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Exhibit 20 to the XBID-MSA

Boundaries of Service

Version 4

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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 4 of **Exhibit 20** (*Boundaries of Service*) applies as of deployment of Release 3.3 into the collective productive environment. Version 3 of the Exhibit 20 remains applicable until deployment of the Release 3.3. For the period before, the previous versions apply.

Section 2. Attachments

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Section 3. Service Boundaries of the XBID Solution

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Section 5. Future requirements and performance

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