

AWS Support Plans

Email support only for Billing and Account-Basic

Tech support via Email ~24 hours (business) until reply-
Developer, Business and Enterprise

Third party support-Business and Enterprise

Tech Support via Chat, Phone, Anytime 24/7-Business and
Enterprise

Time Periods

General Guidance ~24 hours- Developer, Business, Enterprise
System Impaired <12 hours-Developer, Business and Enterprise
Production System Impaired < 4 hours- Business and Enterprise
Production System Down < 1 hour- Business and Enterprise
Business critical system down<15 m-Enterprise

Personal Concierge- Enterprise

TAM(Technical Account Manager)- Enterprise

7 Trusted Advisor Checks- Basic and Developer

All trusted Advisor Checks- Business and Enterprise

Technical Account Manager(TAM)-Provides both proactive
guidance and reactive support to help succeed with AWS

AWS Marketplace is a curated digital catalogue with thousands
of software listing from independent software vendors.

Easily find, buy, test and deploy software that already runs on
AWS.

The product can be free to use or can have a associated charge.
The charge becomes part of AWS bill and once you pay AWS
marketplace pays the vendor.

Consolidated Billing

It is a feature of AWS organization that allows you to pay for multiple AWS accounts with one bill.

For billing AWS treats all the accounts in an organization as if they were one account

We can designate one master(Root) account that pays the charge of all the other member accounts.

Consolidated Billing- Volume Discounts

AWS has Volume Discounts for many services but remember consolidated billings is a feature of AWS organizations so we need organization account

AWS Trusted Advisor- It is a recommendation tool which automatically and actively monitors AWS account to provide actionable recommendations across a series of categories.

The 5 categories of AWS trusted Advisor

Cost Optimization

Performance

Security

Fault Tolerance

Service Limits

Service Level Agreements

A SLA is a formal commitment about the expected level of service between a customer and provider. When a service level is not met and if customer meets its obligations under SLA, customer will be eligible to receive the compensation

What is Service Level Indicator (SLI)

A metric measurement that indicates what measure of performance a customer is receiving at a given time

What is Service Level Objective (SLO)

The objective that the provider has agreed to meet.

SLOs are represented as a specific target percentage over a period of time

AWS Abuse

AWS Trust and Safety is a team that specially deals with abuses occurring on the AWS platform for the issues such as Spam, Port Scanning, Intrusion attempts