

Microsoft Dynamics Cloud Services Support Plans

Get the support options that make sense for your changing business. Take advantage of competitive, tiered support for different cost scenarios, options for partner involvement, and other elements tailored to your needs. Microsoft Dynamics Cloud Services support is the clear choice across a shifting market segment. For a detailed description of Microsoft Dynamics Cloud Services support benefits visit the service plan [page](#).

Level	Subscription	Enhanced ⁺	Professional Direct	Premier
Self-Select Your Plan	A small or medium size business with standard, non-business-critical support requirements	A small or medium size business needing more rapid response times	A mid-sized business with enterprise-level needs	An enterprise business with complex support needs and business-critical application support requirements
Community Forums	X	X	X	X
Service Dashboard	X	X	X	X
Access to Self-help Portals CustomerSource & Customer Center	X	X	X	X
Web Incident Submission	X	X	X	X
Unlimited Break/Fix Incidents	X	X	X	X
Deliverability Services (Microsoft Dynamics Marketing)	X	X	X	X
Lifecycle Support Services (Microsoft Dynamics AX)	X	X	X	X
Support	Local business hours	Local business hours	24x7 for Severity A cases	24x7 for Severity A cases
Fastest Response Time	Next business day	<2 hours	<1 hour; priority routing to Tier 2 escalation engineers	<1 hour; priority routing to Tier 3 escalation engineers
Phone Support	Unlimited callback	Unlimited callback	Unlimited callback	Unlimited callback
Training	Getting Started catalog and access to Self-Help Materials	Unlimited access to e-learning and training manuals	Unlimited access to e-learning and training manuals	Unlimited access to e-learning and training manuals
Technical Account Manager			Pooled	Direct 1:1 Relationship
Escalation Help Desk			X	X
Advisory Support			Limited	Full
Monthly Reviews			X	X
Ask the Expert Webinars			X	X
Proactive Services			Limited	X
Cloud Service Dependency Mapping				X
Major Incident Response Planning				X
Remote Diagnostics & Reporting				X
Mentoring				X
Onsite Services				X

⁺Available for Microsoft Dynamics CRM Online, Microsoft Dynamics Marketing, Microsoft Social Engagement, and Parature, from Microsoft

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