

GIREVE's Services Level

1 Definitions

- 1.1. **"Business hours"**: Monday to Friday, from 8am to 6pm CET time, except French bank holidays;
- 1.2. **"Change"**: A Change consists of modifying, creating or deleting one of the components of the information system infrastructure (software, application, equipment, hardware, configuration, documentation, procedure ...). A Change may generate temporary restrictions of access to the GIREVE Services, in that case, it is classified as "Major Change", otherwise it is classified as "Minor Change";
- 1.3. **"Downtime"**: period during which restrictions for Change are active;
- 1.4. **"GIREVE's Incident Management Tool"**: online tool provided by GIREVE to the Contracting Party to declare, record and follow up an Incident;
- 1.5. **"Incident"**: an "Incident" is a non-compliance in the provision of the GIREVE Services, detected by the Contracting Party and based on the provision described in this Appendix;
- 1.6. **"Level of Severity"**: three Levels of Severity describing an Incident; the Severity qualifies the impact of the Incident.
- 1.7. **"Scheduled Downtime"**: Downtime of a scheduled and notified Change.

2 GIREVE Services Features

- 2.1. GIREVE Services contains features especially provided through the GIREVE Digital Platform and the GIREVE Roaming Platform via webservices. The features are divided in three Features Groups:

Features Groups	Features
Critical features	<ul style="list-style-type: none"> - eMIP or OCPI webservices of the BOOST! Charge services - eMIP or OCPI webservices of the BOOST! Clearing services
Main features	<ul style="list-style-type: none"> - eMIP or OCPI webservices of the BOOST! ePOI services - iFrame services
Secondary features	<ul style="list-style-type: none"> - All features of the GIREVE Digital Platform (Connect Place) - All other services provided by GIREVE

3 Service-Time and Committed Service-Time

- 3.1. The Service-Time is the total time during which the features of a given Feature Group are supposed to be fully functional. The Service-Time of all features is Twenty-four (24) hours per day and seven (7) days a week.
- 3.2. The Committed Service-Time is the total time during which GIREVE is committed to deliver the GIREVE's Services.

Features Groups	Committed Service-Time
Critical features	Twenty-four (24) hours per day and seven (7) days a week, minus the Scheduled Downtimes
Main features	Twenty-four (24) hours per day and seven (7) days a week, minus the Scheduled Downtimes
Secondary features	Business hours, minus the Scheduled Downtimes

4 Availability of the GIREVE Services

- 4.1. The Availability ratio is calculated on a calendar month basis with the following formula: Availability ratio = (Effective Service Time / Committed Service Time). This ratio is expressed in percentage.
- 4.2. Effective Service-Time: Part of the Committed Service-Time during which all the features of a given Feature Group are fully functional. The Effective Service Time is calculated by subtracting all Unavailability to the Committed Service-Time. In the case of only some of the features of a Feature Group are not available, the Effective Service-Time is weighted by the number of unavailable features.
- 4.3. Unavailability are the total duration of interruption of any features due to (i) Unavailability periods detected by automatic probes, (ii) scheduled downtimes exceeding the maximum duration described in "Scheduled Downtime for major or minor changes", (iii) webservices response-times are exceeding twenty (20) times the response time described in "Webservices Response-Time".

Features Groups	Availability Ratio
Critical features	99,80%
Main features	99,80%
Secondary features	95,00%

5 Scheduled Downtime for Change and Change's Notification

5.1. Notification for Change

Group of features	Major Change	Minor Change
Critical features	One (1) month prior each Major Change	Two (2) weeks prior each Minor Change
Main features	One (1) month prior each Major Change	Two (2) weeks prior each Minor Change
Secondary features	One (1) month prior each Major Change	Two (2) weeks prior each Minor Change

5.2. Scheduled Downtime

Group of features	Major Change	Minor Change
Critical features	Less than sixty (60) minutes for each Major Change, and maximum hundred (100) minutes for all Major Changes in a calendar month	Less than twenty (20) minutes for each Minor Change, and maximum sixty (60) minutes for all Minor Changes in a calendar month
Main features	Less than sixty (60) minutes for each Major Change, and maximum hundred (100) minutes for all Major Changes in a calendar month	Less than twenty (20) minutes for each Minor Change, and maximum sixty (60) minutes for all Minor Changes in a calendar month
Secondary features	Less than sixty (60) minutes for each Major Change, and maximum hundred (100) minutes for all Major Changes in a calendar month	Less than twenty (60) minutes for each Minor Change, and maximum sixty (100) minutes for all Minor Changes in a calendar month

6 Incident: Reaction-Time and Correction-Time

6.1. Incidents shall be notified to GIREVE via the GIREVE's Incident Management Tool by means of a Incident ticket. The Contracting Party declares the Level of Severity of the Incident in accordance with the table below. The final classification of the Incident Level of Severity shall be undertaken by GIREVE. The first feedback after receipt of an Incident ticket shall be given by GIREVE according to the "Maximum Reaction Time", and the Incident shall be solved or patched by GIREVE according to the "Maximum Incident Resolution Duration", beginning at the time the Incident is declared by the Contracting Party, in the GIREVE's Incident Management Tool.

Level of Severity	Incident description
K1	Incident that has a direct impact on the charging process of an EV driver
K2	Incident that has an impact on the Contracting Party's internal processes and that doesn't have a direct impact on the charging process of an EV driver
K3	When an Incident is neither a K1 nor K2 Incident.

6.2. Reaction-Time and Correction-Time applying to each Incident

Durations are based on business hours for the Reaction-Time and Correction-Time.

Group of features	K1 Incident	K2 Incident	K3 Incident
Critical features	Reaction-Time: less than two (2) hours, and Correction-Time: less than ten (10) hours	Reaction-Time: less than two (2) hours, and Correction-Time: less than ten (10) hours	Reaction-Time: Less than twenty-four (24) hours, and Correction-Time: when the next release is installed
Main features	Reaction-Time: less than two (2) hours, and Correction-Time: less than ten (10) hours	Reaction-Time: less than two (2) hours, and Correction-Time: less than twenty-four (24) hours	Reaction-Time: Less than twenty-four (24) hours, and Correction-Time: when the next release is installed
Secondary features	Reaction-Time: less than twenty-four (24) hours, and Correction-Time: less than twenty-four (24) hours	Reaction-Time: less than twenty-four (24) hours, and Correction-Time: when the next release is installed	Reaction-Time: Less than twenty-four (24) hours, and

			Correction-Time: when the next release is installed
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7 Response-Time of the GIREVE Roaming Platform

7.1. Response times are the computer times of the GIREVE Roaming Platform and exclude the response time of the third parties like the Contracting Party, its Partners or the Internet network.

Feature Group	Features	Response-Time
EVSE Data	Get Static Data changes	5000ms in 98% ⁽¹⁾ of cases for a result of 100 EVSE
EVSE Data	Get Dynamic Data changes	5000ms in 98% ⁽¹⁾ of cases for a result of 100 EVSE
EVSE Data	Get Static and Dynamic Data	5000ms in 98% ⁽¹⁾ of cases for a result of 100 EVSE
Authentication	Send Authentication Data	8000ms in 98% ⁽²⁾ of cases for up to 50 authentication data
Authentication	Send authorisation request (remote authorisation)	2000ms in 98% ⁽²⁾ of cases
Event and Action	Send action request	2000ms in 98% ⁽²⁾ of cases
Booking	Send a booking request	2500ms in 98% ⁽²⁾ of cases
Booking	Send a booking confirmation	2500ms in 98% ⁽²⁾ of cases
Booking	Send a booking cancelation	2500ms in 98% ⁽²⁾ of cases
Booking	Send a request for immediate booking	2500ms in 98% ⁽²⁾ of cases

⁽¹⁾For a data sample of at least 1000 elements

⁽²⁾For a data sample of at least 100 elements

8 IT Support

8.1. GIREVE provides the Contracting Party with a support for Incident detected by the Contracting Party and linked to the IT connection to the GIREVE Roaming Platform or to Incident linked to the use of the GIREVE Digital Platform (Connect Place).

8.2. The Contracting Party shall designate a "Technical Contact" as point of contact with GIREVE's IT teams. The Technical Contact shall be able to describe the Incidents and describe the reproduction scenarios. For Incidents concerning the Contracting Party which are detected by GIREVE, the Technical Contact should be able to deal with incidents and escalate when necessary within the Contracting Party's technical teams.

8.3. In all cases, the Technical Contact must also be permitted and able to perform some simple acts of supervision and investigation and provide members of GIREVE's technical team with diagnostic elements within the Contracting Party's technical scope. The Technical Contact must also be permitted and able to provide a status report on diagnostic actions and/or on the resolution of incidents in progress.

8.4. Escalation in the Support

Escalation Level	GIREVE
1	GIREVE Incident Management Tool https://girevesupport.mantishub.io Availability: 24/7
2 when Reaction-Time is exceeded	GIREVE Technical Support Team 33 1 39 53 81 64 / +33 7 83 59 23 21 support.isit@gireve.com Availability: Business Hours

9 Operational Support

9.1. GIREVE provides the Contracting Party with a support for all other requests or questions raised by the Contracting Party that are not Incident as defined in 1.5 of this Appendix. This support is provided without any commitment.

Escalation Level	GIREVE
1	GIREVE Operational Support Team support@gireve.com + 33 1 39 53 81 65 Availability: Business Hours