



G-Cloud 15 Amazon Web Services EMEA SARL,
UK Branch (AWS)

AWS Support

Pricing

Lot 3 Cloud Support Services

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AWS Support Pricing

Buyer must contact Supplier's Account Manager point of contact to subscribe to Enterprise Support and Unified Operations (see the AWS Service Definition Document). Buyer can subscribe to Business support+ through the AWS management console.

All AWS Support plans are billed monthly with no long-term contracts. Business Support+ fees are calculated on a per-account basis. For Enterprise Support and Unified Operations, you are billed based on the aggregate monthly gross AWS charges for all your account IDs subscribed to Enterprise Support or Unified Operations. AWS Support fees will be the greater of (a) the specified minimum monthly fee, or (b) a percentage of your monthly AWS charges. You need to wait for a minimum of 30 days since the subscription start date to cancel a subscription.

Monthly fees are calculated based on each month's gross AWS charges (before any discounts or credits are applied). Charges for certain AWS Services 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, Amazon EKS Anywhere, Amazon Mechanical Turk, Amazon Mechanical Turk Worker Rewards, and FreeRTOS.

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

1 AWS Basic Support

Basic Support is automatically included **free** of charge for all AWS accounts.

2 AWS Business Support+

Whichever is greater:

\$29/month per account

- or -

9% of monthly AWS charges up to \$10K

7% of monthly AWS charges from \$10K to \$80K

5% of monthly AWS charges from \$80K to \$250K

3% of monthly AWS charges over \$250K

AWS Support fees will be the greater of (a) the specified minimum monthly fee, or (b) a percentage of your monthly AWS charges.

*AWS Countdown Premium available for an additional fee.

[AWS Countdown Premium](#) provides comprehensive planning, designated engineering support, and real-time assistance for critical launches, migrations, and peak traffic events. Available as a monthly subscription for Business Support+ and Enterprise Support customers at \$10K per project/per month. Included with Unified Operations at no additional cost. Billing starts from the start date shared by customers during registration.

[AWS Incident Detection and Response](#) provides custom support for critical workloads with 24x7 proactive engagement and 5-minute response times for incident management. Available for Enterprise Support customers at a minimum spend of \$7K or 2% of aggregated monthly AWS charges in enrolled accounts. Included with Unified Operations at no additional cost. Available in English for workloads hosted in eligible AWS regions.



3 AWS Enterprise Support

Whichever is greater:

\$5k/month

- or -

10% of 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

AWS Support fees will be the greater of (a) the specified minimum monthly fee, or (b) a percentage of your monthly AWS charges.

4 AWS Unified Operations

Whichever is greater:

\$50k/month

-or-

10% of monthly AWS charges up to \$1M

6% of monthly AWS charges from \$1M to \$5M

5% of monthly AWS charges over \$5M

[AWS Countdown Premium](#) provides comprehensive planning, designated engineering support, and real-time assistance for critical launches, migrations, and peak traffic events. Available as a monthly subscription for Business Support+ and Enterprise Support customers at \$10K per project/per month. Included with Unified Operations at no additional cost. Billing starts from the start date shared by customers during registration.

[AWS Incident Detection and Response](#) provides custom support for critical workloads with 24x7 proactive engagement and 5-minute response times for incident management. Available for Enterprise Support customers at a minimum spend of \$7K or 2% of aggregated monthly AWS charges in enrolled accounts. Included with Unified Operations at no additional cost. Available in English for workloads hosted in eligible AWS regions.

5 Important billing information

5.1 Understand monthly billing and subscription terms

All AWS Support plans are billed monthly with no long-term contracts. Business Support+ fees are calculated on a per-account basis. For Enterprise Support and Unified Operations, you are billed based on the aggregate monthly gross AWS charges for all your account IDs subscribed to Enterprise Support or Unified Operations. AWS Support fees will be the greater of (a) the specified minimum monthly fee, or (b) a percentage of your monthly AWS charges. AWS Support subscriptions require a minimum commitment of 30 days, except for Unified Operations, which requires a minimum commitment of 90 days.

5.2 Learn how AWS Support fees are calculated

Monthly fees are calculated based on each month's gross AWS charges (before any discounts or credits are applied). Charges for certain AWS Services 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, Amazon EKS Anywhere, Amazon Mechanical Turk, Amazon Mechanical Turk Worker Rewards, and FreeRTOS.

*Bedrock Marketplace and Bedrock serverless purchases are considered Bedrock usage, though you may see a bill through AWS Marketplace. See [Billing and Support FAQs](#) for details.

5.3 Review cancellation and refund policies

Customers are obliged to pay for a minimum of one month of support each time you register for AWS Support (or 90 days minimum for Unified Operations plan). If you cancel your subscription to AWS Support mid-month after the minimum period post sign-up, you'll receive a prorated refund for the remainder of your current month's AWS Support charge to the original payment method. This prorated refund is subject to your AWS Support plan's minimum monthly charge. AWS reserves the right to refuse to provide AWS Support to any customer that frequently signs up for and then cancels AWS Support.

5.4 Understand pricing for reserved resources

When you prepay for Savings Plans, and Nodes for Amazon EC2, Amazon RDS, Amazon Redshift, Amazon ElastiCache, Amazon OpenSearch Service, 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.

More information and pricing examples can be found on the [AWS Support pricing page](#)