

Service and Support Plans for Microsoft Dynamics



Use this [chart](#) to compare Microsoft Dynamics customer Support and Service Plan benefits across Microsoft Dynamics and Software Assurance programs.

For more information on the [Dynamics Customer Support and Service Plan benefits](#), click [here](#). If you currently have a Microsoft Dynamics Customer Service or Support Plan, visit [PSBC | CustomerSource \(Center\)](#) to access your benefits.

If you have [Software Assurance coverage](#), visit [Volume Licensing Service Center](#) for the most accurate statement of your current benefits. You must be [registered](#) to access the Service Center.

For more information on [Software Assurance benefits](#), visit [Microsoft Software Assurance](#) or contact your Microsoft Volume Licensing Reseller (www.microsoft.com/softwareassurance). Not all SA licenses include Planning Services, click [here](#) for details.

For specific terms on [New Version Rights and other policy information](#), review the [Customer Services and Support Policy Guide](#) on CustomerSource or contact your partner or Microsoft Account Manager.

Click [here](#) for [Microsoft Professional Support](#).

Find more information for [Microsoft Unified Support](#)

	Service Plan	Support Plans			Unified Support
Dynamics Products	Dynamics Enhancement Plan	Dynamics Advantage Plan	Dynamics Advantage Plus Plan Min Purchase \$6K	Software Assurance	
Dynamics 365 for Operations	✓		✓	✓	✓
Dynamics 365 Business Central	✓		✓		✓
Dynamics AX	✓		✓	✓	✓
Dynamics CRM	✓	✓	✓	✓	✓
Dynamics NAV	✓		✓		✓
Dynamics GP	✓	✓	✓		✓
Dynamics SL	✓	✓	✓		✓
Service and Support Plan Benefits					
Access to Self-help Portal	Dynamics Portals	Dynamics Portals	Dynamics Portals	Dynamics Portals	United Services Hub
New Version Rights, Service Packs, Hot Fixes and Tax and Regulatory Updates	✓	✓	✓	✓	
Transition Investment Credits	✓	✓	✓		
Protected List Price	✓	✓	✓		
Problem Support		Six annual electronic or telephone support incidents	Unlimited electronic or telephone support incidents	Unlimited Web incidents and One telephone incident per \$20K of SA spend	As needed break/fix incidents
Response Time		3 hours	Severity based	Severity based	<1 hour
24x7 Problem Resolution Support			Severity A cases	Severity A cases	Severity A cases
Managed Community Forums		✓	✓	✓	✓
Cold Backups for Disaster Recovery	✓	✓	✓	✓	
Extended Hotfix Support	✓	✓	✓	✓	
Step-up Licensing Availability				✓	
Lifecycle Services	✓		✓	✓	✓
License Mobility	✓	✓	✓	✓	
Planning Services				✓	

Microsoft provides this material solely for informational purposes and not as an offer. Customers should refer to their agreements and the Terms and Conditions of the Service Plans for a full understanding of their rights and obligations under Microsoft Dynamics Customer Service Plan programs. Customers with questions about this material or their agreements should contact their reseller or Microsoft account manager. Eligibility for Microsoft Dynamics Customer Service Plan benefits varies by offering and region and is subject to change. Final prices and payments terms are determined by agreement between the customer and its reseller. For additional eligibility and current program rules, see the [Microsoft Electronic Services Agreement and Customer Services Guide](#).

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Service and Support Plan Benefits

Dynamics Product Benefits	Benefit Description	Benefit Summary
CustomerSource Access	Your central source for quick resolutions, expert sights, proactive tools, and the service benefits available to you.	You will have unlimited access to e-learning, self-directed support, downloads, productivity tools, and a community of industry experts and peers.
New Version Rights, Service Packs, Hotfixes, and Tax and Regulatory Updates	During the term of your Plan you are entitled to new version rights, updates, service packs and hotfixes released for your Microsoft Dynamics product.	You will also have access to new government regulations, tax changes, and updates to help your organization stay legally compliant.
Transition Investment Credits	Allows you to apply your license investment toward the transition from one Microsoft Dynamics license model, product line, or edition to another.	Transitioning between these two license models may require payment of an additional transition fee.
Protected List Price	Protected List Price is the system list price at the time of your Microsoft Dynamics license purchase. This price is “protected” and the basis on which your plan renewals are calculated, if you are current on a plan.	Provides more accurate predictability for budgeting for your service and support plan by enabling you to protect your system list priced.
Problem Resolution Support	Microsoft technical support engineers are available to help you resolve issues with your Microsoft Dynamics solution should they arise. Support incidents purchased separately expire one year after the purchase date.	<ul style="list-style-type: none"> • Advantage Plan – 6 electronic or phone support incidents per year (8am-8pm CST Monday-Friday). • Advantage Plus Plan – unlimited electronic or phone support incidents (local business hours Monday-Friday). • Software Assurance – unlimited web incidents & 1 phone incident/\$20K SA spend on server & client access license, 1 phone incident/\$200K spend on system & application. You get 1 phone support incident for every server license covered with SA, plus unlimited web support for eligible server products. • Premier Support – Direct 1:1 relationship with Technical Account Manager
Response Time	Response time are defined by the support offering and issue severity.	<ul style="list-style-type: none"> • Advantage Plan – initial response time of 3 hours. • Advantage Plus Plan & Software Assurance – the severity-based response time allows the Microsoft engineer ample time to handle each case on the first response and deliver more value in the first interaction. • Premier Support <1-hour priority routing to tier 3 escalation engineers.
24x7 Problem Resolution Support	Provides around the clock phone and web incident support for Microsoft Dynamics products.	<ul style="list-style-type: none"> • Advantage Plus Plan, Software Assurance, & Premier Support – severity A cases have a critical business impact, a significant loss or degradation of services.
Managed Community Forums	Exchange ideas, ask questions, and discuss solutions with your peers.	Support engineers will respond to posts that are unanswered by the community after two business days.
Cold Backups for Disaster Recovery	Provides licensing for servers used as offline “cold” backups for disaster recovery purposes.	Customers on plan for qualifying Server products and related CALs are eligible for complimentary Server licenses for those products for disaster recovery purposes.
Extended Hotfix Support	Provides specific product fixes on a per customer incident basis, beyond the standard mainstream product support.	At least 120 days before the Extended Support date, Microsoft will make information available on pricing and other details for customers who are interested in enrolling in the Extended Hotfix Support program. In order to purchase Extended Hotfix Support, a Premier support agreement is required.
Step-up Licensing Availability	Enables you to migrate your software from a lower-level edition to a higher-level edition at a low cost.	To get a step-up license you need a license for the qualifying, lower-level product. For details refer to the Microsoft Product List at https://www.microsoft.com/licensing/terms/welcome/welcomepage .
Microsoft Dynamics Lifecycle Services	Online collaboration workspace that helps you model, manage, and maintain your implementations for Microsoft Dynamics AX (2012 or newer versions).	This environment monitoring provides a quick review or deep analysis of your overall application health.
License Mobility	Deploy certain server application licenses on-premises or in the cloud by assigning your existing licenses to an authorized service provider's server farm.	You may utilize license mobility when you carry eligible server application products.
Planning Services	Provides structured Planning Services from Microsoft partners to enable efficient deployments of Microsoft application, system, and server products, and cloud services.	You receive a number of Planning Services days based on the number of qualifying Office Application, CAL Suite and Server products with Software Assurance coverage.