

Microsoft Azure support

Microsoft Azure provides 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.

Microsoft Azure provides flexible support options to help everyone from individual developers to multi-national enterprises 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.

Included in every Azure subscription are basic support services. These services include unlimited subscription and billing management, Azure platform support in nine languages¹, and access to the Azure Status dashboard and Azure forum resources to help troubleshoot issues.

For customers that require a higher level of support there are four paid support plans available. Each option builds on the previous plan's capabilities, enabling you to pick the plan that best meets your needs.

Azure Developer

Azure Developer offers a great option for individuals, small independent developers, and ISVs who want to grow their business by focusing on innovation instead of infrastructure. Included within this plan are all the features of Azure subscription support along with unlimited 24x7 break/fix technical support through online submission, an <8 hr. maximum initial response time for service incidents, and assistance with third party technologies running on Azure.

Azure Standard

Azure Standard empowers small and midsize businesses to resolve issues by providing technical support for all incidents. Included within this plan are all the features of Azure Developer along with the added value of callback phone support (up to three times a month) and a <2 hr. maximum initial response time for high-severity incidents.

Azure Professional Direct (ProDirect)

Azure ProDirect provides midsize and enterprise customers with service delivery support from account managers, proactive monitoring of high-severity incidents, and access to Microsoft resources and best practices. Included within this plan are all the features of Azure Standard along with enhanced services such as the following:

- <1 hr. maximum initial response time for high-severity incidents
- Unlimited callback phone support
- Escalation management support for priority issues
- Proactive monitoring of high-severity incidents
- Limited advisory support based on Azure best practice guidance
- Service Delivery Management services from pooled account managers including monthly service reviews

Premier Support

Premier Support delivers a comprehensive and flexible support plan for all Microsoft services and products—whether on-premises, hybrid, or in the cloud. Included within this plan are all the features of Azure ProDirect along with these enhanced services:

- An assigned Technical Account Manager
- Onsite and remote support for all Microsoft products and services
- Proactive support services including operations consulting, educational workshops, and assessments
- Code and architecture reviews of your particular configuration or deployment
- Documenting of critical system dependencies to help avoid impact to your cloud services

¹Based on support availability of 24x7 in English for all severities; 24x7 in Japanese for Severity A and local business hours for Severity B and C; and local business hours for the remaining local languages: Spanish, French, German, Italian, Brazilian Portuguese, Traditional Chinese, and Korean.

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.

	Included	Developer	Standard	ProDirect ¹	Premier Support ²
Monthly cost	Included with your Azure subscription	\$29	\$300	\$1000	Varies based on services selected
Product support	Azure	Azure	Azure	Azure	All Microsoft products and services
Unlimited 24x7 ³ subscription and billing management	✓	✓	✓	✓	✓
Access to Azure Status dashboard	✓	✓	✓	✓	✓
Access to Azure forums	✓	✓	✓	✓	✓
Non-Microsoft technologies running on Azure ⁴		✓	✓	✓	✓
Unlimited 24x7 ³ break/fix technical support		✓	✓	✓	✓
Maximum initial response time		<8 hours	<2 hours	<1 hour	<1 hour ⁵
Maximum severity ⁶		C	A	A	A
Callback phone support			3/month	Unlimited	Unlimited
Escalation management				✓	✓
Advisory Services				Limited	Full
Service Delivery Management				Pooled	Assigned
Proactive services				Monitoring of Severity A incidents	✓
Cloud service dependency mapping					✓
Code and architecture review					✓
Onsite support					✓

Take the next step

Make sure you're getting the most out of your Azure investment.

Contact your Microsoft representative or Azure presales support at 1-800-867-1389.

Visit our [website](#) to learn more and select the right plan for you.

¹Service Delivery Management and Advisory Support services related to Professional Direct Support are provided in English and Japanese only during local business hours.

²Visit <http://aka.ms/premier> to read more about Premier Support, including purchase information.

³Based on support availability of 24x7 in English for all severities; 24x7 in Japanese for Severity A and local business hours for Severity B and C; and local business hours for the remaining local languages: Spanish, French, German, Italian, Brazilian Portuguese, Traditional Chinese, and Korean.

⁴Multiple non-Microsoft technologies run on the Azure platform, e.g., Linux, Oracle, and SAP. For all scenarios that are eligible for support through an Azure support plan, Microsoft Support will help in isolating the issue between the Microsoft Azure Service and your custom application. Full technical support will be provided if the issue is determined to be caused by a Microsoft Azure Service. Commercially reasonable support will be provided to all other scenarios. In the case an adequate solution to your issue is not achieved, you might be referred to other support channels that are available for the non-Microsoft software.

⁵15-minute response time is available with the purchase of Microsoft Rapid Response and Premier Support for Azure. ⁶The Incident severity is the degree of business impact.

“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