

1) Design and operation of roaming services.

Statement	Target value for parameter
1) 1. RSP services comply with standards for protocols, e-mobility data and identifiers (ID).	
1) 2. The RSP is open to any CPO and any EMSP willing to get access to its services with no discrimination and full transparency.	
1) 3. RSP facilitates the settling and operation of roaming agreements between CPO and EMSP in accordance with their quality commitments.	
1) 4. An EMSP having set a roaming agreement with a CPO has access to all data made available by the CPO such as description of the charging infrastructure, its availability, tariff scheme and prices, how to make use of his facilities, what to do in case of emergency, etc.	
1) 5. Exchange of information and services between CPO and EMSP allow for a secured, reliable, fast and efficient authorization process for EV users.	
1) 6. Adequate service and data allow EMSP to check and pay their bill to every CPO in compliance with their bilateral contract and the content of the charging detail record (CDR) of each charging session.	
1) 7. The backend system to exchange messages with roaming partners is available at least Z1 % in average on a defined period of time (not more than 1 year).	Z1 = 99
1) 8. Quality of IT service of the backend system is adequate in terms of: MTBF (Mean Time Between Failures), MTTR (Mean Time To Repair), response time to requests (with limitation of longest response times), prevention of stuttering (uncontrolled repetition of the same message), throttling control and also cyber security. ISO 27001 (IT Security) is an ultimate reference.	

2) Services and data.

Statement	Target value for parameter
2) 1. Any change in static data received from a CPO is reflected within Z2 minutes.	Z2 = 1
2) 2. Z3 % of data received from an operator is Identically forwarded to other concerned operators.	Z3 = 99.9
2) 3. Data needed for real time operations, especially authorization to charge for EV drivers, are transmitted to concerned operators within less than Z4 seconds in at least Z5 % of the cases.	Z4 = 1 Z5 = 99
2) 4. Z6 % of new roaming agreements between operators connected to the platform are operational on the date agreed by them.	Z6 = 99.9
2) 5. Charging session detail records (CDR) are transmitted to the concerned EMSP as sent by the CPO within Z7 seconds, or according to the roaming agreement.	Z7 = 5
2) 6. A solution makes it possible to collect data characteristic of the quality of operation of services (see list of indicators in the page "FAQ and definitions"), to possibly alert the operators using RSP services and to provide such data to the quality observatory of AFIREV.	

3) Customer assistance

Statement	Target value for parameter
3) 1. An organization to answer to questions and requests from customers operators is available Z8 days Z9 hours a day.	Z8 = 24 Z9 = 7
3) 2. Contact details of CPO hotlines, respectively EMSP hotlines, are forwarded to EMSP respectively CPO, according to bilateral agreements, as provided by them.	
3) 3. Any anomaly affecting its services, notably as revealed by an operator, is rectified within Z10 working days; all other concerned operators are immediately informed.	Z10 = 3
3) 4. Any major malfunction of the platform is rectified within Z11 hours.	Z11 = 6
3) 5. Any detected anomaly in the data received from a CPO or EMSP is notified to him and all other impacted operators.	
3) 6. Any interaction (message, request...) from a CPO or EMSP not compliant with the interface specification of the platform is notified to the sender.	

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| 3) 7. Cases of repeated requests for authorization through the RSP by customers of an EMSP to recharge on a CPO network with which it does not have a roaming agreement are reported to the EMSP. | |
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