XBID-DSA Maintenance

Attachment 4B

Service Level Agreement - Maintenance

Version 2

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

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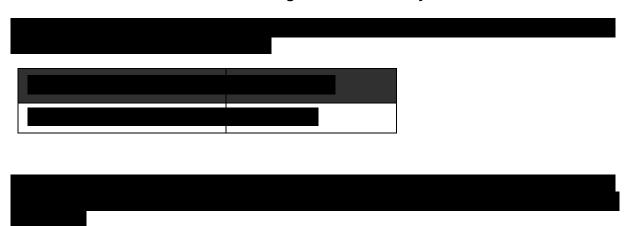
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Section 1 Scope of the Document



Section 2 Service Level: Defect Management Availability



Section 3 Application of Hosting Service Levels











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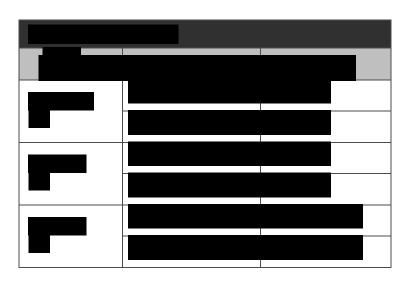


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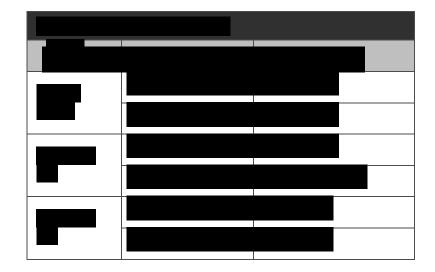
Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 2

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