**APPENDIX 1 – PERFORMANCE REGIME REQUIREMENTS FOR TYPE 2 CATALOGUE SOLUTION**

For each Type 2 Catalogue Solution and any connected Additional Services provided by the Supplier, the Supplier must comply with the performance regime associated with each relevant Catalogue Solution as detailed in the table below.

The information set out in the table below will be included in the "Solution Page" on the Catalogue for the relevant Catalogue Solution and may be used by potential buyers as an element of the award criteria applied to select a Catalogue Solution. In addition, the performance regime set out in the table will be applied in accordance with the relevant Call Off Agreements.

**Type 2 Catalogue Solutions**

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| **Performance regime** |
| **Catalogue Solution Id** | **Service Level title** | **Operating Service Level (OSL)** | **Critical Service Level (CSL)** | **Measurement method** | **Service Point calculation** (if not applicable, state “not applicable”) | **Service Credit calculation, including any Service Credit cap applicable**(if not applicable, state “not applicable”) |
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**Additional Services connected with Type 2 Catalogue Solutions**

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| **Performance regime** |
| **Catalogue Solution Id and Additional Service Id** | **Service Level title** | **Operating Service Level (OSL)** | **Critical Service Level (CSL)** | **Measurement method** | **Service Point calculation** (if not applicable, state not applicable) | **Service Credit calculation, including any Service Credit cap applicable**(if not applicable, state not applicable) |
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