ANNEXURE D

PROVISIONING OF A WEB APPLICATION FIREWALL (WAF)

SERVICE LEVEL AGREEMENT (SLA)

TRANSNET CONFIDENTIAL INFORMATION

TABLE OF CONTENT

1. Introduction and Scope 3
2. Definitions 3
3. Service Levels 5
4. Service Level Management 5
5. Performance and Service Delivery Report Pack 6
6. Service review meetings (Monthly/ weekly) 7
7. Root Cause Analysis Reporting 7
8. Service Level Credits 7
9. Service Desk 8
10. Service Coverage Window 8
11. Operational Reports 9
12. PROJECT PHASE Service Levels - Specification and Targets 12
13. POST-IMPLEMENTATION Service Levels - Specification and Targets 16

TRANSNET CONFIDENTIAL INFORMATION

1. INTRODUCTION AND SCOPE

1.1. This Annexure D (Service Level Requirements) sets out, amongst other related matters:

1.1.1. The Service Levels applicable to the Services that the Service Provider agrees to provide to Transnet under the Master Service Agreement (MSA).

1.1.2. Service Level Management practice for the measurement, management, reporting and review of Service Levels.

1.2. Service Levels will apply in **2 phases**:

1.2.1. During **transition / project phase** to track Service Provider performance against the tasks applicable to this phase.

1.2.2. The second phase will be **post-implementation (Business As Usual)**, to track service provider performance against the tasks applicable to this phase.

1.3. It is important to note that Service Levels apply at Transnet-wide level and not at an Operating Division level.

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	The maximum monetary value that Transnet may receive in Service Level Credits in any one month. The full maximum At-Risk Amount will only be credited if all Service Levels are failed in any one month. In any one Month, the At-Risk Amount is calculated by applying the At-Risk Percentage to the Monthly Bill for that Month. In other words, the At-Risk amount is the cap on Service Credits for that month.
At-Risk Percentage	The percentage that is applied to the Monthly Bill to calculate the At-Risk amount. The percentage is specified in Annexure F Service Credit Methodology.
Business Day	Defined in the Master Services Agreement.
Close of Business	The end of a Business Day.
Closed	With reference to a ticket in the ticket logging tool, the ticket status which means that the ticket has been Resolved and finally Closed. The ticket cannot be reopened.

TRANSNET CONFIDENTIAL INFORMATION

Term	Description
End User	A Transnet user who consumes the agreed to services as per scope of the Agreement.
Incident	An unplanned interruption to, or reduction in the quality of, an IT service.
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 Transnet is invoiced for services provided under the Master Services Agreement.
Operating Division	At Transnet, an Operating Division (OD) is one of the major business units that operates a specific part of the Transnet business.
Request / Service Request	A request from a user for information, access, advice, or a standard service action.
Resolved	A ticket status in the ticket logging tool. 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.
SaaS	Software as a Service
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 2.
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.
Service Level Credit / Service Credit	An amount in South African Rands which shall be credited by the Service Provider to Transnet in the event of a Service Level Failure.
Service Level Failure	Failure to meet or exceed the defined Service Level Performance Target.

TRANSNET CONFIDENTIAL INFORMATION

Term	Description
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 (by the Service Provider) at the Service Review meetings.
WAF	Web Application Firewall
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 Transnet in respect of that failure. The sum of all Weighting Factors shall equal 100%.

3. SERVICE LEVELS

3.1. The Service Levels are set out in detail in Tables 3 and 4 (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. Each Service Level has a Measurement Period of a calendar month, unless otherwise specified in this document.

4. SERVICE LEVEL MANAGEMENT

TRANSNET CONFIDENTIAL INFORMATION

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 agreed-to 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. Both parties 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 stated in the Service Level, 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:

TRANSNET CONFIDENTIAL INFORMATION

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. Other management information such as, but not limited to, trends on tickets logged and resolved, progress on Service Improvement Plans, and progress with preventative actions identified through Root Cause Analysis.

5.4.4. Minutes of the previous meeting (compiled by the Service Provider) to be reviewed and approved so they may be signed off.

6. SERVICE REVIEW MEETINGS (MONTHLY/ WEEKLY)

6.1. Where required by Transnet, the Service Provider will meet with the OD representative(s) on a regular basis as required by the OD (weekly at a minimum) to discuss service delivery at OD-level.

6.2. A monthly Transnet-wide Service Review Meeting will be held between the parties.

7. ROOT CAUSE ANALYSIS REPORTING

7.1. 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.

7.2. Progress with remedial actions will be tracked to completion in subsequent OD level (where required) and Service review meetings. Transnet may request more frequent progress updates.

7.3. 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.

7.4. All RCA reports shall be signed off by Transnet and Service Provider representatives.

7.5. 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.

8. SERVICE LEVEL CREDITS

TRANSNET CONFIDENTIAL INFORMATION

8.1. The process to calculate Service Level Credits is stipulated in Annexure F Service Level Credit Methodology.

8.2. 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.

8.3. The Service Level Credit Methodology also reflects Service Level Weighting and At-Risk amount.

9. SERVICE DESK

Specific Service Desk arrangements to be discussed between Service Provider and Transnet and adapted to suit the Service, with Transnet having the final say.

9.1. Users will report Requests and Incidents including Change Management Requests to the Service Desk designated by Transnet (with possible integration to the Service Provider's tool).

9.2. All Change Management requests that will affect the Transnet environment or services should be communicated to Transnet prior to the change being implemented

9.3. In the event that an integration is required, 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 (system integration into Transnet ITSM tool).

9.4. Transition SLAs as they might be different from post implementation SLAs. Prior to commencement of the transition period, the parties should engage on onboarding of the new service provider onto Transnet Service Desk environment while integration is addressed during the transition period.

9.5. The Service Provider's Service Desk will be available during the agreed to operational hours as defined in **Table 2: Service Coverage Window.**

10. SERVICE COVERAGE WINDOW

10.1. Service Levels are measured according to a specific Service Class defined in Table 2: Service Coverage Window, as indicated in the Measurement Notes in Tables 3 and 4 - Service Level Specification and Target.

TRANSNET CONFIDENTIAL INFORMATION

10.2. The SLA Clock should be paused during periods outside the designated Service Coverage Window.

10.3. The SLA Clock shall start once the ticket has been assigned to the designated Service Desk.

Table 2: 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

11. OPERATIONAL REPORTS

11.1. The Service Provider will provide Transnet with 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.

11.2. 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. Modified, additional, and ad hoc reports will be developed and delivered by the Service Provider at no additional cost to Transnet.

12. AUDIT SUPPORT AND POST-TERMINATION COOPERATION

12.1. The Service Provider shall provide Transnet, Transnet Internal Audit, External Audit, the Auditor-General of South Africa, authorised assurance providers, regulators and any other duly authorised person with reasonable and timely assistance in relation to audits, reviews, investigations, inspections, compliance assessments and related engagements concerning the Services rendered under the Agreement.

12.2. The assistance shall include, where relevant and lawfully available:

a. responding to audit queries and requests for information;

b. providing complete, accurate, readable and auditable records and supporting evidence;

TRANSNET CONFIDENTIAL INFORMATION

c. explaining the design, configuration, operation and effectiveness of controls relevant to the WAF Services;

d. providing service reports, incident records, change records, access records, administrative activity logs, availability records, escalation records, RCA reports, configuration baselines and evidence of OEM support entitlement;

e. providing records supporting Service Level Achievement calculations, service credits and invoices;

f. making suitably knowledgeable personnel available for audit interviews, walkthroughs and clarification sessions;

g. supporting the validation of audit findings and corrective-action plans; and

h. tracking agreed corrective actions to closure.

12.3. The Service Provider shall acknowledge an audit query or request within one (1) Business Day and shall provide the requested information within five (5) Business Days, or within another period agreed in writing by Transnet, taking into account the urgency, complexity and volume of the request.

12.4. Where Transnet identifies an urgent audit, regulatory, security or legal requirement, the Service Provider shall provide reasonable priority assistance within the timeframe specified by Transnet.

12.5. The Service Provider shall ensure that information supplied for audit purposes is complete, accurate, traceable to its source and protected against unauthorised alteration. Where requested information is unavailable, the Service Provider shall provide a written explanation identifying the reason, the applicable retention requirement and any available alternative evidence.

12.6. These obligations shall continue after the expiry or termination of the Agreement where the audit, review, investigation, inspection or engagement relates to Services performed, events occurring, transactions processed, amounts invoiced or obligations arising during the term of the Agreement. Expiry or termination shall not relieve the Service Provider of the obligation to retain relevant records or provide reasonable audit cooperation.

12.7. The Service Provider shall maintain the records necessary to support these obligations for the retention period specified in the Agreement, applicable law and Transnet's records-management requirements, whichever requires the longer period. No relevant record shall be destroyed while the Service Provider is aware of an outstanding audit, investigation, dispute, legal hold or regulatory request.

TRANSNET CONFIDENTIAL INFORMATION

12.8. The Service Provider shall ensure that equivalent audit-support and records-retention obligations are imposed on every relevant OEM, cloud-service provider and subcontractor. The Service Provider remains fully accountable to Transnet for obtaining and supplying information held by those parties.

12.9. Routine audit cooperation, provision of existing records, reasonable interviews and clarification relating to Services rendered under the Agreement shall be provided at no additional cost to Transnet. Any exceptional activity outside the contracted Services must be agreed in writing in advance and shall be subject to the Agreement and applicable procurement requirements.

12.10. The Service Provider shall continue to comply with the Agreement's confidentiality, privacy and information-security requirements when providing audit information after expiry or termination. Access to Transnet systems after termination shall be permitted only where expressly authorised by Transnet and subject to Transnet's access-control procedures.

12.11. Failure to provide the required audit support or records within an agreed timeframe shall constitute a service failure and may trigger the applicable escalation, remediation, service-credit or contractual-remedy provisions.

TRANSNET CONFIDENTIAL INFORMATION

13. PROJECT PHASE SERVICE LEVELS - SPECIFICATION AND TARGETS

13.1. Table 3 below reflects a view on expected performance levels, noting that a proposed project plan will be shared by the awarded Service Provider for discussion and agreement to timelines.

Table 3: Project Phase Service Levels - Specification and Targets

Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Performance Target**
The following minimum communication forums apply: • As applicable, Monthly Steering Committee meetings will be held on Microsoft Teams or at Transnet Group Head Office in Johannesburg as per the schedule to be agreed by both parties.	• Attendance logs from Microsoft Teams. • Meeting minutes and action item trackers. • Document submission timestamps.	• Attend **at least 95%** of scheduled Monthly Steering Committee meetings, held via Microsoft Teams or at Transnet Group Head Office in Johannesburg. • Join meetings **within 5 minutes** of the scheduled start time. • Submit relevant agenda items, reports, and documentation **no later than two (2) working days** prior to each meeting. • Ensure that **at least 90%** of action items assigned during previous meetings are completed and reported on by the next scheduled meeting.
• Weekly project meetings will be held on Microsoft Teams on the day to be agreed by both parties.	• Weekly attendance records. • Meeting minutes and progress update logs. • Communication records confirming schedule changes.	• Attend **at least 98%** of scheduled weekly project meetings, held via Microsoft Teams. • Confirm any changes to meeting schedules within **24 hours** of notification. • Provide verbal or written progress updates during each meeting.
• Ad hoc and or Emergency Meetings as and when required	• Timestamped meeting requests and responses.	• Respond to requests for ad hoc or emergency meetings within **two (2) hours** during business hours (08:00–17:00 SAST).

TRANSNET CONFIDENTIAL INFORMATION

	• Attendance records. • Post-meeting documentation.	• Attend **at least 90%** of ad hoc or emergency meetings when requested. • Provide a meeting summary or action plan within **one (1) working day** following the meeting.
Official communication between Transnet and the service provider shall be done by e-mail.	• Timestamped email and Teams message logs. • Response time tracking via communication platforms.	• **Standard Queries**: Respond to routine emails or Microsoft Teams messages within one (1) business day. • **Urgent Queries:** Acknowledge and respond to urgent communications within two (2) hours during business hours (08:00–17:00 SAST). • **Acknowledgement:** All communications must be acknowledged within the specified timeframes, even if a full response requires additional time.
Installation & Commissioning The Service Provider will: • Procure licenses and other components, providing Transnet with license keys through approved encrypted method • Install and activate WAF components • Work in collaboration with Transnet technical team to appropriately configure the WAF components • Deliver all OEM user manuals and other guidance	• Alignment with project milestones	• **Completion** (installation, configuration milestones) within timeline – no service credit • C**ompletion** (installation, configuration milestones) within 5 days of timeline - 1% deduction (5-day catch-up; daily progress reports) • **Completion** within 10 days of timeline (installation, configuration milestones) - 2% deduction (10-day catch-up; executive escalation/reviews) • **Additional late delivery** beyond 10 days - 1% per delayed business day (cap 10%) (executive escalation/reviews)
Progress Reports The service provider will be required to submit: • Weekly progress reports • Risk and issue logs • Updated project plans and resource utilization reports	• Timeliness and completeness of reports. • Alignment with project milestones and meeting agendas.	• Submit **weekly progress reports** summarizing key activities, milestones, risks, and next steps. • Provide **monthly summary reports** aligned with Steering Committee meetings. • Ensure all reports are submitted **at least one (1) working day** before scheduled meetings.

TRANSNET CONFIDENTIAL INFORMATION

Quality Assurance & Testing • Deliverables will undergo rigorous quality assurance checks, including: • System Integration testing • User acceptance testing (UAT) • Performance and security testing • Acceptance criteria will be clearly defined and agreed upon before test plans sign-off.	• Timely submission and approval of test plans. • Completeness and traceability of test cases to requirements. • Defect logs and resolution timelines. • Test execution reports and defect closure statistics. • UAT results and pass/fail rates. • Post-implementation defect tracking. • RCA documentation and corrective actions. • Review meeting minutes and compliance checklists. • Audit findings and corrective action reports.	**Planning**: • Submit test plans and cases 5 days before testing • Align with project requirements **Execution & Defect Management**: • Resolve critical defects in 2 days, major in 5 days • 95% defect closure rate before go-live **Quality Metrics**: • 90% first-time pass rate during UAT • <2% post-implementation defect rate • Conduct root cause analysis for recurring issues **Compliance**: • Participate in quality reviews • Ensure deliverables meet Transnet standards
Training After the completion of the Pilot Deployment, or towards the completion of the installation project (as agreed by Transnet) the service provider shall provide in-person (where possible) training to an advanced level, skills transfer and hand-holding services to identified Transnet engineers. Training content must include, but not be limited to: • Lectures on how to deploy, operate, tune, configure, and troubleshoot the WAF service • Interactive, hands-on exercises to reinforce learning and build practical competency	• Training attendance logs • Participant feedback and evaluation forms • Timeliness and completeness of training materials and post-training support	• Submit detailed training plan and materials **at least five (5) working days** before the scheduled training. • Ensure materials are accurate, relevant, and aligned with project deliverables. • Conduct training sessions as per the agreed schedule, with **100% adherence** to planned dates and times. • Achieve a **minimum participant satisfaction score of 85%**, based on post-training evaluations. • Provide training recordings, manuals, and FAQs within **two (2) working days** after each session. • Respond to post-training queries within **one (1) business day**.

TRANSNET CONFIDENTIAL INFORMATION

• Discussions e.g. detecting and mitigating threats from multiple attack vectors • Training materials		

Stakeholder Feedback & Evaluation (Customer Satisfaction)
 	
Subsequent to the completion of training the service provider shall ensure that:
 	
• Feedback will be collected from end-users and business units during and after implementation.
• Surveys and interviews will be used to assess:
  • Ease of use
  • Training effectiveness
  • Overall satisfaction with the solution and support
	• Survey results and evaluation scores
	• Feedback session attendance and reporting
	• Corrective action logs and implementation tracking
		• Achieve a **minimum satisfaction score of 85%** across key stakeholder groups, based on quarterly surveys or evaluations.
		• Address any negative feedback or concerns within **five (5) working days** of receipt.
		• Participate in **quarterly stakeholder feedback sessions** coordinated by Transnet.
		• Submit a **Stakeholder Feedback Summary Report** within **five (5) working days** of each session, including key insights and proposed corrective actions.
		• Implement agreed corrective actions from stakeholder feedback within **ten (10) working days**.
		• Demonstrate measurable improvements in stakeholder satisfaction over time.

Billing (Project phase, transition phase) Adhere to Transnet's billing policies, formats, and approval workflows.	• Include all required supporting documents (e.g., timesheets, deliverable acceptance forms, progress reports) with each invoice. • Invoice submission logs • Error rate in submitted invoices • Query response times	Submit invoices **within five (5) working days** of the end of each billing cycle or milestone completion. • Respond to billing-related queries within **two (2) working days**. • Ensure **100% accuracy** in invoicing, including correct rates, quantities, and applicable taxes. • Resolve any billing discrepancies within **five (5) working days** of notification.

TRANSNET CONFIDENTIAL INFORMATION

14. POST-IMPLEMENTATION SERVICE LEVELS - SPECIFICATION AND TARGETS

14.1. Table 4 below stipulates expected performance levels post-implementation.

Table 4: Post-implementation Phase Service Levels - Specification and Targets			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
1. P1 Incident Response and Resolution			
Priority 1 – Critical Total loss of a critical resource or component, or one or more core business functions are completely unable to be performed, with no work-around in place. Impact: High, critical & fatal. The Service Provider shall maintain a valid back-to-back OEM support agreement for the duration of the contract and shall provide evidence of such support entitlement upon request by Transnet.	Target time is measured in elapsed hours/minutes within the Premium SCW. Measurement Interval is monthly. The Service Provider remains fully accountable to Transnet for all SLA obligations regardless of whether support activities are performed by the OEM.	Service Level Achievement % **=** (Total Incidents Resolved within ALL targets hours/minutes met ÷ Total Incidents Resolved) × 100 where all Incidents were Resolved in the Measurement Interval.	Initial response time 15 minutes **AND** OEM Escalation within 15 minutes **AND** Update frequency every 60 minutes (or as agreed) until service is restored or risk contained **AND** Resolution target is 4 hours, 100% of the time.

TRANSNET CONFIDENTIAL INFORMATION

Table 4: Post-implementation Phase Service Levels - Specification and Targets continued.			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
2. P2 Incident Response and Resolution			
Priority 2 – High Significant degradation, material impact to the service e.g. a partially interrupted or impaired service that cannot be mitigated or core business functions that can be performed but in a reduced capacity Impact: High, severely degraded The Service Provider shall maintain a valid back-to-back OEM support agreement for the duration of the contract and shall provide evidence of such support entitlement upon request by Transnet.	Target time is measured in elapsed hours/minutes within the Premium SCW. Measurement Interval is monthly. The Service Provider remains fully accountable to Transnet for all SLA obligations regardless of whether support activities are performed by the OEM.	Service Level Achievement % **=** (Total Incidents Resolved within ALL targets hours/minutes met ÷ Total Incidents Resolved) × 100 where all Incidents were Resolved in the Measurement Interval.	Initial response time 30 minutes **AND** OEM Escalation within 30 minutes **AND** Update frequency every 2 hours (or as agreed) until service is restored or risk contained **AND** Resolution target is 8 hours, 100% of the time.

TRANSNET CONFIDENTIAL INFORMATION

Table 4: Post-implementation Phase Service Levels - Specification and Targets continued.			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
3. P3 Incident Response			
Priority 3 – Low Low impact degradation of critical resources or high impact degradation of non-critical resource. Impact: Low The Service Provider shall maintain a valid back-to-back OEM support agreement for the duration of the contract and shall provide evidence of such support entitlement upon request by Transnet.	Target time is measured in elapsed hours/minutes within the Premium SCW. Measurement Interval is monthly. The Service Provider remains fully accountable to Transnet for all SLA obligations regardless of whether support activities are performed by the OEM.	Service Level Achievement % **=** (Total Incidents Resolved within ALL targets hours/minutes met ÷ Total Incidents Resolved) × 100 where all Incidents were Resolved in the Measurement Interval.	Initial response time 2 hours **AND** OEM Escalation within 4 hours **AND** Update frequency every 3 hours (or as agreed) until service is restored or risk contained **AND** Resolution target is 24 hours, 95% of the time.
4. P4 Incident / Request Response			

TRANSNET CONFIDENTIAL INFORMATION

Priority 4 – No impact to productivity Very minor or no impact on associated services, such as a single user or very small number of users having minor issues, but core functions of the service can be carried out as normal. General request or information request. The Service Provider shall maintain a valid back-to-back OEM support agreement for the duration of the contract and shall provide evidence of such support entitlement upon request by Transnet.	Target time is measured in elapsed hours within the Standard SCW. Measurement Interval is monthly. No need for updates (beyond initial response) unless required by Transnet. The Service Provider remains fully accountable to Transnet for all SLA obligations regardless of whether support activities are performed by the OEM.	Service Level Achievement % **=** (Total Tickets Resolved within ALL targets hours/minutes met÷ Total Incidents Resolved) × 100 where all Tickets were Resolved in the Measurement Interval.	Initial response time 4 hours **AND** OEM Escalation by next Business Day **AND** Resolution target is 24 hours or as agreed with Transnet. 95% of the time.

Table 4: Post-implementation Phase Service Levels - Specification and Targets continued.			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
5. System Uptime (availability of the WAF)			
The Service Provider shall maintain a valid back-to-back OEM support agreement for the duration of the contract and shall provide evidence of such support entitlement upon request by Transnet.	Target time is measured in elapsed minutes within the Premium SCW. Measurement Interval is monthly. The Service Provider remains fully accountable to Transnet for all SLA obligations regardless of whether	Measure: Calculate system availability as (Total uptime / Total time) * 100%. Scheduled downtime is excluded from the calculation	**>= 99.95%** availability

TRANSNET CONFIDENTIAL INFORMATION

Measure the percentage of time the system is available and operational.	support activities are performed by the OEM.		
6. Monthly Service Review Pack			
Timely delivery of the complete monthly pack with contents as agreed by Transnet. This deliverable includes minutes of all meetings related to service reviews.	Measurement Interval is monthly.	If the Pack is delivered no later than Close of Business on the 10th Business Day of the Month, then this Service Level is met, otherwise it is failed. Any challenge with the timeous delivery of the pack must be communicated by the Service Provider and agreed to by Transnet at its sole discretion.	Pack is delivered no later than Close of Business on the 10th Business Day of the Month. In case of an SLA breach and non-communicated excuse, the Service Provider is expected to initiate the service credit process as stipulated and agreed.
7. AUDIT SUPPORT AND POST-TERMINATION COOPERATION			
Audit-query support	Time measured from receipt through the designated channel. Monthly during the Agreement and tracked separately after expiry or termination.	Requests completed within the agreed target ÷ total audit requests due in the measurement period × 100	Acknowledge within 1 Business Day; provide the complete response within 5 Business Days or the alternative period agreed in writing; target 100%.

TRANSNET CONFIDENTIAL INFORMATION