



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	Foundation	Power
Named Technical Support Contacts	3	10
Problem Resolution Support	Yes	Yes
Active monitoring	Yes	Yes
Consultative Support	No	Yes
P1 Voice Support (callback as requested)	No	Yes*
Real-time Chat	No	Yes*
SkyDBA addon available	No	Yes
SLA response times	P3 4 Hours (24x5) P4 8 Hours (24x5)	P1 30 Minutes (24x7) P2 2 Hours (24x5) P3 4 Hours (24x5) P4 8 Hours (24x5)

*With SkyDBA Subscription



Foundation Level Support

Foundation level support is included with every SkySQL Subscription. Support cases at the standard support level can only be created with the P3 or P4 response SLA and do not include Consultative Support or support outside of Engineering and Problem Resolution Support. SkyDBA is not an option for purchase at this subscription level.

Power Level Support

Enterprise level support expands the Standard level offering with Problem Resolution Support, Engineering Support and 24x7 support for S1 issues. With provided logs and information, Support will work with Customer through the needed steps for resolution via communication within the Customer Support Portal.

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



Types of Support Provided

Number of Named Technical Support Contacts

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 Power 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.