AWS Support Plan:

Support Plans

There are **4** support plans.

1 **Basic**
Basic Support is included for **free** for all AWS accounts.

2 **Developer**
Developer Support starts at **$29** a month and is recommended for testing and development.

3 **Business**
Business Support starts at **$100** a month and is recommended for production workloads.

4 **Enterprise**
Enterprise Support starts at **$15,000** a month and is recommended for business or mission-critical production workloads.

Support Case Types

There are **3** types of support cases you can open with **AWS Support**.

1 **Account and billing**
Account-related and billing cases can be opened by all customers.

2 **Service limit increases**
Default service quota (or limit) increases can be opened by all customers.

3 **Technical support**
Technical support cases can only be opened by customers on the Developer, Business, or Enterprise plans.

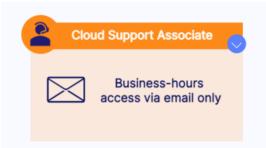⚠️ AWS Support does **not** allow cases for code development, debugging custom software, or performing system administration tasks.

Basic Support Plan

Basic Support is included for free for all AWS accounts.

Account and billing

Service limit increases

Customer Service

24/7 access via **email** only

Developer Support Plan

Developer Support starts at **$29 a month** and is recommended for testing and development.

Account and billing

Service limit increases

Technical support

1 Primary Contact

Unlimited Cases

Cloud Support Associate

Business-hours access via email only

Response Times

<24 hours General guidance

<12 hours System impaired

Business Support Plan

Business Support starts at **$100 a month**
and is recommended for production workloads.

Account and billing

Service limit increases

Technical support

Unlimited Contacts

Unlimited Cases

Full Set of Trusted Advisor Checks

Cloud Support Engineers

24/7 access via email, phone, or chat

Response Times

<24 hours	General guidance	**<4 hours**	Production system impaired
<12 hours	System impaired	**<1 hour**	Production system down

Enterprise Support Plan

Enterprise Support starts at **$15,000 a month** and is recommended for business or mission-critical production workloads.
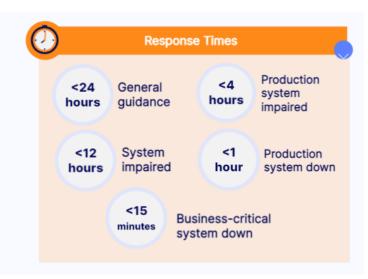
Account and billing

Service limit increases

Technical support

Unlimited Contacts

Unlimited Cases

Technical Account Manager **(TAM)**

Concierge Support Team

Infrastructure Event Management

Full Set of Trusted Advisor Checks

Cloud Support Engineers

24/7

24/7 access via email, phone, or chat

Response Times

<24 hours	General guidance	**<4 hours**	Production system impaired
<12 hours	System impaired	**<1 hour**	Production system down
<15 minutes	Business-critical system down		

Things to Remember When
Studying for the Exam

Basic Support

Don't forget how to open tickets and the types of tickets you're allowed to open.

Developer Support

Don't forget how to open tickets and the types of tickets you're allowed to open.

Business Support

Don't forget how to open tickets and the types of tickets you're allowed to open.

Remember this support plan includes the full set of Trusted Advisor checks.

Enterprise Support

Don't forget how to open tickets and the types of tickets you're allowed to open.

Remember this support plan includes the full set of Trusted Advisor checks.

Don't forget this support plan provides access to a Technical Account Manager (TAM) and the Concierge Support Team.