

"CLOUDROUTER" SPECIAL SERVICE LEVEL AGREEMENT

1. Overview

- 1.1. This document contains the Special Service Level Agreement (Special SLA) for the Cloud ROUTER product. The Cloud ROUTER Special SLA is part of the DE-CIX contractual framework.
- 1.2. This Cloud ROUTER Special SLA shall apply only to the Cloud ROUTER 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 Cloud ROUTER product are detailed in the "Cloud ROUTER Technical Service Description" document, which is hereby included by reference.

2. Scope of application of service levels

The provisions of the Master SLA shall apply.

3. Definitions

- 3.1. Cloud ROUTER product: Customer facing Virtual Private Network (VPN) running on distributed DE-CIX Apollon platform
- 3.2. Customer: User of Cloud ROUTER product
- 3.3. Cloud ROUTER connections: DE-CIX interconnection services to connect to different Cloud Service Providers (via DirectCLOUD Service) or to DE-CIX Access (via vPNI) or other network end or handover points
- 3.4. Cloud ROUTER location: Cloud ROUTER product instance is bound to one DE-CIX location (metro region) but may be deployed redundant across the interconnection platform. -

4. Measurements and incident reporting

- 4.1. Due to the service characteristic of the Cloud ROUTER product potentially joining two or more virtual circuits into a single routing domain enabling IP traffic exchange, DE-CIX does not measure any of the service levels specific to the Cloud ROUTER product.
- 4.2. All service levels specific to the Cloud ROUTER product are therefore dependent on accurate measurements by the customer and immediate reporting of any incidents to the DE-CIX customer support service.

4.3. The determination of whether a service level specific to the Cloud ROUTER product is breached, shall thus be based solely on the time periods starting with the incident report to the DE-CIX customer support service.

5. Dissemination of customer usage measurement data

Due to the service characteristic of the Cloud ROUTER product, no customer usage data is disseminated to other customers.

6. Service definition and service levels: availability

6.1. Cloud ROUTER is a virtual Layer 3 routing service (VPN) that complements other DE-CIX interconnection services based on DE-CIX' high-performance global Apollon platform. Preconfigured Cloud ROUTER instances enable data transfer for versatile multi- or hybrid-cloud scenarios. The Cloud ROUTER product does not require customers to have any physical equipment or data center presence, and thus, no DE-CIX Access is mandatory. Cloud ROUTER can host a defined number of connections, such as DirectCLOUD and VirtualPNI, to create the desired network setup.

6.2. The Cloud ROUTER service availability can be queried via the customer facing front-end or the API provided.

6.3. The service level for availability shall be calculated according to the Master SLA. The respective service level values are compiled in the document DE-CIX Service Levels for DE-CIX Locations.

7. Service definition and service levels: performance

7.1. The Cloud ROUTER performance is based on the composition with Cloud ROUTER connections and the respective multi-, hybrid-cloud, or other cloud scenario enabled via the Cloud ROUTER product. The respective Cloud ROUTER connections performance service levels are stated in the DE-CIX Service Levels for DE-CIX Locations.¹

7.2. The values stated in the document DE-CIX Service Levels for DE-CIX Locations refers to the connection within the DE-CIX platform only.

8. Service definition and service level: DE-CIX customer support service:

The provisions of the Master SLA shall apply.

¹ DE-CIX DirectCLOUD and VirtualPNI Special SLA

9. Breach of service level, credit system:

The provisions of the Master SLA shall apply.

10. Credit amounts:

10.1. The following credit amounts shall apply to breaches of service levels for DE-CIX Cloud ROUTER.

10.2. Availability (per calendar month):

Breach of availability service level, per calendar month:

Availability (A)	Credits (% of monthly recurring service fee)
99.99% > A ≥ 99%	10
99% > A ≥ 95%	50
A < 95%	80

10.3. For breach of DE-CIX customer support service reaction time the provisions of the Master SLA shall apply.

10.4. Performance:

Due to the character of the Cloud ROUTER service, the SLA credit amounts of the associated Cloud ROUTER connections apply for performance breaches.

10.5. Credit percentages are in relation to the monthly recurring fee payable to DE-CIX for use of the Service.

11. Credit claim procedure and dispute resolution:

The provisions of the Master SLA shall apply.