

How Does Elestio's Pricing Work?

Elestio offers a flexible cloud hosting platform that allows you to deploy and manage applications with ease. Unlike traditional cloud providers, Elestio's pricing is based on an **hourly billing system** with **prepaid credits**, providing transparency and control over your expenses.

1. Hourly Billing with Prepaid Credits

Elestio operates on an **hourly billing model**, meaning you are charged for every hour a service exists on your account.

- **Billing continues until deletion:** Shutting down or powering off a service does **not** stop billing.
 - **Prepaid credits:** You must add prepaid credits to your account. The hourly costs are automatically deducted.
 - **Service plan determines cost:** Pricing is fixed by the plan and does not depend on usage, traffic, or resource consumption.
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2. Service Plans and Pricing

Elestio offers a variety of service plans to cater to different workloads. Each plan specifies the number of CPUs, RAM, storage, and the associated **hourly cost**.

Netcup Plans (Hourly & Monthly Approximate Cost)

Plan	CPUs	RAM	Storage	Hourly Cost	Monthly Cost*
NC-MEDIUM-2C-4G	2	4 GB	60 GB	\$0.0219	\$16
NC-LARGE-4C-8G	4	8 GB	100 GB	\$0.0411	\$30

Plan	CPUs	RAM	Storage	Hourly Cost	Monthly Cost*
NC-XLARGE-8C-16G	8	16 GB	200 GB	\$0.0753	\$55
NC-2XLARGE-16C-32G	16	32 GB	400 GB	\$0.1534	\$112
NC-3XLARGE-16C-64G	16	64 GB	600 GB	\$0.2315	\$169

*Monthly cost is an approximation assuming continuous usage.

“ Note: Pricing is **fixed per plan** and does **not** depend on traffic, CPU usage, or number of users.

3. Support Plans

Support plans are also **charged hourly** and can **change once a month**.

- **Support Levels:** Level 1 (Free), Level 2 (\$50/service/month), and Level 3 (\$200/service/month).
- **Minimum Period for Level 2 & 3:**
 - For Level 2 and Level 3 support plans, you must keep your service for at least **two weeks**.
 - If you delete a service **within the first two weeks**, you will be charged a fee:
 - Level 2: \$25
 - Level 3: \$100
- Support plans provide features such as service support, high retention periods, automated Borg backups, snapshots, uptime guarantees, and priority assistance.

4. Billing Continuity

- **Hourly billing** continues regardless of the service power state.
 - **Deleting a service** is the only way to stop charges.
 - **Partial hours are billed as full hours**, ensuring predictable costs.
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5. Cost Management Tips

1. **Choose the right service plan** – avoid over-provisioning.
 2. **Track prepaid credits** – refill before running out.
 3. **Delete unused services** – to stop hourly charges.
 4. **Plan support subscriptions;** consider a minimum two-week period for Level 2 and 3 plans.
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6. Conclusion

Elestio's pricing model provides **flexibility, predictability, and control**. By understanding hourly billing, prepaid credits, service plans, and support plan rules, you can manage your cloud resources efficiently and avoid unexpected charges.

For detailed pricing and plans, visit the [Elestio Pricing Page](#).

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