

# Microsoft Dynamics Customer Services Guide

Microsoft Dynamics



Version 16  
July 2015



This Customer Services Guide (“Guide”) is a supplement to your [Agreement for Microsoft Services](#) (“Agreement”). This Guide is incorporated by reference into the Agreement. You agreed to abide by the terms of this Guide when you agreed to the terms of the Agreement. This Guide describes the Microsoft Dynamics® customer services available for products purchased from the Microsoft Dynamics Price List.

The services are offered under several options, including the Enhancement Plan, Advantage Plan and Advantage Plus Plan. Some of these plans may not be available globally. Reference the table below and verify the local availability for your solution with your partner.

Microsoft Dynamics Service Plans	Microsoft Dynamics Products and Country Availability
Enhancement Plan	AX, C5, CRM, GP, NAV, SL, RMS/POS, Retail Realm Essentials powered by Microsoft Dynamics Worldwide
Advantage Plan	CRM, GP, RMS/POS, SL Anguilla, Antarctica, Antigua and Barbuda, Aruba, The Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Caymen Islands, Cuba, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Netherlands Antilles, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad and Tobago, Turks and Caicos Islands, United States, and US Virgin Islands.
Advantage Plus Plan	AX, NAV Australia, Canada, Denmark, New Zealand, South Africa, United Kingdom, and United States
Advantage Plus Plan	CRM, GP, RMS/POS, SL Australia, Anguilla, Antarctica, Antigua and Barbuda, Aruba, The Bahamas, Barbados, British Virgin Islands, Canada, Cuba, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Netherlands Antilles, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad and Tobago, Turks and Caicos Islands, United States, and US Virgin Islands

Microsoft Dynamics NAV and Microsoft Dynamics GP and Microsoft Dynamics CRM solutions hosted on Windows Azure do not qualify for support on the Microsoft Dynamics Advantage or Advantage Plus Plan, if it’s a Microsoft Azure issue. Microsoft Azure support must be acquired through the Microsoft Azure support portal. To learn more about the Microsoft Azure support options, please visit <http://azure.microsoft.com/en-us/support/plans/>.

This Guide describes the benefits you are entitled to through your Microsoft Dynamics customer service plan. If you choose to terminate your service plan, you must notify your Microsoft Dynamics partner at least 90 days before your renewal date. If you allow your plan to lapse, you will immediately lose access to the benefits for the plan you’ve chosen.

## Enhancement Plan

The Enhancement Plan is available for customers who have purchased licenses for:

- Microsoft Dynamics AX
- Microsoft Dynamics CRM
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics Point of Sale (POS)
- Microsoft Dynamics Retail Management System (RMS)
- Retail Realm Essentials™ powered by Microsoft Dynamics
- Microsoft Dynamics SL
- Microsoft Dynamics C5 (Denmark and Iceland only)

All of the service plans include access to the following benefits:

**CustomerSource:** A wealth of quality personalized information, unlimited access to training courses, self-help options, downloads, tips, and more. Take advantage of this online customer portal during the term of your service plan to find answers to the most common Microsoft product questions, including troubleshooting steps, easy access to Knowledge Base to find solutions to common issues, and how-to articles. CustomerSource is available in multiple languages and local country sites. Customers can log on to [CustomerSource](#).

**Community and Support Forums:** Exchange ideas, ask questions, and discuss solutions with your peers. Take advantage of the Microsoft Dynamics Community to help answer your questions.

**Unlimited Access to Online Training:**

- **E-learning:** Benefit from courses dedicated to Microsoft Dynamics solutions on specific topic areas, comparable to classroom training.
- **Training Materials:** Download courseware content for use as a study tool or as a desktop reference.

- **Learning Plans:** Use these plans as a training roadmap for users, including detailed training and certification options available for each module or specific functionality.

Note: Some training content is available in multiple languages.

**New Version Rights:** During the term of your Enhancement Plan you are entitled to any new version rights and updates released for your Microsoft Dynamics product.

**Service Packs and Hotfixes:** Service packs and hotfixes are created and released at the discretion of Microsoft for recognized issues identified for Microsoft products. Many hotfixes are frequently combined into a single package (called a service pack), which is made available to customers. Service packs are generally cumulative, meaning that each new service pack contains all the fixes that were included with previous service packs and any new critical security fixes.

Note: Microsoft is not responsible for implementation costs related to version rights, product updates, service packs, or hotfixes.

**Tax and Regulatory Releases:** During the term of your Enhancement Plan, you will have access to tax and regulatory releases for the Microsoft Dynamics products that Microsoft makes generally commercially available. Updates for Microsoft Dynamics products that are supported by Microsoft are generally released each fiscal year or on an as-needed basis for software in the Mainstream Support Phase of its lifecycle. Local laws, market conditions, and technical support requirements differ around the world, and may necessitate out-of-cycle releases.

**Protected List Price:** As long as you remain current on your Enhancement Plan, the recommended system list price at the time you purchase a Microsoft Dynamics license will serve as the basis on which we calculate future service plan reenrollment fees.

Product line and edition transitions will require an Enhancement Plan recalculation, based on the recommended system list price of the new license.

**License Mobility:** You may reassign your ERP Solution Licenses, for which you are under a current maintenance plan, to (i) any servers running physical or virtual OSEs dedicated to you and located within the same Server Farm as often as needed, or (ii) from one Server

Farm to another, but not on a short-term basis (i.e., not within 90 days of the last assignment).

**Disaster Recovery Rights:** Customers on Enhancement Plan for qualifying Server products and related CALs are eligible for complimentary Server licenses for those products for disaster recovery purposes.

**Unified Service Desk:** Each Microsoft Dynamics CRM 2015 Professional Use Additive CAL with an active Enhancement Plan provides you the right to install and use Unified Service Desk (USD). The right to use USD is limited to the user or device to whom the qualifying CAL is assigned. You may not access or use USD after your Enhancement Plan contract expires.

**Microsoft Support Lifecycle:** This policy applies to most released products currently available. During the term of your service plan coverage you will have access to all service packs and hotfixes we release for your Microsoft Dynamics product during the Mainstream Support Phase of the Microsoft life cycle, as long as your product is listed as a supported product on the Microsoft Lifecycle website. For more information go to [Microsoft Support Lifecycle](#) policy guidelines. Customers who wish to purchase a Custom Support or Extended Hotfix Support agreement must be enrolled in the Enhancement Plan.

**Unsupported Products:** During the term of your Enhancement Plan coverage you may choose to purchase licenses off the latest available price list and downgrade your Microsoft Dynamics product to unsupported versions that we make available at our sole discretion. However, by definition, Microsoft will not support versions that fall outside the product lifecycle dates. You will not be entitled to any new version rights, updates, service packs, hotfixes, or tax and regulatory releases for these unsupported Microsoft Dynamics products. For a list of Microsoft Dynamics products that are currently supported, go to the Microsoft Support Lifecycle [website](#).

**Transition Investment Credits:** Customers may make any of the following types of transitions:

- **Product Line Transition:** Any move from one ERP product line code base to a different ERP product line code base.
- **Edition Transition:** Any edition change within the same product line and licensing model.

- **License Model Transitions:** Any move from the Module Based Licensing model to the Business Ready Licensing model, remaining within the same product line.

Microsoft extends the business process functionality of its Microsoft Dynamics ERP products and services by developing features to address certain language or nationwide financial regulatory requirements in countries where Microsoft makes these applications generally commercially available.

Because laws and regulations that affect companies are different in each country, the Microsoft Dynamics ERP products and services are not supported in terms of localizations, languages, or technical support in all countries. For more information about the various countries and regions where Microsoft makes localizations and or translations generally commercially available, click [here](#).

## Advantage Plan

Advantage Plan is available for customers who have purchased licenses for:

- Microsoft Dynamics CRM
- Microsoft Dynamics GP
- Microsoft Dynamics Point of Sale (POS)
- Microsoft Dynamics Retail Management System (RMS)
- Microsoft Dynamics SL

If you are on the Advantage Plan, you receive all of the above mentioned benefits of the Enhancement Plan, plus:

**Six Annual Problem Resolution Support Incidents:** During the term of your Advantage Plan, you are entitled to six Microsoft Dynamics electronic support incidents (via CustomerSource) per year. Problem resolution support incidents have an estimated response time of three business hours from our receipt of your request as long as the applicable product is listed as a supported product on the Microsoft Support Lifecycle [website](#). Support availability is local business hours.

Support incidents should be used for problems with specific symptoms encountered while using Microsoft Dynamics products, where there is a reasonable expectation that the problems are caused by your Microsoft Dynamics product. Support incidents provide

reactive support that focuses on a specific problem, error message, or functionality that is not working as intended. An incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each shall be considered a separate incident. Support incidents cannot be used for general advice and guidance. Advisory services can be purchased as an additional billable service through your partner.

You are responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data and to reconstruct lost or altered files resulting from failures.

**Managed Community and Support Forums:** Exchange ideas, ask questions, and discuss solutions with your peers. Take advantage of the Microsoft Dynamics Community to help answer your questions. Additionally, you will have access to forums monitored by Microsoft support engineers. Support engineers will respond to posts that are unanswered by the community after two business days. [Visit the Microsoft Dynamics Community.](#)

## Advantage Plus Plan

Advantage Plus Plan is available for customers who have purchased licenses for:

- Microsoft Dynamics AX
- Microsoft Dynamics CRM
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics Point of Sale (POS)
- Microsoft Dynamics Retail Management System (RMS)
- Microsoft Dynamics SL

If you are on an Advantage Plus Plan, you receive all of the benefits mentioned above of the Enhancement Plan, plus:

**Unlimited Electronic Problem Resolution Support:** During the term of your Advantage Plus Plan coverage, you receive unlimited Microsoft Dynamics electronic support incidents (via

CustomerSource). Response time is calculated from our receipt of your request as long as the applicable product is listed as a supported product on the Microsoft Support Lifecycle [website](#).

Response times for technical support incidents vary by case severity.

Severity/Response Time	Customer Situation
A: 2 hours	Critical Business Impact: <ul style="list-style-type: none"> <li>• Customer’s business has significant loss or degradation of services<sup>1</sup></li> <li>• Needs immediate attention</li> </ul>
B: 4 hours	Moderate Business Impact: <ul style="list-style-type: none"> <li>• Customer’s business has moderate loss or degradation of services but work can reasonably continue in an impaired manner<sup>1</sup></li> </ul>
C: 8 hours	Minimum Business Impact: <ul style="list-style-type: none"> <li>• Customer business is substantially functioning with minor or no impediments of services</li> </ul>

<sup>1</sup> Microsoft may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable Microsoft to continue with problem resolution efforts.

If a Severity A level case is encountered after local business hours, customers will receive 24x7 telephone support.

Support incidents should be used for problems with specific symptoms encountered while using Microsoft Dynamics products, where there is a reasonable expectation that the problems are caused by your Microsoft Dynamics product. Support incidents provide reactive support that focuses on a specific problem, error message, or functionality that is not working as intended. An incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each shall be considered a separate incident. Support incidents cannot be used for general advice and guidance. Advisory services can be purchased as an additional billable service through your partner. For information on how-to assistance, click [here](#).

You are responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data and to reconstruct lost or altered files resulting from failures.

**Managed Community and Support Forums:** Exchange ideas, ask questions, and discuss solutions with your peers. Take advantage of the Microsoft Dynamics Community to help answer your questions. Additionally, you will have access to forums monitored by Microsoft



support engineers. Support engineers will respond to posts that are unanswered by the community after two business days. [Visit the Microsoft Dynamics Community](#).

# Appendix

## SQL Server 2014 Runtime - Embedded Maintenance

You have the option to secure the right to upgrade to future SQL Server Runtime versions for an annual "Embedded Maintenance" fee. The right to upgrade is limited to new SQL Server Runtime versions (i) released during the Embedded Maintenance coverage period and (ii) Unified with your then current Microsoft Dynamics product. Embedded Maintenance must be renewed annually during the agreement's term without lapse or the right to upgrade is voided. You can only have Embedded Maintenance for your SQL Server Runtime product if you have a Microsoft Dynamics Enhancement Plan for your qualifying Unified Microsoft Dynamics product. Embedded Maintenance provides only upgrade rights and none of the other benefits provided by the Enhancement Plan for your Microsoft Dynamics product. Chiefly, License Mobility rights and the ability to re-enroll if your Enhancement Plan lapses do not apply.

Microsoft provides this material solely for informational purposes and not as an offer. Customers should refer to their agreements and the Terms and Conditions of their 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 payment 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.

Microsoft Dynamics