

# MariaDB Subscription Services Policy

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## Introduction

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

This MariaDB Subscription Services Policy describes (1) the types of support provided by MariaDB, (2) issue priority designations and service level agreements, and (3) supported products. The latest version of this policy is available at [Subscription Services Policy](#).

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](mailto:success@mariadb.com) for further assistance.

If Remote DBA services are purchased, an onboarding call will be scheduled to gather the necessary information for the relevant MariaDB RDBA 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.

## Types of Support Provided

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

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

## 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 MariaDB's product engineering teams concerning MariaDB supported products. Hotfixes 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. Hotfixes 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 Engineering Policy](#) 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 is a separate service and is not included in Consultative Support. At the discretion of the assigned MariaDB Support Engineer, long running consultative support tasks (i.e. 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 Support 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.

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

## Remote Login Support

A MariaDB Remote DBA subscription provides remote login support as well as the following services listed below. The main distinguisher between Remote DBA and Support is that Remote DBA includes the ability to log into your environment and do the work for you, whereas a MariaDB 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 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

- Assistance with schema related migrations and changes
- Reactive tuning assistance (limitations apply)
- Quarterly upgrades of MariaDB products (limitations apply)
- Semi-annual security audits as requested
- Semi-annual 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 (also known as jump hosts) 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 box within the 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. Customers 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 jump box.

## Real-Time Chat Support

Real time chat support is available to customers with an Enterprise Architect and/or a Remote DBA 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 for communication and does not replace the [Customer Support Portal](#) as the primary way to receive support. All issues, requests, etc must be ticketed.

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

## Telephone Support (escalation for callback)

Telephone support is reserved for P1 emergency production outages only. As such, for P1 emergency production outages, customers may request that a MariaDB Support 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 upload 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.

## Special Support Scenarios

### Best Effort Support

Some scenarios such as help with products which have reached the End of Support (EOS) date, some third party products, unsupported operating systems, etc may only qualify for best effort support. This means MariaDB Support or Remote DBA Engineers will try to help resolve the issue, but will not be able to offer any product modifications such as bug fixes, security patches, etc. Most often, an upgrade of the MariaDB software to a fully supported version will be recommended. There are no SLAs for best effort support.

## Geographical Restrictions

Due to security policies or regulations, a customer may require that MariaDB personnel be located in a single region or regions and will not allow MariaDB personnel outside of those designated regions to access their environment. Any geographical restrictions on the locations of MariaDB Support Engineers or Remote 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.

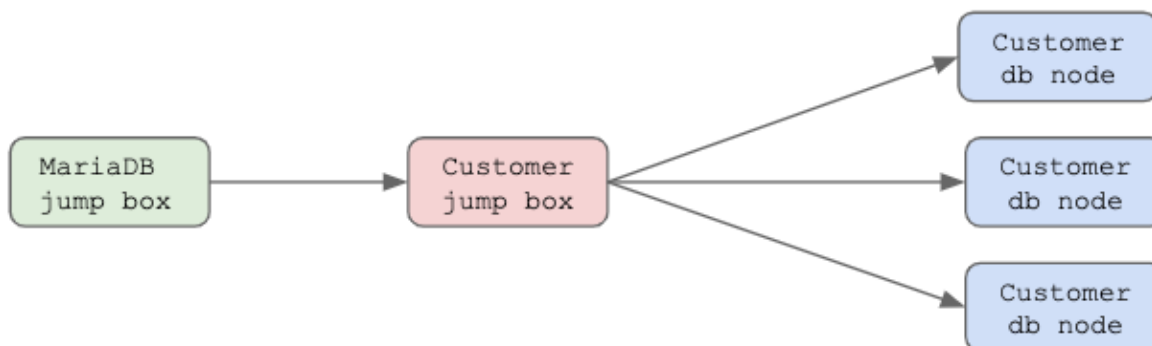
**Partial Geographical Restrictions.** A customer may only require that MariaDB personnel outside of a certain region cannot access data (read or write) in their environment, while still allowing for data definition language (DDL), replication and infrastructure types of assistance from other regions.

## 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:

- RDBA 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 jump box. This dedicated jump box 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 MariaDB personnel 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 certain types of unwanted information, e.g. personal data as such term is defined in the EU General Data Protection Regulation 2016/679 or protected health information as such term is defined in the Health Insurance Portability and Accountability Act, in any submissions to the MariaDB ticketing system. If a Customer does submit a file that contains unwanted information, a member of the RDBA team will take commercially reasonable efforts to delete unwanted information from the file before adding it to the ticketing system.



## 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 Support and Remote DBA Engineers will confirm the issue receives an appropriate rating in their sole discretion. Each priority level has a corresponding Service Level Agreement (SLA) that is an Initial Response Time.

The Initial Response Time means the goal for MariaDB Support Engineer to respond to a Customer issue according to the assigned priority level. The Initial Response Time is measured from the time an issue is created in MariaDB [Customer Support Portal](#).

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

## 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 a Different Timezone.

## Supported Products

### Supported Base Products

Product	MariaDB Enterprise	Add-on
MariaDB Enterprise Server	✓	
MariaDB Enterprise Cluster (Galera) *		✓
MariaDB MaxScale	✓	
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 *	Best Effort	
IDERA SQLyog *	Best Effort	

\* 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	10.6
Aria	✓	✓	✓	✓	✓
Blackhole	✓	✓	✓	✓	✓
ColumnStore	✓	✓	✓	✓	✓
CSV	✓	✓	✓	✓	✓
InnoDB	✓	✓	✓	✓	✓
Memory	✓	✓	✓	✓	✓
MyISAM	✓	✓	✓	✓	✓
MyISAM MERGE	✓	✓	✓	✓	
MyRocks		✓	✓	✓	✓
Spider		✓	✓	✓	✓
Spider ODBC				✓	✓
S3		✓	✓	✓	✓

## 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 products and 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).

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

MariaDB may modify this MariaDB Subscription Service 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.