Let's Log in to AWS

AWS Support Tiers

- AWS offers 4 types of support plans:
  1. Basic:
     a. Price: $0.00 per month
     b. Description: Customer service for account and billing questions and access to AWS community forums.

  2. Developer:
     a. Price: $29.00 per month (scales based on usage).
     b. Use Case: Experimenting with AWS.
     c. Description: 1 primary contact with the ability to ask technical questions through the support center.
     d. Response Time:12 – 24 hours.

  3. Business:
     a. Price: $100.00 per month (scales based on usage)
     b. Use Case: Production use of AWS
     c. Description: 24 x 7 support by phone and chat. Get help with common third-party software. Get access to trusted advisor for optimizing the AWS infrastructure.
     d. Response Time: 1 hour for urgent support cases

  4. Enterprise:
     a. Price: $15,000.00 per month (scales based on usage)
     b. Use Case: Mission-critical use of AWS
     c. Description: All features of business tier plan. You also get a **Technical Account Manager (TAM).** This TAM provides guidance and best practice to help plan, develop, and run the AWS solutions you are using.
     d. Response Time: 15-minute response to critical support cases.