



Horizon 2020 ETC 636126

Project Plan Pilots

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Deliverable D10.2

**Version History**

Date	Version	Author	Description
23-03-2016	0.1	SM	First draft for review
19-04-2016	0.11	SM	Elaboration on pilot objectives
06-05-2016	0.22	SM	Second draft for review
13-05-2016	0.9	SM	Draft to be discusses with steering group
13-05-2016	0.91	SM	Minor changes after discussion steering group
18-05-2016	0.92	SM	Last remarks from individual project managers
19-05-2016	1.0	SM	Final version

Review History

Name	Organisation	Date	Version
Hartger Rozenberg	Translink		0.11/0.22/0.9/0.92
Dominik Elsmann	AVV		0.11/0.22/0.9/0.91
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Distribution list

Name	Organisation	Date	Version
All consortium partners	UL TLS NXP Verkéiersverbond VDV-ETS OTI	24-03-2016	0.1
All consortium partners	UL TLS NXP Verkéiersverbond VDV-ETS OTI	13-05-2016	0.9
European Commission	European Commission		



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1. Document overview

1.1. Purpose of this document

The Pilots are an essential part of the European Travellers Club (ETC) project. They are included into our program not only to test Account Based Ticketing (ABT) in practice, but also to develop practical solutions to implement ABT in existing systems and to ensure interoperability across schemes and borders. In work package 10 'Set up Pilots' the pilot designs were drafted end of 2015, in order to guide the development of the central systems to which the pilots will connect as well as the development of pilot project plans.

This Project Plan Pilots document contains a representation of the plans for the execution of the three pilots. In the Grant Agreement the pilots are listed as work packages 11, 12 and 13, and are respectively named the Dutch, the German and the Luxembourg pilot. The purpose of this document is to:

- Describe the objectives and success criteria for each of the pilots;
- Describe what actors are involved;
- Describe what deliverables need to be made to achieve the objectives;
- Describe the timeline for each of the objectives;
- Describe the risks and measures;
- Describe the interdependencies of the pilots.

This document concludes with a detailed overview of the planning of the three pilots and a listing of the main risks. As such, this document is meant to enable monitoring of progress of the deployment of the three pilots.

1.2. Relation to the individual pilot plans

This document is based on the individual plans for each of the three pilots. It gives a high level overview of each plan. Detailed timelines and overviews of deliverables and tasks are part of the Annexes. This document is drafted by Open Ticketing Institute as responsible party for the work package 10 'Set up Pilots' and has been approved by all the project managers of the three pilots.



2. Pilots objectives

As per the Grant Agreement, the pilots are meant to establish the Technological Readiness Level (TRL) of the Account-Based Ticketing concept and systems. The pilots intend to validate (TRL 5) and demonstrate (TRL 6) the concepts for interoperable Account-Based Travelling and to demonstrate (TRL 6) the integration of transport and non-transport services (such as parking) through Account-Based Travelling. Achieving TRL 6 in three pilots will provide an excellent basis also for further roll-out in the participating Member States (Germany, Luxembourg and the Netherlands) in the years 2017 onward.

Therefore, the overall objective of the pilots is to validate and demonstrate interoperable Account-Based Ticketing in a 'live' environment with actual travellers and further explore the concept of Account-Based Travelling in a lab-environment.

Definitions regarding the objective:

Account-Based Ticketing (ABT): As opposed to card-centric schemes, with Account-Based Ticketing cards act as mere tokens or secure identifiers. Enrichment of the transaction (fare calculation, discount, etc..) take place on back-office systems. Users can make changes to their tickets etc. by accessing the back office via apps, websites etc.

Account-Based Travelling (ABTr): Account-Based Ticketing, integrated with personal journey planning and relevant real-time journey information.

Interoperable: a user with an account with one organization (scheme) can travel with a PTO which does not primarily use this scheme. Both schemes are member of the European Travellers Club.

Live environment: an actual production environment with real travelers, making real trips.

Lab-environment: a setup in a non-production environment: for this program the European Travellers Lab in Amersfoort is used.

2.1. Pilots success criteria and evaluation

The following main criteria determine the viability of the ETC setup for ABT:

1. ABT should be valued positively by travellers;
2. ABT should be valued positively by the pilot partners/schemes;
3. ABT should be valued positively by the participating PTOs.

The pilot outcomes should give insight into how to implement this European scheme solution both technically as operationally and result in do's and don'ts. These do's and don'ts take the perspective from:

- The traveller
- The schemes
- The PTO's

The detailed criteria for the evaluation of the pilot will be described in the test and evaluation plan, deliverable (D14.1).



3. WP11 - The Dutch pilot

3.1. Objectives

In the Grant Agreement the objective of the Dutch pilot is described as follows: to demonstrate Account-Based Travelling for both regional and cross-border travellers on the basis of Pay-As-You-Go and Post payment propositions.

Below the objective is operationalized and the sub-objectives are mentioned. The sub-objectives have been reformulated to capture experiences which have been gathered in the preparatory phase of the pilot. Sub-objectives which need to be realized in the Dutch pilot to realize success in the German pilot are separated from the core Dutch sub-objectives. Evaluation will take place based on the (sub-)objectives mentioned below.

<p>Operationalization of the Dutch objective:</p> <p>To demonstrate that holders of a German account can travel (= pay for trips and get real-time personal feedback on their journey) with a Dutch PTO on cross border bus lines, by using their 'home account'. Payment is based on direct fare calculation.</p>	
<p>Sub-objectives:</p>	<p>Dutch sub-objectives to support German pilot:</p>
<p>Acceptance of the accounts of German travellers by a Dutch PTO/scheme.</p> <p><i>Achieved when German-owned GST's are accepted by Dutch PTO/scheme.</i></p>	<p>Enabling Dutch pilot participants to buy tickets for services from a German PTO.</p> <p><i>Achieved when the purchase of tickets is possible for Dutch participants.</i></p>
<p>Acceptance by a Dutch PTO or Trans Link Systems of a method to pay for trips made in the Netherlands through the German scheme.</p> <p><i>Achieved when there is agreement with VDV-ETS / AVV on how bills are settled and who takes risk on non-paying travellers.</i></p>	<p>The issuance of contactless cards with a Dutch transit application (OV-chipkaart) and a generic ETC token.</p> <p><i>Achieved when it is proven in the lab that this is possible*.</i></p>
<p>The inspection of the right to travel in the account of travellers by a Dutch PTO.</p> <p><i>Achieved when inspectors can establish a correct check-in for a trip or construct an on-board (higher) check-in fee in the back office.</i></p>	
<p>The calculation of fares by the Trans Link Systems back office for Account Based Ticketing travellers.</p> <p><i>Achieved when fares are calculated and are aligned with the OV-chipcard price sheet.</i></p>	
<p>The invoicing of fares by Trans Link Systems to a German PTO or VDV-ETS</p>	



Achieved when each trip results in an invoice.	
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** In an early project phase the issuance of OV-Chipkaarten with a generic ETC token was identified as risk due to limitations of the standard from a governance perspective. It was therefore decided to test the technical feasibility in the lab.*

3.2. Who is involved

TLS is responsible for delivering this work package.

OTI is responsible for the European Travel Lab and the central systems:

- tests will be done in the European Travel Lab, according to the Master Test Plan;
- OTI will implement the central systems: ETC Ecospace, that will be connected to the systems of TLS (and/or their suppliers).

Arriva is the Public Transport Operator which will be facilitating the live pilot.

ProData/Kapsch is the supplier of the validators which will need to be able to read the GST.

3.3. What needs to be done – deliverables and tasks

The Dutch pilot is split into a lab-phase and a live-phase. The deliverables have been listed below. A new deliverable (D11.5a) has been added. The Product Breakdown structure has been added as Annex A.

Deliverable	Deadline
D11.1 ABT systems & equipment	01-01-2017
D11.2 Mobile Travel App	01-01-2017
D11.3 Acceptance of the Dutch account in Germany	01-01-2017
D11.4 Acceptance of the German account in the Netherlands	01-01-2017
D11.5a Test in a lab situation	31-03-2017 (end of tests)
D11.5 Running pilot (previously named: "Introduction of the GST")	31-12-2017 (end of pilot)

3.4. Timeline and project phases

This pilot consists of two phases. In phase 1 the concept will be tested in the European Travel Lab in Amersfoort. This phase will start beginning of 2017 and end before April 2017. In phase 2 the pilot will be rolled out in a live environment. This phase will start in July 2017 and will last till the end of December 2017. A detailed timeline is part of Annex A. Because the German and the Dutch pilot are so much intertwined the planning of the live phase has been aligned.

3.5. Testing

In the test phase the setup is tested in a controlled environment in the European Travel Lab. The test will also include live persons. The tests will be carried out according to the Master Test Plan. This test plan is published as Deliverable 2.1.



3.6. Risks and mitigation

Description of the risk	Risk mitigation
PTO focusses on bringing concession life, and gives the pilot insufficient priority.	<p>Secure buy-in from PTO within the pilot set-up and in-depth session to fully understand their needs and scope of work.</p> <p>Secure ongoing commitment during the pilot phase through letter of intent.</p>
Proposal of suppliers to PTO is not in line with estimations.	<p>Challenge proposal and discuss on strategic level (long term).</p> <p>Tweak requirements on essential needs for achieving pilot objectives.</p>
The Dutch pilot and the German pilot are intertwined and for a large part dependent on each other.	<p>Plan regular in depth meetings to discuss relevant topics on interfaces between pilots.</p> <p>During the testing and LAB phase the functioning can be technical tested without dependencies of the German partner (using a Dutch card with GST through the Back office of Translink towards OTI HUB).</p> <p>Be prepared to internally decouple activities that support the Dutch pilot from activities for the local pilot to avoid unnecessary dependencies.</p>
The Dutch pilot is highly dependent on the IDBT-back office project of Translink. The back office is mandatory for the Horizon 2020 project. Critical resources are needed for both projects.	<p>Project team will manage dependencies actively and timeline of both project are aligned within the adjusted planning.</p>
Specification and pilot design will leave interpretation to the consortium partners.	<p>Plan regular in depth meetings to discuss relevant topics on interfaces between pilots.</p> <p>Test during the LAB phase</p> <p>Accept that after pilot a rework on the specification is likely needed.</p>
Inspection device provider is not selected yet (This is a small item within D11.1).	<p>Leave inspection out of scope for LAB situation if necessary.</p>



3.7. Interdependencies with other pilots

The Dutch pilot and the German pilot are intertwined and for a large part dependent on each other. The major dependencies are:

- Germany needs to contract travellers in such a way that 'pay-as-you-go' fares as used by the Dutch scheme can be billed and paid;
- Contactless cards with German transit application (VDV-KA) and a generic ETC token need to be distributed to German travellers;
- The German partner will need to recruit and communicate with German participants who will travel in the Dutch pilot environment;
- The German partner will need to provide the token ID's of the participants;
- The German partner will need to inform participants with information on travels within the Dutch region (f.i. through a mobile app).



4. WP12 - The German pilot

4.1. Objectives

In the Grant Agreement the objective of the German pilot is described as follows: to demonstrate Account-Based Travelling for both regional and cross-border travellers on the basis of on-line planned and booked tickets.

Below the objective is made operational and is described in such a way that sub-objectives can be derived. Sub-objectives are mentioned. The pilot is evaluated on these (sub-) objectives. Also reference is made to sub-objectives which need to be realized in the German pilot to realize success in the Dutch pilot.

<p>German pilot objective:</p> <p>To demonstrate that holders of a TLS account can travel on the basis of a ticket and can receive personal journey information with a German PTO, by using their 'home account'.</p>	
<p>Sub-objectives:</p>	<p>German sub-objectives to support Dutch pilot</p>
<p>Acceptance of the accounts of Dutch travellers by a German PTO (or authority).</p> <p><i>Achieved when Dutch-owned GST's are accepted by German PTO/scheme.</i></p>	<p>Signing-up German travellers on a payment method accepted for pay-as-you-go fares in the Netherlands</p> <p><i>Achieved when contracts can be signed with customers which enable pay-as-you go.</i></p>
<p>Enabling Dutch pilot participants to buy tickets to make trips served by a German PTO</p> <p><i>Achieved when Dutch travellers can make trips and travel rights are given in the form of a ticket.</i></p>	<p>The issuance of contactless cards with German transit application (VDV-KA) and a generic ETC token.</p> <p><i>Achieved when two systems are delivered on one card.</i></p>
<p>The inclusion of on-line created tickets in the account of travellers</p> <p><i>Achieved when tickets are linked to the ID's of Dutch travellers.</i></p>	

4.2. Who is involved

The following actors are involved in the deployment of the German pilot:



VDV-ETS is partner in the consortium and has an interest in the roll-out of the GST across Germany. It has delegated the execution of the pilot to AVV.

AVV is delivering the pilot.

ASEAG is the Public Transport Operator which will be facilitating the live pilot.

IVU Traffic Technologies AG is the supplier of the validators which will need to be able to read the GST.

OTI is responsible for the European Travel Lab and the central systems:

- tests will be done in the European Travel Lab, according to the Master Test Plan;
- OTI will implement the central systems: ETC ecospace, that will be connected to the systems of AVV (and/or their suppliers).

4.3. What needs to be done – deliverables and tasks

The deliverables have been listed below. The several tasks have been added as Annex B. With respect to the Grant Agreement changes have been made to the names of the Deliverables.

Deliverable	Deadline
D12.1 Travel Information (previously named: "Mobility Info")	01-01-2017
D12.2 Service platform (previously named: "Reservation & Ticketing Platform")	01-01-2017
D12.3 Medium for Travellers (previously named: "Fare Medium")	01-01-2017
D12.4 Equipment (previously named: "ABT equipment adaptation")	01-03-2017
D12.5 Running Pilot (previously named: "Pilot")	31-12-2017 (end of pilot)
D12.6 Standards & Requirements for Germany	01-02-2018

4.4. Timeline

The pilot will run between July 2017 and the end of December 2017. Before this testing will take place. A detailed timeline is part of Annex B. Because the German and the Dutch pilot are so much intertwined the planning of the live phase has been aligned.

4.5. Testing

In the test phase the setup is tested in a controlled environment in the European Travel Lab. The test will also include live persons. The tests will be carried out according to the Master Test Plan.



4.6. Risks and mitigation

Description of the risk	Risk mitigation
Validators are not delivered in time.	Contract supplier in time: deploy first validators on cross-border lines and then on lines which are most likely to be used by Dutch travellers.
Specs leave too much room for interpretation: suppliers make wrong choices.	Engage in a joint process with OTI and suppliers to monitor and guide implementation.
The Dutch pilot and the German pilot are intertwined and for a large part dependent on each other.	<p>Plan regular in depth meetings to discuss relevant topics on interfaces between pilots.</p> <p>During the testing and LAB phase the functioning can be technical tested without dependencies of the Dutch partner.</p> <p>Be prepared to internally decouple activities that support the Dutch pilot from activities for the local pilot to avoid unnecessary dependencies.</p>

4.7. Interdependencies with other pilots

The German pilot and the Dutch pilot are intertwined and for a large part dependent on each other. The major dependencies are:

- The Dutch scheme needs to be able to bill German tickets to their clients;
- Contactless cards with the generic ETC token need to be distributed to Dutch travellers;
- The Dutch partner will need to recruit and communicate with participants who will travel in the German pilot environment;
- The Dutch partner will need to provide the token ID's of the participants.
- The Dutch partner will need to inform participants with information on travels within the German region (f.i. through a mobile app).



5. WP13 - The Luxembourg pilot

5.1. Objectives

In the Grant Agreement the objective of the Luxembourg pilot is described as follows: to demonstrate the integration of transport and non-transport services (such as parking) through Account-Based Travelling.

Below the objective is operationalized and the sub-objectives are mentioned. The sub-objectives have been reformulated to capture experiences which have been gathered in the preparatory phase of the pilot. Sub-objectives which need to be realized in the Dutch pilot to realize success in the German pilot are separated from the core Dutch sub-objectives.

<p>Operationalization of the Luxembourg objective:</p> <p>To demonstrate the possibility of integrating services for public transportation and parking by applying the back-office functions of Account-Based Travelling.</p>
<p>Sub-objectives:</p> <p>Demonstrate the multi functionality of the Luxembourg-transit card (mKaart), by issuing mKaart’s (equipped with VDV-KA) with a GST.</p> <p>Demonstrate that public transportation services and parking can be combined and offered in such a way that users experience the services as an integrated product.</p> <p>Study whether the attractiveness of public transportation for travellers increases when travellers receive a discount on parking when using PT.</p>

5.2. Who is involved

Verkéiersverbond is responsible for delivering the pilot.

CFL is het public transport operator and operates the Belval parking area.

Scheidt&Bachmann is the supplier of the access gates and parking terminals in the Belval parking area.

INIT is the supplier of the validators which participants will use for the click service.

OTI is responsible for the European Travel Lab and the central systems:

- tests will be done in the European Travel Lab, according to the Master Test Plan;
- OTI will implement the central systems: ETC ecospace, that will be connected to the systems of Verkéiersverbond (and/or their suppliers).

Open Ticketing Institute is supplier of the app which makes it possible for participants to check the number of clicks and OTI is the supplier for the click service.

5.3. What needs to be done – deliverables and tasks

The deliverables have been listed below. The several tasks have been added as Annex C.

Deliverable	Deadline
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D13.1 Pilot Luxembourg	30 June 2016 (month 14 from start of program)
D13.2 Pilot Report Luxembourg	28 February 2017 (month 22 from start of program)

5.4. Timeline

The timeline is included in Annex C.

5.5. Testing

In the test phase the setup is tested in a controlled environment in the European Travel Lab. The tests will be carried out according to the Master Test Plan

5.6. Risks and mitigation

Description of the risk	Risk mitigation
System is not functioning properly when starting the pilot.	Allow sufficient time for testing in the travel lab.
Planning is too tight for good field tests.	Start with a core of friendly users first (employees of CFL for example).
Certain components are not delivered in time	Accept a pilot setting which is gradually scaled up during use.
A lot of components are on the critical path.	Have project management meetings in which progress for each of the components is discussed: make go-no go decisions for the roll out of certain components. Have back-up plans ready in case one of the components delays.

5.7. Interdependencies with the other pilots

None

6. Main conclusions from the three pilots

6.1. Combined planning of the pilots

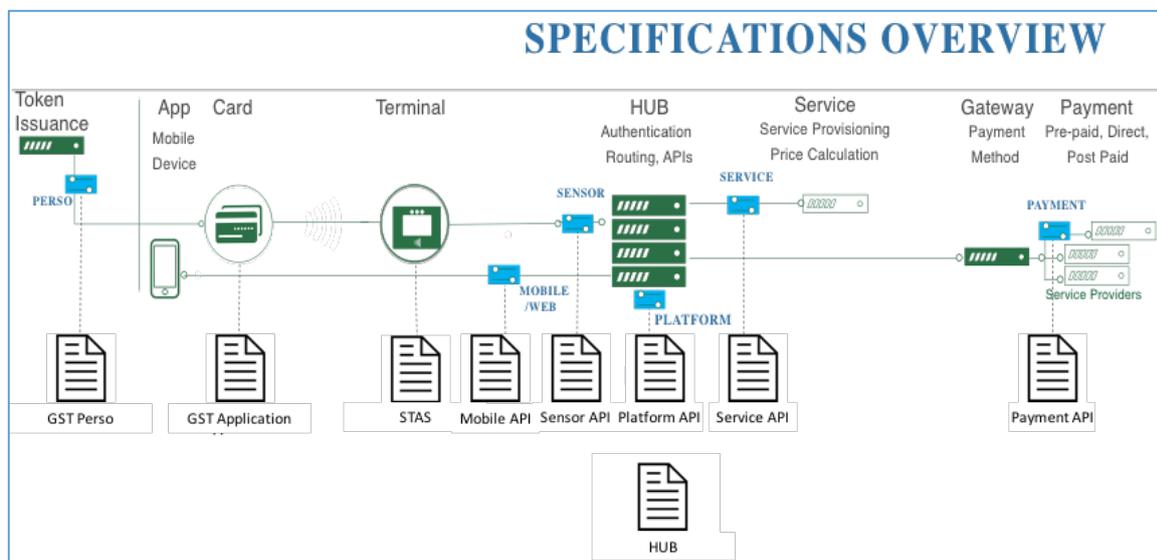
The Luxembourg pilot will be go live in June 2016 and will be finalized before 2017. The German and Dutch pilot will run in parallel. Both pilots are aimed to be finalized by the end of 2017.

6.2. Main risks and mitigation

The main risk is that equipment is not available in time or not up to standard. This is mitigated by closely monitoring suppliers progress and discussing the interpretations of specifications with suppliers. Another risk is that delays of in either the German or Dutch pilot can result in delays in the other one. This is mitigated by having frequent progress meetings and by choosing to steer on providing support for the other pilot separately.

6.3. Interdependencies

The German pilot and the Dutch pilot show large interdependencies. By jointly developing the system and in regular meetings the interfaces will be managed. The Luxembourg pilot is developed in isolation of the other two pilots. All pilots are dependent on the development of the ETC Ecosystem by OTI. OTI is delivering specifications as needed and development of the ETC Ecosystem is kept off the critical path. The ETC concept comprises of a set of specifications. In relation to the ETC systems architecture, the specifications are shown in the picture below.



The documents¹ in the picture are the following:

- GST Perso - The interface specification and personalization requirements for issuance of Generic Secure token:
 - Generic Secure Token Personalization Requirements
 - Generic Secure Token Personalization Specification (GP compliant platforms)

¹ See for the current status of all documents, annex D of this document.



- GST Application – the interface and functional specification of the Generic Secure Token
 - Generic Secure Token Application Specification
- STAS – the terminal (sensor) functional specification
 - STAS Behaviour and Interface Specification
- Mobile API – the interface specification between the Hub and a mobile app
- Sensor API – the interface specification between STAS and the Hub
- Platform API – the interface specification between the Hub and the Travel Scheme using the Hub (account and token management)
- Service API – the interface specification between the Hub and a Service Provider
- Payment API – the interface specification between the Hub and a Payment Provider
- HUB – the functional description of the Hub
 - Hub Design (refer to deliverable 6.1)



project plan and timeline for the Luxemburg pilot (WP13)

Name	Duration	Start	Finish
ibourg	181.125 ...	9/1/15 9:00 AM	6/15/16 6:00 PM
lication	139.125 ...	9/1/15 9:00 AM	4/8/16 6:00 PM
tion	0 days	1/13/16 9:00 AM	1/13/16 9:00 AM
	17.5 days	1/13/16 9:00 AM	2/9/16 6:00 PM
	0 days	3/10/16 9:00 AM	3/10/16 9:00 AM
ie	0.875 days?	9/1/15 9:00 AM	9/1/15 6:00 PM
ment	8.75 days	3/14/16 9:00 AM	3/25/16 6:00 PM
	4.375 days	3/28/16 9:00 AM	4/1/16 6:00 PM
) Test	4.375 days	4/4/16 9:00 AM	4/8/16 6:00 PM
r Ticker App	137.375 ...	9/1/15 9:00 AM	4/6/16 6:00 PM
ing Workshop	12.25 days?	12/1/15 9:00 AM	12/18/15 6:00 PM
atform	0 days	3/10/16 9:00 AM	3/10/16 9:00 AM
ie	0 days	9/1/15 9:00 AM	9/1/15 9:00 AM
ment	8.75 days	3/10/16 9:00 AM	3/23/16 6:00 PM
	4.375 days	3/24/16 9:00 AM	3/30/16 6:00 PM
) Test	4.375 days	3/31/16 9:00 AM	4/6/16 6:00 PM
	0 days	9/1/15 9:00 AM	9/1/15 9:00 AM
	0 days	9/1/15 9:00 AM	9/1/15 9:00 AM
ce	89.25 da...	12/7/15 9:00 AM	4/26/16 6:00 PM
	43.75 days?	12/7/15 9:00 AM	2/12/16 6:00 PM
	21.875 da...	3/23/16 9:00 AM	4/26/16 6:00 PM
	3.5 days?	9/1/15 9:00 AM	9/4/15 6:00 PM
tion	3.5 days	9/1/15 9:00 AM	9/4/15 6:00 PM
ntation	0.875 days?	9/1/15 9:00 AM	9/1/15 6:00 PM
	0.875 days?	9/1/15 9:00 AM	9/1/15 6:00 PM
	0.875 days?	9/1/15 9:00 AM	9/1/15 6:00 PM
	181.125 ...	9/1/15 9:00 AM	6/15/16 6:00 PM
eeeting	0 days	9/1/15 9:00 AM	9/1/15 9:00 AM
	0 days	3/10/16 9:00 AM	3/10/16 9:00 AM
ment Plattform	52.5 days	3/10/16 9:00 AM	6/1/16 6:00 PM
ement Vehicle	52.5 days	3/10/16 9:00 AM	6/1/16 6:00 PM
	8.75 days	6/2/16 9:00 AM	6/15/16 6:00 PM
1 Fleet	0 days	6/15/16 6:00 PM	6/15/16 6:00 PM
	22.75 days	5/11/16 9:00 AM	6/15/16 6:00 PM
eeeting CFL-Verkeiersverbond	0 days	5/11/16 9:00 AM	5/11/16 9:00 AM
?&R Product on cards	4.375 days	5/11/16 9:00 AM	5/17/16 6:00 PM
g KeyUsers	13.125 days	5/18/16 9:00 AM	6/7/16 6:00 PM
:	0 days	6/15/16 6:00 PM	6/15/16 6:00 PM
livery	0 days	4/25/16 9:00 AM	4/25/16 9:00 AM
nbourg	115.5 days	6/16/16 9:00 AM	12/16/16 6:00 PM



Annex D: Status of specifications as referred to in paragraph 6.3

Document	Status
GST Perso	v2.1.6
GST Application	v4.2.4
STAS	Draft
Mobile API	Draft
Sensor API	Draft
Platform API	Draft
Service API	v2.1
Payment API	Draft