

MariaDB Subscription Services Policies

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Introduction

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 Enterprise 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 priority designations and service level agreements, and (c) supported products. The latest version of this policy is always available at [Subscription Services Policies](#).

Each of the 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 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 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.

Notable Changes in this Version

- Added sections titled:
 - Notable Changes in this Version
 - Technical Account Managers
 - Enterprise Architect Program

Types of Support Provided

Through the [Customer Support Portal](#), MariaDB and SkySQL subscribers have access to our global team of MariaDB Certified Support Engineers who are available to assist with product questions and tasks as they relate to [MariaDB Enterprise](#).

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 specific product and platform. Engineering Support is unavailable for products or platforms that have reached their maintenance end of life. Review [MariaDB Corporation Engineering Policies](#) for more information. For other products, please see the respective vendor's website.

Consultative Support

Consultative Support covers issues that are specific to a customer's deployment on subscribed database servers, 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 separate services 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.

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

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 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 a supported monitoring and alerting solution
- Real-time chat service via MariaDB provided Slack
- Telephone support as necessary and available (limitations apply)
- Initial environment and configuration review
- Ongoing 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 products (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 from secured jump boxes via a linux based command line, with VPN optional. Remote DBA services may not be provided via screen sharing applications such as Zoom and WebEX as the primary connectivity solution.

Virtual Desktop Infrastructure (VDI) products such as Citrix or VMware Horizon View, which virtualize desktops or applications through a GUI, can be used in specific pre-agreed scenarios. The VDI must provide access to a linux based jump host within customer's environment. Use of VDI based access will affect included services, including, but not limited to, all regular quarterly services can only be provided once per calendar year. Customer must agree to install MariaDB access and configuration packages in a timely manner. No SLAs or 24x7 coverage can be guaranteed for customers that require VDI based access unless otherwise agreed between MariaDB and customer in writing.

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 policies or 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

Due to security policies or regulations, a customer may require that employees be located in a single region or regions and will not allow MariaDB employees outside of those designated regions to access their environment. Any geographical restrictions on the locations of DBAs must be agreed between MariaDB and the customer in writing.

Full Geographical Restrictions. Only business hours coverage is available. SLAs will only be guaranteed during business hours for the given region. Outside of these hours, SLAs will be paused and best efforts will be made to provide help and support to a customer as available.

Partial Geographical Restrictions. A customer may only require that employees outside of a certain region cannot access data (read or write) in their environment, while still allowing for DDL, replication and infrastructure types of assistance from other regions.

In such a case, MariaDB will place database and system controls in place so that DBAs outside of the acceptable region are unable to read or write data but can work on issues that do not require those permissions. A customer must ensure that database root password is not available on the host file system, MariaDB Enterprise Server with fully encrypted logs and tablespaces can be installed and all query logs must use tables within the database and not be logged to files.

If database recovery or other operations require one of the removed privileges, they are not subject to SLA guarantees.

Real-time Chat

Real time chat support is available to customers with an Enterprise Architect, Remote DBA or 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 MariaDB. 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.

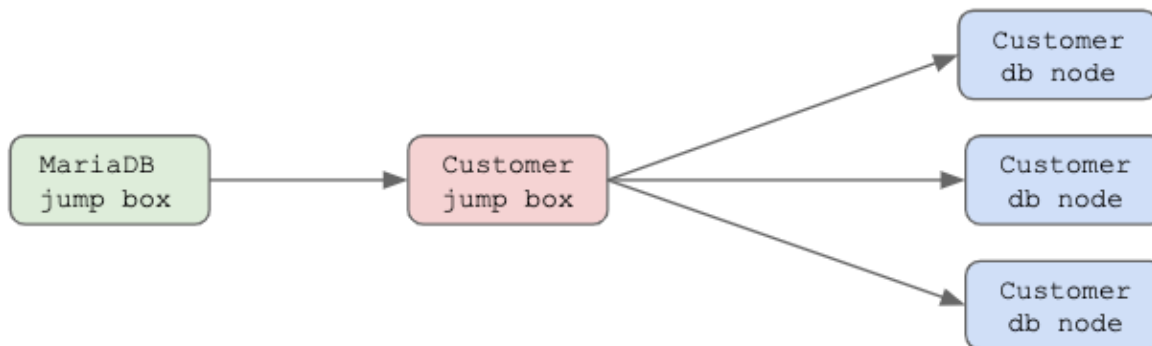
The Slack channel will either be a private channel with Customer technical contacts or a shared cross-organizational Slack private channel.

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 or SkyDBAs 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.
 - Geographically restricted customer credentials are only accessible to employees within acceptable regions.



- 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 EU General Data Protection Regulation 2016/679, in any submissions to the MariaDB ticketing system. If a Customer does submit a file that contains personal 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.

P1 Voice Support (Callback as requested)

Voice support from the Technical Support Team is reserved for P1 production outages only. As such, for P1 emergency production outages, customers may request that a MariaDB Subscription Services Engineer make contact by voice. Resolving technical issues generally requires analysis of system logs and other data that must be transmitted via file attachments to the support issue or uploading to our FTP server 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 Priority and Service Level Agreements

All issues are assigned a priority level (P1-P4) reflecting the impact to production operations. This is set initially by the customer technical contact when reporting a new issue via the [Customer Support Portal](#), and MariaDB Subscription Services Engineers will confirm the issue receives an appropriate rating in their sole discretion. Each priority level has a corresponding Service Level Agreement (SLA).

Priority	Description	Initial 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

Remote DBA VDI Based Access Service Level Agreement

Due to the nature of graphical Virtual Desktop Infrastructure based access (e.g. Citrix) and the time it may take to verify connectivity or complete routine tasks, SLAs times are increased as defined below.

Priority	Description	Initial 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.	1 hour 24x7
P2	High impact problem in which production operations are disrupted but remain somewhat productive or have an available workaround.	3 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.	6 hours 24x5
P4	Low level problem that does not significantly affect system function or operations. This includes new feature requests.	12 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 P1 emergency production outages
- Higher Priority Handling when an issue has become more serious than reported
- Engineer in Different Timezone

Technical Account Managers

MariaDB Technical Account Managers (TAM) are a technical liaison for our customers to ensure their satisfaction with MariaDB Services and Enterprise Portfolio. A TAM will educate and work with customers to ensure that the MariaDB suite of products can help to move their business forward.

Technical Account Managers work closely with MariaDB Support, SkyServices, Sales, Product Managers, development engineers and various other departments to help streamline and expedite resolution. TAMs also directly interface with customers to implement solutions and drive adoption that adhere to golden standards and best practices.

The Technical Account Managers are experienced Subject Matter Experts (SME) that come with extensive database and architecture backgrounds. The program provides:

- A Single Technical Point of Contact
 - Customers will have access to a TAM's calendar, work phone and email address
 - Customers can chat with TAMs via Slack
 - May not be a named resource, but a team available to Customer
- Assistance expediting and/or escalating support requests
- Evaluation of customer needs and goals to suggest upgrades or recommend additional features
- Data collection from customers to inform recommendations and accelerate troubleshooting information for the support team
- Answers to product-related queries as available
- Basic implementation reviews, discussion on product features, and assurance of prompt resolution of technical challenges
- Weekly (or less frequent meeting cadence) with customer and key MariaDB stakeholders
 - Discussions on current and future customer projects
 - Tracking of issues and tickets with an intent towards expedited resolution
- Coordination of efforts between different teams within MariaDB and customer organizations
- Help during incidents, as available
- Does not have an SLA and is an "as available" service, usually during business hours in the applicable region
- At least one on-site visit per year (as health norms, government mandates and MariaDB or customer company policy allow)
- On average, the expected allocation is 4 hours per week per TAM subscription
 - MariaDB reserves the right to reduce available hours if TAM usage exceeds the average over an extended period

Enterprise Architect Program

Enterprise Architects (EA) solve issues specific to the overall business goals and architecture of a customer. The EA performs as a trusted technical customer advisor and provides advice on strategy, architecture and migrations by learning the details of every customer's unique use case. The EA program provides one-on-one proactive and reactive support, performance tuning, check-ups and on-site reviews. Through the program, MariaDB helps drive successful business outcomes across a broad set of enterprise customers through the EA team's passion for educating, training, designing and building world-class solutions.

Enterprise Architects represent MariaDB's highest level experts that directly interface with customers. They have the ability to work and support various customer personas including developers, database administrators, and architects as well as leadership. The Enterprise Architect is also an advocate for the customer within MariaDB, straddling both worlds to help ensure success is the paramount priority.

The Enterprise Architect is a dedicated, responsive, proactive technical resource who:

- Provides architectural and roadmap reviews on a regular cadence (at least once per month)
- Coordinates efforts with stakeholders in both organizations (MariaDB and customer)
- Designs and delivers a technical roadmap following the initial onboarding engagement that is maintained and updated annually as customer needs evolve
- Helps streamline customer projects and processes around SkySQL, MariaDB Enterprise Platform, other MariaDB products, and commonly used open source or cloud products
- Recommends best practices and preparation guidance for migrations, backup, security, replication, etc. based upon golden standards with MariaDB and similar products in production environments and internal benchmarks
- Proactively suggests optimizations based on usage and ticket history
- Manages escalations (as available) resulting in quicker turnarounds for research and resolution
- Holds regular status calls, at least once per month (but usually once per week) to review roadmap, performance, issues, deployments, tuning, and maintenance
- Visits the customer on-site at least once per quarter, as health norms, government mandates and MariaDB or customer company policy allow
- Provides general guidance and support (as available) up to an average total of one day (8 hours) per week per Enterprise Architecture subscription
 - MariaDB reserves the right to reduce available hours if EA usage exceeds the average over an extended period
- Reviews security and common vulnerabilities/exposures on a regular cadence and evaluates patches and hotfixes for customer use cases

- Does not have an SLA and is an "as available" service, usually during business hours in the applicable region

While the Enterprise Architect is like an "embedded" MariaDB expert in your organization, the program as a whole provides greater visibility within MariaDB for the Customer and their needs. Recognizing that any single architect, no matter how senior, cannot be a deep expert in all possible technical topics- the program seeks to also provide access to experts on any applicable topic within MariaDB via the assigned Enterprise Architect.

Supported Products

Product	MariaDB Enterprise	Add-on
MariaDB Enterprise Server	✓	
MariaDB Enterprise Cluster (Galera) *		✓
MariaDB MaxScale **	✓	
MariaDB XPand	✓	
MariaDB Enterprise Backup	✓	
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	✓	
MongoDB Driver Libraries (with MaxScale) *	Best Effort	
IDERA SQL Diagnostic Manager *	✓	
IDERA SQLyog *	✓	

- * Engineering level support is delivered by the vendor based on their policies
- ** Experimental plugins will receive best effort support and may not be eligible for engineering level support

Supported Storage Engines

Storage Engine	10.2	10.3	10.4	10.5	10.6
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	10.6
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 and availability.

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

Support for community or 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 or other Platform X or Enterprise products.

MariaDB will make commercially reasonable efforts to work with other product and platform vendors to resolve issues affecting our supported products.

MariaDB may modify these MariaDB Subscription Service Policies by providing notice on the [Customer Support Portal](#). It is the customer’s obligation to keep up to date on changes to these Policies.