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Exhibit 20 to the XBID-MSA

Boundaries of Service

Version 3

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Contents

SECTION 1. INTRODUCTION 3

SECTION 2. ATTACHMENTS..... 3

SECTION 3. SERVICE BOUNDARIES OF THE XBID SOLUTION 3

3.1. General..... 3

3.2. RTS3 Slice B required capacity of the XBID Solution applying for 2nd Wave Go-Live effective since delivery of XBID R2.0 into Production (i.e. 30/10/2019)– upper Service Boundaries 4

3.2.1. Number of Order Transactions..... 4

3.2.2. Number of Daily Trades..... 4

3.2.3. Number of daily explicit capacity requests 4

3.2.4. Number of daily explicit capacity allocations 4

3.2.5. Service Boundaries of the XBID Solution – workload and allowed usage 4

3.2.6. Service Boundaries of the XBID Solution – calculation methodology for ‘Peak / Sustainable Load’ 6

SECTION 4. DBAG PERFORMANCE COMMITMENT 6

SECTION 5. FUTURE REQUIREMENTS AND PERFORMANCE 7

Initial of DBAG

Confidential

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.

This version 3 of **Exhibit 20** (*Boundaries of Service*) applies as of deployment of Release 2.0 into the productive environment which took place on 30 October 2019. For the period before, the previous versions apply.

Section 2. Attachments

[Redacted]

[Redacted]	[Redacted]
[Redacted]	[Redacted]

Section 3. Service Boundaries of the XBID Solution

[Redacted]

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Section 4. DBAG Performance Commitment

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Section 5. Future requirements and performance

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