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 Enterprise Server, MariaDB Community Server, MariaDB MaxScale, MariaDB Connectors, MariaDB GridGain, and other software described as “Supported Versions” in the MariaDB Engineering Policy. MariaDB customers use “Supported Versions” on-premises, in the cloud, including MariaDB Cloud, or in hybrid environments.

MariaDB provides Basic Support to mid-sized companies for the MariaDB Community Server in on-premises environments.

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		✓	✓	✓
Extended Support			✓	✓
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.

Standard Support

MariaDB Standard Support is a technical support subscription tier designed for environments that require reliable, enterprise-grade stability and direct access to MariaDB engineering team.

Standard Support covers a comprehensive range of lifecycle and problem-resolution activities to keep your environment running smoothly:

- **Installation and Configuration Help:** Assistance with the initial setup, deployment, upgrades, and optimal configuration of MariaDB products to align with MariaDB best practices.
- **Troubleshooting:** Identify and resolve operational failures, performance bottlenecks, replication issues, and system crashes with help of MariaDB.
- **Bug Fixing:** Direct alignment with the MariaDB engineering team to deliver patches, bug fixes, and urgent hotfix builds for software defects.

- **General Knowledge Base:** Provision of administrative guidance, documentation assistance, and authoritative technical advice regarding general usage of MariaDB products.

Premium Support

With **MariaDB Premium Support**, Customer gets a dedicated support engineer who knows the Customer's environment in depth and acts as the primary contact for all MariaDB product-related matters.

For critical issues (S1), Premium Support provides a 15-minute initial response time 24x7, with management updates for urgent issues within 4 hours 24x7. To maintain these SLAs, the Customer must upgrade to the latest or previous minor version (N or N-1) within 6 months. Note that Premium Support is not available for MariaDB products running in cloud environments, including MariaDB Cloud.

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, architectural risks, and security vulnerabilities. While Support's role is to offer troubleshooting guidance and dedicate reasonable effort to resolve these issues, direct performance tuning, architecture reviews, and security tuning are distinct services.

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 (also known as "custom builds") 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 products used in the 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.
- **Maintenance Window:** a pre-scheduled period during which MariaDB performs technical updates, security patches, or infrastructure upgrades that may cause temporary service interruptions or performance degradation. Duration: up to 1 hour per month per server.
- **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 the 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, the 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 MariaDB Management (ticket review and - when required - corrections)..

Extended Support

When a MariaDB product enters the End-Of-Support (EOS) phase, Customers can get Extended Support for their MariaDB products (see MariaDB Engineering Policy).

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 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 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.

Data Sovereignty

Due to security policies or regulations, a Customer may require **data sovereignty** regarding the location of MariaDB personnel. In such cases, MariaDB personnel must be located in a single region or designated regions, and the customer will not allow personnel outside of those areas to access their environment. The Customer and MariaDB must agree in writing to any **sovereignty requirements** placed on the locations of MariaDB Support Engineers or Remote DBAs.

Full Sovereignty

The Customer and MariaDB may agree on full sovereignty, requiring MariaDB Support Engineers and/or Remote DBAs to be located only in a specific region. Only business-hours coverage is available under this model. 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 the Customer as resources are available.

Partial Sovereignty

The Customer and MariaDB may agree on partial sovereignty, restricting MariaDB Support Engineers and/or Remote DBAs outside of a specific region from accessing data (read or write) in the Customer's environment. This allows for data definition language (DDL), replication, and infrastructure-related assistance to continue from other regions while maintaining strict sovereignty over the data itself.

Root Cause Analysis

A request for a Root Cause Analysis (RCA) can only be made for an event in which there was a production outage. To analyse, the Customer must provide relevant logs. An RCA request must be made in a support ticket that is separate from other requests for assistance. All RCA tickets are handled at an S4 severity level. RCAs are provided on a "Reasonable Effort Support" basis.

Remote DBA

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 to product versions described as “Supported Versions” in the MariaDB Engineering Policy. 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 to install 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.

Remote DBA Onboarding and Offboarding

The Remote DBA service supplements Standard Support and Premium Support and requires execution of the relevant contract. For seamless setup, delivery, and conclusion, the Remote DBA team adheres to the following procedures:

Onboarding and Integration

During the initial phase, the Remote DBA team collaborates closely with the Customer to establish a secure and robust infrastructure. This integration process includes:

- **Access Management:** Deployment of the jumphost and configuration of secure remote access.
- **Infrastructure Setup:** Establishment of monitoring connections, server and database accounts, and comprehensive backup services.
- **Remote DBA Support:** Once the systems are successfully onboarded and all service components are verified, the Remote DBA team commences Remote DBA support.

Offboarding and De-provisioning

Upon the expiration of the relevant contract, the Remote DBA team initiates the decommissioning process for the environment:

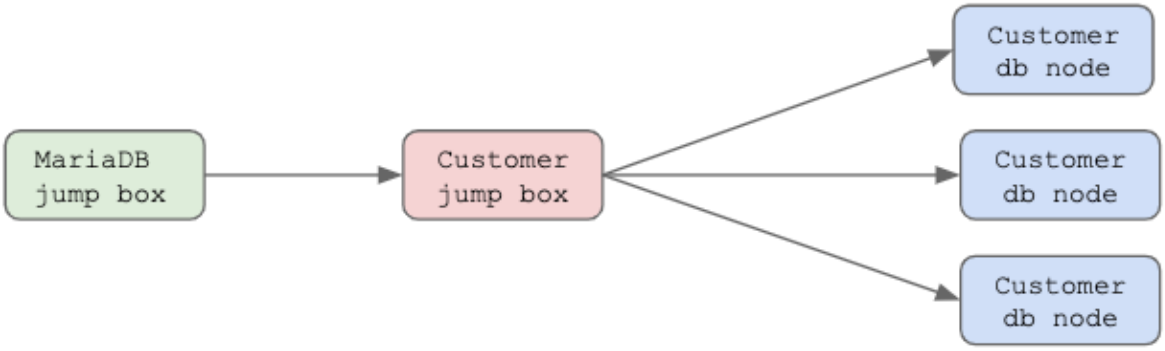
- **System Detachment:** Servers are formally disconnected from all proprietary monitoring and alerting frameworks.
- **Software Removal:** All Remote DBA-specific software components and utilities are uninstalled from the Customer's environment.
- **Late Renewals:** In the event of active contract renewal negotiations, MariaDB reserves the right to suspend service delivery for a maximum duration of **one month** after the contract expiration date, prior to executing the final offboarding protocols.

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 conduct business. This means that production systems are down (completely non-responsive or not functioning) and no known workaround exists.	NA	NA	30 min 24 x 7	15 min 24 x 7
	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.