

ANNEXURE A SERVICE LEVEL TABLE 1

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| HOUSE KEEPING | POOR :10% | AVERAGE : 5% | GOOD : 0% |
| DELAYED COMPLETION DATE | MORE THAN 5 DAYS :10% | MORE THAN 3 DAYS : 5% | LESS THAN 3 DAYS :3% |
| SCOPE | NOT ADHERING TO REQUIREMENT :10% | | ADHERING TO REQUIREMENT: 0% |
| QUALITY CONTROL PLAN | FULLY SIGNED DATA BOOKS NOT SUBMITTED PRIOR TO DUE DATE (1 MONTH AFTER OUTAGE EXECUTION): 10% | | FULLY SIGNED DATA BOOKS SUBMITTED PRIOR TO DUE DATE (1 MONTH AFTER OUTAGE EXECUTION): 0% |