

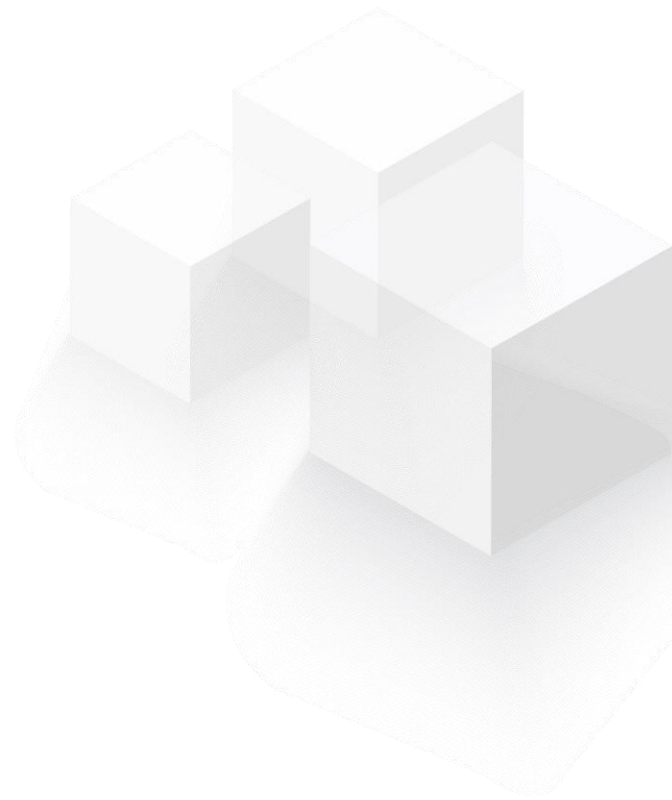


G-Cloud 13 Amazon Web Services EMEA SARL, UK Branch (AWS) – AWS Support Service Definition Document

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1. How to Use the AWS Service Definition Documents

To make it easier for customers to review AWS service content from the hundreds of individual AWS listings on the Digital Marketplace, AWS has grouped the descriptions from its listed services into bundled Service Definition Documents that describe the features of each family of AWS Cloud services. The AWS service families are:

- Cloud Compute Infrastructure Services (Lot 1 & 2)
- VMware Cloud on AWS (Lot 1)
- Professional Services (Lot 3)
- Support Services (Lot 3)
- Training Services (Lot 3)
- AWS Managed Services (Lot 3)

For a list of all AWS Digital Marketplace Service IDs, please contact an AWS account representative through aws-gcloud@amazon.com.

1.1. British Standard 7858:2019

Buyers selecting AWS Services and expressly requiring AWS conformity to BS7858:2019 acknowledge that AWS scopes BS7858:2019 compliance to those AWS employees with physical access to the 'data layer' zones within datacentres and those who are directed by the Buyer to access Buyer Data such as Technical Account Managers ("TAMS"). A list of TAMS shall be provided to the Buyer by the Supplier prior to the Start date of the Call-Off Contract and the Buyer shall only contact the listed TAMS in relation to Buyer Data during the Term of the Call-Off Contract. Buyers are obliged in accordance with the Call-Off Contract to encrypt Buyer Data when using AWS Services. Buyer should note that the Supplier does not include Supplier Staff (as defined in the Call-Off Contract) responsible for operating the AWS Services or those with logical access to encrypted Buyer Data for the purposes of its BS7858:2019 compliance.

2. AWS Support Service Definition

This AWS Support Service Definition document describes the support features for each of the four different support plans available to customers on G-Cloud 13. The customer would receive the support plan relevant to the level of support that the customer has procured.

Each support plan has its own unique Digital Marketplace Service ID listing. AWS has combined its support plan service descriptions into a consolidated document for ease of review by customers. To access the options through a call-off contract, the customer must reference each individual Digital Marketplace Service ID within the call-off contract in order to ensure that service is an option that can be procured under their G-Cloud 13 call-off contract.

All customers receive AWS Support (Basic) by default, so that Digital Marketplace Service ID must be referenced in the call-off contract with AWS as a minimum. AWS would recommend that buyers list all four AWS Support Digital Marketplace Service IDs in its call-off contract to enable the option to switch between support plans flexibly during the term of the contract.

3. AWS Support Features

AWS Support provides a highly personalised level of service for customers seeking technical help. Customers who do not choose AWS Support will continue to have access to the Basic support plan at no additional charge. All plans, including the Basic support plan, provide 24x7



access to customer service, [AWS Documentation](#), the [Resource Center](#), [Product FAQs](#), [Discussion Forums](#), and support for Health Checks. The table below (**Table 1**) outlines AWS Support features by support plan.

For access to technical support and additional AWS Support resources, we offer plans to fit a customer’s unique needs. A comparison between the Developer, Business, and Enterprise support plans is available on our [Compare AWS Support Plans](#) webpage. The table on that page compares the plans across many factors, including case severity/response times, access to architecture support, and account assistance.

Table 1: AWS Support Features

| | Basic | Developer | Business | Enterprise |
|---|---|---|---|---|
| | All customers receive the Basic support plan with an AWS account. | Recommended if you are experimenting or testing in the AWS Cloud. | Recommended if you have production workloads in the AWS Cloud. | Recommended if you have business- and/or mission-critical workloads in the AWS Cloud. |
| AWS Trusted Advisor Best Practice Checks | N/A | Service Quota and basic Security checks | Full set of checks | Full set of checks |
| Enhanced Technical Support | N/A | Business hours** email access to cloud support associates via email Unlimited cases/one primary contact Prioritized responses on AWS re:Post | 24x7 phone, email, and chat access to cloud support engineers via email, chat and phone Unlimited cases/unlimited contacts (IAM supported) Prioritized responses on AWS re:Post | 24x7 phone, email, and chat access cloud to support engineers via email, chat and phone Unlimited cases/unlimited contacts (IAM supported) Prioritized responses on AWS re:Post |

| | Basic | Developer | Business | Enterprise |
|--------------------------------------|-------|--|--|--|
| Case Severity/Response Times* | N/A | <p>General guidance: < 24 business hours</p> <p>System impaired: < 12 business hours</p> | <p>General guidance: < 24 hours</p> <p>System impaired: < 12 hours</p> <p>Production system impaired: < 4 hours</p> <p>Production system down: < 1 hour</p> | <p>General guidance: < 24 hours</p> <p>System impaired: < 12 hours</p> <p>Production system impaired: < 4 hours</p> <p>Production system down: < 1 hour</p> <p>Business-critical system down: < 15 minutes</p> |
| Architectural Guidance | | General | Contextual to your use cases | Consultative review and guidance based on your applications |
| 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 |
| Proactive Programs | | | <p>Access to Infrastructure Event Management for additional fee</p> <p>Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport</p> | <p>Infrastructure Event Management</p> <p>Access to proactive reviews, workshops, and deep dives</p> <p>Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport</p> <p>Technical Account Manager (TAM) coordinates access to programs and other AWS experts as needed.</p> |



| | Basic | Developer | Business | Enterprise |
|-------------------------------------|-------|-----------|----------|---|
| Technical Account Management | | | | 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 |

Table 2 below is a summary of severity levels, response times, and example problems. For more information about the scope of support for each AWS Support plan, see [AWS Support Features](#).

Table 2: Severity Levels, Response Times, and Example Problems

| Severity | First-Response Time | Description/Support Plan |
|--------------------------------------|---------------------|---|
| General Guidance | 24 hours or less | You have a general development question, or you want to request a feature (Developer*, Business, and Enterprise support plans). |
| System Impaired | 12 hours or less | Non-critical functions of your application are behaving abnormally, or you have a time-sensitive development question (Developer*, Business, and Enterprise support plans). |
| Production System Impaired | 4 hours or less | Important functions of your application are impaired or degraded (Business and Enterprise support plans). |
| Production System Down | 1 hour or less | Your business is significantly impacted. Important functions of your application are unavailable (Business and Enterprise support plans). |
| Business-Critical System Down | 15 minutes or less | Your business is at risk. Critical functions of your application are unavailable (Enterprise support plan). |

* For the Developer support plan, response targets are calculated in business hours. Business hours are generally defined as 8:00 AM to 6:00 PM in the customer country as set in the contact information of [My Account](#), excluding holidays and weekends. These times can vary in countries with multiple time zones.



4. AWS Support Pricing

All AWS Support plans, excluding the Basic support plan, include an unlimited number of support cases, with no long-term contracts. In addition, with the Business and Enterprise support plans, as your AWS charges grow, you earn volume discounts on your AWS Support costs. Please note that for the Developer and Business support plans, these calculations are performed on a per-account basis. For the Enterprise support plan, the support costs are calculated across all accounts covered under the agreement. For additional information on AWS Support pricing, visit the [AWS Support Plan Pricing](#) webpage.

5. Contacting AWS Support

You can contact AWS Support via the [Support Center](#). All Developer support plan customers can open a case online with “Web Support” using a web browser. Business and Enterprise support plan customers can also “Click to Call” to have AWS contact them at any convenient phone number or start a conversation with one of our engineers via Chat. Enterprise support plan customers also have direct access to their designated Technical Account Manager (TAM).

Chat is another way to contact AWS Support. By clicking on the chat support icon in the Support Center, a chat session will be initiated through the browser. This provides a real-time, one-on-one interaction with our support engineers and allows additional information and links to be shared for faster issue resolution.