



# Percona Expert Support



24x7 incident response, troubleshooting, and advisory guidance for MySQL, PostgreSQL, MongoDB, Valkey/Redis, and MariaDB.

Category	Area	Advanced Support	Premium Support
<b>Subscription Scope</b>	Intended use	Production support with expert escalation	Mission-critical production environments
	Coverage hours	24x7x365	24x7x365
	Operational model	Reactive, incident-driven support	Reactive, incident-driven support
	Execution of changes	Customer-owned	Customer-owned
<b>Incident Response (SLAs)</b>	P1 – Production outage / data loss risk	30-minute response	15-minute response
	P2 – Severe degradation	90-minute response	60-minute response
	P3 – Functional issue	24 business hours (Mon–Fri)	4 hours
	P4 – Informational / advisory	48 business hours (Mon–Fri)	24 hours
	Ongoing SLAs after initial response	×	P1: 1 hour, P2: 4 hours
<b>Technology Coverage</b>	Supported technology level	Level 1 technologies	Level 1 + Level 2 technologies
	Level 2 technologies	Available as add-ons	✓
	Kubernetes support	Database pods managed by Percona Operators only; no general Kubernetes support	Database pods managed by Percona Operators only; no general Kubernetes support
	Redis / Valkey measurement	Shards, not servers	Shards, not servers
<b>Troubleshooting &amp; Advisory</b>	Incident diagnosis	✓	✓
	Configuration review	Best-practice advisory	Best-practice advisory
	Performance analysis	Query and system analysis	Query and system analysis
	Capacity planning	Advisory guidance	Advisory guidance

Take control of your database future. Talk to Percona today.

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



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<b>Fixes &amp; Engineering Output</b>	Community fixes	✓	✓
	Bug fixes (Percona software)	✓	✓
	Hotfixes	✗	✓
<b>End-of-Life (EOL) Support</b>	EOL coverage	Advisory / diagnostic support for 1 year past upstream EOL	Advisory / diagnostic support for 2 years past upstream EOL or until next major version deprecation
<b>Engagement &amp; Access</b>	Live sessions (P3/P4)	4 per year	12 per year
	Named customer contacts	Up to 10	Up to 50
	Screen sharing tools	Zoom	Zoom, WebEx, Teams
	Sticky engineer	✗	✓
<b>Commercial Terms</b>	Service guarantees / credits	✗	✓
	Customized subscription	✗	✓
	Indemnity & liability options	✗	✓
<b>Optional Enhancements</b>	Level 2 technology add-ons	Available per environment	✓
	Fast-Track tickets	✗	Optional add-on
	PMM Quick-start / Health / Performance reviews	✗	Optional add-on or included (large engagements)
	TAM	✗	Optional add-on

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