Service name:

MYSQL DATABASE MANAGEMENT

1. Service description

1.1. Telia manages the MySQL database system (MySQL) on the servers specified by the Customer as set out in these service conditions.

1.2. Within the Service, Telia will ensure the following:

✓ Automatic around the clock monitoring of MySQL, which monitors:

- system and database response on the network level (the system and database are periodically queried; if the system or database fails to respond on three occasions, an alarm is triggered in the monitoring);
- available disk space, memory, and processor resources (statuses: warning; critical):

	Warning level	Critical level
Disk space	Resource usage at 85%	Resource usage at 95%
Memory	Resource usage at 85%	Resource usage at 95%
Processor	Resource usage at 85%	Resource usage at 95%

  Upon reaching the aforementioned default value, Telia has the right to increase the resource at the Critical level by up to 20% to prevent a Service failure, acting without a separate request from the Customer and without prior approval;
- the number of database sessions (the number of sessions is monitored according to the level agreed separately with the Customer).

✓ Handling of monitoring messages:

- Telia will respond to all Critical level alerts originating from the monitoring;
- Telia will respond to all error messages indicating a Service outage or disruption across the MySQL instances managed under the Contract (hereinafter 'Instance');
- For an additional fee, the Customer can order the transmission of monitoring messages to the Customer by e-mail.

✓ Checking and, if necessary, installing security and software updates for MySQL and its Instance once per month.

- Telia will determine the time of installing the updates, unless agreed upon otherwise by the Parties. Telia does not undertake to notify the Customer in advance of installing any updates. If security updates of critical importance are available, Telia will install these at other times, giving the Customer advance notice if possible.
- Depending on the architecture of the Customer's solution, the update may cause an outage. Such an outage is not considered a Service failure.

✓ Carrying out the following tasks during Standard Business Hours, as required:

- Checking the database system log files;
- Making changes to the Customer's database or MySQL configuration;
- Configuration management (making changes to the configuration of MySQL-related systems within the managed Instance);
- Carrying out the following works related to version updates not more than once per month:
  - Cloning of one of the existing database instances from the production environment to the pre-production, test, or development environment;
  - Cloning means a copy of the database structure and data that is made available as a separate instance of the database or on a designated server;
  - The cloning process does not involve version updates to the database (such as changes to the MariaDB or MySQL software version), changes to the database

structure or schema (such as adding, deleting, or transforming tables), or data processing (including pseudonymisation, anonymization, or implementation of other privacy-related measures);
    - Cloning is carried out at a time agreed between the Parties.
  - Installation of a new application version / database code and/or packages in the test and work base (Customer tests/verifies by themselves);
  - Making a backup copy of the work base;
  - If necessary, restoring the old work base from a backup copy.
- ✓ Analysis of log files and load graphs;
- ✓ Management of functionality ensuring high availability, such as a mirror, cluster, partitioning, etc.;
- ✓ Checking and improving the monitoring system;
- ✓ Making proposals to the Customer for adding or updating hardware/software/functionalities, based on the monitoring;
- ✓ Informing the Customer about any problems found or any potential issues that may arise in the future;
- ✓ agreed management of the Component (change of configuration, properties, and parameters) according to the Customer's query or the situation;
- ✓ Issuing information about the client application, where possible.

1.3. If necessary for the provision of the Service, Telia has the right to set up applications required for the provision of the Service, including, for example, software agents, on the server or the database.

2. Rights and obligations of the Parties

2.1. Obligations of the Customer:

- ✓ to ensure Telia the rights and accesses necessary to perform the activities required within the service (e.g., service management, maintenance service);
- ✓ to ensure that at least MySQL and the configuration of its Instances are backed up. The Customer ensures Telia access to the backup system, so that Telia would be able, if necessary, to restore the configurations of the OS and MySQL Instances as part of Service failure recovery.

2.2. Telia is not liable for the following:

- ✓ any consequences or errors arising from MySQL having reached its official end-of-life. After MySQL has reached its end-of-life, Telia cannot ensure that MySQL is monitorable and centrally manageable, nor can Telia ensure that MySQL receives updates and is therefore available as promised;
- ✓ if, as a result of the Customer's act or omission (including the Customer's refusal to install security updates), the system stops working, data leaks occur, viruses spread, or any other incidents occur.

2.3. Telia has the right to suspend the operation of the system without prior notice in the event of an imminent threat to the Customer's and/or Telia's systems (e.g., a crypto virus).

2.4. If the managed MySQL has reached its end-of-life, Telia has the right to provide the service on the basis of the best-effort delivery principle as follows:

- ✓ Telia will ensure that it responds to enquiries and monitoring notifications at the agreed upon times;
- ✓ further action, including possible repair, will be carried out according to the Customer's order and the technical possibilities;
- ✓ critical security upgrades are installed according to availability;
- ✓ Telia will inform the Customer in advance of the start date of providing the service in a limited extent;

✓ there will be no reduction in the monthly fee for the provision of the service in a limited extent due to MySQL reaching its end-of-life.

3. Service availability

3.1. Service failure in the context of this service is a situation where there is an unplanned Service outage or Service disturbance (defined as having High or Medium impact) in the functioning of the OS Components that are the object of the administration service.

3.2. Telia will ensure that the Service failure is rectified according to the Service Level Agreement (SLA) chosen by the Customer.

	Type of request	Maximum response time		Maximum time for repair	
SLA level 1	Customer request	up to 8 hours during Standard Business Hours			
	Monitoring notice of Critical level	up to 8 hours during Standard Business Hours			
SLA level 2	Customer request	up to 8 hours during Standard Business Hours			
	Monitoring notice of Critical level	up to 8 hours around the clock			
SLA level 3	Customer request	up to 4 hours during Standard Business Hours	up to 6 hours outside Standard Business Hours	up to 6 hours during Standard Business Hours	up to 12 hours outside Standard Business Hours
	Monitoring notice of Critical level	up to 6 hours around the clock		up to 6 hours during Standard Business Hours	up to 12 hours outside Standard Business Hours
SLA level 4	Customer request	up to 2 hours around the clock		up to 2 hours during Standard Business Hours	up to 4 hours outside Standard Business Hours
	Monitoring notice of Critical level	up to 2 hours around the clock		up to 2 hours during Standard Business Hours	up to 4 hours outside Standard Business Hours

3.3. For the purposes of this service, repairing means the restoration of the Service to its pre-failure state or similar Instance, or restoration of the database configuration originally agreed upon.

✓ The time to repair applies, provided that:

- MySQL is configured as highly available (among other things, it requires 2 or more MySQL instances in the configuration),
- the Customer's solution is structured and configured in a way that allows the time allotted for repairing to be met, and
- the infrastructure on which the managed MySQL is installed is managed by Telia or Telia has sufficient access to it.

✓ The time to repair does not apply if it is necessary to perform a MySQL restore from a backup in order to rectify the Service failure. In this case, Telia will eliminate the Service failure in accordance with the technical possibilities.

3.4. In circumstances where it is not possible or practical to comply with the time commitments (e.g., the initial diagnosis proved to be wrong for objective reasons, or the Customer has not provided the required accesses), the Parties will coordinate further action and time to resolve the Service failure through contact persons.

3.5. Although Telia is responsible for the functioning of the service as the service provider, the rectification of the Service failure may depend in whole or in part on processes or infrastructure under the control of the Customer or a third party (e.g., a software vendor or another service provider of the Customer), and in such cases, it may not be possible to rectify the Service failure by the above deadline; for example, Telia cannot ensure rectification of the failure if a connection, process or software fails due to a version compatibility matrix.

3.6. It will not be considered a Service failure and the above times to respond and/or repair will not apply if the Service failure is caused by the Customer's act or omission, scheduled work, or force majeure.

4. Telia's contact details

4.1. Customer support phone: **+372 606 9944**.

- ✓ Failure reports must be communicated by phone. Other questions can also be sent by e-mail. After contacting support, the Customer must be available by phone.

4.2. Customer support e-mail address: **help@telia.ee**.

4.3. Telia will respond to Service Requests and Requests for Change within 8 hours during Standard Business Hours.

4.4. Requests made can be monitored in the IT portal.

5. Non-contractual work

5.1. The Customer has the right to order works and additional services from Telia, the performance of which is not included in the monthly fee, including:

- ✓ all works related to the restoration of MySQL and its Instances due to an act or omission of the Customer;
- ✓ resolution of incidents or problems related to the MySQL Instances which have occurred in the Customer's area of responsibility and/or due to an act or omission of the Customer;
- ✓ MySQL recovery testing;
- ✓ management and configuration of functionality ensuring high availability;
- ✓ monitoring the use of a database (number of queries, etc.) as a special solution;
- ✓ script writing;
- ✓ updating the main version of MySQL;
- ✓ preparing a recovery plan and conducting recovery tests;
- ✓ backup service for backing up and restoring Customer data;
- ✓ more detailed analysis of performance problems together with the developer;
- ✓ additional version updates;
- ✓ performing a cloning operation on more than one database/instance, or to more than one destination location;
- ✓ work outside the agreed working hours of the service.

5.2. Non-contractual works ordered by the Customer are carried out during Standard Business Hours or outside Standard Business Hours according to the need and technical possibilities.

- ✓ Depending on the work ordered, the Customer ensures Telia access to the backup system, if necessary, so that Telia is able to restore the configurations of MySQL and its Instances.

6. Service fee

6.1. The amount payable for the service depends on the volume of services used during the billing period (incl. the number of Instances). In addition to the monthly fee, the Customer is required to pay for any paid (additional) services ordered.

6.2. The service fees are described in the Price List.

7. Additional terms and conditions

7.1. In addition to the Contract and the Service Conditions, the Parties are guided by the Rules of IT services, the General Terms and Conditions and the Price List.

7.2. If Telia comes into contact with personal data in the course of the provision of the service, such personal data will be processed by Telia as a processor in accordance with the Rules of IT services. Where necessary, the Parties will separately establish the details for the processing of personal data.