MariaDB Subscription Services Policies

MariaDB subscription customers have access to technical support services, including Problem Resolution Support, Engineering Support, Consultative Support, Remote Login Support, and Telephone Support for MariaDB Platform via the [Customer Support Portal](#) (see table of Support Services below). Customers may also purchase Remote Database Administrator ("DBA") or SkyDBA services for additional support options.

These MariaDB Subscription Services Policies describe (a) the types of support provided by MariaDB, (b) issue severity designations and service level agreements, and (c) supported products. The latest version of this policy is always available at [Subscription Services Policies](#).

Each of Customer's designated technical contacts will receive a [Customer Support Portal](#) login (based on their associated email address) that can be used to report new support issues, monitor ongoing support issues, or review historical support 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 any difficulty initially logging into the [Customer Support Portal](#), you will be prompted to email success@mariadb.com for further assistance.

If Remote DBA or SkyDBA services are purchased, an onboarding call will be scheduled to gather the necessary information for the relevant MariaDB 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 as required to alert MariaDB about database and environment health. 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 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 in general or at the time of a particular support request. All communication via the [Customer Support Portal](#) should be in English. There are no Service Level Agreements for non-English support at this time.

Types of Support Provided

Subscriber Service	Support	Remote DBA and SkyDBA
Problem Resolution Support	✓	✓
Engineering Support	✓	✓
Consultative Support	✓	✓
Remote Login Support		✓
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. Hot fixes are generally built upon the last GA release of a product and are intended for temporary use until a fixed GA release is available.

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

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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 and SkyDBA are a separate service and are 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 and SkyDBA)

A MariaDB Remote DBA or SkyDBA subscription provides remote login support as well as the following services listed below. The main distinguisher between Remote DBA or SkyDBA Support and Technical Support is that the DBA has the ability to log into your environment and do the work for you, whereas a Technical Support engineer (not a DBA) will walk you through the needed resolution steps via communication within the [Customer Support Portal]() through the relevant support ticket.

What Is Included with Remote DBA or SkyDBA Subscriptions?
- Installation of monitoring and alerting solution
- Real-time chat service
- Telephone support as necessary (limitations apply)
- Initial environment and configuration review
- Database configuration recommendations

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- 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 Enterprise Server (limitations apply)
- Quarterly security audits as requested
- Quarterly performance audits as requested
- Semi-annual architecture review as requested
- Other database administration–related tasks as agreed

Connectivity. The MariaDB Remote DBA team requires the use of SSH jump boxes or a VPN. Remote DBA services may <u>not</u> be provided via screen sharing or desktop virtualization applications such as Zoom, WebEX and Citrix.

Server and Database Accounts. It is preferred to have one vendor account for server and database access (and VPN, if required). However, in some circumstances, security regulations may prevent use of a single vendor account (PCI, HIPAA, etc). In those circumstances, individual accounts for each Remote DBA will be permitted. The customer is responsible for timely creation of the vendor account or, when permitted, the individual Remote DBA accounts.

No SLAs or 24x7 coverage can be guaranteed for customers that require individual accounts unless otherwise agreed between MariaDB and customer in writing. 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 prefers to have a server within the customer's infrastructure for monitoring and other utilities. This can be the same server as the SSH jumpbox.

Geographical Restrictions. Any geographical restrictions on the locations of DBAs must be agreed between MariaDB and customer in writing. In such case, only business hours coverage is available.

Remote DBA Data Processing & Access Policies

The security of customer data is important to MariaDB. As used in this section, "Customer Data" refers to all customer data and information that Remote DBAs are provided access to in order to perform the services.

If Customer has a data processing agreement in place with MariaDB, MariaDB Remote DBAs will comply with the terms of such data processing agreement. In addition, MariaDB takes the following security measures:

- DBA Access to the Customer Environment
    - "Customer Environment" refers to the operating environment, physical, virtual or containerized servers, networks, operating systems, software and databases that MariaDB Remote DBAs are provided access to in order to perform the services.
    - Customer Environments are accessed through a dedicated jumphost. This dedicated jumphost is kept up to date with security patches, and is only accessible by the Remote DBA team.
    - Passwords are kept in a PCI-compliant, password-protected vault that is accessible only to the Remote DBA team and certain members of MariaDB IT.
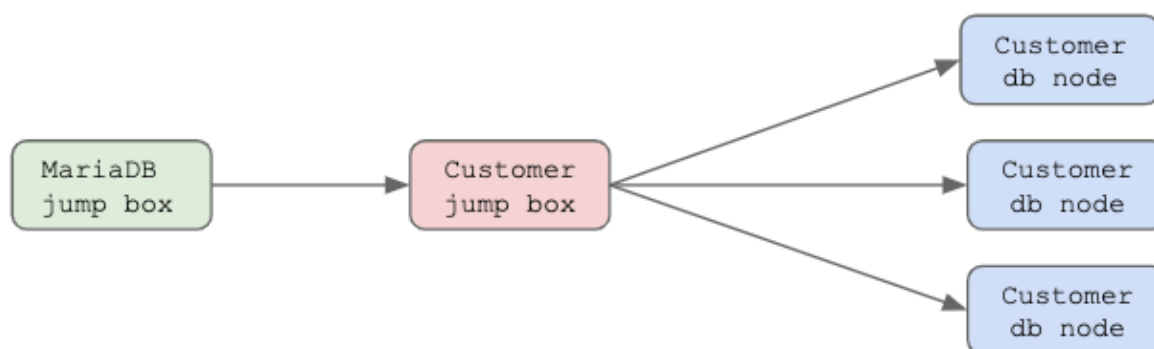
- Customer Data
    - Remote DBAs will not remove Customer Data from the Customer Environment, e.g. by storing or copying it onto MariaDB or third-party systems (laptops, servers, etc).
    - When a Remote DBA must access Customer Data in order to perform troubleshooting and performance tuning, the Remote DBA team will perform the work in a secured Customer Environment and will track tasks via MariaDB's ticketing system
    - Notwithstanding the foregoing, MariaDB may include error codes, error messages, logs, and similar metrics in the ticketing system to track progress until resolution and to improve performance.
    - Customers are instructed not to include personal data, as such term is defined in the General Data Protection Regulation 2016/679, in any submissions to the MariaDB ticketing system. If a Customer does submit a file that contains customer data, a member of the RDBA team will take commercially reasonable efforts to delete the customer data from the file before adding it to the ticketing system.

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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

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 detail 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 Platform X	Add-on
MariaDB Enterprise Server	✓	
MariaDB Enterprise Cluster (Galera)		✓
MariaDB MaxScale	✓	
MariaDB XPand	✓	
MariaDB Enterprise Backup	✓	
MariaDB Client Library for C	✓	
MariaDB Client Library for C++	✓	
MariaDB Client Library for JDBC	✓	
MariaDB Client Library for Node.js	✓	
MariaDB Client Library for ODBC	✓	

MariaDB Connector/Python	✓	
MariaDB R2DBC Connector	✓	
MariaDB Microsoft Power BI Adapter	✓	
MariaDB Monitoring	✓	
IDERA SQL Diagnostic Manager *	✓	
IDERA SQLyog *	✓	
Severalnines ClusterControl Enterprise *		✓

- * Engineering level support is delivered by the vendor based on their policies

Supported Storage Engines

Storage Engine	10.2	10.3	10.4	10.5
Aria	✓	✓	✓	✓
Blackhole	✓	✓	✓	✓
ColumnStore	✓	✓	✓	✓
CSV	✓	✓	✓	✓
InnoDB	✓	✓	✓	✓
Memory	✓	✓	✓	✓
MyISAM	✓	✓	✓	✓
MyISAM MERGE	✓	✓	✓	✓
MyRocks		✓	✓	✓
Spider		✓	✓	✓

Spider ODBC				✓
S3		✓	✓	✓
Xpand				✓

Supported Plugins

Plugin	10.2	10.3	10.4	10.5
Audit Plugin	✓	✓		
MariaDB Enterprise Audit			✓	✓
AWS Key Management	✓	✓	✓	✓
Client Statistics	✓	✓	✓	✓
Cracklib Password Check	✓	✓	✓	✓
Dialog	✓	✓	✓	✓
ed25519		✓	✓	✓
Feedback	✓	✓	✓	✓
File Key Management	✓	✓	✓	✓
GSSAPI Authentication	✓	✓	✓	✓
Hashicorp Vault Plugin				✓
Index Statistics	✓	✓	✓	✓

Locales	✓	✓	✓	✓
Metadata Lock Info	✓	✓	✓	✓
MySQL Clear Password	✓	✓	✓	✓
Named Pipe	✓	✓	✓	✓
PAM Auth	✓	✓	✓	✓
Query Response Time	✓	✓	✓	✓
Semisync	✓	✓	✓	✓
Sequence	✓	✓	✓	✓
Simple Password Check	✓	✓	✓	✓
SQL Error Log	✓	✓	✓	✓
Table Statistics	✓	✓	✓	✓
Unix Socket Authentication	✓	✓	✓	✓
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'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 6 and Windows 2008 Server), and platforms for which we or our partners do not produce supported product binaries (such as FreeBSD).

New versions and fixes for MariaDB Subscription Services customers will be provided on MariaDB Enterprise Server.

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