

**OUTCOMES-BASED SERVICE PERFORMANCE FRAMEWORK
(OSPF)**

RAF

Table of Contents

1.0	OUTCOMES-BASED SERVICE PERFORMANCE PHILOSOPHY ...	3
1.1.1	PRINCIPLES.....	3
1.1.2	DEFINITIONS.....	4
2.0	METHODOLOGY	6
2.1	MONITORING; REPORTS AND ROOT CAUSE ANALYSIS.....	6
2.1.1	MONITORING.....	6
2.1.2	REPORTS	6
2.1.3	ROOT CAUSE ANALYSIS.	6
2.2	SERVICE CREDITS	7
2.2.1	CALCULATING SERVICE CREDITS	7
2.2.2	SPECIAL SERVICE CREDIT CALCULATION	7
2.2.3	SEVERAL SERVICE LEVEL FAILURES	7
2.2.4	SUCCESSIVE PRIMARY SERVICE LEVEL FAILURES	7
2.2.4.1	Primary Service Level Failures Exceptions	8
2.2.5	SERVICE CREDITS CAP.....	8
2.2.6	PAYMENT OF SERVICE CREDITS	9
2.3	SERVICE CREDIT EARN BACK.....	9
2.4	CHANGES TO PERFORMANCE MEASUREMENTS.....	10
2.4.1	CHANGES TO ALLOCATION PERCENTAGES	10
2.4.2	ADDITIONS	10
2.4.3	DELETIONS	11
2.5	CONTINUOUS IMPROVEMENT.....	11
2.5.1	ADJUSTMENT MECHANISM.....	11
2.5.2	APPLICATION OF MINIMUM PERFORMANCE PERCENTAGE (%) ADJUSTMENT.....	12
2.6	SMALL NUMBERS RULE (SNR)	13
3.0	Priority Level Descriptions.....	14
4.0	Severity 1 Level Description	15
5.0	Incident Resolution and Travel Time Allowance	15
6.0	Service Level Agreements Allocations.....	16
7.0	Service Coverage Window.....	16

List of Tables

Table 1.	Service Credit for Successive Primary Service Level Failures Example.....	8
Table 2.	Service Credit Earn Back Example	10

This is Outcomes-based Service Performance Framework (OSPF) to the Master Services Agreement between RAF and the Service Provider.

1.0 OUTCOMES-BASED SERVICE PERFORMANCE PHILOSOPHY

The OSPF aims to be an appropriate and adequate remedy for non-compliance by the Service Provider with the agreed Service Levels. The philosophy of the OSPF is such that it should drive positive behavior encouraging compliance with the agreed Service Levels and consistency with the outcomes required by RAF.

The OSPF has been designed recognising this philosophy and also incorporates:

- the need to match Service Credits to the severity of the failure/defect;
- the need to provide appropriate incentives based on regimes to cure any defect or failure as quickly as possible;
- the need to be easily understood and unambiguous;
- the need to be administratively manageable; and
- the need to avoid consistent non-performance.
- The need for a balanced approach that ensures the Service Provider is not disproportionately penalised for minor infractions, while still holding them accountable for significant lapses, is central to the OSPF, fostering a fair and constructive partnership between RAF and Service Provider.

1.1.1 PRINCIPLES

The principles for the calculation of Service Credits are described below:

- Service Credits only occur as a result of a failure to comply with a Primary Service Level or those Secondary Service Levels detailed in section 2.2.2 below.
- Service Levels are calculated for each requirement according to the Measurement Interval specified in each Service Level table (monthly by default), then compared with the Service Level performance value specified in the SoW Service Level requirements.
- The Service Credits are calculated according to the formulae described below and using the associated percentages as specified in the respective Statements of Work.
- The Service Provider shall not cross-subsidise any Service Levels. A good performance on one Service Level cannot compensate for a bad performance on another Service Level.
- The Service Levels that are considered as critical by RAF (referred to as "Primary Service Levels") will always have Service Credits associated thereto. The other set of Service Levels can be subject to Service Credit mechanisms, if they are included in a Quality Improvement Plan (QIP), or if such Service Levels attained are periodically below requirements.

- RAF may in its sole discretion, upon request from the Service Provider, elect not to enforce Service Credits in instances where the Service Provider is able to demonstrate to RAF's satisfaction that such Service Credits should not be enforced.
- The fact that a Service Level is not associated with a Service Credit does not mean that this Service Level is not important for RAF.
- Any disputes over the calculation of Service Credits will be resolved through a formal process, which includes a review by an independent third-party arbitrator if necessary.
- RAF reserves the right to associate Service Credit mechanisms to Service Levels where the Service Provider fails to meet the performance requirements (as required by the Service Levels per SoW) over a sustained period of time.
- RAF reserves the right to not apply some or any Service Credits that it is entitled to levy. This cannot and must not be used as precedence setting justification by the Service Provider.
- Service Levels shall be categorised into tiers (see Service Level Agreement Categories under Definition) based on their criticality to RAF's business operations. Service Credits will be applied on a tiered basis, with higher penalties for failures in more critical Service Levels to reflect their importance to RAF's business continuity.

1.1.2 DEFINITIONS

Unless otherwise expressly defined herein, the terms used herein shall have the meaning assigned to them in the Master Services Agreement.

Total Monthly Fee – means the monthly service fee payable by RAF to the Service Provider for the Services as calculated and agreed within the applicable SoW.

At Risk Amount for purposes of this OSPF, means for any month during the Term, 25% (**twenty five percent**) of the Total Monthly Fees.

Allocation Percentage –For purposes of this OSPF, mean for a particular Primary Service Level, the portion of the At Risk Amount used to calculate the Service Credit payable to RAF in the event of a Service Level Failure with respect to that Service Level requirement. The sum of the Allocation Percentages for all Service Levels shall equal a maximum of 100% (one hundred percent). The maximum Allocation Percentage that can be applied to a single Service Level shall be 30% (thirty percent).

Measurement Interval – means

Minimum Performance Percentage (%) Level – means the desired level of performance for each given Service Level.

Monthly Penalty Pool – means a variable amount determined by the cumulative severity and number of Service Level Failures in a given month. It is the penalty amount of all missed Service Levels, which can still be earned back in accordance with the this OSPF.

Service Area – means specific set or subset of services that are grouped together based on similar processes, technologies, or business functions. Each service area represents a vertical

slice of service delivery that encompasses a particular area of expertise or a set of related activities. For e.g., Application Support Service as a set or alternatively SAP Support Service as a subset – both of which can be considered a Service Area.

Service Level – means the quantifiable measure of service quality that the Service Provider is expected to deliver according to a contractual commitment. Service levels are often expressed as a specific target(s) or metric(s), such as uptime percentages, response times, resolution times, throughput capacities, and other key performance indicators (KPIs). They serve as a benchmark for service performance and are used to assess whether the service provider is meeting the expectations set forth in the SLA.

Service Level Failure(s) – means when the Service Providers actual level of performance for a particular Service Level is worse than the Minimum Performance Percentage (%) Level for that Service Level.

Service Level Report(s) – mean formal documents produced by the Service Provider that detail the performance of their services against predefined Service Level Agreements (SLAs). These reports are typically used to demonstrate compliance with the agreed-upon standards of service quality, availability, and other performance metrics that have been outlined in a contract with RAF.

Service Credit –For purposes of this OSPF, means a calculated value based on the percentages in Allocation of the Monthly Penalty Pool. **Service Level Agreement Categories** – Service Levels are allocated into the following categories:

- **Primary Service Level:** Has a direct impact on RAF's business. Service Credits will be applied.
- **Secondary Service Level:** Has none to minimal direct impact on RAF's business. Other than as contemplated in clause 2.2.2 below, no Service Credits are applicable to these Service Levels, which have an Allocation Percentage of 0% (zero percent).
- **Auxiliary Service Level:** Has a direct impact on RAF's business, however this Service Level category is a component of a Primary Service Level which carries a Service Credit. For the avoidance of doubt, no Service Credits shall be applied to the Auxiliary category Service Levels independently from the Primary Service Levels of which such Auxiliary Service Levels are a component.

Quality Improvement Plan (QIP) – means formal document and process used to address and improve the performance of Service Provider who has not met the expected and contracted standards of performance. A PIP must include:

- **Performance Discrepancies:** Description of the areas where the Service Provider's performance does not meet RAF's standards or the specific issues which need to be addressed.
- **Expected Performance Standards:** A clear statement of the work performance that RAF expects and the Service Provider needs to achieve to meet the standard and requirements.
- **Goals for Improvement:** Specific, measurable, achievable, relevant, and time-bound goals that the Service Provider needs to accomplish within a set period.

- **Action Plan:** Steps that the Service Provider should take to improve performance.
- **Support from RAF:** Details of the resources and support that RAF will provide to assist the Service Provider to improve.
- **Documentation:** The PIP must be documented, acknowledged and approved by both parties to ensure mutual understanding and agreement.

2.0 METHODOLOGY

2.1 MONITORING; REPORTS AND ROOT CAUSE ANALYSIS.

2.1.1 MONITORING

The Service Provider shall implement measurement and monitoring tools and produce the metrics and Service Level Reports necessary to measure its performance against the Service Levels. Upon request in connection with an audit, and at no additional charge to RAF, Service Provider shall provide RAF or its designees with information and access to tools and procedures used to produce such metrics.

2.1.2 REPORTS

The Service Provider shall provide RAF with a monthly report (each month, from the Effective Date) on the Service Provider's performance of the Services, against each Service Level requirement, along with detailed supporting information. As part of the standard monthly Service Level Reports, the Service Provider shall notify RAF of any:

- (i) Service Level Failures; and
- (ii) Service Credits to which RAF becomes entitled.

The Service Provider shall provide such Service Level Reports and supporting information to RAF no later than the 5th (fifth) Business Day after the end of the preceding Measurement Interval. The raw data and detailed supporting information which relates to the Services shall be proprietary to RAF and RAF shall be the owner of all Intellectual Property rights in and to such raw data and detailed supporting information. The raw data and detailed supporting information shall also be RAF Confidential Information.

2.1.3 ROOT CAUSE ANALYSIS.

The Service Provider shall promptly investigate and correct Service Level Failures in accordance with the procedures for Root Cause Analysis set forth in the Service Level Agreement and the Statements of Work.

Upon incurring service credits, the Service Provider is required to submit a Quality Improvement Plan (QIP) within 10 business days, outlining the steps to be taken to prevent future Service Level Failures. The QIP must include specific milestones and a timeline for achieving measurable improvements.

2.2 SERVICE CREDITS

Service Level Agreement describe the specific Service Level requirements that detail RAF's minimum acceptable Service Levels.

In the event of multiple Service Level Failures for the same Service Level in a single Measurement Interval, each failure will be assessed individually for the purpose of calculating Service Credits.

2.2.1 CALCULATING SERVICE CREDITS

For each Service Level Failure, the Service Provider shall pay or credit to RAF a Service Credit that will be computed by multiplying:

- (i) the Allocation Percentage for such Service Level by
- (ii) the At Risk Amount.

Assume for purposes of illustration only, that Service Provider fails to meet a Service Level with an Allocation Percentage of 10% (ten percent) and that the Total Monthly Fees for the Service Area equal R100,000.00 (one hundred thousand rand) and the At Risk Amount is 20% (twenty percent). The Service Credit due to RAF for such Service Level Failure would be: $10\% * (20\% * R100,000.00) = R2,000.00$.

2.2.2 SPECIAL SERVICE CREDIT CALCULATION

If the Service Provider commits, in a given month, Service Level Failures in respect of Secondary Service Levels, in excess of three (3) Secondary Service Level Failures; then the Service Provider shall pay RAF a Service Credit that will be computed according to the formula set forth in Section 2.2.1 above, but using the product of:

- 2.5% (two and a half percent) multiplied by
- the number of such Service Levels for which a Service Level Failure occurred in the given month, as the Allocation Percentage for purposes of such calculation
- subject to a maximum combined Service Credit of the At Risk Amount.

2.2.3 SEVERAL SERVICE LEVEL FAILURES

Subject to Section 2.2.5, if more than one Service Level Failure with respect to Service Levels has occurred in a single month, the sum of all Service Credits shall be credited or paid to RAF.

In the event of a Service Level Failure, the Service Provider shall conduct a Customer Impact Analysis to assess the real-time impact on RAF's business operations. The results of this analysis can serve as input during the periodic service level evaluations as envisaged under Section 2.4.

2.2.4 SUCCESSIVE PRIMARY SERVICE LEVEL FAILURES

If a Service Level Failure with respect to a given Primary Service Level recurs in consecutive Measurement Intervals, the amount of the applicable Service Credit payable to RAF shall be multiplied by the following factors for subsequent Measurement Intervals:

- (i) Service Level Failure in two consecutive Measurement Intervals, then 2 (two) times the amount of the Service Credit as originally calculated; and
- (ii) Service Level Failure in three or more consecutive Measurement Intervals, then 4 (four) times the amount of the Service Credit as originally calculated.

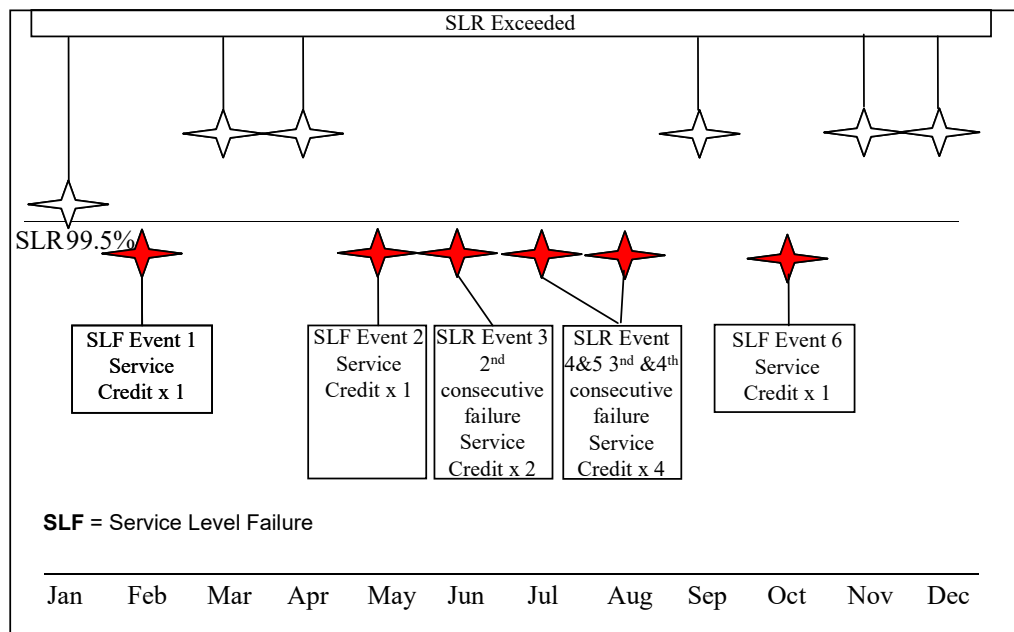
The Service Credit for any given Service Level shall only be increased as described above, and such increase shall be payable for all successive, consecutive Service Level Failures with respect to such Service Level.

The multiplication factors for successive Service Level Failures are not cumulative and will reset after a period of three consecutive Measurement Intervals without a Service Level Failure for the affected Service Level.

2.2.4.1 Primary Service Level Failures Exceptions

Service Level Failures on the Serviceability and Availability Service Levels for WAN Access Networks which the Service Provider can demonstrate to RAF's satisfaction are directly attributable to the failure of a Third Party telecommunications provider, will be excluded from the provisions of 2.2.4 above. More generally, Service Credits will not be applied in circumstances beyond the Service Provider's reasonable control, including but not limited to natural disasters, acts of terrorism, and major third-party service failures. Such exclusions shall be documented and agreed upon by both parties.

Table 1. Service Credit for Successive Primary Service Level Failures Example



2.2.5 SERVICE CREDITS CAP

In no event shall the aggregate amount of Service Credits credited or paid to RAF with respect to all Service Level Failures occurring in a single Measurement Interval exceed the At Risk Amount. This is to ensure the sustainability of service provision and continuous improvement.

2.2.6 PAYMENT OF SERVICE CREDITS

RAF requires that the Service Provider conduct a detailed reconciliation between the total value of the Service Credits imposed and the total value of Service Credits in respect of which relief was granted pursuant to the provisions of 2.4 below. This reconciliation shall be conducted on a 6 (six) monthly basis. Notwithstanding the above, reconciliation between actual Service Credits and any Service Credit relief achieved shall be reported by the Service Provider and agreed on between the Parties on a monthly basis. The detailed reconciliation process shall be completed within five (5) business days following the end of each 6-month period. Agreement on the monthly reconciliation shall be documented in writing by both parties.

The Service Provider shall itemise the total amount of Service Credits it is obligated to pay for the reconciliation period. RAF will then, at its option, invoice the Service Provider accordingly.

2.3 SERVICE CREDIT EARN BACK

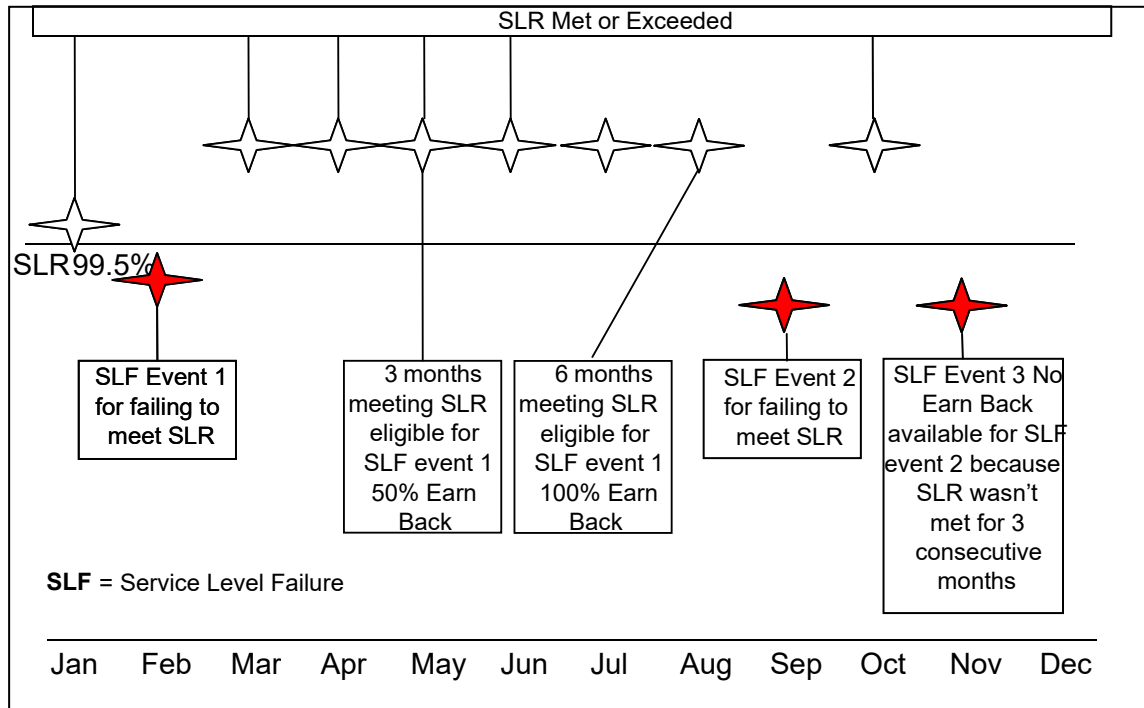
In accordance with the objective of encouraging performance as opposed to punishing the Service Provider, RAF will provide the Service Provider with the opportunity to recoup some of the incurred Service Credits through demonstration of enhanced Service delivery performance. Enhanced Service delivery performance shall be defined as meeting or exceeding the Service Level by at least 5% above the Minimum Performance Percentage (%) Level for three consecutive Measurement Intervals. This will be based on a moving, consecutive Measurement Interval. For example:

Where a Service Credit is incurred through a Service Level Failure event, the Service Provider may earn back 50% (fifty percent) of that Service Credit by meeting the Service Level for the subsequent 3 (three) consecutive Measurement Intervals following the Service Level Failure event. However, should the Service Provider fail to meet the Service Level or should the same Service Level Failure event occur within any of the 3 (three) subsequent consecutive Measurement Intervals, the Service Provider will not have the opportunity to recoup the original Service Credit.

Where the Service Level is met by an additional 3 (three) consecutive Measurement Intervals (i.e. a total of 6 (six) consecutive Measurement Intervals) then the remaining 50% (fifty percent) of the Service Credit is earned back. However, should the Service Provider fail to meet the Service Level or should the same Service Level Failure event occur within any of these additional 3 (three) subsequent consecutive Measurement Intervals, the Service Provider will have no opportunity to recoup the remaining portion of the Service Credit.

Where the same Service Level Failure event has occurred during an earn back period, the Service Provider only has the opportunity to obtain the earn back for the latest Service Level Failure event. In order to recoup the latest Service Credit, the earn back Measurement Intervals recommences from the re-occurrence of the latest Service Level Failure event.

Table 2. Service Credit Earn Back Example



2.4 CHANGES TO PERFORMANCE MEASUREMENTS

2.4.1 CHANGES TO ALLOCATION PERCENTAGES

RAF may make changes to the Allocation Percentage for any Service Level by sending written notice to the Service Provider at least 60 (sixty) days prior to the date that such new percentages are to be effective. With respect to the addition of Service Levels, RAF shall modify the Allocation Percentages for the Service Levels such that the sum of the Allocation Percentages for all Service Levels does not exceed 100% (one hundred percent). Until RAF makes such modifications to the Allocation Percentages, the Allocation Percentage(s) for any added Service Level(s) shall be equal to the greater of:

- (i) the unallocated portion of the Allocation Percentage for each Service Area, evenly distributed amongst all of the added Service Levels or;
- (ii) zero.

RAF may redistribute the Allocation Percentages across the Service Levels within the Service Area in order to create the ability to allocate a Percentage Allocation to an added Service Level.

In the event of a disagreement on the modification of Allocation Percentages, the parties shall follow the Escalation model as defined and agreed to in the MSA.

2.4.2 ADDITIONS

No more than once quarterly, RAF may, in agreement with the Service Provider, add Service Levels by sending written notice to the Service Provider at least 60 (sixty) days prior to the date that such added Service Levels are to be effective. The Minimum Performance Percentage (%)

Levels for such additional Service Levels shall be determined by mutual agreement with consideration of the following:

- (i) where 4 (four) months of measurements (excluding the Transition Period) exist that are applicable to such Service Level, by taking the average of the 4 (four) months of measurements achieved during such period, or
- (ii) otherwise by mutual agreement between the Parties using Best Practices. For purpose of this document, Best Practices shall refer to the current industry standards and practices that are recognised as leading to efficient and effective service delivery.

2.4.3 DELETIONS

RAF may delete Service Levels by sending written notice to the Service Provider at least 30 (thirty) days prior to the date that such deletions are to be effective.

2.5 CONTINUOUS IMPROVEMENT

The Parties agree that the Service Provider shall continuously improve the Service Levels, through mutual agreement, during the Term of the Master Services Agreement in accordance with this Section.

2.5.1 ADJUSTMENT MECHANISM

Upon the expiry of a period of 12 (twelve) months after the Effective Date and once annually on each anniversary thereof. Should significant changes in service delivery or technology occur, the parties may agree to adjust the Minimum Performance Percentage (%) Levels more frequently than annually.

The Parties shall agree to adjust the Minimum Performance Percentage (%) Levels as follows:

1. The average of the 12 (twelve) monthly actual results during the preceding 12 (twelve) months shall be determined for each Primary Service Level selected provided a minimum of 12 (twelve) months data exists.
2. If the average of the 12 (twelve) monthly actual results is not above or better than the Minimum Performance Percentage (%) Level, then the Parties shall use the existing Minimum Performance Percentage (%) Level of the preceding 12 (twelve) months.
3. If the average of the 12 (twelve) monthly actual results is above or better than the Minimum Performance Percentage (%) Level, then the Parties shall determine the Minimum Performance Percentage (%) Level for the following 12 (twelve) months which shall not be more than the lesser of:
 - a. 10% (ten percent) of the difference between 100% (one hundred percent) and the Minimum Performance Percentage (%) Level for the preceding 12 (twelve) months
 - b. the average of the 12 (twelve) results for the preceding 12 (twelve) months.

Example Calculation

EXAMPLE

Minimum Performance Level	70%
Maximum Increment (100% - 70%) x 10%	3%
Maximum level for next year	73%

Example 1: Average delivered performance is greater than a 10% improvement to the minimum service level

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Year Performance	78%	74%	79%	79%	70%	73%	74%	76%	77%	73%	75%	77%
Average of results	75%											
SLR Next Contract Year	73%											

Example 2: Average delivered performance is less than a 10% increase in the minimum service level

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Year Performance	70%	71%	73%	74%	72%	71%	70%	71%	72%	72%	69%	73%
Average of results	72%											
SLR Next Contract Year	72%											

2.5.2 APPLICATION OF MINIMUM PERFORMANCE PERCENTAGE (%) ADJUSTMENT

The Parties agree that certain Service Level metrics (e.g. Server Availability) are determined based on infrastructure architecture and configuration requirements, which requirements shall be evaluated by the Parties when determining appropriate adjustments to the Minimum Performance Percentage (%) Level, as contemplated in clause 2.5.1 above.

2.6 SMALL NUMBERS RULE (SNR)

This clause applies only in relation to the Service Levels where the Minimum Performance Percentage (%) Level is less than 100% (one hundred percent).

Where the failure of a single Service Level event during any Measurement Interval causes a Service Level Failure, the Service Provider may disregard this single Service Level event failure for the purposes of the Service Level calculation (i.e. in order to determine whether the Service Provider has met or failed the Service Level). The Service Provider must supply supporting information in respect of the applicable reporting period to RAF's satisfaction in order for the SNR to apply.

Example:

Where the Service Level is 91% (ninety-one percent) and there are only 10 (ten) infrastructure components that are to be measured for that specific Service Level during the Measurement Interval and 1 (one) event occurs, under circumstances where the Small Numbers Rule is not in place, the Service Level would be deemed to have failed (i.e. $9/10 = 90\%$ which is below the target of 91%).

Applying the Small Numbers Rule to the example above by allowing "one failed event" to be eliminated from the calculation will cause the Service Level to have passed (i.e. $9/9 = 100\%$).

The SNR principle is that it can only be applied when a single event failure causes the Service Provider to fail the SNR.

An example SNR calculation is shown below:

Service Level	Number of Events	Number of Failed Events	Number of Successful Events	Result	Normal Result excluding SNR	Small Numbers Rule new target	Small Numbers Rule Result
91.00%	10	1	9	90.00%	Failed	9	Passed
91.00%	10	2	8	80.00%	Failed	N/A	Small Numbers rule does not apply

3.0 Priority Level Descriptions

Priority Levels ("PLs")	PLs	"Priority Levels" are defined categories that identify the degree of business criticality and importance to RAF (the "Business Impact") of specific incidents, and the associated Service Provider response requirements attributed to any such incident. The following Priority Level table categories and descriptions apply to all Services:
	Priority Level 1 – Emergency/Urgent: <i>"Business Critical Impact"</i>	An incident will be assigned as "Priority Level 1" if the incident is characterised by the following: 1. A business critical system or service that is substantially unavailable or seriously impacting normal business operations; 2. An error or outage that affects a large site or critical site; 3. A security incident (including attack) which requires the physical isolation of a business critical system for containment and/or remediation. The system itself may be completely functional. For example, in the case of a hack attempt on a business critical system, physical isolation (i.e. take it off the network) could be the containment solution. Alternatively, when a Priority Level 2 incident is reported on a critical site, it becomes a Priority Level 1 incident; and 4. A critical business function defined by RAF and updated by RAF and provided by the Service Provider on a periodical basis. For example, critical business functions are: a. Core ICMS which means the Guidewire modules (ClaimCenter, Contact Manager, Predictive Analytics, Customer Engage and VendorEngage) that will be installed and configured for RAF. b. Intelligent Digital Platform (IDP). c. SAP. d. Microsoft Exchange. e. Security Operations Centre. Failure to achieve a Priority Level 1 resolution (as per the Root Cause Analysis report and its associated timelines) will result in a Severity 1 being declared.
	Priority Level 2 – High: <i>"Major Business Impact"</i>	An incident will be assigned as "Priority Level 2" if the incident is characterised by the following: 1. A department or group can use a business critical system, Service, application system, equipment or network component, but some functions are not available or functioning as they should; 2. An error or outage affects a group or groups of people, or a single individual performing a critical business function; and 3. A security incident (including attack) which does not require the physical isolation but requires switching off of certain functionalities of a business critical system for the containment and/or remediation. For example, in the case of an email worm in a particular site, the containment could be to prevent emails entering or leaving the site – but local post-boxes could remain unaffected. Alternatively, when a Priority Level 3 incident is reported on more than one non critical site, it becomes a Priority Level 2 incident.
	Priority Level 3 – Medium: <i>"Moderate Business Impact"</i>	An incident will be assigned as "Priority Level 3" if the incident is characterised by the following: 1. A group or individual experiences an incident with accessing or using a system, Service, application system or network component or a key feature thereof but the incident does not prohibit the execution of productive work; and 2. A security incident that has yet to affect business operations and is growing/spreading (such as a virus or worm). Containment could require physical isolation of a site. The incident is contained to a single non critical site.

	Priority Level 4 – Low: <i>"Minimal Business Impact"</i>	An incident will be assigned as "Priority Level 4" if the incident is characterised by the following: 1. An incident that may require a resolution time according to the Service Levels, but the individual or group has a reasonable Work Around while waiting for the resolution; 2. End-User requests (e.g. new Service access request); 3. Preventative maintenance; and 4. A security incident that is isolated and is not growing or spreading or affecting business operations.
--	---	--

4.0 Severity 1 Level Description

Severity 1 (Severity One Problem) Definition	Priority Level 1 incidents will result in a Root Cause Analysis (RCA) report to be generated. The RCA report will include a timeframe by which the final resolution of the incident will be implemented by the Service Provider, unless no root cause is able to be determined. If the resolution as described in a RCA report is not implemented by the Service Provider within the RCA timeline on 3 (three) occasions within a period of 3 (three) months, RAF shall have the right to declare a Severity One Problem. For avoidance of doubt, a Severity One Problem can be declared when the RCA resolution is not implemented for the defined RAF critical systems on 3 (three) occasions within a consecutive 3 (three) month period. Upon declaration of a Severity 1 Problem, the Service Provider shall be subject to an immediate review of the incident by RAF, which may result in additional penalties or remedial actions as deemed necessary by RAF.
--	--

5.0 Incident Resolution and Travel Time Allowance

Incident Resolution	Incident resolution Services are the activities associated with the maintenance and repair of Service elements (e.g. hardware, Software, etc.) and includes "Break/Fix" (hardware, Software), Software revision maintenance and diagnostic Services. Incident resolution and mean time to repair ("MTTR") are dependent on physical site access for technicians after hours. For the purpose of this document, Break/Fix refers to the repair and/or replacement of hardware or software components. The travel time allowance applies to all Priority Levels and will be factored into the MTTR for incidents requiring onsite support.
Travel Time Allowance	An allowance for travel time for incidents that require onsite support to remote locations is as follows: 1.5 (one and a half) hours per 120 (one hundred and twenty) kilometres measured from the closest base station. This will be added to the MTTR for such incidents.

6.0 Service Level Agreements Allocations

The Service Levels and the numerical Minimum Performance Percentage (%) Levels associated with each Service Level are set forth in the applicable SoW. Included in those tables are the Service Level Agreement (SLA) Categories and the Allocation Percentages which will be used as input to the OSPF.

7.0 Service Coverage Window

Service Coverage Window - The Service Coverage Window (SCW) is the period that the Service Provider must provide support Services for the different Service classes. The incident clock that measures the time it takes to resolve a reported incident will be stopped during periods outside the SCW. Incidents reported within fifteen (15) minutes of the end of the Service Coverage Window will be addressed as if occurring during the Window. The incident clock will pause outside of the SCW and resume when SCW begin. The Service support hours for the different Service classes are as follows.

Service Class	Service Coverage Window
Standard	Normal Office Hours – 07h00 – 17h00 on Mon - Fri, excluding public holidays
Extended	Extended Office Hours - 07h00 - 22h00 Monday to Friday
Premium	Full – 24 hours a day, 7 days a week, all year round
After hours	After hours 17h00 - 07h00 Mondays to Fridays, and 00h00 to 24h00 on Saturdays, Sundays and public holidays