

ANNEX 12A

SERVICE QUALITY STANDARDS

12A.1 SERVICE SAFETY STANDARDS.....	237
12A.2 SERVICE CONTINUITY STANDARDS.....	237
12A.3 COMMERCIAL QUALITY STANDARDS	238

12A.1 SERVICE SAFETY STANDARDS

Guaranteed safety standards of the service:

INDICATOR	SPECIFIC LEVEL
Annual percentage of the connecting flow line subject to monitoring	<p>The percentage of the connecting flow line subject to monitoring is calculated using the following formula, with rounding to the first decimal place: where:</p> $\%RSS=(LS/L)*100$ <p>where:</p> <ul style="list-style-type: none"> - LS is the sum of the lengths, measured in metres of the connecting flow lines relative to a stock subject to monitoring in the reference year; - L is the length, measured in metres of the connecting flow lines for a stock, in operation as at 31 December of the year prior to the reference year.

12A.2 SERVICE CONTINUITY STANDARDS

Guaranteed standards of service continuity:

INDICATOR	SPECIFIC LEVEL
number of annual days of interruption/reduction of the assigned capacity (days equivalent to full capacity) following unscheduled maintenance operations that affect the capacity assigned at	2 equivalent days at full capacity

the start of the thermal year, excluding those envisaged in contractual conditions for interruptions and those resulting from service emergencies that are not the responsibility of the Storage Company.	
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12A.3 COMMERCIAL QUALITY STANDARDS

Guaranteed standards of commercial quality:

INDICATOR	SPECIFIC LEVEL
Minimum communication time to the Shipper of acceptance of capacity transfer requests	2 working days
Notification period to Shippers for the execution of previously unscheduled maintenance operations	3 working days
Reasoned response time to written requests relating to invoicing documents	5 working days
Reasoned response time to written complaints or written requests for information	10 working days
Reactivation time for an IT application following a malfunction	8 hours