

### Industry Leading Support

There's a reason Percona is one of the fastest growing companies and has the highest support renewal rates in the database management industry.

We offer the highest level of support at rates that won't break your budget.

Our key differentiators include:

### The Best SLAs in the Industry

When you have an issue you want it addressed now!

Percona SLAs are the best in the business, offering premium SLA at standard rate prices.

### Expert Help 24x7x365

Our experts are available by web, email, telephone, and online chat.

### Unlimited Server Plans

Don't want to count servers? Fine by us. We understand that in today's virtual world, development teams want the flexibility to spin up and take down servers and sometimes they need support.

Percona is leading the way with unlimited server support.

### Flexible Payment Models

"As-a-Service" is becoming the business norm and we get that writing a big check is not always popular. Flexible payment models (without pesky third-party financiers) are another way Percona is helping to advocate your need for support.

### Technical Account Manager

Support is often "fire and forget" – an insurance policy that most companies hope to never use. Percona offers a different approach via optional Technical Account Managers who work with your team on an ongoing basis to help you ensure the highest levels of performance. An ounce of prevention is worth a pound of cure.

## Percona Support for MariaDB

### *Database support you can count on – designed for the way you do business*

As application use grows, our expectations for those applications also grow. We want applications to be always up, bug-free, easy-to-use, secure, and high-performance.

Applications need data, but database environments can be complicated by poorly optimized queries, slow response times, unlocked security, incorrectly installed software and improperly configured settings. These problems can lurk in the shadows, waiting to hamper queries, strangle interactions and frustrate users with slow applications.

You need your database up and running, without fail, to meet your business milestones. Percona Support for MariaDB® provides highly responsive, effective, and affordable options to ensure the continuous performance of your deployments. Our user-friendly support team is accessible 24x7x365 online:

- **Ensure your database installation is running optimally**
- **Increase your uptime**
- **Increase development and operational productivity**
- **Reduce your support costs**
- **Implement fixes for performance issues faster**

Percona Support staffs technical experts 24x7x365, with options for real-time online and phone support access, so you can always reach an expert, not just an answering service.

Even if you have your own highly skilled technical staff, Percona Support can help you solve issues a lot faster. Nearly every problem our support engineers are asked about has been seen before by at least one of the experts on our team. An issue that could take several weeks for your staff to diagnose and fix can often be solved in just a few hours by our support team.

You don't have to go it alone, and with Percona you don't have to question whether or not support is worth the cost – we'll prove that it is.

Percona offers three support options:

- **Essentials** – 24x7x365 support for MariaDB Server
- **Advanced** – 24x7x365 support online and by phone with 30-minute emergency response time for MariaDB Server. Includes consultative support and advanced high availability and replication support. Unlimited Server plan available so you don't have to count servers.
- **Premium** – 24x7x365 support with guaranteed 15-minute emergency response time and ongoing response time commitments for MariaDB Server. Includes custom login and screen sharing services, an assigned Customer Success Manager, and bug fixes for MariaDB Server. Unlimited Server plan available so you don't have to count servers.



## Support Service Level Features

Support Features	Essentials	Advanced	Premium
Hours	24x7x365	24x7x365	24x7x365
Unlimited Servers Available?	Support Based on Number of Servers	Support Based on Number of Servers ( <a href="#">Unlimited Servers Option Available</a> )	Support Based on Number of Servers ( <a href="#">Unlimited Servers Option Available</a> )
SLA Money Back Guarantee <sup>1</sup>			✓
Severity 1 Initial Response Time	1 hour	30 minutes	15 minutes
Severity 2 Initial Response Time	4 hours	90 minutes	60 minutes
Severity 3 Initial Response Time	8 hours	4 hours	2 hours
Severity 4 Initial Response Time	48 hours	24 hours	12 hours
Severity 1 Ongoing Response Time	n/a	n/a	1 hour
Severity 2 Ongoing Response Time	n/a	n/a	4 hours
MariaDB Server Support	✓	✓	✓
MariaDB Galera Cluster Support		✓	✓
MariaDB Server Bug Fixes			✓
MariaDB Server Galera Bug Fixes			✓
Community Fixes <sup>2</sup>	✓	✓	✓
ProxySQL Support		✓	✓
Standard High Availability (HA) <sup>3</sup>	✓	✓	✓
Advanced High Availability (HA) <sup>3</sup>		✓	✓
Enterprise-Ready Tools Support (Percona Toolkit, Percona XtraBackup, Percona Monitoring and Management, Percona Monitoring Plugins, MySQL Utilities, mysqldump, MyDumper, Hot Backup, Audit, etc.)	✓	✓	✓
Percona Knowledge Base	✓	✓	✓
Web and Email Support	✓	✓	✓
Phone Support		✓	✓
Chat Support		✓	✓
Installation and Upgrade Consultation	✓	✓	✓
Consultative Support		✓	✓
Login Support (Standard Access Methods) <sup>4</sup>		✓	✓
Login Support (Custom Access Methods) <sup>4</sup>			✓
Screen Sharing (Standard Tools) <sup>4</sup>		✓	✓
Screen Sharing (Custom Tools) <sup>4</sup>			✓
Use of Percona Standard Contract	✓	✓	✓
Use of Customer Specific Contract		✓	✓
Copyright Indemnification			✓
Technical Account Manager		Optional	Optional
Custom Liability Options			Optional
Emergency Onsite Visit			Optional
Consulting Discount		10%	20%
Number of Contacts	5	10	20

## Contact Us Now

To determine which Percona Support option is right for your business, please call us at [+1-888-316-9775](tel:+18883169775) (USA), [+44 203 608 6727](tel:+442036086727) (Europe), or email us at [sales@percona.com](mailto:sales@percona.com).

<sup>1</sup> Customers' accounts will be credited a service credit for 1/10th of the monthly amount of the contract for each SLA violation, up to the monthly support cost.

<sup>2</sup> Community Fixes means that where possible we will report bugs and any Percona-created bug fixes to the upstream software vendor or open source project.

<sup>3</sup> "Standard HA and Replication" refers to all of the basic replication features built into MariaDB Server for high availability clustering within a single datacenter. This is the standard log shipping based asynchronous replication, and any included tools to surround it. "Advanced HA and Replication" refers to all other supported replication features and technologies. This includes, but isn't limited to, Galera, semi-synchronous replication, multi-master replication, multiple datacenter or multiple availability zone replication, and MHA clustering.

<sup>4</sup> Login Support and Screen Sharing are optional services available to customers who explicitly request one or both of them.