

Service and Support Plans for Microsoft Dynamics®



Use this [chart](#) to compare Microsoft Dynamics customer benefits for **on-premises products** across the Dynamics Price List and Volume Licensing programs.

If you currently have a Microsoft Dynamics offering:

For specific terms on plans available from the Dynamics Price List (DPL), review the [Customer Services and Support Policy](#) on CustomerSource, contact your partner or Microsoft Account Manager. To access your benefits, visit [CustomerSource](#).

If you have **Software Assurance**, visit [Volume Licensing Service Center](#) for the most accurate statement of your current benefits. You must be registered to access the Service Center.

For more information on **Software Assurance benefits**, visit [Microsoft Software Assurance](#) or contact your Microsoft Volume Licensing Reseller. Not all SA include Planning Services, review the Product Terms for details.

Click [here](#) for **Microsoft Professional Support**, if you require additional technical support incidents.

	Service Plan	Support Plans			
Dynamics Products	Enhancement Plan	Advantage Plan	Advantage Plus Plan	Software Assurance	Premier Support
Microsoft Dynamics 365 for Operations	✓		✓	✓	✓
Microsoft Dynamics 365				✓	✓
Microsoft Dynamics NAV	✓		✓		✓
Microsoft Dynamics GP	✓	✓	✓		✓
Microsoft Dynamics SL	✓	✓	✓		✓
Service and Support Plan Benefits					
CustomerSource Access	✓	✓	✓	✓	For more details on Premier Support benefits, visit Premier Services
New Version Rights, Service Packs, Hot Fixes and Tax and Regulatory Updates	✓	✓	✓	✓	
Unlimited Online Training	✓	✓	✓	✓	
Transition Investment Credits	✓	✓	✓		
Protected List Price	✓	✓	✓		
Problem Resolution Support		Six annual support incidents	Unlimited support incidents	Unlimited Web incidents and One telephone incident per \$20K of SA spend	
Response Time		3 hours	Fastest response time 2 hours	Fastest response time 1 hour	Fastest response time 1 hour
24x7 Technical Support			Severity A cases	Severity A cases	Severity A cases
Technical Account Management					1:1
Managed Community Forums		✓	✓	✓	✓
Cold Backups for Disaster Recovery	✓	✓	✓	✓	
Step-up Licensing Availability				✓	
Microsoft Dynamics Lifecycle Services	✓		✓	✓	
License Mobility	✓	✓	✓	✓	
Planning Services				✓	
Channel Availability	DPL	DPL	DPL	VL	All

*Minimum purchase of \$6K is required to be eligible to purchase Advantage Plus Plan

Microsoft provides this material solely for informational purposes and not as an offer. Customer should refer to their agreements and the Terms and Conditions of the Service Plans for a full understanding of their rights and obligations under Microsoft Dynamics Customer Service Plan programs. Customers with questions about this material or their agreements should contact their reseller or Microsoft account manager. Eligibility for Microsoft Dynamics Customer Service Plan benefits varies by offering and region and is subject to change. Final prices and payments terms are determined by agreement between the customer and its reseller. For additional eligibility and current program rules, see the [Microsoft Electronic Services Agreement and Customer Services Guide](#).

Service and Support Plan Benefit Detail

Dynamics Product Benefits	Benefit Description	Benefit Summary
CustomerSource Access	Your central source for quick resolutions, expert sights, proactive tools, and the service benefits available to you.	You will have unlimited access to e-learning, self-directed support, downloads, productivity tools, and a community of industry experts and peers.
New Version Rights, Service Packs, Hotfixes, and Tax and Regulatory Updates	During the term of your Plan you are entitled to new version rights, updates, service packs and hotfixes released for your Microsoft Dynamics product.	You will also have access to new government regulations, tax changes, and updates to help your organization stay legally compliant.
Unlimited Access to Online Training	Get users fully trained quickly with on-demand training. Take advantage of the benefits of e-learning, training material downloads, and learning plans.	Online training opportunities help you unleash functionality and improve performance, so your employees can get the most from the solution.
Transition Investment Credits	Allows you to apply your license investment toward the transition from one Microsoft Dynamics license model, product line, or edition to another.	Transitioning between these two license models may require payment of an additional transition fee.
Protected List Price	Protected List Price is the system list price at the time of your Microsoft Dynamics license purchase. This price is “protected” and the basis on which your plan renewals are calculated, if you are current on a plan.	Provides more accurate predictability for budgeting for your service and support plan by enabling you to protect your system list priced.
Problem Resolution Support	Microsoft technical support engineers are available to help you resolve issues with your Microsoft Dynamics solution should they arise. Support incidents purchased separately expire one year after the purchase date.	<ul style="list-style-type: none"> • Advantage Plan – 6 electronic or phone support incidents per year (8am-8pm CST Monday-Friday). • Advantage Plus Plan – unlimited electronic or phone support incidents (local business hours). • Software Assurance – unlimited web incidents & 1 phone incident/\$20K SA spend on server & client access license, 1 phone incident/\$200K spend on system & application. Except for Open License Program, you get 1 phone support incident for every server license covered with SA, • Premier Support – Included, customizable.
Response Time	Response time are defined by the support offering and issue severity.	<ul style="list-style-type: none"> • Advantage Plan – initial response time of 3 hours. • Advantage Plus Plan – <2-hour response time for Sev A cases • Software Assurance – <2-hour response time for Sev A cases • Premier Support <1-hour priority routing to tier 3 escalation engineers.
24x7 Technical Support	Provides around the clock phone and web incident support for Microsoft Dynamics products.	<ul style="list-style-type: none"> • Advantage Plus Plan, Software Assurance, & Premier Support – severity A cases have a critical business impact, a significant loss or degradation of services.
Technical Account Management	Provides dedicated account management function.	Dedicated account management function, assigned 1:1 to customer organization.
Managed Community Forums	Exchange ideas, ask questions, and discuss solutions with your peers.	Support engineers will respond to posts that are unanswered by the community after two business days.
Cold Backups for Disaster Recovery	Provides licensing for servers used as offline “cold” backups for disaster recovery purposes.	Customers on plan for qualifying Server products and related CALs are eligible for complimentary Server licenses for those products for disaster recovery purposes.
Step-up Licensing Availability	Enables you to migrate your software from a lower-level edition to a higher-level edition at a low cost.	To get a step-up license you need a license for the qualifying, lower level product. For details refer to the Microsoft Product List at http://www.microsoft.com/licensing/products .
Microsoft Dynamics Lifecycle Services	Online collaboration workspace that helps you model, manage, and maintain your implementations for Microsoft Dynamics 365 for Operations.	This environment monitoring provides a quick review or deep analysis of your overall application health.
License Mobility	Deploy certain server application licenses on-premises or in the cloud by assigning your existing licenses to an authorized service provider’s server farm.	You may utilize license mobility when you carry eligible server application products.
Planning Services	Provides structured Planning Services from Microsoft partners to enable efficient deployments of Microsoft application, system, and server products, and cloud services.	You receive a number of Planning Services days based on the number of qualifying Office Application, CAL Suite and Server products with Software Assurance coverage. For more details, review the Product List.