

Managed Database Services Service Terms

1. FEATURES

Sungard AS will provide the following for the number of database servers and database instances identified in the Order, in accordance with the customer design requirements ("CDR") form:

- (a) Initial database server(s) and database instance(s) installation, configuration, migration, testing and stabilization on pre-provisioned Sungard-AS-provided infrastructure, which must include Sungard AS Operating System Management and Managed Backup Services.
- (b) Where Customer requests an additional database instance(s) on an existing database server via an Order, installation, configuration, migration, testing and stabilization of instance(s).
- (c) 24x7x365 incident management.
- (d) Change and problem management.
- (e) Database configuration changes, subject to Customer's approval.
- (f) Creation and modification of scheduled maintenance plans, upon Customer request.
- (g) Database software service or critical patch notification, application and management, limited to minor/point releases, subject to testing in a Customer environment (unless under emergency maintenance conditions) and Customer approval.
- (h) Escalation and coordination of issues with database vendors as and when required.
- (i) Performance-tuning recommendations as and when required, subject to Customer approval.
- (j) Database cloning from production data.
- (k) Database restores from exports, database dumps or backups.
- (l) Management of database security access.
- (m) Monitoring.

2. GENERAL

- (a) Managed Database Services do not include:
 - i. Support for any database configurations that are not supported or recommended by the database vendors.
 - ii. Application security policy definition, creation or enforcement.
 - iii. Application, modification or deletion of database objects, schemas, views, procedures, functions and jobs via database management tools.
 - iv. Resolution of issues caused by software or applications not managed by Sungard AS.
 - v. Major version upgrades, which are subject to additional fees and an Order.
 - vi. Software licensing, which can be Customer-provided or provided by Sungard AS Software Licensing Services.
 - vii. Application functional testing and validation, which is the Customer's responsibility.
- (b) Sungard AS will perform the following for the number of servers and databases, each as identified in the Order, in accordance with the CDR form:
 - i. Monitor database availability and database errors, and log availability.
 - ii. Database service availability is monitored in 5-minute intervals; other database metric monitoring intervals vary.
 - iii. Customer notification if the monitoring services detect non-responsiveness, errors or exceeded thresholds.
 - iv. Customer notification is triggered by two consecutive negative polling responses.
- (c) Sungard AS shall maintain exclusive control and management of system administration security (e.g., administrator- or root-level) access for each server. Sungard AS will review and evaluate Customer requests for exception-based system administration security access on a case-by-case basis and, in

the event Sungard AS grants such access, Customer's use shall be limited to exercising the requested server functions (e.g., domain controller management).

3. MAJOR VERSION UPGRADES

Sungard AS will provide the following for the number of database servers and database instances identified on the Order, in accordance with the completed CDR form:

- (a) Upgrade database server(s):
 - i. In place.
 - ii. Clone a virtual machine(s) and upgrade in place, if available on the related Sungard AS-provided infrastructure service.
 - iii. Build new database server(s) in parallel.
- (b) Migration of databases (parallel upgrades, except for migrations to Amazon Web Services (AWS)).
- (c) Perform post-upgrade checks.
- (d) Cutover to production upon Customer acceptance (in place via a cloned virtual machine(s) or parallel upgrades). Customer will continue to be responsible for payment of the legacy database server(s) until Customer acceptance is provided to Sungard AS.

4. GENERAL SERVICE TERMS

These Services are also subject to the General Service Terms at

<https://www.sungardas.com/hubfs/multimedia/document-file/sungardas-general-service-terms.pdf>.