

Upgrade support plan

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

The screenshot shows the Redis service overview for 'redis-bgrkj'. At the top, there is a header with the service name, a Redis icon, a 'Redis' label, and a 'Running' status indicator. To the right of the header are three buttons: 'Open terminal', 'Delete service', and 'Clone this service'. Below the header is a navigation bar with tabs for 'Overview', 'Tools', 'Backups', 'Metrics', 'Logs', 'Audit', 'Security', 'Alerts', and 'Notes'. The main content area is divided into several sections: 'Termination protection' (Disabled, VM can be powered off and terminated), 'Database Admin' (Display your database credentials), 'Admin' (Display your software credentials), 'Software' (Redis, version: 6), 'Service plan' (Server type: SMALL-1C-2G (1 VCPU - 2 GB RAM - 20 GB storage) Provider: hetzner), and 'Support plan' (Level1). Each section has a corresponding button: 'Display DB Credentials', 'Display Admin UI', 'View app logs', 'Update config', 'Restart', 'Change version', 'Upgrade plan', and 'Upgrade plan'.

Section	Details	Action
Termination protection	Disabled. VM can be powered off and terminated.	Protection deactivated <input type="checkbox"/>
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



You can change only one time per month

BASIC

Level 1 Support

Perfect for testing

Included

FEATURES INCLUDED:

- 7 days remote backup retention
- No-service snapshots
- Email support channel
- 3 days response time
- Proactive monitoring
- Documentation & community forum
- Console support access
- No-SLA

 Ideal for test environments

POPULAR


Level 2 Support

Great for staging

\$0.0685 / hour

EVERYTHING IN BASIC, PLUS:

- 14 days remote backup retention
- 2 service snapshots included
- Email support channel
- 24h response time (business hours)**
- Proactive monitoring
- Documentation & community forum
- Priority queuing**

 Ideal for staging environments

ENTERPRISE

Level 3 Support

Production ready

\$0.2740 / hour

EVERYTHING IN PROFESSIONAL, PLUS:

- 30 days remote backup retention
- 4 service snapshots included
- Email support channel
- 4h response time (business hours)**
- Proactive monitoring with email alerts**
- Documentation & community forum
- Priority queuing
- Dedicated Customer Success Manager**

 Ideal for production environments

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 #4

Created 2022-01-11 17:33:11 UTC by Joseph Benguira

Updated 2025-11-05 12:22:29 UTC by Amit Shukla