

Trial, plans & support

Trial lifecycle

Signing up puts you on the **Basic tier as a 14-day free trial**, no card required. Here's what happens if you don't add a payment method:

1. **Day 0-14: Trial.** Full access to your Basic-tier tenant.
2. **Day 14-21: Grace period (7 days).** Your trial has ended, but your tenant keeps running. You can add a card at any point during this window to continue without interruption.
3. **Day 21-51: Sleeping (30 days).** If no payment method is added, your tenant is paused — its workloads are scaled down, but your data (databases, files, repos) is preserved untouched.
4. **Day 51: Deletion.** If the tenant is still unpaid after the sleep period, it and all its data are permanently deleted.

That's 51 days total from signup to deletion if nothing is done — but **adding a payment method at any point in that window immediately reactivates your tenant**, no matter which stage it's in.

Plans & pricing

CompactHive offers a small number of tiers beyond Basic, each with more CPU, memory, storage, and additional services (see the previous page for what's included at each tier). Current plans and pricing are kept up to date on the pricing page rather than duplicated here:

- compacthive.io/pricing

Support

- **Email:** support@compacthive.io — the primary channel for bug reports, questions, and feature requests.

- **Status page:** status.compacthive.io — live status for the platform, sign-ups, tenant deploys, and custom apps, independent of the main platform infrastructure.

A note on uptime

CompactHive's shared tiers (which is what you're on unless you've specifically arranged private infrastructure) are run on a **best-effort basis** — there's no percentage uptime commitment or service-credit guarantee attached to them. We work to keep things running well and respond to incidents promptly, but if strict contractual uptime guarantees are a hard requirement for you, that's a conversation to have with us directly rather than an assumption to make from a shared tier.

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