Microsoft Unified Enterprise Support Services Description (USSD)

July 2024

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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 customer 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.

2 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 prioritized 24x7 problem resolutions to minimize downtime and ensure rapid response.

2.1 How to purchase

Support services are available as a Base Package, with proactive services, and enhanced solutions available to purchase under an existing Base Package agreement listed in the Enterprise Services Work Order. The details of each package are described below:

- **Base Package**: This package includes our core support services.
- **Proactive Services**: These include additional support services that can be added to the Base Package as needed.
- **Enhanced Solutions**: These include in-depth support experiences and solutions that can be added to the Base Package as needed.

Please note that the services available for purchase under the existing Base Package 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
Base Package	A combination of proactive, reactive and success and delivery management services that support Microsoft products and/or Online Services in use within your organization.
Proactive Services	Additional support services, including Proactive services are available to add to your Base Package during the term of your Work Order and are 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 Base Package during the term of your Work Order and are also

represented with a "+" throughout this section.

Multi-Country Support	Multi-country support provides support to you in multiple Support Locations, as described in your Work Order (or Work Orders). Unified Enterprise Support can include multi-country support if required and specified in your Work Order. Please refer to section 2.5 for more information on multi-country support.

2.2 Flex allowance

Flex allowance is a flexible portion of your base package list price that can be applied towards the purchase of 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:

- **Proactive Credits or Custom Proactive Services**: Up to 20% or $50,000, whichever is higher, of your allotted Flex Allowance may be applied to the purchase of Proactive Credits or 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.

2.3 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 Base Package or during the term of the agreement. Part of your Base Package includes a flex allowance to use to add proactive services (marked with "+"), enhanced solutions services and/or Custom Proactive services to your Base Package. Base Package included services are represented with a "✓" throughout this section. 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:** 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 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. 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.	✔
• **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.	+
• **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	+

Maintenance service types	Plan
data to create a findings report containing remediation recommendations. This service is available for on-site or remote delivery.	

✓ - *Included as part of your Base Package.*
+ - *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:
 	
   o **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.
   o **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.
   o **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.
	+

Optimization service types	Plan
• **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:** 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.	+

Education service types	Plan
• **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).	+

✓ - *Included as part of your Base Package.*
+ - *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 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.	+

Additional Proactive service types	Plan
• **Designated Engineering (DE):** These are 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** o A valid Unified Support Services agreement is required to request DE services. If your agreement expires or is terminated, your DE service will also cease on the same date. o DE services are accessible during standard business hours (09:00 to 17:30 Local Standard Time), excluding holidays and weekends. o The DE services cater to the specific Microsoft products and technologies that you have chosen and are listed in your Work Order. o DE services are provided for a single support location, as specified in your Work Order. o 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.	**+**

+ *- Additional service that may be purchased.*

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.	**+**

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. Our Advisory Support delivers counsel, direction, and insights on best practices for leveraging Microsoft technology components, helping you steer clear of common configuration errors and enhance the performance of your components and services. It's important to note that our advisory services do 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.	✔
• **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. Our Advisory Support delivers counsel, direction, and insights on best practices for leveraging Microsoft technology components, helping you steer clear of common configuration errors and enhance the performance of your components and services. It's important to note that our advisory services do 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. Upon your request, we may collaborate with third-party technology suppliers to help	✔

Reactive service types	Plan
resolve complex 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 above for more information on incident severity levels. For Severity B and C incidents, the service is available by customer request during business hours to the Microsoft Resource who can also provide escalation updates when requested. For Severity 1 and Severity A incidents, an enhanced escalation process is initiated and automatically executed. The assigned Microsoft resource is then responsible for ensuring continued technical progress by providing you with status updates and an action plan. For non-business hours extended coverage, you may purchase Additional Reactive Support Management Hours.	✓
• **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 the Base Package.*
+ - *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 the Base Package.*
+ - *Additional service that may be purchased.*

2.4 Enhanced solutions

In addition to the services provided as part of the Base Package 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 11 – Enhanced solution types

Service	Plan
• **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:	+

Service	Plan
- 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: - You must have a current Unified Support services agreement to support your EDE services. If your Unified Support services agreement expires or is terminated, your EDE service will be terminated on the same date. - 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	

Service	Plan

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:
 	
    o Conducting an initial meeting to discuss priorities and recommendations. The results of this meeting will be documented in your service delivery plan.
    o Participating in the resolution of Severity 1 and Severity A support incidents.
    o Participating in the resolution of other severity support incidents at your request.
    o 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 mitigated in the future. In addition, the REDE engineer may bring in additional technical resources as	

Service	Plan

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.

Service	Plan
o Provide troubleshooting information upon request (for example, debug and trace log files).	

• Unified Enhanced Response:
 	
Unified Enhanced Response (UER) provides accelerated reactive support for the customer's Microsoft products and cloud services with faster routing for all critical situation incidents (crit sits'). Microsoft will assign resources from the Enhanced Incident Management team designated to the customer for enhanced reactive incident management. Customers may purchase Unified Enhanced Response in addition to their Unified Enterprise base support agreement or add it at any point in the term of an active Unified Enterprise base support agreement.
 	
To receive UER support for the customer's Microsoft products and cloud services, the customer must submit an incident by phone or via web. If the customer opens an incident at Severity 1 or Severity A, the customer's Problem Resolution Support requests will automatically be routed with the enhanced response time, and the Enhanced Incident Management team will be automatically assigned for incident management
 	
    o   **Enhanced Incident Management:**
 	
    The Enhanced Incident Management service is available 24x7x365 for all Severity 1 or Severity A Problem Resolution Support requests. Customers are assigned a designated pool of resources with knowledge of customer business goals and environment. These resources are assigned in addition to the technical resolution resources 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 email 24-7 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 provide an incident handling review with the customer, Customer Success Account Manager, and other members of the customer's account team with the goal of strengthening the customer's business and preventing 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
	+

Service	Plan
Success Account Manager (CSAM) on recommendations for remediation to proactively reduce future cases and strengthen the customer's solution stability and resilience. Root Cause Analysis (RCA) is available for certain Microsoft technologies but may incur an additional charge. RCA is not included in Unified Enhanced Response but can be requested from the customer's CSAM or Enhanced Incident Management team members during the incident. A member of the Enhanced Incident Management team will inform the customer during the incident if an RCA is available for the impacted Microsoft technology and if an additional charge will be incurred by performing the RCA. They will work with the customer's CSAM to initiate an RCA if it is available and explicitly requested by the customer prior to incident close. 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. To ensure that the customer's Enhanced Incident Management team has basic knowledge of the customer's goals and environment, the customer must provide documentation if requested and participate in onboarding activities during the first 60 days of the contract term. Please note that these resources will operate remotely. The Enhanced Incident Management service is delivered in English, Chinese, and Japanese. No Enhanced Incident Management service delivery by region-restricted, citizenship-required, or cleared delivery resources is possible in this offer. UER's reactive services help resolve issues in customers' Microsoft environment and are typically consumed on demand. The reactive services provided are included as-needed for currently supported Microsoft products and online services, unless otherwise noted on the customer's Work Order. All reactive support is delivered remotely. In addition to the as-needed reactive services, a set quantity of hours for Reactive Support Management and Service Delivery Management are included for your Enhanced Incident Management team and CSAM to use for onboarding activities, quarterly meetings with Enhanced Incident Management team member, and Sev 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	

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to purchase additional hours beyond those included to provide additional Reactive Support Management and Service Delivery Management by the customer's Enhanced Incident Management team and Customer Success Account Manager. UER only needs to be purchased for the host country location if the customer has a multi-country Unified agreement. As a reactive Enhanced Solution, all UER services may be provided remotely to locations other than and including the Host. The Success and service Delivery Management hours included will be allocated by the Host and managed by the Host Customer Success Account Manager. *** Please refer to the Unified Enhanced Response incident severity types chart in Appendix A for information.**	
• **Rapid Response:** Rapid Response 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 below for the response times for problem resolution support for the customer's Azure components. These times supersede any expected Base Package support response times. Rapid Response does not cover Azure Media Services, Azure Stack, Azure StorSimple, GitHub AE, Universal Print, 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. ***Please refer to the Rapid Response incident severity types chart in Appendix A for information**	+
• **Microsoft Azure Event Management (AEM)** Microsoft Azure Event Management (AEM) provides enhanced support for customers during their critical planned business events. The AEM team offers proactive and reactive support to ensure that your event runs smoothly.	+

Service	Plan
As part of the pre-event activities, AEM will assess and familiarize itself with your solution, identify possible issues and risks affecting uptime and stability, and perform capacity and resiliency reviews on the Azure platform. AEM will evaluate the customer's solution during the pre-event assessment period and communicate identified risks in writing to the customer. During the event coverage period, the AEM team will be available 24x7 to provide support. We consider an in-scope critical business event as a point in time, customer-anticipated activity that poses a major risk or impact for the customer. Such events require higher levels of service availability and performance. Examples of such events include predictable high load on an existing solution, deployment of a new feature to an existing Azure solution, deployment of a new solution to Azure, and migration from an on-prem or other cloud provider into Azure. AEM supports customer critical business events that utilize core Microsoft Azure services. An Azure solution is defined as a set of Azure subscriptions with consistent configuration patterns and direct dependencies among services, all achieving a single business goal. Each event covers a single customer Azure solution. The Azure solutions will be scoped prior to the event. If the customer critical business event includes more than one Azure solution, additional events may need to be purchased. AEM reserves the discretion to evaluate the complexity and quantity of workloads constituting a customer's environment, ensuring a tailored approach to support and assessment. Critical business events may receive up to five (5) calendar days of consecutive event coverage. If the anticipated demand is longer than five (5) consecutive calendar days, customers may choose to purchase as many critical business events as required to run consecutively and cover the entire duration of the event. Azure Event Management (AEM) is subject to resource availability. Support will not be delivered except for critical business events that have been scheduled in advance and confirmed in writing at least 6 calendar weeks before the start of the event, unless Microsoft agrees. Microsoft may at its discretion reduce the scope of the pre-event assessment if it chooses to accept an event with less notice. AEM is subject to cancellation if the customer is not able to provide adequate resources or responses throughout the AEM service delivery. Please consult your customer success account manager for availability details. AEM is only available for customers who have solutions in Azure Public Cloud. AEM is not available for customers who have Azure	

Service	Plan
government or sovereign cloud environments. AEM support cannot meet any specialized restricted access requirements to only provide citizens of or based in a Citizen Alliance Support country. AEM delivery is only available in English and offers no local language support services. ***Please refer to the Azure Event Management incident severity types chart in Appendix A for information**	
• **O365 Engineering Direct:** Provides enhanced support for the core workloads of your Microsoft Office 365 production tenant or tenants. This service includes prioritized access to the Office 365 engineering team. The service is available for the listed tenant or tenants for an additional fee, and is defined in an Exhibit referenced in the customer's Work Order.	**+**
• **Developer Support:** Developer Support provides deeper proactive support based on cloud and product knowledge across the application development lifecycle for customer developers building, deploying, and supporting applications on Microsoft's platform. The service delivers comprehensive support, helping customers accelerate their digital innovation, cloud adoption, and developer readiness. The guidance provided helps speed up developer velocity and streamline DevSecOps practices with the latest tools and techniques, modernize applications to improve efficiency and boost business potential, and support developer teams throughout their cloud adoption journey with a comprehensive success plan. Developer Support is available for an additional fee.	*+1*
• **GitHub Engineering Direct:** Provides customers with priority access to a designated GitHub support team and a named GitHub Customer Reliability Engineer (CRE). In addition, the service includes quarterly reviews that offer proactive guidance based on health checks and ticket analysis.	**+**
• **Support for Mission Critical:** Provides a higher level of support for a defined set of Microsoft products and Online Services that make up a part of your mission-critical solution, as specified in your Work Order. The service offers a customized program of support services, is available for an additional fee, and is defined in an Exhibit referenced in your Work	**+**

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Order. To support your SfMC services, you must have a current Unified Support services agreement. If your Unified Support services agreement expires or is terminated, your SfMC service will be terminated on the same date.	
• **Azure Engineering Direct (AED):** **Overview and scope of coverage** Azure Engineering Direct (AED) 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 AED is to accelerate customer's time-to-value for enrolled Azure services through the AED team's strong technical skillset, deep knowledge of the customer, and ability to engage the core Azure engineering organization. This enables AED to advocate for the customer within engineering and deliver a tailored experience to better meet their technical business needs. This enhanced support 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 Azure Engineering Direct 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 AED Customers" and "Extended Features," defined hereafter as "Extended Feature Customers". All other customers are only entitled to the features listed	+

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in Section "Features Provided for All AED Customers."

Onboarding and Products in Scope

AED will work with the customer during the first sixty (60) days of the Work Order to onboard the customer's Enrolled Subscriptions. Activities during the first sixty days are limited to onboarding and discovery to build knowledge of the customer's business and technical needs. For the AED 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 StorSimple, GitHub AE, Azure Communication Services or Billing & Subscription Management, A40, Azure Media Services, Azure Stack, Test Base for M365, Microsoft Mesh or Universal Print.

Reactive Scenarios

For reactive scenarios, requests should be initiated through a support case, utilizing Problem Resolution Support ("PRS") as indicated in the service description referenced in the customer's Work Order. Please note that standard expected response times apply. Support cases will be triaged to specialized teams for additional support, if necessary.

AED follows the incident severity definitions, estimated initial response times, and submission requirements that are detailed in the customer's Work Order. Initial response on Azure incidents will be by the Azure Rapid Response support engineers as indicated in the service description referenced in the customer's Work Order.

These support engineers will assess and determine if additional technical resources are needed to resolve an incident that affects the customer's Enrolled Subscriptions only, and if needed, escalate to AED and engage additional appropriate service engineering teams within the product group, as needed, for immediate assistance with the incident.

Features Provided for All AED Customers:

Direct Engineering Interface: The goal of these services is to champion and facilitate pressing customer needs with engineering to prioritize repairs and accelerate adoption.

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o **Advocate in Azure Engineering**. AED 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. o **Engineering-led Crisis Management.** If the Azure Rapid Response support engineers have escalated an incident to AED, AED will partner with Azure service teams to enable quicker subject matter expert engagement and up-to-date crisis communication and management, providing 24x7 availability to drive faster time to mitigation. Azure Rapid Response support engineers may escalate incidents to AED that are within the scope of the Azure Rapid Response agreement. o **Orchestrate Problem Management**. AED 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. AED extends the Root Cause Analysis (RCA) service described in the service description referenced in customer's Work Order. When explicitly requested prior to seven (7) calendar days of the incident-close, AED 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 output. RCAs are available only upon request through the customer's aligned AED engineer for 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). o **Proactive Service Improvement Plans Delivery.** AED 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,	

Service	Plan
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.	

o <u>Support for Customer's Critical Projects.</u> AED 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 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.

o <u>Drive Actionable Insights and Deepen Customer Knowledge and Expertise across Azure Delivery Teams.</u> Across all Enrolled Subscriptions, AED will educate Azure support delivery 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.

o <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 AED service, the CXP team will establish dialog with the customer's organization through the assigned customer success account manager to establish communication channels.

Extended Features: These features are limited to Extended Feature Customers as defined above. Only customers who meet this definition and are indicated as such in the customer's Work Order are entitled to also receive these features.

   o <u>Platform Monitoring</u>**:** AED leverages knowledge of the customer's Azure footprint and internal telemetry from

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more than 20 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 AED team during onboarding. AED 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 AED sixty-day onboarding period. Customer must participate fully in the definition process and provide all requested materials. 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, AED provides 24/7 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, utilizing Problem Resolution Support ("PRS") as indicated in the service description referenced in the customer's Work Order for the identified issue, then the AED team will request that the customer create a support case to facilitate mitigation efforts.
 	
   o 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, AED 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, AED will work with the customer on self-mitigation efforts such as failing over to a different availability zone if appropriate.
 	
   o 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	

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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, as outlined in this Exhibit, is based upon the following prerequisites and assumptions:

- o Microsoft's performance of the AED services is dependent on customer's cooperation, active participation and timely completion of assigned responsibilities.

- o The customer will maintain an active Microsoft Enterprise Support service plan and Azure Rapid Response agreement throughout the term of this Exhibit.

Service Features and Delivery

- o All features are available in the English language only.

- o 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

- o 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.

- o AED coverage does not extend to any on-premises technologies, user devices, Microsoft client software, or identity and authentication technologies.

Service Compliance and Scope

- o The customer's right to receive AED service, as described in this Exhibit, is subject to compliance with the terms and conditions in the Work Order and this Exhibit.

- o AED 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.

- o We will not provide support for any non-Microsoft code, or any code that has been customized by Microsoft, the

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customer, or a third-party vendor. ***The table in Appendix B shows the features and fees for the different types of customers.**	
• **Microsoft Cybersecurity Incident Response (MSCIR)** o Microsoft Cybersecurity Incident Response ("MSCIR"): Provides global investigation and guidance to help evaluate cyber-attack scope, build resiliency, and protect against potential cyber attacks. 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 the base Unified Enterprise package. At the time of incident, Microsoft will engage with Customer to define the specific scope to address and manage the cyber attack. 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).	**+** *+ - Additional service that may be purchased.*

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

2.5 Multi-Country Support

Multi-country Support Services Overview

Our Multi-country Support offers assistance across various Support Locations, as outlined in your respective Work Order(s). Here's a breakdown of the Multi-country Support structure:

- **Host**: This refers to the Support Location where you've signed up for the Unified Support Base via your Work Order.
- **Downstream**: This is a Support Location specified in your Work Order, separate from the Host location, where you're eligible to receive Microsoft Unified Enterprise Support services based on your purchased services for that location.

How to Purchase

This document outlines the Multi-country Support services available. The specific services and their quantities, if applicable, will be detailed in the associated Work Order by Support Location.

The services described here may be delivered to your designated Support Location(s) as per the Host Work Order and, if applicable, allocated by the Host. This is part of your agreement with Microsoft Unified Enterprise Support, with the following modifications:

- **Base Package Services**: Unless otherwise noted, Base Package Services (marked with a "✔") will be available to your designated Support Locations or as allocated to Support Location(s) by the Host on the Host Work Order.
- **Reactive Services**: These services may be provided remotely to locations including and beyond the Host.

The availability of optional services (marked with a "+" in the Support tables above) is as follows:
- **Proactive Services**:
    - You may be provided with Proactive Services, the quantity of which will be listed on your Work Order and available in the Support Location(s) designated in your Work Order.
    - Proactive Services for Tax exception locations will be identified in the Work Order for that downstream agreement.
    - **Support Technology Advisor (STA)**: STA services will be available in the Support Location(s) designated in your Work Order.
- **Maintenance Services – Root Cause Analysis**: Services purchased will be available to staff in designated Support Location(s).
- **Enhanced Solutions**: All enhanced solutions may be purchased for use in either Host or Downstream Support Locations, subject to availability. Other restrictions may apply.
- **Other Purchased Support Services**: These will be available in the Support Location(s) designated in your Work Order.

Multi-Country Support Additional Terms and Conditions

In addition to the terms and conditions outlined in this document and your Work Order, the delivery of our services is based on the following prerequisites and assumptions:
- **Remote Proactive Services**: We may permit staff in non-designated support locations to participate in remote Proactive Services that have been purchased for the Host or a Downstream Support Location and specified in the Work Order. Microsoft reserves the right to allow such participation.
- **Proactive Credits Exchange**: Proactive Credits can only be exchanged between Host and Downstream Support Locations listed on your Work Order, except as noted. All exchanges will be conducted based on the current currencies and rates for Proactive Credits in the respective Support Locations. Current rates can be provided by your Microsoft representative. Any

exchanges resulting in fractional Proactive Credits will be rounded up to the nearest unit. Proactive Credits may not be exchanged to or from Exception Countries.

- **Tax Obligations**: The Customer will be solely responsible for any tax obligations that arise due to the distribution or exchange of purchased support services between Host and Downstream Support Location(s).
- **Service Changes or Exchanges**: Any changes or exchanges to services made during the term of the Work Order may require a written agreement.
- **Unified Billing System and Split Invoicing**: These features are designed to provide our customers with more flexibility, convenience, and control over their transactions. Our Unified Billing System enhances the efficiency and accuracy of the invoicing and taxation process. Meanwhile, our Split Invoicing feature allows transactions to be divided into multiple invoices based on various criteria such as product type, delivery date, or customer location.

2.6 Additional terms and conditions

Prerequisites and Assumptions for Unified Support Services

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

- **Base Package 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 on your Work Order, unless otherwise specified in writing.
- **Language of Services**: Base Package reactive services are provided in English and, where available, may be provided in your spoken language. All other 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**: If you request cancellation of a previously scheduled service, it must be made at least 14 days in advance for a full refund, where applicable. Cancellations made 6 to 13 days in advance will incur a cost of 50% of the service cost. Any cancellation made 5 days or less in advance will be liable for the full cost (100%) of the service.
- **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, you may apply equivalent value to an alternative service where available and agreed with your service delivery resource.
- **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 your users' information to a valid and active company email address regarding products and features 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.
- **Additional Prerequisites and Assumptions**: These may be set forth in relevant Exhibits.

2.7 Your Responsibilities

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 named 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.

• **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.

• **Proactive Services Requests**: You 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.

• **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.

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 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 one hour or less Critical situation resource[2] assigned Continuous effort on a 24/7 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 24/7 basis[3] Rapid access and response Submission via phone or web
Severity A Critical business system degraded: Significant loss or degradation of services Needs attention within one hour	First call response in one hour or less Critical situation oversight[2] Continuous effort on a 24/7 basis[2]	Allocation of appropriate resources to sustain continuous effort on a 24/7 basis[3] Rapid access and response Submission via phone or web
Severity B Moderate business impact: Moderate loss or degradation of services, but work can reasonably continue in an impaired manner	First call response in two hours or less Effort during business hours only [4]	Allocation of appropriate resources to align to Microsoft effort Access and response from change control authority within four business hours

Severity and situation	Our expected response	Your expected response
Needs attention within two business hours[4]		Submission via phone or web
Severity C Minor business impact: Substantially functioning with minor or no impediments of services Needs attention within four business hours[4]	First call response in four hours or less Effort during business hours only[4]	Accurate contact information on case owner Responsive within 24 hours Submission via phone or web

[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] 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.

Unified Enhanced Response - Incident Severity Types

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

Unified Enhanced Response 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 24/7 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 24/7 basis[3] Rapid access and response Submission via phone or web
Severity A Critical business system degraded: Significant loss or degradation of services Needs attention within 30 minutes	First call response in 30 minutes or less Senior Incident Manager automatically[2] assigned Continuous effort on a 24/7 basis[2]	Allocation of appropriate resources to sustain continuous effort on a 24/7 basis[3] Rapid access and response 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.*

[2] *Enhanced 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.*

Rapid Response – Incident Severity Types

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

Rapid Response 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 **Severity A** Critical business system degraded: Significant loss or degradation of services	First call response in 15 minutes or less Continuous effort on a 24x7 basis[1] Access to Microsoft's experienced specialists[2] Rapid escalation within Microsoft to cloud service operations 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[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*

[2] *Rapid Response Problem Resolution Support services are only available in English and Japanese.*

Azure Event Management – Incident Severity Types

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

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 **Severity A** Critical business system degraded: Significant loss or degradation of services	First call response in 15 minutes or less and rapid escalation within Microsoft[2] Critical situation resource assigned in 30 minutes or less. Continuous effort on a 24x7 basis[1] Access to Microsoft experienced specialists and rapid escalation within Microsoft to product teams 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	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

[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.*

[2] *AEM Support services are only available in English.*

Microsoft will provide a post-event summary of any cases opened during the reactive support window and ensure these cases are resolved.

Appendix B: Success Management Services

This appendix contains a series a 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 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	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

you and help you resolve end of life technology issues through lifecycle management services.	Lifecycle Management Services	Ensure customers have an up-to-date lifecycle management plan
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