

Microsoft Dynamics 365 Support Plans

Get the support options that make sense for your changing business. Take advantage of competitive, tiered support for different cost scenarios, options for partner involvement, and other elements tailored to your needs. Microsoft Dynamics 365 support is the clear choice across a shifting market segment. For a detailed description of Microsoft Dynamics 365 Support benefits visit the service plan [page](#).

Level	Subscription	Enhanced	Professional Direct	Premier
Self-Select Your Plan	Small business operating a simple environment, sandboxing, or using a full-service partner	Small business operating a production application with a need for faster response	Medium/large business operating a 24/7 production environment requiring access to experts for lite advisory and escalation services	Large enterprise operating a 24/7 complex Dynamics 365 environment requiring immediate access to experts and full range of proactive services
Community Forums	X	X	X	X
Service Dashboard	X	X	X	X
Web & Phone Incident Submission	X	X	X	X
Access to Self-help Portals	X	X	X	X
Unlimited Break/Fix Incidents	X	X	X	X
Support	Local business hours	Local business hours	24x7 for Severity A cases	24x7 for Severity A cases
Fastest Response Time	Next business day	<2 hours	<1 hour priority routing to Tier 2 escalation engineers	<1 hour priority routing to Tier 3 escalation engineers
24x7 Support			Severity A cases	Severity A cases
Lifecycle Services	X	X	X	X
Unlimited Online Training	X	X	X	X
Technical Account Manager			Pooled	Assigned
Priority Handling			X	X
Escalation Phone Line			X	X
Ask the Expert Webinars			X	X
Advisory Support			Limited	Full
Monthly Reviews			X	X
Proactive Services			Limited	X
Cloud Service Dependency Mapping				X
Major Incident Response Planning				X
Remote Diagnostics & Reporting				X
Mentoring				X
Onsite Services				X

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Eligibility for Microsoft Dynamics 365 Support plan benefits varies by offering and region and is subject to change. For those customers who purchased Microsoft 365 Support, review the Terms of Use for the Microsoft Cloud Services Portal [here](#). For Volume Licensing Customers, consult product use rights [here](#).