

Service and Support Plans for Microsoft Dynamics®



To use the interactive chart:

Use this chart to compare Microsoft Dynamics Customer Support and Service Plan benefits across Microsoft Dynamics and Software Assurance Programs.

Click on any benefit name or product for a brief description.

Roll over the ✓ to see entitlement descriptions for individual benefits.

For a tailored description of Dynamics Customer Support and Service Plan benefits:

Visit the [Microsoft Dynamics Service Plan benefits](#) home page for a brief description of benefits based on your purchase or renewal plans.

If you already have Software Assurance coverage, visit the [Volume Licensing Service Center](#) for the most accurate statement of your current benefits. You must be registered to use this tool. (www.microsoft.com/licensing/servicecenter/default.aspx)
If you already have Microsoft Dynamics Customer Service Plan coverage, visit [CustomerSource](#) to access your benefits.

For more on Software Assurance benefits:

Visit [Microsoft Software Assurance](#) or contact your Microsoft Volume Licensing Reseller. (www.microsoft.com/softwareassurance)
Not all SA licenses include Planning Services, visit the [Volume Licensing Service Center](#) for more details.

For specific terms on upgrades and other policy information:

Review the Customer Services and Support Policy Guide on [CustomerSource](#) or contact your partner or Microsoft account manager.

Service and Support Plans for Microsoft Dynamics						
	Service Plan for Microsoft Dynamics	Support Plans for Microsoft Dynamics			Microsoft Services Premier Support	Microsoft Services Professional Support
	Enhancement Plan (16%)	Advantage Plan (18%)	Advantage PLUS Plan (25%) Min. Purchase \$6K	Microsoft Software Assurance (25%)		
Microsoft Dynamics AX	✓		✓	✓	✓	✓
Microsoft Dynamics NAV	✓		✓		✓	✓
Microsoft Dynamics SL	✓	✓	✓		✓	✓
Microsoft Dynamics GP	✓	✓	✓		✓	✓
Microsoft Dynamics CRM	✓	✓	✓	✓	✓	✓
Microsoft Dynamics POS	✓	✓	✓			✓
Microsoft Dynamics RMS	✓	✓	✓		✓	✓
Retail Realm Essentials™ powered by Microsoft Dynamics	✓				✓	✓
Service and Support Plan Benefits						
CustomerSource Access	✓	✓	✓	✓	Refer to the Microsoft Services Premier Support website for details	Refer to the Microsoft Services Professional Support website for details
New Version Rights, Service Packs, Hot Fixes, and Tax and Regulatory Updates	✓	✓	✓	✓		
Unlimited Access to Online Training	✓	✓	✓	✓		
Transition Investment Credits	✓	✓	✓			
Protected List Price	✓	✓	✓			
Problem Resolution Support		Six annual electronic or telephone support incidents	Unlimited electronic or telephone support incidents	Unlimited Web Incidents and One Telephone Incident/\$20K of SA spend		
Response Time		3 Hours	Severity based	Severity based		
24x7 Problem Resolution Support			Severity A cases	Severity A cases		
Managed Community Forums		✓	✓	✓		
Cold Backups for Disaster Recovery	✓	✓	✓	✓		
Extended Hotfix Support	✓	✓	✓	✓		
Step-Up Licensing Availability				✓		
Microsoft Dynamics Lifecycle Services	✓		✓	✓		
License Mobility	✓	✓	✓	✓		
Planning Services				✓		



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