
Changes to legislation: There are outstanding changes not yet made to Commission Regulation (EC) No 976/2009. Any changes that have already been made to the legislation appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

[^{F1}ANNEX I

QUALITY OF SERVICE

Textual Amendments

- F1** Substituted by [Commission Regulation \(EU\) No 1088/2010 of 23 November 2010 amending Regulation \(EC\) No 976/2009 as regards download services and transformation services.](#)

Third party network services linked pursuant to Article 12 of Directive 2007/2/EC shall not be taken into account in the quality of service appraisal to avoid any deterioration which may result from cascading effects.

The following Quality of Service criteria relating to performance, capacity and availability shall apply.

1. PERFORMANCE

The normal situation represents periods out of peak load. It is set at 90 % of the time.

The response time for sending the initial response to a discovery service request shall be maximum 3 seconds in normal situation.

For a 470 Kilobytes image (e.g. 800 × 600 pixels with a colour depth of 8 bits), the response time for sending the initial response to a Get Map Request to a view service shall be maximum 5 seconds in normal situation.

For the Get Download Service Metadata operation, the response time for sending the initial response shall be maximum 10 seconds in normal situation.

For the Get Spatial Data Set operation and for the Get Spatial Object operation, and for a query consisting exclusively of a bounding box, the response time for sending the initial response shall be maximum 30 seconds in normal situation then, and still in normal situation, the download service shall maintain a sustained response greater than 0,5 Megabytes per second or greater than 500 Spatial Objects per second.

For the Describe Spatial Data Set operation and for the Describe Spatial Object Type operation, the response time for sending the initial response shall be maximum 10 seconds in normal situation then, and still in normal situation, the download service shall maintain a sustained response greater than 0,5 Megabytes per second or greater than 500 descriptions of Spatial Objects per second.

2. CAPACITY

The minimum number of simultaneous requests to a discovery service to be served in accordance with the quality of service performance criteria shall be 30 per second.

The minimum number of simultaneous service requests to a view service to be served in accordance with the quality of service performance criteria shall be 20 per second.

The minimum number of simultaneous requests to a download service to be served in accordance with the quality of service performance criteria shall be 10 requests per second. The number of requests processed in parallel may be limited to 50.

The minimum number of simultaneous requests to a transformation service to be served in accordance with the quality of service performance criteria shall be 5 requests per second.

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3. AVAILABILITY

The probability of a network service to be available shall be 99 % of the time.]

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Changes and effects yet to be applied to the whole legislation item and associated provisions

- Annex 1 words substituted by [S.I. 2018/1338 reg. 12\(5\)](#)
- Annex 2 Pt. B words omitted by [S.I. 2018/1338 reg. 12\(6\)\(b\)\(i\)](#)
- Annex 2 Pt. A words substituted by [S.I. 2018/1338 reg. 12\(6\)\(a\)\(i\)](#)
- Annex 2 Pt. B words substituted by [S.I. 2018/1338 reg. 12\(6\)\(b\)\(ii\)](#)
- Annex 2 Pt. B words substituted by [S.I. 2018/1338 reg. 12\(6\)\(b\)\(iii\)](#)
- Annex 2 Pt. A words omitted by [S.I. 2018/1338 reg. 12\(6\)\(a\)\(ii\)\(bb\)](#)
- Annex 2 Pt. A words substituted by [S.I. 2018/1338 reg. 12\(6\)\(a\)\(ii\)\(aa\)](#)
- Art. 2(5) words substituted by [S.I. 2018/1338 reg. 12\(3\)\(b\)](#)
- Art. 2(13) inserted by [S.I. 2018/1338 reg. 12\(3\)\(c\)](#)
- Annex 3 Pt. A para. 4.1.1 words omitted by [S.I. 2018/1338 reg. 12\(7\)\(a\)\(vi\)](#)
- Annex 3 Pt. A words substituted by [S.I. 2018/1338 reg. 12\(7\)\(a\)\(i\)](#)
- Annex 3 Pt. A words substituted by [S.I. 2018/1338 reg. 12\(7\)\(a\)\(ii\)](#)
- Annex 3 Pt. B words substituted by [S.I. 2018/1338 reg. 12\(7\)\(b\)](#)
- Annex 3 Pt. A words omitted by [S.I. 2018/1338 reg. 12\(7\)\(a\)\(iii\)](#)
- Annex 4 Pt. A para. 5 words omitted by [S.I. 2018/1338 reg. 12\(8\)\(c\)](#)
- Annex 4 Pt. A para. 5.1.1 words omitted by [S.I. 2018/1338 reg. 12\(8\)\(d\)](#)
- Annex 4 Pt. A words substituted by [S.I. 2018/1338 reg. 12\(8\)\(a\)](#)
- Annex 4 Pt. A words substituted by [S.I. 2018/1338 reg. 12\(8\)\(b\)](#)
- Annex 5 words omitted by [S.I. 2018/1338 reg. 12\(9\)\(b\)](#)
- Annex 5 para. 4.1.1 words omitted by [S.I. 2018/1338 reg. 12\(9\)\(c\)](#)
- Annex 5 words substituted by [S.I. 2018/1338 reg. 12\(9\)\(a\)](#)