DigitalOcean

Achieve peace of mind with DigitalOcean Support Plans

Take advantage of our reliable, efficient, and scalable support with DigitalOcean Support Plans. Gain access to timely troubleshooting, expert guidance from our technical staff, quick response times, and unlimited customized support. With DigitalOcean Support Plans, get quick support so you can get back to building applications and innovating your technology stack.

Choose a support plan that solves your business and technical problems

Starter

For anyone who wants general guidance and troubleshooting. Included for all customers.

$0 /month

Developer

For teams developing and testing with non-production workloads.

$24 /month

Standard

For teams deploying and maintaining production workloads. Includes live chat.

$99 /month

Premium

For businesses serving large customer bases with mission-critical applications. Response times within 30 minutes.

$999 /month

Our range of support plans offer varying levels of support, allowing you to choose the tier that is best suited to your organization's needs

Starter Plan

- ✓ General troubleshooting, assistance, and guidance
- ✓ Email support
- ✓ Included for all customers

Developer Plan

- ✓ General troubleshooting, assistance, and guidance
- ✓ Email support
- ✓ Month-to-month pricing

Standard Plan

- ✓ General troubleshooting, assistance, and guidance
- ✓ Email support
- ✓ Month-to-month pricing
- ✓ Live Chat
- ✓ Monthly newsletter

Premium Plan

- ✓ General troubleshooting, assistance, and guidance
- ✓ Email support
- ✓ Month-to-month pricing
- ✓ Live Chat
- ✓ Monthly newsletter
- ✓ Higher API Limit
- ✓ Monthly Customer Report (MCR)
- ✓ Dedicated Slack channels and video calls
- ✓ Dedicated team of business and technical advisors
- ✓ Ticket escalation with the highest priority
- ✓ Architecture and business review sessions
- ✓ Strategy consultations
- ✓ One-on-one onboarding

Focus on building technology while we solve your technical issues

Explore the wealth of benefits that DigitalOcean Support Plans has to offer startups, independent software vendors (ISVs), growing digital businesses, and the modern developer.

Timely troubleshooting and assistance

With features such as Response Time and Average Resolution Time, customers can expect their issues to be resolved within a certain time frame. This helps to quickly resolve issues and minimize downtime.

Premium and Standard customers benefit from immediate communication with our technical staff with our live chat feature, as well as dedicated Slack channels and video calls to streamline troubleshooting and ticket escalation.

Expert guidance

Customers have access to our high-level technical staff for advanced troubleshooting and personalized support.

With the Premium Plan, customers have a dedicated team of technical advisors that are familiar with their environment, know their technical and business challenges, and can offer tailored solutions to their technical issues.

They also have access to features such as architecture reviews, business reviews, and strategy consultation, to enhance their technical support experience with business strategy support.

Focus on building technology, not resolving technical issues

With DigitalOcean Support Plans, customers can focus on building, scaling, and optimizing their applications without the constant worry of resolving technical issues.

With timely assistance, expert guidance, and enhanced communication channels for Premium customers, DigitalOcean Support Plans help to ensure that technical problems are swiftly addressed, downtime is minimized, and operational disruptions are avoided.

This allows teams to dedicate their time and resources to innovation and development, driving growth and efficiency in their projects.

Enhanced communication

DigitalOcean Support Plans offer enhanced communication options, including live chat, dedicated Slack channels, and video calls. These features provide immediate, interactive support, ensuring quick resolutions and personalized assistance.

Enhanced communication allows customers to address technical issues more efficiently, reducing downtime and keeping projects on track. By facilitating direct and real-time interactions with our technical staff, DigitalOcean empowers customers to focus on building and scaling their applications while we handle the technical challenges.

Event management and preparedness for the growing digital business

With our Event Management Service, your team is supported with the following tasks:

- ✓ **Help you to prepare your systems** for key moments and intensive workloads through architecture review sessions
- ✓ **Guide you with best practices** for DigitalOcean products and review disaster recovery methods to proactively resolve potential issues
- ✓ **Develop and implement a faster path** to issue resolution to minimize the impact of any issues that might occur.
- ✓ **Assign a support engineer to remain on-call** for any assistance needed during the event, ensuring the quickest path to engineering escalations.

What customers are saying about DigitalOcean Support Plans

"Gomag is the most popular Romanian eCommerce SaaS solution, and as our user base grows, so do the challenges we face. To address the demands of this growth effectively, we turned to DigitalOcean's Premium Support plan. With the support of DigitalOcean's team, we are able to better understand how to develop our infrastructure even further so it can match our business needs."

Aurelian Motica
Founder, Gomag

"Having a partner you can rely on is really important. The security and peace of mind you get when you're working with someone you trust is really important to us. We value the partnership we have with DigitalOcean."

Tosho Trajanov
Chief Growth Officer, Adeva

"We live and breathe out of Slack, the fact that we were able to set up a Slack channel with our DigitalOcean counterparts has been extremely helpful and they've been very responsive in that channel."

Chuck Dyer
Chief Cloud Officer, BlockSpaces

Start your DigitalOcean Support Plan journey today

1. Want to get $200 in credit for your first 60 days with DigitalOcean? **Get started here.**

2. Ready to leverage timely and reliable support? **Check out our DigitalOcean Support Plans.**

3. Curious about our pricing tiers? **Learn more here.**

4. Interested in tutorials, walkthrough videos, and customer testimonials? **Check out our Youtube channel.**