

	Standard Support			Advanced Support				Reseller Support	
	9/5 Basic Support (CET)	24/7 Basic Support	24/7 Enterprise Support	24/7 Remote DBA	9/5 Remote DBA (CET)	9/5 Dedicated DBA	24/7 Cloud-based Support	3rd Level	CPN - CYBERTEC Partner Network
Operating hours (CET)	Mo-Fr, 9am - 5pm	Mo-So, 0 - 24h	Mo-So, 0 - 24h	Mo-So, 0 - 24h	Mo-Fr, 9am - 5pm	Mo-Fr, 9am - 5pm	Mo-So, 0 - 24h	Mo-So, 0 - 24h	For Resellers only!
PostgreSQL Parameter Tuning	YES	YES	YES	YES	YES	YES	YES	YES	
Troubleshooting	YES	YES	YES	YES	YES	YES	YES	YES	
Drivers for C, Python, ...	YES	YES	YES	YES	YES	YES	YES	YES	
Slow Query Detection	YES	YES	YES	YES	YES	YES	YES	NO	
Vacuum Tuning	YES	YES	YES	YES	YES	YES	YES	NO	
Backup/Restore - Assistance	YES	YES	YES	YES	YES	YES	YES	NO	
DB/OS*-HealthCheck / on Request	YES	YES	YES	YES	YES	YES	YES	NO	
Bugfix/Patches	YES	YES	YES	YES	YES	YES	NO	YES	
PostgreSQL Packaging (RPM, DEB)	YES	YES	YES	YES	YES	YES	NO	YES	
postgres-operator	YES	YES	YES	YES	YES	YES	NO	YES	
User Management	NO	NO	SUPPORTIVE****	YES	YES	YES	YES	NO	
DB Security Check	NO	NO	SUPPORTIVE****	YES	YES	YES	YES	NO	
Backup/Restore	NO	NO	NO	YES	YES	YES	YES	NO	
Monitoring/Alerting	NO	NO	SUPPORTIVE****	YES	YES	YES	YES	NO	
PostgreSQL Update*	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
PostgreSQL Upgrades*	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
PostgreSQL Deployment**	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
Tablespace Management	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
DB/OS*-HealthCheck (auto) / Monthly	NO	NO	NO	YES	YES	YES	NO	NO	
Sizing	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
Query Tuning	NO	NO	NO	NO	NO	NO	NO	NO	
Extended Product Support ***	YES	YES	LIMITED	YES	YES	YES	YES	YES	
Key Account Manager	NO	NO	YES	YES	YES	YES	NO	NO	
4 Consulting hours/month **	NO	NO	YES	NO	NO	NO	NO	NO	
-50% on our scheduled training worldwide	NO	NO	YES	NO	NO	NO	NO	NO	
Minimum to be charged (fewer vCores possible)	12 vCores	12 vCores	12 vCores	1 Instance/ Patroni cluster	1 Instance/ Patroni cluster	1 Instance/ Patroni cluster	12 vCores	12 vCores	

* needs to be planned at least 4 weeks ahead

** needs to be planned at least 2 days ahead

*** Please see "Product Support", Page 2. Additionally: Patroni (vip-manager, haproxy), pgbackrest, pgbouncer, contrib, PostGIS

**** Support with individual planning, errors and problems.

AWS, Azure and Google Cloud Platform
Only for Reseller!

DISCOUNTS:
-10% (from 48 vCores)
-20% (from 96 vCores)
-50% on Standby Servers

	Product Support	Extended Product Support	TDE Product Support	Data Masking Product Support	PGWatch Product Support
PostgreSQL	YES	YES	YES	YES	NO
Which PostgreSQL EXTENSIONS are included?					
pg_timetable - Advanced Job Scheduling *		YES	NO	NO	NO
pg_showplans - Monitoring Execution Plans *		YES	NO	NO	NO
pg_squeeze - Shrinks Tables *	Choose one Extension	YES	NO	NO	NO
Walbouncer - Enterprise Grade Partial Replication		YES	NO	NO	NO
Oracle_FDW		YES	NO	NO	NO
PL/pgSQL_sec		YES	NO	NO	NO
PostgreSQL PRODUCTS					
PostgreSQL Transparent Data Encryption (TDE) *	NO	YES	YES	NO	NO
Data Masking for PostgreSQL *	NO	YES	NO	YES	NO
PGWatch - PostgreSQL Monitoring Tool *	NO	YES	NO	NO	YES
SERVICES included in Product Support					
Maximum Response Time	next business day	next business day	next business day	next business day	next business day
Bugfix/Patches	YES	YES	YES	YES	YES
Packaging (RPM, DEB)	YES	YES	YES	YES	NO
postgres-operator	YES	YES	YES	YES	NO
Drivers for C, Python, ...	YES	YES	YES	YES	NO
Docker Container	NO	NO	NO	NO	YES
Minimum	none	none	none	none	none

* including latest updates

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