

## DE-CIX INTERCONNECTIONFLEX SPECIAL SERVICE LEVEL AGREEMENT

### **1. Overview**

- 1.1. This document contains the Special Service Level Agreement (Special SLA) for the InterconnectionFLEX product. The InterconnectionFLEX Special SLA is part of the DE-CIX contractual framework.
- 1.2. This InterconnectionFLEX Special SLA shall apply only to the InterconnectionFLEX product, and – within its scope – its provisions shall override any contradicting or diverging provisions in the Master Service Level Agreement (Master SLA).
- 1.3. The technical specifications of the InterconnectionFLEX Service are detailed in the “InterconnectionFLEX Technical Service Description” document, which is hereby included by reference.
- 1.4. InterconnectionFLEX is a commercial bundle of DE-CIX services. Included in this bundle are GlobePEER, VirtualPNI and DirectCLOUD services. For these services the respective special service level agreement do apply (available for download [www.de-cix.net](http://www.de-cix.net)).

### **2. Scope of application of service levels**

The provisions of the Master SLA shall apply.