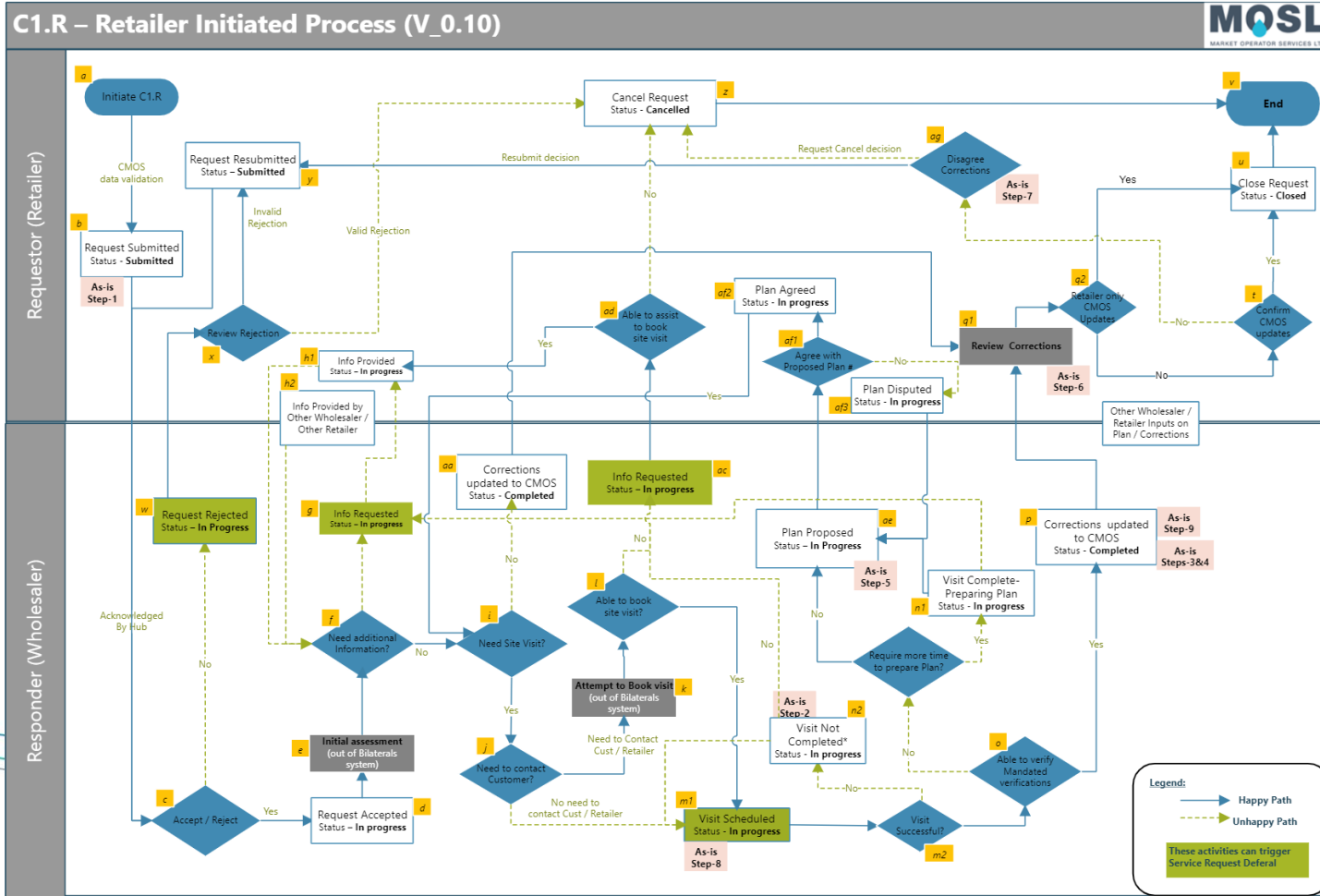


C1 SLA Update

Operational Advisory Group

09/02/2020

C1.R Current Proposed Flow (v 0.10)



C1 SLAs – version 0.4

- Names are subject to change
- Triggers are included in terms of both transactions and Activity Status

| SLA Name | Description (New) | SLA Period | Start Condition (New) | End Condition (New) | Conditions? |
|----------|---|------------|--|--|---|
| C1 1 | Submission of initial findings following an inspection | 12 BDs | when Activity Status = "Submitted" for the first time (Step B) T321.R/T321.W | When one of the following is true: 1) when Activity Status = "Completed" (Step AA or P) - T322.W 2) when Activity Status = "Plan Proposed" (Step AE) - T323.W is submitted 3) when Activity Status = "Visit Complete - Preparing Plan" (Step N1) - T212.W | Process initiated by Retailer -> C1.R Process initiated by Wholesaler -> C1.W |
| C1 2 | Additional work to develop a plan of data corrections | 10 BDs | when Activity Status = "Visit Complete - Preparing Plan" (Step N1) - T212.W | when Activity Status = "Plan Proposed" (Step AE) - T323.W | Only active if Activity Status = "Visit Complete - Preparing Plan" is reached |
| C1 3 | Retailer opportunity to review data corrections plan | 10 BDs | when Activity Status = "Plan Proposed" (Step AE) - T323.W | When one of the following is true: 1) Activity Status = "Plan Agreed" (Step AF2) - T324.R is submitted 2) Activity Status = "Plan Disputed" (Step AF3) - T325.R is submitted 3) 10 Business Days passed since Start Condition | There is no 'fail condition' for this SLA. It just makes sure that the Retailer has 10 BDs to provide a response <i>should they want to</i> . |
| C1 4 | Wholesaler resubmission of data correction plan following queries, comments or objections by Retailer | 10 BDs | when Activity Status = "Plan Disputed" (Step AF3) - T325.R is submitted | when Activity Status = "Plan Proposed" (Step AE) - T323.W submitted | Only applied when Retailer submits queries/comments/objects to the Corrections Plan. |

Changes made

- ◆ Former SLA 6 (CMOS update) was integrated into SLA 1 (Submission of initial findings)
 - ◆ SLA 1's timeframe was extended to 12 Business Days to account for the increase in scope
 - ◆ SLA 2's (Additional time for WSL to prepare plan) timeframe remains unchanged
- ◆ Former SLA 4 (WSL wait period to allow for RTL review of plan) was removed
- ◆ Scope of (former) SLA 1.2 (C1b) was extended to match that of 1.1 (C1a). In both cases, the SLA now begins when the service request is started and end on the notification of initial findings to Retailer. SLA 1 created by combining the two.