MariaDB SkySQL Support Policy

Introduction 3

Notable Changes in this Version 4

Support Packages 4
- Standard Level Support 5
- Enterprise Level Support 5
- Platinum Level Support 5

Types of Support Provided 5
- Customer Service, Self Help & Communities 6
- Number of Named Technical Support Contacts 6
- Problem Resolution Support 6
- MariaDB Engineering Support 6
- Active Monitoring 7
- Consultative Support 7
- Real-time Chat 7
- P1 Voice Support (Callback as requested) 8
- Customer Success Manager (CSM) 8

SkyDBA Add-on (Remote Login Support) 9
- Quarterly Business Review 10
- Proactive Monitoring and Incident Response 10
- Extended Troubleshooting/Analysis (Core Dumps, system logs, etc) 10
- Tailored Backup/Restore Strategies 10
- Data Recovery Assistance and Validation 10
- Monthly Security Audits 11
- Real Time Growth Advisement 11

Issue Priority and Service Level Agreements 11

Escalation Requests 12

Supported Connectors 13

Supported Storage Engines 13

Supported Plugins 14

Supported MaxScale Features 15

Additional Information 15

Introduction

MariaDB SkySQL customers 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.

These MariaDB SkySQL Support Policies describe (a) the types of support provided by MariaDB, (b) issue priority designations and service level agreements, and (c) supported services. The latest version of this policy is always available at SkySQL Support Policy.

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 is 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 SkyDBA services are purchased, an onboarding call will be scheduled to gather the necessary information for the relevant MariaDB SkyDBA team to document information about application architecture and general workflows. Information about the architecture, database versions, backup schedules, etc. will also be documented during this call. Once the required information has been collected, additional monitoring software may be installed and set up 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 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 priority and Service Level Agreement do not apply to (i) non-English support or (ii) requests for support provided in a language other than English.

Notable Changes in this Version

- Added “Notable Changes in the Version” section to this document.
- Replaced occurrences of “MariaDB Corporation” and “MariaDB Corporation Ab” with “MariaDB plc”.

Support Packages

	Foundation Tier	Power 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 and SkyDBA SLA for Initial Response times	P3 4 Hours (24x5) P4 8 Hours (24x5)	P1 30 Minutes (24x7) P2 2 Hours (24x5) P3 4 Hours (24x5) P4 8 Hours (24x5)	P1 30 Minutes (24x7) P2 2 Hours (24x5) P3 4 Hours (24x5) P4 8 Hours (24x5)
Active Monitoring	Yes	Yes	Yes
Consultative Support	No	No	Yes
Real-time Chat	No	No	Yes*
P1 Voice Support (Callback as requested)	No	No	Yes
Assigned Customer Success Manager	No	No	Yes

(CSM)			
SkyDBA Add-On Option	No	Yes	Yes
Ability to store 1+TB in Standalone Instances	No	Yes*	Yes**

* Requires SkyDBA Add-On option.

** The ability to store greater than 1TB in standalone instances is allowed for Power Tier customers, however, this functionality is beta, and therefore is not supported by our Subscription Services teams at this time.

Standard Level Support

Standard level support is included with every SkySQL Subscription. Support cases at the standard support level can only be created with the P3 or P4 response SLA and do not include Consultative Support or support outside of Engineering and 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 Customer through the needed steps for resolution via communication within the Customer Support Portal.

Platinum Level Support

Platinum level support adds the ability for consultative support, real-time chat (with SkyDBA Add-on), telephone callback support (P1 only) and a dedicated Customer Success Manager.

Types of Support Provided

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, Xpand) within your SkySQL database instances.

Subscriber Service	Support Packages	With SkyDBA Add-on

Problem Resolution Support	✓	✓
Engineering Support	✓	✓
Consultative Support	✓	✓
Remote Login Support		✓
Telephone Support (escalation for callback)	✓	✓
Real-Time Chat Support (Slack)		✓

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 policy prohibits the use of shared technical support accounts and the sharing of technical support contact credentials, logins or passwords.

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.

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 and may not be available for SkySQL in all cases.

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. Review MariaDB plc Engineering Policies for more information. For other products, please see the respective vendor's website.

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, rather than general product usage, service failures, or software defects. Consultative Support is available as part of Enterprise and Platinum Tier Support offerings. SkyDBA 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 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.

Requests for support of non-subscribed database servers may be declined at the discretion of the assigned MariaDB Subscription Services Engineer.

Real-time Chat

Real time chat support is available to Platinum level support customers with a SkyDBA subscription.

Customer technical contacts will be invited to join real-time chat facilitated through a private channel in MariaDB's Slack instance.

Real-time chat allows for better communication between Customer and support or SkyDBA. There is no response SLA or expectation of immediacy for chat requests. Chat is a first come, first served, as available channel for communication and does not replace the Customer Support Portal as the primary way to receive support.

The Slack channel will either be a private channel with Customer technical contacts or a shared cross-organizational Slack private channel.

P1 Voice Support (Callback as requested)

For P1 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 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.

Customer Success Manager (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 (Remote Login Support)

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 main distinguisher between SkyDBA Support and Technical Support is that the SkyDBA has the ability to log into your environment and do the work for you, whereas a Technical Support Engineer will help guide you through the needed resolution steps via communication within the Customer Support Portal through the relevant support ticket.

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	✓	✓
P1 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	✓	✓
Quarterly 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.

Topology Changes. SkyDBA will work with you to make configuration changes appropriate to your workload and topology. SkyDBA can add replicas or maxscale nodes to your environment to increase HA, and/or scale up read capacity, or remove replicas when the extra compute power isn't needed. They can also help with issues such as disk and instance sizing changes.

Migration Methodology & Advice. Expert advice available on migration methodology and procedures.

Query Optimization and Performance Tuning. Get expert advice on poorly performing queries and workloads. Upon request, SkyDBA's can also create indexes or perform other DDL changes to help improve performance or reliability.

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 analyzing 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.

Issue Priority and Service Level Agreements

All issues are assigned a priority level (P1-P4) 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 priority level, as appropriate. Each priority level has a corresponding Service Level Agreement (SLA).

Priority	Description	Response Time
P1	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
P2	High impact problem in which production operations are disrupted but remain somewhat productive or have an available workaround.	2 hours 24x5
P3	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
P4	Low level problem that does not significantly affect system function or operations. This includes new feature requests.	8 hours 24x5

---- Foundation tier SLA not guaranteed during scheduled maintenance windows

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 P1 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 C Connector	✓
MariaDB C++ Connector	✓
MariaDB JDBC Connector	✓
MariaDB Node.js Connector	✓
MariaDB ODBC Connector	✓
MariaDB Python Connector	✓
MariaDB R2DBC Connector	✓
MariaDB Microsoft Power BI Adapter	✓

Supported Storage Engines

Storage Engine	10.4	10.5	10.6
Aria	✓	✓	✓
ColumnStore (GCP Only)	✓	✓	✓
InnoDB	✓	✓	✓
Memory	✓	✓	✓
MyISAM			
MyISAM MERGE			

Supported Plugins

Plugin	10.4	10.5	10.6	PowerTier & SkyDBA
MariaDB Enterprise Audit	✓	✓	✓	✓
Client Statistics				✓
Cracklib Password Check	✓	✓	✓	✓
Dialog				✓
ed25519				✓
GSSAPI Authentication				✓
Index Statistics				✓
Locales	✓	✓	✓	✓
Metadata Lock Info				✓
PAM Auth				✓
Query Response Time				✓
Semisync				✓
Simple Password Check	✓	✓	✓	✓
SQL Error Log				✓
Table Statistics				✓
User Statistics				✓

Supported MaxScale Features

Storage Engine	Foundation	PowerTier & SkyDBA
Read Write Split Router	✓	✓
Read Conn Router	✓	✓
Smart Router		✓

MySQL Protocol Authenticator	✓	✓
PAM Authenticator		✓
GSSAPI Authenticator		✓
Consistent Critical Read Filter		✓
Hint Filter	✓	✓
Masking Filter	✓	✓
Named Server Filter	✓	✓
Transaction Replay	✓	✓
NoSQL Router		✓

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 and availability.

MariaDB may modify this MariaDB SkySQL Support Policy by providing notice on the Customer Support Portal. It is the customer’s obligation to keep up to date on changes to this Policy.