"DIRECTCLOUD FLEX" SPECIAL SERVICE LEVEL AGREEMENT

1. Overview

1.1. This document contains the Special Service Level Agreement (Special SLA) for the DirectCLOUD FLEX product. The DirectCLOUD FLEX Special SLA is part of the DE-CIX contractual framework.

1.2. This DirectCLOUD FLEX Special SLA shall apply only to the DirectCLOUD FLEX 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 DirectCLOUD FLEX Service are detailed in the "DirectCLOUD FLEX Technical Service Description" document, which is hereby included by reference.

1.4. DirectCLOUD FLEX is a commercial Bundle of DirectCLOUD services. For special service level agreement please consult the special service level agreements for this product.

2. Scope of application of service levels

The provisions of the Master SLA shall apply.