



ANNEXURE D

**PROVISIONING OF MULTIFUNCTIONAL DEVICES AND
MANAGED PRINT SERVICES**

REVISED DRAFT SERVICE LEVEL AGREEMENT (SLA)

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1. INTRODUCTION AND SCOPE

- 1.1. This Annexure D (Service Level Agreement) sets out, amongst other related matters:
 - The Service Levels applicable to the Services that the Service Provider will provide Transnet under the Master Service Agreement (MSA).
 - The calculation of Service Credits in the event of a Service Level Failure.
 - Service Level Management practice for the measurement, management, reporting and review of Service Levels.
- 1.2. Service Levels will apply to a device as soon as that device is active in the environment (meaning the device has been deployed, installed, tested and signed off by a Transnet representative).
- 1.3. It is important to note that Service Levels either apply at Operating Division (OD) level or at Transnet-wide level. This is explained in detail under heading 3 (Service Levels).
- 1.4. The Service Levels herein apply to Services provided both within and outside the borders of the Republic of South Africa. However, in the case of over-border devices, the applicable target times will be those related to Far Remote Areas.
- 1.5. Devices installed at lighthouses and on trains may pose out of the normal travel and access procedures for the Service Provider. In recognition of this, and while the normal Service Levels apply, provisions are described in this document to accommodate these special situations.

2. DEFINITIONS

- 2.1. Definitions are given in the Master Services Agreement. Additional definitions and terms pertinent to this annexure are listed in Table 1: Definitions.

Table 1: Definitions

Term	Description
At-Risk Amount	<p>The maximum monetary value that an OD may receive in Service Level Credits in any one month. The maximum At-Risk Amount will only be credited if all Service Levels are failed in any one month for that OD. In any one Month, the At-Risk Amount is calculated by applying the At Risk- Percentage to the OD's Monthly Bill for that Month.</p> <p>From the Service Provider's perspective, the At-Risk amount is the cap on Service Credits for that month, for a specific (OD). (Each OD has its own specific cap based on their Monthly Bill)</p>

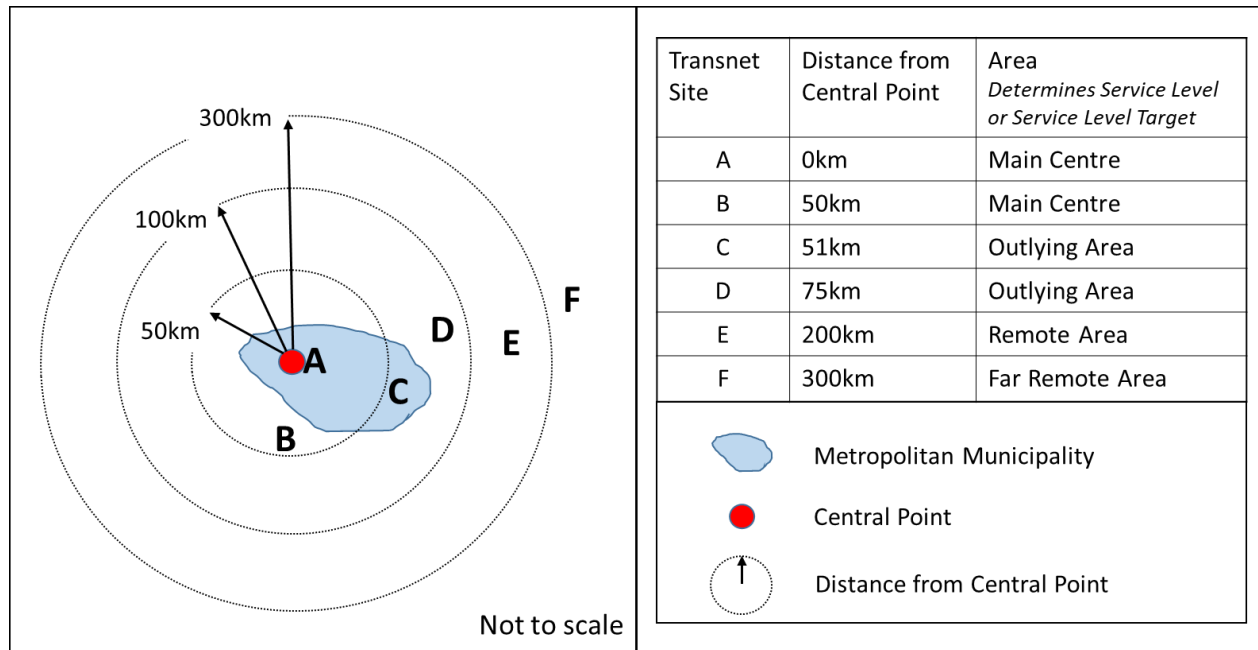
Term	Description
At Risk Percentage	The percentage that is applied to the OD's Monthly Bill to determine the At-Risk Amount. The percentage is specified in the Service Credits section.
Business Day	Defined in the Master Services Agreement.
Central Point	<p>Transnet will designate a point (GPS co-ordinate or other) within each Metropolitan Municipality, as a Central Point.</p> <p>A Central Point is used to measure distances to determine which Service Level applies to specific Incident or Request types, or, for some Service Levels, the Service Level Target.</p> <p>Metropolitan Municipalities, as defined by the South African Government, are:</p> <ul style="list-style-type: none"> • Buffalo City (East London) • City of Cape Town • Ekurhuleni Metropolitan Municipality (East Rand) • City of eThekweni (Durban) • City of Johannesburg • Mangaung Municipality (Bloemfontein) • Nelson Mandela Metropolitan Municipality (Port Elizabeth) • City of Tshwane (Pretoria) <p>See Figure 1.</p>
Close of Business	The end of a Business Day.
Closed	With reference to a ticket in the call logging tool, the ticket status which means that the ticket has been Resolved and finally Closed. The ticket cannot be reopened.
Decommission	Scrubbing and removing a device, both from the Transnet fleet, as well as the site. The data scrubbing will be done according to Transnet's security standards.
End User	A Transnet user who uses the devices in scope of the Agreement.
Far Remote Area	<p>An area further than a radius of 300km (three hundred kilometres) from the nearest Central Point.</p> <p>See Figure 1.</p>
Forecasted [device]	A device which an OD has forecasted that it will need in the future.
Incident	Defined in the Master Services Agreement.
Main Centre	<p>An areas within a radius of 50km (fifty kilometres) from the nearest Central Point.</p> <p>See Figure 1.</p>

Term	Description
Measurement Interval	The period over which the Service Provider's performance of a Service Level will be measured in order to calculate the Service Level Achievement. Normally monthly.
Monthly Bill	For any Month, the total amount that an OD is invoiced for services provided under the Master Services Agreement.
Outlying Area	An area within a radius of 100km (one hundred kilometres), but more than 50km (fifty kilometres), from the nearest Central Point. See Figure 1.
Remote Areas	A location within a radius of 300km (three hundred kilometres), but more than 100km (one hundred kilometres), from the nearest Central Point. See Figure 1.
Request / Service Request	Defined in the Master Services Agreement.
Resolved	A ticket status in the call logging tool. <ol style="list-style-type: none"> 1. In the case of an Incident, it means that service has been restored or a work-around which is acceptable to Transnet is available. 2. In the case of a Request, it means that the request has been fulfilled. Service Level definitions may further expand on what 'Resolved' implies with reference to that specific Service Level.
Root Cause Analysis (RCA)	An investigation into the underlying cause of a Service Level Failure. Transnet may also request RCAs for any service delivery issue of concern to them.
Service	Defined in the Master Services Agreement.
Service Coverage Window (SCW)	Defined window of time during which the Service Provider will deliver a specified service according to a Service Level. See Table 4.
Service Improvement Plan	A Service Improvement Plan is a plan and road map, with milestones and dates, for improving service levels and/or service delivery.
Service Level	A service delivery performance area, with a Service Level Performance Target.
Service Level Achievement	The actual Service Level performance results for a Measurement Interval.

Term	Description
Service Level Credit / Service Credit	An amount in South African Rand which shall be credited by the Service Provider to the affected OD in the event of a Service Level Failure.
Service Level Failure	Failure to meet or exceed the defined Service Level Performance Target.
Service Level Measurement Period	The period for which the Performance Specification for a Service Level is measured. This period is a calendar month unless otherwise specified.
Service Level Performance Target	The minimum percentage, or other metric, that the Service Provider must achieve for a Service Level in a Measurement Interval for the Service Level to be achieved.
Service Level Report	A monthly report providing the Service Level Achievements per Service Level for the last Measurement Interval. It may include historic performance as well.
Standard Operational Report	Report agreed by Parties to be delivered to Transnet on a scheduled basis.
Service Review Pack	A set of reports and presentations reviewed and presented at the Service Review meetings.
Weighting Factor / Service Level Weighting Factor	Each Service Level has a Weighting Factor expressed as a percentage. In the event of a Service Level Failure, the associated Weighting Factor is used in a formula to calculate the Service Level Credit due to the affected OD in respect of that failure. The sum of all Weighting Factors shall equal 100%.

Figure 1: Areas

Figure 1 gives an example of how to determine which Area a Transnet site falls into for Service Levels.



3. SERVICE LEVELS

- 3.1. The Service Levels are set out in detail in Table 6 under Heading 13 (Service Levels – Specification and Targets).
- 3.2. The Service Provider agrees to deliver the Services at a sufficiently high quality to consistently meet or exceed the Service Level Performance Targets for each Service Level.
- 3.3. Not all aspects of the Services are covered by a Service Level. This in no way implies that those aspects are unimportant, and the Service Provider agrees to deliver all aspects of the Service with due care.
- 3.4. Table 6 indicates if a Service Level applies at Operating Division (OD) level or at Transnet-wide level.
- 3.5. Where a Service Level applies at OD level, the Service Provider will manage the Service Levels and report on them **per OD**. In this case the Service Credit will be calculated at OD level.
- 3.6. Each Service Level has a Measurement Period of a calendar month, unless otherwise specified in this document.

4. SERVICE LEVEL MANAGEMENT

- 4.1. The Service Provider will implement Service Level Management practices in a manner such that the delivery of Services to Transnet is rigorously managed against the Service Levels. This includes tracking, monitoring, and managing performance so that:
 - 4.1.1. Developing issues which could lead to Service Level Failures can be proactively identified and appropriate corrective action(s) taken which are aimed at preventing a failure or reducing the impact should a failure occur.
 - 4.1.2. Service Level Failures go through a formal process of Root Cause Analysis and preventative actions are subsequently implemented.
 - 4.1.3. Service Level reporting is accurate and auditable.
- 4.2. The Service Provider will produce and maintain standard operating procedures detailing the tools, procedures, calculations, and raw data sources used to measure and calculate Service Level Achievements. The Service Provider will deliver this document to Transnet by the agreed date, but no later than two months following commencement of services.
- 4.3. The Service Provider will give Transnet access to any raw data, and transformed data, used in the Service Level reporting.
- 4.4. The Service Provider will do monthly quality checks on a random sample of a minimum of 5% of the Incident and Request tickets pertaining to the Services. The quality checks will include, but not be limited to, correct categorisation/classification of the tickets and adequacy and quality of recorded information in the tickets.

5. PERFORMANCE AND SERVICE DELIVERY REPORT PACK

- 5.1. The Service Provider will provide a monthly performance and service delivery report pack to Transnet's designated representative(s) within 10 Business Days of the end of the month being reported on. The Service Provider may make a written request for an extension, but such extension will be granted at Transnet's sole discretion.
- 5.2. The content and layout of the report pack will be developed by the Service Provider and approved by Transnet. The Service Provider will accommodate all changes to the pack that Transnet may reasonably require from time to time.
- 5.3. Where relevant, information in the pack will be broken down by OD, and a Transnet-wide view also provided.

- 5.4. At a minimum the pack will include:
- 5.4.1. The Service Level Achievements for the period, with comparative data from past periods.
 - 5.4.2. The Rand value of any Service Credits due because of Service Level Failures.
 - 5.4.3. Where excused performance has been granted and applied to the Service Level Achievement, the Service Provider will report on both the before and after excused performance figures.
 - 5.4.4. Other management information such as, but not limited to, trends in monochrome and colour printing volumes and costs, carbon footprint statistics, summary of reasons for requests for excused performance (if applicable), details of ticket quality checks done (refer to paragraph 4.4), and progress with preventative actions identified through Root Cause Analysis.

6. EXCUSED PERFORMANCE

- 6.1. Transnet recognises that the Service Provider may be prevented from meeting a Service Level (or the target on an individual ticket), due to material actions, or lack of actions, by Transnet and/or Transnet's 3rd Parties.
- 6.2. The Service Provider will track and manage such occurrences during the month and report on them, with the full circumstances, to the OD designated representative.
- 6.3. The Service Provider may request the OD designated representative for excused performance on these tickets and/or affected Service Level.
- 6.4. The OD will consider the merits of the request for excused performance and grant or deny the request. This must be fully documented and signed by both parties.
- 6.5. Any disputes for excused performance will be taken through the agreed escalation path for arbitration.
- 6.6. All provisions 6.2 to 6.5 for excused performance must be carried out timeously, and prior to the delivery of the Service performance pack.

7. MONTHLY REVIEWS

- 7.1. The Service Provider will meet with the OD representative(s) on a regular basis as required by the OD (monthly at a minimum) to discuss service delivery at OD-level.

- 7.2. A monthly Transnet-wide Service Review Meeting will be held between the parties, according to the provisions in the MSA, and failing that, by mutual agreement.

8. ROOT CAUSE ANALYSIS REPORTING

- 8.1. In the event of a Service Level Failure, the Service Provider shall provide a Root Cause Analysis (RCA) report using a Transnet approved format. The RCA report shall detail the underlying root cause of the Service Level Failure as well as any contributing factors, and set out remedial actions, with planned completion dates, that the Service Provider shall take to prevent further such failures.
- 8.2. Progress with remedial actions will be tracked to completion in subsequent OD level meetings. Transnet may request more frequent progress updates.
- 8.3. Transnet shall have the right to ask the Service Provider to make quality improvements to the RCA report and Transnet will approve the report only once it is satisfied with its quality.
- 8.4. All RCA reports shall be signed off by Transnet and Service Provider representatives.
- 8.5. Notwithstanding clause 8.1, Transnet may at its discretion request an RCA report on any matter of concern it has regarding the delivery of services provided under the Master Services Agreement. Such report shall be provided by Close of Business on the fifth Business Day following the request, or later as proposed by the Service Provider and agreed to by Transnet.

9. SERVICE LEVEL CREDITS

- 9.1. As Service Levels are measured at OD level, Service Level Credits also apply at OD level irrespective of the OD size in relation to other ODs.
- 9.2. In any one month, the total Service Level Credits for each OD is capped at the rand value of that OD's At-Risk Amount for that Month.
- 9.3. If the Service Provider does not report on the Service Level Achievement for any Service Level within 1 (one) month after the end of a Reporting Interval, the Service Level shall be deemed to have been failed, and the Service Level Credit in respect of that Service Level shall become due. Under exceptional circumstances the Service Provider may request Transnet to extend the one-month period. Transnet will consider the merits of the request and decide whether to grant the extension.
- 9.4. The Service Level Credit amount for a Service Level Failure is calculated according to the formula in Table 2: Service Level Credit calculation. The formula has these components:

- A. the OD Monthly Bill.
- B. the At-Risk Percentage, which is ten percent (10%) of the OD Monthly Bill for the Month in which the failure occurred.
- C. the applicable Service Level Weighting Factor from Table 3: Service Level Weighting Factors.
- D. a multiplier which has a default value of 100%. Each time there is a consecutive failure of the same Service Level for the same OD, the multiplier is increased by 20% of the default value. Note: this increase is cumulative until the multiplier is 'reset' to 100% in a month where the Service Level is met.

Table 2: Service Level Credit calculation
Formula:
Service Level Credit = A × B × C × D
Where:
A = OD Monthly Bill
B = At-Risk Percentage
C = Service Level Weighting Factor
D = A multiplier to which 20% is added for each consecutive failure
Examples:
(All examples are for illustration <i>only</i> , and actual Weighting Factors are in Table 3.)
Example 1 (One Service Level failed for two ODs)
In January 20xx, TFR had a single failed Service Level (Incidents Main Centres). This Service Level has a Weighting Factor of 15%, and TFR's Monthly Bill for January 20xx was R1 000 000. No other Service Levels were failed for TFR in January 20xx, and no Service Levels were failed for TFR in the previous month.
The Service Level Credit due to TFR for January 20xx was R 15 000, calculated as follows:
R1 000 000 (TFR's Monthly Bill) × 10% (At-Risk Percentage) × 15% (Service Level Weighting Factor for failed Service Level) × 100% (multiplier, first failure).
Also, in January 20xx, the same Service Level (Incidents Main Centres) was failed for TNPA. TNPA's bill in January was R800 000. No other Service Levels were failed for TNPA in January. Therefore, the Service Credit due to TNPA for January 20xx was R12 000 (R800 000 × 10% × 15% × 100%).

Example 2 (Two different Service Levels failed for one OD)

In February 20xx, there were two Service Level Failures (Incidents Outlying Areas & Incidents Remote Areas) for TPL. These Service Levels both have a Weighting Factors of 15%, and TPL’s Monthly Bill for February was R 500 000. No Service Levels were failed for TPL in the previous month.

The Service Level Credit due to TPL for February 20xx was R15 000 (R7 500 + R7 500), calculated as follows:

R500 000 (TPL’s Monthly Bill) × 10% (At-Risk Percentage) × 15% (Service Level Weighting Factor for Incidents Outlying Areas × 100% (multiplier, first failure) +

R500 000 (TPL’s Monthly Bill) × 10% (At-Risk Percentage) × 15% (Service Level Weighting Factor for Incidents Remote Areas) × Service Level × 100% (multiplier, first failure).

Example 3 (Consecutive failures of the same Service Level for one OD)

In March, April, May, and July 20xx, the Service Level for Incidents Outlying Areas was failed for TE. This Service Level has a Weighting Factor of 15%. This Service Level was not failed for TE in either February or June.

As there were consecutive failures, the multiplier comes into effect. The calculation of the Service Level Credits is set out below. For ease of understanding the example, TE’s monthly bill is kept the same for each month, but this would not normally be the case.

20xx	TE’s Monthly Bill	Service Level Failure?	Service Credit
February	R500 000	No	Nil (Service Level not failed)
March	R500 000	Yes	R500 000 x 10% x 15% x 100% = R7 500 (First failure)
April	R500 000	Yes	R500 000 x 10% x 15% x 120% = R9 000 (Second failure and first consecutive failure, so multiplier increased by 20% from 100% to 120%)
May	R500 000	Yes	R500 000 x 10% x 15% x 140% = R10 500 (Third failure and second consecutive failure, so multiplier increased by 20% (of 100%) from 120% to 140%)
June	R500 000	No	Nil (Service Level not failed)
July	R500 000	Yes	R500 000 x 10% x 15% x 100% = R7 500 (Fourth failure, but not consecutive, so multiplier reverts to 100%)

Table 3: Service Level Weighting Factors			
Notes:			
1. The Service Levels are set out in detail in Table 6: <i>Service Levels</i> .			
No.	Service Levels		Weighting Factor
1	Incidents	Main Centres	9%
2		Outlying Areas	9%
3		Remote Areas	9%
4		Far Remote Areas	9%
5		Multiple locations or devices	9%
6	Requests	Add new device	5%
7		Install device	5%
8		Move device	3%
9		Decommission device	1%
10		User PINs	2%
11	Availability	Consumables MPS devices	10%
12		Loan Device Provision	5%
13		Reporting Portal	3%
14	Quality	Device optimization	2%
15		Reopened tickets	2%
16		Monthly Service Review Pack	1%
17		End User Satisfaction	4%
18	Reliability	MPS device reliability	9%
19	Inventory	Devices	3%
Sum of Weighting Factors			100%

10. SERVICE DESK

- 10.1. Users will report Requests and Incidents to the Service Desk designated by Transnet.
- 10.2. All Requests (including queries) and Incidents related to Service Provider services will be recorded within a ticket in the Service Desk ticketing tool designated by Transnet, regardless of which party or entity reports the ticket. This includes tickets reported by Transnet and its 3rd parties, the Service Provider and its 3rd parties, and system generated tickets.
- 10.3. The Service Provider will implement an automated solution (at their own cost) for bi-directional bridging between the Transnet designated Service Desk, and the Service Provider' Service Desk.

- 10.4. Include a note on the service provider being added to Transnet Service Desk environment while integration is addressed during the transition period. (review transition phases to include Help Desk)
- 10.5. The Service Provider's Service Desk will be available during the Premium Service Class as defined in Table 4 *Service Coverage Window*.

11. SERVICE COVERAGE WINDOW

- 11.1. In general, Service Levels are measured according to the Standard Service Class defined in Table 4 *Service Coverage Window*. However, there are Service Levels where the Extended or Premium Service Class may apply. This is indicated in the *Measurement Notes* in Table 6 *Service Levels*
- 11.2. The SLA Clock will be paused during periods outside the designated Service Coverage Window.
- 11.3. The SLA Clock shall start once the ticket has been assigned to the Service Provider in Transnet's designated Service Desk.
- 11.4. From time-to time, Transnet may need Ad Hoc support outside of a Service Coverage Window. This would be mainly when an Incident occurs 'afterhours' and must be attended to urgently. Very occasionally, Ad Hoc support may be needed under other circumstances. E.g., an on-site presence may be required prior to an important event. Service Levels do not apply to these Ad Hoc 'callouts'.

Table 4: Service Coverage Window (SCW)	
Service Class	Service Coverage Window
Standard	Normal office hours: 07:00 - 17:00 on Monday to Friday, excluding public holidays
Extended	Extended Office Hours - 07h00 - 22h00 Monday to Friday and 07h00 am 17h00 on Saturdays, including public holidays
Premium	Full - 24 hours a day, 7 days a week, all year round

12. MFD INSTALLED ON TRAINS AND AT LIGHTHOUSES

- 12.1. Where a device is installed on a Train or Lighthouse, Transnet will ensure that that both the location and arrangements are accurately communicated to the Service Provider, and that the Service Provider will be met and hosted at the agreed time. Where necessary, and with prior notification from the Service Provider, Transnet will also ensure that technical support services (either from Transnet itself or Transnet's 3rd Party) are available.

- 12.2. Where a train is parked at a Transnet site within a Main Centre: Transnet will agree to a 'Stop the Clock' event for reasonable travel time.
- 12.3. Where a train is parked at a location within an Outlying Area, Remote Area or Far Remote Area, Transnet will agree to a 'Stop the Clock' event to accommodate both reasonable travel time and reasonable time for the Service Provider to schedule support resources.
- 12.4. In recognition that lighthouses may be remote and/or not easily accessible due to the location, weather, or terrain, Table 5 *Lighthouses* includes provisions for 'Stop the Clock' events to allow for travel time and planning. The list of lighthouses may be refreshed by Transnet periodically, to add or remove lighthouses

Table 5: Lighthouses					
Lighthouse	Address	Distance from Nearest Port	Nearest Port	Transport	Stop the Clock period
Robben Island	Robben Island	± 10 km	Cape Town	Transport to be provided by Transnet / TNPA LNS.	10 hours (Weather permitting)
Slangkoppunt	Lighthouse Road, Kommetjie	± 45 km	Cape Town	Service Provider Sedan	2 hours
Port Nolloth	Port Nolloth	± 700 km	Saldanha	Service Provider Sedan	20 hours
Cape Columbine	Paternoster	± 30 km	Saldanha	Service Provider Sedan	2 hours
Great Fish Point	Port Alfred	± 121 km	East London	Service Provider Sedan	5 hours
M'bashe	Cwebe Forest, M'bashe	± 250 km	East London	Service Provider 2 x 4, or rain 4 x 4	20 hours
Port Shepstone	Princess Elizabeth Drive	± 120 km	Durban	Service Provider Sedan	5 hours
Danger Point	Gansbaai	± 250 km	Cape Town	Service Provider Sedan	10 hours

13. OPERATIONAL REPORTS

- 13.1. The Service Provider will provide Transnet with suggested Standard Operational Reporting which will be reviewed and approved (with any changes required) by Transnet. These reports will be developed and delivered by the Service Provider at no additional cost to Transnet.
- 13.2. From time to time, Transnet may request changes or improvements to the Standard Operational Reports, additional Standard Operational Reports, or request an ad hoc report. These changed reports and ad hoc reports will be developed and delivered by the Service Provider at no additional cost to Transnet.

14. SERVICE LEVELS - SPECIFICATION AND TARGETS

14.1. Table 6 *Service Levels* details the Service Levels and their respective Service Level Performance Targets.

14.2. Refer to clause 1.4 with regards to Service Levels for over-border devices.

Table 2: Service Levels

1. Incidents: Main Centres

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>The percentage of Incidents which are Resolved within target.</p> <p>Incidents include hardware faults, software faults, and consumables (excluding the supply of paper).</p>	<p>The Service Level Target for an Incident depends on the distance of the site from the nearest Central Point. See Figure 1.</p> <p>All Incidents are measured and reported at OD level.</p> <p>Service Level Credit will apply at OD level.</p> <p>Measurement Interval is monthly.</p> <p>Target hours are measured in elapsed hours within the Standard SCW, with the exception of TPL's Tarlton Depot which has Extended Service Class hours, and TPL's Pinetown NOC which has Premium Service Class hours.</p> <p>(Both the afore mentioned TPL sites are deemed to belong in Main Centres for incidents)</p>	<p>Service Level Achievement % =</p> $\frac{\text{(Total Incidents Resolved within target hours)}}{\text{Total Incidents Resolved}} \times 100$ <p>where all Incidents were Resolved in the Measurement Interval.</p>	<p><u>Main Centres:</u> 98% of Incidents Resolved ≤ 4 hours</p>

Table 3: Service Levels continued			
2. Incidents: Outlying Areas			
Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<i>As Incidents: Main Centres</i>	<i>As Incidents: Main Centres</i>	<i>As Incidents: Main Centres</i>	<u>Outlying Areas:</u> 98% of Incidents Resolved ≤ 5 hours

Table 4: Service Levels continued			
3. Incidents: Remote Areas			
Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<i>As Incidents: Main Centres</i>	<i>As Incidents: Main Centres</i>	<i>As Incidents: Main Centres</i>	<u>Remote Areas:</u> 98% of Incidents Resolved ≤ 8 hours

Table 5: Service Levels continued			
4. Incidents: Far Remote Areas			
Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<i>As Incidents: Main Centres</i>	<i>As Incidents: Main Centres</i>	<i>As Incidents: Main Centres</i>	<u>Far Remote Areas:</u> 98% of Incidents Resolved ≤ 10 hours

Table 6: Service Levels continued

5. Incidents: Multiple locations or devices affected

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>The percentage of tickets which are Resolved within target.</p> <p>Incidents covered under this Service Level are those which result in widespread unavailability of printing services due an issue with the Printing Management Solution or other service component(s) under the control of the Service Provider.</p>	<p>Measured and reported at OD level.</p> <p>Service Level Credit will apply at OD level. Measurement Interval is monthly.</p> <p>NB: Measured in elapsed hours within the Premium SCW.</p>	<p><i>As Incidents: Main Centres</i></p>	<p>100% of Incidents Resolved ≤ 4 hours</p>

Table 6: Service Levels continued

6. Requests: Add device

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>Percentage of Requests resolved within target.</p> <p>'Resolved' means that the device has been delivered to the correct OD location and signed for by the Transnet designated employee.</p> <p>This Service Level does not apply to the initial rollout which will be handled as a project.</p>	<p>Measured and reported at OD level.</p> <p>Service Level Credit will apply at OD level.</p> <p>Measurement Interval is monthly.</p> <p>Measured in elapsed hours within the Standard SCW from the time the Service Provider receives correct documentation from Transnet, with Transnet approvals where needed.</p>	<p>Service Level Achievement % =</p> $\frac{\text{Total Requests resolved within target time}}{\text{Total Requests resolved}} \times 100$ <p>where all Requests were Resolved in the Measurement Interval.</p>	<p>100% ≤ 70 hours, unless otherwise agreed in writing with the OD.</p> <p>Proven delays due to OEM supply constraints will be considered for excused performance and service credit calculation.</p>

Table 6: Service Levels continued			
7. Requests: Install device			
Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
Percentage of Installation Requests resolved within target. 'Resolved' means that the device has been installed, tested, and signed off by Transnet.	As: <i>Add device</i>	As: <i>Add device</i>	98% ≤ 10 hours (Equivalent to one Business Day)

Table 6: Service Levels continued			
8. Requests: Move device			
Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
Percentage of Requests Resolved within target. 'Resolved' means that the device has been moved (quotation provided and approved (where required), device is at the new location, installed, tested, and signed off by Transnet). (Device movement requested by Transnet)	As: <i>Add device</i> This Service Level measures all Moves done for an OD in the Measurement Interval, but the maximum time allowed to complete each Move depends on the location of the device. If the device is being moved between different Areas, then the permitted time will be that associated with the furthest Area.	As: <i>Add device</i>	% of all Moves done in time ≥ 95% Main Centres: ≤ 30 hours Outlying Areas: ≤ 30 hours Remote Areas: ≤ 40 hours Far Remote Areas: ≤ 40 hours

Table 6: Service Levels continued

9. Requests: Decommission device

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>Percentage of Decommission Requests Resolved within target.</p> <p>'Resolved' means that the device has been decommissioned, data securely erased with certificate provided, and removed from Transnet site with asset removal documentation signed by both parties.</p>	<p>As: <i>Add device</i></p> <p>This Service Level measures all Decommissions done for an OD in the Measurement Interval, but the maximum time allowed to complete each Decomm depends on the location of the device.</p>	<p>As: <i>Add device</i></p>	<p>% of all Decommissions done in time \geq 95%</p> <p>Main Centres: \leq 30 hours</p> <p>Outlying Areas: \leq 30 hours</p> <p>Remote Areas: \leq 40 hours</p> <p>Far Remote Areas: \leq 40 hours</p>

Table 7: Service Levels continued

10. Requests: Reset/Provide User PIN

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>Percentage of PIN Requests Resolved within target.</p> <p>Requests for new PINs and existing PIN reminder</p>	<p>Measured and reported at OD level.</p> <p>Service Level Credit will apply at OD level.</p> <p>Measurement Interval is monthly.</p>	<p>Service Level Achievement % =</p> $\frac{\text{Total number of reopened tickets}}{\text{Total number of tickets}} \times 100$ <p>where all tickets were Resolved in the Measurement Interval.</p>	<p>100% \leq 2 hours</p>

Table 6: Service Levels continued

11. Availability: MPS device consumables

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>A device shall not be inoperable due to depleted toner/ink managed by the Service Provider. This applies to all devices – devices on the network and those that are not connected to the network.</p> <p>Paper is excluded.</p>	<p>Measured and reported at OD level.</p> <p>Service Level Credit will apply at OD level.</p> <p>Measurement Interval is monthly.</p> <p>May be amended upon agreement by both parties.</p>	<p>Service Level Achievement % =</p> <p>(Total number of tickets where a device was inoperable due to depleted consumable ÷ Total number of devices) × 100</p> <p>where all tickets were Resolved in the Measurement Interval.</p> <p>May be amended upon agreement by both parties.</p>	<p>Devices inoperable due to depleted consumables ≤ 1%</p>

Table 6: Service Levels continued

12. Availability: Loan Device Provision

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>If a device is not repaired or cannot be repaired within the Incident Service Level Performance Target, then a loan device with functionality acceptable to Transnet (if below that of the replaced device) shall be delivered to the site and installed.</p> <p>If a work-around is available that is acceptable to Transnet then this Service Level does not apply in that case. Service providers to advise Transnet of repair ETA within an acceptable time frame.</p>	<p>As: <i>Consumables - MPS Devices</i></p> <p>This Service Level will be measured from the time the OD logs a Request for a loan device. The conditions are that a device is not repaired or cannot be repaired within the Incident Performance Target, and there is no acceptable work-around.</p> <p>This Service Level measures all Loans done for an OD in the Measurement Interval, but the maximum time allowed to complete each loan depends on the location of the device.</p>	<p>Service Level Achievement % =</p> <p>(Total tickets meeting Performance Target ÷ Total tickets) × 100</p> <p>where all tickets were Resolved in the Measurement Interval, and relate to the provision of loan devices.</p>	<p>% of all Loans done in time = 100%</p> <p>Main Centres: 100% ≤ 10 hours</p> <p>Outlying Areas: 100% ≤ 10 hours</p> <p>Remote Areas: 100% ≤ 20 hours</p> <p>Far Remote Areas: 100% ≤ 20 hours</p>

Table 6: Service Levels continued

13. Availability: Reporting Portal

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
Measures availability of the reporting portal and content.	<p>Measured and reported at OD level.</p> <p>Service Level Credit will apply at OD level.</p> <p>Measurement Interval is monthly.</p> <p>The Standard SCW applies</p>	<p>Service Level Achievement % =</p> <p>(uptime in minutes ÷ Total number of minutes in the measurement period within the SCW) × 100</p> <p>Agreed downtime will not be counted.</p> <p>Formula may be modified by agreement by both parties.</p>	<p>Availability % ≥ 97%</p> <p>AND all reporting and other agreed documents to be published by the date and time agreed with Transnet</p> <p>Target may be modified by agreement by both parties.</p>

Table 8: Service Levels continued

14. Quality: Device Optimisation

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
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<p>Effective utilisation of deployed devices and ensuring that business areas are equipped with devices that meet business needs.</p> <p>Use the utilisation report (which is part of the standard reporting) to optimise the mix and location of devices with the objective of achieving operational efficiency.</p> <p>NOTE: All costs associated with optimisation are included in the fees.</p> <p>Device optimisation to be agreed with ODs prior to implementation</p>	<p>Measured and reported at OD level.</p> <p>Service Level Credit will apply at OD level.</p> <p>Measurement Interval is monthly.</p> <p>Device to be included in report from three full calendar months after installation (so data can be collected).</p> <p>Utilisation per device is calculated based on a three-month running average.</p> <p>Combined readings (i.e. readings for multiple months per device) for a particular billing month are excluded.</p>	<p>Per device: Utilisation % = (sum of previous three months utilisation % ÷ 3) × 100</p> <p>The formula may be modified by agreement by the two parties.</p>	<p>No one/single device Utilisation % ≥110%.</p>
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Table 9: Service Levels continued

15. Quality: Reopened Tickets

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
The number of tickets that were reopened after resolution because the Incident or Request was not resolved to the Business' or End User's satisfaction.	Measured and reported at OD level. Service Level Credit will apply at OD level. Measurement Interval is monthly.	Service Level Achievement % = (Total tickets reopened in the Measurement Interval ÷ Total tickets Resolved in the Measurement Interval) × 100	% of reopened tickets ≤ 2%

Table 10: Service Levels continued

16. Quality: Monthly Steering Committee Pack

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
Timely delivery of the complete monthly pack according to standard agreed with Transnet.	As: <i>Reopened tickets</i> Measurement Interval is monthly.	If the Pack is delivered no later than by Close of Business on the 10th Business Day of the Month, then this Service Level is met, otherwise it is failed.	Pack is delivered no later than by Close of Business on the 10th Business Day of the Month.

Table 11: Service Levels continued

17. Quality: End User Satisfaction

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>Percentage of survey responses which indicate that the End User was satisfied.</p> <p>The methodology may be modified by agreement between the parties.</p>	<p>As: <i>Reopened tickets</i></p> <p>Upon ticket resolution each End User will be invited via an automated email to complete a simple survey.</p> <p>The measurement criteria may be modified by agreement between the parties.</p>	<p>Service Level Achievement % =</p> <p>(Total survey responses where respondent was satisfied ÷ Total survey responses received) × 100</p> <p>where all responses were received in the Measurement Interval.</p> <p>The formula may be modified by agreement between the parties.</p>	<p>% of satisfied survey respondents ≥ 80%</p> <p>Per OD, service credits will only apply if the number of responses received is greater than or equal to either 20 responses or 10% of the number of tickets resolved, whichever is the lesser.</p> <p>Performance target may be modified by agreement between the parties.</p>

Table 6: Service Levels continued

18. Reliability: MPS device reliability

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>Measures reliability of installed MFDs based on the number of failures per device over a rolling three-month period.</p>	<p>Measured and reported at OD level.</p> <p>Service Level Credit will apply at OD level.</p> <p>Measurement Interval is monthly (based on data for a rolling three-month period).</p> <p>Incidents must be distinct i.e., duplicate tickets for the same incident are not counted.</p>	<p>Service Level Achievement % =</p> <p>(Total number of devices with more than 5 Incidents reported in a rolling three-month period ÷ Total number of devices installed) × 100</p> <p>where all tickets were Resolved in the Measurement Interval.</p> <p>Duplicate tickets will not be included</p>	<p>% of devices with more than 5 Incidents ≤ 2%</p>

Table 6: Service Levels continued

19. Inventory and Billing: Devices

Column A Service Level Description	Column B Measurement Notes	Column C Formula	Column D Performance Target
<p>The Service Provider must keep and maintain an accurate inventory of all deployed devices and all supported devices</p>	<p>The Service Provider to propose the information to be captured per device category and Transnet to approve.</p> <p>Inventory report to be reviewed with OD Champion and approved 3 Business Days prior to agreed billing date or another date agreed to during transition.</p> <p>The information may include (but not limited to), device model, device serial number, contract number, IP address (with approval of Transnet GICT Security team), the OD, site location, GPS co-ordinate, number of users serviced, Transnet contact person, pages printed.</p>	<p>Service Level Achievement % =</p> <p>Number of records in error per 150 devices installed</p> <p>Formula may be modified by agreement by both parties.</p>	<p>Inventory accuracy \geq 99.33%</p> <p>This equates to no more than 1 record in error (or missing) per 150 devices installed.</p> <p>Target may be modified by agreement by both parties.</p>