MariaDB Subscription Services

MariaDB Subscription customers have access to technical support services including Problem Resolution Support, Engineering Support, Consultative Support, Remote Login Support, and Telephone Support for the MariaDB platform (MariaDB server, MariaDB TX for transactions, MariaDB AX for analytics, MariaDB MaxScale, and related products like storage engines) via the Customer Support Portal.

Each designated technical contact will receive a Customer Support Portal login (based on the associated email address) that can be used to report new support issues, monitor ongoing issues, or review historical issues. Information regarding making changes to technical contacts can be found in the "Welcome Letter" provided after signup, and is also available in the "Contact Us" section of the Customer Support Portal. If you have issues initially logging into the Customer Support Portal, you will be prompted to email success@mariadb.com for further assistance.

If Remote DBA services are purchased, an on-boarding call is scheduled to gather the necessary information for the MariaDB Remote DBA team to remotely access supported products. Information about the architecture, operating systems, database server versions, backup schedules, etc will also be documented during this call. Once the required information has been collected, monitoring software will be installed and setup to alert MariaDB Corporation. Certain alerts such as server availability, replication health, and others will be configured to open issues automatically in the Customer Support Portal.

All services are delivered in English. MariaDB Corporation will use reasonable efforts to provide technical support in languages other than English using MariaDB Corporation's available personnel via voice calls and in-person meetings, but may not have such resources available at all or at the time of the support request. All communication via the Customer Support Portal should remain in English. There are no Service Level Agreements for non-English support at this time.

Subscriber Service	Support (TX/AX)	Remote DBA
Problem Resolution Support	✓	✓
Engineering Support	✓	✓
Consultative Support	✓	✓
Remote Login Support (Remote DBA)		✓

Telephone Support (escalation for callback)	✓	✓
Real-time Chat Support (Slack)		✓

Problem Resolution Support

The focus of Problem Resolution Support is helping to restore service (due to outages caused by crashes, replication failures, table corruption, etc.), and assisting with command syntax, installation, configuration, upgrades, and other general product usage topics.

Engineering Support

Engineering Support can include bug fixes, patches, hotfixes, and topics that require communication with and/or escalations to the product engineering teams. Hot fixes are provided to address critical failures and may not receive the full QA and regression testing performed on regular maintenance releases due to the urgent nature of the situation.

Custom feature development (Non-Recurring Engineering) is a separate service and is not included in Engineering Support.

Engineering Support is available on those platforms for which we or our partners produce supported product binaries, subject to the relevant Maintenance and Lifecycle policies for the specific product and platform. Engineering Support is unavailable for products or platforms that have reached their maintenance end of life. MariaDB Corporation Engineering Policies. For other products, please see the respective vendor's website.

Consultative Support

Consultative Support covers issues that are specific to a customer's deployment, such as performance tuning, best practice recommendations, and basic code reviews, rather than general product usage, service failures, or software defects. MariaDB Remote DBA is a separate service and is not included in Consultative Support. At the discretion of the assigned MariaDB Subscription Services Engineer, long running consultative support tasks (ie: greater than 2 hours) may be referred to MariaDB Professional Services.

Consultative Support is intended for narrow, specific topics and is not a replacement for a dedicated, on-site or remote consulting engagement to address systemic, architectural, or wide-ranging subjects.

The MariaDB Subscription Services Engineer will provide assistance resolving performance problems caused by server configuration, poorly performing queries, table definitions, indexing strategies, storage engines, and more, suggesting changes and identifying alternative implementations suited to a particular environment.

MariaDB Subscription Services Engineers can review source code to assist with following best practices and ensuring code correctness regarding the various client APIs, stored procedures and server extensions, recommending changes as necessary to support particular needs.

Remote Login Support (Remote DBA)

A MariaDB Remote DBA subscription provides remote login support as well as the following services listed below. The main distinguisher between AX/TX Support and AX/TX Remote DBA is that the Remote DBA has the ability to log into your environment and do the work for you. AX/TX Support (non RDBA) will walk you through the needed resolution steps via communication within the Customer Support Portal through the support ticket which you have raised.

	Standard Subscription	Platinum Subscription
Installation of monitoring and alerting solution	✓	✓
Real-time chat service	✓	✓
Telephone support as necessary (limitations apply)	✓	✓
Initial environment and configuration review	✓	✓
Database configuration recommendations	✓	✓
Backup configuration and monitoring (limitations apply)	✓	✓
Review and recommend best practices	✓	✓
Database recovery assistance		✓
Backup verification via automatic restore (limitations apply)		✓
Replication setup, configuration, and repair		✓
Schema changes and migrations		✓
Query optimization and tuning assistance		✓

Quarterly upgrades of MariaDB Server (limitations apply)		✓
Quarterly security and performance audits as requested		✓
Semi-annual architecture review as requested		✓
Other database administration–related tasks as agreed		✓

Connectivity The MariaDB Remote DBA team prefers the use of SSH jump boxes. The use of a VPN is also acceptable. Screen sharing applications such as WebEX are not acceptable for Remote DBA offerings

Server and Database Accounts It is preferred to have one vendor account for server and database access (and VPN if required). However, certain security regulations may prevent this (PCI, HIPAA, etc). In those circumstances, individual accounts for each Remote DBA will be necessary. The customer is responsible for timely creation of accounts for Remote DBAs. No SLAs or 24x7 coverage can be guaranteed for customers requiring individual logins. Additionally, the use of SSH keys and/or two-factor authentication (Authy, Google Authenticator, RSA SecurID, etc) is highly recommended.

Monitoring and Administration Tools The MariaDB Remote DBA team requires a server within the customer's infrastructure for monitoring and other utilities. This can be the same server as the SSH jumpbox.

Geographical Restrictions If a customer has a geographical restriction (only MariaDB Remote DBAs from US, EU, etc), then business hours coverage only.

Telephone Support

For S1 emergency production outages, customers may request that a MariaDB Subscription Services Engineer make contact by telephone. Resolving technical issues generally requires analysis of system logs and other data that must be transmitted via email and file attachments to the support issue rather than by telephone. Including this information when reporting the support issue dramatically hastens the process of resolving the problem and restoring production functionality.

Issue Severity and Service Level Agreements

All issues are assigned a severity level (S1-S4) reflecting the impact to production operations. This is set initially by the technical contact when reporting a new issue via the Customer Support Portal, and MariaDB Subscription Services Engineers will help to ensure that the issue

receives an appropriate rating. Each severity level has a corresponding Service Level Agreement (SLA).

Severity	Description	Response Time
S1	Catastrophic problem that severely impacts the ability to conduct business. This means that production systems are down (completely non-responsive or not functioning) and no known workaround exists.	30 minutes 24x7
S2	High impact problem in which production operations are disrupted but remain somewhat productive or have an available workaround.	2 hours 24x5
S3	Medium or lower impact problem that involves partial loss of non-critical functionality. This may be a minor issue with limited or no loss of functionality or impact to production operations. This includes administrative requests and errors in product documentation.	4 hours 24x5
S4	Low level problem that does not significantly affect system function or operations. This includes new feature requests.	8 hours 24x5

In exceptional situations, MariaDB Subscription Services may elect to assign an S1 or S2 Severity level for failures on non-production systems based on the overall business impact. MariaDB Subscription Services may change the severity of an issue based on the guidelines above at the discretion of the assigned MariaDB Subscription Services Engineer.

Escalation Requests

Customers may request escalation of a specific support issue directly within the Customer Support Portal by clicking the Escalate Issue link at the top of any issue details page, then selecting the type of escalation and supplying other relevant information.
Available escalations include:

- Emergency Callbacks for S1 emergency production outages
- Higher Priority Handling when an issue has become more serious than reported
- Engineer in Different Timezone

Supported Products

Product	MariaDB TX	MariaDB TX Cluster	MariaDB AX	Add-on
MariaDB Server	✓	✓		
MariaDB Cluster with Galera		✓		
MariaDB MaxScale	✓	✓	✓	
MariaDB ColumnStore			✓	
MariaDB Backup	✓	✓		
MariaDB Client Library for C	✓	✓	✓	
MariaDB Client Library for JDBC	✓	✓	✓	
MariaDB Client Library for ODBC	✓	✓	✓	
MariaDB Audit Plugin	✓	✓	✓	
MariaDB PAM Authentication Plugin	✓	✓	✓	
MariaDB Monitoring	✓	✓	✓	
MariaDB Admin	✓	✓	✓	
Eperi Key Management Plugin				✓
Amazon Key Management Plugin				✓
Severalnines ClusterControl Enterprise				✓
Spider Storage Engine (10.3+)				✓
MyRocks Storage Engine (10.3+)				✓

Supported Storage Engines

Storage Engine	5.5	10.0	10.1	10.2	10.3
Aria	✓	✓	✓	✓	✓
Blackhole	✓	✓	✓	✓	✓
InnoDB	✓	✓	✓	✓	✓
Memory	✓	✓	✓	✓	✓
MyISAM	✓	✓	✓	✓	✓
MyRocks					✓
Spider					✓
XtraDB	✓	✓	✓		

Supported Plugins

Storage Engine	5.5	10.0	10.1	10.2	10.3
Audit Plugin	✓	✓	✓	✓	✓
Auth Socket	✓	✓	✓	✓	✓
AWS Key Management				✓	✓
Client Statistics			✓	✓	✓
Cracklib Password Check			✓	✓	✓
Dialog	✓	✓	✓	✓	✓
ed25519					✓
Feedback	✓	✓	✓	✓	✓
File Key Management			✓	✓	✓
GSSAPI Authentication			✓	✓	✓
Index Statistics			✓	✓	✓

Locales			✓	✓	✓
Metadata Lock Info			✓	✓	✓
MySQL Clear Password	✓	✓	✓	✓	✓
Named Pipe			✓	✓	✓
PAM Auth	✓	✓	✓	✓	✓
Query Cache Information			✓	✓	✓
Query Response Time			✓	✓	✓
Semisync			✓	✓	✓
Sequence			✓	✓	✓
Simple Password Check			✓	✓	✓
SQL Error Log			✓	✓	✓
Table Statistics			✓	✓	✓
Unix Socket Auth	✓	✓	✓	✓	✓
User Statistics			✓	✓	✓

Additional Information

Contact Sales for more information regarding available MariaDB Subscription Services.

Consulting services and commercially reasonable "best effort" Support services for additional products and technologies may be delivered at MariaDB Corporation's discretion.

The overall level of support available for a particular product and platform combination may vary from version to version.

Support for legacy versions of products that no longer receive Engineering Support may require an additional fee. Contact Sales for more information regarding support for legacy products.

Support for issues specific to a platform that lacks Engineering Support may be limited to problems that can be reproduced on a platform that has Engineering Support. Examples include those platforms that have reached their maintenance end of life (such as RHEL 3 and Windows

2000 Server), and platforms for which we or our partners do not produce supported product binaries (such as FreeBSD).

MariaDB Subscription Services are not available for products on the POWER platform. MariaDB Corporation will make every commercially reasonable effort to work with other product and platform vendors to resolve issues affecting our supported products.