

Service Description

AppAgile PLUS Connection and Managed Service PLUS Connection

1 Introduction

- 1.1 This specific service description complements the service description AppAgile "PLUS Connection" and the Managed Service for the product PLUS Connection. The product PLUS Connection is available as managed Service only.
- 1.2 PLUS Connection is a platform option, where AppAgile PaaS is able to manage a tremendous number of parallel connections from Infra Node into the internet (e.g. IoT Use-Case). The service is PCU based, will be charged as pay per use and is included at the standard PCU reporting (part of the minimum acceptance volume). Estimation of additional PCU consumption, based on estimated number of parallel connection:

Supported Infrastructure	Number of parallel Connections	Estimation of additional PCU Consumption
Azure	< 100.000	1
Azure	760.000	8
Azure	1.880.000	17
Azure	2.440.000	21
OTC	< 100.000	1
OTC	320.000	10
OTC	960.000	19
OTC	2.240.000	38

*... real PCU values at the invoice may differ from this list

2 Services provided by Telekom

- 2.1 Telekom provides PLUS Connection as a service for the customer on his AppAgile platform managed by Telekom.
- 2.2 Managed Service

The Managed Service Metrics includes following services:

- Administration of operational system parameters.
- Implementation of the Deutsche Telekom Group's security policies.
- Capacity planning and sizing of the infra nodes
- Monitoring of the PLUS Connection regarding system-relevant events and service level.

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 99,5 percent for the platform as an annual average.
- The availability is calculated from the actual availability in relation to the defined attended operation time (AOT) minus the times for actually performed, planned maintenance and emergency changes.
- The actual availability is measured by the uptime of all Docker containers as well as the existence of corresponding service process.

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.
- Telekom will report any available and security-relevant patches, hotfixes, and new versions of the software used. Telekom will discuss with the customer when to upgrade the Docker container, what different tests will be done on customers' side and the maintenance or change planning. 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

- Backup of database is done on file system level.
- Restore of a database instance, its protocols and content based on regular snapshots is only possible for whole database.
- A restore has to be ordered and will be provided on best-effort delivery.

2.7 High-availability and failover

- If the customer orders a clustered high-availability solution of this service, Telekom will provide needed load balancing setup to enable automatic failover

2.8 Integration into logging

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