



MariaDB SkySQL Support Policy

As MariaDB SkySQL customers, you have access to standard technical support services as part of the base offering. Foundation Tier offerings can include Problem Resolution Support, Engineering Support, Consultative Support, Database Management, and Telephone Support, depending upon the technical support package purchased.

Each individual named as a technical support contact may leverage the [Customer Support Portal](#) that can be used to report new support issues, monitor ongoing issues, or review historical issues. If changes need to be made to a named technical support contact, please log a support case. If you have issues logging into the [Customer Support Portal](#), email success@mariadb.com for assistance.

If SkyDBA services are purchased as an add-on, an on-boarding call is scheduled to gather the additional information for the MariaDB SkyDBA team to document information about application architecture and general workflows. Once the required information has been collected, monitoring software will be updated in your environment and set up to alert you and the SkyDBA team of issues. Certain alerts such as server availability, replication health, and others will be configured to automatically open issues in the [Customer Support Portal](#).

All support services are delivered in English. MariaDB will use reasonable efforts to provide technical support in languages other than English, using MariaDB'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. Commitments set forth in Issue Severity and Service Level Agreement do not apply to (i) non-English support or (ii) requests for support provided in a language other than English.

	Foundation Tier		
	Standard	Enterprise	Platinum
Customer Service, Self Help & Communities	24x7 access to billing and subscription support, online self-help, documentation, whitepapers, and support forums	24x7 access to billing and subscription support, online self-help, documentation, whitepapers, and support forums	24x7 access to billing and subscription support, online self-help, documentation, whitepapers, and support forums
Number of Named Technical Support Contacts	3 Technical Contacts	10 Technical Contacts	Unlimited
MariaDB Certified Database Support Engineers	Yes	Yes	Yes
Problem Resolution Support	Yes	Yes	Yes
MariaDB Engineering Support	Yes	Yes	Yes
Support SLA - Response times	S5 24x5 - 24 hour response SLA	S1 30 Minutes (24x7) S2 2 Hours S3 4 Hours S4 8 Hours	S1 30 Minutes (24x7) S2 2 Hours S3 4 Hours S4 8 Hours
Active Monitoring	Yes	Yes	Yes
Consultative Support	No	Yes	Yes
Real-time Chat	No	*	Yes
S1 Voice Support (Callback as requested)	No	No	Yes
Assigned Customer Success Management (CSM)	No	No	Yes
SkyDBA Add-On Option	No	Yes	Yes

* Available with SkyDBA add-on

Standard Level Support

Standard level support is included with every SkySQL Subscription. All support cases at the standard support level have a 24x5 - 24 hour response SLA and do not include Consultative

Support or support outside of Problem Resolution Support. SkyDBA is not an option for purchase at this subscription level.

Enterprise Level Support

Enterprise level support expands the Standard level offering with Problem Resolution Support, Engineering Support and 24x7 support for S1 issues. With provided logs and information, Support will work with you through the needed steps for resolution via communication within the [Customer Support Portal](#).

Platinum Level Support

Platinum level support adds the ability for real-time chat, telephone callback support (S1 only) and a dedicated Customer Success Manager.

Customer Service, Self Help & Communities

SkySQL customers are able to access the Customer Service portal containing a Knowledge Base, as well as a MariaDB Community where customers and MariaDB experts work together to foster innovative solutions and solve problems.

Number of Named Technical Support Contacts

Standard level support accounts are allotted three technical support contacts that can access shared account instances and file support cases. Enterprise level support customers are allotted ten technical support contacts per account and Platinum level support customers have no limit to the number of technical support contacts.

MariaDB Certified Database Support Engineers

Through the [Customer Support Portal](#), SkySQL subscribers have access to our global team of MariaDB Certified Support Engineers who are available to assist with SkySQL questions and tasks as they relate to the [MariaDB Platform](#) (MariaDB Server, MaxScale, Columnstore) within your SkySQL database instances.

Problem Resolution Support

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

MariaDB Engineering Support

SkySQL is built upon the MariaDB Platform. MariaDB Support Engineers and SkyDBAs have direct access to the engineers that developed SkySQL and the MariaDB Platform allowing them to provide expert troubleshooting and issue resolution. Any issues discovered during the support process are evaluated, resolved and added to the SkySQL and MariaDB Platform code bases.

Support SLA

See: [Issue Severity and Service Level Agreements](#) below

Active Monitoring

SkySQL provides active monitoring of your databases, allowing for automated real time alerts and notifications to ensure the health and function of your instances. These alerts can create automatic tickets or notifications that users or SkyDBAs can act upon quickly. SkyDBA is an add-on service.

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. Consultative support is distinct from questions regarding general product usage, and management of service failures or software defects. Consultative Support is available as part of Enterprise and Platinum Tier Support offerings. At the discretion of the assigned MariaDB Support Engineer, consultative support requests that may take longer than 2 hours may be referred to MariaDB Professional Services.

Consultative Support is initiated by the customer and logged as an S4 support case within the Customer Support Portal. 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.

Real-time Chat

Real time chat support is available to Platinum level support customers and/or customers with a SkyDBA subscription. Real-time chat is facilitated through a private Channel in MariaDBs Slack instance.

S1 Voice Support (Callback as requested)

For S1 emergency production outages, customers may request that a MariaDB Subscription Services Engineer make contact by voice. This is not available in the Standard or Enterprise level support tiers. Resolving technical issues generally requires analysis of data that must be transmitted via email and file attachments to MariaDB. Including relevant information when reporting a support issue can increase the speed by which MariaDB may assist in resolving the problem and restoring production functionality.

Customer Success Management (CSM)

A SkySQL CSM acts as an internal, non-technical customer advocate with the customer's current and long-term success as top goals and highest priority.

SkyDBA Add-on

A MariaDB SkyDBA subscription, available for purchase with Enterprise and Platinum level subscriptions, provides remote login support as well as the following services listed below. The SkyDBA team will log into your environment and do the work for you.

Included with SkyDBA Subscription:

	Enterprise	Platinum
Daily Database Management Tasks	✓	✓
Scaling up/down replicas	✓	✓
Migration Methodology & Advice	✓	✓
Optimization of Custom Configurations in SkySQL	✓	✓
Real time chat	✓	✓
Senior Certified MariaDB DBA's	✓	✓
S1 Telephone Support (Callback as requested)		✓

Quarterly Business Review		✓
Proactive Monitoring and Incident Response	✓	✓
Extended Troubleshooting/Analysis	✓	✓
Tailored Backup/Restore Strategies	✓	✓
Data Recovery Assistance and Validation	✓	✓
Monthly Security Audits		✓
Real Time Growth Advisement	✓	✓
Customer Success Manager	✓	✓

Daily Database Management Tasks (User Management, Schema Operations/Upgrades, Deployments)

The SkyDBA team can handle day-to-day database operations so your team can focus on other tasks. Examples include: User Management, Schema Operations/Upgrades and Deployments.

Scaling up/down Replicas

Have the SkyDBA team add replicas to your environment to increase HA, and/or scale up read capacity, or remove replicas when the extra compute power isn't needed.

Migration Methodology & Advice

Expert advice available on migration methodology and procedures.

Optimization of Custom Configurations in SkySQL

The SkyDBA will work with you to make configuration changes appropriate to your workload and topology.

Query Optimization and Performance Tuning

Get expert advice on poorly performing queries and workloads. Upon request, SkyDBA's can also create indexes to help improve performance.

Quarterly Business Review

With a Platinum SkyDBA subscription, your customer success manager can schedule quarterly business reviews with someone from the SkyDBA team to review items such as:

- Historical usage focusing on peak
- Future Growth/Capacity Planning

- Recovery Time (RTO)/Recovery Point (RPO) Objectives
- Escalation Points
- Business Continuity

Proactive Monitoring and Incident Response

The SkyDBA team will be alerted when events occur on your instances that could impact your business. Events will open a case in the Customer Service portal and the SkyDBA team will investigate the event and work with your team to resolve any issues.

Extended Troubleshooting/Analysis (Core Dumps, system logs, etc)

With a SkyDBA Subscription, our database experts can assist with tasks such as core dumps, system logs and other similar technical issues that may require deeper focus.

Tailored Backup/Restore Strategies

Work with the SkyDBA team to set up custom backup and restore strategies based on your needs.

Data Recovery Assistance and Validation

Have the SkyDBA team help you recover data from a backup (or other source) and periodically validate that backups are valid in the event a restore is ever needed.

Monthly Security Audits

Work with the SkyDBA team to ensure that your environment is safe and secure. This includes auditing of users and grants.

Real Time Growth Advisement

Advice offerings from the SkyDBA team when your instances are too small or too large for your workload. Scale up before it's too late or scale down to avoid the cost of underutilized infrastructure.

[Customer Success Manager](#)

Issue Severity and Service Level Agreements

All issues are assigned a severity level (S1-S5) reflecting the support level and impact to production operations. This is set initially by your technical support contact when reporting a new issue via the [Customer Support Portal](#) MariaDB Subscription Services Engineers may revise the severity level, as appropriate. 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
S5	Standard tier support.	24 hours 24x5

Escalation Requests

Customers may request escalation of a specific support issue through the case or by sending an email to support-admin@mariadb.com.

Available escalations for Enterprise, Platinum and SkyDBA levels include:

- Emergency Callbacks for S1 emergency production outages (platinum subscribers only)
- Higher Priority Handling when an issue has become more serious than originally reported

- Assistance from Support Engineers in Different Timezones

Supported Connectors

Product	Supported
MariaDB Client Library for C	✓
MariaDB Client Library for JDBC	✓
MariaDB Client Library for Node.js	✓
MariaDB Client Library for ODBC	✓
MariaDB Client Library for PHP	✓
MariaDB Client Library for Python	✓

Supported Storage Engines

All storage engines and plugins that are installed by MariaDB with SkySQL are supported by MariaDB in accordance with this policy.

Additional Information

[Contact Sales](#) for more information regarding available MariaDB Subscription Services.

Consulting services and commercially reasonable support services for additional products and technologies may be delivered at MariaDB's discretion.