

## Service certificate

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|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ServiceID</b>                                   | <b>SRV00076</b>                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Service area</b>                                | <b>Managed Services</b>                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Service name</b>                                | <b>OpenStack VM</b>                                                                                                                                                                                                                                                                                                                                                                                    |
| Summary                                            | Provision of the OpenStack virtualisation platform                                                                                                                                                                                                                                                                                                                                                     |
| Service level in accordance with SLA documentation | <ul style="list-style-type: none"> <li>• Bronze (10x5xNBD)</li> </ul>                                                                                                                                                                                                                                                                                                                                  |
| Annual availability (at least)                     | 99.9%                                                                                                                                                                                                                                                                                                                                                                                                  |
| Scope of services                                  | <ul style="list-style-type: none"> <li>• Provision of a pool of random-access memory (RAM) and processor performance (vCPU)</li> <li>• Provision of data storage (disk)</li> <li>• Customer access to the administrator interface (dashboard)</li> <li>• Operation, maintenance, and monitoring of the virtualisation platform</li> <li>• Provision of Standard Images</li> <li>• Snapshots</li> </ul> |
| Service parameters                                 | vCPU types: Standard<br>vCPU number: 1-48<br><br>vRAM 1-512 GB<br><br>vDisk in GB <ul style="list-style-type: none"> <li>• Block Storage</li> <li>• Object Storage</li> </ul> vNetwork card                                                                                                                                                                                                            |
| Power distinction                                  | No changes or updates to the virtual server machines and the customer's applications and programs                                                                                                                                                                                                                                                                                                      |
| Time window for announced maintenance work         | Wednesday, 7:00 pm, to Thursday, 3:00 am                                                                                                                                                                                                                                                                                                                                                               |
| Optional services                                  | <ul style="list-style-type: none"> <li>• Conceptual consulting</li> <li>• Provision and installation of virtual machines</li> <li>• Provision of Microsoft SPLA licenses</li> <li>• New start of virtual machines</li> <li>• Customer server monitoring</li> <li>• Firewall</li> <li>• Backup</li> </ul>                                                                                               |
| Framework conditions                               | The currently valid license terms of the virtualisation platform and the operating system used for the VM apply.                                                                                                                                                                                                                                                                                       |
| Customer's contribution obligations                | Reporting of the SPLA licenses used                                                                                                                                                                                                                                                                                                                                                                    |
| Delivery time                                      | Best effort, usually max. 3 working days                                                                                                                                                                                                                                                                                                                                                               |