



Enhanced Support Services Plans Overview

Azure Cloud Services from Dell EMC

Dell is pleased to provide Support Plans for Azure Services.

Scope of Support

Support Plans purchased from Dell will be administered by Dell Azure support representatives, and include the following:

- **User support.** Provide support for frequently asked questions, set-up & usage, general best practices, and billing & invoicing.
- **Product support.** Provide support when the Azure Services are not working as expected or the service stops working.
- **Services support.** Respond to Customer inquiries with information on any service interruption, relay expectations, as available from Microsoft, on when the system will be back online.

Issue Resolution Process

For Azure Services support, a Customer may call (888) 649-4090 or email support@cloudstore.dell.com. Issue resolution will follow established steps, in order:

- **Frontline support.** Provided at first contact for all issues. Frontline support consists of call triage and/or basic troubleshooting and services.
- **Level 2 support.** If required, Dell technical support agents/engineers will be utilized for more advanced troubleshooting.
- **Microsoft support.** In a small number of cases, an issue may be referred to Microsoft for resolution. Severity and response time information can be found at: <https://support.microsoft.com/en-us/gp/azuresevdetails>

Support Plan Descriptions

Every Azure Service covered by this Service Description will include free Basic support services, as defined below. For Customers that require a higher level of support, there are three paid Support Plans available. Each option builds on the previous plan's capabilities:

- **Basic.** These services include unlimited subscription and billing management, and access to the Azure Status dashboard, found at: <https://azure.microsoft.com/en-us/status/>, and Azure forum resources, found at: <https://azure.microsoft.com/en-us/support/forums>, to help troubleshoot issues. Subscription management does not include user administration. Basic support is limited to Microsoft Severity C issues, as defined by Microsoft at <https://support.microsoft.com/en-us/gp/azuresevdetails>.
- **Enhanced.** Enhanced support includes all the features of Basic support along with unlimited 24x7 break/fix technical support through online submission, and <8 hour maximum initial response time for service incidents.
- **Premium.** Premium support includes all the features of Enhanced support with the addition of callback phone support (up to three times a month) and a <2 hour maximum initial response time.
- **Premium Plus.** Premium Plus support includes all the features of Premium support along with proactive monitoring of incidents and elevated access to Microsoft resources and best practices. Included within this plan are services such as the following:
 - <1 hour maximum initial response time for incidents
 - Unlimited callback phone support
 - Escalation management support for priority issues
 - Proactive monitoring of incidents
 - Limited advisory support based on Azure best practice guidance
 - Monthly service reviews

Dell EMC Support Plans for Azure Cloud Services*

	Basic	Enhanced	Premium	Premium Plus
Dell Enhanced Support for Azure Cloud Services Monthly cost	Included with Azure subscription	\$29	\$299	\$999
Product support	Azure	Azure	Azure	Azure
Unlimited 24x7 subscription and billing management	Yes	Yes	Yes	Yes
Access to Azure Status dashboard	Yes	Yes	Yes	Yes
Access to Azure forums	Yes	Yes	Yes	Yes
Non-Microsoft technologies running on Azure ³		Yes	Yes	Yes
Unlimited 24x7 break/fix technical support ²		Yes	Yes	Yes
Maximum initial response time		<8 hours	<2 hours	<1 hour
Maximum severity ⁴	C	A	A	A
Callback phone support	email only	email only	3/month	Unlimited
Escalation management				Yes
Advisory Services ¹				Limited
Service Delivery Management ¹				Pooled
Proactive services				Monitoring of Severity A incidents

¹Service Delivery Management and Advisory Support services related to Professional Direct Support are provided in English only during local business hours.

²Based on support availability of 24x7 in English for all severities

³Multiple non-Microsoft technologies run on the Azure platform, e.g., Linux, Oracle, and SAP. For all scenarios that are eligible for support through an Azure support plan, Microsoft Support will help in isolating the issue between the Microsoft Azure Service and your custom application. Full technical support will be provided if the issue is determined to be caused by a Microsoft Azure Service. Commercially reasonable support will be provided to all other scenarios. In the case an adequate solution to your issue is not achieved, you might be referred to other support channels that are available for the non-Microsoft software.

⁴The Incident severity is the degree of business impact.

*All prices are in US dollars. Terms and Conditions apply. Please consult the Dell EMC Support Services Description document for complete details.

Additional Plan Details

- **Scope.** Support Plans cover all Azure Services covered by this Service Description (see Appendix A for eligible products and SKUs). This Service does not include hardware, software or networking issues covered by Dell ProSupport (<http://www.dell.com/en-us/work/learn/by-service-type-support-services>).
- **Term.** The term of service (“Support Plan Term”) for a paid Support Plan is 6-months. Customers will be billed monthly along with their Azure subscription usage fees. The Customer’s Support Plan Term begins on the purchase date.
- **Offer availability.** Support Plans are available in markets in which Azure Cloud Services from Dell are offered.
- **Renewal policy.** Paid Support Plans do NOT automatically renew. Customers will be notified via e-mail when their Support Plan Term is about to expire. Customers may renew their Support Plan by speaking to a Dell Azure cloud specialist at 1-800-GoAzure. Customers who do not renew their paid Support Plan will receive Basic support after the Support Plan Term for their paid Support Plan ends.
- **Cancellation policy.** Paid Support Plans require a commitment for the Support Plan Term. Cancellation will not result in a pro-rated refund.
- **Upgrades.** Support Plans can be upgraded at any time by speaking with a Dell Azure cloud specialist at 1-800-GoAzure. Upgrades will be effective for a new Support Plan Term effective on the purchase date of the upgraded service. The Customer will receive a credit for the balance of the lower tier service, if there is a balance. This credit will be based on the start date of the upgraded service and only for the balance of the monthly fee for the lower tier service. Downgrades are not possible for the Support Plan Term of the agreement.

Exclusions

For the avoidance of doubt, the following are not covered by any Support Plans:

- Creation of Azure implementation and deployment plans
- Custom scripting
- Networking, other than the specific Services covered by this Service Description
- Creation of a digital recovery plan
- Application recovery assessment and readiness for Azure Site Recovery
- Testing of site failover
- Remediation after failover testing
- User access management
- Line of business workloads running within a virtual instance whether on premise or in the public cloud, unless otherwise specifically indicated as supported by Dell
- Third-party products, applications or services obtained through the Microsoft Azure Marketplace

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as applicable.

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