

Confidential

XBID-DSA Maintenance

Attachment 4B

Service Level Agreement - Maintenance

Version 2

Initial of DBAG

Confidential

Table of Contents

- Section 1 Scope of the Document 3
- Section 2 Service Level: Defect Management Availability 3
- Section 3 Application of Hosting Service Levels 3
- Section 4 Service Level for Defect Resolution during Release Testing 4
- Section 5 Service Level for the Maximum Time Difference in Receiving Public Order Books Delta Report 4
- Section 6 Service Level Agreement for Third Party Hosting 5
 - 6.1 Service Level: Availability of the XBID Solution 5
 - 6.2 Service Levels: Defect remediation 5
 - 6.2.1 Initial Report Time (IRT) 6
 - 6.2.2 Service Resolution Time (SRT) 6
 - 6.2.3 Problem Resolution Time (PRT) 7

Initial of DBAG

Confidential

Section 1 Scope of the Document

[Redacted]

[Redacted]

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

Section 2 Service Level: Defect Management Availability

[Redacted]

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

[Redacted]

Section 3 Application of Hosting Service Levels

[Redacted]

Initial of DBAG

Confidential

[Redacted]

Section 4 Service Level for Defect Resolution during Release Testing

[Redacted]

[Redacted]

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

[Redacted]

[Redacted]

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

[Redacted]

Initial of
DBAG

Confidential

[Redacted]

Section 6 Service Level Agreement for Third Party Hosting

[Redacted]

[Redacted]

6.1 Service Level: Availability of the XBID Solution

[Redacted]

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

[Redacted]

6.2 Service Levels: Defect remediation

[Redacted]

Initial of
DBAG

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 2

Confidential

[REDACTED]

[REDACTED]	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Initial of
DBAG

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 2

Confidential

[Redacted]

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

Initial of
DBAG