


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.

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