Service and Support Plans for Microsoft Dynamics

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Service Plan for Microsoft Dynamics
Enhancement Plan (16%)  Advantage Plan (18%)  Advantage PLUS Plan (25%)  Microsoft Software Assurance (25%)

Support Plans for Microsoft Dynamics
Microsoft Services Premier Support  Microsoft Services Professional Support

Microsoft Dynamics AX  ✓  ✓  ✓  ✓  ✓  ✓
Microsoft Dynamics NAV  ✓  ✓  ✓  ✓  ✓  ✓
Microsoft Dynamics SL  ✓  ✓  ✓  ✓  ✓  ✓
Microsoft Dynamics GP  ✓  ✓  ✓  ✓  ✓  ✓
Microsoft Dynamics CRM  ✓  ✓  ✓  ✓  ✓  ✓
Microsoft Dynamics POS  ✓  ✓  ✓  ✓  ✓  ✓
Microsoft Dynamics RMS  ✓  ✓  ✓  ✓  ✓  ✓

Service and Support Plan Benefits
CustomerSource Access  ✓  ✓  ✓  ✓  ✓  ✓
Product Releases, Service Packs, Hot Fixes, and Tax and Regulatory Updates  ✓  ✓  ✓  ✓  ✓  ✓
Unlimited Online Training  ✓  ✓  ✓  ✓  ✓  ✓
Transition Investment Credits  ✓  ✓  ✓  ✓  ✓  ✓
Protected List Price  ✓  ✓  ✓  ✓  ✓  ✓
Problem Resolution Support  ✓  ✓  ✓  ✓  ✓  ✓
Response Time  3 Hours  Severity based  Severity based
24x7 Problem Resolution Support  ✓  ✓  ✓  ✓
Managed Community Forums  ✓  ✓  ✓  ✓
Cold Backups for Disaster Recovery  ✓  ✓  ✓  ✓
Extended Hotfix Support  ✓  ✓  ✓  ✓
Step-Up Licensing Availability  ✓  ✓  ✓  ✓
Microsoft Dynamics Lifecycle Services  ✓  ✓  ✓  ✓
License Mobility  ✓  ✓  ✓  ✓
Planning Services  ✓  ✓  ✓  ✓

For a tailored description of Dynamics Customer Support and Service Plan benefits:
Visit the Microsoft Dynamics Service Plan benefits home page for a brief description of benefits based on your purchase or renewal plans.

If you already have Software Assurance coverage, visit the Volume Licensing Service Center for the most accurate statement of your current benefits. You must be registered to use this tool. (www.microsoft.com/licensing/servicecenter/default.aspx) If you already have Microsoft Dynamics Customer Service Plan coverage, visit CustomerSource to access your benefits.

For more 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, visit the Volume Licensing Service Center for more details.

For specific terms on upgrades and other policy information:
Review the Customer Services and Support Policy Guide on CustomerSource or contact your partner or Microsoft account manager.

To use the interactive chart:
Use this chart to compare Microsoft Dynamics Customer Support and Service Plan benefits across Microsoft Dynamics and Software Assurance Programs.
Click on any benefit name or product for a brief description.
Roll over the ✓ to see entitlement descriptions for individual benefits.

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