

## 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, DirectCLOUD, Microsoft Azure Peering Service, Cloud ROUTER and CUG Member 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.