

Microsoft Unified Enterprise Support Services Description (USSD)

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Table of content

- 1 About this document..... 3
- 2 Support services..... 4
 - 2.1 How to purchase** 4
 - 2.2 Description of services** 5
 - 2.2.1 Proactive services 5
 - 2.2.2 Reactive services..... 9
 - 2.2.3 Service delivery management 13
 - 2.3 Enhanced services and solutions** 15
 - 2.3.1 Designated Support Engineering..... 15
 - 2.3.2 Rapid Response 16
 - 2.3.3 Azure Event Management 17
 - 2.3.4 Office 365 Engineering Direct 18
 - 2.3.5 Developer Support 19
 - 2.3.6 Support for Mission Critical 19
 - 2.4 Multi-country Support**..... 19
 - Multi-country Support Services Overview 19
 - How to Purchase 19
 - Multi-Country Support Additional Terms and Conditions 20
- 3 Additional terms and conditions 21
- 4 Your responsibilities 23

1 About this document

The Microsoft Unified Enterprise Support Services Description provides you with information on the support services that are available to purchase from Microsoft.

Please familiarize yourself with the descriptions of the services that you purchase, including any prerequisites, disclaimers, limitations and your responsibilities. The services that you purchase will be listed in your Enterprise Services Work Order (Work Order) or another applicable Statement of Services that references and incorporates this document.

Not all services listed in this document are available globally. For details on which services are available for purchase in your location, contact your Microsoft Services representative. Available services are subject to change.

2 Support services

Microsoft Unified Enterprise Support Services (support services) is a comprehensive enterprise support set of services that helps accelerate your journey to the cloud, optimize your IT solutions, and use technology to realize new business opportunities for any stage of the IT lifecycle. Support services include:

- Proactive services help improve health of your IT infrastructure and operations
- Service Delivery Management to facilitate planning and implementation
- Prioritized 24x7 problem resolution services to provide rapid response to minimize downtime

2.1 How to purchase

Support services are available as a Base Package, with additional services, and enhanced services and solutions available to purchase under an existing Base Package agreement listed in the Enterprise Services Work Order, as described below.

Item	Description
Base Package	A combination of proactive, reactive and delivery management services that support Microsoft products and/or Online Services in use within your organization. Part of your Base Package includes a Flex Allowance* to use to add proactive services (marked with "+"), enhanced services and solutions services and/or Custom Proactive services to your Base Package. Base Package included services are represented with a "✓" throughout this section.
Additional services	Additional support services are available to add to your Base Package during the term of your Work Order and are represented with a "+" throughout this section.
Enhanced services and solutions	Support services, which cover a specific Microsoft product or customer IT system, are available to add to your support Base Package during the term of your Work Order and are also represented with a "+" throughout this section.
Multi-country support	Multi-country Support provides support to you in multiple Support Locations, as described in your Work Order (or Work Orders).

*Flex Allowance is a flexible portion of your base package list price that may be applied towards the purchase of Proactive services, enhanced services and solutions, Proactive credits or Custom Proactive Services at the time of the services purchase. Your Microsoft representative will provide the portion of your Base Package list price available for use as Flex Allowance. The following conditions for allocation of your Flex Allowance apply:

- Up to 20% of your Flex Allowance may be applied to the purchase of Proactive Credits or Custom Proactive services.
- Flex Allowance may not be used for Service Delivery Management services, as defined herein.
- Any enhanced services and solutions purchased with Flex Allowance are forfeited if not utilized during the Term of the applicable Work Order.
- All available Flex Allowance must be allocated by time of contract execution or it will be forfeited.

Additionally, Flex Allowance may be awarded for utilization towards your Unified Enterprise Support renewal's Base Package. If you have reached 85% usage of your proactive services and/or enhanced services and solutions, you will receive an additional allocation of Flex Allowance to be used at execution of your Unified Enterprise Support Base Package renewal. At 60 days prior to the Support Expiration Date or anniversary date of your applicable Work Order, there will be an evaluation of your usage of proactive services and enhanced services and solutions purchased or exchanged to determine the amount of the Flex Allowance. This supplemental Flex Allowance will be communicated to you during the renewal process. The Flex Allowance will be available to your agreement if renewed within ninety (90) calendar days of the previous Support Expiration Date.

2.2 Description of services

The items which are combined to form your support services package are described in this section. Also, listed are services that may be added to your Base Package or added during the Term of the agreement.

2.2.1 Proactive services

Proactive services help prevent issues in your Microsoft environment and will be scheduled to help ensure resource availability and delivery during the term of the applicable Work Order. The Proactive services that follow are available as identified below or detailed on your Work Order.

Planning services

Planning services provide assessments and reviews of your current infrastructure, data, application and security environment to help plan your remediation, upgrade, migration, deployment or solution implementation based on your desired outcomes.

Planning service types	Plan
Proof of Concept	+

+ - Additional service that may be purchased

Proof of Concept: An engagement to provide evidence that enables the customer to evaluate the feasibility of a proposed technical solution. The evidence can be in the form of working prototypes, documents, and designs, but are not usually production-ready deliverables.

Implementation services

Implementation services provide technical and project management expertise to accelerate design, deployment, migration, upgrade, and implementation of Microsoft technology solutions.

Implementation service types	Plan
Onboarding Services	+

+ - Additional service that may be purchased.

Onboarding Services: A direct engagement with a Microsoft resource to provide deployment, migration, upgrade or feature development assistance. This can include assistance with planning and validation of a proof-of-concept or production workload using Microsoft products.

Maintenance services

Maintenance services help prevent issues in your Microsoft environment and are typically scheduled in advance of the service delivery to help ensure resource availability.

Maintenance service types	Plan
On-demand Assessment	✓
Assessment Program	+
Offline Assessment	+
Proactive Monitoring	+
Proactive Operations Programs (POP)	+
Risk and Health Assessment Program as a Service (RAP as a Service)	+

✓ - Included as part of your Base Package.

+ - Additional service that may be purchased.

On-demand Assessment: Access to a self-service, online automated assessment platform that uses log analyses to analyze and assess your Microsoft technology implementation. On-demand Assessments cover limited technologies. Use of this assessment service requires an active Azure service with adequate data limits to enable use of the on-demand assessment service. Microsoft may provide assistance to enable initial setup of the service. In conjunction with the On-demand Assessment, and for an additional fee, an onsite Microsoft resource (for up to two days) or remote Microsoft resource (for up to one day) are available to assist with analyzing the data and prioritizing remediation recommendations per your services agreement. Onsite assessments may not be available in all geographies.

Assessment Program: An assessment on the design, technical implementation, operations or change management of your Microsoft technologies against Microsoft recommended practices. At the conclusion of the assessment, the Microsoft resource will work directly with you to remediate possible issues and provide a report containing the technical assessment of your environment, which may include a remediation plan.

Offline Assessment: An automated assessment of your Microsoft technology implementation with data collected remotely, or by a Microsoft resource at your location. The data gathered is analyzed by Microsoft using on-premises tools, and we provide you with a report of our findings and remediation recommendations.

Proactive Monitoring: Delivery of technical operations monitoring tools and recommendations for tuning your server incident management processes. This service helps you create incident matrices, conduct major incident reviews, and create the design for a sustained engineering team.

Proactive Operations Programs (POP): A review with your staff of your planning, design, implementation or operational processes against Microsoft recommended practices. This review is done either onsite or remotely by a Microsoft resource.

Risk and Health Assessment Program as a Service (RAP as a Service): An automated assessment of your Microsoft technology implementation, with data collected remotely. The gathered data is analyzed by Microsoft to create a findings report containing remediation recommendations. This service is available for on-site or remote delivery.

Optimization services

Optimization services focus on the goals of optimal utilization of the customer’s technology investment. These services may include remote administration of cloud services, optimizing the adoption of Microsoft product capabilities by end users and ensuring a robust security and identity posture.

Optimization service types	Plan
Adoption Services	+
Development Focused Services	+
IT Services Management	+
Security Services	+

+ - Additional service that may be purchased.

Adoption Services: Adoption support services provide a suite of services that help you assess your organization’s ability to modify, monitor and optimize changes linked to your Microsoft technology purchase. This includes support in the development and execution of your adoption strategy around the people side of change. Customers have access to resources with the expertise, knowledge and associated Microsoft recommended practices in support of their adoption program.

Development Focused Services: Services available to assist your staff build, deploy, and support applications built with Microsoft technologies.

Services Insights for Developers: An annual assessment of your application development practices to help customers with recommended practice guidance for developing applications and solutions on Microsoft platforms.

Development Support Assistance: Provides help in creating and developing applications that integrate Microsoft technologies on the Microsoft platform, specializing in Microsoft development tools and technologies, and is sold as a quantity of hours listed on your Work Order.

IT Services Management: A suite of services designed to help you evolve your legacy IT environment using modern service management approaches that enable innovation, flexibility, quality and operational cost improvements. Modern IT Service Management services may be delivered through remote or onsite advisory sessions or workshops to help ensure your monitoring, incident management or service desk processes are optimized to manage the dynamics of cloud-based services when moving an application or service to the cloud. IT Services Management services may be an element of a customized program of support services, available for an additional fee and may be defined in an exhibit and referenced in your Work Order.

Security Services: The Microsoft security solutions portfolio includes four focus areas: cloud security and identity, mobility, enhanced information protection and secure infrastructure. Security services help customers understand how to protect and innovate their IT infrastructure, applications and data against internal and external threats. Security services may be an element of a customized program of support services, available for an additional fee and may be defined in an exhibit and referenced in your Work Order.

Education services

Education services provide training that help to enhance your support staff's technical and operational skills through either onsite, online or on-demand instruction.

Education service types	Plan
On-demand Education	✓
Webcasts	✓
Chalk Talks	+
Workshops	+

✓ - Included as part of your Base Package.

+ - Additional service that may be purchased.

On-demand Education: Access to a collection of online training materials and online labs from a workshop library digital platform developed by Microsoft.

Webcasts: Access to live Microsoft-hosted educational sessions, available on a wide selection of support and Microsoft technology topics, delivered remotely online.

Chalk Talks: Short interactive services, typically one-day sessions, that cover product and support topics provided in a lecture and demonstration format and are delivered by a Microsoft resource either in person or online.

Workshops: Advanced level technical training sessions, available on a wide selection of support and Microsoft technology topics, delivered by a Microsoft resource in person or online. Workshops are purchased on a per-attendee basis or as a dedicated delivery to your organization, as specified on your Work Order. Workshops cannot be recorded without express written permission from Microsoft.

Additional Proactive services

Additional Proactive service types	Plan
Custom Proactive Services (Maintenance, Optimization and Education services)	+
Support Technology Advisor	+

+ - Additional service that may be purchased.

Custom Proactive services: A scoped engagement with Microsoft resources to deliver services at the customer’s direction, in person or online, which are not otherwise described in this document. These engagements include Maintenance, Optimization and Education service types.

Support Technology Advisor (STA): A customized service that provides a technology assessment supporting customer business goals including, but not limited to, workload optimization, adoption or supportability, delivered by a Microsoft resource. This service may include a plan and technical guidance tailored to customer environment and business goals.

Other Proactive	Plan
Proactive Credits	+

Proactive Credits: The value of exchangeable services represented in credits on your Work Order. Proactive Credits can then be exchanged for, or applied to, one or more defined additional services, as described within this document, and at current rates provided by your Microsoft Services representative. After selecting the available additional service, we will deduct the value of that service from your credit balance, rounded up to the nearest unit.

2.2.2 Reactive services

Reactive services help resolve issues in your Microsoft environment and are typically consumed on demand. The following reactive services are included as-needed for currently supported Microsoft products and online services, unless otherwise noted on your Work Order.

Reactive service types	
Advisory Support	✓
Problem Resolution Support	✓

Reactive service types	
Reactive Support Management	✓
Extended Hotfix Support	✓
Onsite support	+
Root Cause Analysis	+
Reactive Support Management Add-on	+
Cybersecurity Support Services	+

✓ - Included as part of the Base Package.

+ - Additional service that may be purchased.

Advisory Support: Phone-based support on short-term (limited to six hours or less) and unplanned issues for IT Professionals. Advisory Support may include advice, guidance, and knowledge transfer intended to help you deploy and implement Microsoft technologies in ways that avoid common support issues and that can decrease the likelihood of system outages. Architecture, solution development and customization scenarios are outside of the scope of these Advisory Services.

Problem Resolution Support: This assistance for problems with specific symptoms encountered while using Microsoft products includes troubleshooting a specific problem, error message or functionality that is not working as intended for Microsoft products. Incidents may be initiated either by phone or submitted via the web. Support requests for services and products, not covered by the applicable online service support portal, are managed from within the Microsoft Services online portal.

Severity definitions and the Microsoft estimated initial response times are detailed in the incident response tables below.

Upon your request, we may collaborate with third-party technology suppliers to help resolve complex multi-vendor product interoperability issues, however, it is the responsibility of the third party to support its product.

The incident severity determines the response levels within Microsoft, initial estimated response times and your responsibilities. You are responsible for outlining the business impact to your organization, in consultation with us, and Microsoft will assign the appropriate severity level. You can request a change in severity level during the term of an incident should the business impact require it.

Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Critical business system down:</p> <p>Business at risk. Complete loss of a critical application or solution.</p> <p>Needs immediate attention</p>	<p>Azure components¹</p> <p>First call response in 15 minutes or less</p> <p>All other products and services</p> <p>- First call response in one hour or less</p> <p>Critical situation resource² assigned</p> <p>Resources at your site, after 24 hours, with customer agreement</p> <p>Continuous effort on a 24/7 basis³</p> <p>Rapid escalation within Microsoft to product teams</p> <p>Notification of our senior executives, as required</p>	<p>- Notification of your senior executives, as requested by us</p> <p>Allocation of appropriate resources to sustain continuous effort on a 24/7 basis³</p> <p>Rapid access and response</p> <p>Submission via phone or web</p>
<p>Severity A</p> <p>Critical business system degraded:</p> <p>Significant loss or degradation of services</p> <p>Needs attention within one hour</p>	<p>First call response in one hour or less</p> <p>Critical situation resource² assigned</p> <p>Continuous effort on a 24/7 basis²</p>	<p>Allocation of appropriate resources to sustain continuous effort on a 24/7 basis³</p> <p>Rapid access and response</p> <p>Submission via phone or web</p>
<p>Severity B</p> <p>Moderate business impact:</p> <p>Moderate loss or degradation of services, but work can reasonably continue in an impaired manner</p> <p>Needs attention within two business hours⁴</p>	<p>First call response in two hours or less</p> <p>Effort during business hours only⁴</p>	<p>Allocation of appropriate resources to align to Microsoft effort</p> <p>Access and response from change control authority within four business hours</p> <p>Submission via phone or web</p>
<p>Severity C</p> <p>Minor business impact:</p>	<p>First call response in four hours or less</p> <p>Effort during business hours only⁴</p>	<p>Accurate contact information on case owner</p> <p>Responsive within 24 hours</p> <p>Submission via phone or web</p>

Severity and situation	Our expected response	Your expected response
Substantially functioning with minor or no impediments of services		
Needs attention within four business hours ⁴		

¹ The listed response time for your Azure components does not cover Azure StorSimple, GitHub AE, Azure Communication Services or Billing & Subscription Management.

² Critical situation resources are help drive for prompt issue resolution through case engagement, escalation, resourcing, and coordination.

³ We may need to downgrade the severity level if you are not able to provide adequate resources or responses to enable us to continue with problem resolution efforts.

⁴ Business hours are generally defined as 09:00 to 17:30 Local Standard Time, excluding holidays and weekends. Business hours may differ slightly in your country.

Reactive Support Management: Reactive Support Management provides oversight of support incidents to drive timely resolution and a high quality of support delivery. Service Delivery Management will be utilized for the Reactive Support Management of all support requests.

Per the Incident Response tables above, for Severity B and C incidents, the service is available by customer request during business hours to the Microsoft resource who can also provide escalation updates when requested. For Severity 1 incidents, an enhanced escalation process is initiated and automatically executed. The assigned Microsoft resource is then responsible for ensuring continued technical progress by providing you with status updates and an action plan.

For non-business hours extended coverage, you may purchase Additional Reactive Support Management Hours.

Extended Hotfix Support: Extended Hotfix Support allows you to request non-security hotfixes for select Microsoft software that has entered the Extended Support Phase of the Fixed Lifecycle, as defined by the Policy at <http://support.microsoft.com/lifecycle>. Service-specific prerequisites and limitations:

- Extended Hotfix Support availability is limited to the following products/product families:
 - Applications: Office
 - Dynamics: AX, CRM
 - Server: Exchange Server, SQL Server, System Center (excluding Configuration Manager), Windows Server
 - Systems: Windows client, Windows Embedded operating systems
- For the most current information about non-security hotfix availability for specific product versions, check the product lifecycle notes here.
- Although we use commercially reasonable efforts to respond to your requests for non-security hotfixes, you acknowledge that there may be cases in which a hotfix cannot be created or provided.
- Hotfixes are designed to address your specific problem and are not regression tested.
- Hotfixes may not be distributed to unaffiliated third parties without our written consent.

- Hotfix delivery times for non-English versions may vary, and localization fees may apply.
- We will not provide added features, functionality, updates, or design changes. We will only address problems for a selected product which cause it to crash, lose data, or otherwise materially deviate from the product’s documented functionality.

Onsite Support: Onsite reactive support provides assistance at your location. This service is subject to Microsoft resource availability and requires an additional charge per onsite visit.

Root Cause Analysis: When explicitly requested prior to incident close, we will perform a structured analysis of potential causes of a single incident, or a series of related problems. You will be responsible for working with the Microsoft team to provide materials such as log files, network traces, or other diagnostic output. Root Cause Analysis is only available for certain Microsoft technologies and may incur an additional charge.

Reactive Support Management Add-on: You may elect to purchase additional hours to provide Reactive Support Management. These resources will operate remotely and deliver the service during the business hours in the time zone that is agreed upon in writing. This service is delivered in English and, where available, may be provided in your spoken language. This service is subject to Microsoft resource availability.

Cybersecurity Support Services: Provides specialized cybersecurity-related assistance under both reactive and proactive scenarios (“Cybersecurity Services”). These services help to reduce the risk of targeted cyber attacks, better prepare for security crisis situations or investigate and contain an active security compromise. Cybersecurity Services provides a customized program of support services, and may be available for an additional fee defined in an Exhibit referenced in your Work Order.

2.2.3 Service delivery management

Service Delivery Management (SDM) is included with your support services, unless otherwise noted herein or in your Work Order. Additional delivery management services may be added when purchasing additional services or enhanced services and solutions.

SDM services are provided digitally and by a designated customer success account manager. This named resource may operate either remotely or onsite at your location.

Service Delivery Management scope

The following SDM services are available:

Service delivery management service types	Plan
Customer Organization Enablement	✓
Microsoft Product, Service, and Security Updates Guidance	✓
Program Development & Management	✓
Unified Enterprise Support Onboarding	✓
Cloud Success Program	+

Service delivery management service types	Plan
Customer Success Account Manager Developer	✓ ¹
Executive Relationship Management	✓
Service Delivery Management Add-on	+
Onsite Service Delivery Management	+

✓ - Included as part of the Base Package.

+ - Additional service that may be purchased.

✓¹ - Additional services that may be provided by Microsoft.

Customer Organization Enablement: Guidance and information provided to your named Support Service Administrator about how to manage utilization of your Unified Support services, and prepare you to use Unified Support digital and reactive services.

Microsoft Product, Service and Security Updates Guidance: Information shared with you about important upcoming product and service features and changes, as well as security bulletins for Microsoft technologies.

Program Development & Management: Activities designed to plan, propose, and manage your support program's services, across your organization to help you realize greater value from your investments in Microsoft technology and services. Microsoft may recommend a variety of services intended to help you achieve key business and technology outcomes, making use of the capabilities included in your Base Package support, as well as additional services you may purchase.

Unified Support Onboarding: Activities to support your initiation into Unified Support, including the introduction and promotion of self-service capabilities in the online support portal, with a goal of ensuring timely utilization of your Unified Support services.

Cloud Success Program: Planning and delivery services are included to help you achieve specific cloud outcomes, empowering you to accelerate the implementation, adoption and realized value of Microsoft cloud technologies.

Customer Success Account Manager Developer: A development focused Microsoft support resource who will deliver strategic advice and guidance to accelerate innovation and drive efficiency throughout the software development lifecycle. These limited resources may be assigned by Microsoft as conditions allow.

Executive Relationship Management: A set of activities to ensure the Microsoft Support team is aligned to your organization's strategic priorities and engaged with key business and technology decision makers.

Service Delivery Management Add-on: You may elect to purchase additional custom SDM resources to provide service delivery management services as part of a pre-determined scope of work, which are not explicitly detailed in this document. These resources will operate either remotely or onsite at your location. This service is also subject to Microsoft resource availability.

Onsite Service Delivery Management: You may request onsite visits from your customer success account manager that may require an additional charge per visit. This service is subject to Microsoft resource availability.

2.3 Enhanced services and solutions

In addition to the services provided as part of the Base Package or as additional services, the following optional enhanced services and solutions may be purchased. Enhanced services and solutions are available for an additional fee and may be defined in an Exhibit referenced in your Work Order.

Service	Plan
Designated Support Engineering	+
Rapid Response	+
Azure Event Management	+
O365 Engineering Direct	+
Developer Advanced	+ ¹
Support for Mission Critical	+

+ - Additional service that may be purchased.

+¹ - Additional service that may be purchased up to a limited maximum quantity.

2.3.1 Designated Support Engineering

Designated Support Engineering (DSE): DSE services may be purchased as pre-defined offerings or as a block of custom hours that can be used to deliver scoped proactive services.

When purchased as hours, DSE service hours are then deducted from your total purchased hours as they are utilized and delivered.

Pre-defined DSE offerings are tailored to your environment and help you achieve a desired outcome. These offerings include required pre-defined proactive services built-in.

The focus areas for DSE services:

- Help maintain a deep knowledge of your current, and future business requirements and configuration of your information technology environment to optimize performance
- Document and share with you recommendations of the use of support services–related deliverables (e.g. supportability reviews, health checks, workshops, and risk-assessment programs)
- Help make your deployment and operation activities consistent with your planned and current implementations of Microsoft technologies

- Enhance your IT staff's technical and operational skills
- Develop and implement strategies to help prevent future incidents and increase system availability of your covered Microsoft technologies
- Help determine the root cause of recurring incidents and to provide recommendations to prevent further disruptions in the designated Microsoft technologies

Regardless of how DSE is purchased, resources are allocated, prioritized and assigned based on the agreement of the parties during the initiation meeting and documented as part of your service delivery planning.

Service-specific prerequisites and limitations

- You must have a current Microsoft Unified Support services agreement to support your DSE services. If your Microsoft Unified Support services agreement expires or is terminated, your DSE service will be terminated on the same date.
- DSE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends).
- DSE services support the specific Microsoft products and technologies selected by you and listed in your Work Order.
- DSE services are delivered for a single support location in the designated support location identified in your Work Order.

2.3.2 Rapid Response

Rapid Response: Rapid Response provides accelerated reactive support for your cloud services by routing support incidents to technical experts and providing an escalation path to cloud service operations teams, as required.

To receive Rapid Response services for your Microsoft Azure components you must submit an incident through the applicable cloud service portal. Your Problem Resolution Support requests will be directly routed to a Rapid Response support queue which is staffed by a designated team of engineers with cloud service expertise. For this team to have basic knowledge of your deployment, you must provide documentation on basic Azure deployment and database topology, as well as scaling and load balancing plans where available. While incidents may require resources from standard product support professionals for resolution, the Rapid Response team retains primary responsibility for the incidents 24x7x365.

For your Azure components, the response times for problem resolution support are listed in the table below and supersede any expected Base Package support response times. Rapid Response does not cover Azure Media Services, Azure Stack, Azure StorSimple, GitHub AE, Azure Communication Services or Billing & Subscription Management.

Rapid Response purchase is subject to resource availability. Please consult your customer success account manager for availability details.

Rapid Response Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Critical business system down:</p> <p>Business at risk. Complete loss of a critical application or solution</p> <p>Loss of a core business process and work cannot reasonably continue</p> <p>Needs attention within 15 minutes</p>	<p>First call response in 15 minutes or less</p> <p>Continuous effort on a 24x7 basis¹</p> <p>Access to Microsoft’s experienced specialists²</p> <p>Rapid escalation within Microsoft to cloud service operations teams</p>	<p>Notification of your senior executives, as requested by us</p> <p>Allocation of appropriate resources to sustain continuous effort on a 24x7 basis¹</p> <p>Rapid access and response</p>
<p>Severity A</p> <p>Critical business system degraded:</p> <p>Significant loss or degradation of services</p>	<p>Notification of our senior executives, as required</p>	

¹ We may need to downgrade from 24x7 if you are not able to provide adequate resources or responses to enable us to continue with problem resolution efforts

² Rapid Response Problem Resolution Support services are only available in English.

2.3.3 Azure Event Management

Microsoft Azure Event Management (“AEM”) provides enhanced support before, during, and after critical customer events (“Event”). A critical event is defined as a period of high business impact and/or peak demand for the customer, requiring the highest levels of service availability and performance. Events must be confirmed with your customer success account manager at least 8 weeks before the event.

AEM supports events that utilize core Microsoft Azure services. The details of the solution and what Azure services it leverages must be shared with the AEM team well in advance of the actual event, but no later than, as input to the assessment.

As part of the Pre-Event activities, the AEM team will:

- Assess and familiarize itself with your solution
- Identify possible issues and risks affecting uptime and stability
- Determine the desired outcomes from a resiliency perspective
- Develop and maintain the service delivery plan for the solution

The AEM support team will provide a list of recommended and required actions to remediate any problems which could affect the solution availability or performance the Day of Event.

During the Event, the AEM team will be aware of the Event details and be prepared to resolve issues affecting the solution.

You may request Problem Resolution Support for the solution two weeks before the Event, during the Event, and one week after the Event*.

Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Critical business system down:</p> <p>Business at risk. Complete loss of a critical application or solution</p> <p>Loss of a core business process and work cannot reasonably continue</p> <p>Needs attention within 15 minutes</p>	<p>First call response in 15 minutes or less and rapid escalation within Microsoft to cloud operations teams for any Microsoft Azure services²</p> <p>Critical situation manager assigned in 30 minutes or less.</p> <p>Continuous effort on a 24x7 basis¹</p> <p>Access to Microsoft experienced specialists and rapid escalation within Microsoft to product teams</p>	<p>For the Azure Services, incident service requests should be raised online through the Microsoft Azure portal, using a predefined template specified by your customer success account manager</p> <p>Notification of your senior executives, as requested by us</p> <p>Allocation of appropriate resources to sustain continuous effort on a 24x7 basis¹</p> <p>Rapid access and response</p>
<p>Severity A</p> <p>Critical business system degraded:</p> <p>Significant loss or degradation of services</p>	<p>Engagement of support engineers who have knowledge of your Solution configuration. Where applicable, those engineers may assist and streamline the incident management process</p> <p>Notification of our senior executives, as required</p>	

¹ We may need to downgrade from 24 x 7 if you are not able to provide adequate resources or responses to help us to continue with problem resolution effort.

² AEM Problem Resolution Support services are only available in English

*Problem Resolution Support submitted prior to and after the Event will be addressed as Severity B.

Post-Event, you may request root cause analysis on all Severity 1 and Severity A incidents for your solution. Where applicable, we will provide recommendations on how the issues may be prevented in the future.

2.3.4 Office 365 Engineering Direct

Office 365 Engineering Direct provides enhanced support for the core workloads of your Microsoft Office 365 production tenant or tenants that includes prioritized access to the Office 365 engineering team. This service will be available for the listed tenant or tenants, is available for an additional fee and is defined in an Exhibit referenced in your Work Order.

2.3.5 Developer Support

Developer Support provides technical support based on cloud and product knowledge across the application development lifecycle for Customer developers building, deploying and supporting applications on Microsoft's platform. As part of your support agreement, the following developer solution may be purchased:

Developer Advanced: Developer Advanced support delivers comprehensive support providing customers with cloud architecture, vulnerability assessments, ALM/DevOps solutions, security development lifecycle, code reviews, performance and monitoring, application modernization, internet of things (IoT) implementation and management, training, and testing.

2.3.6 Support for Mission Critical

Support for Mission Critical: Provides a higher level of support for a defined set of Microsoft products and Online Services that make up a part of your mission critical solution, as specified on your Work Order. Support for Mission Critical provides a customized program of support services, is available for an additional fee and is defined in an Exhibit referenced in your Work Order.

2.4 Multi-country Support

Multi-country Support Services Overview

In conjunction with Microsoft Unified Enterprise Support services, Multi-country Support provides support to you in multiple Support Locations, as described in your Work Order (or Work Orders). The description of the Multi-country Support structure follows:

- **Host:** This is the Support Location where you have contracted for Microsoft Unified Support in your Work Order. Unless otherwise noted, this will be the primary location of your designated customer success account manager.
- **Downstream:** This is a Support Location designated in your Work Order where you are to receive Microsoft Unified Enterprise Support services, other than the Host location, and are entitled to the services you purchase for that location.

How to Purchase

This USSD describes the Multi-country Support services available. The specific services and related quantity, if applicable, will be listed in the associated Work Order by Support Location.

The Services described herein may be delivered to your Support Location(s) designated in the Host Work Order and, as may be, allocated by the Host, as part of your Microsoft Unified Enterprise Support agreement with the following modifications:

- **Base Package Services:** Unless noted otherwise, Base Package Services (those denoted with a "✓") will be available to your designated Support Locations or as allocated to Support Location(s) by the Host on the Host Work Order.
- **Reactive Services:** Reactive Services may be provided remotely to locations other than and including the Host, except as follows:
 - **Onsite Support:** Pre-purchased reactive onsite support services will be available to Support Location(s) as designated in your Work Order, other than Exception Countries.

- During a “Severity 1” Problem Resolution Support situation, pre-purchased Onsite Support resources may be dispatched to designated and non-designated Support Locations.
- **Service Delivery Management (SDM):** As designated in your Work Order, SDM may be delivered to designated Host and Downstream Support Location(s). The availability of SDM services that are included in your Base Package will be allocated by the Host and managed by the Host customer success account manager. SDM delivery will be limited to the business hours of the Host location. Additional SDM services may be required when purchasing additional services or enhanced services and solutions.
 - **Additional SDM:** Additional SDM resources may be purchased for the Host or Downstream Support Location(s), as indicated in a Work Order, and will be delivered to the designated Support Location. Subject to resource availability and the above.

Availability of optional services (those denoted with a “+”) are as follows:

- **Proactive Services**
 - You may be eligible for Proactive Services, the quantity of which will be listed on your Work Order and available in the Support Location(s) designated in your Work Order, other than the Exception Countries.
- **Maintenance Services – Root Cause Analysis:** Services purchased will be available to staff in designated Support Location(s).
- **Support Technology Advisor (STA):** STA services will be available in the Support Location(s) designated in your Work Order, other than Exception Countries, and are subject to resource availability.
- **Enhanced services and solutions:** All enhanced services and solutions may be purchased for use in either Host or Downstream Support Locations. Subject to availability. Other restrictions may apply.
- Other purchased support services will be available in the Support Location(s) designated in your Work Order.

Multi-Country Support Additional Terms and Conditions

In addition to those terms and conditions outlined herein and your Work Order, our delivery of services, as outlined herein, is based upon the following prerequisites and assumptions:

- We may allow staff in non-designated support location(s) to participate in remote Proactive Services that have been purchased for the Host or a Downstream Support Location and designated in the Work Order. Such participation will be allowed at the discretion of Microsoft.
- Proactive Credits can only be exchanged between Host and Downstream Support Locations listed on your Work Order, except as noted. All exchanges will be completed based on current currencies and rates for Proactive Credits in the respective Support Locations. Current rates can be provided by your Microsoft Services representative. Any exchanges resulting in fractional Proactive Credits will be rounded up to the nearest unit. Proactive Credits may not be exchanged to or from Exception Countries.
- The Customer shall be solely responsible for any tax obligations that arise because of the distribution or exchange of purchased support services between Host and Downstream Support Location(s).

- Services changes or exchanges made during the Term of Work Order may require agreement in writing.
 - **Billing Consolidation:** Unless otherwise noted, a single invoice will be issued for the amount due, inclusive of all Services for all Support Locations indicated on your Work Order. Taxes will be based on an assessment of the Microsoft Signatory and your Host Location. The Customer shall be solely responsible for any additional taxes due.
 - **Exceptions to Billing Consolidation:** Services purchased for delivery in the Republic of India, the People's Republic of China, the Republic of China (Taiwan), the Republic of China (Hong Kong), the Republic of Korea, Japan, New Zealand, Macau and Australia (**all Exception Countries**) must each have a separate Work Order listing the Services to be delivered in that Support Location. Services will be invoiced to the respective Support Location and will include any applicable local tax.

3 Additional terms and conditions

Microsoft Unified Support services are delivered based on the following prerequisites and assumptions.

- Base Package reactive services are provided remotely to the location(s) of your designated support contacts. All other services are provided remotely to your location(s) designated or listed on your Work Order, unless otherwise set forth in writing.
- Base Package reactive services are provided in English and, where available, may be provided in your spoken language. All other services are provided in the spoken language of the Microsoft services location providing services, or in English, unless otherwise agreed to in writing.
- We provide support for all versions of commercially released, generally available Microsoft software and Online Services products that you have purchased based on the declared licensing enrollments and agreements and/or billing account ID in Appendix A of your Work Order and are identified on the Product Terms, published by Microsoft from time to time at <http://microsoft.com/licensing/contracts> (or at a successor site that Microsoft identifies), unless otherwise set forth in a Work Order, an exhibit to this Unified Enterprise Support Services Description, or specifically excluded on your online support portal at <http://serviceshub.microsoft.com>.
- Support for pre-release and beta products is not provided, except as otherwise noted in an attached exhibit.
- All services, including any additional services purchased as part of and during the Term of a Support Work Order, are forfeited if not utilized during the Term of the applicable Work Order.
- Scheduling of services is dependent upon the availability of resources and workshops may be subject to cancellation if minimum registration levels are not met.
- We can access your system via remote connection to analyze problems at your request. Our personnel will access only those systems authorized by you. To utilize remote connection assistance, you must provide us with the appropriate access and necessary equipment.
- Some services may require us to store, process, and access your customer data. When we do so, we use Microsoft-approved technologies which comply with our data protection policies

and processes. If you request that we use technologies not approved by Microsoft, you understand and agree that you are solely responsible for the integrity and security of your customer data and that Microsoft assumes no liability in connection with the use of non-Microsoft-approved technologies.

- If you request cancellation of a previously scheduled service, Microsoft may choose to deduct a cancellation fee of up to 100 percent of the price of the service; if the cancellation or rescheduling was done with less than 14 days' notice prior to the first day of delivery.
- When purchasing additional services, we may require the inclusion of service delivery management to facilitate delivery.
- If you ordered one type of service and wish to exchange it for another type of service, you may apply equivalent value to an alternative service where available, and agreed with your service delivery resource.
- Software Assurance Benefits 24x7 Problem Resolution Support Incidents (SA PRS Incidents, or "SAB"), may be converted to an equivalent value (as determined by Microsoft) and used towards the fees for Base Package support, eligible components of Designated Support Engineering (DSE) and/or eligible components of Enhanced services and solutions. Your delivery management resource can confirm such value(s) and fee(s), if applicable. After 30 days of the Support Commencement Date and/or multi-year Support annual anniversary date, we may invoice you for the equivalent value of any deficit SAB you commit for any such conversion, as designated in your Work Order. Software Assurance Benefits are subject to the terms stated herein and the Product Terms, including, but not limited to, Appendix B of the Product Terms. Further details are also available at www.microsoft.com/licensing/licensing-programs/software-assurance-by-benefits, such as changes to the Problem Resolution Support benefit beginning in February 2023 that will affect eligibility of Base Package or eligible components of your support agreement and which may result in adjustments to equivalent incident value.
- Not all additional services may be available in your country. Please contact your service delivery resource for details.
- You agree that the only non-Microsoft code to which you provide us access to is code that you own.
- The services may include Services Deliverables, advice and guidance related to code owned by you or by Microsoft, or the direct provision of other support services.
- When providing Reactive services, Microsoft does not provide code of any kind, other than sample code.
- Customer will assume all responsibility for, and risks associated with, implementing and maintaining any code provided in the performance of support services.
- There may be minimum platform requirements for the services purchased.
- Services may not be delivered through to your customers.
- Where onsite visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and living expenses.
- GitHub Support Services are provided by GitHub, Inc., a wholly owned subsidiary of Microsoft Corporation. Notwithstanding anything to the contrary in your Work Order, the GitHub

Privacy Statement available at https://aka.ms/github_privacy and the GitHub Data Protection Addendum and Security Exhibit located at https://aka.ms/github_dpa will apply to your procurement of GitHub Support Services.

- **Acceptable Use Policy** - Customer must not (and is not licensed to) use the Services Deliverables:
 - in a way prohibited by law, regulation, governmental order or decree;
 - to violate the rights of others; or
 - in any application or situation where use of the Service Deliverables could lead to the death or serious bodily injury of any person, or to severe physical or environmental damage, except in accordance with the High Risk Use section below.

High Risk Use

WARNING: Modern technologies may be used in new and innovative ways, and Customer must consider whether its specific use of these technologies is safe. The Services Deliverables are not designed or intended to support any use in which a service interruption, defect, error, or other failure of a Services Deliverable could result in the death or serious bodily injury of any person or in physical or environmental damage (collectively, "High Risk Use").

Accordingly, Customer must design and implement the Services Deliverables such that, in the event of any interruption, defect, error, or other failure of the Services Deliverables, the safety of people, property, and the environment are not reduced below a level that is reasonable, appropriate, and legal, whether in general or for a specific industry. Customer's High Risk Use of the Services Deliverables is at its own risk. Customer agrees to defend, indemnify and hold Microsoft harmless from and against all damages, costs and attorneys' fees in connection with any claims arising from a High Risk Use associated with the Services Deliverables, including any claims based in strict liability or that Microsoft was negligent in designing or providing the Services Deliverables to Customer in accordance with Customer's specifications. The foregoing indemnification obligation is in addition to any defense obligation set forth in Customer's Agreement and is not subject to any limitation of, or exclusion from, liability contained in such agreements.

- Additional prerequisites and assumption may be set forth in relevant Exhibits.

4 Your responsibilities

Optimizing the benefits of your Microsoft Unified Support services is contingent upon you fulfilling the following responsibilities, in addition to those set forth in any applicable exhibits. Failure to comply with the following responsibilities may result in delays of service:

- You will designate a named support services administrator who is responsible for leading your team and managing all of your support activities and internal processes for submitting support incidents requests to us.
- If you purchase Multi-country Support Services, you will be required to designate a named support services administrator for your Host Support Location who is responsible for leading your local team and managing all your local support activities and internal processes for submitting support incident requests to us. And you may be required to designate a named support services administrator in other Support Locations.

- You can designate named reactive support contacts, as needed, who are responsible for creating support requests through the Microsoft support website or by phone. Cloud administrators for your cloud-based services may also submit cloud support requests through the applicable support portals.
- For online services support requests, Cloud administrators, for your cloud-based services, must submit support requests through the applicable online service support portal.
- When submitting a service request, your reactive support contacts should have a basic understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Microsoft in diagnosing and triaging the problem. These contacts should also be knowledgeable about the supported Microsoft products and your Microsoft environment to help resolve system issues and to assist Microsoft in analyzing and resolving service requests.
- When submitting a service request, your reactive support contacts may be required to perform problem determination and resolution activities, as requested by us. These may include performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new versions of software or new components, or modifying processes.
- You agree to work with us to plan for the utilization of services, based upon the services you purchased.
- You agree to notify us of any changes to the named contacts designated in your Work Order.
- You are responsible for backing up your data and for reconstructing lost or altered files resulting from catastrophic failures. You are also responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data.
- You agree, where possible, to respond to customer satisfaction surveys that we may provide from time to time regarding the services.
- You are responsible for any travel and expenses incurred by your employees or contractors.
- You may be asked by your service delivery resource to fulfill other responsibilities specific to the service you purchased.
- When using cloud services as part of this support, you must either purchase or have an existing subscription or data plan for the applicable online service.
- You agree to submit requests for Proactive services and enhanced services and solutions, along with any necessary or applicable data, no later than 60 days prior to the expiration date of the applicable Work Order.
- You agree to provide our service delivery team required to be onsite with reasonable telephone and high-speed Internet access and access to your internal systems and diagnostic tools, as applicable.

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