

# 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
<ul style="list-style-type: none"><li>✓ 7 Days of remote backup retention</li><li>✓ No Service snapshot included</li><li>✓ Email support channel</li><li>✓ 3 days Response Time</li><li>✓ Proactive monitoring</li><li>✓ Support : Documentation &amp; community forum</li><li>✓ Contact your support team directly from the console</li><li>✓ No SLA</li><li>✓ Recommended for test environment</li></ul>	<ul style="list-style-type: none"><li>✓ 14 Days of remote backup retention</li><li>✓ 2 Services snapshots included</li><li>✓ Email support channel</li><li>✓ 24h Response Time (business hours)</li><li>✓ Proactive monitoring</li><li>✓ Support : Documentation &amp; community forum</li><li>✓ Priority Queuing</li><li>✓ Recommended for staging environment</li></ul>	<ul style="list-style-type: none"><li>✓ 30 Days of remote backup retention</li><li>✓ 4 Services snapshots included</li><li>✓ Email &amp; Phone supports channels</li><li>✓ 4h Response Time (business hours)</li><li>✓ Proactive monitoring with email alerts</li><li>✓ Support : Documentation &amp; community forum</li><li>✓ Priority Queuing</li><li>✓ Dedicated Customer Success Manager</li><li>✓ Recommended for production environment</li></ul>
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](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.