

**DESCRIPTION OF QUALITATIVE INDICATORS FOR SERVICE PROVISION****INDICATOR: FREQUENCY OF DATA TRANSMISSION ERRORS**

<b>Explanation</b>	The number of requests between <i>the EETS Provider</i> and the Company's system that failed due to technical errors			
<b>Rating</b>	Minimum	<0.07%	Target	<0.05%

**INDICATOR: AVAILABILITY OF THE EETS PROVIDER'S SYSTEM**

<b>Explanation</b>	Uninterrupted operation of the <i>EETS Provider's</i> system			
<b>Rating</b>	Minimum	99.2%	Target	99.8%

**INDICATOR: ACCURACY OF OBE DATA TRANSMITTED BY THE EETS PROVIDER'S SYSTEM TO THE COMPANY'S SYSTEM**

<b>Explanation</b>	Percentage of OBE data that the <i>EETS Provider's</i> system transmits to the Company's system accurately and without errors			
<b>Rating</b>	Minimum	99.2%	Target	99.8%

**INDICATOR: SYSTEM STABILITY INDICATOR**

<b>Explanation</b>	The percentage of days during which the integration between <i>the EETS Provider</i> and the Company operated without critical disruptions.			
<b>Rating</b>	Minimum	99.2%	Target	99.8%

**INDICATOR: NUMBER OF LEGAL AND REGULATORY VIOLATIONS**

<b>Explanation</b>	Number of incidents where an EETS Provider fails to comply with national or EU legislation			
<b>Target</b>	Minimum	0	Target	0

**INDICATOR: CUSTOMER SATISFACTION LEVEL DURING THE EETS PERIOD**

<b>Explanation</b>	Level of customer satisfaction during the <i>EETS provision</i> period.			
<b>Rating</b>	Minimum	>3.5	Target	>4