SkySQL Support Policy

SkySQL customers have access to standard technical support services as part of the base offering. Support offerings can include Problem Resolution Support, Engineering Support, Consultative Support, Database Management, and Telephone Support, depending upon the technical support package purchased.

If SkyDBA services are purchased, an onboarding call will be scheduled to gather the necessary information for the relevant SkyDBA team members to document information about application architecture and general workflows.

All support services are delivered in English. Commitments set forth in Issue priority and Service Level Agreement do not apply to (i) non-English support or (ii) requests for support provided in a language other than English.

Support Packages

Tier	Basic	Standard	Enterprise	SkyDBA
Named Technical Support Contacts	1	3	10	20
Target audience (bcs.contract.biling_type)	FreeTrial, FreeTier	Swipers	POC, Prepaid, Postpaid, OnDemand,Marketplace	Prepaid, Postpaid, Marketplace
Problem Resolution Support	No	Yes	Yes	Yes
Minimum Monthly Cost	No	Yes	Yes	Yes
Active monitoring	No	Yes	Yes	Yes
Consultative Support	No	No	Yes	Yes
P1 Voice Support (callback as requested)	No	No	No	Yes
Real-time Chat	No	No	No*	Yes
SkyDBA addon available	No	No	Yes	Included

SLA response times	72 Hours(24x5)	P1 2 Hours(24x5) P2 4 Hours(24x5) P3 12 Hours(24x5) P4 24 Hours 24x5)	P1 30 Minutes(24x7) P2 2 Hours(24x5) P3 4 Hours(24x5) P4 8 Hours(24x5)	

Free Level Support

SkySQL offers a complimentary support tier, providing users with a 72-hour response time for SkySQL-specific inquiries. This free option is ideal for those exploring SkySQL, working on non-critical projects, or in the early stages of development. It offers general product support ensuring users have the necessary assistance for their deployments.

Standard Level Support

This level of support is designed to provide enhanced SLA response times, ensuring that you have the assistance you need, when you need it. It focuses primarily on Engineering and Problem Resolution Support, tackling any technical issues that may arise in the use of our product. This support does not include Consultative Support, meaning it is specifically concentrated on addressing any difficulties you may encounter in the operation of the product, rather than offering advice or guidance on how to best utilize the product for your specific needs or goals.

Enterprise Level Support

Our Enterprise level support is a comprehensive package that goes above and beyond our Standard level offering. This service is designed to help you resolve any issues that may arise, quickly and efficiently 24x7 for any production down issues. Our expert team will work closely with you, using any provided logs and information, to guide you through the necessary steps towards a resolution.

In addition, our Enterprise level support allows for the **SkyDBA add-on (Check the section below)**. This service ensures that you have direct access to our team of highly skilled DBA team who can provide technical expertise, guidance, and troubleshooting assistance when needed.

**All of these services are coordinated via communication within our dedicated Customer Support Portal, ensuring a streamlined and efficient experience for you. By choosing our

Enterprise level support, you can be confident that you have a robust support system in place, ready to assist whenever you need.

Issue Priority and Service Level Agreements

All issues are assigned a priority level (P1-P4) reflecting the support level and impact to production operations. This is set initially by your technical support contact when reporting a new issue via the Customer Support Portal. Subscription Services Engineers may revise the priority level, as appropriate. Each priority level has a corresponding Service Level Agreement (SLA). Alerts from active monitoring alerts will set predetermined priorities.

Priority	Description	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 Or 2 Hours (24x7)
P2	High impact problem in which production operations are disrupted but remain somewhat productive or have an available workaround.	2 hours 24x5 Or P2 4 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 Or 12 Hours (24x5)
P4	Low level problem that does not significantly affect system function or operations. This includes new feature requests.	8 hours 24x5 Or 24 Hours (24x5)

Types of Support Provided

Number of Named Technical Support Contacts
Free tier is allowed one technical support contact. Standard level support accounts are allotted three technical support contacts that can access shared account instances and file support

cases. Enterprise level support customers are allotted ten technical support contacts per account.

Problem Resolution Support
The focus of Problem Resolution Support is helping to restore service due to outages caused by crashes, replication failures, table corruption, and assisting with command syntax, installation, configuration, upgrades, and other general product usage topics.

Active Monitoring
SkySQL offers active monitoring for your databases, providing automated real-time alerts and notifications to ensure the health and functionality of your instances. These alerts can generate automatic tickets or notifications that users or SkyDBAs can promptly address. SkyDBA is an additional service.

Consultative Support
Consultative Support covers issues that are specific to a customer's deployment, such as performance tuning and best practice recommendations rather than general product usage, service failures, or software defects. Consultative Support is available as part of Enterprise tier.

Consultative Support is initiated by the customer and logged as an S4 support case within the Customer Support Portal. Consultative Support is intended for narrow, specific topics. Complex topics or tasks taking more than 2 hours may require a statement of work.

SkyDBA Add-on

Migration Methodology & Advice
Expert advice available on migration methodology and procedures.

Query Optimization and Performance Tuning

Get expert advice on poorly performing in operation queries. Upon request, SkyDBA's can also create indexes or perform other DDL changes to help improve performance or reliability.

Quarterly Business Review

With a SkyDBA subscription, your customer success manager can schedule quarterly business reviews with someone from the SkyDBA team to review items such as:
- Historical usage focusing on peak
- Future Growth/Capacity Planning
- Recovery Time (RTO)/Recovery Point (RPO) Objectives
- Escalation Points
- Business Continuity

Quarterly Security Audits

Work with the SkyDBA team to ensure that your environment is safe and secure. This includes auditing of users and grants.

Proactive Monitoring and Incident Response

The SkyDBA team will be alerted when events occur on your instances that could impact your business. Events will open a case in the Customer Service portal and the SkyDBA team will investigate the event and work with your team to resolve any issues.

Extended Troubleshooting/Analysis (Core Dumps, system logs, etc.)

With a SkyDBA Subscription, our database experts can assist with tasks such as analyzing core dumps, system logs and other similar technical issues that may require deeper focus.

Tailored Backup/Restore Strategies

Work with the SkyDBA team to set up custom backup and restore strategies based on your needs.

Data Recovery Assistance and Validation

Have the SkyDBA team help you recover data from a backup (or other source) and periodically validate that backups are valid in the event a restore is ever needed. Recovering a backup to a secondary service will require additional compute resource expenditure.