

# Buy Support Plan

07 August 2022 03:15

Steps to buy the support plan.

Support

Overview

Cases

Chat support

Phone support

Community support

Settings

Overview

1

Get support

Live and self-service support options

Browse documentation

View help FAQs

Start a tutorial

Open keyboard shortcuts

Send feedback

2

View support offerings

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Overview

1

Your current support service is Basic Support. Role Based, Silver, and Gold services ended on May 31, 2022.

1

Your current support service is Basic Support, covering admin and billing inquiries only. To have customized technical support, sign up now for the C

1

This information applies only to support for Google Cloud Platform products. You can find support options for other products, such as Maps and Ap

Google Cloud Platform status

All services normal

Go to Cloud Status Dashboard

Support information

Your current support offering: Basic (billing-only)

Sign up for customized technical support with Customer Care, a scalable and flexible set of services built with your needs at the center.

2

View support offerings

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Support offerings

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Support offerings

	Basic	Standard	Enhanced	Premium
	\$0	\$29 per month + 3% of net spend	\$500 per month + 3% of net spend	\$12,500 per month + 4% of net spend (1 year minimum commitment)
	<div>3. <div>Current Plan</div></div>	<div>BUY NOW</div>	<div>BUY NOW</div>	<div>CONTACT SALES</div>
Billing Support	✓	✓	✓	✓
Technical Support Target Initial Response Times		P2: 4 hours P3: 8 hours P4: 8 hours	P1: 1 hour P2: 4 hours P3: 8 hours P4: 8 hours	P1: 15 mins P2: 2 hours P3: 4 hours P4: 8 hours
Case Escalation			✓	✓
Technical Account Manager (TAM)				Named TAM
Technical Account Advisor Service			For Additional Purchase	
Recommenders		✓	✓	✓

Google Cloud

learnwithharshal.in

Search Products, resources, docs (/)

Support

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Support offerings: Standard

1 Select organization

Required to purchase Standard support:

- An Organization resource

Selected organization: learnwithharshal.in.
- Support Account Administrator

You have the necessary IAM permissions to continue.

CONTINUE

2 Migrate existing accounts

3 Billing account

4 Complete Purchase

Standard Customer Care

Kickstart your cloud journey with unlimited access to technical support to help you troubleshoot, test, and explore.

4 hour response time for your most urgent cases

Expanded use of automated recommenders

Google Cloud

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Search Products, resources, docs (/)

Support

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Support offerings: Standard

1 Select organization

2 Migrate existing accounts

3 Billing account

4 Complete Purchase

Were you a Silver or Gold support customer?

☒ Yes, I have or had a metallic support subscription

☐ No, I'd like to create a new support account

Support cases

If you have or had a Silver or Gold support subscription, you can migrate your support cases to the new system by selecting the billing account that currently is or was funding your metallic support subscription.

Billing account

My Billing Account

CONTINUE

Standard Customer Care

Kickstart your cloud journey with unlimited access to technical support to help you troubleshoot, test, and explore.

4 hour response time for your most urgent cases

Expanded use of automated recommenders

Google Cloud

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Search Products, resources, docs (/)

Support

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Support offerings: Standard

1 Select organization

2 Migrate existing accounts

3 Billing account

4 Complete Purchase

Select the billing account that will be charged the monthly base fee

Billing account

My Billing Account (014451-BF366C-9F6F78)

By completing this purchase you're agreeing to a base fee of \$29 charged to billing account My Billing Account and a 3% support fee of your total usage will be applied to every project in learnwithharshal.in. The per project fee will be applied to the assigned billing account for that project.

Standard support requires a minimum commitment through the end of each calendar month.

☒ I agree to the terms of service

COMPLETE PURCHASE

Standard Customer Care

Kickstart your cloud journey with unlimited access to technical support to help you troubleshoot, test, and explore.

4 hour response time for your most urgent cases

Expanded use of automated recommenders