

Colibri Digital

AWS Managed Billing

G-Cloud 15 Service Definition

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1 Service Overview

This Service Description outlines the Colibri Digital AWS Managed Billing Service, a billing-only offering delivered under the AWS Solution Provider Program (SPP). The service allows UK-based organisations to consume AWS services using their own AWS accounts, while benefiting from consolidated, GBP-denominated billing and UK-based invoicing support.

Colibri Digital is a Premier Tier Services Partner and certified AWS Managed Service Provider (MSP). This billing service is part of our broader portfolio of Cloud, Data and AI solutions.

This Service Description enables customers to:

- Receive simplified and consolidated invoicing in GBP payable monthly in arrears
- Gain centralised visibility and control of AWS consumption across multiple accounts
- Access local support for billing queries and dispute resolution
- Discounted AWS pricing, where applicable

This service supports financial transparency and operational efficiency for organisations consuming AWS at scale.

The service includes:

Service Component	Description
Monthly Consolidated Billing	Invoicing in GBP for AWS usage based on consumption across one or more accounts
Dispute Investigation and Resolution	Colibri Digital will investigate invoice discrepancies with AWS and report back to the customer
Account Onboarding and Linking	Colibri Digital facilitates account linking under the AWS End Customer Account Model (ECAM) and maintains the AWS billing relationship
Optional Usage Reporting	Monthly usage reports may be provided, subject to agreement

2 Service Components

2.1 Core Service Elements

Activity	Description
Account Onboarding	Assistance with onboarding existing or new AWS accounts under the AWS Solution Provider Program (SPP) framework
AWS Resale Agreement Execution	Required contractual agreement to activate the billing relationship
Billing Setup	Consolidated billing configuration, conversion from USD to GBP, and invoice generation
Billing Support	UK business hours support for all AWS billing-related queries or disputes
Cost Reporting (Optional)	Cost and usage data sharing via reports, when agreed with the customer

2.2 Support & Escalation

Activity	Description
Invoice Queries	Customers may raise invoice queries within 10 business days of issue
Dispute Management	Colibri Digital investigates AWS billing anomalies and liaises with AWS as needed
Service Access	Email-based billing support during UK business hours

2.3 Service Levels

Billing support is provided during UK business hours (Monday to Friday, 09:00–17:30 GMT/BST, excluding UK public holidays).

Colibri Digital will respond to enquiries relating to the Billing Services within five Business Days.