




# 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.

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