

Microsoft Enterprise Support Services Description (ESSD)

December 2023

Table of content

- 1 About this document 3
- 2 Support services 4
 - 2.1 How to purchase** 4
 - 2.2 Description of services** 4
 - Proactive services 5
 - Reactive services 9
 - Service delivery management..... 12
 - 2.3 Enhanced services and solutions** 13
 - Enhanced Designated Engineering 13
 - 2.4 Additional terms and conditions** 16
 - 2.5 Your responsibilities** 18

1 About this document

The Microsoft Enterprise Support Services Description (ESSD) 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 applicable Enterprise Agreement enrollment or other applicable Amendment or 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 Enterprise Support Services (ESS) is a comprehensive 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 the opportunity to purchase additional proactive services and enhanced solutions. Customers must have an active Base Package in order to purchase and consume additional services. The Base Package, available proactive services and enhanced solutions are 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.</p> <p>Your Base Package includes one 1 Designated Engineering Tier 1 solution.* Base Package included services are represented with a "✓" throughout this section.</p>
Additional services	<p>Additional support services, including Proactive services, are available to add as services through use of Proactive Credits during the term of your applicable Enterprise Agreement enrollment 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 as services through use of Proactive Credits during the term of your applicable Enterprise Agreement enrollment and are also represented with a "+" throughout this section.</p>

** Designated Engineering Tier 1 solution includes solution- specific engagement plus entitlement for a lead technical resource.*

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 Enterprise Agreement enrollment. The Proactive services that follow are available as identified below. Onsite delivery may not be available for all services and in all geographies. Delivery will be remote unless otherwise agreed in writing and for an additional fee or unless expressly sold as an onsite service.

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	+
Proactive Monitoring	+

Maintenance service types	Plan
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.

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	+

Optimization service types	Plan
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.

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.

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.

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	+

Education service types	Plan
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. Enterprise Agreement 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	+
Designated Engineering	+ ¹

⊕ - Additional service that may be purchased.

¹ - after first included Designated Engineering Tier 1 solution

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.

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	Plan
Proactive Credits	+

Proactive Credits: The value of exchangeable services represented in credits on your Enterprise Agreement enrollment. 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 below.. All reactive support is delivered remotely.

Reactive service types	
Advisory Support	✓
Problem Resolution Support	✓
Reactive Support Management	✓
Root Cause Analysis	+
Reactive Support Management Add-on	+

✓ - 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.

Enterprise Support Services Description

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: Business at risk. Complete loss of a critical application or solution. Needs immediate attention</p>	<p>Azure components¹ - First call response in 15 minutes or less</p> <p>All other products and services - First call response in one hour or less</p> <p>Critical situation resource² assigned</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: Significant loss or degradation of services Needs attention within one hour</p>	<p>First call response in one hour or less</p> <p>Critical situation oversight</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: Moderate loss or degradation of services, but work can reasonably continue in an impaired manner Needs attention within two business hours⁶</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>First call response in four hours or less</p> <p>Effort during business hours only⁴</p>	<p>Accurate contact information on case owner</p>

Severity and situation	Our expected response	Your expected response
Minor business impact: Substantially functioning with minor or no impediments of services Needs attention within four business hours ⁶		Responsive within 24 hours Submission via phone or web

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 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 and A 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.

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.

Service delivery management

Service Delivery Management (SDM) is included with your support services, unless otherwise noted herein. 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	✓
Enterprise Support Onboarding	✓
Cloud Success Program	+
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 Enterprise Support services and prepare you to use Enterprise 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.

Enterprise Support Onboarding: Activities to support your initiation into Enterprise Support, including the introduction and promotion of self-service capabilities in the online support portal, with a goal of ensuring timely utilization of your Enterprise 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. This service is also subject to Microsoft resource availability. These resources will operate either remotely or onsite at your location. If delivered onsite, the below restrictions will apply.

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 listed in your applicable Enterprise Agreement enrollment.

Service	Plan
Enhanced Designated Engineering	+

+ - Additional service that may be purchased.

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 Enterprise Support services agreement to support your EDE services. If your Microsoft Enterprise 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 on your applicable Enterprise Agreement enrollment.
- EDE services are delivered for a single support location in the designated support location identified in your applicable Enterprise Agreement enrollment.
- EDE services are delivered remotely unless agreed otherwise in advance in writing. Where onsite visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and expenses.

Reactive Enhanced Designated Engineering (REDE): A deep and ongoing technical engagement focused on accelerated resolution of reactive support incidents aligned with the specific Microsoft products and online services selected by you and named in your Work Order. REDE services will be provided by a designated engineer who will build a deep knowledge of your use of Microsoft

products and online services within your environment. REDE service hours are deducted from your total purchased hours as they are utilized and delivered.

The focus areas for REDE services:

- Conduct an initial meeting to discuss priorities and recommendations. The results of this meeting will be documented in your service delivery plan.
- Participate in the resolution of Severity 1 and Severity A support incidents.
- At your request, participate in the resolution of other severity support incidents.
- Work in collaboration with your Service Delivery Management and Reactive Support Management resources, as well as any other Microsoft resources involved in your support incident activities, to facilitate efficient and effective reactive support incident resolution and planning for future incident prevention.
- **Reactive services**
 - Develop and maintain a deep knowledge of your use of our products and online services in your environment and will incorporate that knowledge into their activities related to support incident resolution.
 - Provide Microsoft technical support engineers with information about the usage of our products and online services within your environment.
 - Provide advanced troubleshooting and debugging expertise to facilitate rapid support incident resolution.
 - When available for the Microsoft products and online services involved, perform root cause analysis on critical business impact incidents and provide recommendations on how similar issues may be mitigated in the future.
 - In addition, the REDE engineer may bring in additional technical resources as needed.
- **Proactive services**
 - Document and share with you recommendations of the use of proactive support services (e.g., supportability reviews, health checks, workshops, and risk-assessment programs) to identify opportunities to improve uptime and mitigate disruptions to critical business functions.
 - At your request, the REDE engineer may perform agreed-upon proactive services.

Service-specific prerequisites and limitations

- You must execute and maintain an agreement for Microsoft Unified Support in order for us to provide REDE services. If your Microsoft Unified Support services agreement expires or is terminated, your REDE service will be terminated on the same date.
- The REDE engineer is assigned in addition to the Microsoft technical resolution resource responsible for support incident resolution.
- REDE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends).

- REDE services are delivered to the designated support location(s) where such services are purchased as identified in your Work Order.
- REDE services are delivered remotely unless agreed otherwise in advance in writing. Where onsite visits are mutually agreed upon and not prepaid, we will bill you for reasonable travel and expenses.
- The REDE services do not modify the reactive support incident response times that are applicable through other Microsoft support offers to which you are entitled.

Your responsibilities

Optimizing the benefits of your REDE services is contingent upon you fulfilling the following responsibilities. Failure to comply with the following responsibilities may result in delays of service or may hinder our ability to perform services.

- You will provide the REDE engineer with orientation, training, documentation, and other communications as needed to facilitate a deep knowledge of your usage of our products and online services within your environment.
- You must initiate support incident requests and must actively participate with us in the diagnosis and resolution of support incidents.
- You must act as the administrator of your environment.
- You must provide troubleshooting information upon request (for example, debug and trace log files).

2.4 Additional terms and conditions

Microsoft Enterprise 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 applicable Enterprise Agreement enrollment, 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 your applicable Enterprise Agreement enrollment 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 supplemental agreement, 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.
- Most services, including any additional services purchased as part of and during the Term of an Enterprise Support Services Base Package, are forfeited if not utilized during the Term of

- the applicable Enterprise Agreement enrollment. Additional Services and Enhanced Services and Solutions must be utilized within 12 months of purchase and prior to the end of the term of the applicable Enterprise Agreement enrollment.
- 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.
 - 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.
 - 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 applicable Enterprise Agreement enrollment, 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.

2.5 Your responsibilities

Optimizing the benefits of your Microsoft Enterprise 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.
- Support Services are provided in the country in which the Microsoft Customer Agreement billing profile is signed.
- 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..
- 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 Enterprise Agreement enrollment.

Enterprise Support Services Description

- 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.

© 2022 Microsoft Corporation. All rights reserved. Any use or distribution of these materials without express authorization of Microsoft Corp. is strictly prohibited.

Microsoft and Windows are either registered trademarks of Microsoft Corporation in the United States and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.