

AWS Support Plans Pricing

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4 Support plan

- Basic Support: free



Developer	Business	Enterprise
Greater of \$29.00	Greater of \$100.00	Greater of \$15,000.00
- or -	- or -	- or -
3% of monthly AWS charges	10% of monthly AWS charges for the first \$0-\$10K 7% of monthly AWS charges from \$10K--\$80K 5% of monthly AWS charges from \$80K--\$250K 3% of monthly AWS charges over \$250K	10% of monthly AWS charges for the first \$0-\$150K 7% of monthly AWS charges from \$150K--\$500K 5% of monthly AWS charges from \$500K--\$1M 3% of monthly AWS charges over \$1M

1. Basic Plan

AWS Basic Support Plan

- Customer Service & Communities - 24x7 access to customer service, documentation, whitepapers, and support forums.
- AWS Trusted Advisor - Access to the 7 core Trusted Advisor checks and guidance to provision your resources following best practices to increase performance and improve security.
- AWS Personal Health Dashboard - A personalized view of the health of AWS services, and alerts when your resources are impacted.

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2. Developer Plan

AWS Developer Support Plan

- All Basic Support Plan +
- Business hours email access to Cloud Support Associates
- Unlimited cases / 1 primary contact
- Case severity / response times:
 - General guidance: < 24 business hours
 - System impaired: < 12 business hours

3. Business Plan

AWS Business Support Plan (24/7)

- Intended to be used if you have production workloads
- Trusted Advisor – Full set of checks + API access
- 24x7 phone, email, and chat access to Cloud Support Engineers
- Unlimited cases / unlimited contacts
- Access to Infrastructure Event Management for additional fee.
- Case severity / response times:
 - General guidance: < 24 business hours
 - System impaired: < 12 business hours
 - Production system impaired: < 4 hours
 - Production system down: < 1 hour

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4. Enterprise Plan

AWS Enterprise Support Plan (24/7)

- Intended to be used if you have mission critical workloads
- All of Business Support Plan +
- Access to a Technical Account Manager (TAM)
- Concierge Support Team (for billing and account best practices)
- Infrastructure Event Management, Well-Architected & Operations Reviews
- Case severity / response times:
 - ... ← same as before
 - Production system impaired: < 4 hours
 - Production system down: < 1 hour
 - Business-critical system down: < 15 minutes →

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