


# Upgrade support plan

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

 **redis-bgrkj**

RedisRunning

Open terminalDelete serviceClone this service

OverviewToolsBackupsMetricsLogsAuditSecurityAlertsNotes

**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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