consultancy assignment for acceptance by the HA	No less than 10 Business Days in advance of the relevant consultancy assignment and (in the case of a change in personnel of a consultancy assignment previously accepted by the HA) no less than 1 month's notice in writing before such change of personnel
PS037/02		Schedule 1.1b 3.5.10 3.5.14	Step 1a	N/A	Time by when NRTS Co to submit all information, reports, designs, documents, procedures and materials to HA related to the consulting assignments	Within 10 Business Days from date of submission agreed by the HA

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					<b>Service Level Targets (SLTs)</b>	
<b>SLT No</b>	<b>Process</b>	<b>Reference</b>	<b>Compliance Date</b>	<b>Measurement Period</b>	<b>Definition</b>	<b>Target</b>
PS038/01	PS-DS038 Camera Mast Management	Schedule 1.1 b 4.4.1 to 4.4.4	RMC Area Take-On Date	N/A	NRTS Co to carry out all inspections and planned maintenance work in accordance with the maintenance programme (as agreed with the HA prior to the first RMC Area Take On Date for the Camera Mast Service)	100% of inspections and planned maintenance work: 1 no earlier than 3 months prior to; or 2 no later than 3 months after; the scheduled maintenance date under the maintenance programme

**A.4 SERVICE LEVEL TARGETS – GENERAL CONSTRAINTS**

					Service Level Targets (SLTs)	
SLT No	Constraint	Reference	Compliance Date	Measurement Period	Definition	Target
GC001/01	GC-PS001 Appearance and Impact on Surroundings	Schedule 1.3 2.2.1.6 2.2.1.7 2.2.1.8 2.2.1.9	Step 2	N/A	<u>Installation of permanent infrastructure</u> Time by when the installation of permanent infrastructure will have been inspected, tested and certified by NRTS Co as compliant with the requirements of this Constraint	Before commissioning of the site works
GC001/02		Schedule 1.3 2.2.1.5	Step 2	N/A	<u>Inspection</u> Maximum duration between inspections by NRTS Co	Fifteen calendar months
GC001/03		Schedule 1.3 2.2.1.5	Step 2	N/A	<u>Remedial work</u> Maximum time for NRTS Co to complete all remedial work for which NRTS Co is responsible identified by inspections	Eight weeks from identification

					Service Level Targets (SLTs)	
SLT No	Constraint	Reference	Compliance Date	Measurement Period	Definition	Target
GC002/ 01	GC-PS002 Permanent Access	Schedule 1. 3 2.3.1.4 2.3.1.5 2.3.1.11	Step 1b	N/A	<u>Installation of permanent infrastructure for physical access</u> Time by when new Access Infrastructure will be inspected and certified by NRTS Co as fully compliant with the requirements of this Constraint	Within 2 months of commissioning of the site works
GC003/ 01	GC-PS003 Site Protection	Schedule 1. 3 2.4.2.4 2.4.2.11 2.4.2.13 2.4.2.15 2.4.2.16	Step 1b	N/A	<u>Protection of the installation</u> Time by when the protection of the installation will be assessed, proved, inspected and certified by NRTS Co to be compliant with the requirements of this Constraint	Before commissioning of site works

					Service Level Targets (SLTs)	
SLT No	Constraint	Reference	Compliance Date	Measurement Period	Definition	Target
GC004/01	GC-PS004 Power Supplies (General)	Schedule 1.3 2.5.3.8 to 13 2.5.3.21 to 23 2.5.3.25 to 27	Step 1b	N/A	<u>Installation of power supply</u> Time by when power supplies will have been inspected, tested and certified by NRTS Co as compliant with the requirements of this Constraint	Before the power supply is used
GC004/02		Schedule 1.3 2.5.3.14 2.5.3.15 2.5.3.20	Step 2	N/A	<u>Labelling, notices, etc</u> Time by when NRTS Co will have identified and labelled infrastructure, provided safety notices, circuit diagrams, etc. on site as necessary arising from a change to the power supply installation	Within 14 days of making the change
GC004/03		Schedule 1.3 2.5.3.12 2.5.3.21	Step 1b	N/A	<u>Testing</u> Time by when testing will be certified by NRTS Co to be in accordance with the requirements of this Constraint	Before commencement of tests

					Service Level Targets (SLTs)	
SLT No	Constraint	Reference	Compliance Date	Measurement Period	Definition	Target
GC005/ 01	GC-PS005 Power Supplies (Vacating and Decommissioning)	Schedule 1.3 2.6.1.6	Step 1b	N/A	<u>Agreement with Primary User</u> Time by when NRTS Co will have planned and agreed programme, tasks and method for decommissioning	Before commencement of relevant work on site
GC006/ 01	GC-PS006 Earthing and Lightning Protection	Schedule 1.3 2.7.1.7 2.7.1.8 2.7.1.10	Step 1b	N/A	<u>Provision of protection</u> Time by when protection arrangements at a site will have been provided, tested and certified by NRTS Co as compliant with the requirements of this Constraint	Before Taking On or commissioning of the site works
GC006/ 02		Schedule 1.3 2.7.1.7	Step 2	N/A	<u>Testing and maintenance of earthing and lightning protection arrangements</u> At every site, the maximum period (a) between tests and (b) between the completion of any necessary routine maintenance activity.	Fifteen calendar months

					Service Level Targets (SLTs)	
SLT No	Constraint	Reference	Compliance Date	Measurement Period	Definition	Target
GC007/01	GC-PS007 Electromagnetic Compatibility	Schedule 1.3 2.8.1.4 2.8.1.8 to 11	Step 2	N/A	<u>Conformity</u> Time by when NRTS Co will have inspected, tested and certified equipment as compliant with the requirements of this Constraint	Before commissioning of the site works
GC008/01	GC-PS008 Non-Ionising Electromagnetic Radiation	Schedule 1.3 2.9.1.4 to 8	Step 2	N/A	<u>NIEMR measures</u> Time by when NIEMR hazard assessment and measures to protect personnel will be in place	Before Taking On or commissioning of the site works
GC011/01	GC-PS011 Identification and Labelling	Schedule 1.3 2.12.1.4 to 6	Step 1a	N/A	<u>Initial labelling</u> Time by when equipment, cabinets and cables will have been uniquely identified and bar-coded, by NRTS Co, in accordance with the contract requirements.	No more than 12 months after Taking On equipment which is not shared, no more than 2 months after Taking On equipment which is shared and no more than 2 months after commissioning of site works.



					Service Level Targets (SLTs)	
SLT No	Constraint	Reference	Compliance Date	Measurement Period	Definition	Target
GC012/01	GC-PS012 External Communications and Power Interfaces	Schedule 1.3 2.13.2.5 2.13.2.6	Step 1b	N/A	<u>Suitability of interface</u> Time by when NRTS Co shall ensure that the physical arrangement of an external equipment interface supports the agreed access arrangements	Before Taking On or commissioning of the site works
GC013/01	GC-PS013 Cables and Cable Ducts	Schedule 1.3 2.14.2.23 to 25 2.14.2.27 2.14.2.28	Step 1b	N/A	<u>Provision of duct network</u> Time by when cable and cable duct installation at a site will have been provided, tested and certified by NRTS Co as compliant with the requirements of this Constraint	No more than 2 months after commissioning of the site works to the agreed programme
GC016/01	GC-PS016 Location of Equipment and Infrastructure	Schedule 1.3 2.17.1.6 to 2.17.1.11 inclusive	Step 1b	N/A	<u>Conformity</u> Time by when NRTS Co will have inspected, tested and certified equipment and infrastructure as compliant with the requirements of this Constraint	Before commissioning of the site works

					Service Level Targets (SLTs)	
SLT No	Constraint	Reference	Compliance Date	Measurement Period	Definition	Target
GC018/01	GC-PS18 Traffic Management Provision	Schedule 1.3 3.2.1.7 to 12	Step 1a	N/A	<u>Provision of traffic management (TM)</u> Time by when NRTS Co will have certified that the requirement for, and design of, TM is compliant with the requirements of this Constraint	For each instance of TM, before implementation
GC018/02		Schedule 1.3 3.2.1.7 3.2.1.9 to 12	Step 1a	N/A	<u>Maintenance of TM</u> Frequency with which NRTS Co will inspect the TM and confirm compliance with Chapter 8 of the Traffic Signs Manual and other requirements of this Constraint including requirement to minimise the risk and the disruption to the travelling public arising from Lane Closures	For each instance of TM, daily during the provision of such TM
GC021/01	GC-PS021 Lane Closures	Schedule 1.3 3.5.3.6 to 11 3.6.4.7 to 13	Step 1b	N/A	<u>Lane Closures comply with requirements</u> Time by when NRTS Co will have certified that the requirement for each Lane Closure is compliant with the requirements of this Constraint including requirement to minimise the risk and the disruption to the travelling public arising from Lane Closures	For each Lane Closure, before implementation

					Service Level Targets (SLTs)	
SLT No	Constraint	Reference	Compliance Date	Measurement Period	Definition	Target
GC022/ 01	GC-PS022 Once Only Hardshoulder Closures to Install NRTS Co Longitudinal Infrastructure	Schedule 1. 3 3.6.4.13	Step 1b	Monthly	<u>Traffic delay costs</u>  The SLT shall be the ratio of the Actual Traffic Delay Costs to the Planned Traffic Delay Costs (expressed as a percentage) calculated in each month in respect of each RCC area for a rolling three month period immediately preceding the month in which the SLT is calculated (such rolling three month period being referred to as the "measurement period"). Note that this SLT can be breached only once in each measurement period.	The SLT shall be 110%
GC023/ 01	GC-PS023 Access Procedures and Controls	Schedule 1. 3 3.7.1.6 to 8 3.7.1.10 3.7.1.11	Step 1b	N/A	<u>Access procedures and controls</u>  Compliance with Project Standard GC-PS011	100%

**A.5 SERVICE LEVEL TARGETS – ADDITIONAL DEFINITIONS**

Item	Definition
Commissioning	The term “commissioning of the site works” shall mean the time which is the sooner of (i) when NRTS Co self-certifies the completion of the infrastructure and (ii) when NRTS Co self-certifies the acceptance tests for the equipment at a particular site.
Damage Reported	means where NRTS Co becomes aware of a damage to the Assets and reports the same to the HA.
Liaison Actions	means an attempt to contact an Interfacing Organisation by the mechanism agreed in the Table of Interfacing Organisations e.g. meeting, call, email etc.
Major Security Breach	- which includes (but is not limited to) an external hacker accessing any unauthorised HA system or equipment either directly or via the NRTS network. All Major Security Breaches will be classified as a Serious Fault/Incident, and the corresponding SLTs shall apply.
Minor Security Breach	- which includes (but is not limited to) user logs in with another Users ID and password.
Network Performance	means and includes the number of network elements (and type) and of a damage to the Assets and reports the same to the HA network capacity (used and spare).
OSS Performance	means and includes the number of Users, system loading (expressed as a %) etc, ...
Security Breach	means any activity that is not authorised or agreed by NRTS. The 2 types of Security Breach are:
Serious Fault/Incident	means and includes (without limitation) major faults/service outages; Health and Safety incidents; traffic incidents; the effects of lightning strikes and high-voltage transients (power surges) as defined in Constraints and Spillages.

Updated means after a change the process of amending and/or creating the corresponding record, document and/or data.