

MySQL Cluster Support August 2008

Definitions

Capitalized terms used in this support description shall have the same meaning as defined in the applicable agreement between the parties (the "Agreement") unless otherwise defined herein.

Action Plan – an action plan describes the initial Incident statement, a clear definition of the Incident, and all activities, goals, actions, processes, time frames and responsible individuals needed from both parties to bring the Incident to closure.

Business Hours (excluding public holidays that apply to Customer) –

If Customer is based in North & South America: 9:00 a.m. - 8:00 p.m. Eastern time, Mon-Fri

If Customer is based in Europe, Asia, & elsewhere: 7:00 a.m. - 5:00 p.m. GMT, Mon-Fri

CSC - MySQL Customer Support Center

Incident – a single, discrete technical problem pertaining to the Product which cannot be reasonably subdivided.

Incident Resolution – will be one of the following listed possibilities:

- A workaround has been delivered to Customer and accepted by Customer as a final solution to the Incident.
- MySQL informs Customer that the MySQL Product does not cause the problem and the root cause is in a non-MySQL part of the Customer Application.
- The MySQL Product behaves according to specifications and will not be changed and the problem exists in the MySQL Product documentation and the solution to the Incident is to clarify and/or modify the MySQL Product documentation in a subsequent documentation release.
- MySQL informs Customer that the MySQL Product conforms to its specifications and does not need to be changed.
- The MySQL Product conforms to its specifications and MySQL decides that the Incident will be treated as a request for a new feature, new functionality or enhancement to the MySQL Product and will be considered for future implementations.
- The Incident has occurred once only and MySQL informs Customer that after applying considerable time and MySQL resources to the Incident, it has not been possible to reproduce the Incident.
- MySQL informs Customer that MySQL will use commercially reasonable efforts to correct the Incident in a future release of the MySQL Product when it has been deemed economically feasible for MySQL to apply the resources needed for the redesign, architecture and implementation of the MySQL Product to correct the problem.

Initial Response Time - the time taken from when Customer files the initial request to MySQL until a MySQL technical support person has been assigned to the Incident and that assignment has been communicated back to Customer.

Non-Technical Support Incident – MySQL reserves the right to advise Customer to use the consulting organization for additional assistance in resolving Incidents that fall outside the scope of MySQL Technical Support organization. These services would be subject to MySQL's then-current consulting fees. Customer should contact MySQL regarding availability and purchase of such services.

PDC - MySQL phone dispatch center

Resolution times -- the time taken from when Customer has received an acknowledgment that MySQL has received a properly filed Incident until the Incident has been closed (see Incident Resolution).

Technical Support – will generally fall into one of the following three categories:

- Technical Assistance
 - Questions about product usage and installation which do not result in registration of a Product Defect or Feature Enhancement Request.
- Product Defect
 - Customer encounters a problem which is determined to be a MySQL Product defect.
- Feature Enhancement Request
 - A request by Customer for a feature that is not included in the current versions of MySQL Product. MySQL will review Customer's request and it will be included in subsequent Product releases at the discretion of MySQL. Customer will be informed about the final decision regarding each its feature requests.

MySQL Cluster Support Levels

MySQL Cluster Support Levels apply on a per Application basis.

MySQL Cluster Support	Development Support		Production Support	
	Silver	Gold	Silver	Gold
Support For				
Development Systems	Yes	Yes	Yes	Yes
Production Systems	No	No	Yes	Yes
NDB Bindings (C++/Java)	No	Yes	No	Yes
Geographical Replication ¹	No	Yes	No	Yes
LDAP Interface ¹	No	Yes	No	Yes
Technical Support				
Number of Incidents	Unlimited	Unlimited	Unlimited	Unlimited
Number of CPUs ²	25	25	25	50
Number of Physical Sites ²	1	2	2	2
Number of Contacts	2	3	3	6
Web Access	Yes	Yes	Yes	Yes
Telephone Access			24x7	24x7
Min. Time to First Response (24x7)			Immediate	Immediate
Max. Time to First Response (24x7)	2 Business Days	4 hours	4 hours	2 hours
Phone Emergency Max. Response Time				30 minutes
Duration	1 year	1 year	1 year	1 year
Consultative Support³				
Remote Troubleshooting		6/year	6/year	12/year
Schema Review		Yes		Yes
Performance Tuning		Yes		Yes
Custom MySQL Builds		6/year		12/year

¹ Support for optional Product Add-Ons is contingent upon the Add-On being licensed for use with the applicable Application.

² Restrictions on Number of CPUs and Number of Physical Sites do not apply when MySQL Cluster is supported under an OEM Agreement with MySQL.

³ Consultative Support: Maximum 8 hours/Application/year

Initial Response Times

MySQL support engineers will endeavor to respond to issues according to their severity, as determined by MySQL in consultation with the Customer. MySQL recognizes four severity levels:

- A Severity 1 problem represents a catastrophic problem in the Customer's production systems of the supported Application. Examples include a complete loss of service, production systems that are crashed, or a production system that hangs indefinitely. No workaround exists. The Customer cannot continue essential operations.
- A Severity 2 problem represents a high-impact problem in the Customer's production systems of the supported Application. Essential operations are seriously disrupted, but a workaround exists which allows for continued essential operations.

- A Severity 3 problem represents a lower impact problem on a production system of the supported Application that involves a partial or limited loss of non-critical functionality, or some other problem involving no loss in functionality. The customer can continue essential operations. Severity 3 problems also include all problems on non-production systems, such as test and development systems.
- A Severity 4 problem represents a general usage question. It also includes recommendations for requests for new products or features, and requests for enhancements or modifications. There is no impact on the quality, performance, or functionality of the product in a production system.

Development Support Level	Severity Level	Initial Response Time
MySQL Cluster Silver	Severity 1-4	2 Business Days
MySQL Cluster Gold	Severity 1-4	4 hours

Production Support Level	Severity Level	Initial Response Time
MySQL Cluster Silver	Severity 1-4	4 hours
MySQL Cluster Gold	Severity 1	30 minutes
	Severity 2-4	2 hours

Resolution Times (Production Support only)

MYSQL CLUSTER SILVER

Severity Level	Working Hours	Effort
Severity 1	24x7	MySQL will work continually (24x7) until the Incident has been resolved or the Severity of the Incident has been downgraded to Severity level 2 or lower in consultation with Customer.
Severity 2-4	Business Hours	MySQL will work during Business Hours until an Incident Resolution for the issue has been released to Customer.

MYSQL CLUSTER GOLD

Severity Level	Working Hours	Effort
Severity 1	24x7	MySQL will work continually (24x7) until the Incident has been resolved or the Severity of the Incident has been downgraded to Severity level 2 or lower in consultation with Customer.
Severity 2	Business Hours	MySQL will work during Business Hours until the Incident has been resolved, or an Incident Resolution for the issue has been released to Customer, or the Severity of the Incident has been downgraded to Severity level 3 or lower in consultation with Customer.
Severity 3-4	Business Hours	MySQL will work during Business Hours until the Incident has been resolved, or an Incident Resolution for the issue has been released to Customer.

MySQL will use commercially reasonable efforts to resolve the Incidents filed by Customer. Not all Incidents can be guaranteed to result in a workaround, or other measure that resolves the Incident. See Incident Resolution definition above for detailed description.

Incident Resolution Deliverables

Incidents typically require different resolutions depending on a number of factors such as the severity level, Customer's needs, Support levels etc.

The software deliverables could be in the form of a hot fix, Maintenance Release, Major Release, or an alternative build of the Product.

Escalation Process

Escalation types

The objective of the escalation process is to assure that there is a path for both Customer as well as MySQL personnel to initiate a process that will get the attention on a level necessary to drive an Incident to resolution when the response times are not achieved per the definitions herein.

There are two types of escalation processes

- Initial response time escalation by Customer
- Incident resolution escalation by Customer or MySQL

Escalation initiated by Customer

Initial Response Time escalation

The initial response time escalation process is used by Customer to initiate an escalation if the MySQL support team does not respond within the initial response time as specified above, which varies depending on the Support level purchased by Customer and the severity level of the Incident.

Resolution escalation

The resolution escalation process is used by Customer to initiate an escalation if the MySQL support team does not respond or perform within the resolution time as specified in the resolution matrixes above. The response process varies depending on the Support level purchased by Customer and the severity level of the Incident.

The process to initiate an escalation is the following:

Customer contacts either our dispatch center or the first person on the escalation contact list and in successive order until the Incident has been managed to completion or satisfaction.

Customer can request escalation to the next level as deemed necessary by Customer as long as reasonable time has passed between each escalation request to allow the MySQL person to manage and serve the escalation request and drive the Incident to resolution.

MySQL escalation process spans from the individual technical support engineer to the VP of Worldwide Services per the following route:

- ▶ Technical Support Engineer or TAM (if applicable)
 - ▶ Support Group Manager
 - ▶ Global Support Manager
 - ▶ VP Worldwide Services

Escalation initiated by MySQL

Resolution escalation

The resolution escalation process is used by MySQL to initiate an escalation if the MySQL support team does not get the response needed from Customer to be able to drive an Incident to resolution as specified in the resolution

matrixes above. The response process varies depending on the Support level purchased by Customer and the severity level of the Incident.

The process to initiate an escalation is the following:

MySQL contacts the first person on the escalation contact list and in successive order until Customer has responded appropriately to the needs of MySQL support team.

MySQL can request escalation to the next level as deemed necessary by MySQL as long as reasonable time has passed between each escalation request to allow the assigned Customer employee to manage and serve the escalation request and drive the Incident to resolution.

The escalation process spans from the individual technical contact that opened the Incident or is currently assigned to it to Customer's senior management per the following route:

- ▶ Authorized Technical Contact that opened or is currently assigned to the Incident
 - ▶ Authorized Administrative Contact
 - ▶ Authorized Administrative Contacts Manager
(Customer needs to provide contact info)

Escalation contact list

The escalation process includes an escalation contact list, one for MySQL and one for Customer, which is populated with contact data and kept up to date by both parties. The escalation calling list contains persons in successively more responsible or qualified positions to provide the answer or assistance desired.

The escalation contact list is created and maintained in parallel by both MySQL and Customer.

The escalation contact list consists of a list of persons, telephone numbers and other pertinent contact information, for the initiator to contact to enable them to initiate an escalation.

The escalation contact list includes the following information for each individual:

- Name
- Position
- Email address
- Time zone
- Direct phone number
- Cell phone number (if applicable)
- Pager number (if applicable)

Any changes to the content of the MySQL escalation contact list will be sent to Customer's administrative contact person who is responsible for updating the Customer's team and internal records.

Any changes to the content of the Customer escalation contact list will be sent to MySQL administrator at support-feedback@mysql.com. The MySQL administrator will update MySQL internal records as well and the support team and management.