


# Upgrade support plan

From the service overview, click on "Upgrade plan" on the support plan row to change your support plan:

 **redis-bgrkj**

Redis

Running

>

Open terminal

🗑️

Delete service

Clone this service

Overview

Tools

Backups

Metrics

Logs

Audit

Security

Alerts

Notes

Termination protection

Disabled. VM can be powered off and terminated.

Protection deactivated ☐

Database Admin

Display your database credentials

Display DB Credentials

Admin

Display your software credentials

Display Admin UI

Software

Redis, version: 6

View app logs

Update config

Restart

Change version

Service plan

Server type: SMALL-1C-2G (1 VCPU - 2 GB RAM - 20 GB storage) Provider: hetzner

Upgrade plan

Support plan

Level1

Upgrade plan

There you can switch to any other support plan

**WARNING** You can change only one time per month

## Level 1 Support

- ✓ 7 Days of remote backup retention
- ✓ Support : Documentation & community forum
- ✓ Email support channel
- ✓ 3 days Response Time
- ✓ 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
- ✓ 24h Response Time (business hours)
- ✓ Priority Queuing
- ✓ Documentation & community forum
- ✓ Email support channel
- ✓ Recommended for staging environment

**\$50 / month**

## Level 3 Support

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

**\$200 / month**

While it's possible to change support plans, it's important to note this is only possible once every 30 days.

Support plans are billed per hour like all our other services.

Revision #3

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