

## **VII. Key Performance Indicators**

### **1. Key Performance Indicators (KPIs).**

#### **1.1 KPIs**

The Toll Charger uses the following KPIs to measure the quality of service provided by the (E)ETS Provider:

1. KPI Passage Record and Payment Request;
2. KPI Review of Adjustment Requests;
3. KPI Remittance of tolls.

Performance on the KPIs is determined during service, in accordance with the minimum performance requirements and measurement requirements as described below for each KPI.

#### **1.2 Repeated errors**

A repeated error occurs when an (E)ETS Provider fails to meet a certain KPI more often than the frequency specified for the relevant KPI within a Calendar Year. In case of a repeated error, the Toll Charger has the right to terminate the (E)ETS Agreement, as referred to in Article 10.1, section (xi), of the EETS Domain Statement.

### **2. KPI Passage Record and Payment Request**

#### **2.1 Description KPI Passage Record and Payment Request**

The KPI Passage Record and Payment Request concerns the ability of the (E)ETS Provider to receive and process Passage Records ("BillingDetails") and Payment Requests ("PaymentClaims") sent by the Toll Charger to the (E)ETS Provider.

Processing in this Article 2 means that the technical acknowledgement ("Acknowledgement") from the (E)ETS Provider to the Toll Charger, has been sent to the Toll Charger within 60 seconds after the receipt of the Passage Record or Payment Request by the (E)ETS Provider.

#### **2.2 Monitoring and recording KPI Passage Records and Payment Requests**

The (E)ETS Provider

- (i) Shall actively monitor during the Service Phase the receipt and processing of Passage Records and Payment Requests; and
- (ii) records the numbers of messages and the corresponding messages that could not be processed immediately.

#### **2.3 Establishment of KPI Passage Records and Payment Request**

The (E)ETS Provider shall determine the performance of the KPI Passage Records and Payment Requests every month. The KPI Passage Records and Payment Requests is determined by dividing the number Passage Records, and respectively Payment Requests received and processed by the (E)ETS Provider by the total number of Passage Records and respectively Payment Requests sent by the Toll Charger and multiplying the result by 100%.

#### **2.4 Required performance KPI Passage Record and Payment Request**

The required performance is:

- (i) in at least 99.0% of cases, a Passage Record has been processed in a timely manner; and

(ii) in at least 99.0% of cases, a Payment Request has been processed in a timely manner.

2.5 **Performance Discount KPI Passage line and Payment Request**

If in any month the level of performance achieved is lower than the required level of performance, a Performance Discount of € 2,500 is imposed.

2.6 **Repeated error**

A repeat error occurs if the (E)ETS Provider, regarding the KPI Passage Record and Payment Request:

- (i) fails to achieve two consecutive Calendar Months; or
- (ii) fails three times in one Calendar Year.

**3. KPI Assessment of Adjustment Requests**

3.1 **Description KPI Assessment of Adjustment Requests**

A Contracted Holder can file a complaint regarding a passage (tariff, was or was not present at the toll road that moment, vehicle stolen, etc.) and can request the (E)ETS Provider to apply a correction to the toll charged. In response to the request, the (E)ETS Provider may request the images of the vehicle passage to which the Contracted Holder's complain relates from the Toll Charger, and then, after assessing the images, declares the request founded or unfounded. In case the (E)ETS Provider declares the request founded, the (E)ETS Provider shall submit an Adjustment Request to the Toll Charger. The Toll Charger shall evaluate the Adjustment Request from the (E)ETS Provider. The Toll Charger shall notify the (E)ETS Provider whether the Adjustment Request is accepted or rejected. In case of rejection of the Adjustment Request, the Toll Charger's message shall include the reasoning. In the case of granting an Adjustment Request, the Toll Charger shall send the (E)ETS Provider an adjusted Passage Record and Payment Request.

The KPI Assessment of Adjustment Requests refers to the percentage of cases for which the Toll Charger determines that the (E)ETS Provider incorrectly submitted an Adjustment Request and rejects an Adjustment Request.

3.2 **Establishment of KPI Assessment of Adjustment Requests**

The (E)ETS Provider shall determine the performance on the KPI Assessment Adjustment Requests at the end of each Calendar Quarter. The performance on the KPI Assessment Adjustment Requests is determined by dividing all Adjustment Requests of the (E)ETS Provider rejected by the Toll Charger, in the Calendar Quarter reported, by the total number of Adjustment Requests of the (E)ETS Provider submitted by the Toll Charger in the Calendar Quarter reported and multiplying the result by 100%.

3.3 **Required performance KPI Assessment of Adjustment Requests**

The required performance for the KPI Assessment of Adjustment Requests is that:

- for Contracted Holders with a Dutch number plate: **a maximum of 5%** of Adjustment Requests submitted by (E)ETS Provider have been rejected by Toll Charger;
- For Contracted Holders with a foreign licence plate: **a maximum of 15%** of Adjustment Requests submitted by the (E)ETS Provider have been rejected by the Toll Charger.

3.4 **Performance Discount KPI Assessment of Adjustment Requests**

If, in a Calendar Quarter, one or both assessed performances – respectively Dutch or foreign licence plates - exceeds the performance requirement, a Performance Discount of € 2,500 is imposed.

3.5 **Repeated error**

A repeated error occurs if the (E)ETS Provider fails the KPI Assessment of Adjustment Requests twice in one Calendar Year.

**4. KPI Remittance of tolls**

4.1 **Description KPI Remittance of tolls**

It is of great importance to the Toll Charger that tolls are remitted to the Toll Charger on time and in full. The remittance of tolls must have been transferred to the Toll Charger's bank account within the legal deadlines.

4.2 **Determination of KPI Remittance of tolls**

The (E)ETS Provider shall monitor monthly whether all amounts, with a due date in the reporting Calendar Month, are complete and transferred to the Toll Charger's bank account, including the payment reference, within the payment period referred to in Article 34 of the EETS Domain Statement from the date of dispatch specified in the Payment Request.

4.3 **Required performance KPI Remittance of tolls**

The required performance for the KPI Remittance of tolls is that 100% of all payments have been transferred to the Toll Charger's bank account, including the appropriate payment reference, in accordance with the amounts specified in the Payment Requests, and within the payment period referred to in Article 34 of the EETS Domain Statement.

4.4 **Performance KPI Remittance of tolls**

For any payment not made, or incompletely paid, within the payment period referred to in Article 34 of the EETS Domain Statement, a Performance Discount of € 2,500 will be imposed.

4.5 **Repeated error**

A repeated error occurs if the (E)ETS Provider fails the KPI Remittance of tolls twice in one Calendar Year.