



AGÊNCIA DE TRANSPORTE DO ESTADO DE SÃO PAULO

## APPENDIX H

### OPERATIONAL SERVICE LEVELS

**SPONSORED CONCESSION TO PROVIDE PUBLIC SERVICES FOR OPERATION, MAINTENANCE AND MAKING OF INVESTMENTS NECESSARY FOR EXPLORATION OF THE HIGHWAY SYSTEM CALLED THE RODOANEL NORTE LOT**

## INTRODUCTION

1.1. This APPENDIX provides the optimal service levels to be met by the CONCESSIONAIRE. The service levels indicated here have their tolerance range regulated in ANNEX 3 and 11.

1.1.1. For unmatched service levels in APPENDIX C, the requirements and gradations of operability have also been described, where applicable. If gradations are not acceptable from a service level point of view, they are expressly stated in ANNEX 11.

1.2. The CONCESSIONAIRE will be subject to penalties for non-compliance with the service levels in the exact terms set forth in ANNEX 11, therefore, it is emphasized that the Concessionaire shall size and manage its resources, at its own risk, in order to meet the levels of services and obligations set forth in the AGREEMENT.

1.3. For the purposes provided for in this AGREEMENT, it is defined:

1.3.1. **Operability of an equipment or system.** Ability to function properly, fully and simultaneously meeting all the functional requirements set out in ANNEX 5, 6 and 7 to the AGREEMENT and the rules established by the applicable and applicable technical specifications.

1.3.2. **Equipment or system down or not operational.** One that does not meet all established operational requirements.

1.3.3. **Operating equipment.** One that meets all established operational requirements.

1.3.4. **Equipment outage.** In the event of equipment malfunction due to scheduled maintenance and / or certification procedures previously communicated to ARTESP, the procedures, deadlines and other conditions formally established by ARTESP and GRANTING AUTHORITY shall be met.

1.3.5. When equipment or system with critical, complex and systemic failures with relevant impact to the operation is detected, the CONCESSIONAIRE shall, within a maximum of 2 (two) hours, inform ARTESP.

## 1. OPERATIONAL SERVICE LEVEL

SCOPE	SERVICE LEVEL
<b>SAU Station Remote Service Equipment</b>	<ul style="list-style-type: none"> <li>Equipment in operation 24 hours a day, 7 days a week, including Saturdays, Sundays and holidays, with immediate replacement by a face-to-face attendant in case of equipment failure (for any reason), or scheduled shutdown;</li> </ul>
<b>Winch Service</b>	<ul style="list-style-type: none"> <li>Time of arrival at the place of service: within 30 minutes.</li> </ul>
<b>APH (Prehospital Care) Service</b>	<ul style="list-style-type: none"> <li>Time of arrival at the place of service: within 10 minutes.</li> </ul>
<b>Fixed Speed Control System</b>	<ul style="list-style-type: none"> <li>Maintain the certification of speed control equipment and send copies of the Verification Certificates issued by the competent body, within the deadlines and conditions stipulated by ARTESP;</li> <li>They must operate every day of the week, including Saturdays, Sundays and holidays, 24 (twenty-four) hours a day. When this period is not observed by the CONCESSIONAIRE, the daily downtime will be recorded, for purposes of calculating the monthly downtime. The speed control fixed point must not present a sum of inoperative times greater</li> </ul>

	<p>than 8 (eight) hours during a period of one month;</p> <ul style="list-style-type: none"> <li>• Maintain the Monthly Use Index of infringement records above the minimum limit required by the GOVERNMENT.</li> <li>• Maintain the regularity of the numerical sequence of the infraction records;</li> <li>• Insert correct information in the datacheck and in the file names of the infringement records</li> </ul>
<b>Static Speed Control System</b>	<ul style="list-style-type: none"> <li>• Maintain the certification of speed control equipment and send copies of the Verification Certificates issued by the competent body, within the deadlines and conditions stipulated by ARTESP</li> </ul>
<b>Radio system</b>	<ul style="list-style-type: none"> <li>• Operability of the Radio System (Fixed, Mobile, and Portable Station must be 97% (ninety-seven percent) per equipment over a one-month period.</li> <li>• Operability of the Radio Station (Repeater Stations) shall be ninety-seven percent (97%) per season over a one-month period.</li> </ul>
<b>Data Transmission System</b>	<ul style="list-style-type: none"> <li>• Operability of the Data Transmission System shall be 100% (one hundred percent).</li> <li>• When equipment or systems with critical, complex and systemic failures with a relevant impact on the operation are detected, the CONCESSIONAIRE shall, within a maximum period of 2 (two) hours, inform ARTESP.</li> </ul>
<b>OCC</b>	<ul style="list-style-type: none"> <li>• OCC shall operate 24 hours a day, every day of the week, including weekends and holidays.</li> <li>• When equipment or system with critical, complex and systemic failures with a relevant impact on the operation is detected, the CONCESSIONAIRE shall, within a maximum period of 2 (two) hours, inform ARTESP</li> </ul>
<b>Communication System with User Type Emergency Box (Call Box)</b>	<ul style="list-style-type: none"> <li>• At any given time, 90% (ninety percent) of the call boxes installed by the concessionaire must be in operation.</li> </ul>
<b>User Communication System via Wireless Data Network</b>	<ul style="list-style-type: none"> <li>• The Performance Index, as described in Annex 05 to the Agreement, must be equal to or greater than 90% (ninety percent);</li> <li>• The Availability Index, as described in Annex 05 to the Agreement, must be equal to or greater than 90% (ninety percent);</li> </ul>
<b>Fixed Type Variable Message Sign (PMSs) System</b>	<ul style="list-style-type: none"> <li>• PMVs must remain online 24 (twenty-four) hours a day, including weekends and holidays, broadcasting messages permanently.</li> <li>• Ninety-seven percent (97%) uptime, based on the total number of hours in a month.</li> </ul>
<b>Mobile Type Variable Message Sign (PMSs) System</b>	<ul style="list-style-type: none"> <li>• At all times, all existing equipment must be operational and ready for use.</li> </ul>
<b>Traffic Sensing System</b>	<ul style="list-style-type: none"> <li>• Ninety-seven percent (97%) uptime, based on the total number of hours in a month.</li> </ul>
<b>CCTV Traffic Monitoring System</b>	<ul style="list-style-type: none"> <li>• Ninety-seven percent (97%) uptime, based on the total number of hours in a month.</li> </ul>