Confidential

XBID-DSA Maintenance

Attachment 4B

Service Level Agreement - Maintenance

Version 1.0

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 1.0

Confidential

Table of Contents

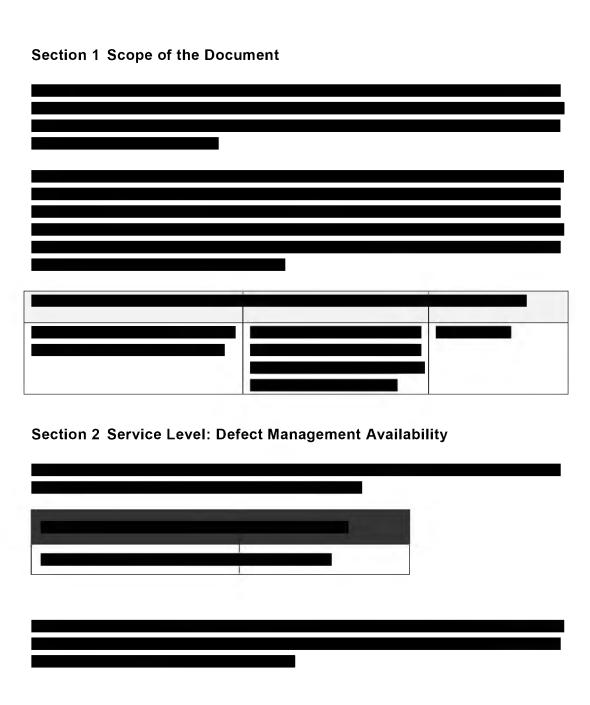| Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 1.0

Confidential

Section 1 Scope of the Document

███
███
███
████████████████████████

███
███
███
███
███
██████████████████████████████

██		
████████████████████████ ████████████████████	████████████████████ ████████████████████ ████████████████████ ████████████████	██████████

Section 2 Service Level: Defect Management Availability

███
███████████████████████████████████

████████████████████████████	
████████████████████████████	████████

███
███
████████████████████████████████

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 1.0

Confidential

Section 3 Application of Hosting Service Levels

██
██
██
██
███
███
██
██
██

Section 4 Service Level for Defect Resolution during Release Testing

██
██
██
███████████████████████

██
█████████████████████

███████████████████			
███████ ███	████████████	███████ ███	████████ █
██ ██	██████	████████████████████████	
███ ██	██████	████████████████	
███ ██	██████		█████████████████
███ ██	██████		███████████████

██
███████████████████████████████████

██
██████████████████████████████████

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 1.0

Confidential

Section 5   Service Level for the Maximum Time Difference in Receiving Public Order Books Delta Report

██
██
██
██
████████████████████████████████████

██
████████████████████████████

Section 6 Service Level Agreement for Third Party Hosting

██
██████

██
████████████████████

6.1   Service Level: Availability of the XBID Solution

██
██
████████████████████████████

██		
████████████████ ██	████████████████████	████████████████
	██████████████████████	
	████████████████████	
	████████████	

██
██

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

Confidential

6.2   Service Levels: Defect remediation

███

███

███

███████████████████████████████████████

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 1.0

Confidential

6.2.1 Initial Report Time (IRT)

Initial Report Time (IRT)		
Defect severity	Service period	Service Level
Critical Defect	Prime Time	0h30
	Non Prime Time:	1h00
Major Defect	Prime Time:	1h00
	Non Prime Time:	2h00
Minor Defect	Prime Time:	5 Working Days
	Non Prime Time	5 Working Days

6.2.2 Service Resolution Time (SRT)

Service Resolution Time (SRT)		
Defect severity	Service period	Service Level
Critical Defect	Prime Time	2h00
	Non Prime Time:	4h00
Major Defect	Prime Time:	8h00
	Non Prime Time:	1 calendar day
Minor Defect	Prime Time:	n/a
	Non Prime Time	n/a

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 1.0

Confidential

6.2.3 Problem Resolution Time (PRT)

Problem Resolution Time (PRT)		
Defect severity	Service period	Service Level
Critical Defect	Prime Time	24h00
	Non Prime Time:	24h00
Major Defect	Prime Time:	5 Working Days
	Non Prime Time:	5 Working Days
Minor Defect	Prime Time:	next Release
	Non Prime Time	next Release

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG