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This study guide demonstrates the lesson from *AWS Support Plans*.

My full AWS Architect Associate course can be found here:

<https://www.udemy.com/course/ultimateaws/?referralCode=7ED214B795C444141361>

AWS Support Plans Study Guide

In this lesson, we will delve into the various AWS support plans available, ranging from basic developer support to comprehensive enterprise support. Understanding these support options is crucial for AWS users to choose the appropriate level of assistance based on their business needs and budget.

Section 1: Introduction to AWS Support Plans

Why AWS Support Plans Matter

- AWS offers a range of support plans tailored to meet the diverse needs of its customers.
- The right support plan can provide timely assistance, access to AWS experts, and additional benefits to optimize AWS usage.

Section 2: Developer Support Plan

Overview of Developer Support

- Developer support is the most cost-effective support plan, priced at \$29 per month or 3% of monthly usage.
- With this plan, customers can open cases, receive general guidance within 24 hours, and get responses within 12 hours if their system is impaired.
- Architectural guidance and other advanced support services are limited.

Section 3: Business Support Plan

Key Features of Business Support

- The Business Support Plan is recommended for users with production workloads.
- It provides faster support response times and access to AWS Managed Services for an additional fee.
- Pricing starts at \$100 per month or 10% of monthly AWS usage, with the percentage decreasing as spending increases.

Section 4: Enterprise On-Ramp Support Plan

Understanding Enterprise On-Ramp Support

- The Enterprise On-Ramp Support Plan offers a faster response to system down situations, with response times of less than 30 minutes.
- It includes consultative architectural guidance and provides access to AWS experts to assist in designing the AWS environment.
- Minimum spending requirements are \$5,500 per month or 10% of monthly AWS usage.

Section 5: Enterprise Support Plan

Comprehensive Enterprise Support

- The Enterprise Support Plan is the most comprehensive and expensive option.
- It includes all benefits from Business Support and Enterprise On-Ramp Support.
- Response times are as short as 15 minutes, and it provides access to AWS incident detection and response.
- Customers receive additional access to AWS Managed Services and are assigned a dedicated technical account manager.

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