Annex G (Key Performance Indicators)

Annex to the EETS Domain Statement concerning the Danish Kilometer Tolling Scheme

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1 DOCUMENT HISTORY

Version	Date	Comment	Initials
0.5	10 February 2023	Draft version published to the EETS Provider for information and review purposes as part of the accreditation procedure.	MLBR / MAVX

2 DEFINITIONS AND ABBREVIATIONS

All definitions in the EETS Domain Statement shall have the same meaning in this Annex.

In addition to the definitions in the EETS Domain Statement the following definitions shall apply for this Annex:

"Agreed System Downtime" means periods of system outages due to maintenance or similar which is commonly agreed between the EETS provider and the Toll Charger.

"Black Lists" means exception lists holding OBEs blocked for usage by the EETS provider according to Annex E.

"Key Performance Indicators" means metrics of performance measurement having a target of required performance indicating either compliance or non-compliance with the service level requirement

"Target Service Level" means the service level requirement set by the Toll Charger for KPIs defining at what service level a key performance indicator must achieve.

"White Lists" means exception lists holding OBEs activated for usage on the toll domain by the EETS provider.

3 INTRODUCTION

This Annex sets out the principles and methodologies for complying with the performance regime for the Danish Kilometer Tolling Scheme. The content of the Annex is as follows:

(i) **Section 4:** In this section, a description of the different KPI categories applied under the KmToll Scheme are included;

(ii) **Section 5:** In this section, a summary of all required KPI including the defined target service levels are presented;

(iii) **Section 6:** In this section, a detailed break-down of each KPI is provided; and

(iv) **Section 7:** In this section, a description is given to what happens in case the EETS Provider is non-compliant with the required KPIs including an overview of how remuneration are reduced according to the EETS Providers potential non-compliance.

4 CATEGORIES OF KPIS

The KPIs are divided into three (3) categories. The categories are as follows:

(i) Data exchange (DE)

(ii) Availability (AV)

(iii) Service (SE)

Each KPI is measured according to a target service level.

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5 KPI TABLE

In the table below all KPIs including target service level are shown.

Table 1. Key Performance Indicators (KPIs)

Reference	Title	KPI summary	Target Service Level	Frequency	Measured by
Category 1 – Data exchange					
KPI_DE1	Timeliness of toll declarations – short timeframe	The percentages of toll declaration packages transferred from the EETS Provider to the Toll Charger within one (1) calendar day (running day + 1) after the date where the data was recorded in the OBE.	95,00%	Monthly	Toll Charger
KPI_DE2	Timeliness of toll declarations – long timeframe	The percentages of toll declaration packages transferred from the EETS Provider to the Toll Charger within five (5) calendar day (running day + 1) after the date where the data was recorded in the OBE.	99,95%	Monthly	Toll Charger
KPI_DE3	Detection of abnormal OBE	Events where the Toll Charger detects an OBE Type 1 with 'status OK' in a vehicle passage at a roadside enforcement point, but Toll Charger have not received a Toll declaration from the EETS provider within 7 days which can be matched to the enforced road segment.	0	Monthly	Toll Charger
KPI_DE4	Data format quality of toll declarations	The percentages of toll declaration packages transferred from the EETS Provider to the Toll Charger which must comply with data formats and ADU requirements.	99,99%	Monthly	Toll Charger
KPI_DE5	Vehicle description validity	The percentages of charging relevant vehicle description characteristics that must be correct in the toll declaration packages forwarded by the EETS Provider to the Toll Charger.	99,00%	On request by Toll Charger	Toll Charger
KPI_DE6	Timeliness of White Lists	The percentages of White Lists transferred by the EETS Provider to the Toll Charger once daily.	98,00%	Monthly	Toll Charger
KPI_DE7	Timeliness of Black Lists	The percentages of Black Lists transferred by the EETS Provider to the Toll Charger once daily.	98,00%	Monthly	Toll Charger
KPI_DE8	Data quality of White Lists	Cases of RSE observations not matching white lists - hence correct white list compilation.	0	Monthly	Toll Charger
KPI_DE9	Data quality of Black Lists	Cases of RSE observations not matching black lists - hence correct black list compilation	0	Monthly	Toll Charger
Category 2 - Availability					
KPI_AV1	Availability of the EETS Provider	The target value of interface availability of the EETS Provider within one (1) calendar month according to interface specifications.	99,90%	Monthly	EETS Provider

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Reference	Title	KPI summary	Target Service Level	Frequency	Measured by
Category 3 – Service					
KPI_SE1	Incident management	The percentages of incidents with "Urgent" criticality reported by the Toll Charger must have been responded to by the EETS Provider within two (2) hours.	0	Monthly	EETS Provider
KPI_SE2	Complaint handling	The percentages of complaints from the EETS Users to the EETS Provider, which is determined to be on fault of the Toll Charger, must be forwarded to the Toll Charger no later than within three (3) weeks after receipt of the complaint.	100%	Monthly	EETS Provider

6 CALCULATION OF KPIS

The following section describes the KPIs from Table 1 in detail. For each KPI the following methodology is used to describe the KPI:

(i) The purpose of the KPI;

(ii) Description of the process;

(iii) Target service level;

(iv) Actor being monitored;

(v) Period for monitoring;

(vi) Data and calculation of the KPI;

(vii) Exclusions to the KPI;

(viii) Issues or other aspects affecting the KPI;

(ix) Reporting; and

(x) Penalty level and calculation

6.1 Timeliness of toll declarations – short timeframe

KPI_DE1	Timeliness of toll declarations
The purpose of the KPI	The purpose of KPI_DE1 is to ensure that toll declarations packages are transferred from the EETS Provider to the Toll Charger in a timely manner, so the Toll Charger can perform toll collection and process enforcement cases effectively.
Description of the process	The Toll Charger will count the number of Toll Declarations received from the EETS Provider that arrive more than one (1) calendar day after the date of the recorded GNSS location data timestamp contained in the Toll Declaration within the monitoring period. The amount of Toll Declarations received too late is compared with the total number of Toll Declarations received from the EETS Provider during the monitoring period.
Target service level	95,00 % of the Toll Declaration packages shall be transferred to the Toll Charger within one (1) calendar day after the date where the data was recorded (running day + 1).
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)

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Data and calculation of the KPI	The date measure from GNSS location data timestamp contained in the Toll Declaration is compared with the date the Toll Declaration is received by the Toll Charger. All timestamps are based and compared on UTC time. The number of Toll Declaration packages that contain GNSS location data timestamped more than two (2) calendar days before the time of the Toll Declaration is received by the Toll Charger are observations on threshold breaches. Calculation of KPI: KPI_DE1 = (1 - TD2/TD) where TD2 = Number of TD received 2 days after data recording TD= Total Number of TD received
Exclusion to the KPI	Periods of Agreed System Downtime are excluded from the KPI calculation. If the interface is down due to the Toll Charger, this period has to be excluded from the KPI calculation.
Issues or other aspects affecting the KPI	Date of transfer to the Toll Charger define the KPI monitoring period the Toll Declaration is included in. There is no upper threshold for when or with how much delay the EETS Provider can further a Toll Declaration to the Toll Charger. All received Toll Declarations will be subject to toll collection.
Reporting	Reporting on KPI_DE1 shall take place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	Penalty level = 5% of monthly remuneration Penalty calculation: Penalty amount = RM * penalty level RM = Remuneration for the monitoring period Penalty level = 5%

6.2 Timeliness of toll declarations – long timeframe

KPI_DE2	**Timeliness of toll declarations**
The purpose of the KPI	The purpose of KPI_DE2 is to ensure that Toll Declarations packages are transferred from the EETS Provider to the Toll Charger in a timely manner, so the Toll Charger can perform toll collection and process enforcement cases effectively.
Description of the process	The Toll Charger will count the number of Toll Declarations received from the EETS Provider that arrive more than one (1) calendar day after the date of the recorded GNSS location data timestamp contained in the Toll Declaration within the monitoring period. The amount of Toll Declarations received too late is compared with the total number of Toll Declarations received from the EETS Provider during the monitoring period.
Target Service Level of the KPI	99,95 % of the Toll Declaration packages shall be transferred to the Toll Charger within five (5) calendar days after the date where the data was recorded (running day + 5)
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	The date measure from GNSS location data timestamp contained in the Toll Declaration is compared with the date the Toll Declaration is received by the Toll Charger. All timestamps are based and compared on UTC time.

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	The number of Toll Declaration packages that contain GNSS location data timestamped more than six (6) calendar days before the time of the Toll Declaration is received by the Toll Charger are observations on threshold breaches. Calculation of KPI: KPI_DE2 = (1 – TD6/TD) where TD6 = Number of TD received 6 days after data recording TD= Total Number of TD received
Exclusion to the KPI	Periods of Agreed System Downtime are excluded from the KPI calculation. If the interface is down due to the Toll Charger, this period will be excluded from the KPI calculation.
Issues or other aspects affecting the KPI	Date of transfer to the Toll Charger define the KPI monitoring period the Toll declaration is included in. There is no time wise upper threshold towards when the EETS Provider can forward a Toll declaration to the Toll Charger. All received Toll Declarations will be subject to toll collection.
Reporting	Reporting on KPI_DE2 shall takes place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	Penalty level = 10% of monthly remuneration Penalty calculation: Penalty amount = RM * penalty level RM = Remuneration for the monitoring period Penalty level = 10%

6.3 Detection of abnormal OBE

KPI_DE3	**Detection of abnormal OBE**
The purpose of the KPI	The purpose of KPI_DE3 is to ensure that enforcement cases and Toll Declarations match, in order for the Toll Charger to conduct successful enforcement procedures.
Description of the process	The Toll Charger will compare enforcement observations of whitelisted vehicle on a specific road segment with Billing Details compiled based on received Toll Declarations. The comparison will take place 6 days after the road side data capture to identify if enforcement observations for the vehicle can be matched with Billing Details at the enforcement observation. The process is undertaken for all enforcement observations for whitelisted vehicles if the OBE Type 1 is detected to be 'Status OK' at the roadside. The comparison will be based on PAN number, EquipmentOBEId, Vehicle LPN, timestamp and road segment of the enforcement point and TD matched road segment. The process for OBE Type 2 is similar except the CCC transaction is not captured by the road side equipment as it is instead obtained through the App CCC interface.
Target Service Level of the KPI	0 events where the Toll Charger detects an OBE Type 1 with 'status OK' in a vehicle passage at a roadside enforcement point, but no matching Toll Declaration is received from the EETS Provider latest sic (6) days after the enforcement observation.
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)

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Data and calculation of the KPI	For each enforcement case when the Toll Charger detects an OBE with 'status OK' at an enforcement point on the tolled road, the Toll Charger will match the OBE with Toll Declarations packages received from the EETS Provider. Every time there is an outstanding match, the KPI_DE3 counter will be increased by 1. The KPI is based on a per case basis observation scheme.
Exclusion to the KPI	None.
Issues or other aspects affecting the KPI	Toll Charger will notify the EETS Provider of outstanding unmatched enforcement case earliest six (6) days after the enforcement case capture.
Reporting	Reporting on KPI_DE3 shall takes place calendar monthly by the Toll Charger, and shall be done to the EETS Provider in case of observations negatively impacting remuneration.
Penalty level and calculation	2250 DKK per case as deduction of remuneration.

6.4 Data format quality of toll declarations

KPI_DE4	**Data format quality of toll declarations**
The purpose of the KPI	The purpose of KPI_DE4 is to ensure the consistency and conformity of the Toll Declaration packages forwarded by the EETS Provider to the Toll Charger.
Description of the process	The Toll Charger will as part of the data transfer mechanism handling and data processing verify if data received from the EETS Provider comply with ADU requirements. In case Toll Declarations do not comply with ADU requirements Toll Charger will negatively acknowledge the Toll Declaration and notify the EETS Provider as part of the data transfer mechanism processes.
Target Service Level of the KPI	99,99% of Toll Declaration packages forward by the EETS Provider to the Toll Charger must comply with data formats and ADU requirements of the Toll Charger.
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	The Toll Charger will calculate compliance with the Target Service Level by monitoring each package as it is either received successful being compliant or received but rejected as the data format is not compliant. Counts in each case over the measurement period is compared to determine compliance with the Target Service Level. KPI calculation: KPI_DE4 = 1 – (NITD/NTD) where NITD: Number of TD not acknowledged sent during the period NTD : Number of TD sent during the period
Exclusion to the KPI	None.
Issues or other aspects affecting the KPI	None.
Reporting	Reporting on KPI_DE4 shall takes place calendar monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	Penalty level = 5% of monthly remuneration Penalty calculation: Penalty amount = RM * penalty level

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	RM = Remuneration for the monitoring period Penalty level = 5%

6.5 Vehicle description validity

KPI_DE5	**Vehicle description validity**
The purpose of the KPI	The purpose of KPI_DE$_5$ is to ensure Toll Declarations forwarded by the EETS Provider to the Toll Charger contain correct toll relevant vehicle characteristics ensuring correspondence to the actual vehicle characteristics of the tolled and OBE equipped vehicle.
Description of the process	Upon request by the Toll Charger the EETS Provider must deliver OBE specific vehicle documentation to prove that the vehicle characteristic information embedded in the OBE and provided in Toll Declarations and used to calculate toll is correct. The Toll Charger will request at least 100 and maximum 500 specific OBE selected at random or based on suspicions out of the charged OBE in the recent quarter.
Target Service Level of the KPI	0 cases of non-correlation information of charging relevant vehicle description characteristics provided in Toll Declarations and vehicle documentation upon which the declaration is based.
Actor being monitored	EETS Provider
Period of monitoring	On request from the Toll Charger
Data and calculation of the KPI	The Toll Charger will compare vehicle characteristics data contained in Toll Declarations received from the Toll Charger with the vehicle documentation provided by the EETS Provider for the specific tolled vehicle. Per cases the audit is deemed compliant if vehicle characteristics match and non-compliant in case of discrepancies. If several deviation are noticed for one vehicle, it will only be counted as one occurrence of a discrepancies case. Every time there is a case of discrepancies, the KPI_DE5 counter will be increased by 1. The KPI is based on a per case basis observation scheme.
Exclusion to the KPI	None.
Issues or other aspects affecting the KPI	The KPI will solely be based on audit of the documentation delivered by the EETS Provider. The EETS Provider must deliver required vehicle documentation with five (5) Business Days from receiving the request from Toll Charger. A maximum of one (1) audit can be undertaken per calendar month. Initiating an audit is at the discretion of the Toll Charger. The Toll Charger may choose not to undertake an audit for one or several months in a row. The Toll Charger may on a continuous basis perform its own validity checks of vehicle characteristics contained in a Toll Declaration against national vehicle registries.
Reporting	Reporting on KPI_DE5 shall takes place calendar monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	2250 DKK per case as deduction of remuneration.

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6.6 Timeliness of White Lists

KPI_DE6	Timeliness of White Lists
The purpose of the KPI	The purpose of KPI_DE$_6$ is to ensure that White Lists are transferred from the EETS Provider to the Toll Charger in a timely manner.
Description of the process	The Toll Charger require to receive a new latest updated Exception Lists from the EETS Provider daily. The Toll Charger monitor if new Exception Lists are received according to requirements. The measurement period is rolling three (3) months, while the reporting period is calendar monthly. In case Exception Lists are not received as required it will be deducted negatively in the measurement calculation.
Target Service Level of the KPI	98,00% of White Lists transferred by the EETS Provider to the Toll Charger at a daily basis.
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	KPI calculation: KPI_DE6 = (1 – NFLL / ND) where NWLL = Number of daily Full WL received late or not received at all for the period ND = Number of days of the period
Exclusion to the KPI	Periods of Agreed System Downtime are excluded from the KPI calculation. If the interface is down due to the Toll Charger, this period will be excluded from the KPI calculation.
Issues or other aspects affecting the KPI	Annex E (Technical Conditions) define mechanism and Exception List handling requirements and timeliness of daily whitelist transfer.
Reporting	Reporting on KPI_DE6 shall takes place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	Penalty level = 5% of monthly remuneration Penalty calculation: Penalty amount = RM * penalty level RM = Remuneration for the monitoring period Penalty level = 5%

6.7 Timeliness of Black Lists

KPI_DE7	Timeliness of Black Lists
The purpose of the KPI	The purpose of KPI_DE7 is to ensure that Black Lists are transferred from the EETS Provider to the Toll Charger in a timely manner
Description of the process	The Toll Charger require to receive a new latest updated Exception Lists from the EETS Provider daily. The Toll Charger monitor if new Exception Lists are received according to requirements. The measurement period is rolling three (3) months, while the reporting period is calendar monthly. In case Exception Lists are not received as required it will be deducted negatively in the measurement calculation.
Target Service Level of the KPI	98,00% of Black Lists transferred by the EETS Provider to the Toll Charger once daily.

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Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	KPI calculation: KPI_DE6 = (1 – NFLL / ND) where NWLL = Number of daily Full BL received late or not received at all for the period ND = Number of days of the period
Exclusion to the KPI	Periods of Agreed System Downtime are excluded from the KPI calculation. If the interface is down due to the Toll Charger, this period will be excluded from the KPI calculation.
Issues or other aspects affecting the KPI	None.
Reporting	Reporting on KPI_DE7 shall takes place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	Penalty level = 5% of monthly remuneration Penalty calculation: Penalty amount = RM * penalty level RM = Remuneration for the monitoring period Penalty level = 5%

6.8 Data quality of White Lists

KPI_DE8	**Data quality of White Lists**
The purpose of the KPI	The purpose of KPI_DE8 is to ensure the consistency and quality of the White Lists transferred from the EETS Provider to the Toll Charger.
Description of the process	Data quality of the transferred White Lists are measured by the DSRC readings from equipped vehicles compared with the White Lists transferred from the EETS Provider to the Toll Charger. The Toll Charger will based on OBE Type 1 CCC transactions at RSE perform validation against the latest full White List to check list compilation against road observed issued OBE from the EETS Provider. In case Toll Charger conduct CCC transactions with an OBE from the EETS Provider and it is not found on the White List it may cause a billing or an enforcement process issue and will be deducted negative in the calculation.
Target Service Level of the KPI	0 events where the Toll Charger detects an OBE Type 1 at the RSE from the EETS Provider with active status which cannot be validated against the White List, hence, the compilation of the White List is not correct.
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	Every time there is a case of discrepancies between RSE detection and the White List, the KPI_DE8 counter will be increased by 1. The KPI is based on a per case basis observation scheme.
Exclusion to the KPI	None.

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Issues or other aspects affecting the KPI	It is allowed from the EETS Provider to transfer a delta White List every 15 minutes. KPI_DE8 is based on the latest available White Lists received by the Toll Charger.
Reporting	Reporting on KPI_DE8 shall takes place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	2250 DKK per case as deduction of remuneration.

6.9 Data quality of Black Lists

KPI_DE9	**Data quality of Black Lists**
The purpose of the KPI	The purpose of KPI_DE9 is to ensure the consistency and quality of the Black Lists transferred from the EETS Provider to the Toll Charger.
Description of the process	Data quality of the transferred Black Lists are measured by the DSRC readings from equipped vehicles compared with the Black Lists transferred from the EETS Provider to the Toll Charger. The Toll Charger will based on OBE Type 1 CCC transactions at RSE perform validation against the latest full Black List to check compliance as issued and blacklisted OBE from the EETS Provider is on the Black List when bringing detected on the KmToll Domain. In case Toll Charger conduct CCC transactions with a blacklisted OBE from the EETS Provider and it is not found on the Black List it is an issue and will be deducted negative in the calculation.
Target Service Level of the KPI	0 events where the Toll Charger detects an OBE Type 1 at the RSE from the EETS provider with blocked status which cannot be validated against the Black List, hence, the compilation of the whitelist is not correct.
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	Every time there is a case of discrepancies between RSE detection and the black list, the KPI_DE8 counter will be increased by 1. The KPI is based on a per case basis observation scheme.
Exclusion to the KPI	None.
Issues or other aspects affecting the KPI	Transfer of Black List must happens according to Exception Lists handling procedure described in Annex E (Technical Conditions).
Reporting	Reporting on KPI_DE9 shall takes place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	2250 DKK per case as deduction of remuneration.

6.10 Availability of the EETS Provider

KPI_AV1	**Availability of the EETS Provider**
The purpose of the KPI	The purpose of KPI_AV1 is to ensure that the EETS Provider's back office interfaces toward the Toll Charger is available for data transfer.
Description of the process	Toll Charger will monitor availability of EETS Provider based on interface responses sent by the EETS Provider's interfaces when the Toll Charger transfers data through interfaces towards the EETS Provider.
Target Service Level of the KPI	99,90%
Actor being monitored	EETS Provider

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Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	Toll Charger will collect and count interfaces responses provided by the EETS Provider's interfaces each time a data transfer towards the EETS Provider is made. KPI calculation: KPI_AV1 = (1-NIRN/NIR) where NIRN = Number of interface responses which is negative NIR = Number of interfaces responses
Exclusion to the KPI	Periods of Agreed System Downtime are excluded from the KPI calculation.
Issues or other aspects affecting the KPI	None.
Reporting	Reporting on KPI_AV1 shall takes place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	Penalty level = 5% of monthly remuneration Penalty calculation: Penalty amount = RM * penalty level RM = Remuneration for the monitoring period Penalty level = 5%

6.11 Incident management

KPI_SE1	**Incident management**
The purpose of the KPI	The purpose of KPI_SE1 is to ensure the ability of the EETS Provider to conduct incident management towards the Toll Charger.
Description of the process	For all incidents with "Urgent" criticality, as defined in Annex I (Service Conditions), the EETS Provider must have responded to the incident with two (2) Business Hours when raised by the Toll Charger with an expected remediation time and proposal for how to fix the incident. The EETS Provider must log the time of receiving incidents from the Toll Charger and when the EETS Provider respond to each individual incident. For incidents classified as "Urgent" by the Toll Charger when sent to the EETS provider the EETS Provider must measure and adhere to defined response time service level.
Target Service Level of the KPI	100%
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	Based on the monthly number of incidents reported by the Toll Charger to the EETS Provider the EETS Provider must note the number of incidents with "Urgent" criticality, and note its response time. Every time the EETS Provider do not provide a response within the allowed timeframe, the KPI_SE3 counter will be increased by 1. The KPI is based on a per case basis observation scheme.
Exclusion to the KPI	This KPI does not include incidents with "Low", "Normal" and/or "High" criticality. This KPI does not include the EETS Provider's remediation time, however, the EETS Provider is required within the response time to also provide expected remediation time related to the incidents.

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Issues or other aspects affecting the KPI	Measurement is made during working hour 09.00-16.00 CET.
Reporting	Reporting on KPI_SE1 shall takes place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	2250 DKK per case as deduction of remuneration.

6.12 Complaint handling

KPI_SE2	**Complaint handling**
The purpose of the KPI	The purpose of KPI_SE2 is to ensure that complaints and/or disputes from the EETS Users related to the charged toll are forwarded from the EETS Provider to the Toll Charger in a timely manner.
Description of the process	When the EETS provider receive a complaint from EETS Users the EETS Provider must determine the complaint type case by case. If the complaint is related to the charged toll and the EETS Provider determine that the complaint is to be resolved by the Toll Charger the EETS Provider have to file the complaint to the Toll Charger. Timestamp of receiving the complaint from the EETS User and timestamp of forwarding the complaint to the Toll Charger are subject to the KPI measurement.
Target Service Level of the KPI	100% of complaints from the EETS Users to the EETS Provider, which is determined to be on fault of the Toll Charger, must be forwarded to the Toll Charger no later than three (3) weeks after receipt of the complaint.
Actor being monitored	EETS Provider
Period of monitoring	Monthly (per calendar month)
Data and calculation of the KPI	Based on the monthly number of complaints forwarded to the Toll Charger from the EETS Provider, the EETS Provider must note the time it takes from receipt of a complaint from an EETS User to the complaint being forwarded to the Toll Charger. KPI calculation: KPI_SE2 = (1 – NCNF/NC) where NC = Number of complaints forwarded to Toll Charger during the month NCNF = Number of complaints not forwarded to Toll Charger within 3 weeks
Exclusion to the KPI	Complaints that is determined to be due to fault of the EETS Provider are not included as they should not be forwarded to the Toll Charger. See Annex I (Service Conditions) for service requirements towards the complaint handling procedure.
Issues or other aspects affecting the KPI	Observations included in the period of monitoring is determined by the date of being forwarded to Toll Charger.
Reporting	Reporting on KPI_SE2 shall takes place monthly by the Toll Charger, and shall be done to the EETS Provider in case required KPI service level is breached.
Penalty level and calculation	Penalty level = 5% of monthly remuneration Penalty calculation: Penalty amount = RM * penalty level RM = Remuneration for the monitoring period Penalty level = 5%

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7 NON-COMPLIANCE WITH KPIS AND REDUCTION OF REMUNERATION

In case the EETS Provider does not comply with a KPI during a period on monitoring, a reduction in remuneration paid to the EETS Provider may be applied on a quarterly basis.

A case is considered to be subject to penalty when the EETS Provider does not comply with the specified KPI once or multiple times. Reduction in remuneration is per KPI basis and is accumulated in case the EETS Provider does not comply with multiple individual KPIs within the monitoring period. If a case is not remedied within the time period mentioned next to the respective KPI it will be considered as a new case until the requirements is fulfilled.

Reduction in remuneration depends on the importance of the KPI to the Toll Charger. An overview of how much the remuneration may be reduced depending on the KPI can be found in Table 2.

Table 2. Reduction of Remuneration

Reference	Title	Target Service Level	Frequency	Reduction of remuneration
KPI_DE1	Timeliness of toll declarations – short timeframe	95,00%	Monthly	5% of monthly remuneration
KPI_DE2	Timeliness of toll declarations – long timeframe	99,95%	Monthly	10% of monthly remuneration
KPI_DE3	Detection of abnormal OBE	0	Monthly	DKK 2250 per case
KPI_DE4	Data format quality of toll declarations	99,99%	Monthly	5% of monthly remuneration
KPI_DE5	Vehicle description validity	99,00%	On request by TC	5% of monthly remuneration
KPI_DE6	Timeliness of White Lists	98,00%	Monthly	5% of monthly remuneration
KPI_DE7	Timeliness of Black Lists	98,00%	Monthly	5% of monthly remuneration
KPI_DE8	Data quality of White Lists	0	Monthly	DKK 2250 per case
KPI_DE9	Data quality of Black Lists	0	Monthly	DKK 2250 per case
KPI_AV1	Availability of the EETS Provider	99,90%	Monthly	5% of monthly remuneration
KPI_SER1	Incident management	0	Monthly	DKK 2250 per case
KPI_SER2	Complaint handling	100%	Monthly	5% of monthly remuneration

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