

Microsoft Enterprise Services

Support & Consulting Services Description

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1 About this document

The Microsoft Enterprise Services Support & Consulting Services Description provides you with information on the professional 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 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, designated as Advanced and Performance Support, or as additional services or 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	<p>A combination of proactive, reactive and delivery management services that support Microsoft products and/or Online Services in use within your organization. Available as Advanced ("A") and Performance ("P") Support packages as represented throughout this section.</p> <p>Base Package included services are represented with a "✓" throughout this section.</p> <p>Depending on your Base Package, you may also be eligible for specific built-in Proactive Services, which will be listed on your Work Order. We will work with you to identify these services prior to contract start or as part of your service delivery planning.</p>
Additional services	<p>Additional support services, including Proactive Services, are available to add to your Base Package during the term of your Work Order and are represented with a "+" throughout this section.</p>
Enhanced services and solutions	<p>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.</p>
Multi-country support	<p>Multi-country Support provides support in multiple Support Locations, as described in your Work Order (or Work Orders).</p>

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.

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. Onsite delivery may not be available for all services and in all geographies. Unless expressly sold as an onsite service, delivery will be remote unless otherwise agreed in writing and for an additional fee.

Planning services

Planning service types	Package	
	A	P
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 service types	Package	
	A	P
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 service types	Package	
	A	P
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 service types	Package	
	A	P
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 service types	Package	
	A	P
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	Package	
	A	P
Custom Proactive Services (Maintenance, Optimization and Education services)	+	+
Support Technology Advisor		✓
Proactive Accelerator	+	+
Designated Engineering	+	+

+ - 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.

Proactive Accelerator: A Microsoft resource-led service comprised of a scoped set of activities to help you accomplish a technical or business outcome based on goals to eliminate deployment risks, increase availability, or optimize solution performance. Using a programmatic approach, the Microsoft resource will determine the set of activities needed for engagement, which may include, but are not limited to, fit gap analysis, onboarding, optimization, knowledge transfer, design validation, and implementation plan.

Designated Engineering (DE): Curated and outcome-driven solution(s), based on Microsoft recommended practices and principles, that help accelerate your time to value, A lead expert will work with your team closely to provide deep technical guidance and leverage other Microsoft experts where required, to help with deployment and/or optimization of your Microsoft solutions. Including services that span from assessment and planning, to upskilling and design, to configuration and implementation.

Other Proactive	Package	
	A	P
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.

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. All reactive support is delivered remotely.

Reactive service types	Package	
	A	P
Advisory Support	✓	✓
Problem Resolution Support	✓	✓
Reactive Support Management	✓	✓
Root Cause Analysis	+	+
Reactive Support Management Add-on	+	+
Extended Hotfix Support	✓	✓

✓ - 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. The term 'First Call Response' is defined as the initial non-automated contact via phone or email

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.

Advanced Support Incident Response

Advanced Support	Severity and situation	Our expected response	Your expected response
Standard business impact	<ul style="list-style-type: none"> Moderate loss or degradation of services, but work can reasonably continue in an impaired manner Needs attention within four hours 	<ul style="list-style-type: none"> First call response in four hours or less during business hours¹ Effort during business hours¹ only Upon request, effort on a 24x7 basis² 	<ul style="list-style-type: none"> Accurate contact information about the case owner Responsive within 24 hours If 24x7 effort has been requested, you will allocate appropriate resources to sustain 24x7 effort²
Critical business impact	<ul style="list-style-type: none"> Loss of a core business process and work cannot reasonably continue Needs attention within one hour 	<ul style="list-style-type: none"> First call response in one hour or less Critical situation resource assigned after 1 hour Continuous effort on a 24x7 basis² 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort on a 24x7 basis² Access and response from change control authority within four business hours

¹ 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.

² 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.

Performance Support Incident Response

Performance Support	Severity and situation	Our expected response	Your expected response
Standard business impact	<ul style="list-style-type: none"> Moderate loss or degradation of services, but work can reasonably continue in an impaired manner Needs attention within four hours 	<ul style="list-style-type: none"> First call response in four hours or less during business hours¹ Effort during business hours¹ only Upon request, effort on 24x7 basis² 	<ul style="list-style-type: none"> If 24x7 effort has been requested, you will allocate appropriate resources to sustain 24x7 effort²
Critical business impact	<ul style="list-style-type: none"> Loss of a core business process and work cannot reasonably continue Needs attention within 30 minutes 	<ul style="list-style-type: none"> First call response in 30 minutes or less Critical situation resource assigned in 30 minutes or less Continuous effort on a 24x7 basis² Access to Microsoft's experienced specialists and rapid escalation within Microsoft to product teams³ Notification of our senior executives, as required 	<ul style="list-style-type: none"> Appropriate communication with your senior executives, as requested by us Allocation of appropriate resources to sustain continuous effort on a 24x7 basis² Rapid access and response

¹ 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.

² 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

³ Not available in all support locations or for all Microsoft Technologies.

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. Below are the services provided for the corresponding Base Package support:

Per the Incident Response tables above, for standard business impact severity incidents, the service is available by customer request during business hours to the Microsoft resource who can also provide escalation updates when requested. For critical business impact severity incidents, an enhanced escalation process is initiated and automatically executed for Advanced and Performance Support. 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.

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 in 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.

Service delivery management

Service Delivery Management (SDM) is included with your support services, unless otherwise noted herein or in your Work Order and is determined by the Base Package support services you purchase. Additional delivery management services will be added when purchasing additional services or enhanced services and solutions.

Advanced and Performance Support: 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 details

The following SDM services are available as determined by the Base Package purchased:

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

Service delivery management service types	Package	
	A	P
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.

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.

Advanced and Performance Support: 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.

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. If delivered onsite, the below restrictions will apply.

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	Package	
	A	P
Enhanced Designated Engineering	+	+
Rapid Response	+	+
Azure Event Management	+	+
Office 365 Engineering Direct	+	+
Developer Support	+ ¹	+ ¹
Support for Mission Critical	+	+
Cybersecurity Support Services	+	+

+ - Additional service that may be purchased.

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

Enhanced Designated Engineering

Enhanced Designated Engineering (EDE): A custom service that provides a deep and ongoing technical engagement for customers with complex scenarios. This offering is scoped to match the customer's needs and outcomes by providing a designated engineer who will build a deep knowledge of the customer's environment or solution and support customer business goals including, but not limited to, workload optimization, adoption or supportability.

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

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

Azure Rapid Response

Azure Rapid Response: Azure 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 Azure 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 Azure 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 Azure 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. Azure Rapid Response does not cover Azure Media Services, Azure Stack, Azure StorSimple, GitHub AE, Azure Communication Services, , Universal Print, Test base for M365, or Microsoft Mesh.

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

Azure 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 Azure Rapid Response Problem Resolution Support services are only available in English and Japanese.

Azure Event Management

Microsoft Azure Event Management ("AEM"): AEM provides enhanced proactive and reactive support during customers' critical business events.

An in-scope critical business event supported by this offer is defined as a brief, customer-anticipated period of high business impact and/or peak demand for the customer, requiring higher levels of service availability and performance. Critical business events may receive up to 5 calendar days of consecutive reactive coverage; customers may choose to purchase as many critical business events as required to run consecutively and cover the entire duration of the anticipated demand if longer than 5 consecutive calendar days.

Azure Event Management is subject to resource availability, please consult your customer success account manager for availability details. Support will not be delivered except for critical business events that have been scheduled in advance and confirmed in writing at least 8 calendar weeks before the start of the event unless Microsoft agrees. Microsoft may at its discretion reduce the scope of the pre-event assessment, if it chooses to accept an event with less notice.

AEM supports critical business events that utilize core Microsoft Azure services. Each event covers a single Azure solution, if multiple Azure solutions require support then a customer must purchase additional events. An Azure solution is defined as a set of Azure subscriptions and Azure resources that connect to a common business outcome to provide customers with products or services. Microsoft will evaluate the

customer's solution during the pre-event assessment period and communicate identified risks in writing to the customer.

As part of the pre-event activities, Microsoft will:

- Assess and familiarize itself with your solution
- Identify possible issues and risks affecting uptime and stability
- Perform capacity and resiliency reviews on Azure platform

Microsoft will provide written documentation of the results of its assessment including actions to mitigate possible risks affecting uptime and stability.

For Azure cloud solutions, during the event, incident service requests related to the event should be raised through the Microsoft Azure portal including AEM in the case description.

Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Critical business system down: Business at risk. Complete loss of a critical application or solution Loss of a core business process and work cannot reasonably continue Needs attention within 15 minutes</p>	<p>First call response in 15 minutes or less and rapid escalation within Microsoft²</p> <p>Critical situation resource assigned in 30 minutes or less. Continuous effort on a 24x7 basis¹</p> <p>Access to Microsoft experienced specialists and rapid escalation within Microsoft to product 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: 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 Microsoft 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 UEM Problem Resolution Support services are only available in English

Microsoft will provide a post-event summary of any cases opened during the reactive support window and ensure these cases are resolved.

For Microsoft Cloud for Retail customers:

Event Management for Microsoft Cloud for Retail customers provides enhanced proactive and reactive support during Microsoft Cloud for Retail customers' critical business events.

This offer supports customer events only for customers that have purchased a Microsoft Cloud for Retail license. This offer will only support the following Microsoft Cloud for Retail solutions: D365 Commerce, D365 e-commerce, Microsoft Clarity, POS Add-On, D365 Fraud Protection, D365 Connected Spaces (in Preview – name may be subject to change), D365 Marketing, D365 Customer Insights, Promote IQ, Microsoft Advertising – Bing Ads, Azure Cognitive Search, Intelligent Recommendation, Azure Synapse analytics. The product terms for the listed solutions are published by Microsoft from time to time at <http://microsoft.com/licensing/contracts> (or a successor site that Microsoft identifies).

An in-scope critical business event supported by this offer is defined as a brief, customer-anticipated period of high business impact and/or peak demand for the customer, requiring higher levels of service availability and performance. Critical business events may receive up to 5 calendar days of consecutive reactive coverage; customers may choose to purchase as many critical business events as required to run consecutively and cover the entire duration of the anticipated demand if longer than 5 consecutive calendar days.

This offer is subject to resource availability, please consult your customer success account manager for availability details. Support will not be delivered except for critical business events that have been scheduled in advance and confirmed in writing at least 8 calendar weeks before the start of the event.

Microsoft will evaluate the customer's solution during the pre-event assessment period and communicate identified risks in writing to the customer.

As part of the pre-event activities, Microsoft will:

- Assess and familiarize itself with your solution as discussed above
- Identify possible issues and risks affecting uptime and stability
- Perform capacity and resiliency review on Azure platform
- Provide guidance on industry best practices from designated technical and operations delivery resources

Microsoft will provide written documentation of the results of their assessment including recommended actions and industry best practices to mitigate possible risks and issues affecting uptime and stability.

If the event includes an Azure cloud solution, during the event, incident service requests related to the event for Azure solutions should be raised through the Microsoft Azure portal including AEM in the case description.

If the event includes a D365 or M365 cloud solution, during the event, incident service requests related to the event for these solutions should be raised through the Solution Center including selecting the product where the issue occurred and under support plan "D365 Event" in the case of D365 related requests.

For Azure products:

Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Critical business system down: Business at risk. Complete loss of a critical application or solution Loss of a core business process and work cannot reasonably continue Needs attention within 15 minutes</p>	<p>First call response in 15 minutes or less and rapid escalation within Microsoft²</p> <p>Critical situation resource assigned in 30 minutes or less. Continuous effort on a 24x7 basis¹</p> <p>Access to Microsoft experienced specialists and rapid escalation within Microsoft to product 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: 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 Microsoft 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

For all other products, incident responses will align to the following:

Severity and situation	Our expected response	Your expected response
Severity 1 Critical business system down: Business at risk. Complete loss of a critical application or solution. Needs immediate attention	Azure components ¹ - First call response in 15 minutes or less All other products and services - First call response in one hour or less Critical situation resource ² assigned Resources at your site, after 24 hours, with customer agreement Continuous effort on a 24/7 basis ³ Rapid escalation within Microsoft to product teams Notification of our senior executives, as required	Notification of your senior executives, as requested by us Allocation of appropriate resources to sustain continuous effort on a 24/7 basis ³ Rapid access and response Submission via phone or web
Severity A Critical business system degraded: Significant loss or degradation of services Needs attention within one hour	First call response in one hour or less Critical situation resource ² assigned Continuous effort on a 24/7 basis ²	Allocation of appropriate resources to sustain continuous effort on a 24/7 basis ³ Rapid access and response Submission via phone or web
Severity B Moderate business impact: Moderate loss or degradation of services, but work can reasonably continue in an impaired manner Needs attention within two business hours ⁶	First call response in two hours or less Effort during business hours only ⁴	Allocation of appropriate resources to align to Microsoft effort Access and response from change control authority within four business hours Submission via phone or web

Severity C	First call response in four hours or less	Accurate contact information on case owner
Minor business impact:	Effort during business hours only ⁴	Responsive within 24 hours
		Submission via phone or web

Severity and situation	Our expected response	Your expected response
Substantially functioning with minor or no impediments of services Needs attention within four business hours ⁶		

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

² Critical situation resources 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.

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.

Developer Support

Developer Support: Provides deeper proactive support based on cloud and product knowledge across the application development lifecycle for Customer developers building, deploying and supporting applications on Microsoft's platform.

Developer 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. Developer Support is available for an additional fee.

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.

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.

2.4 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 SCSD 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.
- **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 "+" in the Support tables above) 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.

2.5 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 Support & Consulting 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 that is available within your Base Package, 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 Enhanced Designated Engineering (EDE) 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.
 - If you have an Advanced or Performance Support Base Package and 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.
 - Additional prerequisites and assumption may be set forth in relevant Exhibits.

2.6 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.
- Depending on your Base Package as outlined below, you can designate named reactive support contacts 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.
 - Core Support – Up to ten (10) named contacts.
 - Advanced Support – A minimum of fifty (50) named contacts. You may also be eligible for additional contacts. Please consult your customer success account manager for details.
 - Performance Support – Included named contacts as-needed.

- 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.
- If you have an Advanced or Performance Support Package, you agree to submit requests for Proactive services and enhanced solutions and services, along with any necessary or applicable data, no later than 60 days prior to the expiration date of the applicable Work Order.
- If you have an Advanced or Performance Support Package, 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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