		Basic Maintenance	Standard Maintenance	Premium Maintenance
Follow-up and improvement of KPI	Follow-up meetings		x	x
	KPI tool and analyses		X	X
	Failure analyses and corrections		X	X
Updates	Software updates	X	X	X
	Update tools	X	X	X
	OS security updates	X	X	X
Periodic test with EV	Lab test	X	X	X
SLA Delays between correction, if W&W responsibility is engaged (in working days)	Level 3 failure KPI lower than 80%		4 weeks	2 weeks
	Level 2 failure KPI between 80 and 95%		9 weeks	5 weeks
	Level 1 failure KPI between 95 and 100%		52 weeks	26 weeks