

**Master Service Agreement XBID Solution – Exhibit 5 XBID-DSA Hosting - Attachment 5B -
Service Level Agreement – Hosting Version 4**

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Final

XBID-DSA Hosting

Attachment 5B

Service Level Agreement - Hosting

Version 4

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Section 2 Performance of the XBID Solution

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2.2 Limitations to the Performance Commitment

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2.3 Measurement and observation

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Section 6 Service Level: Shipping Module

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Section 7 Service Credit Scheme

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7.1 Service Credit program

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7.2 Service Credit calculation method

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7.3 Performance Service Credit points

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7.4 Monthly Service Credit points

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7.5 Service Credit tables

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