



Peppol

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Specification of Service Level Requirements

Version: 1.0.1

Approved: 15 February 2022

OpenPeppol AISBL
Rond-point Schuman 6, box 5
1040 Brussels Belgium

info@peppol.eu
www.peppol.org



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1 Introduction

1.1 Context

This Peppol Specification of Service Level Requirements is an integral component of the Peppol Interoperability Framework.

The Peppol Service Provider Agreement states that a Peppol Service Provider must ensure that "... it has sufficient resources for the readiness, testing, operation and maintenance of its services according to the minimum service level requirements defined for the Peppol Service Domain in which it is offering its Peppol Services".

The aim of this document is to clearly describe the Service Level Requirements relevant for each of the Peppol Service Domains.

Although the same or similar service aspects are relevant for several Peppol Service Domains, experience has shown that the actual service level requirement may be different for the different domains. There is thus a need to define the actual Service Level Requirements independently for each Peppol Service Domain.

2 Compliance to Service Level Requirements

Clause 9.4.9 of the Peppol Service provider Agreement clearly makes the Service Level Requirements as expressed in this document part of the criteria used to measure compliance of Peppol Services offered to End Users.

Furthermore, the Service level Requirements defined in this document for the different Peppol Service Domains (see section 3 below) are considered as the minimum service level to be provided by a Peppol Service provider. Peppol Service Providers are free to offer and maintain a higher level of service in their services offered to the market.

3 Service Level Requirements

#	Service aspect	Message exchange services in pre-award procurement	Message exchange services in post-award procurement	Peppol Addressing and Capability look-up services
1	The Peppol Service shall be configured with a timeout (the period during which the service, once initiated, shall not terminate due to lack of activity)	No less than 60 seconds	No less than 120 seconds	No less than 20 seconds
2	The Peppol Service shall be able to handle Peppol Business Documents up to the size stated.	2 GB	100 MB	Not applicable
3	The Peppol Service is considered unavailable if it is not reachable for a continuous period of time or for other reasons is not able to handle incoming messages or requests in a secure manner.	120 seconds	10 seconds	10 seconds
4	The PEPPOL Service shall be available, measured as a monthly average including service windows (the number of hours the service was available divided by total number of hours in the month).	99,65%	99.5 %	99.5 %

5	In case a requested action (e.g. request to send a Peppol Business Document or request to provide a look-up) cannot be performed, a failure report shall be returned to the affected end-user.	Yes	Yes	Yes
6	A receiving Peppol Service shall send a technical receipt at communication protocol level (e.g. an MDN) to the sending Peppol Service within the stated period of time after having received the Peppol Business Document.	2 seconds	2 seconds	Not applicable
7	In case a technical receipt at communication protocol level (e.g. an MDN) is not received the Peppol Service Provider shall inform the affected end-user on the non-delivery within the period of time stated, and shall initiate an investigation immediately thereafter.	1 minutes	10 minutes	Not applicable

8	Upon receipt of a Peppol Business Document the Peppol Service shall generate a REM evidence, including an accurate timestamp that denotes the time of arrival of the received Peppol Business Document guaranteed to deviate at most 1 second from the official UTC time, within the period of time stated.	Immediately	Not applicable	Not applicable
9	The Peppol Service Provider shall store the REM evidence for the period prescribed by applicable law, but no less than the period of time stated.	5 years	Not applicable	Not applicable
10	The Peppol Service Provider shall log all transactions executed (e.g. sent or received Peppol Business Documents) and archive the logged data for a period of time no less than stated.x	5 years	3 months	Not applicable

11	Backup and recovery procedures shall be in place to ensure recovery at the interval stated.	Every 6 hour	Every 24 hours	Every 24 hours
12	Planned service windows shall be announced at minimum the stated period of time in advance to the mailing list provided by the Peppol Coordinating Authority.	3 working days	7 days	7 days
13	If incidents which may have an impact on other Peppol Service Providers has been recognised, such as breaches in the security, the Peppol Service Provider shall send a message to the mailing list provided by the Peppol Coordinating Authority and to the involved Peppol Participants it services, within the period of times stated after the incident is detected	4 hours	4 hours	4 hours
14	Incidents reported by other actors in the Peppol eDelivery Network shall	1 working day	1 working day	1 working days

be responded to within the period of time stated.			
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Note 1: The required response as per requirement 6 shall be sent within the time stated after having received the last byte of the incoming dataset.

Note 2: The log required as per requirement 10 must at minimum contain:

- a unique reference to the dataset being processed
- a unique reference or description of the processing done to the dataset
- a timestamp for when the processing was performed