

PostgreSQL Support and Maintenance Service Guide

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PostgreSQL Support and Maintenance Service

“PostgreSQL Support and Maintenance Service” (hereby to be referred to as “the service”) provides support for PostgreSQL installation, technical inquiries for developing PostgreSQL applications, database design, performance tuning and troubleshooting while using PostgreSQL. The service also provides support for cluster software specified in this document.

1. Service Menu

	Platinum	Gold	Silver
Price (one year)	2,000,000 yen (tax excluded)	800,000 yen (tax excluded)	400,000 yen (tax excluded)
Price(one year) pgpool-HA option	750,000 yen(tax excluded)	300,000 yen(tax excluded)	N/A
Price(one year) Pacemaker/Heart beat + DRBD option	1,000,000 yen(tax excluded)	400,000 yen(tax excluded)	N/A
Incidents	unlimited	unlimited	unlimited
Number of registered persons	20	4	1
Number of DB server nodes	20	4	1
Supported database software	PostgreSQL V8.0 or later	PostgreSQL V8.0 or later	PostgreSQL V8.0 or later
Supported cluster software	pgpool-II V2.0 or later Slony-I V1.2 or later pgpool-HA V1.3 or later Corosync V1.2 or later Heartbeat V3.0 or later DRBD V8.3 or later	pgpool-II V2.0 or later Slony-I V1.2 or later pgpool-HA V1.3 or later Corosync V1.2 or later Heartbeat V3.0 or later DRBD V8.3 or later	N/A

- Support is available for 3-month to 6-month periods with additional charges.
- An "incident" entails the full procedure necessary to respond to one inquiry.
- The "number of DB server nodes" entails the number of installations of the database server software.
- The number of cluster software installations does not affect the number of DB server nodes.
- The number of DB server nodes can be increased with an additional charge.
- Any version of PostgreSQL that has undergone customization is out of the scope of the service.
- Older versions of PostgreSQL can be supported with an additional charge.

2. Supported Platforms

PostgreSQL	
Linux(x86/x86_64)	Red Hat Enterprise Linux AS/ES V4.0 or later version CentOS V4.0 or later version Debian GNU/Linux V4.0 or later version
Windows	* Only NTFS is supported as the file system Windows XP Windows Server 2003 Windows Server 2008 Windows 7 Windows 2000
Solaris(SPARC/x86)	Solaris9, 10
pgpool-II	
Linux	Same platforms specified by "Linux support for PostgreSQL" section above
Slony-I	
Linux	Same platforms specified by "Linux support for PostgreSQL" section above
pgpool-HA	
Linux	Red Hat Enterprise Linux AS/ES V4.0 or later version CentOS V4.0 or later version
Pacemaker/Heartbeat + DRBD	
Linux	Red Hat Enterprise Linux AS/ES V4.0 or later version CentOS V4.0 or later version

- Please consult us about any platform which is not listed above.

3. Guidelines of Service

3.1 Help desk

The service answers questions including:

- Questions about the PostgreSQL database server and contrib modules
 - Installation, configuration, database design and performance tuning
 - Questions about version upgrades (limited to within migration periods)
- Questions about the database server connection API limited to:
 - C (libpq), JDBC, ODBC(psqlODBC), PHP, Npgsql
- Questions about cluster software
 - Architectural design, installation, configuration, or usage of management tools (limited to included tools),
 - Questions included in the manuals, performance tuning,
 - Questions about version upgrades (limited to within migration periods)

3.2 Support for problems

Staff affiliated to the service will analyze and present the solution to any problem that occurs in systems which utilize the supported database server or cluster software, as well as investigate the cause of the problem in the supported software. We will provide ways to recover from the problem and in the case that a solution cannot be provided, we will provide workarounds for the problem. In cases where modification of the software becomes necessary, we will fix the software to the furthest extent possible.

In the case of need for software repair, SRA OSS will provide any necessary patches to the development community in order to be downloaded by the customer utilizing the service. SRA OSS will provide support for the patches as well.

In such circumstances where the development community does not accept the patch, SRA OSS will provide the patches directly to the customer. SRA OSS and the customer will then discuss how support for the patches should be implemented. This is a necessary feature considering that the service is limited to the software provided by the community but not by SRA OSS.

4. Support Method and Support Time

Support Method

- An web system's account is provided to each customer for help and inquiry.

Support Time

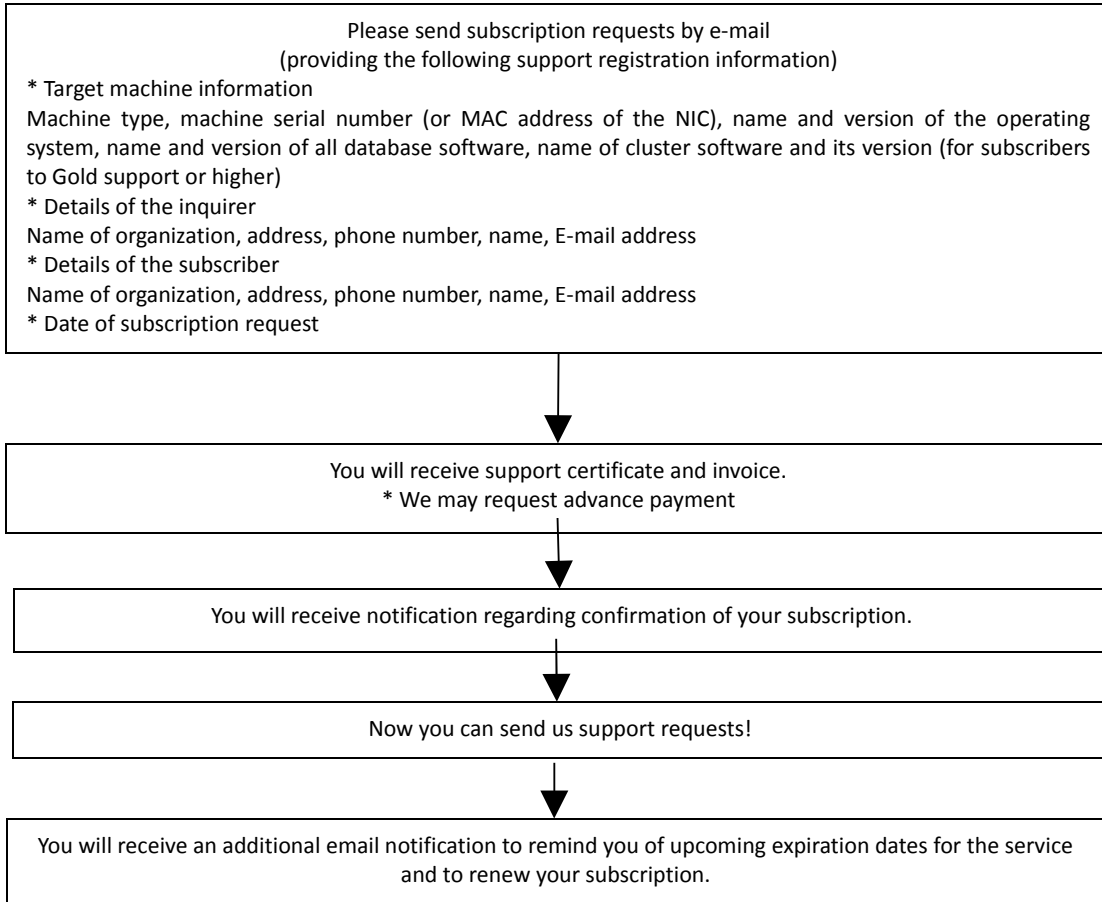
- SRA OSS business hours are from Monday to Friday (excluding holidays) 9:00 - 12:00 and 13:00 - 19:00 (Japan time)

Initial response

- Within one hour of the received inquiry

5. Terms and Conditions

5.1 How to register for the service



5.2 About the "PostgreSQL Support and Maintenance Certificate"

You should receive a document titled "PostgreSQL Support and Maintenance Certificate" which includes your contract number for the service. The document further indicates your rights to the service and therefore is important to keep safe for future purposes.

5.3 About support registration information

- (1) Please specify the name of the person (not the name of any affiliate groups) in charge of sending inquiries and handling contracts.
- (2) Please contact us as soon as possible in the case that any supported machine, OS, or software version has been changed.
- (3) The role of persons in charge of sending inquiries and handling contracts can be changed at any time, although we ask to be contacted prior to any such changes.

5.4 Prohibitions

- (1) Persons other than those registered may not send inquiries to the service.
- (2) Persons in charge of sending inquiries may not provide similar services to unregistered third party persons or groups in return for private profit.
- (3) Persons in charge of sending inquiries may not transfer their rights to the service to any unregistered third party persons or groups.

5.5 Disclaimer of warranty

- (1) We do not provide any explicit or implicit warranty of merchantability or fitness for a particular customer or their purposes regarding the contents of the support of the service.
- (2) We do our best to answer inquiries from our customers as quickly as possible but can make no guarantee in regards to the time needed for responding.
- (3) We do our best to provide accurate information, however we do not guarantee with certainty that our answers will solve the problem.

5.6 Limitation of liability

- (1) In no event shall SRA OSS be liable for customer's choice of particular software, its deployment, use and expected result of use.
- (2) In no event shall SRA OSS be liable for any damage made by the customer or third party persons or groups as a result of utilizing the service or in the event of unavailability of the service, even if advised of the possibility of such damage.
- (3) In no event shall total liability of SRA OSS for all damages exceed the amount the customer has actually paid.

5.7 Other notices

- (1) The contents and prices of the service are subject to change without prior notice.
- (2) All disputes arising under, out of, in connection with, or in relation to this Agreement shall be submitted in the first instance to the exclusive jurisdiction of the Tokyo District Court.

Agreed to and Accepted By:

Agreed to and Accepted By:

SRA OSS, Inc. Japan

By:

By:

Name: Tatsuo Ishii

Name:

Title: President

Title:

Date:

Date: