




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.

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| BASIC Level 1 Support Perfect for testing | POPULAR Level 2 Support Great for staging | ENTERPRISE Level 3 Support Production ready |
| Included | \$0.0685 / hour | \$0.2740 / hour |
| FEATURES INCLUDED: 7 days remote backup retention No service snapshots Email support channel 3 days response time Proactive monitoring Documentation & community forum Console support access No SLA | EVERYTHING IN BASIC, PLUS: 14 days remote backup retention 2 service snapshots included Email support channel 24h response time (business hours) Proactive monitoring Documentation & community forum Priority queuing | EVERYTHING IN PROFESSIONAL, PLUS: 30 days remote backup retention 4 service snapshots included Email support channel 4h response time (business hours) Proactive monitoring with email alerts Documentation & community forum Priority queuing Dedicated Customer Success Manager |
|  Ideal for test environments |  Ideal for staging environments |  Ideal for production environments |

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.

