



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

AWS Support

Service Definition Document

Lot 3 Cloud Support Services

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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 definitions 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:

- IaaS and PaaS (Lot 1a); SaaS and SaaS (Lot 2a); SaaS (Lot 2b)
- AWS Professional Services (Lot 3)
- **AWS Support (Lot 3)**
- AWS Training (Lot 3)
- AWS Managed Services (Lot 3)

This **AWS Support Service Definition** document describes the key features for each of the different AWS Support Plans available to Customers on G-Cloud 15 in Lot 3.

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 enable that service as an option that can be procured under their G-Cloud 15 Call-Off Contract.

Lot 2a (Infrastructure Software as a Service - I-SaaS), Lot 2b (Software-as-a-Service) and Lot 3 (Cloud Support Services) services may be purchased as ancillary services to Lot 1 (IaaS and PaaS) offerings. The framework's Full Taxonomy of Services uses a Lot availability key where services are marked with "O" (Optional) to indicate they "may be purchased as ancillary service to Core Requirements".

This means that while Lot 2a, Lot 2b, and Lot 3 services are primarily available through their respective dedicated lots, buyers have the flexibility to procure these services alongside their Lot 1a or Lot 1b cloud hosting purchases when they complement or support the core infrastructure and platform services. This ancillary purchasing mechanism allows buyers to create comprehensive cloud solutions by bundling infrastructure software and support services with their primary IaaS/PaaS deployments, streamlining procurement and ensuring integrated service delivery from a single supplier when appropriate.

AWS recommends that Buyers list all of the Digital Marketplace Service ID's for every service across all relevant lots in its Call-Off Contract to enable the option to switch between Services flexibly during the term. For a list of all AWS Digital Marketplace Service ID's, please contact an AWS account representative at aws-ukps-frameworks@amazon.com.

Note: To ensure spend can be monitored, customers are required to sign up to AWS Budgets.

Please note that the options or parameters selected by AWS on this framework are those that most closely align with our existing commercial services. AWS is happy to provide additional information about our services upon request. To find out more about AWS on G-Cloud and AWS Cloud services, visit us at [AWS on G-Cloud UK](#).

2 Service Description

AWS Support helps customers transform cloud operations, accelerate innovation, and optimise performance with AI-powered support backed by AWS experts.

Our Basic Support for all AWS customers includes 24/7 access to customer service, access to AWS [documentation](#), AWS [whitepapers](#), and [AWS re:Post](#). Additionally, our services such as AWS Trusted Advisor offers core checks and guidance to provision your resources following best practices to increase performance and improve security, and AWS Health offers a personalised view of the health of AWS services, and alerts when your resources are impacted.

For advanced technical support in your AWS environments, you can choose one of the following Support Plans for your AWS use case. We offer three comprehensive Support Plans to help accelerate your cloud operations: [Business Support+](#), [Enterprise Support](#), and [Unified Operations](#).

Each tier builds upon the previous with enhanced features, faster response times, and deeper expertise to match your evolving requirements.

A comparison between the , Business Support+, Enterprise support plans is available on our [Compare AWS Support Plans](#) webpage or in [Table 1](#). The table compares the plans across many factors, including case severity/response times, access to architecture support, and account assistance.

3 Service Features and Benefits

Table 1. AWS Support Plans Comparison

Plan Category	Plan Details	Business Support+	Enterprise Support	Unified Operations
Recommended for	Best for	Minimum recommended plan for production workloads by AWS.	Recommended plan for business-critical workloads across organisations looking for expert guidance.	Recommended plan for mission-critical workloads that require enhanced resilience and application-specific expertise.
AI-powered troubleshooting	Unlimited 24/7 contextual recommendations	✓	✓	✓
Human response times*	Business/Mission-critical system down	< 30 mins	< 15 mins	< 5 mins from Incident Management Engineer ****
	Production system down	< 1 hour	< 1 hour	< 1 hour
	Production system impaired	< 4 hours	< 4 hours	< 4 hours
	System impaired	< 12 hours	< 12 hours	< 12 hours
	General guidance	< 24 hours	< 24 hours	< 24 hours
AWS expertise	Account & billing support	24/7 billing support	White-glove billing concierge	Designated Senior Billing and



Plan Category	Plan Details	Business Support+	Enterprise Support	Unified Operations
				Account Specialist
	Designated Technical Account Manager		✓	✓
	Designated Domain Specialist Engineers			✓ Global coverage
	Incident Management Engineers			✓
Proactive services	Architectural guidance	Contextual to your use-cases	Consultative reviews and guidance based on your applications,	Continuous architectural reviews with designated domain specialists
	AWS Well-Architected Reviews		✓	✓
	Proactive security review		✓	✓
	Planned events and launch		✓	✓
	Personalised strategic support plan		✓	✓
	Customised proactive services		✓	✓
	Critical Workload Review			Continuous service-specific recommendations and resiliency reviews
Health monitoring	AWS Health Dashboard	✓	✓	✓
	AWS Health API	✓	✓	✓
Proactive monitoring	24/7 workload monitoring			✓
Technical support access	24/7 phone, web, chat, email	✓	✓	✓
	AWS Support App in Slack	✓	✓	✓
	Unlimited cases and contacts	✓	✓	✓
	Third-party software support	✓	✓	✓



Plan Category	Plan Details	Business Support+	Enterprise Support	Unified Operations
	AWS Support API	✓	✓	✓
Tool access	AWS Trusted Advisor	Full set of checks	Full set of checks and AWS Trusted Advisor Priority	Full set of checks and AWS Trusted Advisor Priority
Community access	AWS re:Post	Prioritised responses	Prioritised responses	Prioritised responses
Additional services	AWS Security Incident Response	Available for additional fee**	✓	✓
	AWS Countdown Premium	Available for additional fee**	Available for additional fee**	✓
	AWS Incident Detection and Response		Available for additional fee**	✓
	AWS Managed Services		Available for additional fee**	Available for additional fee**
Learn more	Plan pages	Business Support +	Enterprise Support	Unified Operations

* We will make every reasonable effort to respond to your initial request within the corresponding timeframes.

** See AWS Security Incident Response Pricing for details.

*** See AWS Support Pricing for details.

**** AWS Unified Operations provides five-minute response for critical cases raised with Incident Detection and Response. Resolution effectiveness depends on available context. Alarm onboarded workloads benefit from immediate access to comprehensive workload information, while non-onboarded workloads begin with service health data and customer-provided information.

4 User Support

4.1 Support Channels, Technical Support Access

- **24/7 phone, web, chat, email.** Available for Business Support+, Enterprise Support, and Unified Operations plans through AWS Support
- **AWS Support App in Slack.** Available for Business Support+, Enterprise Support, and Unified Operations plans through AWS Support
- **AWS Support API.** Available for Business Support+, Enterprise Support, and Unified Operations plans through AWS Support
- **AWS re:Post.** Prioritised responses available for Business Support+, Enterprise Support, and Unified Operations plans through AWS Support

4.2 Response Times by Severity Level

Table 2. Response Times Per Severity Level

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. (AWS Business Support+, AWS Enterprise Support, or AWS Unified Operations plan)
System impaired	Normal	12 hours	Non-critical functions of your application are behaving abnormally, or you have a time-sensitive development question. (AWS Business Support+, AWS Enterprise Support, or AWS Unified Operations plan)
Production system impaired	High	4 hours	Important functions of your application are impaired or degraded. (AWS Business Support+, AWS Enterprise Support, or AWS Unified Operations plan)
Business-critical system down	Critical	AWS Business Support+: Less than 30 minutes AWS Enterprise Support: Less than 15 minutes AWS Unified Operations: 5 minutes from an Incident Management Engineer	Your business is at risk. Critical functions of your application aren't available

If you have AWS Business Support+, AWS Enterprise Support, or AWS Unified Operations plan, you can reassign your support case severity level to reflect changes to urgency and business impact. For example, you can change your support case from System impaired to Production system impaired. When you change the case severity, AWS Support receives notification and routes the case according to the new severity level. For more information, see Changing the severity level of your support case at <https://docs.aws.amazon.com/awssupport/latest/user/case-management.html#change-severity-for-support-cases>.

If you **don't** have Business Support+, Enterprise Support, or Unified Operations, then you can't change the severity level for a support case after you create it. If your situation changes, work with the Support agent. For more information about the severity level, see the AWS Support API Reference at <https://docs.aws.amazon.com/awssupport/latest/APIReference/Welcome.html>.

4.3 AWS Support Response Times by Plan

Table 3. Response Times by Plan

Plan Category	Plan Details	Business Support+	Enterprise Support	Unified Operations
AI-led troubleshooting	Unlimited 24/7 contextual recommendations	✓	✓	✓
Human response times*	Business/Mission-critical system down	< 30 mins	< 15 mins	< 5 mins from Incident Management Engineer
	Production system down	< 1 hour	< 1 hour	< 1 hour
	Production system impaired	< 4 hours	< 4 hours	< 4 hours
	System impaired	< 12 hours	< 12 hours	< 12 hours
	General guidance	< 24 hours	< 24 hours	< 24 hours

4.4 Language Support

AWS Support is available in multiple languages including English, with additional language support varying by support plan and region. Currently, it is available in the following languages: Chinese, English, Japanese, and Korean. You may use one of the supported languages as your preferred contact language to access AWS Support. Note that Unified Operations is currently supported only in English and Japanese.

When you create a Support case in AWS Support Center, select your preferred contact language from the list of supported languages. After you do this, the new case opened through AWS Support Center is routed to the support team with proficiency in your preferred language.

5 Staff Security Clearance

AWS Support engineers undergo comprehensive background checks appropriate to their role and the regions they support. For UK government customers with specific security clearance requirements, AWS can work with customers to ensure appropriate personnel security measures are in place, which may include supporting staff in obtaining SC (Security Check) or DV (Developed Vetting) clearances where contractually required for specific engagements.

5.1.1 British Standard 7858:2019

Buyers selecting AWS Services and expressly requiring AWS conformity to BS7858:2019 acknowledge that AWS scopes BS7858:2019 compliance to 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.

6 Pricing Overview

For additional information on AWS Support pricing, visit [the AWS Support Plan Pricing](#) webpage.

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, FreeRTOS, and VMware Cloud on AWS.

*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.

You are obligated to pay for a minimum of one month of support each time you register AWS Support. If you cancel your subscription for AWS Support after 30 days of 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.

When you prepay for Savings Plans, Reserved Instances, 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.

7 Contacting AWS Support

If you have a paid Support plan, you can open a web support case from [Support Center](#). You can also see your options for contacting Support on the [Contact Us](#) page.