



# FREQUENTLY ASKED QUESTIONS (FAQS)



## 1. I am new to AWS, what do I need to do to work with Intcomex?



## 2. Can I get a local invoice for AWS services?

Intcomex can invoice AWS services locally in the following countries: Guatemala, Honduras, Costa Rica, Dominican Republic, El Salvador, Jamaica, and Panama. Invoicing is done through our ICP platform (Intcomex Cloud Platform), which allows us to provide our partners with detailed reports of AWS service consumption with the local price of each country.

## 3. Who has access to my account?

Intcomex operates under the ECAM model, meaning that the root account is created using either the reseller's or the end customer's email address. As a result, Intcomex does not have access to the accounts or administration of these users.

When an existing account joins Intcomex, all IAM policies and users remain intact.

We recommend following AWS best practices for securing this root account and managing the IAM service.

- [AWS ID Root User](#)
- [AWS - Best practices](#)

In the event that the root account is forgotten or lost, Intcomex cannot restore it and cannot be held responsible for it.