

# 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

- ✓ 7 Days of remote backup retention
- ✓ No Service snapshot included
- ✓ Email support channel
- ✓ 3 days Response Time
- ✓ Proactive monitoring
- ✓ Support : Documentation & community forum
- ✓ Contact your support team directly from the console
- ✓ No SLA
- ✓ Recommended for test environment

Included

## Level 2 Support

- ✓ 14 Days of remote backup retention
- ✓ 2 Services snapshots included
- ✓ Email support channel
- ✓ 24h Response Time (business hours)
- ✓ Proactive monitoring
- ✓ Support : Documentation & community forum
- ✓ Priority Queuing
- ✓ Recommended for staging environment

**\$0.0685** / hour

## Level 3 Support

- ✓ 30 Days of remote backup retention
- ✓ 4 Services snapshots included
- ✓ Email & Phone supports channels
- ✓ 4h Response Time (business hours)
- ✓ Proactive monitoring with email alerts
- ✓ Support : Documentation & community forum
- ✓ Priority Queuing
- ✓ Dedicated Customer Success Manager
- ✓ Recommended for production environment

**\$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.

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