

MariaDB Subscription Services Policy

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Introduction

MariaDB subscription customers have access to technical support services, including Problem Resolution Support, Engineering 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 severity 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 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.

Supported Products

MariaDB provides Support for MariaDB Server, MariaDB MaxScale, and MariaDB Connectors described as “Supported Versions” in the [MariaDB Engineering Policy](#).

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	✓	✓
Remote Login Support		✓
Real-Time Chat Support		✓
Escalation Requests	✓	✓
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.

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. A point-to-point VPN can be set up between the MariaDB and Customer jumphosts, it must be an IPSEC tunnel or OpenVPN compatible protocol.

Remote DBA services may **not** be provided via screen sharing applications such as Zoom and Webex as the primary connectivity solution.

Any deviations from our standard connectivity policy may incur additional fees and/or reduced SLAs.

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 requires a server within the customer's infrastructure for monitoring and other utilities. The MariaDB Remote DBA team recommends a standalone server for this, but it may be the same server as the SSH jump box if necessary.

Real-Time Chat Support

Real time chat support is available to customers with a Remote DBA subscription. Slack is the real-time chat application used by the MariaDB Remote DBA team.

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.

Escalation Requests

Customers may request an escalation of a specific ticket directly by creating a new ticket within the [Customer Support Portal](#) and referencing the ticket which should be escalated.

Available escalations include:

- Emergency Callbacks for S1 emergency production outages.
- Higher Severity Handling when an issue has become more serious than reported.
- Engineer in a Different Timezone (unless overridden by customer's geographical restriction, please see the Geographical Restrictions section below).
- Escalation to Management.

Telephone Support (escalation for callback)

Telephone support is reserved for S1 emergency production outages only. As such, for S1 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

Reasonable 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 reasonable effort support. This means MariaDB Support 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.

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.

There are no SLAs for reasonable 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 reasonable 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.

Root Cause Analysis

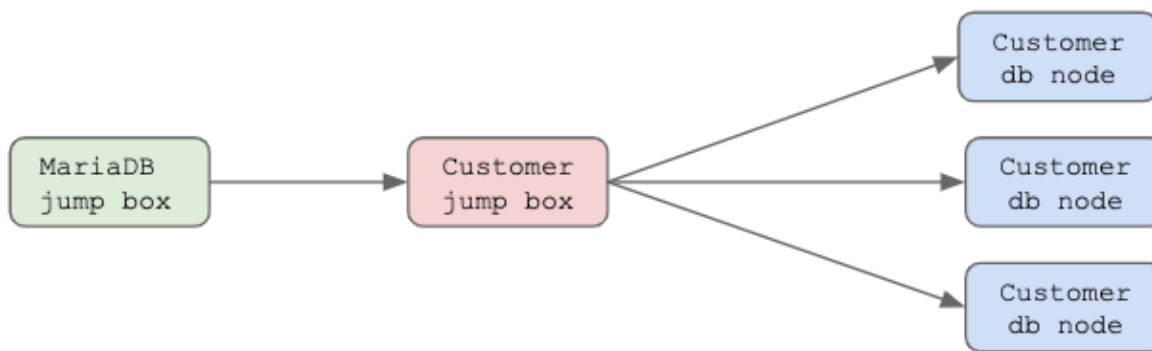
Requests for an RCA (Root Cause Analysis) will be provided for S1 emergency production outages only and should be requested via a new ticket referencing the ticket in question. Requests for an RCA are assigned S4 severity level. However, no guarantees can be made that a root cause will be identified, and the support is provided on the reasonable effort basis only.

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 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 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 severity 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 severity level. The Initial Response Time is measured from the time an issue is created in MariaDB [Customer Support Portal](#).

Severity	Description	Initial Response Time
S1	Critical impact problem that severely affects 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

Additional Information

[Contact Sales](#) for more information regarding available MariaDB products and services.

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 is outside of the scope of this Policy and may be subject to a separate written agreement. [Contact Sales](#) for more information regarding support for legacy products.

MariaDB may modify this MariaDB Subscription Services Policy from time to time and publish updated policy on MariaDB website, <https://mariadb.com/subscription-services-policies/>. It is the customer's obligation to keep up to date on changes to this Policy.