

# Microsoft Azure support

Microsoft Azure, Azure Government and Azure Germany provide flexible support options for customers of all sizes. You receive the best available expertise, aligned to the level you need, helping you get the most out of your Azure subscription.



Cloud technology is meant to simplify your path to success. To achieve that goal requires getting the most you can out of your cloud assets. Having access to the right support and resources is an investment in your company that can save you money and make you more productive going forward.

Basic support services are included with every Microsoft Azure, Azure Government and Azure Germany subscription. These services include 24x7 access to customer service, documentation, whitepapers and support forums to help troubleshoot issues.

For Azure customers who require technical support, Microsoft provides four support plans. Whether you're a developer just starting your cloud journey or a large organization deploying business-critical, strategic applications, Azure support can help get the most out of your Azure subscription. The following support plans build on the previous plan's capabilities, enabling you to pick the option that best meets your needs.

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| <p><b>1 Developer</b></p> <p>Developer support is appropriate for use of Microsoft Azure in trial and non-production environments. It includes:</p> <ul style="list-style-type: none"><li>• Business hours<sup>1</sup> access to Support Engineers via email</li><li>• Minimum Business Impact (severity C) incident submission</li><li>• &lt;8 business hours initial response time</li></ul>  | <p><b>2 Standard</b></p> <p>Standard support is appropriate for use of Microsoft Azure in a production environment. It includes:</p> <ul style="list-style-type: none"><li>• 24x7 access to Support Engineers via email and phone</li><li>• Critical business impact (severity A) incident submission</li><li>• &lt;1 hour initial response time for severity A incidents</li></ul>  |
| <p><b>3 Professional Direct</b></p> <p>Professional Direct (ProDirect) is appropriate for organizations with business-critical dependence on Microsoft Azure. The capabilities of Standard support are included with ProDirect along with the following:</p> <ul style="list-style-type: none"><li>• Escalation management for priority issues</li><li>• Proactive guidance from a team of ProDirect Delivery Managers</li><li>• Onboarding services, service reviews and Azure Advisor consultations</li><li>• Architectural guidance based on best practices</li><li>• Azure Engineering-led web seminars</li></ul> | <p><b>4 Premier</b></p> <p>Premier support is ideal for organizations with substantial dependence on all Microsoft products including Azure. Included within this solution are all the features of ProDirect along with:</p> <ul style="list-style-type: none"><li>• Support assistance for all Microsoft products and services</li><li>• &lt;15 minute initial response time with Azure Rapid Response (for an additional fee)</li><li>• Service reviews and reporting delivered by a designated Technical Account Manager</li><li>• Customer specific architectural support such as design reviews, performance tuning, configuration &amp; implementation assistance delivered by Microsoft Azure technical specialists</li></ul> |

These four support plans are available to all Azure customers for purchase; however, we realize that some U.S. Government and European organizations have privacy requirements that can be met through our Azure Government and Azure Germany plans. Below are more details on the additional privacy considerations that come with the four support plans for U.S. Government and Germany customers.

Azure Government is a government-community cloud platform built upon the foundational principles of security, privacy & control, compliance, and transparency. Public Sector entities receive a physically isolated instance of Microsoft Azure that employs world-class security and compliance services critical to U.S. government for all systems and applications built on its architecture. Support plans have the same terms and conditions as those available today in Azure, with the added guarantee that business hour support is provided by U.S. persons, screened to meet U.S. government standards according to the Azure Government data access requirements.

Azure Germany support was built from the ground up with German standards of privacy in mind, providing added value to the Microsoft German Cloud sovereignty benefits. Technical and subscription management support, is in most cases, provided by a Germany-based staff that has been especially trained to German standards of compliance. Also, as covered by the Azure Germany Online Services terms, Microsoft personnel (including support) have no access to your customer data stored in the cloud, unless (1) you decide to share it with Microsoft, by sending us notes, files and attachments or (2) when such access is granted and supervised by the Data Trustee for limited duration and permitted purpose.

## Choose the Azure support plan that best matches your business needs

No matter how you use the cloud, Azure support plans provide you with the best available expertise to increase your productivity, reduce your business costs, and accelerate your application development.

| Scope  | Microsoft Azure:<br>Billing and subscription support; online self-help                       | Microsoft Azure:<br>Trial and non-production environments                                    | Microsoft Azure:<br>Production workload environments   | Microsoft Azure:<br>Business-critical dependence   | All Microsoft Products, including Azure:<br>Substantial dependence across multiple products   |
|--|--|--|--|--|---|
| <b>Customer Service and Communities</b>      | 24x7 access to customer service, documentation, whitepapers, and support forums              | 24x7 access to customer service, documentation, whitepapers, and support forums              | 24x7 access to customer service, documentation, whitepapers, and support forums  | 24x7 access to customer service, documentation, whitepapers, and support forums  | 24x7 access to customer service, documentation, whitepapers, and support forums   |
| <b>Best Practices</b>                        | Access to full set of Azure Advisor recommendations  | Access to full set of Azure Advisor recommendations  | Access to full set of Azure Advisor recommendations  | Access to full set of Azure Advisor recommendations  | Access to full set of Azure Advisor recommendations   |
| <b>Health Status and Notifications</b>       | Access to <a href="#">personalized Service Health Dashboard</a> & <a href="#">Health API</a> | Access to <a href="#">personalized Service Health Dashboard</a> & <a href="#">Health API</a> | Access to <a href="#">personalized Service Health Dashboard</a> & <a href="#">Health API</a>   | Access to <a href="#">personalized Service Health Dashboard</a> & <a href="#">Health API</a>   | Access to <a href="#">personalized Service Health Dashboard</a> & <a href="#">Health API</a>  |
| <b>Technical Support</b>                     | Not available  | Business hours access <sup>1</sup> to Support Engineers via email                            | 24x7 access to Support Engineers via email and phone   | 24x7 access to Support Engineers via email and phone   | 24x7 access to Support Engineers via email and phone  |
| <b>Who Can Open Cases</b>                    | Not available  | Unlimited contacts / unlimited cases   | Unlimited contacts / unlimited cases   | Unlimited contacts / unlimited cases   | Unlimited contacts / unlimited cases  |
| <b>Third-Party Software Support</b>          | Not available  | Interoperability & configuration guidance and troubleshooting                                | Interoperability & configuration guidance and troubleshooting  | Interoperability & configuration guidance and troubleshooting  | Interoperability & configuration guidance and troubleshooting   |
| <a href="#">Case Severity/Response Times</a> | Not available  | Minimal business impact (Sev C): <8 business hours <sup>1</sup>                              | Minimal business impact (Sev C): <8 business hours <sup>1</sup><br>Moderate business impact (Sev B): <4 hours<br>Critical business impact (Sev A): <1 hour | Minimal business impact (Sev C): <4 business hours <sup>1</sup><br>Moderate business impact (Sev B): <2 hours<br>Critical business impact (Sev A): <1 hour | Minimal business impact (Sev C): <4 business hours <sup>1</sup><br>Moderate business impact (Sev B): <2 hours<br>Critical business impact (Sev A): <1 hour or <15 minutes (with Azure Rapid Response) |
| <b>Architecture Support</b>                  | Not available  | General guidance   | General guidance   | Architectural guidance based on best practice delivered by ProDirect Delivery Manager  | Customer specific architectural support such as design reviews, performance tuning, configuration & implementation assistance delivered by Microsoft Azure technical specialists                      |
| <b>Operations Support</b>                    | Not available  | Not available  | Not available  | Onboarding services, service reviews, Azure Advisor consultations  | Technical account manager-led service reviews and reporting   |
| <b>Training</b>                              | Not available  | Not available  | Not available  | Azure Engineering-led web seminars   | Azure Engineering-led web seminars, on-demand training  |
| <b>Proactive Guidance</b>                    | Not available  | Not available  | Not available  | ProDirect Delivery Manager   | Designated Technical Account Manager  |
| <b>Launch Support</b>                        | Not available  | Not available  | Not available  | Not available  | Azure Event Management (available for additional fee)   |
| <b>Pricing</b>                               | Not available  | \$29/mo  | \$100/mo <sup>2</sup>  | \$1,000/mo   | <a href="#">Contact us</a>  |
|  | Basic  | <a href="#">Developer Purchase support</a>   | <a href="#">Standard Purchase support</a>  | <a href="#">Professional Direct Purchase support</a>   | <a href="#">Premier Contact Premier</a>   |

<sup>1</sup> For most countries, business hours are from 9:00 AM to 5:00 PM during week days (weekends and holidays excluded). For North America, business hours are 6:00 AM to 6:00 PM Pacific time, Monday through Friday excluding holidays. In Japan, business hours are from 9:00 AM to 5:30 PM weekdays.

<sup>2</sup> The Azure Standard Support plan price remains \$300 (or local equivalent) for Enterprise Agreement customers. The [Enterprise Agreement Support Plan Upgrade Offer](#) is specifically designed for those who purchased Azure under an Enterprise Agreement and provides additional benefits.

### Take the next step

Make sure you're getting the most out of your Azure investment. Visit our [website](#) to learn more and select the right plan for you.

Contact your Microsoft representative or Azure presales support at 1-800-867-1389 (United States) or find your [local contact here](#).

"When you rely so heavily on a service like Azure, you really want to feel that you have someone that you can call and talk to straight away. You don't feel helpless if something goes down. I think that's what you get from Professional Direct support."

- Johan Billgren, Acast, CTO