



SERVICES AGREEMENT PMI LOGGER ANALYSIS TOOL

ANNEX 3

HOSTING & MAINTENANCE SERVICES

Initial of EPEX Belgium	Initial of EPEX	Initial of INDRA 
Initial of Nord Pool	Initial of OMIE	

For the purpose of this Annex 3 (Hosting & Maintenance Services), all capitalized terms not expressly defined herein shall have the meaning attributed to them in Annex 1 (Definition list).

SECTION 1.- SERVICE DESCRIPTION HOSTING SERVICES AND MAINTENANCE SERVICES.

I. Scope

INDRA shall assure the hosting and corrective maintenance of the PMI Logger Analysis Tool.

II. Maintenance Services

INDRA shall ensure corrective maintenance as described hereafter.

INDRA shall ensure correction of bugs or incident resolution, under a SLA.

Corrective maintenance starts after the expiration of the warranty period set forth in Article 5.2.8.

Corrective maintenance service includes:

- Correction of defects.
- Deployment of new versions.
- Support of new versions.

INDRA shall provide a support email account to receive the incidents, as well as a detailed procedure to annex evidences, test or specific data that produces the error. In case of urgent matters and when email is down other communication channels may be used.

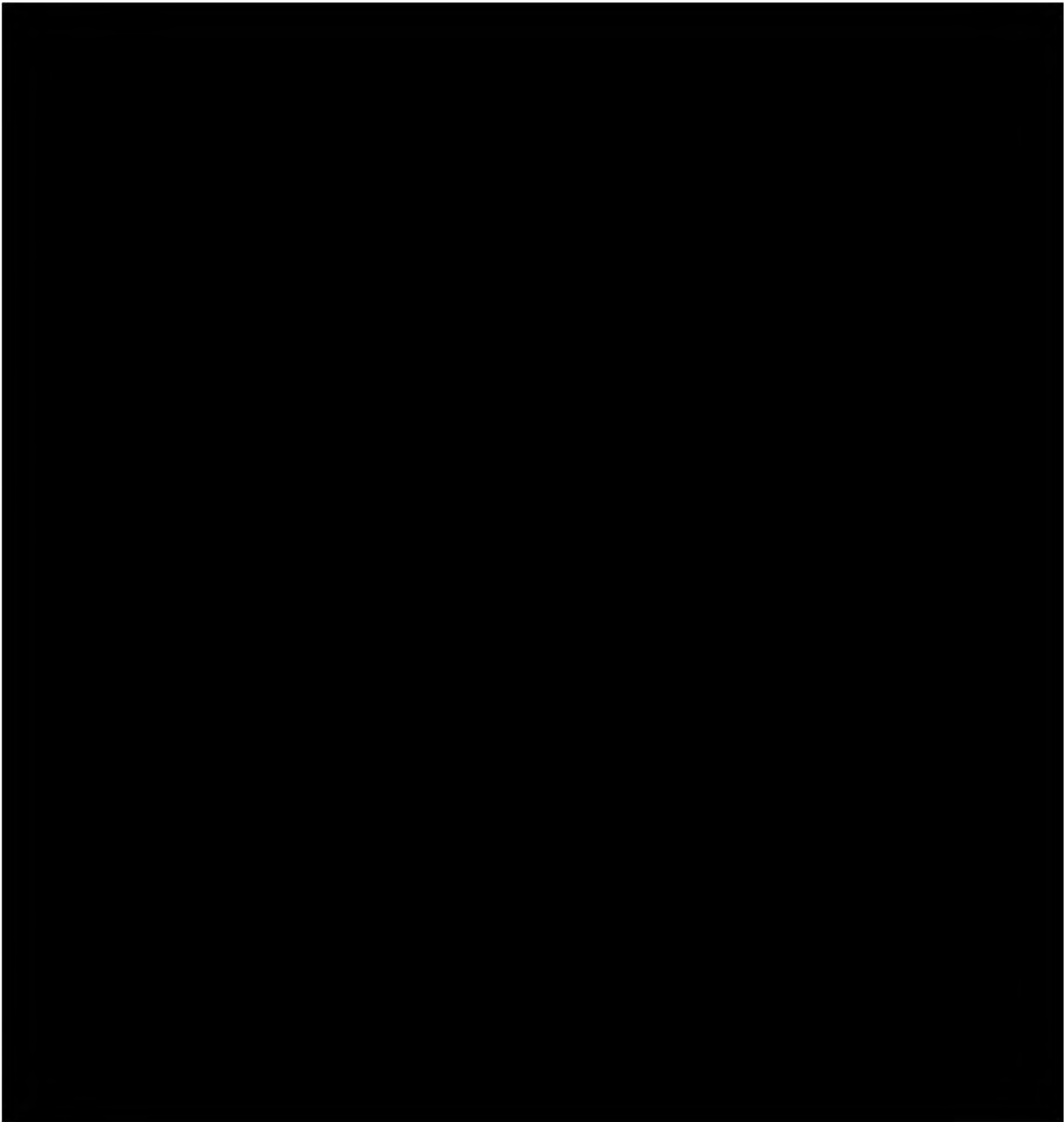
III. Hosting

Indra shall provide the following Hosting Services:

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Hosting Services to be provided by INDRA include the following:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

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Included Hosting Services:

- 2 Virtual Servers:



- [Redacted]

SECTION 2.- SERVICE LEVELS – SERVICE CREDITS

The Maintenance Services are provided against SLAs:

- [Redacted]

No specific service level credits were agreed.

SECTION 3.- REMUNERATION

The remuneration for the Hosting Services is until December 31st, 2018 equal to [Redacted]

The remuneration for the Hosting Services for each of the following years shall be [Redacted]

The remuneration for the Maintenance Services is until December 31st, 2018 e [Redacted]

The remuneration for the Maintenance Services for each of the following years shall be [Redacted]

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[REDACTED]

[REDACTED]

[REDACTED]

on a daily basis from the date the default occurs until payment is made in full as well before as after judgement.

SECTION 4.- INVOICING AND PAYMENT

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Initial of Nord Pool	Initial of OMIE

[REDACTED]