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COMIX 379

DECLASSIFICATION

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Subject:	SISNET contract: RFC024 - modification of SLA

Delegations will find attached the declassified version of the above document.

The text of this document is identical to the previous version.

RESTREINT UE



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RESTREINT UE

**SIS-TECH 66
COMIX 379**

NOTE

from :	Council Secretariat
to :	SIS-TECH Working Group (EU/Iceland and Norway Mixed Committee)
Subject :	SISNET contract: RFC024 - modification of SLA

1. Introduction

Belgacom requested to modify the current SLA following its proposal included in note 14190/02 RESTREINT UE SIS-TECH 156 COMIX 644. To better evaluate this request, the SIS-TECH WG initiated a SLA expert meeting in which a counter proposal was prepared. On 30 January 2003 the SIS-TECH WG meeting decided to accept the proposal of Belgacom to modify the SLA under the conditions set out in that counter proposal.

Belgacom was informed about this decision. After an internal evaluation of the counter proposal, Belgacom confirmed in the SISNET progress meeting on 8 April 2003 that they would initiate the RFC procedure. The present document presents this new RFC, RFC024, which is composed as follows.

- the RFC form (PDF document);
- the proposed new SLA (Word document);
- its Annex 1, sample SLA report (Excel document);
- its Annex 2, examples (Word document);
- its Annex 3, sample network report (Excel document);
