

Elastic Cloud Support Services

Policy for a Standard Subscription Level

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What Support Services can I expect from Elastic?

Our scope of support

If you have subscribed to Elastic Cloud at a **Standard Subscription Level**, we provide Support Services at a "**Limited Support Level**." This is a production focused support level designed to keep your Elastic Cloud cluster running (green and available).

What's included?

- Cluster analysis: Understanding the *current state* of your cluster



Our support response times and hours

Support Services at the Cloud Limited Support Level ***do not*** have a guaranteed initial or ongoing response times, but we do strive to engage on every issue ***within three business days***.

We ***do not*** offer weekend coverage, so we will respond Monday through Friday ***only***.

Cases

These are some best practices related to opening a support case.

How do I open a case?

When an Elastic Cloud account is created, the registration email becomes an authorized Support Contact and receives an invitation to register on the Elastic Support Hub. The Hub uses Elastic Cloud for authentication, so you'll be redirected to log in there if you are not already. Once logged in, click the life preserver icon for support.

Steps to opening a case:

1. Log in to your Elastic Cloud account through <https://support.elastic.co/>.
2. Ask our [Support Assistant](#) or search the Knowledge Base for guidance.
3. If you still need help, click **Open case** at the top.
4. Fill out the form.
5. Click **Open case**.

You'll get an email confirming your case, and then you can continue the discussion via email or at the Support Hub.



Elastic Cloud Console for each cluster.

- Explain the problem you're having in as much detail as possible.

Making use of the community forums

As discussed previously, the Limited Support Level *is specific to the Elastic Cloud platform and not in-depth Elasticsearch support*.

For other product questions, check out the vibrant communities!

- The best place to start is <https://www.elastic.co/community/>.
- The most popular spot is our community forums at discuss.elastic.co.
- Feel free to use these for info and general chats, but for urgent or confidential stuff, always open a case with us — that's what we're here for!

Version support

Visit <https://www.elastic.co/docs/deploy-manage/deploy/elastic-cloud/available-stack-versions>, for details on Elastic's version policy for Elastic Cloud and what happens when a version reaches the end of its maintenance and support periods.

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