Google Cloud Support plans

Protect your cloud investment and improve business operations for GCP and G Suite with support plans from the Cloud Customer Care Portfolio.

See support plans ↓ (#)

Cloud Customer Care benefits

Prevent downtime and issues

Cloud Customer Care can help prevent issues from occurring in the first place. Our team helps identify improvements to achieve long-term success and avoid system downtime.

Get more from your technology

Cloud Customer Care offers intelligent systems to ease your support experience through different platforms and multiple cloud providers.

Drive digital transformation

Invest in modernizing your cloud infrastructure. Whether you're facing a technical challenge or transforming your business, Cloud Customer Care is here to help with your journey in the cloud.
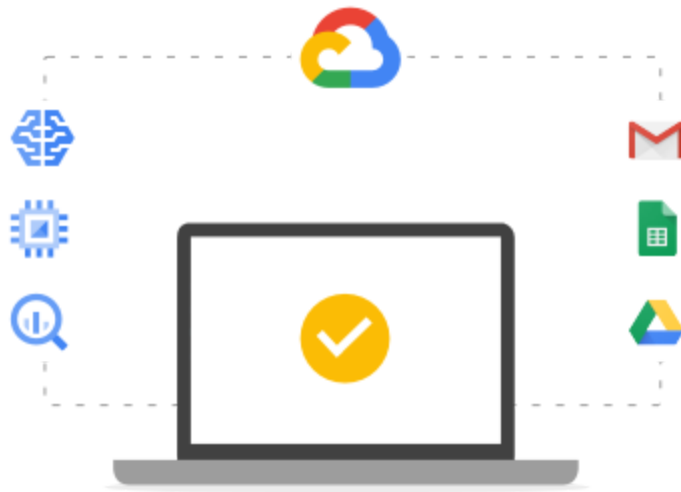
Cloud Customer Care options

Get Cloud Customer Care for GCP or G Suite separately or as a bundle covering both products.

GCP AND G SUITE   GCP ONLY   G SUITE ONLY

Customer Care for GCP and G Suite

The Customer Care Portfolio combines GCP and G Suite customer support to minimize downtime and strengthen operational integration.

Get special bundle pricing

Bundle pricing offers a single base fee for G Suite and GCP while maintaining 4% variable usage pricing per product. The Premium Support bundle can significantly reduce costs versus purchasing GCP and G Suite Support separately.

Combine your support experience

Consolidate your Customer Care plans for GCP and G Suite into a single support experience. Get services, systems, execution and SLOs expectations for GCP and G Suite.

Premium Support features

Users with a Premium Support plan get access to these features and services for GCP and
G Suite.

P1 response SLO

Quickly resolve issues with 15-min SLOs (service-level objectives) for P1 cases.

Technical account management

Work with a Technical Account Manager (TAM), a trusted technical advisor, focused
on operational rigor and platform health.

Cloud Support API

Integrate your system with GCP for more efficient issue resolution.

Third-party technology support

Get help setting up, configuring, and troubleshooting third-party systems.

Operational health reviews

Work with us to identify ways to improve your operations and support experience.

Context-aware expertise

Efficiently monitor and resolve issues with Support that's already familiar with your business systems.

Event management services

Team up with the Cloud Customer Care team to prepare your systems for heavy workloads.

Training

Access hundreds of Google Cloud training labs in the Qwiklabs learning platform.

New product previews

Access Google Cloud's solutions up to 20+ months in advance and test upcoming features.

Ongoing improvements

Customers can look forward to updates, including new Premium Support features.

Support plans

Cloud Customer Care gives you two support plans to choose from.

Role-Based Support

For GCP customers only.

Get free G Suite Support here (https://gsuite.google.com/support/).

Basic	Development	Productio
Billing support and read-only access to break/fix cases	In-depth investigation and response for developers	Fast, thorough response for those
		$250
Free	$100	per month/u
	per month/user	ⓘ Pricing ex

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Sign up (https://console.cloud.goo

Role-Based Support

For GCP customers only.

Get free G Suite Support here (https://gsuite.google.com/support/).

✔ Case, phone, and chat support for billing issues only	✔ Four-hour response time*	✔ One-hour response tim
	✔ Cases for technical support	✔ Cases and phone supp issues
	✔ Cases, phone, and chat for billing support	✔ Cases, phone, and chat
	✔ 24/5 for high-impact issues	✔ 24/5 for high-impact iss
		✔ 24/7 for critical-impact
		✔ Technical support esca
	Calculate Estimated Cost	(https://cloud.google.com/products/calcu support)

*These SLOs are representative of P1 cases only, review the terms of service (https://cloud.google.com/terms/tssg/#42-development) for more details.

Business hours and languages

Learn more about GCP Support (https://cloud.google.com/terms/tssg/#32-language-support-generally_5) languages availability for English, Japanese, Mandarin Chinese and Korean.

Learn more about G Suite standard Support hours and languages here (https://support.google.com/a/table/3247295?hl=en).

Support resources

Console Support center

Support documentation

Get answers for technical and
account questions.

Go to console (https://console.cloud.google.co

Find out how to sign up for Support
or request help directly from the
Support team.

View documentation (https://cloud.google.co

Community support overview

Review online forums for support
from Google Cloud enthusiasts,
experts, and Google employees.

Join communities (https://cloud.google.com/

Free billing support

Read billing and payments help topics
or create a billing Support request.

Get support (//support.google.com/cloud/co

Technical support for free trials

Get the most out of your free trial
with free technical Support for the
duration of your trial.

Get support (https://support.google.com/clo

Support for other Google Cloud products

Review common questions and get
quick links for G Suite, Maps, and
more.

Visit support hub (https://cloud.google.com/supp
hub/)

Managed Services Partners

Managed Services Partners handle your day-to-day GCP operations, so you can focus on innovation.

Learn (https://cloud.google.com/partners more initiative/)

Google Cloud Professional Services

Get consulting, training, and certifications from Google Cloud Professional Services.

Visit Professional (https://cloud.google.com/c Services

G Suite support

Your G Suite license includes free, 24/7 online support.

Visit G Suite (https://gsuite.google.com/supp support

Get started

Role-Based Support

Fast and expert support for developers and production managers.

Sign up (https://console.cloud.google.com/support/cases)

Premium Support

Business-critical support with technical account management.

Contact us (https://cloud.google.com/support/upgrade/)