



At AWS, we want you to be successful. Our Support plans are designed to give you the right mix of tools and access to expertise so that you can be successful with AWS while optimizing performance, managing risk, and keeping costs under control.

Basic Support is included for all AWS customers and includes:

- **Customer Service and Communities** - 24x7 access to customer service, [documentation](#), [whitepapers](#), and [AWS re:Post](#).
- **AWS Trusted Advisor** - Access to core Trusted Advisor [checks](#) and guidance to provision your resources following best practices to increase performance and improve security.
- **AWS Personal Health Dashboard** - A personalized view of the health of AWS services, and alerts when your resources are impacted.

<u>Developer</u>	<u>Business</u>	<u>Enterprise On-Ramp</u>	<u>Enterprise</u>
<i>Recommended if you are experimenting or testing in AWS.</i>	<i>Minimum recommended tier if you have production workloads in AWS</i>	<i>Recommended if you have production and/or business critical workloads in AWS.</i>	<i>Recommended if you have business and/or mission critical workloads in AWS.</i>

AWS Trusted Advisor Best Practice Checks	Service Quota and basic Security checks	Full set of checks	Full set of checks	Full set of checks
AWS Trusted Advisor Priority	Prioritized recommendations curated by your AWS account team			
Enhanced Technical Support	<p>Business hours** web access to Cloud Support Associates</p> <p>Unlimited cases with 1 primary contact</p> <p>Prioritized responses on AWS re:Post</p>	<p>24/7 phone, web, and chat access to Cloud Support Engineers</p> <p>Unlimited cases and unlimited contacts (IAM supported)</p> <p>Prioritized responses on AWS re:Post</p> <p>Access to AWS Support App in Slack</p>	<p>24/7 phone, web, and chat access to Cloud Support Engineers</p> <p>Unlimited cases and unlimited contacts (IAM supported)</p> <p>Prioritized responses on AWS re:Post</p> <p>Access to AWS Support App in Slack</p>	<p>24/7 phone, web, and chat access to Cloud Support Engineers</p> <p>Unlimited cases and unlimited contacts (IAM supported)</p> <p>Prioritized responses on AWS re:Post</p> <p>Access to AWS Support App in Slack</p>
Case Severity / Response Times*	<p>General guidance: < 24 hours**</p> <p>System impaired: < 12 hours**</p>	<p>General guidance: < 24 hours</p> <p>System impaired: < 12 hours</p> <p>Production system impaired: < 4 hours</p> <p>Production system down: < 1 hour</p>	<p>General guidance: < 24 hours</p> <p>System impaired: < 12 hours</p> <p>Production system impaired: < 4 hours</p> <p>Production system down: < 1 hour</p>	<p>General guidance: < 24 hours</p> <p>System impaired: < 12 hours</p> <p>Production system impaired: < 4 hours</p> <p>Production system down: < 1 hour</p>
Architectural Guidance	General	Contextual to your use-cases	Consultative review and guidance based	Consultative review

		on your applications (one-per-year)	and guidance based on your applications
Programmatic Case Management	AWS Support Center features to create, manage and close your support cases	AWS Support API	AWS Support API
Third-Party Software Support	Interoperability and configuration guidance and troubleshooting	Interoperability and configuration guidance and troubleshooting	Interoperability and configuration guidance and troubleshooting
Proactive Programs and Self Service	<p>offers architecture and scaling guidance and operational support during the preparation and execution of planned events, such as shopping holidays, product launches, and migrations</p> <p>Access to Support Automation Workflows with prefixes AWSSupport</p>	<p>Access to Infrastructure Event Management for additional fee</p> <p>Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport</p>	<p>Infrastructure Event Management (one-per-year)</p> <p>Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport</p>
AWS Incident Detection and Response	<p>Access to AWS Incident Detection and Response for an additional fee. AWS Incident Detection and Response is an add-on to Enterprise Support that offers 24x7 proactive monitoring and incident management for selected workloads.</p> <p>AWS Incident Detection and Response leverages the proven operational, enhanced monitoring, and incident</p>		

		management capabilities used internally by AWS teams and externally by AWS Managed Services (AMS).
AWS Managed Services	Access to AWS Managed Services (AMS) for an additional fee. AMS augments your existing teams with cloud advanced operations skills and capacity. Includes baseline operations, a designated Cloud Service Delivery Manager (CSDM), Cloud Architect (CA), and access to the AMS security team.	Access to AWS Managed Services (AMS) for an additional fee. AMS augments your existing teams with cloud advanced operations skills and capacity. Includes baseline operations, a designated Cloud Service Delivery Manager (CSDM), Cloud Architect (CA), and access to the AMS security team.
TAM acts as a single point of contact and provides personalized guidance and assistance to help the customer optimize their AWS environment, resolve technical issues, and achieve their business goals	A pool of Technical Account Managers to provide proactive guidance, and coordinate access to programs and AWS experts	Designated Technical Account Manager (TAM) to proactively monitor your environment and assist with optimization and coordinate access to programs and AWS experts
Technical Account Management		Access to online self-paced labs
Training		

Account Assistance

	Concierge Support Team	Concierge Support Team
	The Concierge team will quickly and efficiently assist you with your billing and account inquiries, and work with you to help implement billing and account best practices	Greater of \$15,000
	Greater of \$100 / month***	Greater of \$5,500
	- or -	- or -
	Greater of \$29 / month***	10% of monthly AWS usage for the first \$0–\$150K
	- or -	10% of monthly AWS usage
	3% of monthly AWS usage	7% of monthly AWS usage from \$150K–\$500K
Pricing	See pricing detail and example.	5% of monthly AWS usage from \$500K–\$1M
*Additional services for additional fee	5% of monthly AWS usage from \$80K–\$250K	3% of monthly AWS usage over \$1M
	3% of monthly AWS usage over \$250K	See pricing detail and example.
	See pricing detail and example.	See pricing detail and example.
	*Access to AWS Managed Services (AMS) for an additional fee	*Access to AWS Incident Detection and Response for an additional fee
	*Access to AWS Managed Services (AMS) for an additional fee	*Access to AWS Managed Services (AMS) for an additional fee

*We will make every reasonable effort to respond to your initial request within the corresponding timeframes.

**Business hours are generally defined as 8:00 AM to 6:00 PM in the customer country as set in [My Account console](#), excluding holidays and weekends. These times may vary in countries with multiple time zones.

*** Plans are subject to a 30 day minimum term.

****Customers qualify for the regional pricing if all accounts on their billing profile are concentrated in qualified LATAM countries, India, or Mainland China subject to conditions below.

[Click to see regional pricing details »](#)

Note: if you work with an AWS partner and would like to learn more about Partner-led Support, [click here](#).

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AWS Free Tier

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Language

| عربي |

Bahasa Indonesia |

Deutsch |

English |

Español |

Français |

Italiano |

Português |

Tiếng Việt |

Türkçe |

Русский |

ไทย |

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