



# G-Cloud 14 Amazon Web Services EMEA SARL, UK Branch (AWS) – AWS Support Pricing Document

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## Introduction

This Amazon Web Services (AWS) EMEA SARL, UK Branch ("**Supplier**") Pricing Document provides pricing information for the following offerings included in the G-Cloud 14 framework digital marketplace catalogue:

- AWS Support
- UK G-Cloud Volume Commitment Programme ("**UKVCP**")

# PART 1

This section provides information for on-going AWS Support

## AWS Support Pricing

Buyer must contact Supplier's Account Manager point of contact to subscribe to Enterprise On-Ramp and Enterprise Support (see the AWS Service Definition Document). Buyer can subscribe to Developer and Business level support through the AWS management console.

All paid AWS Support plans are billed monthly, with no long-term contracts. AWS Support fees are calculated on a per-account basis for Business and Developer Support plans. For Enterprise On-Ramp and Enterprise Support, you are billed based on the aggregate monthly AWS charges for all your account IDs subscribed to Enterprise On-Ramp or Enterprise Support.

All AWS Support plans include an unlimited number of account and billing support cases, with no long-term contracts.

Basic Support is automatically included **free** of charge for all AWS accounts. Monthly charges for the Developer, Business, Enterprise On-Ramp and Enterprise Support plans are based on each month's AWS usage charges, subject to a monthly minimum charge.

### 1 AWS Basic Support

Included free of charge with all AWS accounts.

### 2 AWS Developer Support

Minimum spend of \$29.00

Or

3% of monthly AWS charges

Charges will be at least the minimum charge of \$29.00 or the result of the calculation, whichever is higher

### 3 AWS Business Support

Minimum spend of \$100.00

Or

10% of monthly AWS usage for the first \$0–\$10K

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

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

3% of monthly AWS usage over \$250K

Charges will be at least the minimum charge of \$100.00 or the result of the calculation, whichever is higher

\*[AWS Countdown Premium](#) available for an additional fee.

AWS Countdown Premium is a monthly subscription available for Business Support, Enterprise On-Ramp, and Enterprise Support customers and offers proactive guidance and

troubleshooting. It is priced at a flat \$10,000/month. Billing starts from the start date shared by customers during registration.

## 4 AWS Enterprise On-Ramp

Minimum spend of \$5,500.00

Or

10% of monthly AWS charges

Charges will be at least the minimum charge of \$5,500.00 or the result of the calculation, whichever is higher

\*[AWS Countdown Premium](#) available for an additional fee.

AWS Countdown Premium is a monthly subscription available for Business Support, Enterprise On-Ramp, and Enterprise Support customers and offers proactive guidance and troubleshooting. It is priced at a flat \$10,000/month. Billing starts from the start date shared by customers during registration.

## 5 AWS Enterprise Support

Minimum spend of \$15,000.00

Or

\$15K for monthly AWS charges up to \$150K

7% of monthly AWS charges from \$150K--\$500K

5% of monthly AWS charges from \$500K--\$1M

3% of monthly AWS charges over \$1M

Charges will be at least the minimum charge of \$15,000.00 or the result of the calculation, whichever is higher.

\*[AWS re:Post Private](#) available for an additional fee.

\*Access to [AWS Incident Detection and Response](#) for an additional fee.

AWS Incident Detection and Response provides custom support for critical workloads. It offers 24x7 proactive engagement, 5-minute response time and incident management for critical workloads. It is included for AWS Managed Services customers with AWS Enterprise Support. AWS Incident Detection and Response is available in English for workloads hosted in eligible AWS regions.

AWS Incident Detection and Response is charged as the greater of \$7,000 per month or a 2% uplift over the aggregated AWS charges accrued by the workloads you onboard to the service. Billing starts when accounts are subscribed to the service.

\*Access to [AWS Countdown Premium](#) for an additional fee

AWS Countdown Premium is a monthly subscription available for Business Support, Enterprise On-Ramp, and Enterprise Support customers and offers proactive guidance and troubleshooting. It is priced at a flat \$10,000/month. Billing starts from the start date shared by customers during registration.

## 6 Purchasing Support for Reserved Resources

When you prepay for Savings Plans, Reserved Instances, and Nodes for Amazon EC2, Amazon RDS, Amazon Redshift, Amazon ElastiCache, Amazon Elasticsearch, Amazon DynamoDB (and any other AWS Services for which such reserved resources exist) and are enrolled in a paid AWS Support plan, the upfront charges for each reserved resource are included in the calculation of your AWS Support fees in the month you purchase the resources. In addition, any recurring charges for these resources are included in the calculation of your AWS Support fees for the month in which these charges are incurred.

If you have existing reserved resources when you sign up for a paid AWS Support plan, the upfront charges for the reserved resources, prorated over the term of the reservation, are included in the fee calculation for the first month of AWS Support. For example, if you purchase either a three-year Amazon EC2 All or Partial Upfront Reserved Instance on January 1 and sign up for the Business Support plan on October 1 of the same year, 75% of the upfront fee you paid in January is included in the calculation of Support fees for October.

# PART 2

## UK G-CLOUD Volume Commitment Programme

**IN ADDITION TO THE SUPPLIER TERMS, THE FOLLOWING TERMS AND CONDITIONS WILL APPLY TO BUYERS THAT EXECUTE A UK G-CLOUD VOLUME COMMITMENT PROGRAMME (“UKVCP”) CALL-OFF CONTRACT.**

In order to comply with the terms of the G-Cloud 14 Framework and the UKVCP, Supplier will provide a Call-Off template referencing the UKVCP for Buyer’s execution (“**UKVCP Call-Off Contract**”).

### 1 Overview

In consideration of Buyer’s upfront UKVCP payment of one of the options:

**Table 1:**

VCP Term		UKVCP Payment (per annum minimum commitment**)	Discount Rate*	Total minimum commitment under a UKVCP Call-Off Contract
Option 1	2 years	\$20,000,000.00 pamc	16%	\$40,000,000.00
Option 2	2 years	\$10,000,000.00 pamc	14%	\$20,000,000.00
Option 3	2 years	\$4,000,000.00 pamc	11%	\$8,000,000.00

\*Discount Rate applied to Eligible Services only, as defined in Annex 1 to this Appendix 2 below.

\*\* The per annum minimum commitment (pamc) represents the minimum annual pre-payment by Buyer for participation in the UKVCP.

(each the “**UKVCP Payment**”), for each year of the applicable UKVCP Term (defined below).

Buyer will receive a Discount Rate as set out in the fourth column of Table 1 above (“**Discount Rate**”) for use of the Supplier Services specified in Annex 1 to this PART 2 (the “**Eligible Services**”) under AWS accounts that Buyer enrolls in the UKVCP in accordance with Section 3 below (the “**Eligible Accounts**”).

The Discount Rate will be applied to pricing for the Eligible Services detailed in the Supplier’s Pricing Document in the Digital Marketplace during the term of the UKVCP (“**UKVCP Programme Benefit**”).

### 2 The Term

2.1 UKVCP is for the mandatory term specified in the second column ‘VCP Term’ of Table 1 above (“**UKVCP Term**”).

2.2 The UKVCP Term will start on the 1<sup>st</sup> day of the month following the month in which the UKVCP Call-Off Contract is executed, provided that Buyer provides the executed UKVCP Call-Off Contract to Supplier no later than the 20<sup>th</sup> of the month. In the event that Buyer returns the executed contract to Supplier after the 20<sup>th</sup> of the month, the UKVCP Term will start on the 1<sup>st</sup> day of the second month following the month in which the UKVCP

Call-Off Contract is executed (e.g. if an executed UKVCP Call-Off Contract is returned to Supplier by 20<sup>th</sup> May, the UKVCP Term will start on 1<sup>st</sup> June, but if an executed UKVCP Call-Off Contract is returned to Supplier on the 25<sup>th</sup> May, the UKVCP Term will start on 1<sup>st</sup> July).



2.3 Buyer will ensure that the term of the UKVCP Call-Off Contract (including any options to extend such contract) can accommodate the full UKVCP Term.

### 3 Programme Benefit

3.1 The UKVCP Programme Benefit will only apply to Buyer's consumption of Eligible Services that occurs during the VCP Term.

3.2 The UKVCP Programme Benefit will only apply to Buyer's Master Account and any Member Accounts joined in an Organization to such Master Account via AWS Organizations as described in the Supplier Terms (provided such accounts are or have been opened by Buyer for use by Buyer, and are registered with email addresses issued by Buyer) (collectively, the "**Eligible Accounts**"). Buyer will provide Supplier the Master Account ID by sending notice of same to Supplier at [aws-gcloud@amazon.com](mailto:aws-gcloud@amazon.com). Details of how to use the use the consolidated billing feature in AWS Organizations to set up the Master Account and Member Accounts can be found at:

<http://docs.aws.amazon.com/awsaccountbilling/latest/aboutv2/consolidated-billing.html>

3.3 Each month, the Discount Rate will be applied to the charges accrued by Buyer for Eligible Services under the Eligible Accounts, such that the total amount charged for those Eligible Services will be reduced by the Discount Rate.

3.4 The UKVCP Programme Benefit will appear on Buyer's monthly Summary Invoice. A Summary Invoice will clearly reference the UKVCP. While Buyer may receive other pro forma invoices from Supplier, the monthly Summary Invoice will be the invoice that requires payment, if necessary. Supplier recommends that, during the UKVCP Term, Buyer uses a separate nonactionable email address for receipt of the pro forma invoices and designates its Accounts Payable address for receipt of the monthly Summary Invoice. Supplier's Account Manager will guide Buyer through this process upon issuance of the 1st invoice.

3.5 All Buyers who qualify and procure under Options 1 and 2 of the UKVCP Programme shall be eligible for the Pegged Exchange Rate Programme ("PEG") which enables the Buyer to pay for its Eligible Services under the UKVCP in British Pound Sterling, as opposed to United States Dollar. The terms and conditions of the PEG will be attached to the UKVCP Call-Off-Contract as an addendum and shall have its own terms which are separate to the UKVCP Call-Off-Contract. See Annex 2 to this Programme for details relating to PEG.

### 4 Payment

4.1 Supplier will issue Buyer with a request for funds for the amounts payable for each UK VCP Payment.

4.2 Buyer will pay the UKVCP Payment to Supplier within the latter of (i) the last day of the month during which Buyer has received the UKVCP Payment request for funds or (ii) 7 days after date of request for funds during the first year of the UKVCP Term. Buyer will pay Supplier the UKVCP Payment for each following year of the UKVCP Term before the first day of such applicable year.

4.3 Fees incurred each month of the UKVCP Term under Eligible Accounts for use of Eligible Services (after application of any applicable discounts and credits, the "**Monthly Charges**") will be applied to the UKVCP Payment as described in this Section. Supplier will apply the balance of the UKVCP Payment paid to Supplier and which have not been applied to Monthly Charges for prior months during the UKVCP Term (the "**Available Balance**") to future Monthly Charges until the Available Balance is reduced to zero.

4.4 The monthly Summary Invoice will detail Buyer's consumption of Eligible Services against the Available Balance. If in any month Buyer's Monthly Charges exceed Buyer's

Available Balance, then Buyer's Summary Invoice will indicate the remaining fees that will be due and Buyer will pay Supplier such excess amount as indicated in the Summary Invoice.

4.5 At the end of Year 1 of the programme, if the Buyer has a remaining Available Balance from the Year 1 UKVCP Payment, the remaining Available Balance will transfer to Year 2 of the programme. This will constitute an uplift to the Year 2 Available Balance and will not reduce the Year 2 UKVCP Payment payable for the second year of the programme.

4.6 The Available Balance for any year of the UKVCP Term may not be applied to any other annual UKVCP Payment and is not a deposit or credit toward the purchase of any Supplier Services after the UKVCP Term.

4.7 UKVCP Payment invoices will be administered by Amazon Web Services EMEA SARL on behalf of its UK branch office; Amazon Web Services EMEA SARL, UK Branch.

## 5 Programme selection

5.1 The UKVCP (and any Eligible Accounts Buyer includes in the UKVCP through the process in Section 3 above) cannot be combined with any other discount programme, including but not limited to, the OGVA or to an existing UKVCP that is still within its VCP Term. In the event Buyer has accounts that are already participating in any other discount programmes, such accounts shall be excluded from the UKVCP.

## 6 UKVCP Programme Option Uplift

6.1 During the UKVCP term all Buyers procuring under Options 2 and 3 of the UKVCP Programme, may request a transfer to uplift to Option 1 or 2. This transfer can solely occur at the start of year 2 of the UKVCP term, providing the Buyer requests this in writing to the Supplier at least 60 day before the commencement of year 2 of the UKVCP term. Supplier will issue Buyer a contract variation to their call off contract to enact the respective amendment. The contract variation will need to be signed no later than 10 working days prior to the end of year 1 of the UKVCP Term for the transfer to become effective on commencement of year 2. Following the contract variation becoming effective, Buyer will receive the newly applicable discount rate for Eligible Services for year 2 of the UKVCP term and will pay the Supplier the respective UKVCP Payment for that annual period in accordance with clause 4.

6.2 For the avoidance of doubt, the amendment process detailed in clause 6.1 cannot be applied to a partial annual period, and cannot be applied retrospectively to a period or annual period of the UKVCP term.

## 7 Termination

7.1 If during the UKVCP Term Buyer exercises its right to terminate a UKVCP Call-Off Contract between Supplier and Buyer for convenience or Supplier terminates a UKVCP Call-Off Contract for cause as set out in the G-Cloud 14 Call-Off Contract terms, Supplier will refund the remaining Available Balance of the UKVCP Payment paid to Supplier in the contract year of such termination, less the Discount Rate and any incurred and unpaid fees for the Services as of the effective date of such termination (if the Discount Rate and incurred and unpaid fees are greater than the Available Balance, Buyer will pay Supplier the shortfall amount). In addition, any future annual payment obligations under this UKVCP arising after the effective date of such termination will not apply.

## 8 Programme constraints

**8.1 VCP Option Selection.** In order to participate in UKVCP, Buyer shall be enrolled in the Option (1, 2 or 3) dependent on the UKVCP payment being equal or greater than the Buyer's previous 12 months spend on Services under Lot 1 and 2. Supplier may review the applicable Option if within the past 12 months the Buyer has been subject to Government machinations with Accounts transferring to another UK Public Sector organization during that time.

**8.2 Required Enrolment in Enterprise Support.** In order to participate in UKVCP, Buyer shall be enrolled in AWS Support at the Enterprise level (as described on the Digital Marketplace) ("**Enterprise Support**") during the UKVCP Term.

**8.3 Savings Plans and Reserved Instance ("RI") Pricing.** During the UKVCP Term, any Savings Plans and Reserved Instance Discounts, as described on the Digital Marketplace, will not apply to Eligible Accounts except as provided in this Section. If in any month during the UKVCP Term, the standard fees for any Savings Plan or Reserved Instance (as described on the Digital Marketplace) (after applying any Savings Plan or Reserved Instance Discounts) would be less than the amount of fees that would be payable for the same Savings Plan/Reserved Instance if Supplier applied the Discount Rate under this Appendix 2, then the standard fees (after applying any Savings Plan/Reserved Instance Discounts described on the Digital Marketplace) will apply to any such Savings Plan/Reserved Instance ordered in that month.

### Annex 1 to Programme 2 – UKVCP Eligible Services

"**Eligible Services**" means the services listed in the Call-Off Contract excluding: (i) the services listed at

<https://ineligibleserviceslist.s3.amazonaws.com/s3.amazonaws.com/Ineligible+Services.pdf>;

# PART 3

This section provides information for on AWS Programmes that may be available to existing Customers.

## AWS Customer Acceleration Programs

From time to time, AWS may offer Customer Acceleration Programs (“Support Programs”) that provide additional resources and/or sample services to support its Customers in their expansion journey to the cloud. Such Support Programs may include (but are not limited to):

- AWS Credit Program for Non-Profits (<https://aws.amazon.com/blogs/publicsector/how-to-support-your-nonprofits-goals-with-aws-credits/>)
- AWS Programs for Research and Education (<https://aws.amazon.com/grants/>)
- AWS Programs for Research, Education and Healthcare
- AWS Activate credits for start-up organisations (<https://aws.amazon.com/activate/>)
- Free Trials (<https://aws.amazon.com/free/start-your-free-trial/>) and Proof of Concept support to get hands on experience with new AWS products
- Additional assistance for customers moving workloads based on the MAP methodology with support including the Migration Readiness Assessment, Migration readiness & Mobilize projects may be available (<https://aws.amazon.com/migration-acceleration-program/>)

And any other Support Program that AWS may make available to its Customers from time to time.

These Support Programs are for existing Customers with an established billing AWS account who are currently purchasing AWS services using a G-Cloud Call-Off Contract. Please note that access to any Support Program will be subject to certain eligibility criteria and not all Support Programs may be suitable for every Customers. In addition, Customers will have to accept terms and conditions relating to each individual Support Program to receive the benefit. AWS reserves the right to remove any Support Program from time to time without notice. Please contact your Account Representative to enquire if there are active programs your organisation may be eligible to participate in.

## 9 AWS Advance Payment

Advance Payment is a payment method that enables customers to make payments in advance and automatically use those payments to pay for future AWS fees and charges. Advanced Payments will be applied to charges for the consumption of Services listed under Lots 1, 2 and Support Services. AWS provide this an optional facility to Customers who pay their invoices in USD only and make an initial payment of at least \$15,000. Requests by Customer to use Advance Payment should be made through their Account Representatives.

Advance Payment cannot not be used in conjunction with the UKVCP.

## 10 One Government Value Agreement (OGVA2)

At the date of submission of this document the UK Crown Commercial Service and AWS have agreed a One Government Value Agreement (OGVA2) arrangement. This may be accessible to UK Government customers during the term of the G-Cloud 14 Framework. Please contact your Account Representative ([aws-gcloud@amazon.com](mailto:aws-gcloud@amazon.com)) for further information.