

**Confidential**

**XBID-DSA Maintenance**

**Attachment 4B**

**Service Level Agreement - Maintenance**

**Version 3**

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]
[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]	[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]

#### 6.1 Service Level: Availability of the XBID Solution

[Redacted]

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

[Redacted]

#### 6.2 Service Levels: Defect remediation

[Redacted]

Initial of  
DBAG

Confidential

### 6.2.1 Initial Report Time (IRT)

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

### 6.2.2 Service Resolution Time (SRT)

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

Initial of  
DBAG

Confidential

6.2.3 Problem Resolution Time (PRT)

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

Initial of  
DBAG