

## Appendix A – SLA to VPS' Rules

### Applications and interfaces – Opening hours and Uptimes

Applications and interfaces	Criticality	Opening hours and Uptime	
		08:00 – 20:00	20:00 – 08:00 / Weekend
Masterbrukerrutinen	Important	98,50 %	96,00 %
VPS Fixed income	Critical	99,80 %	
VPS Foretak	Critical	99,80 %	
VPS Investor Services	Critical	99,80 %	98,50 %
VPS Oppgjørinfo	Important	98,50 %	96,00 %
VPS Issuer Service (VIS)	Important	98,50 %	96,00 %
VPS Investor Portal (VIP)	Standard	98,50 %	96,00 %

### Maintenance windows

The first Sunday per month at 08:00 – 12:00.

Maintenance windows in March, June, September, and November may be extended to all of Saturday and Sunday. This will be announced separately.

### Euronext VPS Client Services and Support – Opening hours and Contact detail

#### Opening hours

Workdays	08:00 – 16:00
Wednesday before Maundy Thursday	08:00 – 13:00
Christmas Eve	Closed
Between Christmas and New Year's Eve	08:00 -16:00
New Year's Eve	08:00 – 14:00

#### Contact details

Telephone	+47 22 63 51 00
E-post	<a href="mailto:kunde@vps.no">kunde@vps.no</a>

If you have questions regarding technical or operational matters that need to be determined after 16.00 o'clock, you may contact our production unit on telephone +47 22 63 53 00