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Elastic Support Services Policy

NOT FOR EDITING

Effective date: September 7, 2026

This Elastic Support Services Policy is the primary document used to communicate Elastic's support policies to licensees of Elastic software products (each such licensee, a "**Customer**"), including Elastic's software products available under both proprietary licenses and open source licenses (collectively, "**Software**"). As referenced either in the proprietary license agreement under which you obtain and are granted the right to use Elastic's commercial software and/or the agreement under which you obtain a subscription ("**Subscription**") to Elastic's support services (in each case, the "**Agreement**"), this Support Services Policy sets forth Elastic's support terms and conditions, as well as provides a description of Elastic's technical support levels. Capitalized terms not defined herein have the definition set forth in the applicable Agreement. Support Services for Federal Subscriptions will be provided in accordance with the US Federal Support Policy available at: https://www.elastic.co/support_policy/federal.

1. Scope of Support Services

The scope of the Support Services provided to Customer includes general assistance and support regarding the installation of the Software and basic technical configuration of the Software, as well as developer assistance on how to use the Software. Elastic will provide Support Services to Customer in accordance with this Support Services Policy and the Agreement. Development Support Services are not available for production systems.



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therein regarding hours of operation, response times, methods of support, and other matters for each Subscription Level. Elastic shall use commercially reasonable efforts to meet the applicable targeted response times set forth below. Customer acknowledges that the time required for resolution of issues may vary depending on the specific circumstances of each problem, including, without limitation, the nature of the incident/problem, the extent and accuracy of information available about the incident/problem, and the level of Customer's cooperation and responsiveness in providing materials, information, access, and support reasonably required by Elastic to achieve problem resolution. Elastic addresses problem resolutions through a number of mechanisms.

3. Subscription Levels

For all support requests, send an email to support@elastic.co or reach out via our web-based support portal ("[Support Hub](#)") (Elastic's preferred method).

In either case, the submission needs to be made prior to engaging an Elastic resource. Once the appropriate support request is filed, the most optimal method of contact may be utilized (phone, web, email), subject to the applicable Subscription Level. Severity Level 1 and 2 issues must be filed via the Support Hub. Severity Level 3 issues may be filed via email or the web-based support portal. All email based production tickets will be treated as Severity Level 3.

Defined terms:

"Business Day" means Monday through Friday other than a day designated from time to time as a national holiday in the place from which Support Services may be provided.

"Business Hours" means 8:00 a.m.–6:00 p.m. on a Business Day.

"Incident" means a single question or issue posed by a Support Contact using the Support Services.

"Support Contact" means a single named individual that is authorized to contact Elastic to make use of the Support Services.



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		Enterprise	Platinum	Gold	Development	Startup Silver
Normal Hours of Operation		24×7×365	24×7×365	Business Hours in the time zone applicable for the location shown on the Sales Order		
Method		Email, phone, or Support Hub				Support Hub only
Included Support Contacts		8	8	6	3	2
Unlimited Annual Incidents		✓	✓	✓	✓	✓
Emergency Patches		✓	✓	✗	✗	✗
Eligible Features & Functions		See Here	See Here	See Here	See Here (Same as Enterprise)	See Here (Same as Platinum)
Target Initial Response	Severity Level 1	1 hour	1 hour	4 Business Hours	2 Business Days	1 Business Day