

AWS (Amazon Web Services) offers several support plans to meet the needs of different customers, ranging from individual developers to large enterprises. Here are the primary AWS Support Plans:

1. Basic Support Plan

- **Cost:** Free
- **Features:**
 - 24/7 access to customer service, documentation, whitepapers, and support forums
 - Access to AWS Trusted Advisor for seven core checks
 - Access to the AWS Personal Health Dashboard

2. Developer Support Plan

- **Cost:** Starts at \$29 per month
- **Features:**
 - Business hours email access to Cloud Support Associates
 - General guidance (<24-hour response time)
 - System impaired (<12-hour response time)
 - Architectural guidance for development and testing
 - Access to all AWS Trusted Advisor checks

3. Business Support Plan

- **Cost:** Starts at \$100 per month or 3-10% of monthly AWS usage
- **Features:**
 - 24/7 phone, email, and chat access to Cloud Support Engineers
 - General guidance (<24-hour response time)
 - System impaired (<12-hour response time)
 - Production system impaired (<4-hour response time)
 - Production system down (<1-hour response time)
 - Architectural guidance for production workloads
 - Access to AWS Support API
 - Access to Infrastructure Event Management for an additional fee
 - Third-party software support

4. Enterprise On-Ramp Support Plan

- **Cost:** Starts at \$5,500 per month
- **Features:**
 - Tailored for customers with business-critical workloads
 - 24/7 access to Cloud Support Engineers

- Access to AWS Trusted Advisor and the AWS Health API
- Technical account management through a pool of Technical Account Managers (TAMs)
- Proactive guidance on best practices
- General guidance (<24-hour response time)
- System impaired (<12-hour response time)
- Production system impaired (<4-hour response time)
- Production system down (<1-hour response time)

5. Enterprise Support Plan

- **Cost:** Starts at \$15,000 per month or 3-10% of monthly AWS usage
- **Features:**
 - 24/7 access to Senior Cloud Support Engineers
 - General guidance (<24-hour response time)
 - System impaired (<12-hour response time)
 - Production system impaired (<4-hour response time)
 - Production system down (<1-hour response time)
 - Technical Account Manager (TAM)
 - Support Concierge
 - Infrastructure Event Management
 - Well-Architected Reviews
 - Operations Reviews
 - Access to online self-paced labs
 - Access to a designated TAM for proactive and preventative advice