

3. Term

This Schedule is effective from 1st January 2022 and will be valid up to 31st December 2024
Term is likely to extend for another 2 years starting from 1st January 2025 up to 31st December 2026.

4. Service Level Credits:

Any failure to achieve a service level target, as described in this Section, will be deemed as Service Level Default ("Service Level Default"). For each Service Level Default, TCS shall receive credit ("Service Level Credit"). For each Service Level Credit that TCS is entitled to receive, SUB shall provide a credit for the amount of the Service Level Credit to TCS within thirty (30) calendar days of the end of each contract quarter during the Term. Service Level Credit shall be adjusted against the invoice of the SUB. SUB shall track and submit a written report to TCS identifying any Service Level Defaults, and the corresponding Service Level Credits, incurred (if any) on a monthly basis during each such contract quarter.

Service Levels	Service Level Targets	Service Level Credit Percentage
On-time Delivery	100% on or before the stipulated time for set of sites to be crawled on monthly basis	Up to 15% of monthly fees as mentioned in Annexure B; on service level defaults, provided: missing the stipulated time of delivery more than once
Quality of the data	1) >90% of data feed received shall not have any details missing in the crawled feed (and found available on the sites that are crawled) 2) Data provided is in the agreed format 3) The data covers all the agreed information	Up to 10% of monthly fees as mentioned in Annexure B; on service level defaults, provided: More than two instances for a crawled site where >10% of details missing in the crawled feed (and found available on the sites that are crawled)
Availability / Supportability	1) Availability for the meetings; weekly calls where meetings / calls planned at least 48 hours in advance 2) Approachable over calls or emails on all the working days Monday to Friday - 10 AM to 7 PM IST 3) Turnaround time of 1 hour from the time of notification for resolving any quality issues	Up to 10% of monthly fees as mentioned in Annexure B; on service level defaults, provided: Instances of misses more than two per site