AWS Support ⌄

Support Plans

Technology & Programs

Pricing

Resources

Knowledge Center

FAQs

Customers

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Introducing AWS re:Post | A new questions-and-answers service to help AWS customers remove technical roadblocks »

At AWS, we want you to be successful. Our Support plans are designed to give you the right mix of tools and access to expertise so that you can be successful with AWS while optimizing performance, managing risk, and keeping costs under control.

Basic Support is included for all AWS customers and includes:

- **Customer Service and Communities** – 24x7 access to customer service, documentation, whitepapers, and AWS re:Post.

- **AWS Trusted Advisor** – Access to 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.

	Developer	Business	Enterprise On-Ramp	Enterprise
	Recommended if you are experimenting or testing in AWS.	*Minimum recommended tier if you have production workloads in AWS*	*Recommended if you have production and/or business critical workloads in AWS.*	*Recommended if you have business and/or mission critical workloads in AWS.*
AWS Trusted Advisor Best Practice Checks	Service Quota and basic Security checks	Full set of checks	Full set of checks	Full set of checks
Enhanced Technical Support	Business hours** email access to Cloud Support Associates. Unlimited cases / 1 primary contact Prioritized responses on AWS re:Post	24x7 phone, email, and chat access to Cloud Support Engineers Unlimited cases / unlimited contacts (IAM supported) Prioritized responses on AWS re:Post	24x7 phone, email, and chat access to Cloud Support Engineers Unlimited cases / unlimited contacts (IAM supported) Prioritized responses on AWS re:Post	24x7 phone, email, and chat access to Cloud Support Engineers Unlimited cases / unlimited contacts (IAM supported) Prioritized responses on AWS re:Post
Case Severity / Response Times*	General guidance: < 24 hours** System impaired: < 12 hours**	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour Business-critical system down: < 30 minutes	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour Business/Mission-critical system down: < 15 minutes
Architectural Guidance	General	Contextual to your use-cases	Consultative review and	

|	Developer	Business	Enterprise On-Ramp	Enterprise
			guidance based on your applications	Consultative review and guidance based on applications
Programmatic Case Management		AWS Support API	AWS Support API	AWS Support API
Third-Party Software Support		Interoperability and configuration guidance and troubleshooting	Interoperability and configuration guidance and troubleshooting	Interoperability and configuration guidance and troubleshooting
Proactive Programs and Self Service	Access to Support Automation Workflows with prefixes AWSSupport	Access to Infrastructure Event Management for additional fee Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport	Infrastructure Event Management (one-per-year) Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport	Infrastructure Event Management Access to proactive reviews, workshops, and deep dives Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport
Technical Account Management			A pool of Technical Account Managers to provide proactive guidance, and coordinate access to programs and AWS experts	Designated Technical Account Manager (TAM) to proactively monitor your environment and assist with optimization and coordinate access to programs and AWS experts
Training				Access to online self-paced labs
Account Assistance			Concierge Support Team	Concierge Support Team
Pricing	Greater of $29 / month*** - or - 3% of monthly AWS usage	Greater of $100 / month*** - or - 10% of monthly AWS usage for the first $0–	Greater of $5,500 - or - 10% of monthly AWS usage See pricing detail and	Greater of $15,000 - or - 10% of monthly AWS usage for the first $0–$150K
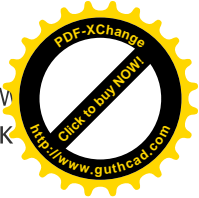
See pricing detail
and example.

$10K   example.

7% of monthly AWS
usage from $10K–$80K

5% of monthly AWS
usage from $80K–$250K

3% of monthly AWS
usage over $250K

See pricing detail and
example.

7% of monthly AWS
usage from $150K–
$500K

5% of monthly AWS
usage from $500K–$1M

3% of monthly AWS
usage over $1M

See pricing detail and
example.

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*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.

Note: if you work with an AWS partner and would like to learn more about Partner-led Support, click here.

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Get on-demand help from AWS Certified third-party experts

AWS Free Tier

Gain free, hands-on experience with AWS for 12 months

Free AWS Training

Access 500+ free digital courses across roles, skill levels, and domains to build your AWS Cloud skills

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AWS re:Post

AWS Support Overview

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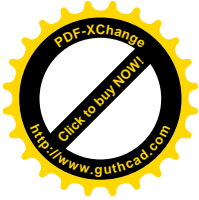
Language

عربي |

Bahasa Indonesia |

Deutsch |

English |

Español |

Français |

Italiano |

Português |

Tiếng Việt |

Türkçe |

Русский |

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