

# AWS Module 8 - Pricing & Support

## AWS Free Tier

Three types of offers are available:

- Always Free
  - These offers do not expire and are available to all AWS customers.
  - For example, AWS Lambda allows 1 million free requests and up to 3.2 million seconds of compute time per month. Amazon DynamoDB allows 25 GB of free storage per month.
- 12 Months Free
  - These offers are free for 12 months following your initial sign-up date to AWS.
  - Examples include specific amounts of Amazon S3 Standard Storage, thresholds for monthly hours of Amazon EC2 compute time, and amounts of Amazon CloudFront data transfer out.
- Trials
  - Short-term free trial offers start from the date you activate a particular service. The length of each trial might vary by number of days or the amount of usage in the service.
  - For example, Amazon Inspector offers a 90-day free trial. Amazon Lightsail (a service that enables you to run virtual private servers) offers 750 free hours of usage over a 30-day period.

What is the Pay less with volume-based discounts when you use more option?

- Some services offer tiered pricing, so the per-unit cost is incrementally lower with increased usage.
- For example, the more Amazon S3 storage space you use, the less you pay for it per GB.

What is the **AWS Pricing Calculator**?

- Suppose that your company is interested in using Amazon EC2. However, you are not yet sure which AWS Region or instance type would be the most cost-efficient for your use case. In the AWS Pricing Calculator, you can enter details, such as the kind of operating system you need, memory requirements, and input/output (I/O) requirements. By using the AWS Pricing Calculator, you can review an estimated comparison of different EC2 instance types across AWS Regions.

## AWS Billing & Cost Management dashboard

- Use this to pay your AWS bill, monitor your usage, and analyze and control your costs.
- Compare your current month-to-date balance with the previous month, and get a forecast of the next month based on current usage.
- View month-to-date spend by service.
- View Free Tier usage by service.

- Access Cost Explorer and create budgets.
- Purchase and manage Savings Plans.
- Publish AWS Cost and Usage Reports

## Consolidated billing

- The consolidated billing feature of AWS Organizations enables you to receive a single bill for all AWS accounts in your organization. By consolidating, you can easily track the combined costs of all the linked accounts in your organization. The default maximum number of accounts allowed for an organization is 4, but you can contact AWS Support to increase your quota, if needed.

## AWS Budgets

- you can create budgets to plan your service usage, service costs, and instance reservations.
- The information in AWS Budgets updates three times a day. This helps you to accurately determine how close your usage is to your budgeted amounts or to the AWS Free Tier limits.
- In AWS Budgets, you can also set custom alerts when your usage exceeds (or is forecasted to exceed) the budgeted amount.

## AWS Cost Explorer

- Is a tool that lets you visualize, understand, and manage your AWS costs and usage over time.
- AWS Cost Explorer includes a default report of the costs and usage for your top five cost-accruing AWS services.

## AWS Support Plans

- **Basic Support** is free for all AWS customers. It includes access to whitepapers, documentation, and support communities. With Basic Support, you can also contact AWS for billing questions and service limit increases.
- With Basic Support, you have access to a limited selection of AWS Trusted Advisor checks. Additionally, you can use the **AWS Personal Health Dashboard**, a tool that provides alerts and remediation guidance when AWS is experiencing events that may affect you.
- **Developer, Business, Enterprise On-Ramp, and Enterprise Support**
  - Customers in the **Developer Support** plan have access to features such as:
    - Best practice guidance
    - Client-side diagnostic tools
    - Building-block architecture support, which consists of guidance for how to use AWS offerings, features, and services together
  - For example, suppose that your company is exploring AWS services. You've heard about a few different AWS services. However, you're unsure of how to potentially use them together to build applications that can address your company's needs. In this scenario, the building-block architecture support that is included with the Developer Support plan could help you to identify opportunities for combining specific services and features.
  - Customers with a **Business Support** plan have access to additional features, including:

- Use-case guidance to identify AWS offerings, features, and services that can best support your specific needs
- All AWS Trusted Advisor checks
- Limited support for third-party software, such as common operating systems and application stack components
- Customers with an Enterprise On-Ramp Support plan have access to:
  - A pool of Technical Account Managers to provide proactive guidance and coordinate access to programs and AWS experts
  - A Cost Optimization workshop (one per year)
  - A Concierge support team for billing and account assistance
  - Tools to monitor costs and performance through Trusted Advisor and Health API/Dashboard
- In addition to all features included in the Basic, Developer, Business, and Enterprise On-Ramp support plans, customers with Enterprise Support have access to:
  - A designated Technical Account Manager to provide proactive guidance and coordinate access to programs and AWS experts.
  - A Concierge support team for billing and account assistance.
  - Operations Reviews and tools to monitor health
  - Training and Game Days to drive innovation.
  - Tools to monitor costs and performance through Trusted Advisor and Health API/Dashboard.

## Who is a TAM?

- The Enterprise On-Ramp and Enterprise Support plans include access to a tam.
- The TAM is your primary point of contact at AWS, educates, empowers, and evolves your cloud journey across the full range of AWS services. TAMs provide expert engineering guidance, help you design solutions that efficiently integrate AWS services, assist with cost-effective and resilient architectures, and provide direct access to AWS programs and a broad community of experts.

## AWS Marketplace

- It is a digital catalog that includes thousands of software listings from independent software vendors. You can use AWS Marketplace to find, test, and buy software that runs on AWS.
- For each listing in AWS Marketplace, you can access detailed information on pricing options, available support, and reviews from other AWS customers.

# Basic support

- 24/7 customer service
- Documentation
- Whitepapers
- Support forums
- AWS Trusted Advisor
- AWS Personal Health Dashboard

# Developer support

Basic support

Email access to  
customer support

# Business support

Basic and developer support

AWS Trusted Advisor provides full set of best practice checks

Direct phone access to cloud support engineers

# Business support

Infrastructure event management

# AWS Enterprise On-Ramp Support

Basic, Developer, and  
Business support

30 minute response  
time for business  
critical workloads

Access to a pool of  
Techinal Account  
Managers (TAMs)

# AWS Enterprise Support

Basic, Developer, and Business support

15 minute response time for business critical workloads

Designated Technical Account Manager (TAM)

# Six pillars of the Well-Architected Framework

- Operational Excellence
- Security
- Reliability
- Performance Efficiency
- Cost Optimization
- Sustainability

*https://github.com/Ayesha-Siddiqua*

Which Support plan includes all AWS Trusted Advisor checks at the lowest cost?

Basic

Developer

Business

Enterprise

**X**

Incorrect

The correct response option is **Business**.

Only the Business, Enterprise On-Ramp, and Enterprise Support plans include all AWS Trusted Advisor checks. Of these three Support plans, the Business Support plan has a lower cost.

# Enterprise focused features

Custom terms and pricing

A private marketplace

Integration into your procurement systems

Cost management tools

## Which action can you perform with consolidated billing?

- Review how much cost your predicted AWS usage will incur by the end of the month.
- Create an estimate for the cost of your use cases on AWS.
- Combine usage across accounts to receive volume pricing discounts.
- Visualize and manage your AWS costs and usage over time.

Correct

The correct response option is: **Combine usage across accounts to receive volume pricing discounts.**

The other response options are incorrect because:

- Review how much cost your predicted AWS usage will incur by the end of the month - You can perform this action in *AWS Budgets*.
- Create an estimate for the cost of your use cases on AWS - You can perform this action in *AWS Pricing Calculator*.
- Visualize and manage your AWS costs and usage over time - You can perform this action in *AWS Cost Explorer*.

Which pricing tool is used to visualize, understand, and manage your AWS costs and usage over time?

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AWS Pricing Calculator

AWS Budgets

AWS Cost Explorer

AWS Free Tier

The correct response option is **AWS Cost Explorer**.

AWS Cost Explorer includes a default report of the costs and usage for your top five cost-accruing AWS services. You can apply custom filters and groups to analyze your data. For example, you can view resource usage at the hourly level.

The other response options are incorrect because:

- AWS Pricing Calculator enables you to create an estimate for the cost of your use cases on AWS.
- AWS Budgets enables you to create budgets to plan your service usage, service costs, and instance reservations. In AWS Budgets, you can also set custom alerts when your usage exceeds (or is forecasted to exceed) the budgeted amount.
- The AWS Free Tier is a program that consists of three types of offers that allow customers to use AWS services without incurring costs: Always free, 12 months free, and Trials.

Which pricing tool enables you to receive alerts when your service usage exceeds a threshold that you have defined?



Billing dashboard in the AWS Management Console



AWS Budgets



AWS Free Tier



AWS Cost Explorer

In AWS Budgets, you can set custom alerts that will notify you when your service usage exceeds (or is forecasted to exceed) the amount that you have budgeted.

Your budget can be based on costs or usage. For example, you can set an alert that will notify you when you have incurred \$100.00 of costs in Amazon EC2 or 500,000 requests in AWS Lambda.

The other response options are incorrect because:

- From the billing dashboard in the AWS Management Console, you can view details on your AWS bill, such as service costs by Region, month to date spend, and more. However, you cannot set alerts from the billing dashboard.
- The AWS Free Tier is a program that consists of three types of offers that allow customers to use AWS services without incurring costs: Always free, 12 months free, and Trials.
- AWS Cost Explorer is a tool that enables you to visualize, understand, and manage your AWS costs and usage over time.

Your company wants to receive support from an AWS Technical Account Manager (TAM). Which support plan should you choose?



Developer



Enterprise



Basic



Business



Correct

The correct response option is **Enterprise**.

A Technical Account Manager (TAM) is available only to AWS customers with the Enterprise On-Ramp and Enterprise Support plans. A TAM provides guidance, architectural reviews, and ongoing communication with your company as you plan, deploy, and optimize your applications.

Which service or resource is used to find third-party software that runs on AWS?



AWS Marketplace



AWS Free Tier



AWS Support



Billing dashboard in the AWS Management Console

AWS Marketplace is a digital catalog that includes thousands of software listings from independent software vendors. You can use AWS Marketplace to find, test, and buy software that runs on AWS.

The other response options are incorrect because:

- The AWS Free Tier consists of offers that allow customers to use AWS services without incurring costs. These offers are related to AWS services, not third-party software that can be used on AWS.
- AWS Support is a resource that can answer questions about best practices, assist with troubleshooting issues, help you to identify ways to optimize your use of AWS services, and so on.
- You can use the billing dashboard in the AWS Management Console to view details such as service costs by Region, the top services being used by your account, and forecasted billing costs. From the billing dashboard, you can also access other AWS billing tools, such as AWS Cost Explorer, AWS Budgets, and AWS Budgets Reports.

# AWS CAF perspectives

Business

People

Governance

Platform

Security

Operations

business

Technical