

Elastic Elasticsearch Service
Support Services Policy for a
Standard Subscription Level

What Support Services can I expect
from Elastic?

- Our scope of support
- Our support response times and
hours

Cases

- How do I open a case?
- Steps to opening a case:
- What should I say in my case?

Making Use of the Community
Forums

- So, where are these
communities?

Version Support

Elastic Elasticsearch Service Support Services Policy for a Standard Subscription Level

What Support Services can I expect from Elastic?

Our scope of support

If you have subscribed to the Elastic Elasticsearch Service at a **Standard Subscription Level**, we provide Support Services at a **Limited Support Level**. Limited Support Level is a production level of support focused on making sure your Elastic Elasticsearch Service cluster is green and available. To that end, we offer:

- Analysis of the state of your cluster.
- Actions you can perform to stabilize your cluster.
- Updates on actions our Support Engineers are taking to stabilize your cluster.
- Pointers to Elastic documentation or forums if your question is outside the scope of the platform itself.

We may also reach out to you proactively to offer onboarding support and other forms of technical assistance in your use of the Elastic Elasticsearch Service.

Our support response times and hours

Support Services at the Limited Support Level do not have a guaranteed initial or ongoing response times, but we do strive to engage on every issue within 3 business days. We do not offer weekend coverage, so we will respond Monday through Friday only.

Cases

As the most common and frequent of activities, here are the best practices related to opening a support case.

How do I open a case?

This is pretty straightforward. When your company's account was created the email address registering for the Elastic Elasticsearch Service was authorized as a support contact and received an individual login. This individual is notified via email to register on the Elastic Support Hub (<https://support.elastic.co/>) the first time you log in, including registering other support contacts at your organization.

The Elastic Support Hub is integrated with the Elastic Elasticsearch Service for authentication. If you have yet to log in to <https://cloud.elastic.co> you will be redirected to log in to the Elastic Elasticsearch Service in order to access the Elastic Support Hub. You must have a cloud account to access the support hub. Refer to this blog post for more information on this recent change. Once you're logged in, click the support icon in the top right corner (looks like a life preserver, get it?).

Steps to opening a case:

1. Log in to your Elastic Elasticsearch Service account through <https://support.elastic.co>.
2. Search our Knowledge Base for any known issues.
3. If nothing matches your issue, click "Submit a Request" from the menu along the top.
4. Fill in the resulting form (see "What should I say in my case?" section below for more info).
5. Click "Submit."

You will then receive an email from our system letting you know your case was created, and all future conversation can occur through email.

What should I say in my case?

There are two key pieces of information you can give us in your email:

1. The **Deployment ID** you're asking about (you may have several).
2. The nature of the problem.

Tell us as much about the problem you're facing as possible, and we will do the rest. You can find your Deployment ID on the overview page in the Elastic Elasticsearch Service Console for each cluster under your account.

Making Use of the Community Forums

As discussed previously, Limited Support Level is specific to the Elastic Cloud platform and not in-depth Elasticsearch support. Luckily we have vibrant and active communities around our other products where you can get your Elastic Elasticsearch Service questions answered. In addition, we also offer **Gold**, **Platinum** and **Enterprise** Subscription Levels for the Elastic Elasticsearch Service that may be more to your liking.

So, where are these communities?

Such a simple question, but a good one. The best place to start is <https://www.elastic.co/community/>, which lists all the best community resources. The most commonly used resources are our community forums on discuss.elastic.co.

Feel free to use these forums as sources of information and for general discussions. Of course, as a customer you do not need to rely on these communities for your critical or confidential support needs, and we strongly recommend against posting any time-sensitive requests here — you have us for that!

Version Support

Visit <https://www.elastic.co/guide/en/cloud/current/ec-version-policy.html>, for details on Elastic's version policy for Elasticsearch Service and what happens when a version reaches its end of life.



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