

AMENDMENT RECORD

<u>Version</u>	<u>Date</u>	<u>Description of Changes</u>	<u>CPs Included</u>	<u>Mods Panel Ref</u>
<u>3.1</u>	<u>20/08/02</u>	<u>Incorporates changes for P63</u>	<u>P63</u>	
<u>3.2</u>	<u>21/08/02</u>	<u>Peer review comments embodied.</u>		
<u>3.3</u>	<u>02/09/02</u>	<u>VAMG comments embodied.</u>		

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- 1.10.4 The SMRA shall retain either on or off-line, all notifications sent to Suppliers and PDSO's, for 28 months following the Settlement Day to which it relates.
- 1.10.5 The SMRA shall retain either on or off-line, all data received from any source that relates to the Code requirements of the SMRS, for 28 months following the Settlement Day to which it relates.

1.11 Certification and Non-Functional Requirements

- 1.11.1 The SMRA shall fulfil the Non Functional Requirements set out in Appendix 1.
- 1.11.2 In providing the services specified in this PSL, the SMRA shall use Certified systems and processes that comply with the Code, BSC Procedures and Appendix 1.
- 1.11.3 The SMRA shall ensure that its Certified systems and processes are only changed in accordance with the SMRA's own Certified change management process.

1.12 Bulk Non-Half Hourly Change of Agent

1.12.1 Where the associated Supplier chooses to initiate a bulk non-half hourly change of agent application for consideration by the Panel (which may or may not directly involve the SMRA), the SMRA shall proceed in accordance with BSC Procedure BSCP513.

1.12.2 Once the bulk change of agent application has been approved by the Panel, the SMRA shall proceed with the changes to the SMRS Database without adversely impacting outside of its normal operational activities, in accordance with BSC Procedure BSCP501.

2. Service Availability

2.1 Service Hours

2.1.1 On Working Days, the SMRA shall use reasonable endeavours to ensure that staff are available during Service Hours, defined as from 09:00 to 18:00.

2.1.2 In support of bulk non half hourly change of agent, the SMRA shall use reasonable endeavours to ensure that staff are available outside normal daily operations during the period agreed with the Supplier.

2.2 Provision of Service

2.2.1 The SMRA shall use reasonable endeavours to ensure that any planned outages are scheduled such that there is the minimum amount of disruption to the Service and wherever practicable provide as much notice as possible to the relevant Data Aggregators and Suppliers.

2.3 Reliability

2.3.1 In the event of an unplanned cessation of processing, the SMRA shall use reasonable endeavours to reinstate the service to meet its requirements under this PSL as quickly as possible, and shall implement its disaster recovery procedures within 48 hours of the start of the cessation of processing.

3. Service Levels

3.1.1 The criteria against which the successful provision of the services described in Section 1 of this PSL shall be measured, is the successful despatch by the SMRA to all appropriate parties of the messages and reports detailed in the performance monitoring categories described in Appendix 2.

3.1.2 For the purpose of paragraph 3.1.1, “successful despatch” means the despatch of a complete and correct set of files within the time-scales defined by BSC Procedure BSCP501 and Appendix 2, using input data that has been collected in accordance with the requirements set out in this PSL and BSC Procedure BSCP501.

3.1.3 Performance levels are based on the SMRA delivering and receiving notifications to the SMRA’s gateway of the Managed Data Network.

3.1.4 The SMRA shall record details of successful and unsuccessful despatches of files against the performance monitoring categories described in Appendix 2. The SMRA shall make this Performance Monitoring Log available to the Panel upon request, within five Working Days (5 WD).