

TEMPLATE OF THE OPERATIONAL REPORT

ANNEX NO. 16 OF THE EETS DOMAIN STATEMENT

ANNEX NO. 4 OF THE CONTRACT FOR THE PROVISION OF THE EUROPEAN ELECTRONIC TOLL SERVICE

This document forms an annex of the EETS Domain Statement.

Upon conclusion of the EETS Contract between the Toll Collection Administrator and the EETS Provider, it shall become an integral part of the EETS Contract as Annex 4 thereto.

This Annex has been drawn up following Article 17 (17.11) of the EETS Contract; it specifies the requirements and content of the periodic report on the operation of the EETS.

Capitalized terms shall have the meanings given in Annex 6 to the EETS Contract, Glossary of Terms, or the interpretation ascribed thereto in the relevant provision hereof.

Document	Issued / Version	Status	Approved by, on
16_Template of the Operational Report_eng	28.07.2022 / 1.0	Final version for publishing	Board of Directors, 19.07.2022

EETS OPERATIONAL REPORT

1. IDENTIFICATION DATA

<i>Identification Data</i>	
EETS Provider (business name):	[●]
Operation Report for the Period	from: [●] to: [●]
The Report is issued as:	<input type="checkbox"/> Regular <input type="checkbox"/> Extraordinary
Report serial/registration number:	[●]
Date of the report:	[●], total number of pages: 6
Prepared by, on:	[●], Date: [●], e-mail: [●], Phone: [●]
Approved by, on:	[●], Date: [●], e-mail: [●], Phone: [●]

2. OPERATIONAL INFORMATION

<i>Operational Information</i>		
Course of provision of EETS during the Period:	<input type="checkbox"/> Without faults <input type="checkbox"/> Faults have occurred	
Faults detected (summed per Period; mark one or more options):	<input type="checkbox"/> Had no impact on the collection of Toll and EETS Users] <input type="checkbox"/> Had an impact on individual EETS Users] <input type="checkbox"/> Had an impact on a group of EETS Users] <input type="checkbox"/> Had an impact on all EETS Users] <input type="checkbox"/> Had an impact on revenues from Toll collection <input type="checkbox"/> Had an impact on Customer Service <input type="checkbox"/> Had an impact on the payment infrastructure <input type="checkbox"/> Related to OBE and processing of data from OBE <input type="checkbox"/> Related to the submission of Toll Declarations <input type="checkbox"/> Related to the distribution and logistics of OBE <input type="checkbox"/> Related to the vehicle registration (<i>White-list, Black-list</i>) <input type="checkbox"/> Were linked to a security incident <input type="checkbox"/> There has been a violation of data protection rules	
Details of the individual detected faults:	Date and time of fault	[●]
	Date and time of fault removal	[●]
	Total fault duration [hour:min]	[●]
	Fault designation:	[●]
	Characteristics (description) of the fault condition:	[●]
	Impact on the operation of EETS:	[●]
	Corrective measure:	<input type="checkbox"/> Temporary (<i>Workaround</i>) <input type="checkbox"/> Permanent
	Corrective measure description:	[●]
	Preventive measure to prevent recurrence and/or mitigate the consequences of the fault	[●]

Operational Information		
Identified operational risks:	Risk description:	[●]
	Probability of risk materialization:	[●]
	Risk impacts:	[●]
	Compromised EETS functions/constituents:	[●]
	Preventative measures:	[●]
Other facts and circumstances relating to the EETS, which are relevant for, or which may affect, the provision of EETS and/or the proper, fully functional, continuous and fault-free collection of Toll, and/or adversely affect the operation of the ETC system	[●]	
Incidents and malfunctions on the side of ETC system reported by the EETS Provider to the Toll Collection Administrator's support desk	Date and time, when the incident/fault was reported to the Toll Collection Administrator's support desk	[●]
	Date and time of fault removal	[●]
	Total fault duration [hour:min]	[●]
	Fault designation:	[●]
	Characteristics (description) of the fault condition:	[●]
	Impact on the operation of EETS:	[●]

3. CLAIMS

Claims		
Claims referring to the detailed Toll billing for the Period:	<input type="checkbox"/> None were applied <input type="checkbox"/> Were applied	
Number and status of claims applied to the detailed Toll billing	New claims made for the Period (number):	[●]
	Open claims from previous Periods (number):	[●]
	Claims closed during the Period recognized as justified (number):	[●]
	Claims rejected as unjustified during the Period (number):	[●]
	Number of open claims at the end of the Period:	[●]
	The most frequent reasons for claims according to their frequency:	1. [●] (A most common reason) 2. [●] 3. [●] (A less common reason)
Claims referring to the Aggregate Toll billing for the Period:	<input type="checkbox"/> None were applied <input type="checkbox"/> Were applied	
Number and status of claims applied to the Aggregate Toll billing	New claims made for the Period (number):	[●]

Claims	
Open claims from previous Periods (number):	[●]
Claims closed during the Period recognized as justified (number):	[●]
Claims rejected as unjustified during the Period (number):	[●]
Number of open claims at the end of the Period:	[●]
The most frequent reasons for claims according to their frequency:	1. [●] (A most common reason) 2. [●] 3. [●] (A less common reason)
Total amount of Toll refunded to the EETS Users for the Period based on eligible claims	Amount in EUR without VAT: [●]
	VAT EUR: [●]
	Amount in EUR including VAT: [●]
Claims other than those listed above, filed with the Toll Collection Administrator for the Period:	<input type="checkbox"/> None were applied <input type="checkbox"/> Were applied
Number and status of claims other than those listed above	New claims made for the Period (number): [●]
	Open claims from previous Periods (number): [●]
	Claims closed during the Period recognized as justified (number): [●]
	Claims rejected as unjustified during the Period (number): [●]
	Number of open claims at the end of the Period: [●]
	The most frequent reasons for claims according to their frequency:

4. QUALITY OF SERVICES

Quality of services			
Prescribed SLA values for the Period:	<input type="checkbox"/> Have been complied with <input type="checkbox"/> Have not been complied with		
Overview of SLAs, the prescribed values of which have not been met for the current and two preceding Periods (Non-compliance with a specific SLA is to be marked with a cross)	Second preceding Period (M-2)	Preceding Period (M-1)	Current Period (M)
	<input type="checkbox"/> E.1	<input type="checkbox"/> E.1	<input type="checkbox"/> E.1
	<input type="checkbox"/> E.2	<input type="checkbox"/> E.2	<input type="checkbox"/> E.2
	<input type="checkbox"/> E.3	<input type="checkbox"/> E.3	<input type="checkbox"/> E.3
	<input type="checkbox"/> E.4	<input type="checkbox"/> E.4	<input type="checkbox"/> E.4
	<input type="checkbox"/> E.5	<input type="checkbox"/> E.5	<input type="checkbox"/> E.5
	<input type="checkbox"/> E.6	<input type="checkbox"/> E.6	<input type="checkbox"/> E.6
	<input type="checkbox"/> E.7	<input type="checkbox"/> E.7	<input type="checkbox"/> E.7
	<input type="checkbox"/> E.8	<input type="checkbox"/> E.8	<input type="checkbox"/> E.8

Quality of services

Explanation of non-compliance with the prescribed SLA value: [●]

A description of the measures to remedy a non-compliance with the SLA: [●]

5. COMMERCIAL INFORMATION

Commercial Information

The number of unique OBEs in operation in the EETS Domain for the Period (i.e., the number of OBEs with at least 1 Toll Transaction recorded for the Period): [●]

Amount of the prescribed Toll

Amount in EUR without VAT: [●]
VAT EUR: [●]
Amount in EUR including VAT: [●]

Fulfillment of the Business Plan for the Period according to the approved Technical and Operational Concept:

The reality is lower than planned by more than 10 %
 The reality is approximately in line with the plan (A deviation from the plan within +/- 10 %)
 The reality exceeded the plan by more than 10 %

Bank Guarantee

The total amount of the Collateral: [●] EUR
from which the drawing was applied of: [●] EUR
Available amount of the Collateral: [●] EUR

Adequacy of the Collateral:

- Adequate to the average Monthly volume of Toll collection, including VAT
 The amount available is lower than the average monthly volume of Toll collection, including VAT, by more than 5%
 The amount available is higher than the average monthly volume of Toll collection, including VAT, by more than 5%

The Bank Guarantee expires on: [●]

Insurance

The total insurance limit for one and all insured events: [●]

Adequacy of insurance:

- Adequate to the average volume of Toll collection, including VAT, for 12 Months
 The insurance coverage limit is lower than the average volume of Toll collection, including VAT, for 12 Months by more than 10%
 The insurance coverage limit is higher than the average volume of Toll collection, including VAT, for 12 Months by more than 10%

The insurance document expires on: [●]

Identified business risks: Risk description: [●]

Probability of risk materialization: [●]

Risk impacts: [●]

Compromised EETS functions/constituents: [●]

Commercial Information

Preventative measures: [●]

Other facts and circumstances relating to the EETS, which are relevant for, or which may have an impact on, the provision of EETS [●]

6. OTHER INFORMATION

Other Information

Any other information regarding the EETS and/or the status of the EETS Provider and its subcontractors [●]

7. ANNEXES

List of Annexes

Annex [●] [●]

In [●], on [●]

[Signature]

 For the EETS Provider

 (Name and office)