

# Percona Expert Support for MySQL

Percona Support for MySQL is available in Advanced and Premium tiers.



Features	Advanced (production environments)	Premium (mission-critical environments)
Hours	24x7x365	24x7x365
Severity 1 initial response time	30 minutes	15 minutes
Severity 2 initial response time	90 minutes	60 minutes
Severity 3 initial response time	24 hours (weekdays)*	4 hours
Severity 4 initial response time	48 hours (weekdays)*	24 hours
Severity 1 ongoing response time	×	1 hour
Severity 2 ongoing response time	×	4 hours
Consultative support**	✓	✓
Live sessions per year	Unlimited for P1/P2, 4 (four) for P3/P4	Unlimited for P1/P2, 12 (twelve) for P3/P4
Users	10	50
EOL software support	Advisory or Diagnostic Support for 1 year past EOL date for supported upstream software	Advisory or Diagnostic Support for 2 years past EOL date or until the next major version is deprecated
Percona Knowledge Base	✓	✓
Web and email support	✓	✓
Phone and chat support	✓	✓
Screen sharing	Zoom	Zoom, Webex, Teams
Fixes for software bugs	Community fixes, bug fixes (for Percona software)	Community fixes, bug fixes (for Percona software), hotfixes
“Sticky Engineer” availability	×	✓
“Fast Track” ticket response	×	P1 Treatment for five (5) tickets per year***
Customizable support options	×	✓
Liability and copyright indemnity options	×	✓
Consulting discount	10%	20%



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Covered Software	Support Advanced (production environments)	Support Premium (mission-critical environments)
Percona Server for MySQL	✓	✓
Percona XtraDB Cluster	✓	✓
Percona XtraBackup	✓	✓
MySQL Community	✓	✓
Percona Operator for MySQL (Percona's Kubernetes operator)	Available as an add-on	✓
Percona Monitoring and Management	✓	✓
MySQL + Galera	✓	✓
MySQL Router	Available as an add-on	✓
HAProxy	Available as an add-on	✓
ProxySQL	Available as an add-on	✓
Orchestrator	Available as an add-on	✓

Add-ons, such as EOL support, general consulting, and the addition of a Technical Account Manager, are available. Talk with the Percona team to discuss your options.

\* Mon - Fri

\*\*Consultative support is a ticket-based, reactive approach to support that is designed to help you prevent outages and ensure systems are performant.

\*\*\* Eligibility for the priority treatment is subject to contract terms.



Discuss your needs with our team

Or contact us directly at +1-888-316-9775 (USA), +44 203 608 6727 (Europe),  
or via email at [sales@percona.com](mailto:sales@percona.com)

Learn more at [percona.com](https://percona.com)



Percona for  
MySQL