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**Exhibit 20 to the XBID-MSA**

**Boundaries of Service**

**Version 2**

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### Section 1. Introduction

Performance requirements are reflected in the key performance indicators (“KPIs”) on performance defined in **Attachment 2E (PER100 – Quality Plan)**. These KPIs are used to validate system performance in a defined set of performance test scenarios.

Based on these KPIs, Service Levels (“SLAs”) for the ICT service provision period have been agreed within the XBID-DSA Hosting, the XBID-DSA Maintenance and the XBID-DSA ECP Services.

This document is set forth to describe the parameters that govern the Service Boundaries under which the performance commitments reflected in KPIs and SLAs are valid.

Capitalised terms used in this Exhibit shall have the meaning set forth in **Exhibit 1 (Key terms and Glossary)** unless defined herein.

### Section 2. Attachments

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### Section 3. Service Boundaries of the XBID Solution

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**Section 4. DBAG Performance Commitment**

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**Section 5. Future requirements and performance**

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