

# 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 unlimited subscription and billing management, technical support for Azure service issues via Resource health,<sup>1</sup> and access to Twitter @Azuresupport and forums<sup>2</sup> to help troubleshoot issues.

For Azure customers who prefer a higher level of technical support, Microsoft provides four flexible support plans that help everyone from individual developers to multi-national organizations get the most out of their Azure subscription. With break-fix technical support including rapid-response to mission-critical applications, Azure support gives you access to the best available Azure know-how, resources, and best practices. The following support plans build on the previous plan's capabilities, enabling you to pick the option that best meets your needs.

<p><b>1 Azure Developer support</b></p> <p>Developer support is appropriate for use of Microsoft Azure in a non-production environment and includes:</p> <ul style="list-style-type: none"><li>• Unlimited business hour<sup>3</sup> technical support via online submission</li><li>• &lt; 8 hour maximum initial response time<sup>4</sup></li><li>• Severity C incident submission</li></ul>	<p><b>2 Azure Standard support</b></p> <p>Standard support provides unlimited technical support for high-severity incidents along with the following:</p> <ul style="list-style-type: none"><li>• Unlimited 24x7 technical support via online submission</li><li>• &lt; 2 hour maximum initial response time<sup>4</sup></li><li>• Azure Stack</li><li>• Severity A incident submission</li></ul>
<p><b>3 Azure Professional Direct support</b></p> <p>Professional Direct (ProDirect) support provides a faster initial response time and escalation management services for high priority issues. The capabilities of Standard support are included with ProDirect along with the following:</p> <ul style="list-style-type: none"><li>• &lt; 1 hour maximum initial response time<sup>4</sup></li><li>• Escalation management for priority issues</li><li>• Support Account Management from a team of account managers</li><li>• Best practice guidance and monthly service reviews</li><li>• Limited advisory service and access to educational resources and events</li></ul>	<p><b>4 Azure Premier support</b></p> <p>Premier support delivers a comprehensive, complete, and flexible support plan keeping IT systems running and healthy—whether on-premises, hybrid or in the cloud. 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>• An assigned Technical Account Manager</li><li>• Onsite and remote support</li><li>• Proactive support services including operations consulting, educational workshops and assessments</li><li>• Code and architecture reviews of your configuration or deployment</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 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.<sup>5</sup> 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.

SUPPORT PLANS <sup>1</sup>	INCLUDED WITH AZURE	DEVELOPER	STANDARD	PROFESSIONAL DIRECT	PREMIER
Best for:	Billing and subscription support; online self-help	Trial and non-production environments	Production workload environments	Business-critical dependence	Substantial dependence across multiple products
Range of support	Microsoft Azure	Microsoft Azure	Microsoft Azure	Microsoft Azure	All Microsoft products
Technical support for Azure service issues via Resource health <sup>1</sup>	✓	✓	✓	✓	✓
Twitter @AzureSupport & Forums <sup>2</sup>	✓	✓	✓	✓	✓
Unlimited 24x7 billing & subscription support	✓	✓	✓	✓	✓
Unlimited 24x7 technical support, including non-Microsoft technologies running on Azure	--	Business hours only <sup>3</sup>	✓	✓	✓
Azure Stack	--	--	✓	✓	✓
Advisory services	--	--	--	Limited advisory	Customer-specific
Escalation and account management	--	--	--	Pooled account management	Assigned account management
Initial response time <sup>4</sup>	--	< 8 hours	< 2 hours	< 1 hour	< 15 minutes with Azure Rapid Response or <1 hour without Azure Rapid Response
Maximum severity	--	C	A	A	A

<sup>1</sup> 24x7 technical support for service issues with select Azure services (Virtual machine, Web app, SQL database, DocumentDB, Redis cache) via Resource health in Azure portal. Additional services will be added over time.

<sup>2</sup> Two Azure online forum options: MSDN and Stack Overflow. MSDN is a Microsoft online property. Stack Overflow is not associated or affiliated with Microsoft.

<sup>3</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. Support provided in nine languages: English, Spanish, French, German, Italian, Portuguese, Traditional Chinese, Korean, and Japanese: 24x7 in English for severity A and B and in Japanese for severity A. For other languages and severities, support provided during local business hours.

<sup>4</sup> Initial response time (IRT) shown is for the maximum severity of each offering, and is the fastest IRT available for each offering. Lower severities have a longer IRT.

<sup>5</sup> Technical and Subscription Management support provided in German and English out of Germany, during German Business Hours only (9am-5pm). After hours support and Business Hours support for specific Azure technologies might be provided outside of Germany. Escalations to Support and DevOps personnel outside of Germany might be required to fully support some issues and require customer verbal consent and approval. A refuse to provide consent to escalate support requests outside of Germany might impact Microsoft's ability to fully support the issue and may result in limited support coverage.

### 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