

# Cloud Provider Guide

Elestio supports 9 cloud providers across 100+ regions. Each provider has different features, pricing, and capabilities.

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## Provider Comparison

Feature	Netcup	Hetzner	AWS	Azure	Scaleway	Vultr	Linode	DO
Catalog deploy	✓	✓	✓	✓	✓	✓	✓	✓
CI/CD deploy	✓	✓	✓	✓	✓	✓	✓	✓
Volumes	✗	✓	✓	✓	✓	✓	✓	✓
Snapshots	✗	✓	✓	✓	✓	✓	✓	✓
Size downgrade	✓	Only If last upgraded without disk	✓	✓	✓	—	—	—
Firewall	✓	✓	✓	✓	✓	✓	✓	✓
SSL/Domains	✓	✓	✓	✓	✓	✓	✓	✓

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## Choosing a Provider

### Use Netcup when:

- You want the **best price/performance ratio**
- You don't need block volumes or full snapshots
- You may need to **downgrade** your instance size later
- EU-based (Germany) is acceptable

### Use Hetzner when:

- You need **block volumes** for persistent storage
- You need reliable **snapshots** and power management
- You want a strong EU-based infrastructure (Germany, Finland)
- Note: Hetzner does **not** support size downgrades

## Use AWS when:

- You need global reach (many regions worldwide)
- You need size-downgrade flexibility
- You're already in the AWS ecosystem

## Use Azure when:

- You need Microsoft cloud infrastructure
- You need size-downgrade flexibility
- You need specific Azure regions (e.g., `germanywestcentral`)

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## Available Regions

```
# See all regions for a provider
elestio sizes --provider netcup
elestio sizes --provider hetzner
elestio sizes --provider aws
elestio sizes --provider azure
```

## Common regions

### Netcup:

Region	Location
<code>nbg</code>	Nuremberg, Germany (EU)
<code>mns</code>	Manassas, Virginia, USA

### Hetzner:

Region	Location
<code>fsn1</code>	Falkenstein, Germany
<code>nbg1</code>	Nuremberg, Germany
<code>hel1</code>	Helsinki, Finland
<code>ash</code>	Ashburn, Virginia, USA

**AWS:** `us-east-1`, `us-west-2`, `eu-west-1`, `eu-central-1`, `ap-southeast-1`, `ap-northeast-1`, and more.

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## Specifying a Provider at Deploy Time

```
elestio deploy postgresql \  
  --project 112 \  
  --name my-db \  
  --provider hetzner \  
  --region fsn1 \  
  --size LARGE-4C-8G
```

## Size Downgrade Warning

Attempting to downgrade on an unsupported provider (Hetzner, GCP) can **permanently block the service** and require Elestio support intervention. The CLI will automatically refuse downgrade requests on unsupported providers.

### Only these providers support downgrading:

- Netcup
- AWS
- Azure
- Scaleway

## Support Tiers

Available on all providers:

Tier	Monthly Cost	Response Time	Channel
level1	Included	48 hours	Email
level2	+\$50/service/mo	24 hours	Priority email
level3	+\$200/service/mo	4 hours	Dedicated engineer

```
elestio deploy postgresql --project 112 --support level2
```

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