

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 Agreement

2. Scope of application of service levels

The provisions of the Master SLA shall apply.