

DE-CIX FLEXPOP SPECIAL SERVICE LEVEL AGREEMENT

1. Overview

- 1.1. This document contains the Special Service Level Agreement (Special SLA) for the FlexPOP product. The FlexPOP Special SLA is part of the DE-CIX contractual framework.
- 1.2. This FlexPOP Special SLA shall apply only to the FlexPOP 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 FlexPOP Service are detailed in the “FlexPOP Technical Service Description” document, which is hereby included by reference.
- 1.4. FlexPOP is a commercial Bundle of FlexPOP Connections. For Special Service Level Agreement please consult the VirtualPNI Special Service Level A greement

2. Scope of application of service levels

The provisions of the Master SLA shall apply.