Service Support Plans

Elestio offers 3 levels of support.

Our Level 1 Support plan is included for free with all deployed services.

Levels 2 and 3 are recommended for important workloads where you need a guaranteed response time, longer backup retention, and priority support through multiple support channels.

WARNING You can change only one time per month

Level 1 Support	Level 2 Support	Level 3 Support
✔ 7 Days of remote backup retention	✔ 14 Days of remote backup retention	✔ 30 Days of remote backup retention
✔ No Service snapshot included	✔ 2 Services snapshots included	✔ 4 Services snapshots included
✔ Email support channel	✔ Email support channel	✔ Email & Phone supports channels
✔ 3 days Response Time	✔ 24h Response Time (business hours)	✔ 4h Response Time (business hours)
✔ Proactive monitoring	✔ Proactive monitoring	✔ Proactive monitoring with email alerts
✔ Support : Documentation & community forum	✔ Support : Documentation & community forum	✔ Support : Documentation & community forum
✔ Contact your support team directly from the console	✔ Priority Queuing	✔ Priority Queuing
✔ No SLA	✔ Recommended for staging environment	✔ Dedicated Customer Success Manager
✔ Recommended for test environment		✔ Recommended for production environment
Included	**$0.0685** / hour	**$0.2740** / hour

If you have support needs not covered by our plans or you require a custom SLA, don't hesitate to get in touch with us at: sales@elest.io

Please note it's only possible to change your support plan one time per month.
Support plans are billed per hour like all other services.

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