	Developer	Business	Enterprise
	Recommended if you are experimenting or testing in AWS.	*Recommended if you have production workloads in AWS.*	*Recommended if you have business and/or mission critical workloads in AWS.*
AWS Trusted Advisor Best Practice Checks	7 Core checks	Full set of checks	Full set of checks
Enhanced Technical Support	Business hours** email access to Cloud Support Associates Unlimited cases / 1 primary contact	24x7 phone, email, and chat access to Cloud Support Engineers Unlimited cases / unlimited contacts (IAM supported)	24x7 phone, email, and chat access to Cloud Support Engineers Unlimited cases / unlimited contacts (IAM supported)
Case Severity / Response Times*	General guidance: < 24 business hours** System impaired: < 12 business hours**	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour Business-critical system down: < 15 minutes
Architectural Guidance	General	Contextual to your use-cases	Consultative review and guidance based on your applications
Programmatic Case Management		AWS Support API	AWS Support API
Third-Party Software Support		Interoperability & configuration guidance and troubleshooting	Interoperability & configuration guidance and troubleshooting
Proactive Programs		Access to Infrastructure Event Management for additional fee.	Infrastructure Event Management Well-Architected Reviews Operations Reviews Technical Account Manager (TAM) coordinates access to programs and other AWS experts as needed.
Technical Account Management			Designated Technical Account Manager (TAM) to proactively monitor your environment and assist with optimization.
Training			Access to online self-paced labs
Account Assistance			Concierge Support Team
Pricing	Greater of $29 / month*** - or - 3% of monthly AWS usage See pricing detail and example.	Greater of $100 / month*** - or - 10% of monthly AWS usage for the first $0–$10K 7% of monthly AWS usage from $10K–$80K 5% of monthly AWS usage from $80K–$250K 3% of monthly AWS usage over $250K See pricing detail and example.	Greater of $15,000 - or - 10% of monthly AWS usage for the first $0–$150K 7% of monthly AWS usage from $150K–$500K 5% of monthly AWS usage from $500K–$1M 3% of monthly AWS usage over $1M See pricing detail and example.