
Codreum AWSPro

Pricing, Support Scope, and Service Definitions

[License Pricing](#) · [Support Plans](#) · [Coverage Windows](#) · [Severity Handling](#) · [Service Terms](#)

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www.codreum.com

Audience: customers, procurement, platform engineering, network engineering, security operations, and SRE teams. This document defines public AWSPro license pricing, support-plan definitions, support scope, exclusions, supported configuration requirements, coverage windows, severity handling, and commercial notes. Customer-specific commercial terms are controlled by the signed quote, order form, or contract.

1. Executive Summary

Codreum AWSPro is an AWS-native DNS, VPC, DNS Firewall, VPC Flow, PrivateLink, NAT, NAU, CloudWatch dashboard, alarm, and scheduled-report observability solution. AWSPro is deployed into the customer AWS account using Terraform and the official Codreum provider. Customer telemetry remains in the customer AWS account.

AWSPro pricing is intentionally simple:

- **Product license** - the right to deploy and use AWSPro for licensed VPCs and hosted zones.
- **Support plan** - the level of Codreum assistance, including coverage window, response targets, onboarding, Slack coordination, and live triage.
- **AWS usage cost** - paid directly by the customer to AWS for CloudWatch Logs, CloudWatch metrics, dashboards, alarms, Lambda, SNS, EventBridge, SSM, IAM, and related AWS services.

AWSPro is designed to deliver enterprise-grade value without a SaaS observability pricing model based on hosts, users, indexed events, or external log ingestion.

Codreum support is advisory and product-focused. Codreum does not operate, administer, or take ownership of the customer AWS account unless separately contracted in writing.

2. Product License Pricing

License	Price	Scope	Best for
Basic Lite	Included / no Premium license required	Limited Lite dashboards only	Evaluation, telemetry proof, early onboarding
AWSPro Flex	USD 49.99 per unit / month (1-9 units)	1 unit = 1 VPC or 1 Route 53 hosted zone	Small environments, pilots, scoped production deployments
AWSPro-10	USD 399.00 / month (USD 39.90 / unit)	10 units	Growing deployments
AWSPro-25	USD 799.00 / month (USD 31.96 / unit)	25 units	Production accounts with many VPCs/zones
AWSPro-50	USD 1,299.00 / month (USD 25.98 / unit)	50 units	Large production estates

License terms

- A unit means either one VPC or one Route 53 hosted zone.
- AWS usage charges are not included in the AWSPro license.
- An active license includes access to all AWSPro provider releases published during the license term, subject to Section 14.1.
- Product licensing does not include custom engineering, bespoke dashboards, operational ownership of the customer AWS account, or professional services unless explicitly contracted.

3. Payment Terms and Discounts

Term	Discount	Notes
Monthly	0%	Standard month-to-month billing
Annual prepaid	10%	Applies to AWSPro license fees and support plans when prepaid together

Discounts apply unless otherwise stated in a signed order form.

4. Support Plan Pricing

Support is sold as an add-on to AWSPro product licensing. Support plans are priced as staffed service levels - coverage hours, response targets, channels, included sessions, and named contacts - independent of license size or AWSPro unit count unless a signed agreement states otherwise.

Plan	Monthly price	Coverage	Channels	Included services	Named contacts
Essential Support	USD 199	5x8	Email / support portal (www.codreum.com/cases.html)	One-time onboarding or setup assistance, up to 2 hours	2
Professional Support	USD 499	5x8	Email / support portal	One-time onboarding up to 2 hours, plus 1 live triage session per month	3
Business Support	USD 999	5x16	Email + Slack Connect	One-time onboarding up to 8 hours, plus monthly service review and 2 live triage sessions per month	5
Enterprise Support	USD 1,699	7x16	Priority Slack Connect + named escalation contact	One-time onboarding up to 16 hours, plus 2 service reviews and 4 live triage sessions per month	10
Enterprise 24x7	Custom quote	7x24	Priority Slack + contractual escalation path	Named technical owner, custom escalation process, and custom support terms	Contractual

Onboarding items are one-time and are delivered during the first 30 days of the plan. Monthly triage sessions and service reviews do not roll over.

4.1 Plan scope

Each support-plan subscription is represented by a Codreum support license and applies to the customer AWS account, deployment scope, and commercial scope recorded for that support license. Unless a signed agreement states otherwise, case allowance is measured per support-plan license and subscribed AWS account.

A signed quote, order form, or contract may define broader multi-account coverage. In that case, the signed commercial terms control the covered AWS accounts, regions, deployment prefixes, and fair-use expectations.

4.2 Case allowance and critical exception terms

Plan	Standard case allowance	After-quota P1/S1 Critical exception	Notes
Essential	Up to 3 cases per support cycle	Not included by default	Best for evaluation, pilot, and low-risk deployments.
Professional	Up to 6 cases per support cycle	1 additional P1/S1 Critical case per support cycle by default	Best for active rollout and production readiness.
Business	Fair use	Fair use	Designed for production operations teams.
Enterprise	Fair use	Fair use	Designed for mission-critical production and weekend coverage.
Enterprise 24x7	Contractual	Contractual	Defined in the signed enterprise agreement.

- Case allowances reset at the start of each support cycle and do not roll over.
- When a support plan is upgraded and a new support cycle begins, the upgraded plan allowance applies from the upgrade time. Cases opened before the upgrade remain historical records and do not consume the new upgraded-cycle allowance.
- For case-limited plans, non-critical P2-P4 cases submitted after allowance is exhausted may be blocked, deferred to the next allowance period, or require a plan upgrade before submission.
- P1/S1 Critical cases are prioritized within the purchased coverage window. After allowance is exhausted, additional P1/S1 Critical cases are accepted only up to the plan's configured after-quota critical exception allowance, unless the plan is fair-use or the signed agreement states otherwise.
- A support case means one support request concerning one primary issue, deployment, alarm behavior, configuration question, or troubleshooting objective. Multiple unrelated issues may be split into separate cases.

4.3 Named contacts

Support cases and Slack participation are limited to the customer named contacts for the plan. Named contacts may be changed by notice through the support portal. Typical contacts include platform owner, cloud network lead, cloud operations lead, and on-call representatives.

4.4 Eligibility

Any support plan may be purchased by any customer, with or without a paid AWSPro license, including Basic Lite evaluators. Support scope always applies to AWSPro as operated by the customer. For customers without a Premium license, support covers Basic Lite deployments, evaluation, telemetry prerequisites, and onboarding toward Premium.

4.5 Recommended plan selection

Customer situation	Recommended support plan
Basic evaluation, pilot, or low-risk deployment	Essential
Active deployment with planned rollout	Professional
Production deployment with an operations team	Business
Mission-critical production or weekend coverage required	Enterprise
Regulated or high-criticality environment requiring contractual 24x7 coverage	Enterprise 24x7 custom

Essential Support is intended for evaluation, pilot, and low-risk deployments. Production deployments should use Professional or higher; mission-critical production should use Business, Enterprise, or Enterprise 24x7.

5. Support Scope

Codreum support covers AWSPro operation for licensed VPCs and licensed hosted zones. Support focuses on the official Codreum provider, customer templates, dashboards, alarms, alert routing, license behavior, managed-resource drift repair, and documented AWSPro configuration.

What is covered

- Installation and upgrades using the official Codreum provider and customer templates.
- Terraform configuration guidance, including documented inputs, overrides, templates, and rollout patterns.
- Codreum provider registry configuration guidance.
- Troubleshooting deployment failures related to AWSPro configuration or required AWS permissions.
- Guidance on AWS prerequisites required by AWSPro, including Route 53 Resolver query logging, hosted-zone query logging, VPC Flow Logs, CloudWatch Logs, metrics, alarms, dashboards, Logs Insights, SNS alerting, Amazon Q Developer in chat applications / AWS Chatbot, and IAM permissions required by AWSPro.
- Dashboard and alarm interpretation during triage.
- Tuning recommendations for thresholds, evaluation windows, datapoints-to-alarm, treat_missing_data, muted actions, notification routing, scheduled-report cadence, scope, format, and recipients.
- License validation behavior and license watcher troubleshooting.
- Managed-resource drift repair guidance.
- Best-practice guidance for Basic Lite and AWSPro Premium mode transitions.
- Scheduled report configuration and troubleshooting, including daily, weekly, and monthly cadence; report scope and inventory; period-over-period comparison; text or PDF format with provider-managed S3 delivery and pre-signed links; SNS, email, and Slack distribution; and Premium AI narrative summary.

6. Supported Configuration Requirements

Full support applies when the deployment is in a supported state:

- The customer uses an official Codreum-released provider binary.
- The customer uses an official Codreum customer template or documented Terraform inputs.
- The provider is downloaded from the Codreum registry or another approved official Codreum distribution path.
- The customer has not modified, patched, reverse engineered, rebuilt, forked, or replaced the Codreum provider binary.
- The customer has not modified AWSPro-managed AWS resources outside documented Terraform overrides.
- The license is active and the deployment is within purchased scope.
- Required AWS telemetry sources and prerequisites are enabled correctly.
- Terraform state remains the operational source of truth for AWSPro-managed resources.
- The deployed provider version is a supported release under Section 14.1.

Provider tampering and unsupported modifications

Deployments using modified, tampered, patched, reverse-engineered, rebuilt, forked, or unofficial Codreum provider binaries are not eligible for standard Codreum support. Codreum may limit assistance to best-effort guidance for returning the deployment to a supported state. This includes:

- Editing provider source code or rebuilding the provider from modified source.
- Removing or bypassing license validation.
- Modifying embedded Lambda code or provider-managed logic.
- Replacing official binaries with locally patched binaries.
- Modifying Terraform state to bypass licensing, scope, or managed-resource controls.
- Altering AWSPro-managed resources in ways that intentionally prevent drift repair or license enforcement.

Codreum is not obligated to troubleshoot, certify, support, or validate modified or tampered deployments beyond best-effort return-to-supported-state guidance unless separately agreed in writing.

7. Exclusions

Standard support does not include:

- Operating, administering, or owning the customer AWS account.
- Managing Route 53 records, VPC architecture, security group design, NACL design, routing, application behavior, or resolver design outside AWSPro usage.
- Debugging customer applications, custom DNS behavior, or network architecture unrelated to AWSPro.
- Root-cause remediation for issues outside AWSPro-managed resources, AWSPro templates, AWSPro alarms, AWSPro dashboards, or AWSPro provider behavior.
- Building bespoke dashboards, bespoke alarms, custom queries, or custom Lambda logic beyond the shipped AWSPro templates.
- Supporting provider forks, patched providers, modified binaries, or customer-written modules derived from Codreum implementation code.
- Supporting environments where AWSPro-managed resources were manually edited in a way that causes persistent Terraform drift.
- Remediating AWS service incidents or AWS regional outages.
- Security incident response beyond interpretation of AWSPro dashboards, alarms, and signals.
- Legal, compliance, or audit representation unless included in a separate written agreement.

Professional services. Work outside the scope above - including custom engineering, bespoke dashboards or alarms, migration assistance, extended onboarding, or operational engagements - may be available as professional services, scoped and quoted separately under a statement of work.

8. Best-Effort Return to Supported State

If a deployment becomes unsupported, Codreum may provide best-effort guidance to help the customer return to a supported configuration. Examples include:

- Reinstalling the official provider binary.
- Reverting unsupported manual AWS resource edits.
- Restoring Terraform-managed resources or recreating provider-managed resources through Terraform.
- Upgrading to an official release.
- Replacing a modified customer template with an official template.
- Reconfirming SNS email subscriptions.

If deeper customization is required, Codreum may scope a separate professional services engagement.

9. Coverage Windows and Response Targets

Coverage windows define the hours during which Codreum actively monitors and responds to support cases.

Coverage	Default window
5x8	Monday-Friday, 09:00-17:00 GMT+8, excluding Codreum business holidays
5x16	Monday-Friday, 08:00-24:00 GMT+8, excluding Codreum business holidays
7x16	Daily, 08:00-24:00 GMT+8, including holidays
7x24	Continuous 24x7 coverage, including holidays; contractual only

Default timezone is GMT+8 unless otherwise agreed in writing. Codreum business holidays follow the Codreum holiday schedule, provided at support onboarding and available on request. 7x16 and 7x24 coverage are not reduced by holidays.

9.1 First-response targets by severity

First-response targets are expressed in coverage hours - hours elapsing within the plan coverage window. The clock pauses outside the coverage window and resumes when it reopens. A case filed outside the window is treated as received when the window next opens.

Severity	Essential	Professional	Business	Enterprise	Enterprise 24x7
P1/S1 Critical	Next business day	4 coverage hours	4 coverage hours	2 coverage hours	Contractual, for example 1 hour
P2 High	Next business day	8 coverage hours	8 coverage hours	4 coverage hours	Contractual
P3 Normal	2 business days	Next business day	Next business day	8 coverage hours	Contractual
P4 Low	Best effort	Best effort	Best effort	Best effort	Contractual

First response means a human acknowledgement and initial triage action, such as clarifying questions, immediate mitigation steps, or a planned next action. It is not a guarantee of time to resolution.

9.2 Nature of response targets

Response targets are service objectives, not credit-bearing service-level agreements. Failure to meet a response target does not give rise to service credits, refunds, or contractual remedies, except where service credits are expressly agreed under an Enterprise 24x7 contract.

Severity prioritization applies within the customer purchased support plan and coverage window. A P1/S1 Critical case on a lower-tier plan does not create 24x7 coverage unless Enterprise 24x7 is contracted.

10. Severity Definitions

Severity	Definition	Examples	Handling
P1/S1 Critical	Production outage or widespread inability to use AWSPro for critical monitoring or alerting	Premium dashboards unavailable across production; critical alerting path broken; license validation failure affecting production operations	First-response target per Section 9.1; highest priority during purchased coverage window; after-quota acceptance follows Section 4.2.
P2 High	Production degradation or elevated operational risk	Noisy alarms; missing telemetry for important VPCs/zones; Slack/SNS routing issue; drift repair failure for important resources; scheduled report delivery failure	First-response target per Section 9.1; prioritized after P1/S1.
P3 Normal	How-to, tuning, planned changes, onboarding, documentation, or non-production questions	Threshold tuning; template selection; dashboard interpretation; rollout planning	Normal queue; first-response target per Section 9.1.
P4 Low	Enhancement request or informational request	Feature suggestion; roadmap discussion; non-urgent reporting question	Best effort / product backlog.

Codreum may reclassify case severity after triage, with notice to the customer, where the reported severity does not match the definitions above.

10.1 Root-cause analysis (RCA)

For P1/S1 Critical cases on Business, Enterprise, and Enterprise 24x7 plans, Codreum provides a written root-cause analysis within 5 business days of case resolution, covering observed cause, impact within AWSPro scope, corrective actions, and recommended configuration changes. RCAs address AWSPro-managed behavior; underlying AWS service incidents are referenced but not root-caused on AWS's behalf.

11. Slack Support

Slack support is for human coordination. It is separate from AWSPro Slack alert delivery through SNS and Amazon Q Developer in chat applications / AWS Chatbot.

Slack Connect setup

- Codreum provides a dedicated Slack Connect channel per customer account or support contract.
- The customer assigns its named contacts, typically platform owner, cloud network lead, and on-call representative.
- Slack is used for coordination during plan coverage hours.
- Slack is not emergency paging unless Enterprise 24x7 is contracted.
- Slack Connect requires the customer to be on a paid Slack plan. Where Slack Connect is unavailable, support is delivered through email and portal channels.
- The channel is hosted in Codreum Slack workspace and provisioned during support onboarding. When the support plan ends, the channel is archived after a short wind-down period; case history remains in the support portal.

Cases raised in Slack receive the same first-response targets as portal cases. For P1/S1 Critical and P2 issues, customers should also open a portal case so the issue is tracked in the system of record. For complex issues, RCAs, or multi-step follow-up, Codreum will open or attach a support case. Slack is not the system of record.

Slack is best for incident coordination, fast clarification of dashboard or alarm meaning, quick configuration questions, coordinating live triage sessions, and sharing sanitized screenshots and time windows.

Slack is not for sharing credentials, private keys, secrets, or unredacted sensitive logs; long-running RCA tracking without a support case; requesting Codreum to operate the customer AWS account; or bypassing support coverage windows except where Enterprise 24x7 is contracted.

Slack request template

When posting in Slack, include: Severity; AWS account; Region; Prefix; affected VPC(s) or Zone(s); relevant log group ARN(s); AWSPro version; Terraform version; recent changes; symptoms, including alarm names, dashboard links, screenshots, and UTC timeframe; and the desired goal, such as stop paging, confirm root cause, tune signal, or restore deployment.

12. Live Triage Sessions

Live triage sessions may be delivered through Zoom, Slack Huddle, or another agreed collaboration channel.

Live triage is intended for active troubleshooting, not ongoing operations outsourcing. Sessions count against the monthly allotment in the selected support plan unless otherwise agreed. Unused sessions do not roll over between months. Sessions are scheduled within the plan coverage window with at least one business day of notice, except during active P1/S1 Critical handling, where Codreum will offer the earliest available slot.

13. Fair Use

Fair use is designed for normal operational support usage. It is not unlimited professional services.

Fair use applies per customer agreement across all covered deployments. As a guideline, sustained usage materially exceeding twice the case volume of the nearest case-limited plan, or recurring weekly live sessions, will normally trigger a plan-upgrade or professional-services conversation.

Codreum may request a support plan upgrade or professional services engagement if support usage becomes continuous, unusually high volume, outside the purchased scope, or equivalent to outsourced operations.

Examples of non-fair-use patterns include continuous war-room participation, repeated daily tuning requests, large-scale custom dashboard design, ongoing AWS operations work, or support usage materially outside the licensed AWSPro scope.

14. Support Plan Lifecycle and Additional Terms

14.1 Version currency and updates

- An active AWSPro license includes access to all provider releases published during the license term, distributed through the Codreum registry.
- Support covers the current release and releases published within the preceding 12 months. Older releases receive best-effort guidance, and the standard remediation for product defects is an upgrade to a current release.
- Defect fixes are delivered in new releases. Codreum does not backport fixes to earlier versions unless separately contracted.
- Upgrade assistance within the documented upgrade path is part of standard support scope under Section 5.

14.2 License status and support scope

A support plan remains valid regardless of AWSPro license status under Section 4.4. However, support for Premium-tier deployments requires the corresponding AWSPro license to be active. If a Premium license lapses, support for those deployments is limited to license reinstatement guidance and Basic Lite scope until the license is reinstated.

14.3 Plan changes, renewal, and cancellation

- **Upgrades.** Monthly support-plan upgrades take effect immediately and start a new support billing cycle. The Codreum support license ID remains the same, while the underlying billing subscription may be replaced or updated. The upgraded plan tier, coverage, case allowance, and critical-exception allowance apply from the upgrade time. Upgrade charges are treated as a new cycle charge rather than a pro-rated charge, unless a signed order states otherwise.
- **Upgrade usage reset.** Cases opened before the upgrade remain historical records under the previous plan tier and do not consume the upgraded plan allowance. New cases opened after the upgrade are evaluated against the current upgraded tier and current support cycle.
- **Downgrades.** Downgrades take effect at the next renewal date unless otherwise agreed in writing.
- **Cancellation.** Either party may cancel a monthly support plan with 30 days written notice. Annual prepaid plans run to the end of the prepaid term unless the signed agreement states otherwise.
- **Onboarding.** Included one-time onboarding is not re-granted on plan changes within the same continuous support relationship.

14.4 Portal support-plan entitlement records

The support portal records each case against the current support-plan license and current plan tier at the time the case is opened. Historical cases retain the tier that applied when they were created. This supports audit history while ensuring upgraded plans apply correctly to new cases and new support cycles.

14.5 Support language

Support is delivered in English. Other languages may be available by arrangement but are not guaranteed.

14.6 Case data handling

The data-handling rules stated for Slack apply to all support channels: customers should not share credentials, private keys, secrets, or unredacted sensitive logs in support cases. Diagnostic material should be sanitized; screenshots and bounded time windows are preferred over bulk log exports. Case data is handled confidentially and used only to deliver support. Consistent with the AWSPro security model, Codreum does not receive customer network telemetry through the product; support diagnostics are limited to what the customer chooses to share in a case.

15. AWS Usage Charges

AWSPro creates or uses AWS-native services in the customer account. AWS charges are paid directly by the customer to AWS and are not included in Codreum pricing.

Depending on enabled features, AWS usage may include CloudWatch Logs ingestion and storage; CloudWatch Logs Insights queries; CloudWatch custom metrics; CloudWatch dashboards; CloudWatch alarms; Lambda invocations and duration; SNS topics, subscriptions, SMS, and data transfer; EventBridge rules/schedules; SSM parameters; Amazon S3 storage and requests for scheduled PDF reports; AWS Chatbot / Amazon Q Developer in chat applications integration where applicable. IAM is typically not metered directly, but related services can be.

Customers should evaluate AWS usage cost during pilot and before enabling high-cardinality or full-toggle deployments in large environments.

16. Commercial and Procurement Notes

- Pricing is listed in USD.
- Taxes are excluded unless stated otherwise.
- AWS charges are excluded.
- Support response targets apply during the plan coverage window and are service objectives, not credit-bearing SLAs.
- Custom contractual SLA, service credits, holiday calendar variations, 24x7 escalation, procurement security review, and enterprise legal terms require written agreement.
- Codreum may revise pricing for future renewals with notice, subject to contract terms. Existing contracts retain their signed order terms.