

Electricity Market Party's Service Agreement, Appendix 12 August 2021  
Delegate's Service Agreement, Appendix 3,  
Assignee's Service Agreement, Appendix 3,  
Other network operator's Information Exchange  
Agreement, Appendix 2

## SERVICE LEVELS

### 1 INTRODUCTION

In accordance with the Service Agreement between Fingrid Datahub Oy (Datahub) and its customer, this appendix (Service Levels) describes the service levels applying to Datahub's centralised information exchange services for the electricity trade.

### 2 TERMS AND DEFINITIONS

Maintenance outage	A planned and pre-announced period during which maintenance and service activities are performed in the system.
Disruption	Unforeseen abnormal behaviour of the system that impedes the normal use of the system.
Service hours and on-call support	The period when service is provided to customers or service objects.
Resolution time	The time within which a proposed solution must be issued to resolve a reported disruption. The time begins to elapse when the investigation of the disruption begins.
Proposed solution	A proposal of rectification measures to address the reported disruption. The proposal should result in the disruption being rectified or should describe an alternative way of operating to avoid the disruption.
Availability	Availability means the period when the system is accessible and available.
Severity category	The classification of disruptions in the system in relation to the severity of the disruption.
Response time	The time within which the investigation of a reported disruption must begin.

### 3 AVAILABILITY OF THE DATAHUB SYSTEM

The Datahub System is available 24/7 (24 hours per day, 7 days per week). Exceptions to the 24/7 availability of the Datahub System are planned maintenance outages and unforeseen disruptions.

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The availability rate of the Datahub System's environment, which includes the premises and hardware, must be at least 99.9%. In other words, there may be no more than nine hours of unplanned outages caused by the system's environment in one year, taking into account all of the hours in a year.

If the Datahub System is used contrary to the given instructions and this causes deviations in the availability of the system, Datahub has the right to deviate from the availability level described in this appendix due to these reasons. Datahub informs customers in the Datahub Services portal if the Datahub System has been used contrary to the given instructions and this has caused deviations in the availability of the system.

The information security and data traffic of the Datahub System and its environment must support the foregoing availability rate.

With regard to the use of the Datahub System, Datahub shall maintain a disruption and user support service, which handles communication between the market parties. The disruption and user support service shall ensure that any disruptions or incidents related to problems in the operation of the Datahub System observed by the parties' users are resolved in accordance with the proposed solutions specified. Disruptions shall be categorised in accordance with the specified severity categories, and a resolution time shall be defined for each severity category, setting out the deadline for providing a proposed solution to the disruption. Disruptions may arise in the operation, user interface, or data transfer interface of the Datahub System.

Customers should be available for contact in matters concerning the systems they have connected to the Datahub System if the disruption investigation requires it, taking responsibility for the communication and investigation of disruptions to the extent that is applicable to them.

### 3.1 Users related to Datahub System administration and disruption investigation

Datahub administrators manage the Datahub System.

The customer's designated Datahub System administrators shall manage the Datahub System with respect to the said customer. These administrators shall be responsible for the customer's use of the Datahub System. The customer shall be obliged to keep the administrators' details up to date in the Datahub System.

## 4 SUPPORT SERVICE MODEL FOR THE DATAHUB SYSTEM

The Datahub System's support service model covers service support in the event of disruptions. Datahub shall primarily serve customers via the Datahub Support Service, but service shall also be provided by phone and email.

The Datahub System's support service model has three levels:

1. First-level support: The end-customer (consumer/company) contacts the customer's customer service/support team in all situations concerning the end-customer's customer relationship, services, invoicing, debt collection, and contractual

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terms with the customer. The end-customer also contacts the customer with regard to situations concerning the data stored about the end-customer in Datahub. This support also includes guidance on the end-customer user interface in Datahub.

The end-customer (consumer/company) contacts Fingrid Datahub's customer service team if the end-customer's contact concerns a fault in the end-customer user interface in Datahub, information security, data protection obligations, or service availability.

2. Second-level support: The customer's designated administrators/support personnel contact the Datahub Support Service if a disruption cannot be resolved by first-level support.
3. Third-level support: Datahub contacts the application support service for the Datahub System if a disruption cannot be resolved by second-level support.

#### 4.1 Reporting disruptions to the Datahub Support Service

With respect to the management of disruptions in the Datahub System, the customer shall report all detected disruptions to the Datahub Support Service. Customers shall categorise disruptions in terms of severity, on a scale from 1 to 4. For justified reasons, Datahub may alter the severity category, and the customer's administrator shall be notified of the alteration. The customer's administrators may track the progress of Datahub's fault investigation via the Datahub Support Service with respect to the customer's own notifications.

##### 4.1.1 Disruption severity categories

Disruptions related to the Datahub System are classified into severity categories as follows:

1. The Datahub System is completely unusable or an individual component classified as critical is completely unusable (severity: **critical**)
2. The Datahub System is partially unusable, and there is no workaround that could enable usability, or an individual component is completely unusable (severity: **high**)
3. A disruption in the Datahub System causes significant inconvenience to users, but the system is available and there is a workaround that enables usage (severity: **disruptive**)
4. A disruption in the Datahub System causes minor inconvenience to users, but the system is available (severity: **low**)

The critical functions in the system are:

All of the following transactions related to contractual processes (DH-300):

- DH-310 Contract creation
- DH-330 Contract termination

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- DH-340 Contract cancellation
- DH-350 Cancellation of contract termination

Transactions related to connection processes:

- DH-411 Supplier's connection request

#### 4.1.2 Communicating disruptions in the Datahub System and procedures in case of disruptions

Datahub regularly publishes a summary of the actual resolution times of disruptions in the Datahub System. The summary is available in the Datahub Services portal. The Datahub Support Service will maintain a list of known disruptions in the Datahub System. Furthermore, Datahub must communicate significant disruptions in the scope demanded by the severity of the disruption.

After receiving the information, customers must immediately initiate the necessary measures to control operations during the disruption situation.

#### 4.2 Datahub System service hours and on-call support

The service hours and on-call support for the Datahub System are from 7 am to 7 pm on weekdays for all of the support levels shown in section 3.

In addition, third-level support is available until 10 pm on weekdays for the investigation of critical disruptions of severity category 1. After this, the disruption investigation will continue at 7 am on the following weekday.

Under the support service model, there must be a rapid capacity to begin disruption investigations at all three levels. The response time (investigation in progress) must correspond to the severity category, beginning from the moment when the disruption is detected and reported via the Support Service.

1. Critical severity: response time: 1 hour, proposed solution: 5 hours, within service hours
2. High severity: response time: 2 hours, proposed solution: 45 hours, within service hours
3. Disruptive severity: response time: 1 working day, proposed solution: 1 month
4. Low severity: response time: 3 working days, proposed solution: 3 months

With regard to investigations of disruptions in severity categories 1 (critical) and 2 (high), the administrator/support personnel of the customer who reported the disruption must be

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available for contact in line with the on-call support hours for the Datahub System, including the investigation of critical disruptions until 10 pm on weekdays.

The investigation and resolution of disruptions shall continue uninterrupted with support personnel on different levels of support during the on-call service hours.

#### 4.3 Planned maintenance outages in the Datahub System

Planned maintenance outages in the Datahub System are announced to customers' administrators no later than three weekdays before the planned start of the maintenance outage. Maintenance outages can take place between midnight and 6 am every day.

However, maintenance outages must not occur at the following times:

- Around the turn of the year (23 December to 7 January) or the start and end of the academic year (15 August to 15 September and 15 May to 31 May)
- Around the turn of the month: The first three and last three days of each month
- On the first working day of the week
- From 6 am until midnight on the said day.

Market parties connected to the Datahub System must suspend the transfer of data between their systems and the Datahub System for the duration of the maintenance outage or must buffer transactions in their systems.

#### 4.4 Outages caused by updates to the Datahub System for market needs

Datahub shall carry out mass changes to market parties' data, such as transferring metering grid areas from one distribution system operator to another. Depending on the scope of such changes, they may give rise to a momentary outage in the operation of the system. Agreements on such outages shall be made with the market parties related to the changes at least one month before the necessary change is made, and these changes shall be communicated to other market parties immediately. Efforts shall be made to ensure that such outages occur primarily outside the service hours, and they shall not be calculated in the availability requirements applying to the Datahub System.

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