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

April 2024

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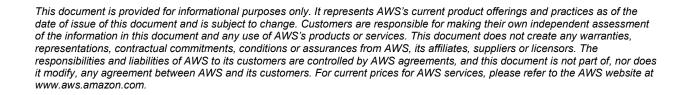
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1. How to Use the AWS Service Definition Documents

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)
- 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.

British Standard 7858:2019

Buyers selecting AWS Services and expressly requiring AWS conformity to BS7858:2019 acknowledge that AWS scopes BS7858:2019 compliance to all prospective employees with potential 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 five different support plans available to customers on G-Cloud 14.

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 14 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 five AWS Support Digital Marketplace Service IDs in its call-off contract to provide 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. Basic Support is included for all AWS Customers.

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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, Enterprise On-ramp, 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

	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*
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	Annual Consultative review and guidance based on your applications	Consultative reviews and guidance based on your applications
Proactive Programs and Self Service	Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport	Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport AWS Countdown Premium is available for Business Support customers as a monthly subscription for an additional fee.	Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport Annual proactive security review Enterprise On-Ramp customers receive one engagement of AWS Countdown each year at no cost. AWS Countdown Premium is available as a monthly	Access to proactive reviews, workshops, and deep dives Access to Support Automation Workflows with prefixes AWSSupport and AWSPremiumSupport AWS Countdown is included with Enterprise Support. AWS Countdown Premium is available as a monthly subscription for an additional fee.

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	Developer	Business	Enterprise On-ramp	Enterprise
			subscription for an additional fee.	
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 provide consultative architectural and operational guidance delivered in the context of your applications and use-cases to help you achieve the greatest value from 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 and prioritized recommendations curated by your AWS account team with AWS Trusted Advisor Priority
Enhanced Technical Support	Business hours** web access to Cloud Support Associates

Unlimited cases and unlimited contacts [AWS Identity and Access Management (IAM) supported]

Prioritized responses on AWS re:Post | 24/7 phone, web, and chat access to Cloud Support Engineers

Unlimited cases and unlimited contacts (IAM supported)

Prioritized responses on AWS re:Post

Access to AWS Support App in Slack | 24/7 phone, web, and chat access to Cloud Support Engineers

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Prioritized responses on AWS re:Post

Access to AWS Support App in Slack |
| Billing Assistance | | | White-glove (Concierge) access to billing issues | Proactive support in managing billing, including proactive cost optimization, FinOps support, cost analysis, and prioritized answers to billing questions |
| Programmatic Case Management | | AWS Support API | AWS Support API | AWS Support API |

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	Developer	Business	Enterprise On-ramp	Enterprise
Third-Party Software Support		Interoperability and configuration guidance and troubleshooting	Interoperability and configuration guidance and troubleshooting	Interoperability and configuration guidance and troubleshooting
AWS Incident Detection and Response (Custom support for critical applications)				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. AWS Incident Detection and Response leverages the proven operational, enhanced monitoring, and incident management capabilities used internally by AWS teams and externally by AWS Managed Services (AMS).
AWS Managed Services			Access to AWS Managed Services (AMS) for an additional fee. AMS augments your existing teams with cloud advanced operations skills and capacity. Includes baseline operations, a designated Cloud Service Delivery Manager (CSDM), Cloud Architect (CA), and access to the AMS security team.	Access to AWS Managed Services (AMS) for an additional fee. AMS augments your existing teams with cloud operations skills and capacity. It includes baseline operations, a designated Cloud Service Delivery Manager (CSDM), Cloud Architect (CA), and access to the AMS security team. AWS Incident Detection and Response is

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	Developer	Business	Enterprise On-ramp	Enterprise
				available at no additional charge in eligible regions for AWS Managed Services direct customers with AWS Enterprise Support.
AWS re:Post Private			Access AWS re:Post Private for an additional fee. re:Post Private is a knowledge service to accelerate cloud adoption and increase developer productivity. With re:Post Private, you can build an organization-specific cloud community that drives efficiencies at scale and provides access to valuable knowledge resources.	Access AWS re:Post Private for an additional fee. re:Post Private is a knowledge service to accelerate cloud adoption and increase developer productivity. With re:Post Private, you can build an organization-specific cloud community that drives efficiencies at scale and provides access to valuable knowledge resources.

*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.

3.1. Response times

Table 2 below is a summary of severity levels, response times, and example problems.

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

Severity	Severity level code	First-Response Time	Description and Support Plan
General Guidance	Low	24 hours	You have a general development question, or you want to request a feature. (*Developer, Business, Enterprise On-Ramp, or Enterprise Support plan)
System Impaired	Normal	12 hours	Non-critical functions of your application are behaving abnormally, or you have a time-sensitive development question. (*Developer, Business, Enterprise On-Ramp, or Enterprise Support plan)
Production System Impaired	High	4 hours	Important functions of your application are impaired or degraded. (Business, Enterprise On-Ramp, or Enterprise Support plan)

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Severity	Severity level code	First-Response Time	Description and Support Plan
Production System Down	Urgent	1 hour	Your business is significantly impacted. Important functions of your application aren't available. (Business, Enterprise On-Ramp, or Enterprise Support plan)
Business-Critical System Down	Critical	15 minutes	Your business is at risk. Critical functions of your application aren't available (Enterprise Support plan). Note that this is 30 minutes for the Enterprise On-Ramp Support plan.

We make every reasonable effort to respond to your initial request within the indicated timeframe. For information about the scope of support for each AWS Support plan, see AWS Support features.

If you have a Business, Enterprise On-Ramp, or Enterprise Support plan, you have 24/7 access for technical support.

*For Developer Support, response targets for support cases are calculated in business hours. Business hours are generally defined as 08:00 to 18:00 in the customer country, excluding holidays and weekends. These times can vary in countries with multiple time zones. The customer country information appears in the **Contact Information** section of the My Account page in the AWS Management Console.

4. AWS Support Pricing

All paid AWS Support plans, excluding Basic Support, 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.

Monthly fees for the Developer, Business, Enterprise On-Ramp, and Enterprise Support plans are calculated based on each month's gross AWS charges (before any discounts or credits are applied). Charges for certain AWS Services, including the following, are not included in the AWS Support fee calculation: AWS Support, AWS Elemental Support, AWS Elemental Media Event Management, AWS Managed Services, AWS Marketplace, AWS Professional Services, AWS Training and Certifications, and Amazon EKS Anywhere. Charges for Amazon Mechanical Turk, Amazon Mechanical Turk Worker Rewards, FreeRTOS, and VMware Cloud on AWS are also not included in the AWS Support fee calculation.

AWS Support fees will be the greater of (a) the specified minimum monthly fee, or (b) a percentage of your monthly AWS charges, as described above. **If you cancel your subscription for AWS Support within 30 days of sign-up, you will still need to pay the greater of the monthly minimum or a percent of your AWS charges for the period of time you are enrolled**. AWS reserves the right to refuse to provide AWS Support to any customer that frequently signs up for and then cancels AWS Support.

For additional information on AWS Support pricing, visit the AWS Support Plan Pricing webpage.

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5. Contacting AWS Support

If you have a paid Support plan, you can open a web support case from [Support Center](#). If you have Business, Enterprise On-Ramp, or Enterprise Support, you can request that AWS contact you at any convenient phone number or start a chat with one of our engineers through Support Center or the AWS Support App in Slack.

You can also see your options for contacting Support on the [Contact Us](#) page.

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