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|  | **Паспорт гарантийного продукта «Autotest1#6540\_type»** | |  |
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|  | \* - отмечены поля, обязательные к заполнению для вынесения на рассмотрение Комитетом в рамках Продуктового предложения Блоки 1-3 заполняются на основании утвержденных уполномоченным органом АО РОСЭКСИМБАНК документов или утверждаются уполномоченным органом АО РОСЭКСИМБАНК уполномоченным органом АО РОСЭКСИМБАНК | |  |
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|  |  |  |  |
|  | **1. Глоссарий** | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Термины и определения для дальнейшего описания\*** |  | |  |  |  | | |  |
|  | **2. Основное описание продукта** | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Описание продукта\*** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Направление ВЭД¹** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | 1. Клиентский сегмент: |  | | |  | **Описание целевого клиента\*** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  |  |  | |  | 2. Размер компании экспортера/импортера/компании, планирующей экспортную/импортную деятельность (по годовой выручке): | | |  | |  |  | Не применимо |  |  | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | 3. Отрасль компании экспортера/импортера /компании, планирующей экспортную/импортную деятельность: | | |  | |  |  |  |  |  | |  |  | Не применимо |  |  | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | 4. Дополнительные параметры: | |  |  | |  |  |  |  |  | |  |  | Не применимо | |  | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Нет |  | | |  | **Стандартизированный (коробочный) продукт\*** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Применимость государственной поддержки\*** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Схема организации финансирования с участниками (организациями) приложена к Паспорту продукта |  | | |  | **Схема взаимодействия основных участников\*** |  | |  |  |  | | |  |
|  | |  |  |  | | --- | --- | --- | |  |  |  | |  | **3. Базовые условия гарантийного продукта** |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Предмет экспорта/импорта\*** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Требования к потенциальным клиентам\*** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Вид гарантии\*** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Обеспечение обязательств Принципала в связи с выдачей гарантии** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Цель гарантии\*** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  | | --- | --- | | Этап | Cрок прохождения этапа, раб. дн. | | |  | **Срок рассмотрения заявки, раб. дней** |  | |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Валюта гарантии\*** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Лимит обязательств Гаранта по Рамочному соглашению / разовой гарантии** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Максимальный срок действия Рамочного соглашения / разовой гарантии** |  | |  |  |  | | |  |

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|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Предварительные условия предоставления гарантии\*** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Минимальный перечень документов, в т.ч. для проверки клиента\*** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Полный пакет документов: - для заключения соглашения; - для предоставления финансирования (выдачи кредитных средств, гарантии) (после заключения соглашения).** |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Правовая модель реализации продукта** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Размер комиссии и порядок/периодичность ее уплаты** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Мониторинг по сделке** |  | |  |  |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Иные требования или иные существенные условия (в т.ч. нефинансового характера)** |  | |  |  |  | | |  |
|  |  |  |  |
|  | ¹ Если указано «импорт», то под импортом понимается ввоз из-за границы товаров, работ, услуг, результатов интеллектуальной деятельности, в том числе исключительных прав на них, для реализации и использования на внутреннем рынке РФ без обязательства об обратном вывозе. Если указано «экспорт», то под экспортом понимается вывоз товаров, работ, услуг, результатов интеллектуальной деятельности, в т.ч. исключительных прав на них, за границу с территории РФ без обязательства об обратном ввозе для реализации их на внешнем рынке. Если указано «реверс», то под реверсом понимается, что продукт направлен на поддержку и импорта, и экспорта, но конкретное направление поддержки определяется в рамках каждой конкретной услуги. |  |  |

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|  | Блоки 4 и 5 данного паспорта не выносятся на утверждение уполномоченного органа АО РОСЭКСИМБАНК |  |
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|  | |  |  |  | | --- | --- | --- | |  | **4. Маркетинг и аналитика** |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Компания Группы РЭЦ, ответственная за продукт\*** |  | |  |  |  | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Маркетинговое наименование продукта** |  | |  |  |  | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | 1. Задачи клиента – Не применимо | |  | **Задачи, проблемы и ожидаемые выгоды клиента от продукта\*** |  | |  |
|  | |  |  | | --- | --- | |  | 2. Проблемы клиента – Не применимо | |  |
|  | |  |  | | --- | --- | |  | 3. Выгоды клиента – Не применимо | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Альтернативные варианты получения клиентом результата оказания услуги\*** |  | |  |  |  | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Преимущества продукта относительно альтернативных для клиента вариантов\*** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Канал продаж (приоритетный канал указан первым)** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Формат предоставления услуги** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Метрики²** |  | |  |  | | --- | --- | | Метрики | Индикативные годовые значения | | |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  |
|  | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Количество работников, задействованных при структурировании сделки из направления, ответственного за структурирование: Не применимо |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Необходимые дополнительные ресурсы для оказания услуги\*** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Источник оценки количества запросов и оказанных услуг для управленческой аналитики** |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  |  |  | |  |
|  | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  | Максимальное количество обрабатываемых заявок и/или оказываемых услуг в год при текущем уровне ресурсов:  Не применимо |  | | |  | **Максимальное количество оказываемых услуг в год\*** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Связанные продукты** |  | |  |  |  | |  |
|  | |  |  |  | | --- | --- | --- | |  | **5. Технические параметры продукта и отчетность** |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | 07.03.2024 |  | | |  | **Дата начала предоставления продукта клиентам** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Обоснование для учета оказания услуги** |  | |  |  |  | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Обоснование для фиксации завершения работы с субподрядчиком / партнером** |  | |  |  |  | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | **Требования к отчетным документам со стороны экспортера/импортера по итогам оказания услуги** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Категория конверсии³** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Категория продукта для учета** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Направление поддержки** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Тип поддержки** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Обязательно связана с ТНВЭД** |  | |  |  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **География предоставления продукта** |  | |  |  |  | |  |

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|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Нет |  | | |  |  |  | |  | **Обязательность наличия внешнеторгового (экспортного/импортного) контракта к началу оказания услуги** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | BPMN-схема предоставления продукта приложена к Паспорту продукта |  | | |  | **Схема предоставления** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Шарафутдинова Луиза Вафировна, Младший разработчик проекта "Одно окно" |  | | |  | **Владелец продукта\*** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Направление Группы РЭЦ** |  | |  |  |  | | |  |
|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | **Ответственный за продукт со стороны Владельца продукта** |  | |  |  |  | | |  |
|  |  |  |  |
|  |  | ² Метрики и показатели по ним, указанные в рамках данного паспорта, приводятся индикативно и не являются ключевыми показателями эффективности, которые устанавливает орган управления АО РОСЭКСИМБАНК. При указании метрик учитывается текущая численность направления, отвечающего за структурирование сделок, и могут учитываться ограничения по другим направлениям |  |
|  |  |  |  |
|  |  | ³ Описание приведено в Приказе «Об утверждении Порядка мониторинга результативности оказываемых услуг» |  |

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|  | Схема взаимодействия основных участников отсутствует |  |

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|  |  | Приложение № 1 к Паспорту продукта |  |
|  | **Описание бизнес-процесса предоставления продукта  «Autotest1#6540\_type»** | |  |
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|  | **ТЗ на продвижение** | | |  |
|  |  |  |  |  |
|  | **Общая часть «Autotest1#6540\_type»** | | |  |
|  |  |  |  |  |
|  | **(часть ТЗ на продвижение, которая формируется при создании/изменении продукта)** | | |  |
|  |  |  |  |  |
|  | **№** | **Наименование атрибута** | **Примеры возможных значений или источник данных** |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1.1 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | Целевая аудитория – Размер компании (по годовой выручке) |  | |  |  |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1.2 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | Целевая аудитория – Отрасль клиента |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1.3 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | Целевая аудитория – Клиентский сегмент |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1.4 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | Целевая аудитория – прочие уточнения потенциального клиента |  | |  |  |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1.5 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | Целевая аудитория – потенциальная емкость рынка клиента |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 2 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | География продукта |  | |  |  |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 3 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | Канал продаж (приоритетный канал указан первым) |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 4 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | Лицо, со стороны клиента, которое принимает решение о заказе продукта (ЛПР) |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 5 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | Задачи клиента |  | |  |  |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 6 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | Проблемы клиента |  | |  |  |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 7 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | Выгоды клиента |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 8 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | Альтернативные варианты получения клиентом результата оказания услуги |  | |  |  |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 9 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | Преимущества продукта относительно альтернативных для клиента вариантов |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 10 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | Недостатки продукта относительно альтернативных для клиента вариантов |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 11 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | 0 |  | | |  | Стоимость оказания услуги |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 12 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | Срок оказания услуги |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 13 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Не применимо | |  | Специфичные термины и аббревиатуры |  | | | | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 14 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | Не применимо |  | | |  | Повторные покупки |  | | | | |  |