Support plans

Return to Support Center

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.

Current support plan: Developer

Change plan

Feature comparison

Pricing example

Features	Basic	Developer Current plan	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 all Trusted Advisor checks	Access to all Trusted Advisor checks
Health status and Notifications	Access to Personal Health Dashboard	Access to Personal Health Dashboard	Access to Personal Health Dashboard & Health APIs	Access to Personal Health Dashboard & Health APIs
Technical support		Business hours** access to Cloud Support Associates via email	24x7 access to Cloud Support Engineers via email, chat, and phone	24x7 access to Cloud Support Engineers via email, chat, and phone
Who can open cases		One primary contact/ Unlimited cases	Unlimited contacts/ Unlimited cases (IAM supported)	Unlimited contacts/ Unlimited cases (IAM supported)
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: < 15 minutes
Architecture support		General guidance	Contextual guidance based on your use-case	Consultative review and guidance based on your applications and solutions
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 and configuration guidance and troubleshooting	Interoperability and configuration guidance and troubleshooting
Architecture 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	Starting at $29 per month See pricing detail and sample	Starting at $100 per month See pricing detail and sample	Starting at $15,000 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.

Change plan