elastic

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Elastic Cloud pricing

Elastic Cloud Hosted pricing

Elastic Cloud Serverless pricing

Self-managed

Elastic self-managed subscriptions

The Elastic Stack — Elasticsearch, Kibana, and Integrations — powers a variety of use cases. And we have flexible plans to help you get the most out of your on-prem subscriptions.

Our **resource-based pricing philosophy** is simple: You only pay for the data you *use*, at any scale, for every use case.

Contact sales for more pricing information about self-managed licensing.

Contact us

	Free and open - Basic [1,2]	Platinum	Enter- prise	Gold (Discon- tinued) [9]
ELASTIC STACK OPERATIONS & MANAGEMENT				
Storage types				
Inverted index (for search)	✓	✓	✓	✓
Evaluating calculated fields at index time	✓	✓	✓	✓
Runtime fields	✓	✓	✓	✓
Lookup runtime field	✓	✓	✓	✓
Document store (for unstructured)	✓	✓	✓	✓
Columnar store (for analytics)	✓	✓	✓	✓
BKD trees (for numeric, dates, & geo)	✓	✓	✓	✓

Flattened field type	✓	✓	✓	✓
Histogram field type	✓	✓	✓	✓
Match only text field type	✓	✓	✓	✓
Shape field type	✓	✓	✓	✓
Vector field type	✓	✓	✓	✓
Version field type	✓	✓	✓	✓
Wildcard field type	✓	✓	✓	✓
Synthetic _source	15	15	✓	15

Data management

Searchable snapshots			✓	
Snapshot/restore APIs	✓	✓	✓	✓
Snapshot as simple archives			✓	
Snapshot lifecycle management	✓	✓	✓	✓
Snapshot-based peer recoveries			✓	

Data rollups	✓	✓	✓	✓
Data streams	✓	✓	✓	✓
Data tiers	✓	✓	✓	✓
Data transforms	✓	✓	✓	✓
Index lifecycle management	✓	✓	✓	✓
Data stream lifecycle	✓	✓	✓	✓
Downsampling lifecycle	✓	✓	✓	✓

Stack management

Data import tutorials	✓	✓	✓	✓
Ingest Node Pipeline Builder UI	✓	✓	✓	✓
Grok Debugger	✓	✓	✓	✓
Upgrade Assistant	✓	✓	✓	✓
License management	✓	✓	✓	✓
Centralized Logstash pipeline management		✓	✓	✓

Scalability & resiliency

Clustering & high availability	✓	✓	✓	✓
Cluster rebalancing	✓	✓	✓	✓
Advanced cluster rebalancing[13]			✓	
Cross-cluster search (legacy certificate based security model / _search only)	✓	✓	✓	✓
Cross-cluster search (advanced API-key based security model / including ES|QL)			✓	
Cross-cluster ES|QL			✓	
Cross-cluster replication		✓	✓	

Elastic Stack security

Secure settings	✓	✓	✓	✓
Encrypted communications	✓	✓	✓	✓
Role-based access control	✓	✓	✓	✓

Feature				
Anonymous access control (public sharing)	✓	✓	✓	✓
File and native authentication	✓	✓	✓	✓
Kibana Spaces	✓	✓	✓	✓
Kibana feature controls	✓	✓	✓	✓
Kibana sub-feature privileges[8]		✓	✓	✓
Prelogin access agreement		✓	✓	✓
API keys management	✓	✓	✓	✓
Elasticsearch audit logging		✓	✓	✓
Kibana audit logging		✓	✓	✓
IP filtering		✓	✓	✓
LDAP, PKI[3], Active Directory authentication		✓	✓	✓
Elasticsearch Token Service		✓	✓	✓

Single sign-on (SAML, OpenID Connect, Kerberos, JWT)		✓	✓	
Attribute-based access control		✓	✓	
Field- and document-level security		✓	✓	
Custom authentication & authorization realms		✓	✓	
Encryption at rest support		✓	✓	
FIPS 140-2 mode		✓	✓	
Advanced security for remote clusters			✓	

Stack monitoring

Full stack monitoring	✓	✓	✓	✓
Multi-stack monitoring		✓	✓	✓
Configurable retention policy		✓	✓	✓
Kibana alerting and actions[5]	✓	✓	✓	✓

Alerting

Noise reduction capabilities (e.g: Scheduled Snooze, Muting, Deduping, etc.)	✓	✓	✓	✓
Maintenance Windows		✓	✓	
Tracking containment rule type (geofencing)		✓	✓	✓
Anomaly detection rule types by Machine Learning		✓	✓	
Operational rule type for transforms	✓	✓	✓	✓
Search threshold rule types for Discover	✓	✓	✓	✓
Case Management	✓	✓	✓	✓
Case user assignment		✓	✓	
Elastic Connectors (e.g., Server Log and Index)	✓	✓	✓	✓

Connectors (Actions) (e.g., email, webhook, Jira, MS Teams, IBM Resilient, OpsGenie, PagerDuty, Slack, ServiceNow®, Tines, Torq, Swimlane, xMatters, D3 Security, TheHive, XSOAR)		✓	✓	✓
Connectors (Actions) (e.g., OpenAI, Amazon Bedrock, Google Gemini, Sentinel One, CrowdStrike, AI Connector, Microsoft Defender for Endpoint)			✓	
Watcher		✓	✓	✓

Clients

REST APIs	✓	✓	✓	✓
Language clients	✓	✓	✓	✓
Query DSL	✓	✓	✓	✓
Console	✓	✓	✓	✓
ES-Hadoop	✓	✓	✓	✓
JDBC Client		✓	✓	

ODBC Client		✓	✓	
Tableau Connector		✓	✓	

Localized UI

English	✓	✓	✓	✓
Chinese (Simplified)	✓	✓	✓	✓
French	✓	✓	✓	✓
Japanese	✓	✓	✓	✓

SEARCH & ANALYSIS

Full-text search

Relevance scoring	✓	✓	✓	✓
Highlighting	✓	✓	✓	✓
Type ahead	✓	✓	✓	✓
Corrections	✓	✓	✓	✓
Suggestions	✓	✓	✓	✓
Percolations	✓	✓	✓	✓

Async search	✓	✓	✓	✓
Results pinning	✓	✓	✓	✓
Dynamically updateable synonyms	✓	✓	✓	✓
Query profiler	✓	✓	✓	✓
Similarity functions for vector fields	✓	✓	✓	✓
Vector search	✓	✓	✓	✓
Reciprocal Rank Fusion (RRF) for hybrid search			✓	
Doc-value-only fields	✓	✓	✓	✓
Synonym management	✓	✓	✓	
Query Rules			✓	
Learning to Rank			✓	
Retrievers	✓	✓	✓	
Rank Vectors (for MaxSim)			✓	

Analytics

Aggregations	✓	✓	✓	✓
Boxplot aggregation	✓	✓	✓	✓
Cumulative cardinality aggregation	✓	✓	✓	✓
Geoline aggregation		✓	✓	✓
Geoshape aggregations		✓	✓	✓
Geohexgrid aggregations		✓	✓	✓
Geogrid query	✓	✓	✓	✓
Moving percentiles aggregation	✓	✓	✓	✓
Multi terms aggregation	✓	✓	✓	✓
Normalize aggregation	✓	✓	✓	✓
Range aggregation over histogram fields	✓	✓	✓	✓
Random sampler aggregation	✓	✓	✓	✓
Rate aggregation	✓	✓	✓	✓

Significant terms aggregation p-value score	✓	✓	✓	✓
String stats aggregation	✓	✓	✓	✓
Text categorization aggregation		✓	✓	
Top metrics aggregation	✓	✓	✓	✓
T-test aggregation	✓	✓	✓	✓
Graph exploration		✓	✓	
Vector tiles API	✓	✓	✓	✓

Query languages

Elasticsearch SQL APIs & CLI	✓	✓	✓	✓
Event Query Language (EQL)	✓	✓	✓	✓
ES|QL (Elasticsearch Query Language)	✓	✓	✓	✓
Cross-cluster ES|QL			✓	

MACHINE LEARNING

Data exploration for machine learning

Data Visualizer	✓	✓	✓	✓
File upload wizard	✓	✓	✓	✓
Data drift		✓	✓	
Dashboard embeddables		✓	✓	

Anomaly detection

Single metric and multi-metric		✓	✓	
Population/entity analysis		✓	✓	
Log message categorization		✓	✓	
Rare analysis		✓	✓	
Root cause indication		✓	✓	
Forecasting on time series		✓	✓	
DST support		✓	✓	

Data frame analysis

Outlier detection		✓	✓	
Regression		✓	✓	
Classification		✓	✓	
Feature importance		✓	✓	

Inference and model management

Language identification	✓	✓	✓	✓
Third party model management, for ML nodes		✓	✓	
Kibana Space access to models		✓	✓	
Elastic Learned Sparse Encoder (ELSER) - packaged for ML nodes		✓	✓	
e5 - packaged for ML nodes		✓	✓	
Elastic Rerank			✓	

Elastic inference service (ELSER, Elastic managed LLM) [footnote] Additional usage charges apply			✓	
Inference API - Elastic managed (ELSER, e5, Elastic Rerank, Elastic managed LLM)			✓	
Inference API - support for third party and self managed embeddings, reranking and LLM providers			✓	

AIOps

Explain log rate spikes		✓	✓	
Log Pattern Analysis		✓	✓	
Change Point Detection		✓	✓	

ELASTICSEARCH

Search server	✓	✓	✓	✓
Search management UI	✓	✓	✓	✓

Search stack monitoring	✓	✓	✓	✓
Dashboards for web and search analytics	✓	✓	✓	✓
Dev Console	✓	✓	✓	✓
Elastic AI Assistant			✓	

Content Management

Content management UI	✓	✓	✓	✓
Ingestion pipeline management		✓	✓	
Inference processor management		✓	✓	
Extraction Service (Beta)		✓	✓	

Machine Learning / AI

Third party model management, for ML nodes		✓	✓	

Elastic Learned Sparse Encoder (ELSER) - packaged for ML nodes		✓	✓	
e5 - packaged for ML nodes		✓	✓	
Elastic Rerank			✓	
Elastic inference service (ELSER, Elastic Managed LLM) [footnote] Additional usage charges apply			✓	
Inference API - Elastic managed (ELSER, e5, Elastic Rerank, Elastic managed LLM)			✓	
Inference API - support for third party and self managed embeddings, reranking and LLM providers			✓	
Playground			✓	

Query and relevance

Elasticsearch query DSL	✓	✓	✓	✓

ES|QL (Elasticsearch Query Language)	✓	✓	✓	✓
ES|QL Lookup Joins	✓	✓	✓	✓
Language-specific relevance	✓	✓	✓	✓
Vector search	✓	✓	✓	✓
Similarity functions for vector fields	✓	✓	✓	✓
Synonym management	✓	✓	✓	
Reciprocal Rank Fusion (RRF) for hybrid search			✓	
Synonym management	✓	✓	✓	
Query rules			✓	
Learning to Rank (LTR)			✓	
Search Applications (beta)			✓	

Clients

Language clients (open source)	✓	✓	✓	✓

Search UI (open source)	✓	✓	✓	✓
AI ecosystem client integrations (open source)	✓	✓	✓	✓
Web and search analytics client (Beta)	✓	✓	✓	✓

Security

Encrypted communications	✓	✓	✓	✓
Role-based access control	✓	✓	✓	✓
LDAP, PKI[3], Active Directory authentication		✓	✓	✓
Single sign-on (SAML, OpenID Connect, Kerberos, JWT)		✓	✓	
Encryption at rest support	✓	✓	✓	✓

DATA INGEST & TRANSFORMATION

Ingest products & features

Filebeat, Metricbeat, Winlogbeat, Packetbeat[12], Heartbeat, Auditbeat	✓	✓	✓	✓
Functionbeat	✓	✓	✓	✓
Real browser-based synthetic monitoring agent	✓	✓	✓	✓
Logstash	✓	✓	✓	✓
ES-Hadoop	✓	✓	✓	✓
File import wizard	✓	✓	✓	✓
Auto Import (Tech Preview)			✓	

Fleet

Fleet Server	✓	✓	✓	✓
Fleet app	✓	✓	✓	✓
Fleet integrations	✓	✓	✓	✓
Elastic Agent	✓	✓	✓	✓
Selective agent binary updates	✓	✓	✓	✓

Scheduled agent binary upgrades		✓	✓	
Selective agent policy reassignment	✓	✓	✓	✓
Selective agent unenrollment	✓	✓	✓	✓
Per Policy output assignment		✓	✓	
Per Integration output assignment			✓	
Reusable Integration policies			✓	

Data sources - For a full list of integrations available, check out our Integrations page.

Abuse.ch	✓	✓	✓	✓
Audit system data	✓	✓	✓	✓
Cisco Firepower	✓	✓	✓	✓
Check Point Firewall	✓	✓	✓	✓
Cloudflare	✓	✓	✓	✓
CrowdStrike Falcon	✓	✓	✓	✓

Fortinet Fortigate	✓	✓	✓	✓
File Integrity Monitoring	✓	✓	✓	✓
Google Workspace	✓	✓	✓	✓
Microsoft 365 Defender & Defender for Endpoint	✓	✓	✓	✓
Microsoft (Office) 365	✓	✓	✓	✓
Network Packet Capture	✓	✓	✓	✓
NetFlow & IPFIX	✓	✓	✓	✓
Okta	✓	✓	✓	✓
Palo Alto Networks Cortex XDR	✓	✓	✓	✓
Palo Alto Networks Firewalls	✓	✓	✓	✓
SentinelOne	✓	✓	✓	✓
Tenable	✓	✓	✓	✓
Zscaler	✓	✓	✓	✓

Data transformation

Index time enrichment	✓	✓	✓	✓
Processors	✓	✓	✓	✓
Analyzers	✓	✓	✓	✓
Tokenizers	✓	✓	✓	✓
Filters	✓	✓	✓	✓
Filter on ANN - vector Search	✓	✓	✓	✓
Grok	✓	✓	✓	✓
Field transformation	✓	✓	✓	✓
External lookup enrichment	✓	✓	✓	✓
Circle ingest processor	✓	✓	✓	✓
Match & Geo-match enrich processor[10]	✓	✓	✓	✓
Support for MaxMind commercial databases			✓	
Support for IPinfo commercial databases			✓	

Redact ingest processor		✓	✓	

Elastic Common Schema

Elastic Common Schema	✓	✓	✓	✓

Content Integrations[16]

Elastic open web crawler		✓	✓	✓
Connector Framework	✓	✓	✓	✓
Connector API	✓	✓	✓	✓
Elastic Azure Blob Storage connector		✓	✓	✓
Elastic Box connector		✓	✓	✓
Elastic Confluence Cloud & Server connector		✓	✓	✓
Elastic Confluence Data Center connector		✓	✓	✓
Elastic Dropbox connector		✓	✓	✓

Elastic GitHub & GitHub Enterprise Server connector	✓	✓	✓
Elastic Gmail connector	✓	✓	✓
Elastic Google Cloud Storage connector	✓	✓	✓
Elastic Google Drive connector	✓	✓	✓
Elastic GraphQL connector	✓	✓	✓
Elastic Jira Cloud & Server connector	✓	✓	✓
Elastic Jira Data Center connector	✓	✓	✓
Elastic MongoDB connector	✓	✓	✓
Elastic Microsoft SQL connector	✓	✓	✓
Elastic MySQL connector	✓	✓	✓
Elastic Network Drive connector	✓	✓	✓

Elastic Notion connector	✓	✓	✓
Elastic OneDrive connector	✓	✓	✓
Elastic Oracle connector	✓	✓	✓
Elastic Outlook connector	✓	✓	✓
Elastic PostgreSQL connector	✓	✓	✓
Elastic Redis connector	✓	✓	✓
Elastic S3 connector	✓	✓	✓
Elastic Salesforce connector	✓	✓	✓
Elastic ServiceNow connector	✓	✓	✓
Elastic SharePoint Online connector	✓	✓	✓
Elastic SharePoint Server connector	✓	✓	✓
Elastic Slack connector	✓	✓	✓

Elastic Teams connector		✓	✓	✓
Elastic Zoom connector		✓	✓	✓

DATA EXPLORATION & VISUALIZATION

Visualizations

Time series	✓	✓	✓	✓
Geo	✓	✓	✓	✓
Metrics	✓	✓	✓	✓
Tables	✓	✓	✓	✓
Tag cloud	✓	✓	✓	✓
Custom (Vega)	✓	✓	✓	✓
Lens	✓	✓	✓	✓

Data exploration

ES|QL (Elasticsearch Query Language)	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓

Drilldown between dashboards	✓	✓	✓	✓
Drilldown to URL		✓	✓	✓
Discover	✓	✓	✓	✓
Console	✓	✓	✓	✓
Kibana query autocomplete	✓	✓	✓	✓
Kibana runtime fields editor	✓	✓	✓	✓
Run search sessions in background	✓	✓	✓	✓
Graph analytics		✓	✓	
Data views	✓	✓	✓	✓

Share & collaborate

Embeddable dashboards	✓	✓	✓	✓
Anonymous access control (public sharing)	✓	✓	✓	✓
CSV exports	✓	✓	✓	✓

PDF and PNG reports		✓	✓	✓
Saved queries	✓	✓	✓	✓

Content management

Kibana Spaces	✓	✓	✓	✓
Custom banners		✓	✓	✓
Custom branding			✓	
Object export UI & APIs	✓	✓	✓	✓
Tags	✓	✓	✓	✓
Navigational search	✓	✓	✓	✓

ELASTIC OBSERVABILITY

Observability overview	✓	✓	✓	✓
User Experience overview	✓	✓	✓	✓
Curated ad hoc data exploration	✓	✓	✓	✓
Service Level Objectives (SLOs)		✓	✓	

Kibana alerting and actions[5]	✓	✓	✓	✓
Elastic AI Assistant			✓	
Universal Profiling			✓	
LLM Observability	✓	✓	✓	✓

ELASTIC APM

APM Server	✓	✓	✓	✓
Jaeger intake	✓	✓	✓	✓
OpenTelemetry intake for traces and metrics	✓	✓	✓	✓
APM app	✓	✓	✓	✓
Distributed tracing	✓	✓	✓	✓
Service maps		✓	✓	
Tail-based sampling		✓	✓	
Correlations		✓	✓	
Synthetic _source for APM indices	15	15	✓	15

LLM tracing	✓	✓	✓	✓

APM agents

Java	✓	✓	✓	✓
.NET	✓	✓	✓	✓
Go	✓	✓	✓	✓
Ruby	✓	✓	✓	✓
RUM (JavaScript)	✓	✓	✓	✓
PHP	✓	✓	✓	✓
Python	✓	✓	✓	✓
Node	✓	✓	✓	✓

Integrations

Elastic Logs, Metrics	✓	✓	✓	✓
Kibana alerting and actions[5]	✓	✓	✓	✓
Machine learning		✓	✓	
Synthetic _source for Profiling indices	15	15	✓	15

ELASTIC LOGS

Log shipper (Filebeat)	✓	✓	✓	✓
Dashboards for common data sources	✓	✓	✓	✓
Logs app	✓	✓	✓	✓
Logsdb indices for logs	✓	✓	✓	✓
Synthetic _source for logsdb indices	15	15	✓	15
Custom routing on sort fields for logsdb			✓	

Integrations

Elastic APM, Synthetic Monitoring private locations	✓	✓	✓	✓
Kibana alerting and actions[5]	✓	✓	✓	✓
Log categorization		✓	✓	
Machine learning		✓	✓	

ELASTIC METRICS

Metric shipper (Metricbeat)	✓	✓	✓	✓
Dashboards for common data sources	✓	✓	✓	✓
Metrics app	✓	✓	✓	✓
Time series indices for metrics (TSDS)	✓	✓	✓	✓
Synthetic _source for time series indices	15	15	✓	15
Downsampling	✓	✓	✓	✓

Integrations

Elastic Logs, APM	✓	✓	✓	✓
Kibana alerting and actions[5]	✓	✓	✓	✓
Machine learning		✓	✓	

ELASTIC SYNTHETIC MONITORING

Synthetic Monitoring UI	✓	✓	✓	✓
Project Monitors	✓	✓	✓	✓

Managed Test Execution Service[14]				
Private Testing Locations	✓	✓	✓	✓
Point and Click Script Recorder	✓	✓	✓	✓

Integrations

Elastic Logs, Metrics, APM	✓	✓	✓	✓
Kibana alerting and actions[5]	✓	✓	✓	✓
Machine learning		✓	✓	

ELASTIC SECURITY

Elastic Common Schema	✓	✓	✓	✓
Extended detection and response (XDR)	✓	✓	✓	✓
Security information and event management (SIEM)	✓	✓	✓	✓
Host security analysis	✓	✓	✓	✓

Network security analysis	✓	✓	✓	✓
User security analysis	✓	✓	✓	✓
Timeline event explorer	✓	✓	✓	✓
Case management	✓	✓	✓	✓
Detection engine (e.g., correlation, indicator match, threshold)	✓	✓	✓	✓
Prebuilt detection rules	✓	✓	✓	✓
Prebuilt detection rules import/export	✓	✓	✓	
Prebuilt detection rules customization			✓	
Detection alerts suppression		✓	✓	
Analyst Insights		✓	✓	
Detection alert external actions		✓	✓	✓
Machine learning anomaly detection		✓	✓	

Feature				
Prebuilt anomaly detection jobs		✓	✓	
Attack Discovery			✓	
Malware prevention	✓	✓	✓	✓
Admin-defined endpoint blocklist	✓	✓	✓	✓
Ransomware prevention		✓	✓	
Malicious behavior protection		✓	✓	
Memory threat protection		✓	✓	
Self healing		✓	✓	
Host Isolation		✓	✓	
Interactive response console			✓	
Tamper protection		✓	✓	✓
Elastic AI Assistant			✓	
Threat intelligence management			✓	

Customizable on-endpoint protection notifications		✓	✓	
Cloud and Kubernetes Security Posture Management (K/CSPM)			✓	
Workload session auditing			✓	

Integrations

Elastic Agent	✓	✓	✓	✓
Elastic APM	✓	✓	✓	✓
IPinfo Commercial Database			✓	
Elastic Maps	✓	✓	✓	✓
Kibana Alerts and Actions[5]	✓	✓	✓	✓
Response actions on 3rd-party endpoint solutions			✓	
Osquery Manager	✓	✓	✓	✓

Network Packet Capture[12]	✓	✓	✓	✓
Threat intelligence feeds and platforms	✓	✓	✓	✓
Atlassian Jira		✓	✓	✓
Swimlane SOAR		✓	✓	✓
IBM Resilient		✓	✓	
ServiceNow ITOM, ITSM, SecOps		✓	✓	
Generative AI Connector for Open AI, Azure Open AI, AWS Bedrock, Google Vertex AI			✓	
Machine learning		✓	✓	

ELASTIC MAPS

Elastic Maps Service[6]				
Base layer maps	✓	✓	✓	✓
Elastic Maps Server[11]			✓	
Maps app				

Shapefile and GeoJSON upload	✓	✓	✓	✓
Multiple layers	✓	✓	✓	✓
Native vector tile support	✓	✓	✓	✓
Layer-based filtering	✓	✓	✓	✓
Client-side styling	✓	✓	✓	✓
Individual points and shapes	✓	✓	✓	✓
Geo aggregations	✓	✓	✓	✓
Embed Maps in dashboard	✓	✓	✓	✓
Tracking alerts		✓	✓	✓
Containment alerts		✓	✓	✓
Geo-threshold alerts	✓	✓	✓	✓
Display up to 24 zoom levels	✓	✓	✓	✓
Custom raster and vector tile service support	✓	✓	✓	✓

Kibana Alerts: tracking containment (geofencing)		✓	✓	✓

ORCHESTRATION

Elastic Cloud Enterprise

Deploy anywhere: bare metal, VMs, private or public cloud			✓	
Centrally provision, manage, and monitor multiple clusters			✓	
Resource tagging, and tag-based deployment configuration			✓	
Online same-day version updates			✓	
Single-click upgrades & scaling			✓	
User and role management			✓	
Automated periodic snapshots			✓	

Optimized resource utilization			✓
Container-based resource isolation			✓
Cross-cluster search and replication across ECE installations			✓
Deployment autoscaling			✓
Advanced security for remote clusters			✓

Elastic Cloud on Kubernetes[4]

Deploy Elasticsearch, Kibana, and APM Server, Beats, Enterprise tier, and Elastic Agent on Kubernetes	✓		✓
Deploy Search and Elastic Maps Server on Kubernetes			✓
Provision, manage, and monitor multiple clusters	✓		✓

Default Elastic Stack security and authentication for every deployment	✓		✓	
Single command upgrades and scaling	✓		✓	
Cross-cluster replication and search within or outside of a Kubernetes cluster			✓	
Autoscaling Elasticsearch and Machine learning nodes			✓	

SUPPORT

Support coverage		24/7/365	24/7/365	Business hrs
Target initial response times		Critical: 1 hr L2: 4 hrs L3: 1 business day	Critical: 1 hr L2: 4 hrs L3: 1 business day	Critical: 4 hrs L2: 1 day L3: 2 days
Unlimited # of incidents		✓	✓	✓
Unlimited # of projects			✓	

Support contacts[7]		8	8	6
Web and phone support		✓	✓	✓
Emergency patches		✓	✓	

[1] *For a more detailed discussion of our licensing options and 2021 licensing changes, please refer to the* **[licensing FAQ on our website](#)**.

[2] *Available under the Elastic License. Select features are also available under SSPL or Apache License 2.0. For questions about which features may be licensed under SSPL and Apache License 2.0, please contact* **elastic_license@elastic.co**.

[3] *Feature is currently not available in deployments on Elastic Cloud Enterprise.*

[4] *Customers whose Enterprise subscriptions use ECE/ECE Instances as the billing metric must agree to additional terms before they can access the Enterprise-level features listed in this section. Please* **[contact us](#)**.

[5] *Refer to the Alerting section (Kibana Alerts and Kibana Actions items) for further details. Alerting rules based on anomaly detection or SLOs are only available on Platinum and Enterprise tiers.*

[6] **[Elastic Maps Service - Terms of Service](#)**

[7] *Elastic Certified Professionals can be added as additional Support contacts on paid subscriptions at no additional charge.*

[8] *Access to administering Kibana subfeature privileges start at the Gold tier and are available on a per-feature basis matching the feature's subscriptions tier.*

[9] *Gold Subscription tier is no longer available for new customers, try Elastic Cloud Gold instead. Customers with existing Gold Subscriptions will continue to be supported through the end of its current subscription term.*

[10] **[Elastic GeoIP Database Service Agreement](#)**

[11] *Subject to Elastic Vector Tiles Data License Agreement*

[12] *Re-distributing the Windows release of Packetbeat and the Network Packet Capture agent integration for Windows hosts requires an additional license to npcap, a Windows packet sniffing library, that may be obtained from nmap.org.*

[13] Advanced cluster rebalancing is based on observed data stream write loads described in **cluster-level shard allocation**.

[14] Access to the global managed testing infrastructure is for users running Elastic Cloud only. Self managed users can deploy their own testing nodes using private locations.

[15] Synthetic _source is an Enterprise feature from 8.17 onward.

[16] Updates provided through this subscription page exclude End-of-Life (EOL) products such as Enterprise Search or included features such as App Search, Workplace Search, Elastic web crawler or native connectors. For more details on discontinued products, please consult our **product subscription archive**.

The list above reflects the features available in the latest version of the Elastic Stack. Any features or functions of services or products referenced on this page or other pages, or in any presentations, press releases or public statements, which are not currently available or not currently available as a GA release, may not be delivered on time or at all. The development, release, and timing of any features or functionality described for our products remains at our sole discretion. Customers who purchase our products and services should make the purchase decisions based upon services and product features and functions that are currently available.

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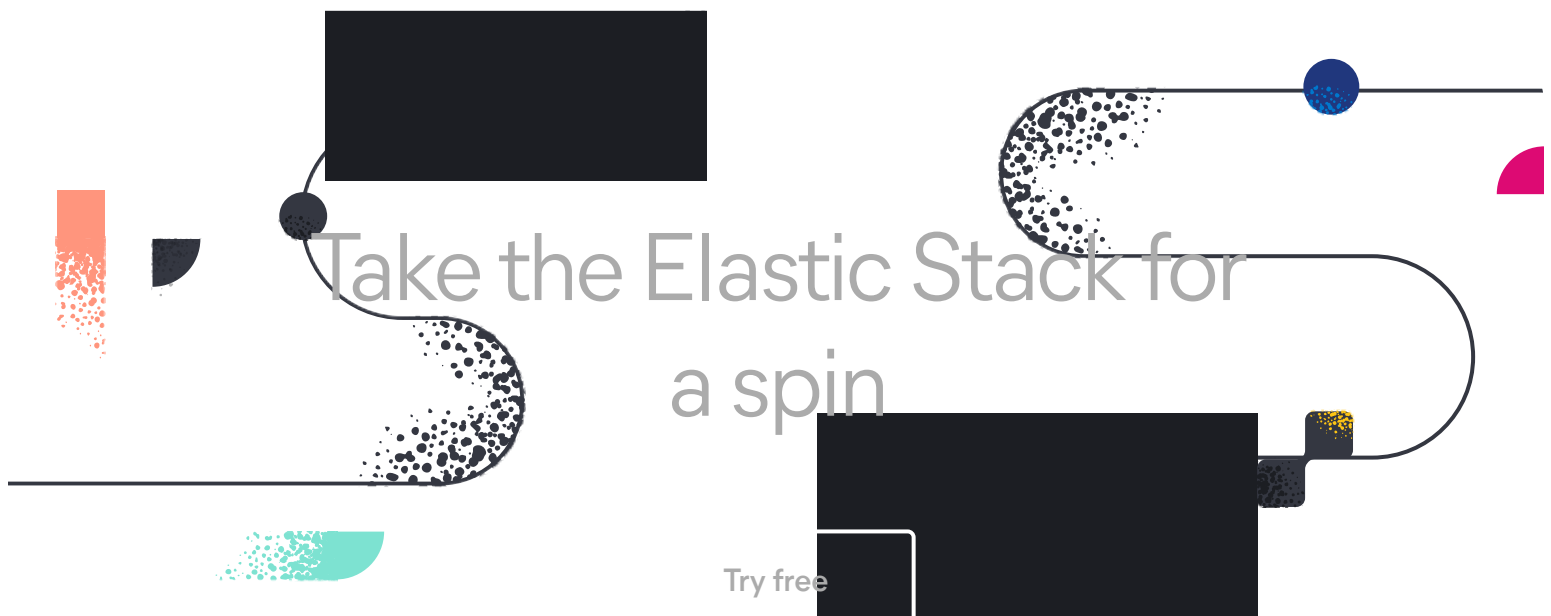
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