

## MySQL Cluster Support July 2006

### Definitions

Capitalized terms used in this Attachment A shall have the same meaning as defined in 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 –

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 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.

Maintenance Release – As defined in the Agreement. A Maintenance Release is a MySQL Product release that is part of the overall MySQL software release program and roadmap.

Major Release – As defined in the Agreement. A Major Release is a MySQL Product release that is part of the overall MySQL software release program and roadmap. Maintenance Releases are typically but not always rolled up into and included into Major Releases, at the sole discretion of MySQL.

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 properly filed the initial request to MySQL and has received an acknowledgment that MySQL has received and accepted the incident, until the incident has been closed.

Technical Support incidents – will generally fall into on 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 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 Silver	MySQL Cluster Support Gold
<b>Problem Resolution Support</b>		
Number of Incidents	Unlimited	Unlimited
Number of CPUs*	25	50
Number of Physical Sites*	2	2
Number of Contacts	3	6
Web Access	Yes	Yes
Telephone Access	24x7	24x7
Min. Time to First Response (24x7)	Immediate	Immediate
Max. Time to First Response (24x7)	4 hours	2 hours
Phone Emergency Max. Response Time	30 minutes	30 minutes
Duration	1 year	1 year
<b>Consultative Support</b>		
Remote Troubleshooting	6/year	12/year
Schema Review		Yes
Performance Tuning		Yes
Custom MySQL Builds		12/year

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

**Initial Response Times**

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

## Resolution Times

### **MYSQL CLUSTER SILVER**

<b>Severity Level</b>	<b>Working Hours</b>	<b>Effort</b>	<b>Status Updates</b>
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.	On change of state or daily at minimum.
Severity 2-4	Business Hours	MySQL will work during Business Hours until an Incident Resolution for the issue has been released to Customer.	On change of state.

### **MYSQL CLUSTER GOLD**

<b>Severity Level</b>	<b>Working Hours</b>	<b>Effort</b>	<b>Status Updates</b>
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.	On change of state but no less than every 8 hours. MySQL will create an Action Plan together with Customer if the incident has not been resolved or downgraded to Severity 2 or lower in consultation with Customer within the first 8 hrs after the initial filing of the incident.
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.	On change of state or daily at minimum.
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.	On change of state.

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 Vice President (VP) of Worldwide (WW) Customer Services per the following route:

- ▶ Technical Support Engineer or TAM (if applicable)
  - ▶ Support Group Manager
    - ▶ Technical Coordinator of Support
      - ▶ Director of Support
        - ▶ VP WW Customer 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](mailto:support-feedback@mysql.com). The MySQL administrator will update MySQL internal records as well and the support team and management.