MARIADB PLC
Support Policy

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The latest version of this Support Policy may be found at:
https://mariadb.com/support-policy

The latest version of the Engineering Policy may be found at:
https://mariadb.com/engineering-policies

MariaDB Support Policy

Introduction

MariaDB 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 Support Services below). Customers may also purchase Remote Database Administrator (“Remote DBA” or “RDBA” or “Remote Login Support”) services for additional support options.

This MariaDB Support Policy describes (1) the types of support provided by MariaDB, (2) issue severity designations and service level agreements, and (3) supported products and services. The latest version of this policy is available at https://mariadb.com/support-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. You can find information about changing your technical contacts in the "Welcome Letter" you receive after signing up, or 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 MariaDB support is 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. Each support request is assigned a separate ticket number and prioritized based on its severity. Support will ask to open a new ticket when new support requests are identified.

Supported Products

MariaDB provides Standard, Premium, and Remote DBA Support for MariaDB Cloud, MariaDB Server, MariaDB MaxScale, MariaDB Connectors and other software described as “Supported Versions” in the MariaDB Engineering Policy. MariaDB provides Basic Support to mid-size companies for the MariaDB Community Server.

Types of Support Provided

Through the Customer Support Portal, MariaDB 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.

Support Services	Basic Support	OEM Support	Standard Support	Premium Support
Problem Resolution Support	✓	✓	✓	✓
Engineering Support		✓	✓	✓
Escalation Requests		✓	✓	✓
Real-Time Chat Support				✓
Telephone Support				✓
Remote DBA			Add-On	

Basic Support

Mid-size companies (up to 150 employees) can purchase Basic Support for MariaDB Community Server version(s) except for versions specified as no longer supported in MariaDB Engineering Policy. Basic Support is limited to S3 severity issues only (medium or lower impact problems as further described in Issue Severity and Service Level Agreements section below), with a maximum of 4 cases per quarter and 12 cases per year. Support is provided through the ticket (e-mail) and does not offer access to Engineering nor to Hotfix builds. Premium and Remote DBA Support are not available for MariaDB Community Server.

Note that Basic Support for MariaDB Cloud is limited to 4 tickets per year with reasonable support efforts.

Basic Support does not provide access to Enterprise versions of MariaDB products, and provides support only for the following database storage engines:

1. InnoDB Storage Engine,
2. MyISAM Storage Engine, and
3. Aria Storage Engine.

OEM Support

Customers who serve external end users (“End Users”) can purchase OEM Support for agreed MariaDB products.

OEM Support means the Support Services provided by MariaDB to Customers that serve End Users as further defined in this Policy. “End User” means an entity who acquires Customer’s products, software or services for its internal use, and not for resale, lease, loan, or redistribution. In each case, the Customer and MariaDB agree on OEM Support with regard to specific Customer’s products, software or services that rely on or embed agreed MariaDB products (“Named Application”).

Agreed MariaDB products and the Named Application(s) are specified in an Order Form or in a negotiated agreement between the Customer and MariaDB.

Prior to making agreed MariaDB products embedded in the Named Application available to End Users, the Customer will require End Users to agree to an end user agreement. The end user agreement means Customer’s then-current end user agreement, which will include terms no less protective of MariaDB and the MariaDB products and services than (i) the terms of the MariaDB Subscription Agreement published on https://mariadb.com/terms and (ii) of Customer and Customer’s own products, software and services.

Customer will provide L0 - L2 Support for their Named Application. If the cause of the Named Application issue is suspected to be related to agreed MariaDB product, Customer will make an effort to resolve the issue before involving MariaDB. Issues handed over to MariaDB must be documented in English.

Customer’s support obligations include:

1. Engaging with End Users, inspecting the Support issue, reviewing the End User’s use case, and (re-)configuring software based on documented requirements.
2. Fixing configuration issues and giving guidance for changing unsupported use cases.
3. Attempting to find a workaround for the problem to limit and prevent further damage for the Named Application.

4. For suspected bugs, pinpointing the location of the defect and collecting plus properly recording the necessary diagnostic data for further follow-up by MariaDB, preferably with a reproducible test case.

MariaDB will deliver L3 Support to the Customer and not to End Users.

L0 - L3 Support mean technical support and maintenance services divided in the following categories:

- L0 Support covers entitlement verification and End User self-services.
- L1 Support covers basic installation and upgrades, configuration, general usage and best practices, and simple service restoration, typically supplying information contained within product documentation and knowledge bases.
- L2 Support covers issues requiring in-depth analysis such as attempts to reproduce a problem in the absence of existing test cases.
- L3 Support covers issues that require knowledge of the product source code and internals, such as bug fixes for defect resolution. Problems caused by complex interactions with third party software, and explanation or analysis of the internal behavior of a product.

Premium and Standard Support

Premium Support and Standard Support are offered for MariaDB Enterprise products, but they have different Service Level Agreements (SLAs) for initial response times to support issues. With Premium Support, Customer will get an assigned support engineer who serves as your primary contact for all matters related to the Customer's MariaDB environment. This engineer will have in-depth knowledge of the customer's environment.

Premium Support provides a faster initial response time for critical issues (S1s) at 15 minutes 24x7, and ongoing urgent priority issue updates to management within 4 hours, 24x7. Note that Premium Support is currently not available for MariaDB Cloud.

Standard Support provides a 30-minute initial response time for critical issues (S1s) 24x7.

Business Aspect: The key business difference lies in the knowledge that the Premium Support Engineer has about the environment, increasing the speed to resolve critical incidents. Business that requires immediate assistance to minimize downtime and business disruption in case of critical system failures benefit most from Premium Support. This faster response can translate to reduced financial losses and operational disruptions for businesses.

Product Support

Product support encompasses the services provided to customers to help them use a product effectively, troubleshoot issues, and resolve problems. This can include access to, technical assistance, documentation, training, and maintenance, aiming to ensure successful product adoption.

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.

MariaDB provides various methods for identifying performance issues. While Support's role is to offer troubleshooting guidance and dedicate reasonable effort to resolve these issues, direct performance tuning is a distinct service.

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 Quality Analysis (QA) and regression testing performed on regular maintenance releases due to the urgent nature of the situation. Hotfixes are generally built upon the last General Availability (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 subject to a separate written agreement 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.

Cloud Support

This Section “Cloud Support” describes the Support Services for MariaDB Cloud services and contains the Service Level Agreement ("SLA") that sets forth the terms and conditions regarding the availability of MariaDB Cloud services.

Definitions

- **Monthly Uptime Percentage:** The total number of minutes in a calendar month, minus the total number of minutes of Downtime suffered in that month, divided by the total number of minutes in that month, expressed as a percentage. The formula for calculation is:

  ((Total Minutes in Month - Minutes of Downtime) / Total Minutes in Month) * 100.

- **Downtime:** The period during which the managed database service is "Unavailable", excluding the Excluded Downtime, as defined below.
- **Unavailable/Unavailability:** A database instance or cluster shall be considered "Unavailable" if it experiences a continuous period of five minutes or more with a 0% success rate for valid connection attempts or primary read/write operations. A "valid connection attempt" is one that conforms to MariaDB documentation and would normally result in a non-error response.
- **Service Credit:** A credit applied to the Customer's account, calculated as a percentage of the monthly service fee for the affected database instance or cluster, to compensate for a breach of the Monthly Uptime SLA.

Excluded Downtime

The following events or circumstances are excluded from the Downtime and from the Monthly Uptime Percentage calculation:

- **Deployment:** Period for planned provisioning of the Customer’s MariaDB Cloud instance. Once the MariaDB Cloud instance access details are provided to the Customer, availability starts.
- **Scheduled Maintenance:** Any period of maintenance for which the Customer is notified at least 7 days in advance. The total duration of Scheduled Maintenance shall not exceed 24 hours per annum.
- **Emergency Maintenance:** Any period of maintenance that MariaDB deems necessary to perform urgently to address a security vulnerability or a condition that could otherwise impact the stability and integrity of the MariaDB Cloud service. MariaDB will use

commercially reasonable efforts to provide advance notice to the Customer, and such maintenance is excluded from the Downtime calculation regardless of the notice period.

- **Customer-Induced Issues:** Any downtime resulting from:
  - The Customer's applications, data, code, or custom configurations.
  - The Customer's misuse of the MariaDB Cloud service or use of the service in a manner inconsistent with MariaDB's official documentation, e.g. intentionally reducing or degrading the availability of the service.
  - The Customer exceeding its allocated resource quotas or service limits.
  - Any other actions, errors or omissions of the Customer, its employees, agents, or end-users that violate the terms of the agreement.
- **Force Majeure:** unavailability of communications facilities or energy sources (including blackouts or brownouts), acts of God, acts of government, pandemic, epidemic, fires, earthquakes, quarantine, strikes, delays in transportation, shortages, riots, terrorism, war or other events outside MariaDB's reasonable control.
- **Third-Party Failures:** Issues with networks, services, or hardware outside of MariaDB direct control and demarcation point, or unavailability caused by events of Force Majeure, including but not limited to acts of God, acts of government, fires, pandemics, or failures of energy sources or communication facilities.
- **Beta or Preview Features:** Any downtime related to services or features explicitly designated by MariaDB as "beta", "preview", "pilot", or otherwise non-production ready.
- **Suspension of Service:** Any downtime that occurs while the service is suspended due to Customer's failure to pay fees or violation of the agreement.

Service Level Matrix

MariaDB commits to the following Monthly Uptime SLA for the respective service tiers:

Service Tier	Environment Type	Monthly Uptime SLA	Max Downtime Per Month
Test/Dev Tier	Non-Critical	99.0% to 99.5%	446 min - 232 min
Production Non-HA Tier	Standard Production	99.9% to 99.95%	45min - 22min
Production HA Tier	Critical Production	99.95% to 99.99% (or higher for multi-region)	22min - 5min

Service Tier Definitions:

- **Test/Dev Tier:** This tier is designated for non-critical development and testing environments. It is suitable for scenarios where occasional interruptions are acceptable and do not impact core business operations.
- **Production Non-HA Tier:** This tier is designed for standard production environments. It

is appropriate for production applications that require consistent availability but may not be considered absolutely critical to business continuity.
- **Production HA Tier:** This tier is specifically for critical production environments that demand the highest levels of availability and resilience. It is ideal for mission-critical applications where any downtime has significant business impact, as it implies redundancy and failover mechanisms are in place to ensure near-continuous operation.

Service Credits

MariaDB provides Service Credits as specified by MariaDB or agreed with Customer.

Service Credits are non-transferable and will be applied and credited against future invoices for the affected MariaDB Cloud database instance or cluster. Service Credits will not be applied to fees for any other MariaDB product or service and are not redeemable for cash. The maximum Service Credit awarded in a single calendar month shall not exceed 100% of the monthly fee for the affected database instance or cluster.

To be eligible for a Service Credit, Customer must submit a request in writing to MariaDB within 30 days of the end of the month in which the Downtime occurred. The request must include the dates and times of the Downtime for which the credit is being claimed. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit.

The Service Credits set forth in this SLA shall be MariaDB's sole and exclusive obligation, and Customer's sole and exclusive remedy, for any and all Downtime or any other failure by MariaDB to meet the Monthly Uptime SLA.

Special Support Scenarios

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.

Real-Time Chat Support

Real time chat support is available to customers with Premium Support or a Remote DBA Support. Customer technical contacts will be invited to join a real-time chat facilitated through a private channel as provided by MariaDB.

Real-time chat allows for better communication between Customer and MariaDB. However, 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.

Telephone Support

Premium Support and Remote DBA Support include telephone support, although that support does not replace the need to open tickets.

For Standard and OEM Support the telephone support is reserved for S1 emergency production outages only. As such, for S1 emergency production outages, Customer 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.

Reasonable Effort

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 7 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. Customer and MariaDB must agree in writing to any geographical restrictions on the locations of MariaDB Support Engineers or Remote DBAs.

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

RDBA Description

A MariaDB Remote DBA support addition provides remote login support as well as the following services listed below. The key difference between Remote DBA and other Support levels is that Remote DBA can log into your environment including MariaDB Cloud to do the work for you. In contrast, our MariaDB Support Engineers will typically walk you through the resolution steps via the Customer Support Portal.

What Is Included with Remote DBA support?

- Installation of a supported monitoring and alerting solution. Requires appropriate customer-provided infrastructure and necessary access permissions.
- Real-time chat service via MariaDB provided Slack.
- Telephone support as necessary and available. Prioritized for critical (S1/P1) issues and subject to engineer availability. Scheduling may be required for non-urgent consultations.
- Initial environment and configuration review.
- Ongoing database configuration recommendations.
- Backup configuration and monitoring. Contingent upon customer providing and managing the necessary backup infrastructure. MariaDB's responsibility is limited to database-level configuration and monitoring logs/status provided by the database or agreed-upon tools.
- Review and recommend best practices.
- Database recovery assistance.
- Annual backup verification via automatic restore. Requires the customer to provide and manage a suitable target environment for the restore process.
- Replication setup, configuration, and repair.
- Assistance with schema related migrations and changes.
- Reactive tuning assistance. Focuses primarily on database configuration tuning and limited SQL query optimization based on observed bottlenecks.
- Regular upgrades of MariaDB products. Applies to patch version releases within the customer's currently supported <major>.<minor> version series. Requires collaborative planning, customer approval for scheduling and potential downtime, and adherence to agreed-upon maintenance windows.
- Semi-annual security audits as requested.
- Semi-annual performance audits as requested.
- Semi-annual architecture review as requested.
- Other database administration–related tasks as contractually 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 is highly recommended.

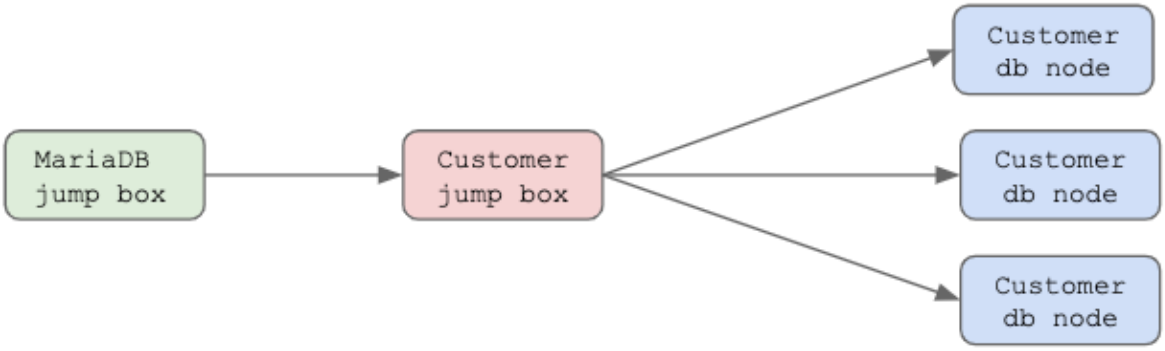
Monitoring and Administration Tools. The MariaDB Remote DBA team requires a server within the customer's infrastructure for monitoring and other utilities. The MariaDB Remote DBA team recommends a standalone server for this, but it may be the same server as the SSH jump box if necessary.

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.

MariaDB Remote DBAs will comply with the terms of a data processing agreement with Customer. 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.

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			
		Basic Support	OEM Support	Standard Support	Premium Support
S1	Critical impact problem that severely affects the ability to	NA	NA	30 min 24 x 7	15 min 24 x 7

Severity	Description	Initial Response Time			
		Basic Support	OEM Support	Standard Support	Premium Support
	conduct business. This means that production systems are down (completely non-responsive or not functioning) and no known workaround exists.				
	Ongoing urgent priority issue updates to management	NA	NA	24 hrs	4 hrs
S2	High impact problem in which production operations are disrupted but remain somewhat productive or have an available workaround.	NA	2 hrs 24 x 5	2 hrs 24 x 5	1 hr 24 x 5
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.	24 hrs 24 x 5	4 hrs 24 x 5	4 hrs 24 x 5	4 hrs 24 x 5
S4	Low level problem that does not significantly affect system function or operations. This includes new feature requests.	NA	8 hrs 24 x 5	8 hrs 24 x 5	8 hrs 24 x 5

MariaDB Support working hours are Monday to Friday (24 x 5), excluding public holidays. Business critical incidents (S1 tickets) will be handled 24 x 7. Assessing the business impact is part of MariaDB Standard Operating Procedure.

Additional Information

The overall level of support available for a particular product and platform combination may vary from version to version. Also note that support for 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 a particular product and platform combination or for legacy products.

MariaDB may modify this MariaDB Support Policy from time to time and publish updated policy on MariaDB website,https://mariadb.com/support-policy. It is the customer's obligation to keep up to date on changes to this Policy.