

Compare AWS Support Plans

Select a Support Plan

All customers receive Basic Support included with your AWS account. All plans, including Basic Support, provide 24x7 access to customer service, AWS documentation, whitepapers, and support forums.

For access to technical support and additional Support resources, we offer plans to fit your unique needs.

	Basic	Developer	Business	Enterprise
Customer Service and Communities	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums
Best Practices	Access to 7 core Trusted Advisor checks	Access to 7 core Trusted Advisor checks	Access to full set of Trusted Advisor checks	Access to full set of Trusted Advisor checks
Health status and Notifications	Access to Personal Health Dashboard	Access to Personal Health Dashboard	Access to Personal Health Dashboard & Health API	Access to Personal Health Dashboard & Health API
Technical Support		Business hours** access to Cloud Support Associates via email	24x7 access to Cloud Support Engineers via email, chat & phone	24x7 access to Sr. Cloud Support Engineers via email, chat & phone
Who Can Open Cases		One primary contact/ Unlimited cases (IAM supported)	Unlimited contacts/ Unlimited cases (IAM supported)	Unlimited contacts/ Unlimited cases (IAM supported)
		General guidance: < 24 business hours	General guidance: < 24 hours	General guidance: < 24 hours
		System impaired: < 12 business hours	System impaired: < 12 hours	System impaired: < 12 hours

Case Severity/ Response Times*			Production system impaired: < 4 hours	Production system impaired: < 4 hours
			Production system down: < 1 hour	Production system down: < 1 hour
				Business-critical system down: < 15 minutes
Architecture Support	General guidance	Contextual guidance based on your use-case	Consultative review and guidance based on your applications	
Launch Support		Infrastructure Event Management (Available for additional fee)	Infrastructure Event Management (Included)	
Programmatic Case Management		AWS Support API	AWS Support API	
Third-Party Software Support		Interoperability & configuration guidance and troubleshooting	Interoperability & configuration guidance and troubleshooting	
Architectural Review			Access to a Well- Architected Review delivered by AWS Solution Architects	
Operations Support			Operational reviews, recommendations, and reporting	

Training		Access to online self-paced labs		
Account Assistance		Concierge Support Team		
Proactive Guidance		Designated Technical Account Manager		
Pricing	Included	Starts at \$29 per month*** See pricing detail and sample	Starts at \$100 per month*** See pricing detail and sample	Starts at \$15k per month See pricing detail and sample

*We will make every reasonable effort to respond to your initial request within the corresponding timeframes.

**Business hours are generally defined as 8:00 AM to 6:00 PM in the customer country as set in [My Account console](#), excluding holidays and weekends. These times may vary in countries with multiple time zones.

*** Plans are subject to a 30 day minimum term. To review the AWS Support Service Terms, [click here](#).

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