

Service Description

AppAgile, Managed Azure Service for Azure SQL Database

1 Introduction

- 1.1 This specific service description complements the service description of AppAgile concerning Managed Service for the product Azure SQL Database.
- 1.2 An Azure SQL database is a managed database in Microsoft Azure that is created within an Azure resource group with a defined set of compute and storage resources for different workloads. An Azure SQL database is associated with an Azure SQL Database logical server, which is created within a specific Azure region. A detailed service description can be found at <https://azure.microsoft.com/en-gb/services/sql-database/>.

2 Services provided by Telekom.

- 2.1 Telekom provides Azure SQL database as a native Azure service for the customer in addition to the AppAgile platform, managed by Telekom.

2.2 Managed Service

The Managed Azure SQL database includes following services:

- Changes of existing configurations and technical parameters of the database instance by customer change request.
- Recording and administration of error lists, analysis of the error lists, depending on Azure feature set and Metrics.
- Implementation of the Deutsche Telekom Group's security policies.
- Monitoring of the database instances regarding system-relevant events and service level.
- Blocking access by customer change request.
- Creating or removing of firewall rules by customer change request.
- Creation of new databases by customer change request, depending on service tier and billing subscription.
- Setting properties for a database, or moving of an existing database into an elastic pool by customer change request.
- Informing customer if an underlying Azure Service is not available, which could have effect of the stability of the customer application.
- Steering of communication to Microsoft 3rd level support (Premier Support).

2.3 Operating times

- Operating time (uptime) refers to the period of time in which the services are available. Operating times are 24/7 as standard.
- Attended operation time (AOT) refers to the period in which technical support is accessible, and in which faults that may affect system availability are processed. Customers with the Flex and Committed editions can order AOT as OFFICE TIME or FULL TIME.
- Attended operation times for OFFICE TIME are from 8.00 am to 6.00 pm, Monday to Friday, excluding national holidays.
- The attended operation time for FULL TIME is 7 x 24 hours.

2.4 Availability

- The minimum availability of the service is defined by Microsoft and depending the chosen Service tier. Microsoft guarantee at least 99.99% of the time customers will have connectivity between their single or elastic Basic, Standard, or Premium Microsoft Azure SQL Database and our Internet gateway. Detail information can be found at https://azure.microsoft.com/en-us/support/legal/sla/sql-database/v1_1/

2.5 Maintenance

- Maintenance work is carried out on a regular basis in order to ensure functionality.
- Periodic database housekeeping.
- Maintenance work which could impair the availability of the cloud service will be announced to the customer at the beginning of the maintenance planning. Standard maintenance windows are not included as unplanned downtimes in calculating the availability.
- Microsoft and Telekom will report any available and security-relevant patches, hotfixes, and new versions of the software used. If the customer refuses to upgrade security-relevant patches and hotfixes or versions out of support, Telekom reserves the right to cancel SLAs on this service.

2.6 Backup, recovery and restore

- SQL Database automatically creates database backups and uses Azure read-access geo-redundant storage (RA-GRS) to provide geo-redundancy. These backups are created automatically and at no additional charge.
- Restore of a database instance, protocols and content based on regular snapshots is only possible for whole database.

- A restore has to be ordered via change and will be provided on best-effort delivery.

2.7 High-Availability and failover

- In order to get high availability, the customer has to order premium tier. High availability is provided by Microsoft

2.8 Integration into logging and metrics collection

- If the customer orders additional logging and metrics services by AppAgile, Telekom will integrate all necessary logs and metrics to the central collection services to be accessible by the customer.

3 Optional services

The customer may order the services specified below separately; they are not included in Telekom's standard services. All corresponding services by Telekom shall be billed on a time and materials basis in accordance with the Price Sheet.

- Database planning and capacity planning.
- Configuration of database according T-Systems standards.
- Test of standard restore, performance tuning and configuration optimizations.
- Recording and administration of additional diagnostics, metrics or traces (change).
- Periodic reporting of infrastructure consumptions, storage capacity and performance.