

Microsoft Unified Enterprise Support Services Description (USSD)

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1 About this document

The Microsoft Unified Enterprise Support Services Description provides information on the support services available for purchase from Microsoft. It is important to familiarize yourself with the descriptions of the services you purchase, including any prerequisites, disclaimers, limitations, and your Responsibilities. The services you purchase will be listed in your Enterprise Services Work Order (Work Order) or another applicable Statement of Services that references and incorporates this document.

Please note that not all services listed in this document are available globally. To determine which services are available for purchase in your local area, please contact your Microsoft representative. Available services are subject to change.

Customer success and support services

Microsoft Unified Enterprise Support Services (support services) is a comprehensive set of support services that can help you accelerate your journey to the cloud, optimize your IT solutions, and leverage technology to realize new business opportunities at any stage of the IT lifecycle. Our support services are tailored to meet your specific needs and help you get the most out of your Microsoft investment. Our support services include:

- **Proactive Services:** These services are designed to improve the health of your IT infrastructure and operations.
- **Success Management Services:** This service is designed to facilitate planning and implementation.
- **Problem Resolution Services:** These services provide 24x7 problem resolutions to minimize downtime and ensure rapid response.

1.1 How to purchase

Support services are available as Foundational Services, formally referred to as Base Package, with Proactive Services, Mission Critical services and enhanced solutions available to purchase as add on services under an agreement listed in the Enterprise Services Work Order. The details of each package are described below:

- **Foundational Services:** This package includes our core support services.
- **Proactive Services:** These include additional support services that can be added to the Foundational Services as needed.
- **Mission Critical Services:** A combination of proactive and reactive services that cover a specific workload, event or Microsoft product that can be added to the Foundational Services as needed.
- **Enhanced Solutions:** These include in-depth support experiences and solutions that can be added to the Foundational Services as needed.

Please note that the services available for purchase under the existing Foundational Services agreement are listed in the Enterprise Services Work Order. If you have any questions about which services are available for purchase, please contact your Microsoft representative.

Table 1 – Support services definitions

Item	Definition
Foundational Services	Formerly known as Base Package, Foundational Services consists of a combination of proactive, reactive and success, and management services that support Microsoft products and/or Online Services in use within your organization. Foundational Services are required to acquire or continue additional services listed below unless explicitly stated otherwise.
Proactive Services	Additional support services, including Proactive services are available for purchase in addition to your Foundational Services package during the term of your Work Order and are represented with a "+" throughout this section.
Mission Critical Services	A combination of proactive and reactive services, which cover a specific workload, event or Microsoft product or Customer IT system, are available to add to your support Foundational Services during the term of your Work Order and are also represented with a "+" throughout this section.
Enhanced Solutions	Support services, which cover a specific Microsoft product or Customer IT system, are available to add to your support Foundational Services during the term of your Work Order and are also represented with a "+" throughout this section.
Unified Cloud Operations	Replaces Foundational Services with an engineering-integrated, Azure-first support model for certain designated software development customers.
Multi-Country Program	The multi-country program for Unified provides options to you in the distribution and contracting of services in desired locations, as described in your Work Order (or Work Orders). Please refer to section 2.6 for more information on the multi-country program.

1.2 Flex allowance

Flex allowance is a flexible portion of your Foundational Services list price that can be applied towards the purchase of Mission Critical Services, proactive services, enhanced solutions, proactive credits, or custom proactive services at the time of your services purchase. Your Microsoft representative will provide more details on how to apply Flex Allowance to your agreement.

The following conditions apply to the allocation of your Flex Allowance:

- **Custom Proactive Services:** Up to 20% or \$50,000, whichever is higher, of your allotted Flex Allowance may be applied to the purchase of Custom Proactive Services.
- **Annual Allocation:** Flex Allowance is allocated on an annual basis, and any services to which Flex Allowance has been applied must be utilized during the applicable annual term.

- **Success Management Services:** Flex Allowance may not be used for Service Delivery Management services, as defined herein.
- **Exchange of Services:** If you ordered one type of service with Flex Allowance and wish to exchange it for another type of service, you may apply equivalent value to an alternative service where available and agreed upon with your service delivery resource.
- **Allocation Deadline:** All available Flex Allowance must be allocated by the time of contract execution, or it will be forfeited.

1.3 Description of Microsoft Unified Enterprise Support Services

This section describes the items that are combined to form your support services package. Additionally, we have listed services that can be added to your Foundational Services or during the term of the agreement. Part of your Foundational Services includes a flex allowance to use to add proactive services (marked with "+"), Mission Critical Services, enhanced solutions services and/or Custom Proactive services to your Foundational Services. Foundational Services included services are represented with a "✓" throughout this section. An active Foundational Services (formally referred to as Base Package) agreement is required to receive additional services unless explicitly stated otherwise. If your Foundational Services agreement expires or is terminated, additional services will also be terminated on the same date. Our support services include:

- **Proactive Services:** These services help prevent issues in your Microsoft environment and are scheduled to ensure resource availability and delivery during the term of the applicable Work Order. The Proactive Services that follow are available as identified below or detailed in your Work Order. Onsite delivery may not be available for all services and in all geographies. Delivery will be remote unless otherwise agreed in writing and for an additional fee or unless expressly sold as an onsite service.
- **Planning Services:** These services provide assessments and reviews of your current infrastructure, data, application, and security environment to help plan your remediation, upgrade, migration, deployment, or solution implementation based on your desired outcomes.

Table 2 – Planning service types

Planning service types	Plan
• Proof of Concept: This engagement aims to provide evidence that enables the Customer to evaluate the feasibility of a proposed technical solution. The evidence can take the form of working prototypes, documents, and designs, but they are not usually production-ready deliverables.	+
• Architecture Services: An engagement, structured as a series of discussions led by a Microsoft expert. Our experts will work with Customers to translate business requirements into tailor-made solution architectures that will accelerate deployment success. These discussions may involve evaluating technical requirements, examining the existing architecture design, and providing experienced technical insights into solution architecture best practices. This process is intended to create a technical solution design that aligns with the given goals and objectives and serves as a crucial reference document for the production deployment phase.	+

+ - Additional service that may be purchased.

Implementation services

Implementation services provide short-term technical and project management expertise to accelerate the design, deployment, migration, upgrade, and implementation of Microsoft technology solutions.

Table 3 – Implementation service types

Implementation service types	Plan
Onboarding Services: Provide short-term assistance with deployment, migration, upgrade, or feature development. This can include planning and validation of a proof-of-concept or production workload using Microsoft products.	+

+ - Additional service that may be purchased.

Maintenance services

Maintenance services aim to prevent issues in your Microsoft environment and are typically scheduled in advance of service delivery to ensure resource availability.

Table 4 – Maintenance service types

Maintenance service types	Plan
On-demand Assessment: Access to an online automated assessment platform that uses log analyses to analyze and assess your Microsoft technology implementation. The On-demand Assessments cover limited technologies. To use this self-service assessment service, you need an active Azure service with adequate data limits to enable the use of the on-demand assessment service. Microsoft may provide assistance to enable the initial setup of the service (up to 2 hours). In conjunction with the On-demand Assessment, and for an additional fee, an onsite Microsoft resource (for up to two days) or remote Microsoft resource (for up to one day) is available to assist with analyzing the data and prioritizing remediation recommendations per your services agreement. Please note that onsite assessments may not be available in all geographies and Microsoft resources cannot be used to deliver onsite or remote assessment services using the initial 2-hour setup service.	✓
Assessment Program: This assessment evaluates the design, technical implementation, operations, or change management of your Microsoft technologies against Microsoft recommended practices. At the conclusion of the assessment, a Microsoft resource will work directly with you to remediate issues and provide a report containing the technical assessment of your environment, which may include a remediation plan.	+
Offline Assessment: This service provides an automated assessment of your Microsoft technology implementation with data collected remotely or by a Microsoft resource at your location. The data gathered is analyzed by Microsoft using on-premises tools, and we provide you with a report of our findings and remediation recommendations.	+

Maintenance service types	Plan
Proactive Monitoring: This service delivers technical operations monitoring tools and recommendations for tuning your server incident management processes. It helps you create incident matrices, conduct major incident reviews, and design a sustained engineering team.	+
Proactive Operations Programs (POP): This service provides a review with your staff of your planning, design, implementation, or operational processes against Microsoft recommended practices. The review is conducted either onsite or remotely by a Microsoft resource.	+
Risk and Health Assessment Program as a Service (RAP as a Service): This service provides an automated assessment of your Microsoft technology implementation, with data collected remotely. Microsoft analyzes the gathered data to create findings report containing remediation recommendations. This service is available for on-site or remote delivery. ✓ - Included as part of your Foundational Services. + - Additional service that may be purchased.	+

Optimization services

Optimization services aim to help Customers achieve optimal utilization of their technology investment. These services may include remote administration of cloud services, optimizing the adoption of Microsoft product capabilities by end users, and ensuring robust security and identity posture.

Table 5 – Optimization service types

Optimization service types	Plan
Adoption Services: Adoption support services provide a suite of services that help you assess your organization's ability to modify, monitor, and optimize changes linked to your Microsoft technology purchase. This includes support in the development and execution of your adoption strategy around the people side of change. Customers have access to resources with the expertise, knowledge, and associated Microsoft recommended practices to support their adoption program.	+
Development Focused Services: We offer services to assist your staff in building, deploying, and supporting applications built with Microsoft technologies. These services include: DevOps Capability Assessment: An assessment that helps Customers understand current capabilities across the entire software release lifecycle and quickly identify opportunities for improvement based on the Microsoft DevOps practices.	+

Optimization service types	Plan
○ Development Support Assistance: Provides help in creating and developing applications that integrate Microsoft technologies on the Microsoft platform, specializing in Microsoft development tools and technologies. It is sold as a quantity of hours listed on your Work Order. ○ Developer Platform Advisory: Provides guidance to help in leveraging the full potential of the Microsoft developer platform, accelerating developer velocity, cloud adoption and digital transformation. This is sold as a quantity of hours listed on your Work Order.	
• IT Services Management: Our Modern IT Service Management services are designed to help you evolve your legacy IT environment using modern service management approaches that enable innovation, flexibility, quality, and operational cost improvements. These services may be delivered through remote or onsite advisory sessions or workshops to help ensure your monitoring, incident management, or service desk processes are optimized to manage the dynamics of cloud-based services when moving an application or service to the cloud. IT Services Management services may be an element of a customized program of support services, available for an additional fee, and may be defined in an exhibit and referenced in your Work Order.	+
• Security Services: The Microsoft security solutions portfolio includes four focus areas: cloud security and identity, mobility, enhanced information protection, and secure infrastructure. Our security services help Customers understand how to protect and innovate their IT infrastructure, applications, and data against internal and external threats. These services may be an element of a customized program of support services, available for an additional fee, and may be defined in an exhibit and referenced in your Work Order.	+

+ - Additional service that may be purchased.

Education services

Education services provide training to enhance your support staff's technical and operational skills through onsite, online, or on-demand instruction.

Table 6 – Education service types

Education service types	Plan
• On-demand Education: Access to a collection of online training materials and online labs from a workshop library digital platform developed by Microsoft.	✓
• Webcasts: Access to live Microsoft-hosted educational sessions on a wide selection of support and Microsoft technology topics, delivered remotely online.	✓
• Hackathons:	+

Education service types	Plan
This service facilitates learning innovative ways Customers can utilize their Microsoft technology to effectively tackle their specific business challenges. This is achieved through interactive, activity-based services that employ real-world or Customer-specific scenarios. These services encourage Customers to engage in a fast and iterative collaboration with technology experts to find creative solutions to their needs.	
Technical Update Briefings Recurring briefings that, when consuming every release, keep Customers informed about the latest additions and upcoming changes to their cloud implementations, enabling them to use new capabilities to be more productive or remove blockers for expanding current usage to all users. Delivered remotely by a Microsoft engineer.	+
Chalk Talks: These are typically one-day interactive sessions that cover product and support topics provided in a lecture and demonstration format. They are delivered Live by a Microsoft resource either in person or online.	+
Workshops: Our advanced level technical training workshop sessions are available on a wide selection of support and Microsoft technology topics, delivered by a Microsoft resource in person or online. Workshops are purchased on a per-attendee basis or as a dedicated delivery to your organization, as specified in your Work Order. Please note that workshops may be recorded after proper notice and consent is provided (and for certain regions, with additional express written permission). See Additional terms and conditions	+

✓ - Included as part of your Foundational Services.

+ - Additional service that may be purchased.

Additional Proactive services

Table 7 – Additional proactive service types

Additional Proactive service types	Plan
Custom Proactive Services (Maintenance, Optimization and Education services): This service provides a scoped engagement with Microsoft resources to deliver services at the Customer's direction, in person or online, which are not otherwise described in this document. These engagements include Maintenance, Optimization, and Education service types.	+
Support Technology Advisor: Our customized technology assessment service supports Customer business goals, including but not limited to workload optimization, adoption, or	+

Additional Proactive service types	Plan
supportability. It is delivered by a Microsoft resource and may include a plan and technical guidance tailored to the Customer's environment and business goals.	
+ - <i>Additional service that may be purchased.</i>	

Table 8 – Other proactive service types

Other Proactive	Plan
Proactive Credits: Proactive Credits are exchangeable services represented in credits on your Work Order. You can exchange these credits for one or more defined additional services, as described within this document, and at current rates provided by your Microsoft representative. After selecting the additional service, we will deduct the value of that service from your credit balance, rounded up to the nearest unit. Where proactive credits are fully consumed and additional or a continuation of service is required, then additional credits will need to be purchased in advance of the scheduling of the desired service. In exceptional circumstances and provided an active agreement is in place with more than 90 days remaining of the active contract, approval must be obtained from Microsoft in advance of the delivery and in writing where we may agree different payment terms with you.	+

Reactive services

Reactive services help resolve issues in your Microsoft environment and are typically consumed on demand. The following reactive services are included as needed for currently supported Microsoft products and online services, unless otherwise noted in your Work Order. Please note that all reactive support is delivered remotely.

Table 9 – Reactive service types

Reactive service types	Plan
Advisory Support: Access assistance or guidance on the optimal setup or application of specific Microsoft technology elements. Advisory Support is an included benefit in the Unified Enterprise Foundational Services, designed to help Customers resolve specific technical questions efficiently in simple scenarios. Advisory Support focuses on providing short-answer guidance, access to documented best practices, and general product documentation related to implementation or configuration. Advisory Support excludes error resolution, troubleshooting, or other Break-Fix scenarios.	✓

Reactive service types	Plan
It's also important to note that Advisory Support does not encompass architectural design, the development of solutions, or tailor-made customizations. This service is provided through email, chat or phone with prescriptive knowledge-based articles and delivered on reasonable best effort. Advisory Support is limited to a maximum of 6 hours per incident.	
• Problem Resolution Support: Problem resolution support services are designed to help you troubleshoot specific problems, error messages, or functionality that is not working as intended for Microsoft products. To access these services, you need to create an incident request. You can initiate an incident either by phone or by submitting a request via the web. Please note that support requests for services and products not covered by the applicable online service support portal are managed within the Microsoft Services online portal and they are subject to the severity levels specified in Appendix A. The incident severity determines the response levels within Microsoft, initial estimated response times, and your responsibilities. You are responsible for outlining the business impact to your organization, in consultation with us, and Microsoft will assign the appropriate severity level. You can request a change in the severity level during the term of an incident should the business impact require it. Upon your request, we may collaborate with third-party technology suppliers to help resolve multi-vendor product interoperability issues. However, it is the responsibility of the third-party to support its product. The term 'First Call Response' is defined as the initial non-automated contact via phone or email. Severity definitions and the Microsoft estimated initial response times are detailed in the incident response tables below. *Please refer to the Reactive Support incident severity types chart in Appendix A for more information	✓
• Reactive Support Management: Our Reactive Support Management provides oversight of support incidents to drive timely resolution and high-quality support delivery. Success Management Services will be utilized for the Reactive Support Management of all support requests. Please refer to the Incident Response tables in Appendix A for more information on incident severity levels. For Severity C incidents, the service is available by Customer request during business hours. For Severity 1 and Severity A incidents, an enhanced escalation process is initiated and automatically executed. For non-business hours extended coverage, you may purchase Additional Reactive Support Management Hours.	✓

Reactive service types	Plan
Root Cause Analysis: If you explicitly request it prior to the incident closing, we will perform a structured analysis of potential causes of a single incident or a series of related problems. You will be responsible for working with the Microsoft team to provide materials such as log files, network traces, or other diagnostic output. Please note that Root Cause Analysis is only available for certain Microsoft technologies and may incur an additional charge.	+
Reactive Support Management Add-on: You can purchase additional hours to receive Reactive Support Management. Our resources will operate remotely and deliver the service during business hours in the time zone that is agreed upon in writing. This service is delivered in English and, where available, may be provided in your spoken language. Please note that this service is subject to Microsoft resource availability.	+

✓ - Included as part of Foundational Services.

+ - Additional service that may be purchased.

Success Management Services

Table 10 – Success Management Services

Success Management Services	Plan
Success Management Services: These services are included with your agreement, unless otherwise noted herein or in your Work Order. Success Management Services are provided digitally and/or by Customer Success Account Managers. These resources may operate either remotely or on-site at your location.	✓
* Please refer to Appendix B to find more information on Success Management Services and the outcomes.	

✓ - Included as part of Foundational Services.

+ - Additional service that may be purchased.

2.4 Mission Critical Services

In addition to the services provided as part of Foundational Services or as additional services, the following optional Mission Critical Services may be purchased. Mission Critical Services are available for an additional fee and will be defined in an Exhibit referenced in your Work Order if so indicated below.

Table 11 – Mission Critical Services

Service	Plan
Mission Critical Services for Azure Platform (“MCS for Azure Platform”) and Mission Critical Services for Azure Platform Plus (“MCS for Azure Platform Plus”); formerly known as “Azure Engineering Direct (AED)”:	+

Service	Plan
Overview and scope of coverage Mission Critical Services for Azure Platform, (hereafter “MCS for Azure Platform”), and Mission Critical Services for Azure Platform Plus, (hereafter “MCS for Azure Platform Plus”), provides enhanced support for the Customer’s Microsoft Azure production environment that includes prioritized access directly to the Azure Services engineering team. The goal of MCS for Azure Platform and MCS for Azure Platform Plus is to accelerate Customer’s time-to-value for enrolled Azure services through the MCS for Azure Platform team’s strong technical skillset, deep knowledge of the Customer, and ability to engage the core Azure engineering organization. This enables MCS for Azure Platform and MCS for Azure Platform Plus to advocate for the Customer within engineering and deliver a tailored experience to better meet their technical business needs. This enhanced service will be available only for all the Customer’s validly licensed, commercially released and generally available Microsoft Azure products, and cloud services subscriptions as identified in Appendix A of the Work Order and purchased by the Customer or Customer’s affiliate: i) under the licensing enrollments and agreements, as indicated in Appendix A; and ii) during the Term of this Work Order. Such products and subscriptions exclude those purchased by any party that is not Customer’s affiliate as of the Support Commencement Date, known hereafter as ‘Enrolled Subscriptions.’ The Microsoft Unified fees for this enhanced support service are based on a tiered rate structure along with the total value each year for the Customer’s validly licensed, commercially released and generally available Microsoft Azure products, and Azure cloud services subscriptions as identified in Appendix A of the Work Order (collectively, the “Appraised Product Spend”) to calculate the Customer’s Microsoft Unified Mission Critical Services for Azure Platform fees for the Support Term as described in the Customer’s Work Order. If a Customer’s Appraised Product Spend at time of contract execution is equal to or exceeds \$60,000,000 (sixty million dollars) or if the Customer chooses to pay the extended feature floor price as detailed in the Work Order, Customer is entitled during the full contract period to all features listed in Sections “Features Provided for All MCS for Azure Platform and MCS for Azure Platform Plus Customers” and “MCS for Azure Platform Plus Features,” defined hereafter as “MCS for Azure Platform Plus Customers”. All other Customers are only entitled to the features listed in Section “Features Provided for All MCS for Azure Platform and MCS for Azure Platform Plus Customers.” Onboarding and Products in Scope MCS for Azure Platform will work with the Customer and the Customer’s Customer Success Account Manager (CSAM) during the first sixty (60) days of the Work Order to onboard the Customer’s Enrolled Subscriptions. Initial Customer intake documentation must be completed fully by the Customer in partnership with the	

Service	Plan
CSAM assigned to the Customer within fourteen days of contract execution for onboarding and discovery to begin on time and for Customer to receive the reactive MCS for Azure Platform capabilities "Fast Expert Response" and "Enhanced Incident Management" as described below. Activities during the first sixty days are otherwise limited to onboarding and discovery to build knowledge of the Customer's business and technical needs. For the MCS for Azure Platform team to build that knowledge of the Customer's goals, business, projects and environment, the Customer must provide documentation if requested and participate in onboarding activities during the first sixty (60) days of the contract term. Out of scope technologies for this enhanced support service include, but are not limited to US Gov Clouds, Azure China Cloud, Azure Media Services, Azure Stack, Azure Billing, Azure Maps, Azure StorSimple, GitHub AE, Universal Print, Test base for M365, or Microsoft Mesh. Features Provided for All MCS for Azure Platform and MCS for Azure Platform Plus Customers: Accelerated Incident Resolution: The goal of these capabilities is to speed time to resolution and improve Customer experience for Customer Azure incidents. MCS for Azure Platform will champion and facilitate pressing Customer needs with product engineering to prioritize repairs and accelerate adoption. <u>Fast Expert Response.</u> This capability provides accelerated enhanced reactive support for the Customer's Microsoft Azure components by quickly routing critical situation incidents for fast response and prioritization by MCS for Azure Platform support engineers with cloud service expertise and handling focused on reducing time to mitigation. These engineers will assess and determine if additional technical resources are needed to resolve an incident that affects the Customer's Enrolled Subscriptions, and if needed, escalate quickly to MCS for Azure Platform engineering resources to engage additional appropriate service engineering teams within the product group, as needed, for immediate assistance with the incident. Customer Severity B and C Azure incidents are also routed directly to MCS for Azure Platform support engineers for faster resolution by Azure experts. To receive these services, the Customer must submit a Problem Resolution Support (PRS) incident through the applicable cloud service portal or by phone or chat. Please refer to the table in Appendix A for the severity definitions and response times for problem resolution support for the Customer's Azure components. These times supersede any expected Foundational Services support response times. <u>Enhanced Crisis Management.</u> The Enhanced Incident Management service is available 24x7x365 for all Severity 1 or Severity A MCS for Azure Platform Problem Resolution Support requests. These resources are assigned in addition to the technical resolution resources and are responsible for oversight of all MCS for Azure Platform Customer critical situation support incidents to drive timely resolution and a high quality of support delivery. The Enhanced Incident Management team	

Service	Plan
resources will ensure continued progress by providing the Customer with frequent status and escalation updates and an action plan. <u>Engineering-led Crisis Management.</u> When MCS for Azure Platform support engineers directly escalate an incident to MCS for Azure Platform engineering teams, these resources will be available 24x7 to drive faster time to mitigation. MCS for Azure Platform partners with Azure service teams to enable quicker subject matter expert engagement and coordinates with the Enhanced Incident Management resources to provide the Customer with up-to-date crisis communication and management. MCS for Azure Platform support engineers may escalate incidents to MCS for Azure Platform that are within the scope of the MCS for Azure Platform agreement. <u>Advocate in Azure Engineering.</u> MCS for Azure Platform will engage with the Customer's cloud operations team to drive positive outcomes on projects within the Enrolled Subscriptions, grounded with an understanding of their footprint on Azure to unblock Customers and drive faster time to mitigation. <u>Orchestrate Problem Management.</u> MCS for Azure Platform will work with the Customer and Azure service teams to prevent a repeat of critical Customer incidents through targeted repair items that improve a Customer's infrastructure resiliency and Azure platform stability with the goal of a closed loop experience. MCS for Azure Platform extends the Root Cause Analysis (RCA) service described above. When explicitly requested prior to seven (7) calendar days of the incident-close, MCS for Azure Platform will perform a structured analysis of potential causes of a single incident, or a series of related problems limited to the Customer's products and cloud subscriptions that don't impact other customers. The Customer will be responsible for working with the Microsoft team to provide materials such as log files, network traces, or other diagnostic outputs. RCAs are available only upon request through the Customer's aligned MCS for Azure Platform engineer for Sev 1 and Sev A production-impacting incidents. RCAs will be provided within ten (10) business days of the request or incident mitigation, whichever comes later. Business Outcome Acceleration: These activities drive Customer business objectives across the Azure ecosystem to assist in speeding up the Customer's value realization with the goal of improving return on investment (ROI). <u>Proactive Service Improvement Plans Delivery.</u> MCS for Azure Platform will work with the Customer to address current Customer challenges through analysis of emerging trends in partnership with Azure service teams. This analysis can focus on a variety of areas including Customer's solution resiliency, security, performance, or cost optimization and may lead to recommendations for the Customer to implement. It may also include activities such as incident drills, risky infrastructure mitigation, and pre-production testing support as appropriate to the focus of analysis. Two (2) Service Improvement Plans (SIP) may be requested in a twelve-month period.	

Service	Plan
<u>Support for Customer's Critical Azure Adoption Projects.</u> MCS for Azure Platform will partner with other Microsoft Customer-aligned roles and Azure engineering teams to accelerate value realization on all Enrolled Subscriptions and ensure the Customer's critical Azure adoption projects are launched as planned by working to minimize time to engage appropriate Azure subject matter experts, remove engineering blockers where possible, and reduce time to mitigation on escalated incidents. <u>Drive Actionable Insights and Deepen Customer Knowledge and Expertise across Azure Delivery Teams.</u> Across all Enrolled Subscriptions, MCS for Azure Platform will educate Azure support delivery and product teams on the Customer's business and technical needs to enable a tailored experience with the goal of meeting their business requirements, driving faster incident mitigation, and improving Customer's overall Azure support experience. <u>Customer Advisory Input.</u> Microsoft provides opportunities through several communication channels that the Customer's organization can use to submit input regarding the evolution of Azure features and Services. The input received is presented directly to service engineering leadership within Microsoft. The Azure Customer Experience (CXP) team coordinates the opportunities to provide input. Following the activation of the MCS for Azure Platform service, the CXP team will establish dialog with the Customer's organization through the assigned Customer Success Account Manager to establish communication channels. MCS for Azure Platform Plus Features: These features are limited to MCS for Azure Platform Plus Customers as defined above. Only Customers who meet this definition and are indicated as such in the Customer's Work Order are entitled to receive these features. <u>Platform Monitoring:</u> MCS for Azure Platform Plus leverages knowledge of the Customer's Azure footprint and internal telemetry from 30 Azure services to configure monitors with specific thresholds related to capacity, performance (such as latency), connectivity (such as authorization errors), or availability. Some Azure services may be excluded; the Customer may request a list of covered services from their Customer Success Account Manager (CSAM) or the MCS for Azure Platform Plus team during onboarding. MCS for Azure Platform Plus will cover up to seven (7) mutually agreed upon 'Monitoring Scenarios', which are defined as a set of Azure resources driving a specific action. Monitors and set thresholds leverage Microsoft Azure confidential telemetry and will not be shared or exposed to the Customer. These scenarios will be defined during the MCS for Azure Platform sixty-day onboarding period. Customer must participate fully in the definition process and provide all requested materials within the first 30 days after agreement execution. Monitors will be ready for testing within 30 days of the onboarding period's end. Once monitors' testing is complete and Microsoft indicates to Customer that monitors are live, MCS for Azure Platform Plus provides 24x7 coverage to respond and triage any monitors triggered based on the Microsoft-set threshold through the included "Engineering-led Crisis Management" feature, defined above. If the Customer hasn't created a support case for the identified issue, then the MCS	

Service	Plan
for Azure Platform Plus team will request that the Customer create a support case to facilitate mitigation efforts. Platform outage handling: During an Azure-declared outage, defined as an outage that impacts multiple Customers and is declared an outage on the Azure portal, MCS for Azure Platform Plus will provide tailored communications to pre-identified Customer contacts to keep them apprised of the situation and provide details on how the outage may impact them as they become available. At the request of the Customer, MCS for Azure Platform Plus will work with the Customer on self-mitigation efforts such as failing over to a different availability zone if appropriate. Global Know-Me Support for Engineering Crisis Management: Expanded global, Customer-aligned coverage for the "Engineering Crisis Management" feature defined in section above is provided to enable a more tailored and consistent experience beyond primary business hours. This enhanced experience may be extended to other features as appropriate. 'Know-me' is defined as knowledge of the Customer's business context and environment with the goal of driving faster incident mitigation and improving Customer's overall Azure support experience. Prerequisites and assumptions In addition to those prerequisites and assumptions outlined in the Customer's Work Order, Microsoft's delivery of Services is based upon the following prerequisites and assumptions: - Microsoft's performance of the MCS for Azure Platform and MCS for Azure Platform Plus services is dependent on Customer's cooperation, active participation and timely completion of assigned responsibilities. Service Features and Delivery - All features are available in the English language only. No delivery by cleared region-restricted, citizenship-required, or cleared delivery resources is available - Delivery will be remote unless otherwise agreed in writing. Where onsite visits are mutually agreed upon and not pre-paid, Microsoft will bill the Customer for reasonable travel and living expenses. Service Limitations and Exclusions - If an incident is not isolated to the Customer's organization and is affecting a larger portion of the Azure environment, service engineering resources will not be able to prioritize the restoration of service. - MCS for Azure Platform and MCS for Azure Platform Plus coverage does not extend to any on-premises technologies, user devices, Microsoft client software, or identity and authentication technologies. Service Compliance and Scope	

Service	Plan
○ The Customer's right to receive MCS for Azure Platform or MCS for Azure Platform Plus service, as described, is subject to compliance with the terms and conditions in the Work Order and this description of services. ○ MCS for Azure Platform and MCS for Azure Platform Plus Services are intended to support the Customer's use of the Enrolled Subscriptions. Microsoft will only provide these Services for the Customer's internal business purposes. Microsoft will not provide these Services to the Customer's customers. We will not provide support for any non-Microsoft code, or any code that has been customized by Microsoft, the Customer, or a third-party vendor.	
• Mission Critical Services for Azure Workload, Mission Critical Services Azure Workload Plus, and Mission Critical Services for Azure Workload Companion: Provide enhanced support services for Microsoft Azure Services comprising Customer's mission critical application or set of applications in production, as specified in your Work Order. These services are available for an additional fee and defined in a corresponding Exhibit referenced in your Work Order. Mission Critical Services for Azure Workload Companion can only be purchased in addition to MCS for Azure Platform or MCS for Azure Platform Plus service.	+
• Mission Critical Services for Azure Events ("MCS for Azure Events") and Mission Critical Services for Azure Events Plus ("MCS for Azure Events Plus"); formerly known as "Microsoft Azure Event Management (AEM)": Overview Mission Critical Services for Azure Events (hereafter, "MCS for Azure Events") provides enhanced support to customers during their most critical, planned business events. The MCS for Azure Events team follows a proven process designed to help ensure the success of these events. By combining comprehensive resiliency guidance tailored to event scenarios with dedicated enhanced support from planning through execution, customers can confidently deliver their business-critical activities. The MCS for Azure Events team partners with you before, during, and after your critical event—helping identify potential risks in advance, providing 24x7 support throughout the event, and ensuring any issues are fully resolved afterward. Critical business events may receive between three (3) and twenty (20) consecutive calendar days of event coverage under the MCS for Azure Events offer, inclusive of weekends and holidays. For events requiring flexible scheduling, the MCS for Azure Events Plus offer provides coverage for between three (3) and sixty (60) calendar days, which may be delivered as consecutive or non-consecutive days according to the customer's event schedule. Scope of coverage All Event services are limited to supporting a single "Event Scenario" as defined during onboarding. Any change to the Event Scenario requires Microsoft review and	+

Service	Plan
prior approval and may result in additional fees, including reperformance assessment conducted during Onboarding if significant changes are identified. “Event Scenario” means a self-contained set of Azure services within specified Azure subscriptions and resource groups that supports a defined process or business outcome (for example, a migration, product launch, go live, predictable high load, or other critical business activity). The Event scope is established during the onboarding phase. Event Services are delivered within defined scope thresholds (including subscriptions and resources) to help ensure resiliency, performance, and reliability. If Customer requirements extend beyond these thresholds, Customer may be required to purchase additional MCS for Azure Events resiliency services. For Azure Events Plus, coverage days may be scheduled nonconsecutively provided they remain within the same Event Scenario. Features Provided for All MCS for Azure Events and MCS for Azure Events Plus Customers: Resiliency Services: As part of the onboarding phase, the MCS for Azure Events team will review your event scenario identify potential issues and risks that could affect uptime and stability, and conduct capacity and resiliency risk analysis of your Azure environment. During this review period, the team will share any identified risks with you in writing. After the event, the team will deliver a post-event summary for any cases opened during coverage and confirm that all impacted cases have been fully mitigated. Accelerated Resolution Services: During the event coverage period, the MCS for Azure Events team will be available 24x7 to provide dedicated support. Mission Critical Services for Azure Events will provide a 24/7 Teams Chat bridge for the duration of the Event support window ensuring direct and constant communication throughout the defined event coverage window. Accelerated Resolution Services are provided per day (ea) with a minimum duration of three days for MCS for Azure Events or MCS for Azure Events Plus. For reactive scenarios, requests should be initiated by raising a support case for scoped subscriptions through the Azure Portal. *Please refer to the Mission Critical Services for Azure Events incident severity types chart in Appendix A for more information. MCS for Azure Events Plus Features:	

Service	Plan
<u>Designated Events Technical Customer Lead</u>: Owns the end-to-end technical coordination for all Events delivered through the Plus offer, ensuring seamless delivery of resiliency services from onboarding through execution. <u>Events Specific Service Improvement Plan</u>: Provides a comprehensive overview of the analysis, recommendations, actions, and outcomes throughout the defined scope and duration of the Mission Critical Services (MCS) for Azure Events Plus engagements. <u>Flexible Duration Options</u>: Provides flexible event support for up to 60 days, consecutive or non-consecutive, ensuring scheduling aligns seamlessly with customer needs to deliver tailored, high-impact experiences. Onboarding MCS for Azure Events will collaborate with the Customer and the assigned Customer Success Account Manager (CSAM) to review the defined Event Scenario, schedule the initial resiliency risk analysis, and confirm next steps for Event delivery. To ensure a successful onboarding experience, the Customer must complete the initial intake documentation in full, in partnership with the assigned CSAM. Service Limitations and Exclusions MCS for Azure Events is subject to resource availability. MCS for Azure Events support will only be provided for critical business events that are scheduled in advance and confirmed in writing at least six (6) calendar weeks prior to the event start date, unless otherwise agreed upon by Microsoft. If Microsoft agrees to accept an event with less than the required notice, it may, at its discretion, adjust the extent of the resiliency services provided. MCS for Azure Events is subject to cancellation if the Customer cannot provide adequate resources or responses throughout the MCS for Azure Events service delivery. MCS for Azure Events is only available for Customers who have solutions in Azure Public Cloud. MCS for Azure Events is not available for Customers who have Azure government or sovereign cloud environments. MCS for Azure Events support cannot meet any specialized restricted access requirements to only provide citizens of or based in a Citizen Alliance Support country. MCS for Azure Events delivery is only available in English and offers no local language support services. Out of scope technologies for this enhanced support service include, but are not limited to, M365, D365, Microsoft Fabric, Azure Stack, Azure Billing, Azure Maps, Azure StorSimple, GitHub AE, Universal Print, Test base for M365, or Microsoft Mesh.	
• Mission Critical Services for Microsoft Security Cloud (“MCS for Security Cloud”): MCS for Security Cloud is a service offering that provides enhanced support for the Customer’s Microsoft security portfolio, including prioritized access directly to the security engineering teams. The goal of MCS for Security Cloud is to accelerate	+

Service	Plan
Customer's time-to-value for enrolled security products including Microsoft Entra, Microsoft Intune, Microsoft Purview, Microsoft Defender, Microsoft Sentinel and Security Copilot, with plans to incorporate more security products in the future. Through the MCS for Security Cloud team's strong technical skillset, deep knowledge of the Customer, and ability to engage the core security engineering organization, the Customer has an ongoing relationship with a security engineer contact to provide their expertise as a Customer deploys their Microsoft security products or prepare for business impacting events. The service is available for the listed security workloads on a given tenant(s) defined in an Exhibit referenced in the Customer's Work Order. *Please refer to the Mission Critical Services for Microsoft Security Cloud incident severity types chart in Appendix A for more information.	
• Mission Critical Services for Microsoft 365 ("MCS for M365"): Provides enhanced support services for a defined set of Microsoft 365 Products and Services associated with Customer's tenant or set of tenants in production, as specified in the Work Order. These services are available for an additional fee and are defined in a corresponding Exhibit referenced in the Work Order.	+
• Microsoft Cybersecurity Incident Response (MSCIR): Provides global investigation and guidance to help evaluate cyberattack scope, build resiliency, and protect against potential cyberattacks. These services help to reduce the risk of targeted cyberattacks and better mitigate the damage caused by a security crisis. MSCIR must be purchased as a separate add-on to an existing Unified Support Agreement as it is not included as part of Foundational Services. At the time of incident, Microsoft will engage with Customer to define the specific scope to address and manage the cyberattack. Under certain urgent circumstances, Customer may request and authorize Microsoft to commence delivery of the MSCIR services prior to purchasing or defining the scope of the MSCIR service ("MSCIR Contract"). Notwithstanding anything to the contrary, if Customer authorizes Microsoft to begin work prior to the MCSIR Contract, Customer agrees that (a) it will take all such actions that are reasonably necessary to execute the MCSIR Contract as quickly as practicably possible, (b) it remains fully liable and agrees to pay for the services rendered prior to the execution of the MCSIR Contract as invoiced by Microsoft, and (c) Microsoft will not be liable for any acts or omissions related to the authorized work that occurs prior to signing and Customer assumes all related risks. Additional information related to MSCIR engagements (e.g., pricing and scope of work) or information regarding proactive offerings, is available through your Customer Success Account Manager (CSAM). MSCIR is available for an additional fee and will be defined in an Exhibit referenced in your Work Order.	+

Service	Plan
Mission Critical Services for GitHub (“MCS for GitHub”); formerly known as “GitHub Engineering Direct (GHED)”: Provides Customers with prioritized access to GitHub support, faster response times and a designated GitHub Customer Reliability Engineer (CRE). The CRE owns and elevates the Customer’s GitHub experience, oversees GitHub technical issues and builds a deep understanding of the Customer’s GitHub product usage, positioning them to provide tailored recommendations. MCS for GitHub also includes enhanced health checks providing proactive insights, performance optimization, best practices, and risk mitigation. MCS for GitHub is available for an additional fee and services provided are defined in a corresponding Exhibit referenced in the Work Order.	+
Support for Mission Critical: Provides an elevated level of support services for a defined set of Microsoft products and Online Services that make up a part of Customer’s mission-critical solution, as specified in your Work Order. A mission-critical solution is an application, process, or component that is essential to the operation of your business. The service offers a comprehensive program of support services available for an additional fee and is defined in an Exhibit referenced in your Work Order.	+

2.5 Enhanced solutions

In addition to the services provided as part of the Foundational Services or as additional services, the following optional enhanced solutions may be purchased. Enhanced solutions are available for an additional fee and may be defined in an Exhibit referenced in your Work Order.

Table 12 – Enhanced solution types

Service	Plan
Designated Engineering (DE): These curated and outcome-driven solutions are based on Microsoft recommended practices and principles that help accelerate your time to value. A lead expert will work closely with your team to provide deep technical guidance and leverage other Microsoft experts where required to help with deployment and/or optimization of your Microsoft solutions. These services span from assessment and planning to upskilling and design, to configuration and implementation. Service-specific prerequisites and limitations - DE services are accessible during standard business hours (09:00 to 17:30 Local Standard Time), excluding holidays and weekends. - The DE services cater to the specific Microsoft products and technologies that you have chosen and are listed in your Work Order.	+

Service	Plan
○ DE services are provided for a single support location, as specified in your Work Order. ○ DE services are primarily delivered remotely unless a written agreement for onsite visits has been made in advance. In cases where onsite visits are mutually agreed upon and not pre-paid, you will be billed for reasonable travel and related expenses. • Enhanced Designated Engineering (EDE): Our custom service provides deep and ongoing technical engagement for Customers with complex scenarios. This offering is scoped to match your needs and outcomes by providing a designated engineer who will build a deep knowledge of your environment or solution and support your business goals, including but not limited to workload optimization, adoption, or supportability. You can purchase EDE services as pre-defined offerings or as a block of custom hours that can be used to deliver scoped proactive services. When purchased as hours, EDE service hours are then deducted from your total purchased hours as they are utilized and delivered. Pre-defined EDE offerings are tailored to your environment and help you achieve the desired outcome. These offerings include required pre-defined proactive services built in. EDE services focus on the following areas: ○ Help maintain a deep knowledge of your current and future business requirements and configuration of your information technology environment to optimize performance. ○ Document and share with you recommendations of the use of support services-related deliverables (e.g., supportability reviews, health checks, workshops, and risk-assessment programs). ○ Help make your deployment and operation activities consistent with your planned and current implementations of Microsoft technologies. ○ Enhance your IT staff's technical and operational skills. ○ Develop and implement strategies to help prevent future incidents and increase system availability of your covered Microsoft technologies. ○ Help determine the root cause of recurring incidents and provide recommendations to prevent further disruptions in the designated Microsoft technologies." Resources are allocated, prioritized, and assigned based on the agreement of the parties during the initiation meeting and documented as part of your service delivery planning, regardless of how EDE is purchased. Multi-country Customers must assign the EDE to a location at contracting prior to service delivery planning. Please note the following service-specific prerequisites and limitations:	

Service	Plan
○ EDE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends). ○ EDE services support the specific Microsoft products and technologies selected by you and listed in your Work Order. ○ EDE services are delivered to a single support location in the designated support location identified in your Work Order. ○ EDE services are delivered remotely unless agreed otherwise in advance in writing. Where on-site visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and expenses. • Reactive Enhanced Designated Engineering (REDE): Reactive Enhanced Designated Engineering (REDE) is a deep and ongoing technical engagement focused on accelerated resolution of reactive support incidents aligned with the specific Microsoft products and online services selected by you and named in your Work Order. REDE services will be provided by a designated engineer who will build a deep knowledge of your use of Microsoft products and online services within your environment. REDE service hours are deducted from your total purchased hours as they are utilized and delivered. The focus areas for REDE services include: ○ Conducting an initial meeting to discuss priorities and recommendations. The results of this meeting will be documented in your service delivery plan. ○ Participating in the resolution of Severity 1 and Severity A support incidents. ○ Participating in the resolution of other severity support incidents at your request. ○ Working in collaboration with your Success and Service Delivery Management and Reactive Support Management resources, as well as any other Microsoft resources involved in your support incident activities, to facilitate efficient and effective reactive support incident resolution and planning for future incident prevention. Reactive services Our engineers develop and maintain a deep knowledge of your use of our products and online services in your environment. They incorporate that knowledge into their activities related to support incident resolution. Our engineers provide Microsoft technical support engineers with information about the usage of our products and online services within your environment. They also provide advanced troubleshooting and debugging expertise to facilitate rapid support incident resolution. When available for the Microsoft products and online services involved, our engineers perform root cause analysis on critical business impact incidents and provide recommendations on how similar issues may be	

Service	Plan
mitigated in the future. In addition, the REDE engineer may bring in additional technical resources as needed. Proactive services Our engineers document and share with you recommendations for the use of proactive support services (e.g., supportability reviews, health checks, workshops, and risk-assessment programs) to identify opportunities to improve uptime and mitigate disruptions to critical business functions. At your request, the REDE engineer may perform agreed-upon proactive services. Service-specific prerequisites and limitations To receive REDE services, you must execute and maintain an agreement for Unified Support. If your Unified Support services agreement expires or is terminated, your REDE service will be terminated on the same date. The REDE engineer is assigned in addition to the Microsoft technical resolution resource responsible for support incident resolution. REDE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends). They are delivered to the designated support location(s) where such services are purchased as identified in your Work Order. REDE services are delivered remotely unless agreed otherwise in advance in writing. Where on-site visits are mutually agreed upon and not prepaid, we will bill you for reasonable travel and expenses. Please note that the REDE services do not modify the reactive support incident response times that are applicable through other Microsoft support offers to which you are entitled. Your responsibilities To optimize the benefits of your REDE services, you must fulfill the following responsibilities. Failure to comply with these responsibilities may result in delays of service or may hinder our ability to perform services. ○ Provide the REDE engineer with orientation, training, documentation, and other communications as needed to facilitate a deep knowledge of your usage of our products and online services within your environment. ○ Initiate support incident requests and actively participate with us in the diagnosis and resolution of support incidents. ○ Act as the administrator of your environment. ○ Provide troubleshooting information upon request (for example, debug and trace log files).	
• Unified Enhanced Response:	+

Service	Plan
Unified Enhanced Response (UER) provides accelerated reactive support and enhanced incident management for the Customer's Microsoft products and cloud services for all critical situation incidents (Severity 1 or Severity A). Accelerated Reactive Support: Please refer to the table in Appendix A for Unified Enhanced Response incident severity definitions, response times, and product exclusions. To receive UER support for the Customer's Microsoft products and cloud services, the Customer must submit an incident by phone or via web. Enhanced Incident Management: The Enhanced Incident Management service is available 24x7x365 for all Severity 1 or Severity A incidents. Customers are assigned a designated Senior Incident Manager with knowledge of the Customer's business and environment. These resources are assigned in addition to the Problem Resolution Services and are responsible for oversight of all critical situation support incidents to drive timely resolution and a high quality of support delivery. The Enhanced Incident Management team resources designated for the Customer can be reached directly via phone or email 24x7 and will ensure continued technical progress by providing the Customer with frequent status and escalation updates and an action plan. For any Severity 1 incident, a member of the Enhanced Incident Management team will, upon request, conduct a post-incident handling review. This review will include the Customer, their Customer Success Account Manager (CSAM), and other members of the Customer's account team. The goal is to strengthen the Customer's business and help prevent future outages and issues. During the meeting, the Enhanced Incident Management team member will provide an overview of incident response, including successes and areas for improvement. They will work with the Customer's Customer Success Account Manager (CSAM) on recommendations for remediation to proactively reduce future cases and strengthen the Customer's solution stability and resiliency. A set quantity of hours for Success Management Services are included for onboarding activities, quarterly meetings with an Enhanced Incident Management team member, and Severity 1 post-incident reviews. Additional or more frequent meetings are available by request and with prior Microsoft agreement where resourcing is available if you elect to purchase additional Success Management Services beyond those included. UER only needs to be purchased for the host country location if the Customer has a multi-country Unified agreement. As an Enhanced Solution, all UER services may be provided remotely to locations other than and including the Host. The Success Management Services included will be allocated by the host and managed by the host Customer Success Account Manager (CSAM). Prerequisites and assumptions To ensure that the Customer's Enhanced Incident Management team has basic knowledge of the Customer's business and environment, the Customer must provide documentation if requested and participate in onboarding activities during the first 60 days of the contract term.	

Service	Plan
Service Limitations and Exclusions Root Cause Analysis (RCA) is not included in Unified Enhanced Response but can be requested from the Customer's CSAM. The Customer will be responsible for working with the Microsoft team to provide materials such as log files, network traces, or other diagnostic output needed to complete the RCA. Enhanced Incident Management resources will operate remotely. The Enhanced Incident Management service is delivered in English, Chinese, and Japanese. UER cannot meet any specialized restricted access requirements to only provide citizens of or based in a Citizen Alliance Support country.	
• Azure Rapid Response: Azure Rapid Response (ARR) provides accelerated reactive support for the Customer's Microsoft Azure components by routing support incidents to technical experts and providing engagement in the cloud service operations teams, as required. To receive Rapid Response services for the Customer's Microsoft Azure components, the Customer must submit an incident through the applicable cloud service portal. The Customer's Problem Resolution Support requests will be directly routed to Rapid Response support engineers with cloud service expertise. While incidents may require resources from standard product support professionals for resolution, the Rapid Response team retains primary responsibility for the incidents 24x7x365. Please refer to the table in Appendix A for the response times for problem resolution support for the Customer's Azure components. These times supersede any expected Foundational Services support response times. Rapid Response does not cover Azure Media Services, Azure Stack, Azure StorSimple, GitHub AE, Universal Print, Azure Communication Services or Billing & Subscription Management, Test base for M365, or Microsoft Mesh. Rapid Response purchase is subject to resource availability. Please consult the Customer's Customer Success Account Manager for availability details.	+

+ - Additional service that may be purchased.

+¹ - Additional service that may be purchased up to a limited maximum quantity.

2.6 Unified Cloud Operations

Unified Cloud Operations Unified Cloud Operations ("UCO") is a Unified Support Service to address specific Azure platform support needs of software development companies ("SDCs"). UCO is offered at Microsoft's discretion to Customers that Microsoft designates as SDCs. If UCO is offered and purchased, Customer shall utilize UCO in place of Foundational Services.

UCO provides certain advisory solutions to enable the development and stabilization of high-growth, large-scale applications across Customer's software platforms with Success Management Services as listed in Appendix B of the USSD, and specialized Proactive and Mission Critical Services as defined below. The Customer is expected to collaborate with Microsoft's engineering teams to address complex challenges and facilitate the ongoing alignment of solutions with Microsoft Azure capabilities and recommended best

practices. Microsoft will provide UCO resources and expertise to support Customer throughout the UCO term as defined in your Work Order, to support the evolving needs of both parties.

If the Work Order indicates that Customer is purchasing UCO, Customer will receive Foundational Services for non-Azure products identified in Appendix A to the Work Order. Success Management Services included in this package will be delivered as part of the Success Management Services the Customer is entitled to in UCO to provide the Customer with an optimized experience across all products. The Customer may choose to purchase additional Proactive Services, Mission Critical Services and Enhanced Solutions Support services.

UCO delivery resources will work with the Customer and the Customer's Customer Success Account Manager (CSAM) during the first sixty (60) days from the Work Order effective date to onboard the Customer's Enrolled Subscriptions. Initial Customer intake documentation must be completed fully by the Customer in partnership with the CSAM assigned to the Customer within fourteen (14) days of Work Order execution for onboarding and discovery to begin on time and for Customer to receive the reactive MCS for Azure Platform MCSAP capabilities "Fast Expert Response" and "Enhanced Incident Management" as described herein.

Activities during the first sixty days are otherwise limited to onboarding and discovery to build knowledge of the Customer's business and technical needs. For the UCO team to build that knowledge of the Customer's goals, business, projects and environment, the Customer must provide documentation if requested and participate in onboarding activities during the first sixty (60) days from the Work Order effective date.

Out of scope technologies for UCO include, but are not limited to U.S. Gov Clouds, Azure China Cloud, Azure Media Services, Azure Local, Azure Stack, Azure Billing, Azure Maps, Azure StorSimple, GitHub AE, Universal Print, Test base for M365, or Microsoft Mesh.

Included services are organized around driving three key Customer business outcomes:

- **Cloud Success at Scale**: Activities designed to drive a Customer outcome of operational continuity across all Microsoft Azure products. These include but are not limited to:
 - **Strategic Architecture Advisory and Migration Acceleration** services that will provide the Customer with specialized and high-touch guidance for advanced and niche use cases through engineering Subject Matter Experts ("SME") who understand the unique challenges faced by strategic Customers. This guidance will be guided by the SME's expertise in critical areas such as multi-tenancy, SaaS, and high-scale solutions and include feature parity guidance and mapping existing capabilities with deep expertise to address complex migration challenges, particularly for Customers transitioning from other clouds to Azure.
 - **Scale and Regional Expansions Planning & Guidance** in which SMEs provide architectural guidance to future-proof the Customer solutions with the goal of ensuring the solutions evolve coordinated with Azure's changing capabilities and align with Customer's growth roadmap, including comprehensive second-tier reviews of scalability, security, performance, and reliability.
 - **Capacity Forecasting & Management** services to support the Customer in planning for growth with proactive capacity planning, management, and assistance for regional expansions, ensuring their solutions scale efficiently on Azure.
- **Advisory Operations Services**: Activities design to assist the Customer in Azure Marketplace onboarding, co-innovation, developer velocity, and early access to new Azure features. These

include joint sprint planning, proactive design reviews, and governance controls tailored for multi-tenant architecture and rapid product launches.

- **Co-Innovation and Engineering Partnership** services in which the Customer engages with Azure engineering SMEs to help the Customer co-innovate, bringing product engineering specialist knowledge to enable the Customer to influence platform quality and feature roadmaps, access strategic insights, drive necessary platform improvements, and stay ahead of upcoming developments. These SMEs will address the Customer's unique needs beyond default considerations of scale for other Customers.
- **Solution Improvement Planning and Design** services provide ongoing engineering-led guidance and recommendations through the Customer growth journey, covering solution design, post-incident improvements, and operational excellence. SMEs will work with the Customer and provide on-demand answers to advanced technical questions, assist with non-incident troubleshooting, and facilitate cross-service engineering orchestration. SMEs will also facilitate go-live planning for significant events with thorough pre- and post-deployment readiness reviews and risk assessments.
- **Azure Excellence and Reliability**: Customer is provided with the Platform-wide reactive coverage including rapid incident mitigation, engineering-led crisis management, and strategic technical engagement. Customers benefit from prioritized access to Azure engineering resources during incidents, ten (10) day commitment for root cause analysis, and actionable insights to optimize reliability and performance as defined for Mission Critical Services for Azure Platform ("MCSAP") in the USSD. UCO Fees are based on a tiered rate structure along with the total value each year for the Customer's validly licensed, commercially released and generally available Microsoft Azure products, and Azure cloud services subscriptions as identified in Appendix A of the Work Order (collectively, the "Appraised Product Spend") to calculate the Customer's UCO fees for the Support Term as described in the Customer's Work Order.

If a Customer's Appraised Product Spend at time of contract execution is equal to or exceeds \$60,000,000 USD (sixty million U.S. dollars) or if the Customer chooses to pay the extended feature floor price as detailed in the Work Order, Customer is entitled during the full contract period to all features listed in USSD Sections "Features Provided for All MCS for Azure Platform and MCS for Azure Platform Plus Customers" and "MCS for Azure Platform Plus Features," defined hereafter as "MCS for Azure Platform Plus Customers". All other UCO Customers are only entitled to the MCSAP features listed in Section "Features Provided for All MCS for Azure Platform and MCS for Azure Platform Plus Customers."

Please refer to the Mission Critical Services for Azure Platform table in Appendix A for the severity definitions and response times for problem resolution support for the Customer's Azure components.

Prerequisites and Assumptions

Microsoft's delivery of Services as outlined is based upon the following prerequisites and assumptions:

- The services provided under the Work Order for UCO are limited to those explicitly stated in the USSD and any services, technologies, or products not specifically mentioned in are considered out of scope.
- All features are available in the English language only. No delivery by cleared region-restricted, citizenship-required, or cleared delivery resources is available.

- Delivery will be remote unless otherwise agreed in writing. Where onsite visits are mutually agreed upon and not pre-paid, Microsoft will bill the Customer for reasonable travel and living expenses.
- UCO is intended to support the Customer's use of the Enrolled Subscriptions. Microsoft will only provide these Services directly to Customer for the Customer's internal business purposes. This direct support model applies even if Customer purchases UCO through a Microsoft reseller.
- Microsoft will not provide UCO or any Unified Support Services for any: (i) non-Microsoft code; or (ii) any Microsoft code that has been modified by Microsoft, the Customer, or any third-party.

Your Responsibilities

Optimizing the benefits of UCO is contingent upon the Customer's fulfilling the following responsibilities in addition to the Additional terms and conditions below.

- **Customer Participation and Engagement with Engineering SMEs:** The Customer is expected to actively participate and engage with the engineering SMEs on top priority areas. This includes attending scheduled meetings, providing necessary information, and collaborating on key tasks to ensure the success of the Customer applications.
- **Prioritization of Best Practice Recommendations:** The Customer is encouraged to prioritize the best practice recommendations provided. These recommendations are essential for the optimal implementation and success of the engagement. In cases where a recommendation is not feasible, it is important for the Customer to discuss the constraints and challenges with the engineering SMEs to explore alternative solutions.
- **Discussion of Constraints and Challenges:** In cases where best practice recommendations cannot be implemented, the Customer should engage in discussions with the engineering SMEs to explore alternative options. This collaborative approach will help identify the best possible solutions and mitigate any potential risks.
- **Understanding and Absorbing Open Risks:** In cases where alternative options are not viable, it is important for the Customer to understand and acknowledge the open risks associated with not following the best practice recommendations. This includes recognizing the potential impact on the Customer application and taking proactive measures to manage these risks effectively.

2.7 Unified Multi-Country Program

Introduction

The **Multi-country** program provides access to Microsoft Unified across multiple locations. A Multi-Country Agreement is represented in one or multiple Work Order(s). Prior to finalizing a Unified Agreement, ensure that the organization is appropriately contracted in the desired locations to receive the full value of Microsoft Unified. An active Foundational Services (formally referred to as Base Package) agreement is required for additional services, unless explicitly stated otherwise.

Program Structure Overview

- The location where the Microsoft Unified Foundational Services is contracted on the Work Order will be known as Host.
- A separate location specified in your agreement, different from the Host location will be known as downstream.

- Centralized agreement is defined as a Microsoft Unified agreement that has "host" and "downstream" on a single contact with Add-On packages assigned by location.
- Decentralized agreement is defined as a Unified agreement that has the Unified Foundational Services for the "host" and separate agreement(s) for Add-On packages assigned to different locations
- In some cases, complex Multi-Country Agreements can be a combination of both Centralized and Decentralized agreements

Extending Microsoft Unified to other locations

- The specific services and their quantities, if applicable, will be detailed in the associated Work Order by location.
- The services described here may be delivered to your designated location(s) as per the Host or downstream Work Order.
- Depending on the service, it may be managed or delivered at the host or downstream location.

Microsoft Unified Multi-Country Base

- Microsoft Unified Foundational Services will be contracted to the host location.
- Service Delivery Management (Customer Success Management AKA CSAM) will be delivered from the host location
- Reactive Services: In the form of Service Requests are managed at the host location and available worldwide to the contracted Customer's designated staff.

Add-On Packaged Services

- Proactive Services in the form of Value Acceleration Services may be purchased for use in either host or downstream. Delivery locations are solution specific and may be available as remote or onsite. Specific delivery capabilities must be confirmed prior to contracting any Proactive Services.
- All Enhanced Solutions may be purchased for use in either host or downstream. Delivery locations are solution specific and may be available as remote or onsite. Specific delivery capabilities must be confirmed prior to contracting any enhanced solutions.
- Delivery Management: Otherwise known as Customer Success Account Manager (CSAM) may be added to a contract for specific locations. Specific costs and locations will be determined during your contract negotiations.
- Incident Management can be contracted to host or downstream locations using Add-On Packages. Specific costs and locations will be determined during your contract negotiations.

Multi-Country Additional Terms and Conditions

- Onsite, Time zone or Local Language support will be subject to specific contracting requirements and local regulatory requirements. Additional contracts and costs may apply.
- Customer staff in other locations may participate in remote Proactive Services purchased at the host or a downstream location, as specified in the Work Order. Validate with the account team on remote attendance.
- Proactive Credits can only be exchanged between host and downstream locations listed on a single Work Order, exchanges cannot be processed from one Work Order to a different Work Order.

- Exchanges will be conducted based on the current currencies and rates for Proactive Credits in the respective Support Locations.
- All exchanges resulting in fractional Proactive Credits will be rounded up to the nearest unit.

Tax Obligations and Requirements

- Customers will be solely responsible for any tax obligations arising from the distribution or exchange of purchased support services between Host and Downstream Support Location(s).
- Local regulatory requirements and tax laws may require separate Work Orders to ensure compliance.
- Australia, New Zealand, India, China, Hong Kong, Taiwan, Macau, Japan, Korea are subject to local requirements and all Multi-country agreements for these locations must have their own Work Order(s). This list is subject to change, check with your account team during your contract negotiations

Unified Multi-Country Billing and Shipping

- The Split Invoicing feature allows transactions to be divided into multiple invoices based on various criteria such as product type, delivery date, or Customer location.
- The following change requests will result in a contract amendment Bill to, Ship to, Company Name or address change, Billing amount and Billing Date.
- Changes to any Muti-Country Agreement may result in increased costs or restriction due to circumstances outlined above.

2.8 Additional terms and conditions

Prerequisites and Assumptions for Unified Support Services

Unified Support services are delivered based on the following prerequisites and assumptions:

- **Foundational Services Reactive Services:** These services are provided remotely to the location(s) of your designated support contacts. All other services are provided remotely to your location(s) designated or listed in your Work Order, unless otherwise specified in writing.
- **Language of Services:** Foundational Services reactive services are provided in English and, where available, may be provided in your spoken language. All other support services are provided in the spoken language of the Microsoft services location providing services, or in English, unless otherwise agreed to in writing.
- **Supported Products:** We provide support for all versions of commercially released, generally available Microsoft software and Online Services products that you have purchased. This is based on the declared licensing enrollments and agreements and/or billing account ID in Appendix A of your Work Order and are identified on the Product Terms, published by Microsoft from time to time.
- **Pilots, Pre-release, and Beta Products:** Support Services may, from time to time, include preview, beta, or other pilot services offerings, offered by Microsoft for optional evaluation (each a "Pilot"). Your participation in Pilots is elective and provided to you subject to the Professional Services terms within the Microsoft Product Terms which are already incorporated into your Agreement, and subject to any additional terms applicable to the Pilots. Not all Pilots will be available in all locations.

- **Service Utilization:** All services, including any additional services purchased as part of and during the Term of a Support Work Order, are forfeited if not utilized during the Term of the applicable Work Order.
- **Scheduling of Services:** Scheduling of services is dependent upon the availability of resources and workshops may be subject to cancellation if minimum registration levels are not met.
- **Remote Access:** We can access your system via remote connection to analyze problems at your request. Our personnel will access only those systems authorized by you. To utilize remote connection assistance, you must provide us with the appropriate access and necessary equipment.
- **Customer Data:** Some services may require us to store, process, and access your Customer data. When we do so, we use Microsoft-approved technologies which comply with our data protection policies and processes. If you request that we use technologies not approved by Microsoft, you understand and agree that you are solely responsible for the integrity and security of your Customer data and that Microsoft assumes no liability in connection with the use of non-Microsoft-approved technologies.
- **Cancellation Policy:** Microsoft recommends that you request, review and approve datasheets and confirm your available dates for a service in advance of an actual service request. Where you are unsure, Success Management activities (CSAM) include arranging a scoping call to confirm your requirements before a service request is made. Once a service request has a delivery date scheduled for you, it is automatically subject to our cancellation policy which includes (but not limited to) any late cancellations due to changes in agreed scope, change to agreed service, unplanned change to strategy, scheduled delivery date etc. If you need to make changes to a scheduled delivery or request cancellation of a scheduled service, it must be made at least 14 calendar days in advance for a full refund. Cancellations made 6 to 13 calendar days in advance will automatically incur a non-refundable cost of 50% of the service cost. Any cancellation made 5 calendar days or less in advance will be liable for the full cost (100%) of the service.
- **Re-scheduling Services:** Where there are unforeseen circumstances that require a change of delivery date, the same delivery request can be re-scheduled via Success Management (CSAM) once without charge. Microsoft reserves the right to apply charges on additional requests to re-schedule the same delivery.
- **Foundational Services Requirement:** An active Foundational Services (formally referred to as Base Package) agreement is required to acquire and continue additional services, including Proactive Services, Mission Critical services, Enhanced Solutions, and Multi-Country services, unless explicitly stated otherwise. If your Unified Support services agreement with Foundational Services expires or is terminated, all additional services will also be terminated on the same date, without any refund *prorata temporis*, even if purchased separately.
- **Additional Services:** When purchasing additional services, we may require the inclusion of success and service delivery management to facilitate delivery. Not all additional services may be available in your country. Please contact your service delivery resource for details.
- **Service Exchange:** If you ordered one type of service and wish to exchange it for another, provided the service is eligible to be exchanged, you may apply equivalent value to an alternative service where available and in agreement with your service delivery resource. Microsoft reserves the right to decline ineligible exchanges.
- **Code Access:** You agree that the only non-Microsoft code to which you provide us access to is the code that you own. The services may include Services Deliverables, advice, and guidance related to code owned by you or by Microsoft, or the direct provision of other support services.
- **Reactive Services:** When providing Reactive services, Microsoft does not provide code of any kind, other than sample code. You will assume all risks associated with implementing any code

provided by Microsoft in the performance of support services and be responsible for all testing, controls, quality assurance, legal, regulatory or standards compliance, maintenance, deployment, and other practices associated with code provided by Microsoft in the performance of support services in whole or in part, in your Microsoft environment, or any other deployment whatsoever.

- **Platform Requirements:** There may be minimum platform requirements for the services purchased.
- **Service Delivery:** Services may not be delivered through to your customers. Where onsite visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and living expenses.
- **GitHub Support Services:** These are provided by GitHub, Inc., a wholly owned subsidiary of Microsoft Corporation. Notwithstanding anything to the contrary in your Work Order, the GitHub Privacy Statement and the GitHub Data Protection Addendum and Security Exhibit will apply to your procurement of GitHub Support Services.
- **User Communications:** You agree that we may send information regarding products and features to a valid and active company email address through material identified as security updates, newsletters, blogs, security briefings, service communications, and similar documentation. Your users shall have the proper mechanism to Opt-Out of such communications.
- **Recordings:** Any recordings and related collateral of services provided are Services Deliverables subject to the terms and conditions of the governing agreement under which the services are delivered.

By accepting the invitation to participate in a recorded event or by joining the recorded event: 1) Participants agree to be recorded and that the collection and storage of the recorded event is subject to the terms and conditions governing the event; 2) Participants agree that their name, email address, submitted questions, and/or phone number may be viewable by other participants; and 3) Participants agree that the recording may be shared with Microsoft employees and representatives.

Other than as expressly provided in the governing agreement, you may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information from the recorded event.

The Services Deliverables may be reasonably shared within your organization subject to the terms and conditions governing Services Deliverables and are not intended to replace your own organizational training programs. You will exercise sole discretion in determining whether to use the Services Deliverables and will be responsible for all legal, regulatory, or standards compliance. You assume all risks associated with implementation or reproduction of the Services Deliverables, including confidentiality obligations, information being taken out of context, or the information being shared in an untimely manner. The Services Deliverables are presented "as-is", and "with all faults" as of the time of delivery, and Microsoft does not provide any warranties, express or implied.

- **Additional Prerequisites and Assumptions:** These may be set forth in relevant Exhibits.

2.9 Your Responsibilities

In addition to those set forth in any applicable exhibits, you have the following responsibilities. Failure to comply may result in service delays:

- **Support Services Administrator:** You will designate a named support services administrator who will lead your team and manage all support activities, including the internal processes for submitting support incidents requests to us.
- **Multi-country Support Services:** If you purchase Multi-country Support Services, you will designate a named support services administrator for your Host Support Location. This individual will lead your local team and manage all local support activities, including the internal processes for submitting support incident requests to us. You may also need to designate a named support services administrator in other Support Locations.
- **Reactive Support Contacts:** As needed, you can designate reactive support contacts who will create support requests through the Microsoft support website or by phone. Cloud administrators for your cloud-based services can also submit cloud support requests through the relevant support portals.
- **Online Services Support Requests:** Cloud administrators must submit support requests for online services through the appropriate online service support portal.
- **Service Request Submission:** When submitting a service request, your reactive support contacts should have a basic understanding of the problem and an ability to reproduce it. This will assist Microsoft in diagnosing and triaging the problem. These contacts should also be knowledgeable about the supported Microsoft products and your Microsoft environment to help resolve system issues and assist Microsoft in analyzing and resolving service requests.
- **Problem Determination and Resolution:** When submitting a service request, your reactive support contacts may need to perform problem determination and resolution activities as requested by us. These activities may include performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new software versions or components, or modifying processes.
- **Service Planning:** You agree to collaborate with us in planning the utilization of services, based on the services you have purchased.
- **Contact Updates:** You agree to inform us of any changes to the named contacts specified in your Work Order within 7 business days of any such change.
- **Data Management:** You are responsible for backing up your data and reconstructing lost or altered files due to catastrophic failures. You also need to implement necessary procedures to ensure the integrity and security of your software and data.
- **Feedback:** Where possible, you agree to respond to Customer satisfaction surveys that we may periodically provide regarding the services.
- **Expenses:** You are responsible for any travel and expenses incurred by your employees or contractors.
- **Additional Responsibilities:** Your service delivery resource may ask you to fulfill other responsibilities specific to the service you purchased.
- **Cloud Services:** When using cloud services as part of this support, you must either purchase or have an existing subscription or data plan for the applicable online service.
- **Enterprise support portal:** When using your enterprise support portal, you must either acquire or have an existing Entra tenant to provide access to your users who will be using the services that are active on the enterprise support portal.
- **Proactive Services Requests:** You acknowledge that scheduling of delivery requests are subject to availability of Microsoft resources and agree to submit requests for Proactive services and enhanced solutions, along with any necessary or applicable data, no later than 60 days prior to the expiration date of the applicable Work Order and where this does not occur, you acknowledge that Microsoft will apply best efforts only wherever possible to deliver your request.
- **Access:** You agree to provide our onsite service delivery team with reasonable telephone and high-speed Internet access, as well as access to your internal systems and diagnostic tools, as applicable.

- **Management of Licensing Enrollments:** Before deployment of licensed software or assignment of licensed online services and subscriptions, you are required to register any volume licensing enrollments / agreements, as well as any subscriptions and to assign administrators who will manage your licensing assets and / or subscriptions in the relevant portals, including Microsoft 365 admin center and Visual Studio Subscriptions Admin Portal. Assisted Support for volume licensing administrators and Visual Studio Subscriptions administrators is available during standard business hours.

Appendix A: Severity Types Charts

This appendix contains a series of charts that provide a visual representation of incident severity types and levels. Please note that these charts are supplementary and are intended to provide additional insights into the incident severity levels. They should be used in conjunction with the main text for a comprehensive understanding of the topic.

Reactive Support – Incident Severity Types

For problem resolution support, please see the severity situations in the chart below:

Severity and situation	Our expected response	Your expected response
Severity 1	Azure components ¹	-
Critical business system down:	First call response in 15 minutes or less	Notification of your senior executives, as requested by us
Business at risk. Complete loss of a critical application or solution.	All other products and services - First call response in one hour or less	Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ³
Needs immediate attention	Critical situation resource ² assigned	Rapid access and response
	Continuous effort on a 24x7 basis ³	Submission via phone or web
	Rapid escalation within Microsoft to product teams	
	Notification of our senior executives, as required	
Severity A	First call response in one hour or less	Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ³
Critical business system degraded:	Critical situation oversight ²	
Significant loss or degradation of services	Continuous effort on a 24x7 basis ³	Rapid access and response
Needs attention within one hour		Submission via phone or web
Severity B	First call response in two hours or less	Allocation of appropriate resources to align to Microsoft effort
Moderate business impact:		
Moderate loss or degradation of services, but work can reasonably continue in an impaired manner	Upon Customer request, effort on a 24x7 basis ⁴	If 24x7 effort has been requested, you will allocate appropriate resources to sustain 24x7 effort ⁴
Needs attention within two business hours ⁴		

Severity and situation	Our expected response	Your expected response
		Access and response from change control authority within four business hours
		Submission via phone or web
Severity C	First call response in four hours or less	Accurate contact information on case owner
Minor business impact:		
Substantially functioning with minor or no impediments of services	Effort during business hours only ⁵	Responsive within 24 hours
		Submission via phone or web
Needs attention within four business hours ⁵		
¹ The listed response time for your Azure components does not cover Azure StorSimple, GitHub AE, Azure Communication Services or Billing & Subscription Management.		
² Critical situation resources help drive for prompt issue resolution through case engagement, escalation, resourcing, and coordination.		
³ We may need to downgrade the severity level if you are not able to provide adequate resources or responses to enable us to continue with problem resolution efforts.		
⁴ If you choose 24x7 when you submit the support request, you commit to a continuous, 24x7 operation, every day with the Microsoft team until resolution, otherwise, Microsoft may at its discretion provide service during business hours only.		
⁵ Business hours are generally defined as 09:00 to 17:30 Local Standard Time, excluding holidays and weekends. Business hours may differ slightly in your country.		

Mission Critical Services for Azure Platform and Mission Critical Services for Azure Platform Plus – Incident Severity Types

For problem resolution support, see the severity situations in the chart below:

Severity and situation	Our expected response	Your expected response
Severity 1		
Critical business system down:	First call response in 15 minutes or less	Submission via phone or web
Business at risk. Complete loss of a critical application or solution	Continuous effort on a 24x7 basis ¹	Notification of your senior executives, as requested by us
Loss of a core business process and work cannot reasonably continue	Access to Microsoft's experienced specialists	Allocation of appropriate resources to sustain
Needs attention within 15 minutes		

Severity and situation	Our expected response	Your expected response
Severity A Critical business system degraded: Significant loss or degradation of services	Senior Incident Manager ² automatically assigned Rapid escalation within Microsoft to cloud service operations teams Notification of our senior executives, as required	continuous effort on a 24x7 basis ¹ Rapid access and response

¹ Microsoft may need to downgrade from 24x7 if you are not able to provide adequate resources or responses to enable Microsoft to continue with problem resolution efforts

²Enhanced Incident Management resources help drive for prompt issue resolution through case engagement, escalation, resourcing, and coordination.

Mission Critical Services for Azure Events – Incident Severity Types

For problem resolution support, see the severity situations in the chart below:

Severity and situation	Our expected response	Your expected response
Severity 1 Critical business system down: Business at risk. Complete loss of a critical application or solution Loss of a core business process and work cannot reasonably continue Needs attention within 15 minutes	First call response in 15 minutes or less and rapid escalation within Microsoft ² Continuous effort on a 24x7 basis ¹ Access to Microsoft experienced specialists and rapid escalation within Microsoft to product teams	Notification of your senior executives, as requested by us Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ¹ Rapid access and response
Severity A Critical business system degraded: Significant loss or degradation of services	Engagement of support engineers who have knowledge of your solution configuration. Where applicable, those engineers may assist and streamline the incident management process Notification of our senior executives, as required	

¹ Microsoft may need to downgrade from 24 x 7 if you are not able to provide adequate resources or responses to help us to continue with problem resolution effort.

For Azure cloud solutions, during the event, incident service requests related to the event should be raised through the Microsoft Azure portal including MCSAE in the case description.

Mission Critical Services for Microsoft Security Cloud – Incident Severity Types

For problem resolution support, see the severity situations in the chart below:

Severity and situation	Our expected response	Your expected response
Severity 1 Critical business system down: Business at risk. Complete loss of a critical application or solution. Needs immediate attention	Initial Response Time response in 15 minutes or less Customer Services Support (CSS) security advanced engineers Continuous effort on a 24x7 basis ¹	Notification of your senior executives, as requested by us Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ¹
Severity A Critical business system degraded: Significant loss or degradation of services Needs attention within 15 minutes	Empowerment to engage the Security Engineers as needed Notification of our senior executives, as required	Rapid access and response Submission via phone or web Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ¹ Rapid access and response Submission via phone or web

¹ We may need to downgrade from 24x7 if you are not able to provide adequate resources or responses to enable us to continue with problem resolution efforts Problem Resolution Support services are only available in English.

Rapid Response – Incident Severity Types

For problem resolution support, see the severity situations in the chart below:

Severity and situation	Our expected response	Your expected response
Severity 1 Critical business system down: Business at risk. Complete loss of a critical application or solution Loss of a core business process and work cannot reasonably continue	First call response in 15 minutes or less Continuous effort on a 24x7 basis ¹	Notification of your senior executives, as requested by us Allocation of appropriate resources to sustain

Severity and situation	Our expected response	Your expected response
Needs attention within 15 minutes	Access to Microsoft's experienced specialists ² Rapid escalation within Microsoft to cloud service operations teams Notification of our senior executives, as required	continuous effort on a 24x7 basis ¹ Rapid access and response
Severity A Critical business system degraded: Significant loss or degradation of services		

¹ Microsoft may need to downgrade from 24x7 if you are not able to provide adequate resources or responses to enable Microsoft to continue with problem resolution efforts

² Rapid Response Problem Resolution Support services are only available in English and Japanese

Unified Enhanced Response - Incident Severity Types

For problem resolution support, please see the severity situations in the chart below:

Severity and situation	Our expected response	Your expected response
Severity 1 Critical business system down: Business at risk. Complete loss of a critical application or solution. Needs immediate attention	Azure components ¹ First call response in 15 minutes or less All other products and services - First call response in 30 minutes or less Senior Incident Manager ² automatically assigned Continuous effort on a 24x7 basis ³ Rapid escalation within Microsoft to product teams Notification of our senior executives, as required	- Notification of your senior executives, as requested by us Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ³ Rapid access and response Submission via phone or web
Severity A Critical business system degraded: Significant loss or degradation of services	First call response in 30 minutes or less Senior Incident Manager automatically ² assigned	Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ³ Rapid access and response

Unified Enterprise Support Services Description

Needs attention within 30
minutes

Continuous effort on a 24x7
basis³

Submission via phone or web

¹ The listed response time for the Customer's Azure components does not cover US Gov Clouds Azure StorSimple, GitHub AE, A40, Azure Media Services, Azure Stack, Test Base for M365, Microsoft Mesh or Universal Print.

²Enhanced Incident Management resources help drive for prompt issue resolution through case engagement, escalation, resourcing, and coordination.

³ Microsoft may need to downgrade the severity level if you are not able to provide adequate resources or responses to enable Microsoft to continue with problem resolution efforts.

Appendix B: Success Management Services

This appendix contains a series of charts that provide a visual representation of the Success Management Services pillars, activities and outcomes.

Success Management Services

- Success Management Services are included with your agreement, unless otherwise noted herein or in your Work Order.
- Success Management Services are provided digitally and or by Customer Success Account Managers.
- These resources may operate either remotely or on-site at your location, and will work hand in hand with you to deliver on the following activities:

Pillars	Activities	Activity Description
Solution Health: The goal is to help you get the most out of your Microsoft cloud investments by ensuring they are healthy, optimized, and resilient. Through our Customer Health Program Management, we work with you to plan and implement actions and recommendations that will improve the operational health of your Microsoft cloud solutions. We use our Problem Management expertise to help you identify and resolve recurring issues that affect your cloud performance and reliability. We also help you with Disaster Preparedness by conducting regular activities to help you prepare for major incidents and outages that could disrupt your business operations. Furthermore, we suggest engaging us in reviewing your Resilience and Security to help you identify and address opportunities to improve the resilience and security of your critical business functions that rely on the cloud.	Customer Health Program Management	Improve and accelerate Customer health by focusing on simplification and operational excellence.
	Problem Management	Identify and respond to critical issues, create and/or generate insights recommend appropriate remediation
	Proactive Resilience	Improve resiliency as in the ability of a system to withstand failures and recover quickly, minimizing the impact on Customers and business outcomes
	Proactive Security	Improve security and compliance through the implementation of Microsoft security solutions.
	Disaster Preparedness	Ensuring Customers are prepared for crisis and orchestrating the Microsoft team
Adoption & Planning: We assist you with orchestrating and aligning the right resources in the planning and implementing cloud technologies that transform your organization. We provide success program management services that help you reach your technology and business objectives. We help you accelerate the implementation, adoption and value realization of Microsoft cloud technologies. We also help you enhance the health of your Microsoft cloud investments through Customer Health Program management services. We help you identify opportunities to reduce your cloud and software expenses through technology optimization services. We keep you informed about important product, security, service and feature updates through technology and security updates. We guide you and help you resolve end of life technology issues through lifecycle management services.	Success Program Management	Relationship governance and continuous orchestration of ongoing account planning, alignment, and validation of Customer outcomes/value as established in the Customer success plans.
	Technology Optimization	Maximize the Customers' investments through cloud optimization
	Technology & Security Updates	Cloud investments and infrastructure constantly updated to the latest released updates
	Lifecycle Management Services	Ensure Customers have an up-to-date lifecycle management plan

Unified Enterprise Support Services Description

Executive Partnership: We work with you as partners, sharing responsibility and the rewards of your Microsoft investments. We build strong ties between your executives and ours, so we can understand your goals and support your success programs. We offer services that help you plan and deliver specific results, using Microsoft cloud technologies. We help you get up and run faster, make the most of your cloud solutions, and achieve more value from Microsoft.	Customer Relationship Management	Fluid successful relationship between the Customer and Microsoft
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