AWS Support

### General description:

AWS Support offers a range of plans that provide access to tools and expertise that support your AWS solutions' success and operational health. All support plans provide 24/7 access to customer service, AWS documentation, technical papers, and support forums. For technical support and more resources to plan, deploy, and improve your AWS environment, you can choose a support plan that best aligns with your AWS use case.

AWS for each account provides a basic plan. The basic plan is free for each AWS customer. You are able to change the basic plan to three different paid plans:

* Developer
* Business
* Enterprise

### Detailed overview

A detailed overview and compare existing plans are available here:

<https://aws.amazon.com/premiumsupport/plans/>

Keep in mind most major features available across all plans.

All AWS customers automatically have 24/7 access to these features of Basic Support:

* One-on-one responses to account and billing questions;
* Support forums;
* Service health checks;
* Documentation, technical papers, and best practice guides.

Customers with a Developer Support plan have access to these additional features:

* Everything covered from the basic plan;
* Best practice guidance;
* Building-block architecture support: guidance on how to use AWS products, features, and services together;
* Supports an unlimited number of support cases that can be opened by one primary contact, which is the AWS account root user.

Business Support or Enterprise Support plan have access to the next features:

* Use-case guidance – What AWS products, features, and services to use to best support your specific needs;
* AWS Trusted Advisor – A feature of AWS Support, which inspects customer environments and identifies opportunities to save money, close security gaps, and improve system reliability and performance. You can access all Trusted Advisor checks;
* The AWS Support API to interact with Support Center and Trusted Advisor. You can use the AWS Support API to automate support case management and Trusted Advisor operations;
* Third-party software support – Help with Amazon Elastic Compute Cloud (Amazon EC2) instance operating systems and configuration. Also, help with the performance of the most popular third-party software components on AWS. Third-party software support isn't available for customers on Basic or Developer Support plans;
* Supports an unlimited number of AWS Identity and Access Management (IAM) users who can open technical support cases.

Enterprise Support plan have access to next features:

* Application architecture guidance – Contextual guidance on how services fit together to meet your specific use case, workload, or application;
* Infrastructure event management – Short-term engagement with AWS Support to get a deep understanding of your use case. After analysis, provide architectural and scaling guidance for an event;
* Technical account manager – Work with a technical account manager (TAM) for your specific use cases and applications;
* White-glove case routing;
* Management business reviews.

***Note:***

*Good idea moving from basic to more high plan just when it needs only. For instance, if you need additional support from AWS or temporarily need to have some features which available only in more high plans, you can get it in the next 30 days. And after, to move back to the basic (develop) plan.*

***Keep in mind:***

*For urgently contact with AWS support, use a chat or phone call as an answer method.*

### Monitoring status

You can easy to monitor all statuses of your case in the Support Center. A flow looks like this:

1. Unassigned
2. Work in Progress (WIP)
3. Pending Customer Action (ask for more information) or Pending Amazon Action (let you know that the case is being investigated)
4. The last status is close Case. It means your problem is solved.  If you don't respond within ten days, the case is closed automatically. Nevertheless, you can always reopen a resolved or closed case.

For each update, you receive email with the correspondence and a link to the case in Support Center.

***Important note:***

* *You can't respond to case correspondence by email. Use the link in the email to navigate to the support case.*
* *You must sign in to the AWS account that submitted the support case. If you sign in as an IAM user, you must have the required permissions to view support cases.*

### Useful links:

* AWS Knowledge Center Videos: How do I change my AWS Support plan?

<https://www.youtube.com/watch?v=TM98uI7TYPs&ab_channel=AmazonWebServices>

* AWS Knowledge Center Videos: How do I sign up for an AWS Support plan?

<https://www.youtube.com/watch?v=E6fMAMCE_dc&ab_channel=AmazonWebServices>

* Getting started with AWS Support:

<https://docs.aws.amazon.com/awssupport/latest/user/getting-started.html>

* Access AWS Support

<https://docs.aws.amazon.com/awssupport/latest/user/accessing-support.html>

* Changing your AWS Support plan

<https://docs.aws.amazon.com/awssupport/latest/user/changing-support-plans.html>