

Microsoft Enterprise Services

Description of Services

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1 About this document

The Microsoft Enterprise Services Description of Services provides you with information on the professional services that are available to purchase from Microsoft.

Please familiarize yourself with the descriptions of the services that you purchase, including any prerequisites, disclaimers, limitations and your responsibilities. The services that you purchase will be listed in your Enterprise Services Work Order (Work Order) or another applicable Statement of Services that references and incorporates this document.

Not all services listed in this document are available globally. For details on which services are available for purchase in your location, contact your Microsoft Services representative. Available services are subject to change.

2 Microsoft Professional Services

Microsoft Professional Services help you accelerate business value from your technology investments. These services are available during the planning, implementation, maintenance, and optimization stages of your technology lifecycle and provide data, mobility, productivity and computing solutions for your on-premises, cloud and hybrid IT infrastructure. Microsoft provides proactive services in the following categories:

2.1 Planning services

Planning services provide assessments and reviews of your current infrastructure, data, application and security environment to help plan your remediation, upgrade, migration, deployment or solution implementation based on your desired outcomes.

2.2 Implementation services

Implementation services provide technical and project management expertise to accelerate design, deployment, migration, upgrade, and implementation of Microsoft technology solutions.

2.3 Maintenance services

Maintenance services help prevent issues in your Microsoft environment and are typically scheduled in advance of the service delivery to help ensure resource availability.

2.4 Optimization services

Optimization services focus on the goals of optimal utilization of the customer's technology investment. These services may include remote administration of cloud services, optimizing the adoption of Microsoft product capabilities by end users and ensuring a robust security and identity posture.

2.5 Education services

Education services provide training that help to enhance your support staff's technical and operational skills through either onsite, online or on-demand instruction.

3 Consulting services

Enterprise Services Consulting services (consulting services) are project-based engagements to provide services related to planning, implementing, and adopting the solutions that accelerate the value customers derive from their IT investments. These engagements cover services, based on Microsoft product and technologies, across digital strategy, architecture, planning, upgrades, migration, deployment, application development, and data insight solutions.

3.1 How to purchase

Consulting services are available as project-based, scoped custom engagements or as pre-scoped packaged services as described below:

Service	Definition
Custom consulting services	A custom engagement with a customer specific scope of services, timelines and/or milestones for unique solutions.
Packaged consulting services	An engagement with pre-scoped deliverables that address many common business scenarios.

Key: ↗ indicates items that you may see listed on your Work Order.

3.2 Custom consulting services

Below are available customizable services solutions. The Enterprise Services Work Order (ESWO) or a Statement of Work (SOW) details the scope of customized consulting services.

Applications & Infrastructure – Cloud computing is foundational to enabling digital transformation for any organization.

Microsoft’s modern applications services help to accelerate time to value, with reduced risk when modernizing and integrating applications and leveraging the cloud to help engage with customers through multiple channels and on any device.

With Cloud Productivity Solutions, we help organizations plan, implement, and build experiences to improve communication, collaboration, and deepen customer relationships to generate business insight, enabling organizations to realize the full value of their Office 365 investment.

Data & Artificial Intelligence (AI) – The core currency of modern businesses is the ability to convert data into AI that drives competitive advantage.

Microsoft’s Business Insights solutions help developers and organizations to become AI-focused through a comprehensive oversight to envision, implement, and support solutions for Business and IT organizations that unlock insights on data using products that include Azure Database Power BI, Office, and SQL Server.

Business Applications – Assistance with business applications that are part of a connected data environment, enabling AI and business intelligence while also helping to digitize business-critical functions, including relationship sales, talent and people processes, operations, and customer service.

Microsoft offers a spectrum of consulting services for Microsoft Dynamics 365 for Customer Engagement that spans Sales, Service and Marketing to help customers turn relationships into revenue by bringing digital intelligence into every deal. Consulting services for Microsoft Dynamics 365 Unified Operations helps customers accelerate growth by optimizing operations and making real-time, data-driven decisions at global scale.

Modern Workplace – As a part of workplace transformation, Microsoft is able to help your environment match pace while also making it possible for every professional in your business to have the tools to be more productive.

Our Devices and Mobility consulting services offerings enable businesses and IT leaders to develop and implement enterprise-wide mobility and device management strategies that facilitate deeper, richer connections with employees and customers.

Datacenter and Cloud Infrastructure Services also integrates technology, people, and processes to help IT transform data centers into strategic business assets, customized to their specific business needs. Coupled with Security and Identity services, we also provide strategies and solutions to help protect IT infrastructure, applications, and data from internal and external threats.

3.3 Packaged consulting services

Microsoft offers Consulting Services for many common business scenarios based on experience with planning, deploying and implementing Microsoft products, technology and processes. The services below are offered in a pre-defined scope of work with a fixed duration and associated price.

3.4 Description of Services

3.4.1 Planning services

🔗 **Architecture Services:** An evaluation of your online services adoption goals which provides guidance, planning and remediation. This evaluation helps build better alignment of your teams and environment to online services architecture best practices.

Digital Advisory Services program: Digital Advisory Services combines Digital Advisors with industry, and business expertise with Microsoft's experiences and innovations strategies to empower organizations to reach their digital aspirations. Partnering with customers, Digital Advisors drive a program of change to build the digital business.

Digital Advisory services can be purchased in packages of approximately 200, 400, 800 and 1600 hour engagements with either a part time or full time advisor. The Microsoft service delivery team, including resources from Microsoft Services Centers of Excellence, complement delivery with subject matter expertise or provide recommended practice advice and specific guidance on Microsoft technologies.

In addition, the following Digital Advisory Services engagement packages are also available:

🔗 **Digital Advisory Digital Ready packages:** An engagement led by a digital advisor focusing on business design and change process to drive digital transformation as part of customer's evolving business models.

🔗 **Proof of Concept:** An engagement to provide evidence that enables the customer to evaluate the feasibility of a proposed technical solution. The evidence can be in the form of working prototypes, documents, and designs, but are not usually production-ready deliverables.

Solution Planning: Structured engagements to assist and guide you through implementation planning for Microsoft technology deployments in on-premises, cloud and hybrid environments. These services may also include an assessment of the design, security, IT operations or change management of your Microsoft technologies to help plan the implementation of your technical solution to meet your desired outcomes. At the conclusion of the service, you may receive a report containing the technical assessment and solution implementation plan.

🔗 **Developer Tools Deployment Planning Services (DTDPS):** Designed to help organizations plan effective Visual Studio deployments. These engagements can be used to help develop a deployment plan and strategies for adopting Visual Studio.

🔗 **Azure Deployment Planning Services for Public Cloud (AZDPS):** Multi-day engagements that involve training, demos and deployment planning. They can focus on activating Azure storage solutions, migrating applications to Microsoft Azure Infrastructure Services, implementing enterprise mobility, implementing Microsoft Operations Management Suite, or implementing develop and test scenarios on Microsoft Azure virtual machines.

🔗 **Desktop Deployment Planning Services (DDPS):** Deployment planning services that offer a broad range of planning tools and pre-defined engagement activities focused on how to deploy Office 365, Office or Windows.

🔗 **Dynamics Deployment Planning Services (DYDPS):** Planning services for implementing or upgrading to Microsoft Dynamics CRM (Customer Relationship Management), Dynamics CRM Online, or implementing an ERP (Enterprise Resource Planning) solution with Microsoft Dynamics AX.

🔗 **Skype for Business and Exchange Deployment Planning Services (S&EDPS):** Designed to help organizations plan for Skype for Business or Exchange deployments, these services provide and deployment planning for architectural and operational aspects of Microsoft Skype for Business or Microsoft Exchange.

🔗 **Private Cloud Management and Virtualization Deployment Planning Services (PVDPS):** Designed to help plan effective deployments of Systems Center, Windows Server and Hyper-V. These engagements offer a broad range of planning services for upgrades, migrations, accelerating management and virtualization deployments, as well as implementing unified device management.

🔗 **The SQL Server Deployment Planning Services (SSDPS):** Services are available in multi-day engagements that focus on such activities as upgrading to SQL Server, deploying SQL Server Business Intelligence, and migrating to SQL Server.

🔗 **SharePoint Deployment Planning Services (SDPS):** Focusing on the delivery of SharePoint and SharePoint Online deployment planning engagements, these services may include Office 365 FastTrack planning, Project and Portfolio management (PPM) solution planning, and SharePoint deployment planning.

🔗 **User Experience:** Services to deliver a user experience for your line of business applications, bringing expertise in Storyboarding, Motion Graphics, Ethnographic Research, Personal and Scenario Analysis, UX Strategy and Design, Visual Design, UI Development, Usability testing, and Accessibility considerations.

3.4.2 Implementation services

🔗 **Project Governance:** A service to provide management and oversight of your project, program, or engagement in order to ensure successful delivery.

🔗 **Solution Architecture:** A service to provide architecture and design for your solution, based on reference architectures for Microsoft's technologies.

🔗 **Solution Delivery:** A service to provide technical implementation, including development, configuration, migration, upgrade, and deployment of the solution based on Microsoft technologies and their integration into the customer's environments.

3.4.3 Optimization services

🔗 **Adoption Services:** Adoption services provide a suite of services that help you assess your organization's ability to modify, monitor and optimize changes linked to your Microsoft technology purchase. This includes consulting in the development and execution of your adoption strategy regarding the people side of change. Customers have access to resources with the expertise, knowledge and associated Microsoft recommended practices in support of their adoption program.

🔗 **IT Services Management:** A suite of services designed to help you evolve your legacy IT environment using modern service management approaches that enable innovation, flexibility, quality and operational cost improvements. Modern IT Service Management services may be delivered through remote or onsite advisory sessions or workshops to help ensure your monitoring, incident management or service desk processes are optimized to manage the dynamics of cloud-based services when moving an application or service to the cloud.

🔗 **Security Services:** The Microsoft security solutions portfolio includes four focus areas: cloud security and identity, mobility, enhanced information protection and secure infrastructure. Security services help customers understand how to protect and innovate their IT infrastructure, applications and data against internal and external threats.

3.5 Disclaimers and limitations

Our delivery of services is based upon the following disclaimers and limitations:

- Digital Advisory Services is comprised solely of advice and guidance solely regarding your deployment and use of Microsoft technologies.
- Product licenses are not included in the consulting services and must be purchased separately.
- Digital Advisory Services does not include product deployment, problem resolution, break fix support, review of non-Microsoft source code, or technical or architectural consultation beyond the services described above.
- For any non-Microsoft source code, our services are limited to analysis of binary data only, such as a process dump or network monitor trace
- Where onsite visits of Microsoft Architects or service delivery team resources are mutually agreed and not pre-paid, you will be billed for reasonable travel and living expenses.

3.6 Your responsibilities

The success of consulting engagements and the performance of our obligations are dependent on your involvement throughout the duration, including but not limited to:

- The availability of your representatives, IT staff, and resources, including hardware, software, Internet connectivity, and office space.
- Your timely provision of accurate and complete information as requested by the service delivery team.
- Access to information about your organization.
- Timely and effective completion of your assigned responsibilities.
- Timely decisions and approvals by your management.
- Payment of travel and expenses incurred by your employees or contractors.

4 Support services

Microsoft Premier Support Services (support services) is a set of comprehensive enterprise support services that helps reduce costs, enhance productivity, and use technology to realize new business opportunities for any stage of the IT lifecycle. Support services include:

- Proactive services help maintain and improve health of your IT infrastructure and operations.
- Service Delivery Management to facilitate planning and implementation
- Prioritized 24x7 problem resolution services to provide rapid response to minimize downtime

4.1 How to purchase

Support services are available as a package or as individual services under an existing Support agreement using the Enterprise Services Work Order, as described below:

Service	Definition
Enterprise wide packages	A combination of services that offer support for all commercial, supported Microsoft products and/or Online Services in use within your organization. Configurable and Fixed package options are available.
Enhanced solution packages	A package of support services which covers a specific Microsoft product or customer IT system. Available with the Configurable package.

Key: ↗ indicates items that you may see listed on your Work Order.

4.2 Package descriptions

4.2.1 Enterprise wide packages

Enterprise wide packages options include: Configurable (tailored to meet your requirements) or Fixed packages (pre-defined services).

Configurable package

A support package is customized from the items listed below to meet your requirements.

Item	Available Services
Proactive services	The services which are described in Section 4.3.1 "Proactive services" are available for inclusion in your support package
Service delivery management	Included in all packages. The delivery model and level of service is customized as described in Section 4.3.2 "Service delivery management"

Reactive services	The services which are described in Section 4.3.3 "Reactive services" are available for inclusion in your support package
Enhanced services	Additional services, described in Section 4.4 "Enhanced services" can be included in your support package

Fixed package

An entry level set package of support services with a one-year term

Item	Included Services
Proactive services	One "Risk and Health Assessment Program as a Service"
Service delivery management	A Core level of service is included, delivered through a Pooled model, described in Section 4.3.2, "Service delivery management"
Reactive services	Up to 20 "Problem Resolution Support" hours

4.2.2 Enhanced solutions

Enhanced solution packages cover a specific Microsoft product or customer IT system, available services are listed below.

Item	Description
Support for Mission Critical	Provides a higher level of support for a defined set of Microsoft products that are contained within your mission critical business solution(s) and is introduced in Section 4.5.1 "Support for Mission Critical"

4.3 Description of services

The items which are combined to form your Premier Support package are described in this section.

4.3.1 Proactive services

Proactive services help prevent issues in your Microsoft environment. To ensure resource availability and delivery during the term of the applicable Work Order, Proactive services should be scheduled in a timely manner. The Proactive services that follow are available as identified below or detailed on your Work Order.

Planning services

🔗 **Proof of Concept:** An engagement to provide evidence that enables the customer to evaluate the feasibility of a proposed technical solution. The evidence can be in the form of working prototypes, documents, and designs, but are not usually production-ready deliverables.

Implementation services

🔗 **Onboarding Services:** A direct engagement with a Microsoft resource to provide deployment, migration, upgrade, or feature development assistance. This can include assistance with planning and validation of a proof-of-concept or production workload using Microsoft products.

Maintenance services

🔗 **Assessment Program:** An assessment on the design, technical implementation, operations or change management of your Microsoft technologies against Microsoft recommended practices. At the conclusion of the assessment, the Microsoft resource will work directly with you to remediate possible issues and provide a report containing the technical assessment of your environment, which may include a remediation plan.

🔗 **Health Check:** An implementation assessment review of your Microsoft technology implementation against our recommended practices. A Microsoft resource plans the health check engagement with you, performs the review, analyzes the data and delivers a report upon completion.

🔗 **Offline Assessment:** An automated assessment of your Microsoft technology implementation with data collected remotely, or by a Microsoft resource at your location. The data gathered is analyzed by Microsoft using on-premises tools, and we provide you with a report of our findings and remediation recommendations.

🔗 **Proactive Monitoring:** Delivery of technical operations monitoring tools and recommendations for tuning your server incident management processes. This service helps you to create incident matrices, conduct major incident reviews, and create the design for a sustained engineering team.

🔗 **Proactive Operations Programs (POP):** A review with your staff of your planning, design, implementation or operational processes against Microsoft recommended practices. This review is done either onsite or remotely by a Microsoft resource.

🔗 **Risk and Health Assessment Program as a Service (RAP as a Service):** An automated assessment of your Microsoft technology implementation, with data collected remotely. The gathered data is analyzed by Microsoft to create a finding report containing remediation recommendations.

🔗 **Risk and Health Assessment Program as a Service Plus (RAP as a Service Plus):** RAP as a Service is provided and is followed up with a customized system optimization workshop at your location (for up to two days), that is focused on remediation planning and knowledge transfer.

Optimization services

🔗 **Adoption Services:** Adoption services provide a suite of services that help you assess your organization's ability to modify, monitor and optimize changes linked to your Microsoft technology purchase. This includes support in the development and execution of your adoption strategy

regarding the people side of change. Customers have access to resources with the expertise, knowledge and associated Microsoft recommended practices in support of their adoption program.

🔗 **Development Focused Services:** Services available to assist your staff build, deploy, and support applications built with Microsoft technologies.

🔗 **IT Services Management:** A suite of services designed to help you evolve your legacy IT environment using modern service management approaches that enable innovation, flexibility, quality and operational cost improvements. Modern IT Service Management services may be delivered through remote or onsite advisory sessions or workshops to help ensure your monitoring, incident management or service desk processes are optimized to manage the dynamics of cloud-based services when moving an application or service to the cloud. IT Services Management services may be an element of a customized program of support services, available for an additional fee and may be defined in an addendum and referenced in your Work Order.

🔗 **Lab Services:** Where available in your geography, Microsoft can provide you with access to a lab facility to assist you with product development, benchmarking, testing, prototyping, and migration activities on Microsoft products.

🔗 **Remediation Services:** Direct engagement with a Microsoft resource to address findings identified during an Assessment service. The duration of each engagement is specified in days on your Work Order and is delivered in partnership with your engineering staff.

🔗 **Security Services:** The Microsoft security solutions portfolio includes four focus areas: cloud security and identity, mobility, enhanced information protection and secure infrastructure. Security services help customers understand how to protect and innovate their IT infrastructure, applications and data against internal and external threats. Security services may be an element of a customized program of support services, available for an additional fee and may be defined in an addendum and referenced in your Work Order.

Education services

🔗 **Chalk Talks:** Short interactive services, typically one-day sessions, that cover product and support topics provided in a lecture and demonstration format and are delivered by a Microsoft resource either in person or online.

🔗 **On-demand Education:** A subscription service that grants access to a collection of online training materials from a workshop library developed by Microsoft. Subscriptions are sold on a per seat basis.

🔗 **Webcasts:** Microsoft-hosted education sessions, available on a wide selection of support and Microsoft technology topics, delivered remotely online. Webcasts can be purchased on a per-attendee basis or as a dedicated delivery to your organization, as specified on your Work Order.

🔗 **Workshops:** Advanced level technical training sessions, available on a wide selection of support and Microsoft technology topics, delivered by a Microsoft resource in person or online. Workshops are purchased on a per-attendee basis or as a dedicated delivery to your organization, as specified on your Work Order. Workshops cannot be recorded without express written permission from Microsoft.

🔗 **Custom Proactive services:** An engagement with our personnel to deliver services, at your direction, in person or online which are not otherwise described in this document. These engagements are measured and priced in days. The focus areas for Custom proactive services are:

- Maintenance services
- Optimization services
- Education services

↗ **Support Assistance:** Where available, proactive services may be sold as a quantity of Support Assistance hours. These hours can be exchanged for one or more proactive services, described above, at current rates that are provided by your Microsoft Services representative. After scheduling the proactive service, we will deduct the appropriate number of Support Assistance hours from your balance, rounded up to the nearest hour, to cover the value of a daily rate or the fixed fee for the service. If you order one type of Support Assistance service and wish to exchange it for another, you may apply the hours already purchased to that alternative service, where available and agreed upon with your Service Delivery Manager.

4.3.2 Service delivery management

↗ Service delivery management

All Premier Support packages are coordinated and initiated by a service delivery manager. For Premier Support for Developer and developer focused packages, your service delivery management is provided by an application development resource who has broad development industry expertise as well as an understanding of developer technologies. This delivery may be refined, based on delivery model, level of service, and geography. If not otherwise specified on your Work Order, the delivery model will be Designated, and the level of service will be Core.

Delivery model

Item	Definition
Pooled	Performed by a group of individuals located remotely
Designated	Provided on a part-time basis, either onsite or remotely, by a named individual who also services other Microsoft Premier Support customers
Dedicated	Provided, either onsite or remotely, by a named individual who is solely focused on a single Microsoft Premier Support customer

Level of service

Item	Definition
Core	Includes general coordination, plus a service introduction, service delivery planning, service reviews, critical security support advice, incident management, crisis management, information services and service subscription management
Standard	Includes all Core services, plus an Initial Assessment and remediation planning
Extended	Includes all Standard services, plus Microsoft Product/Online Services lifecycle awareness, incident trend analysis and advice, and process guidance

Scope details

The following services are available to customers who purchase a Core level of service delivery management:

Service introduction: An overview of Premier Support services, including an explanation of how to select and plan proactive services and a demonstration of how to log assisted reactive support requests and utilize available tools.

Service Delivery Planning: Premier Support services includes a customized service plan to determine how and when services are to be utilized by collaborating with your team on your business and IT priorities, including your cloud journey.

Service reviews: On an ongoing basis, we review the past period's services, report to you on what has been delivered and improved, review your feedback, and discuss any actions or adjustments, which may be required. These reviews may consist of standard status reports and virtual or onsite status meetings (if onsite travel is authorized).

Critical security support advice: Notification of critical Microsoft Security Bulletins. If you have a Designated or Dedicated service delivery manager, they will help you assess the effect of this information on your IT infrastructure.

Incident management: Oversight by our service delivery team of support incidents to drive timely resolution and a high quality of support delivery. This may include the development of incident response plans, identification of a primary contact for status updates during incidents and facilitating root cause analysis after an incident has occurred. If you have online services, this may include a summary of the cause of the incident and the Service Level Agreement (SLA).

Crisis management: Around-the-clock issue ownership and communication to you from your service delivery team during situations in which you experience critical business impacts.

Information services: Delivery of newsletters, websites and resources focused on Microsoft products and services relevant to your environment. May include support and operational information about Microsoft technologies, troubleshooting tools and references to knowledge base articles.

Service subscription management: For customers with online services, a Microsoft resource may assist with the escalation of issues that relate to your online service subscriptions and provide answers to billing, account provisioning and SLA credit questions.

Customers who purchase a Standard level of service will get the Core level services, plus the following services:

Initial assessment: A discovery assessment for identifying service needs within your IT operations environment that helps build an actionable plan to reach the desired state of your IT operations. For customers who have online services, your service delivery manager can arrange to analyze the on premises infrastructure required to connect users to the online service. In addition, the service delivery manager will work with your staff to document risks, which may impact your connectivity and suggest potential mitigations.

Remediation planning: A consolidation of actions for improvement prompted by the findings of proactive assessments. These findings will be documented as improvement advice with associated remediation within your service plan. Follow-up takes place through scheduled service reviews.

🔗 **Onsite Service Delivery Management:** Onsite visits from your service delivery manager are available and may require an additional charge per visit. This service is subject to Microsoft's resource availability.

Customers who purchase Extended level of service will get the services listed in the Core and Standard levels, plus the following services:

Incident trend analysis and advice: One or more reviews of your incident history with a focus on people, process, and technology aspects of high business impact incidents logged with us involving any supported Microsoft technology. The review results in recommendations on operations improvement activities, in addition to people readiness or technology changes, all focused on helping you lower your IT operations costs.

Process guidance: Basic information on recommended processes will be provided.

4.3.3 Reactive services

Reactive services help resolve issues in your Microsoft environment and are typically consumed on demand and can include any combination of the following services:

🔗 **Problem Resolution Support (PRS):** Assistance for problems with specific symptoms encountered while using Microsoft products including troubleshooting a specific problem, error message or functionality that is not working as intended for Microsoft products. Incident severity definitions, the Microsoft estimated initial response times, and submission requirements are detailed in "[Table: Incident response.](#)"

PRS is charged on an hourly basis and hours are deducted from the pre-paid hours established in your Work Order unless we determine that the problem resulted from a bug in a product that is in mainstream support. If you exhaust all pre-paid hours while we are addressing a particular problem, we will charge you in arrears and you must purchase additional PRS hours before we respond to additional incidents. Upon your request, we collaborate with third-party technology suppliers to help resolve complex multi-vendor product interoperability issues, however, it is the responsibility of the third party to support its product.

As needed PRS is provided for online services. Purchased PRS hours will not be deducted for incidents opened against these technologies.

Support requests for services and products, not covered by the applicable online service support portal, are managed from within the Microsoft Services online portal.

Service Delivery Management will be utilized in the same manner for all problem resolution requests

The incident severity determines the response levels within Microsoft, initial estimated response times and your responsibilities. You are responsible for outlining the business impact to your organization and, in consultation with us, Microsoft will assign the appropriate severity level. You can request a change in severity level during the term of an incident should the business impact require a change.

Table: Incident response

Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Catastrophic business impact:</p> <ul style="list-style-type: none"> • Complete loss of a core business process and work cannot reasonably continue • Needs immediate attention 	<ul style="list-style-type: none"> • First call response in one hour or less • Our resources at your site as soon as possible • Critical situation resource¹ assigned • Continuous effort on a 24/7 basis² • Rapid escalation within Microsoft to product teams • Notification of our senior executives 	<ul style="list-style-type: none"> • Notification of your senior executives • Allocation of appropriate resources to sustain continuous effort on a 24/7 basis² • Rapid access and response from change control authority • Submission via phone only³
<p>Severity A</p> <p>Critical business impact:</p> <ul style="list-style-type: none"> • Significant loss or degradation of services • Needs attention within one hour 	<ul style="list-style-type: none"> • First call response in one hour or less • Our resources at your site, as required • Critical situation resource¹ assigned • Continuous effort on a 24/7 basis² • Notification of our Senior Managers 	<ul style="list-style-type: none"> • Allocation of appropriate resources to sustain continuous effort on a 24/7 basis² • Rapid access and response from change control authority • Management notification • Submission via phone only³
<p>Severity B</p> <p>Moderate business impact:</p> <ul style="list-style-type: none"> • Moderate loss or degradation of services, but work can reasonably continue in an impaired manner • Needs attention within two business hours⁵ 	<ul style="list-style-type: none"> • First call response in two hours or less • Effort during business hours only^{4,5} 	<ul style="list-style-type: none"> • Allocation of appropriate resources to align to Microsoft effort • Access and response from change control authority within four business hours • Submission via phone or web
<p>Severity C</p> <p>Minimum business impact:</p> <ul style="list-style-type: none"> • Substantially functioning with minor or no impediments of services 	<ul style="list-style-type: none"> • First call response in four hours or less • Effort during business hours only⁵ 	<ul style="list-style-type: none"> • Accurate contact information on case owner • Responsive within 24 hours • Submission via phone or web

Severity and situation	Our expected response	Your expected response
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- Needs attention within four business hours⁵

¹ Critical situation resources are individuals who are assigned to help drive prompt issue resolution through case engagement, escalation, resourcing, and coordination.

² We may need to downgrade the severity level if you are not able to provide adequate resources or responses to enable us to continue with problem resolution efforts.

³ You may submit online services support requests through the applicable online services support portals.

⁴ 24/7 effort on Severity B issues are not available in all geographies. Consult your service delivery manager for details.

⁵ Business hours are generally defined as 09:00 to 17:30 Local Standard Time, excluding holidays and weekends. Business hours may differ slightly in your country.

🔗 **Onsite Support:** Onsite reactive support provides assistance at your location. This service is subject to Microsoft's resource availability and may require an additional charge per onsite visit.

🔗 **Development Support Assistance:** Help creating and developing applications that integrate Microsoft technologies on the Microsoft platform, specializing in Microsoft development tools and technologies and is sold as a quantity of hours listed on your Work Order.

🔗 **Advisory Services:** Phone-based support on short-term (typically six hours or less) and unplanned issues for IT Professionals and Developers. Advisory Services may include advice, guidance, root cause analysis, and knowledge transfer intended to help you implement Microsoft technologies in ways that avoid common support issues and that can decrease the likelihood of system outages. Advisory Services are sold as a quantity of hours listed on your Work Order.

4.4 Enhanced services

The items which are described in this section are available as supplements, extensions, and modifications to your Premier Support package for an additional fee. Additional enhanced services may be available for an additional fee and defined in an Exhibit referenced in your Work Order.

4.4.1 Designated Support Engineering

🔗 **Designated Support Engineering (DSE):** DSE services may be purchased as pre-defined offerings or as a block of custom hours that can be used to deliver scoped proactive services.

When purchased as hours, DSE service hours are deducted from your total purchased hours as they are utilized and delivered.

Pre-defined DSE offerings are tailored to your environment and help you achieve a desired outcome. These offerings may have a focus on areas such as Office 365, Azure IaaS, Cybersecurity and Dynamics 365, and include required pre-defined proactive services built-in.

The focus areas for DSE services:

- Help maintain a deep knowledge of your current and future business requirements and configuration of your information technology environment to optimize performance
- Proactively document recommendations for the use of support services –related deliverables (e.g. supportability reviews, health checks, workshops, and risk-assessment programs)
- Help make your deployment and operation activities consistent with your planned and current implementations of Microsoft technologies.
- Enhance your IT staff's technical and operational skills

- Develop and implement strategies to help prevent future incidents and increase system availability of your covered Microsoft technologies
- Help determine the root cause of recurring incidents and to provide recommendations to prevent further disruptions in the designated Microsoft technologies.

Regardless of how DSE is purchased, resources are allocated, prioritized and assigned based on the agreement of the parties during the initiation meeting and documented as part of your service delivery planning.

Service-specific prerequisites and limitations

- DSE services are available during normal business hours (09:00 to 17:30) Local Standard Time, excluding holidays and weekends.
- DSE services support the specific Microsoft products and technologies selected by you and listed in your Work Order.
- DSE services are delivered for a single support location in the designated support location identified in your Work Order.

4.4.2 Custom Support

🔗 **Custom Support:** For an additional fee, Custom Support provides limited, continued support for a select number of products and service packs which have reached the end of their lifecycle as defined by the Microsoft enterprise support Policy at <http://support.microsoft.com/lifecycle>. The products, versions or service packs for which you have purchased Custom Support are defined on your Work Order.

Custom Support program fees are calculated as if you enrolled on the first day Custom Support program was available for that product. For example, if Custom Support for Dynamics NAV 2009 started on January 15, 2020 but you don't enroll until April 15, 2020, your program fee would still be calculated retroactive to the fixed January 15, 2020 start date.

Fees paid for Custom Support are nonrefundable.

Service-specific prerequisites and limitations:

- You must have a current Premier Support services agreement with sufficient Problem Resolution Support hours to access Custom Support services. If your Premier Support agreement lapses or is terminated, Custom Support will be terminated on the same date.
- You must install and run the most current service pack for the enrolled product(s) listed in your Work Order before receiving Custom Support.
- To participate in Custom Support for the Enrolled Product(s) and access security bulletins and updates, you must provide a detailed migration plan with device/instance count, quarterly deployment milestones and a migration completion date. Not providing this migration plan may result in the inability to access Custom Support deliverables.
- For the purposes of Custom Support, a device is any instance, physical or virtual, to which the customer wants to deploy a security update for a particular product. The device count should equal the number of times the security update will be deployed rather than the physical device count.

- Custom Support is available to you in the support location(s) set forth in your Work Order, if the support location is included in your total device/instance count.
- Custom Support only covers the English version of the enrolled products, unless otherwise agreed to in writing. If both parties agree to non-English language support, support times may be extended to enable translation (for which localization fees may apply).
- Custom Support provides support for the enrolled product and may include updates for security vulnerabilities defined by the MSRC as Critical. For an additional fee, you may be able to purchase security updates for vulnerabilities rated by the MSRC as Important.
- Custom Support is available for purchase on an annual basis, based on fixed program dates that align to the product's support lifecycle. No matter when you enroll, all customers must pay the applicable program fee retroactive to the program start date, with retroactive fees due in full upon execution of the Agreement. Unless otherwise noted, one quarter is the minimum term for Custom Support. Customers may opt out of Custom Support on a quarterly basis with a minimum 14 days' notice prior to the next billing date.
- Non-security hotfixes (e.g. for time zone or Daylight Savings Time issues) may also be available for an additional fee.
- Security Updates are for your internal use only, which includes use in hosted environments for your direct benefit.
- Security updates may not be distributed to unaffiliated third parties without our written consent. You may request access to security updates for named contacts designated by you. You agree to notify us of any changes to these designated contact(s).
- Custom Support does not include the option to request additional features, functionality or design changes, or warranty support.
- Although we use commercially reasonable efforts to provide security updates, you acknowledge that there may be cases in which a security, including Critical and Important security updates, cannot be created or provided.
- If you are purchasing Custom Support directly from Microsoft, you may apply the security updates to the applicable Enrolled Product(s) including Enrolled Product(s) acquired through Microsoft Volume Licensing or through the Microsoft Service Provider License Agreement.
- All requests for Custom Support Problem Resolution Support must be submitted via telephone by your designated contacts.
- Access to Microsoft resources for replacement of security updates is available only during the term of the applicable Custom Support Agreement. Re-enrollment, including payment of applicable current and retroactive program fees, is required to regain access to any Microsoft resources, including replacement of security updates that may have been downloaded while enrolled in Custom Support, but were subsequently lost, damaged or rendered unusable after the term of enrollment has expired. Re-enrollment or access to security updates may not be possible if the program has been retired.
- Partners who are hosting Windows Server through the Microsoft Service Provider License Agreement Program (SPLA) are not eligible to purchase Custom Support for themselves or their customers.
- For Partner-focused solutions, the following applies:

- Security updates issued by Microsoft to you under Custom Support are for your internal use only unless you have the Microsoft Support Services Subcontracting Exhibit in place.
- The license rights granted for Security Updates are limited to the internal business operations of the individual customers identified on the Custom Support Hotfix Redistribution Form and are not intended for further redistribution.
- The customer pricing applies to each of your individual customers identified in the Custom Hotfix Redistribution form attached to the Microsoft Support Services Subcontracting Exhibit. The amount you are responsible to pay Microsoft equals the sum of all prices for each individual customer identified on the Custom Hotfix Redistribution form, it is not determined by aggregating all of your customers.
- Partner's use of security update(s) in their hosted environment is for partner's direct benefit only and may not be further distributed to third-parties.

4.4.3 Premier Ultimate

🔗 **Premier Ultimate:** Modifies the services available under reactive services to provide as needed Problem Resolution Support.

Service-specific prerequisites and limitations:

- Premier Ultimate is restricted to the number of contacts specified in your Work Order.
- To remain enrolled in Premier Ultimate, you agree to use commercially reasonable efforts to remediate any issues identified from your or Microsoft's initiated assessments within 30 days of the creation of an assessment summary.
- Either party may terminate a Premier Ultimate service agreement with 30 days of prior written notice, should either fail to remediate issues, or within 60 days of prior written notice.
- Premier Ultimate customers who terminate prior to the end of term receive a pro-rated refund for unused services, unless the termination was due to a failure to remediate.
- Premier Ultimate may not be available in all support locations

4.4.4 Third Tier Support

🔗 **Third Tier Support:** Direct access to Microsoft's most experienced specialists, in a defined product area or areas, who respond to your Problem Resolution requests for the Microsoft technologies specified in your Work Order.

Service-specific prerequisites and limitations:

- Problem Resolution requests submitted to the Third Tier Support team may require resources from standard product support professionals for resolution, although the Third Tier Support team retains primary responsibility for the request.
- You may apply Third Tier Support hours to standard Problem Resolution Support services, however, standard Problem Resolution Support hours cannot be applied towards Third Tier Support requests.
- Third Tier Support team business hours and market availability of the Third Tier service vary by country. Consult your service delivery manager for details.

- This service requires an enrollment fee, supplements your Problem Resolution Support hours and is not available in all support locations.
- If using Third Tier support in conjunction with Pooled PRS Hours, your Third Tier fees may be based on the full quantity Pooled PRS Hours.

4.5 Enhanced solutions

Enhanced solution packages provide additional support resources for a specific Microsoft product or customer IT system. Enhanced solutions are available for an additional fee and defined in an Exhibit referenced in your Work Order.

4.5.1 Support for Mission Critical

✦ **Support for Mission Critical:** Provides a higher level of support for a defined set of Microsoft products that make up a part of your mission critical solution, as specified on your Work Order. Support for Mission Critical provides a customized program of support services, is available for an additional fee and is defined in an Exhibit referenced in your Work Order.

4.5.2 Rapid Response

✦ **Rapid Response:** Rapid Response provides accelerated reactive support for your cloud services by routing support incidents to technical experts and providing an escalation path to cloud service operations teams, as required.

To receive Rapid Response services for your Microsoft Azure components you must submit an incident through the applicable cloud service portal. Your Problem Resolution Support requests will be directly routed to a Rapid Response support queue which is staffed by a designated team of engineers with cloud service expertise. For this team to have basic knowledge of your deployment, you must provide documentation on basic Azure deployment and database topology, as well as scaling and load balancing plans where available. While incidents may require resources from standard product support professionals for resolution, the Rapid Response team retains primary responsibility for the incidents 24x7x365.


For your Azure components, the response times for problem resolution support are listed in the table below and supersede any expected Base Package support response times. Rapid Response does not cover Azure DevOps, Azure Media Services, Azure Stack, Azure StorSimple or Billing & Subscription Management.

Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Online submission to unique Rapid Response queue.</p> <ul style="list-style-type: none"> In a production environment: Catastrophic business impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention 	<ul style="list-style-type: none"> First call response in 15 minutes or less Continuous effort on a 24x7 basis¹ Access to Microsoft's experienced specialists² Rapid Escalation within Microsoft to cloud service operations teams 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort on a 24x7 basis¹ Rapid access and response from change control authority
<p>Severity A</p> <p>Online submission to unique Rapid Response queue</p> <ul style="list-style-type: none"> In a production environment Critical business impact: Significant loss or degradation of services Needs attention within 1 hour 	<ul style="list-style-type: none"> First call response in 15 minutes or less Continuous effort on a 24x7 basis¹ Access to Microsoft's experienced specialists² Rapid Escalation within Microsoft to cloud service operations teams 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort on a 24x7 basis¹ Rapid access and response from change control authority

¹ We may need to downgrade the severity level if you are not able to provide adequate resources or responses to enable us to meet the response times set forth above.

² Rapid Response Problem Resolution Support services are only available in English. 2 Rapid Response Problem Resolution Support services are only available in English.

4.6 Partner support solutions

 **Premier Support for Partners solutions:** Premier Support for Partners delivers support services to partners for their internal use or through the partner to partner's end customers. Delivering services through to end customers at partner's request is only available to Microsoft partners who have executed a *Microsoft Premier Support Exhibit - Partner Subcontracting* and requires the partner involvement throughout the engagement.

We may allow your staff or, for partners who have executed a *Microsoft Premier Support Exhibit - Partner Subcontracting*, your customers in your non-designated support location(s), to participate in remote

Proactive and Problem Resolution Support deliveries that have been initiated in and designated in your Work Order for a specific Support Location. Such participation will be allowed subject to availability.

In addition to the Premier Services listed previously, the following Premier Support for Partners services are available and customized to each Partner's needs:

Service delivery management:

- **Cloud optimization reports:** Upon request and with your provided Microsoft Partner Network (MPN) identification number, monthly data-driven business and support optimization planning reports to track utilization of resources and identify new business opportunities for you.

Advisory Services:

- **Cloud Consults:** One-to-one remote technical cloud consults delivered by a technical expert that may result in a set of recommendations for training and implementation. Partners may select from a catalog of cloud-enabling topics for their cloud consults, for example "Azure Consultations: Network Security."

Service-specific prerequisites and limitations:

- Premier services are delivered directly to the partner for internal use unless partner has a *Microsoft Premier Support Exhibit - Partner Subcontracting* in place.
- Partners with a *Microsoft Premier Support Exhibit - Partner Subcontracting* in place can request Microsoft to provide Premier services, on the partner's behalf, to their end customers who have contracted services with partner.
- In order to submit Problem Resolution Support (PRS) incidents for partner's end customer's environment(s) for which the partner has administrative privileges, the partners must have a *Microsoft Premier Support Exhibit - Partner Subcontracting* in place.

4.7 Global support solutions

📍 **Global support solutions:** With Premier Global, you may receive Premier support in one or more Support Location. Premier Global is available as part of a Configurable package, as described below.

- **Host:** This is the support location where you have contracted Microsoft for Premier Global services. Unless otherwise noted, this will be the support location of your Designated or Dedicated Support Delivery Manager.
- **Downstream:** This is a support location designated in your Enterprise Services Work Order to receive services, other than the Host support location.

Proactive Services, Reactive Services, Service Delivery Management, and Enhanced Services are delivered as described in this description of services, with the following modifications.

- **Proactive Services:** You may transfer Proactive services from one designated support location to another designated support location listed on your Work Order(s).
- **Reactive Services:** You may choose to purchase all your Problem Resolution Support (PRS) hours at your Host support location. This is referred to as Pooled Problem Resolution Hours. You may transfer PRS hours from one designated support location to another designated support location listed on your Work Order(s).

We may allow staff in your non-designated support location(s) to participate in remote Proactive and Problem Resolution Support services that have been designated for a specific support location. Such participation will be allowed subject to availability.

Service Delivery Manager: Your Global Service Delivery Manager is either a Designated or Dedicated resource and will provide you an Extended level of service as defined in Section 4.3.2. In addition, this resource will provide multi-country services coordination and report management.

Service-specific prerequisites and limitations:

- **Rate Differences:** Rates for Proactive and Problem Resolution Support services may vary by country. Microsoft reserves the right to invoice you for any rate differences or, in the case of hourly based Services, adjust hours to address any rate differences between countries.
- As-needed PRS provided by Office 365 and Microsoft Azure subscriptions is available for all designated support locations.
- **Billing Consolidation:** Unless otherwise noted, you will be issued a single invoice for fees incurred for all support locations identified on your Work Order. The invoice will be delivered to the support location designated by you. Taxes, if applicable, will be determined based on your delivery support location and will be added to your invoice as appropriate. You are solely responsible for any additional taxes due.
- Restrictions or modifications services available by support location may apply.
- **Exceptions to Billing Consolidation:** Services delivered in the Australia, Republic of India, People's Republic of China, Hong Kong Special Administrative Region of the People's Republic of China, Republic of China (Taiwan), and Republic of Korea must each have a separate Enterprise Services Work Order listing the services being delivered in the specified support location. Services will be invoiced and delivered to your support location in that country and any applicable local tax will be applied to the applicable invoice.

4.8 Additional terms and conditions

Premier Support Services are delivered based on the following prerequisites and assumptions:

- During the term of the applicable Work Order, Microsoft may make available a new successor Support service. In the event that Microsoft determines, in its sole discretion, that it will no longer continue to provide the Support services you have purchased in the applicable Work Order, Microsoft reserves the right to discontinue said Support services, effective at the current Support Expiration Date and/or multi-year Support annual anniversary date.

Microsoft will provide at least 90 days prior written notice of any such discontinuation unless prohibited from doing so by applicable law. In addition, Microsoft will make any successor Support services available to you prior to any discontinuation at Microsoft's then-current rates and terms for such successor Support services. Upon notification of any such discontinuation, you may terminate your current Support services as set forth in the Agreement or with 30 days' written notice.

- All services are provided remotely to your locations in the country listed on your Work Order, unless otherwise set forth in writing. If locations are identified in more than one country, you receive services from an assigned Global Services Delivery Manager and may include a Services resource in each global service location. The Work Order describes the services to be provided in each of your designated global support locations.

- Remote reactive services are provided in English and, where available, may be provided in your spoken language. All other services are provided in the spoken language of the Microsoft services location providing services, or in English, unless otherwise agreed to in writing.
- We provide support for all versions of commercially released, generally available Microsoft software and Online Services products and are identified on the Product Terms, published by Microsoft from time to time at <http://microsoft.com/licensing/contracts> (or at a successor site that Microsoft identifies), unless otherwise set forth in a Work Order, an Exhibit to this Description of Services, or specifically excluded on the Microsoft Premier Online website at <http://premier.microsoft.com>. Non-security related hotfix support is not available for Microsoft products that have entered the Extended Support Phase, as defined at <http://support.microsoft.com/lifecycle>.
- Support for pre-release and beta products is not provided, except as otherwise noted in an attached exhibit.
- All services, including any additional services purchased as part of and during the term of a Support Work Order, are forfeited if not utilized during the term of the applicable Work Order.
- Scheduling of services is dependent upon the availability of resources and workshops may be subject to cancellation if minimum registration levels are not met.
- We can access your system via remote connection to analyze problems at your request. Our personnel will access only those systems authorized by you. To utilize remote connection assistance, you must provide us with the appropriate access and necessary equipment.
- Some services may require us to store, process, and access your customer data. When we do so, we use Microsoft-approved technologies, which comply with our data protection policies and processes. If you request that we use technologies not approved by Microsoft, you understand and agree that you are solely responsible for the integrity and security of your customer data and that Microsoft assumes no liability in connection with the use of non-Microsoft-approved technologies.
- If you request cancellation of a previously scheduled service, Microsoft may choose to deduct a cancellation fee of up to 100 percent of the price of the service, if the cancellation or rescheduling was done with less than 14 days' notice prior to the first day of delivery.
- When adding additional services to your support package by purchase, conversion of Software Assurance Benefit incidents, we may require the inclusion of a corresponding level of service delivery management to facilitate delivery.
- If you ordered one type of service and wish to exchange it for another type, you may apply equivalent value to an alternative service, where available, and agreed with your service delivery manager.
- Software Assurance Benefits 24x7 Problem Resolution Support Incidents (SA PRS Incidents, or "SAB") may only be converted to Problem Resolution Support hours or Third Tier Support. Additional services may be available in your geography, please contact your service delivery manager for details. After 30 days of the Support Commencement Date and/or multi-year Support annual anniversary date, we may invoice you for the equivalent value of any deficit of Software Assurance Benefit incidents you commit for conversion to eligible Premier support services, as designated on your Work Order. Software Assurance Benefits are subject to the

terms stated herein and the Product Terms, including, but not limited to, Appendix B of the Product Terms. Further details are also available at www.microsoft.com/licensing/licensing-programs/software-assurance-by-benefits, such as changes to the Problem Resolution Support benefit beginning in February 2022 that will affect Problem Resolution Support hours or eligible components of your support agreement and which may result in adjustments to equivalent incident value.

- Not all additional services may be available in your country. Please contact your service delivery manager for details.
- Support services are limited to advice and guidance related to code owned by you or by Microsoft.
- You agree that the only non-Microsoft code to which you provide us access to is code that you own.
- Support does not provide code of any kind, other than sample code.
- There may be minimum platform requirements for the services purchased.
- Services may not be delivered through to your customers unless you have purchased Premier Support for Partners and executed a *Microsoft Premier Support Exhibit - Partner Subcontracting*.
- Where onsite visits are mutually agreed upon and not pre-paid, we bill you for reasonable travel and living expenses, or, at your request, we deduct an equivalent number of Problem Resolution Support hours to cover the expenses.

Additional prerequisites and assumption may be set forth in relevant Exhibits.

4.9 Your responsibilities

Optimizing the benefits of Premier Support is contingent upon you fulfilling the following responsibilities, in addition to those set forth in any applicable Exhibits. Failure to comply with the following responsibilities may result in delays of service:

- You will designate named contacts in your Work Order, one of which will be known as your Customer Support Manager (CSM). The CSM is responsible for leading your team and for managing all of your support activities and internal processes for submitting support service requests to us. Each contact is given an individual account number for access to the Microsoft Premier Online website, support issue submission, and access to your Microsoft service delivery team. Your online services administrators may also have the ability to submit online services support requests through the applicable online services support portals. In addition to the named contacts, you may also identify two types of group contacts, as follows:
 - One type of contact receives a shared account ID that provides access to the Microsoft Premier Online website for information and the ability to submit support requests.
 - One type of contact receives a shared account ID that provides access to the Microsoft Premier Online website for information only.
- For online services support requests, Cloud administrators, for your cloud-based services, must submit support requests through the applicable online service support portal.

- When submitting a service request, your reactive support contacts should have a basic understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Microsoft in diagnosing and triaging the problem. These individuals should also be knowledgeable about the supported Microsoft products and your Microsoft environment to help resolve system issues and to assist Microsoft in analyzing and resolving service requests.
- You agree to work with us to plan for the utilization of services, based upon the service level you purchased.
- You agree to notify us of any changes to the designated contacts named on your Work Order.
- You may be required to perform problem determination and resolution activities, as requested by us. These may include performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new versions of software or new components, or modifying processes.
- You are responsible for backing up your data and for reconstructing lost or altered files resulting from catastrophic failures. You are also responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data.
- You agree, where possible, to respond to customer satisfaction surveys that we may provide from time to time regarding the services.
- You are responsible for any travel and expenses incurred by your employees or contractors.
- You may be asked by your Service Delivery Manager to fulfill other responsibilities specific to the service you purchased.
- You submit requests for proactive services, along with any necessary/applicable data, no later than 60 days prior to the expiration date of the applicable Work Order.
- You agree to provide our service delivery team (who are required to be onsite) with reasonable telephone and high-speed Internet access, in addition to access to your internal systems and diagnostic tools.

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