

Microsoft Azure support

Microsoft Azure, Azure Government and Azure Germany provide flexible support options for customers of all sizes. You receive the best available expertise, aligned to the level you need, helping you get the most out of your Azure subscription.



Cloud technology is meant to simplify your path to success. To achieve that goal requires getting the most you can out of your cloud assets. Having access to the right support and resources is an investment in your company that can save you money and make you more productive going forward.

Basic support services are included with every Microsoft Azure, Azure Government and Azure Germany subscription. These services include 24x7 access to customer service, documentation, whitepapers and support forums to help troubleshoot issues.

For Azure customers who require technical support, Microsoft provides four support plans. Whether you're a developer just starting your cloud journey or a large organization deploying business-critical, strategic applications, Azure support can help get the most out of your Azure subscription. The following support plans build on the previous plan's capabilities, enabling you to pick the option that best meets your needs.

1 Developer

Developer support is appropriate for use of Microsoft Azure in trial and non-production environments. It includes:

- Business hours¹ access to Support Engineers via email
- Minimum Business Impact (severity C) incident submission
- <8 business hours initial response time

2 Standard

Standard support is appropriate for use of Microsoft Azure in a production environment. It includes:

- 24x7 access to Support Engineers via email and phone
- Critical business impact (severity A) incident submission
- <1 hour initial response time for severity A incidents

3 Professional Direct

Professional Direct (ProDirect) is appropriate for organizations with business-critical dependence on Microsoft Azure. The capabilities of Standard support are included with ProDirect along with the following:

- Escalation management for priority issues
- Proactive guidance from a team of ProDirect Delivery Managers
- Onboarding services, service reviews and Azure Advisor consultations
- Architectural guidance based on best practices
- Azure Engineering-led web seminars

4 Premier

Premier support is ideal for organizations with substantial dependence on all Microsoft products including Azure. Included within this solution are all the features of ProDirect along with:

- Support assistance for all Microsoft products and services
- <15 minute initial response time with Azure Rapid Response (for an additional fee)
- Service reviews and reporting delivered by a designated Technical Account Manager
- Customer specific architectural support such as design reviews, performance tuning, configuration & implementation assistance delivered by Microsoft Azure technical specialists



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Choose the Azure support plan that best matches your business needs

No matter how you use the cloud, Azure support plans provide you with the best available expertise to increase your productivity, reduce your business costs, and accelerate your application development.

Scope	Microsoft Azure: Billing and subscription support; online self-help	Microsoft Azure: Trial and non-production environments	Microsoft Azure: Production workload environments	Microsoft Azure: Business-critical dependence	All Microsoft Products, including Azure: Substantial dependence across multiple products
Customer Service and Communities	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums
Best Practices	Access to full set of Azure Advisor recommendations	Access to full set of Azure Advisor recommendations	Access to full set of Azure Advisor recommendations	Access to full set of Azure Advisor recommendations	Access to full set of Azure Advisor recommendations
Health Status and Notifications	Access to personalized Service Health Dashboard & Health API	Access to personalized Service Health Dashboard & Health API	Access to personalized Service Health Dashboard & Health API	Access to personalized Service Health Dashboard & Health API	Access to personalized Service Health Dashboard & Health API
Technical Support	Not available	Business hours access ¹ to Support Engineers via email	24x7 access to Support Engineers via email and phone	24x7 access to Support Engineers via email and phone	24x7 access to Support Engineers via email and phone
Who Can Open Cases	Not available	Unlimited contacts / unlimited cases	Unlimited contacts / unlimited cases	Unlimited contacts / unlimited cases	Unlimited contacts / unlimited cases
Third-Party Software Support	Not available	Interoperability & configuration guidance and troubleshooting	Interoperability & configuration guidance and troubleshooting	Interoperability & configuration guidance and troubleshooting	Interoperability & configuration guidance and troubleshooting
Case Severity/Response Times	Not available	Minimal business impact (Sev C): <8 business hours ¹	Minimal business impact (Sev C): <8 business hours ¹ Moderate business impact (Sev B): <4 hours Critical business impact (Sev A): <1 hour	Minimal business impact (Sev C): <4 business hours ¹ Moderate business impact (Sev B): <2 hours Critical business impact (Sev A): <1 hour	Minimal business impact (Sev C): <4 business hours ¹ Moderate business impact (Sev B): <2 hours Critical business impact (Sev A): <1 hour or <15 minutes (with Azure Rapid Response)
Architecture Support	Not available	General guidance	General guidance	Architectural guidance based on best practice delivered by ProDirect Delivery Manager	Customer specific architectural support such as design reviews, performance tuning, configuration & implementation assistance delivered by Microsoft Azure technical specialists
Operations Support	Not available	Not available	Not available	Onboarding services, service reviews, Azure Advisor consultations	Technical account manager-led service reviews and reporting
Training	Not available	Not available	Not available	Azure Engineering-led web seminars	Azure Engineering-led web seminars, on-demand training
Proactive Guidance	Not available	Not available	Not available	ProDirect Delivery Manager	Designated Technical Account Manager
Launch Support	Not available	Not available	Not available	Not available	Azure Event Management (available for additional fee)
Pricing	Not available	\$29/mo	\$100/mo ²	\$1,000/mo	Contact us
	Basic	Developer Purchase support	Standard Purchase support	Professional Direct Purchase support	Premier Contact Premier

¹ For most countries, business hours are from 9:00 AM to 5:00 PM during week days (weekends and holidays excluded). For North America, business hours are 6:00 AM to 6:00 PM Pacific time, Monday through Friday excluding holidays. In Japan, business hours are from 9:00 AM to 5:30 PM weekdays.

² The Azure Standard Support plan price remains \$300 (or local equivalent) for Enterprise Agreement customers. The [Enterprise Agreement Support Plan Upgrade Offer](#) is specifically designed for those who purchased Azure under an Enterprise Agreement and provides additional benefits.

