

## Service certificate

<b>ServiceID</b>	<b>SRV01001</b>
<b>Service area</b>	<b>Connectivity Services</b>
<b>Service name</b>	<b>CloudConnect</b>
Summary	Direct connections to various cloud service providers
Service level in accordance with SLA documentation	Standard (10x5x8) Premium (24x7x8)
Annual availability	99.5%
Scope of services	<ul style="list-style-type: none"> <li>• Direct connections to cloud providers are implemented via CloudConnect. The list of possible cloud providers can only partly be influenced by the company.</li> <li>• Technical implementation of the connection depends on the selected cloud provider.</li> <li>• Installation of an access system (customer-premises equipment) at the customer's site at the respective agreed handover point</li> <li>• Coordination of the digital interface by chosen bandwidth according to the PFALZKOM standard</li> </ul>
Service parameters	<ul style="list-style-type: none"> <li>• Data transmission speed</li> <li>• Packet loss &lt; 0.05% (in the Pfalzkom network)</li> </ul>
Optional services	<ul style="list-style-type: none"> <li>• Bandwidth changes</li> <li>• Conceptual consulting services</li> <li>• Routing</li> </ul>
Framework conditions	<ul style="list-style-type: none"> <li>• Transmission speed and latency shall depend on the booked bandwidth and service level of the respective cloud provider and their performance. The company cannot influence this.</li> <li>• Area of maximal package size (MTU) 1,500 – 9,000 bytes</li> <li>• Changes to fibreglass cables and customer-premises equipment are forbidden since laser radiation may cause damage to health.</li> <li>• The charged data rate constitutes a maximal value; the data throughput is dependent on package size.</li> <li>• PFALZKOM reserves the right to obtain the access lines for the connection from third parties if necessary.</li> </ul>
Customer's contribution obligations	<ul style="list-style-type: none"> <li>• Provision of the site of setup and power supply</li> <li>• The customer must not make any changes to the customer-premises equipment or have such changes made.</li> </ul>
Delivery time	Best effort, timeframe in accordance with project planning