

How is the use of AWS Support charged?

AWS offers multiple levels of support and Four Points allows our customers to choose their preferred plan ranging from limited support to Enterprise Support. AWS Support is calculated as a percentage of your usage depending on the AWS Support plan a given account is subscribed to. You can compare AWS Support plans and pricing here: <https://aws.amazon.com/premiumsupport/pricing/> .

AWS Support is billed monthly in arrears based on consumption. Four Points can bill to the management account or allocate to member accounts based on customer preference.