

ANNEX 14/A

SERVICE QUALITY STANDARDS

a) Guaranteed commercial service quality standards included in the Regasification Code:

Area	Deadlines subject to guaranteed standards	Guaranteed standards
Allocation for the Thermal Year already commenced (Chapter 5)	Deadline for the publication of available capacity by GNL Italia	By the last working day of the month preceding the month in which the allocation process will be carried out
Regasification capacity exchanges with GNL Italia during the Thermal Year (Chapter 8)	Deadline for notification to the Users by GNL Italia of the acceptance or rejection of capacity exchange requests	By the ninth working day before the beginning of the month during which the exchange will take place
Monthly LNG Delivery Schedule (Chapter 9)	Deadline for acceptance by GNL Italia, to Users, of the proposed monthly LNG delivery schedule	By the 5th working day before the beginning of each month M
Monthly Redelivery Schedule (Chapter 9)	Deadline that must be respected by GNL Italia for preparing the Monthly Redelivery Schedule and reporting it to the Users	By the working day following acceptance of the proposed monthly LNG delivery schedule
Amendment of the Regasification Code (Chapter 23)	Deadline for declaration of admissibility request by GNL Italia of a request for amendment	Number of requests that must be rejected, reported within 3 working days of receipt

b) Guaranteed technical service quality standards included in the Regasification Code:

Area	Deadlines subject to guaranteed standards	Guaranteed standards
Maintenance days at Terminal (Chapter 15)	Maintenance operations that impact the Terminal's regasification capability	Maximum number of days per year of interruption/reduction (35 days full capacity equivalent), detailed in paragraph 2.3.
Maintenance days at Terminal (Chapter 15)	Maintenance operations that impact the Terminal's regasification capability	Maximum number of days of interruption/reduction over four years (100 days full capacity equivalent), detailed in paragraph 2.3.

