

[Support](https://cloud.google.com/support/) (<https://cloud.google.com/support/>) [Documentation](#)

Role-Based and Enterprise Support

Role-Based Support and Enterprise Support allow you to configure access to Google Cloud (Google Cloud) support for organizations. When you use Role-Based Support, you get more predictable rates and a flexible configuration. With Enterprise Support, you get our fastest case response times and you work directly with a dedicated [Technical Account Management](https://cloud.google.com/tam/) (TAM) contact who helps you execute a Google Cloud strategy.

Support case management is integrated with the [Google Cloud Console](https://console.cloud.google.com/) (<https://console.cloud.google.com/>) with user management built on [Cloud Identity and Access Management](https://cloud.google.com/iam) (<https://cloud.google.com/iam>) for enterprise-grade access control.

To learn about setting up or upgrading basic support, see [Getting Support](https://cloud.google.com/support/docs/) (<https://cloud.google.com/support/docs/>).

Before you begin

An [organization resource](#)

(<https://cloud.google.com/resource-manager/docs/cloud-platform-resource-hierarchy#organizations>) is required to enable either Role-Based or Enterprise Support. For information about how to create or manage an organization, see [Creating and Managing Organizations](https://cloud.google.com/resource-manager/docs/creating-managing-organization) (<https://cloud.google.com/resource-manager/docs/creating-managing-organization>).

Setting up your support

The following sections describe how to set up Role-Based Support and Enterprise Support.

Role-Based Support

Organization Administrators can enable Role-Based Support for their Google Cloud organization from the [Support page](https://console.cloud.google.com/support/cases) (<https://console.cloud.google.com/support/cases>) of the Cloud Console.

Enabling Role-Based Support involves requesting a new support account for your organization and selecting a billing account to fund support. The new support account will contain all of your support cases and role assignments.

To enable Role-Based Support:

1. Log into the [Cloud Console](https://console.cloud.google.com/) (<https://console.cloud.google.com/>) as an Organization Administrator.
2. Select the organization for which you want to enable Role-Based Support.
3. Go to the [Support page](https://console.cloud.google.com/support) (<https://console.cloud.google.com/support>) and open **Cases**.
4. Click **Enable**, and then follow the on-screen prompts to complete the required steps.
5. Submit your request.

Enterprise Support

To enable Enterprise Support for your organization, contact your Google Cloud Sales representative or use [this form](https://cloud.google.com/contact/) (<https://cloud.google.com/contact/>) to initiate the process.

Learn more about the different [Support](https://cloud.google.com/support/) (<https://cloud.google.com/support/>) plans.

Note: You must have the *Organization Administrator* or *Support Account Administrator* role to enable Role-Based Support for an organization. If you don't have access, contact your Organization Administrator.

User management

After you've enabled Role-Based Support or Enterprise Support for your organization and your new support account is created, you will be able to start using Google Cloud Console.

The Support Account Administrator is a key role during the setup process and has the ability to grant users in your organization access to support cases in the Cloud Console anytime by assigning users a support role. You can select from four user roles: Basic, Development, Production, and Business Critical (Enterprise Support only).

Support Account Administrator role

The *Support Account Administrator* role grants a user the ability to manage an organization's support configuration. The Support Account Administrator is responsible for administering policies for the organization's support account, including:

- Assigning new support users
- Modifying roles for existing support users
- Managing support billing

Note: The Support Account Administrator doesn't automatically have access to support cases. A Support Account Administrator may assign themselves a support role (described below) so that they can view cases, if needed.

To add a Support Account Administrator:

1. Log into the [Cloud Console](https://console.cloud.google.com/) (<https://console.cloud.google.com/>) as an Organization Administrator.
2. On the left side of the console, select **IAM & Admin**.
3. Select **Support > Support Account Administrator** to assign the role to one or more users, groups, or the domain.

The Support Account Administrator can now assign roles to support users for the organization in the [Support page](https://console.cloud.google.com/support) (<https://console.cloud.google.com/support>) of Google Cloud.

Note: To access support cases for your organization's support account, a user must have the ability to view the organization. This means that Support Account Administrators and all support users must have the *Organization Viewer* role assigned at the organization level.

See [Using Predefined Roles](#)

(https://cloud.google.com/resource-manager/docs/access-control-org#using_predefined_roles) to learn more about organization policies.

Support user roles

Users in an organization with Role-Based Support or Enterprise Support enabled can manage support cases for the organization based on their assigned support role. All of the following

support roles grant read access to all of the organization's support cases, with specific roles granting the ability to create and modify cases.

Support Role	Access/Response time	Role-Based Support (per user/per month)	Enterprise Support (included with support package)
Basic	Read-only access to support cases	Free	Included
Development	Create P2 cases—response within 4 business hours	\$100	
Production	Create P1 cases—response within 1 hour	\$250	
Business Critical	Create P1 cases—response within 15 minutes	n/a	

For information about business hours and language support, see the [Technical Support Services Guidelines](https://cloud.google.com/terms/tssg/) (https://cloud.google.com/terms/tssg/).

Note: Organizations with Enterprise Support will receive unlimited support users and can elect to assign them all to the Business Critical role, or any of the other support roles.

To assign support roles:

1. Log into [Cloud Console](https://console.cloud.google.com/) (https://console.cloud.google.com/) as an Organization Administrator.
2. Select the organization that has Role-Based Support or Enterprise Support enabled.
3. Go to the [Support page](https://console.cloud.google.com/support) (https://console.cloud.google.com/support) and open **Settings**.
4. In the **Support Roles** tab, add, edit, or remove assigned support users.

Any user with an assigned support role can view the list of other support users for the organization under **Support > Settings**.

Note: Only Enterprise Support users can assign support roles to Google Groups. Otherwise, each Support user must be a named individual with a valid Google account.

Case management

Most users with an assigned support role can create and manage cases from the Support page in the Cloud Console.

Note: Users with the Basic support role only can view support cases and cannot create or modify cases.

Create a support case

To create a new support case:

1. Log into [Cloud Console](https://console.cloud.google.com/) (https://console.cloud.google.com/) as a support user.
2. Select the project for which you'd like to open a support case.
3. Go to the [Support page](https://console.cloud.google.com/support) (https://console.cloud.google.com/support) and open **Cases**.
4. Click **Create case**.
5. Complete the required fields and submit the form.

After you submit the form, you will be redirected to the **Case** page where you can comment on the case, upload file attachments, or modify case attributes. The support team will respond to the case based on its priority and the support role of the user at the time of creation.

Manage existing cases

To view existing support cases:

1. Log into [Cloud Console](https://console.cloud.google.com/) (https://console.cloud.google.com/) as a support user.
2. Select the organization with Role-Based Support or Enterprise Support enabled, or a project within the organization.
3. Go to the [Support page](https://console.cloud.google.com/support) (https://console.cloud.google.com/support) and open **Cases**.

The Cases page provides a list of your organization's support cases based on the selected resource. For example, if you select an organization, all cases for the organization are displayed. If you select a project, only the cases associated with that project are displayed.

To filter the list of cases, use Search or the filter controls.

To view or update a case:

1. Click a case title to select it.
2. If the case is open you can add comments, upload file attachments, or edit case attributes.
3. If the case was closed less than 30 days ago, you can reopen it. Otherwise, to reactivate a closed case, you need to create a new support case.

Note: You should be aware that any support user with permission to edit cases can update any case for the organization, even if they did not create the case.

View known issues

The Google Cloud Support team posts information about known issues affecting Google Cloud services as they arise. This information is available to users with the Development, Production, or Business Critical role.

All users, regardless of support role, can access the [Cloud Status Dashboard](https://status.cloud.google.com/) (<https://status.cloud.google.com/>).

To view known issues from the Cloud Console:

1. Log into the [Cloud Console](https://console.cloud.google.com/) (<https://console.cloud.google.com/>) as a support user.
2. Go to the [Support page](https://console.cloud.google.com/support) (<https://console.cloud.google.com/support>) and open **Cases**.
3. Select **Known Issues**.

Users with a Development, Production, or Business Critical support role can create a linked case for any known issue to receive updates automatically.

If there are any open known issues that might be affecting your Google Cloud services, you will also see a notification on the case creation page. For more information see the [Google Cloud Status Dashboard FAQ](https://cloud.google.com/support/docs/dashboard) (<https://cloud.google.com/support/docs/dashboard>).

Contact phone support

Any user can contact phone support with billing or policy violation notification questions. Users with the Production or Business Critical support role assigned can contact phone support with technical questions about projects within their organization.

To contact phone support:

1. Log into [Cloud Console](https://console.cloud.google.com/) (https://console.cloud.google.com/).
2. Select the project for which you'd like support.
3. Go to the [Support page](https://console.cloud.google.com/support) (https://console.cloud.google.com/support) and open **Phone Support**.
4. Select your current country and call the phone number provided.
5. When prompted, enter the support PIN.

Billing

Role-Based Support

Any paid support role assignment immediately starts a **30 day minimum commitment**. The billing account funding support is billed monthly for each assigned support role at the specified monthly rate.

The support account administrator can change the billing account that funds Role-Based Support in the Google Cloud Console on the [Support Settings](https://console.cloud.google.com/support/billing) (https://console.cloud.google.com/support/billing) Billing page.

Note: The support account administrator must also have the `billing.resourceAssociations.create` permission (Billing Account Administrator, Billing Account User roles) for the target billing account and `billing.resourceAssociations.delete` permission (Billing Account Administrator role) for the active billing account.

Enterprise Support

Support is billed on a monthly basis and is calculated as a tiered percentage spend of Google Cloud usage, with a minimum of \$15,000, unless a contracted custom pricing arrangement is in place. There is a minimum commitment of **1 year** for Enterprise Support.

To change the funding billing account, [contact support](#) (#contact_phone_support).

Downgrades and termination (Role-Based Support only)

You can downgrade a user's support role assignment at any time.

Note: For Role-Based Support, if you terminate an assigned role prior to the end of the 30-day period, you will be charged for the entirety of the 30 days.

- If the role has been assigned for more than 30 days, you will begin paying the rate for the newly assigned support role immediately.
- If the role has been assigned for less than 30 days, the role assignment will take effect immediately, but you will continue to pay for the previously assigned role until the 30 day minimum commitment has been met. Once the commitment has been met, you will begin to pay for the newly assigned role at the specified rate.

For general information about closing your support account, see [Close Your GCP Accounts](https://cloud.google.com/support/docs/close-account) (<https://cloud.google.com/support/docs/close-account>).

Upgrades (Role-Based Support only)

If you upgrade a support role before the end of the 30-day period, you will be billed at the prorated amount for the new role on the day of assignment until the end of the calendar month. The new role will auto-renew at the beginning of the next month.

Access Considerations

When granting roles to users, you should keep in mind the following access considerations.

Organization visibility

To access an organization's support account (and cases), any user with an assigned support role (including Support Account Administrators) must have permission to view the organization for the associated support account. Granting this role to a user will allow that user to see the

organization in the Cloud Console without having access to view all resources in the organization.

You can assign the *Organization Viewer* role to a domain, a group, or a set of users at the organization level using [IAM](https://console.cloud.google.com/iam-admin/iam) (<https://console.cloud.google.com/iam-admin/iam>).

Alternatively, you can assign a role that grants the `resourcemanager.organizations.get` permission.

Access to an organization's cases is global

You should be aware that any user with permission to view support cases for an organization's support account will be able to view all of the cases for that organization.

Google Cloud Support Center access

For customers that have migrated from Silver, Gold, or Platinum Support, when Role-Based Support or Enterprise Support is enabled for an organization, cases are no longer accessible through the Google Cloud Support Center (GCSC). The migrated support cases will be accessible only in the Google Cloud Console.

Support cases for other Google products in GCSC will remain unchanged.

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