

Microsoft Unified Enterprise Support Services Description (USSD)

January 2024

Table of content

- 1 About this document 3
- 2 Support services 4
 - 2.1 How to purchase** 4
 - 2.2 Description of services** 5
 - Proactive services 5
 - Planning services 5
 - Reactive services 10
 - Service delivery management..... 13
 - 2.3 Enhanced services and solutions** 14
 - Enhanced Designated Engineering 15
 - Unified Enhanced Response 17
 - Rapid Response 19
 - Azure Event Management 20
 - Office 365 Engineering Direct..... 22
 - Developer Support..... 22
 - GitHub Engineering Direct..... 23
 - Support for Mission Critical 23
 - Azure Engineering Direct 23
 - Microsoft Cybersecurity Incident Response 27
 - 2.4 Multi-country Support** 27
 - Multi-country Support Services Overview 27
 - How to Purchase..... 27
 - Multi-Country Support Additional Terms and Conditions..... 28
 - 2.5 Additional terms and conditions** 29
 - 2.6 Your responsibilities** 31

1 About this document

The Microsoft Unified Enterprise Support Services Description provides you with information on the support services that are available to purchase from Microsoft.

Please familiarize yourself with the descriptions of the services that you purchase, including any prerequisites, disclaimers, limitations and your responsibilities. The services that 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.

Not all services listed in this document are available globally. For details on which services are available for purchase in your location, contact your Microsoft Services representative. Available services are subject to change.

2 Support services

Microsoft Unified Enterprise Support Services (support services) is a comprehensive enterprise support set of services that helps accelerate your journey to the cloud, optimize your IT solutions, and use technology to realize new business opportunities for any stage of the IT lifecycle. Support services include:

- Proactive services help improve health of your IT infrastructure and operations
- Service Delivery Management to facilitate planning and implementation
- Prioritized 24x7 problem resolution services to provide rapid response to minimize downtime

2.1 How to purchase

Support services are available as a Base Package, with additional services, and enhanced services and solutions available to purchase under an existing Base Package agreement listed in the Enterprise Services Work Order, as described below.

Item	Description
Base Package	A combination of proactive, reactive and delivery management services that support Microsoft products and/or Online Services in use within your organization. Part of your Base Package includes a Flex Allowance* to use to add proactive services (marked with "+"), enhanced services and solutions services and/or Custom Proactive services to your Base Package. Base Package included services are represented with a "✓" throughout this section.
Additional 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 services and 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).

*Flex Allowance is a flexible portion of your base package list price that may be applied towards the purchase of Proactive services, enhanced services and solutions, Proactive credits or Custom Proactive Services at the time of the services purchase. Your Microsoft representative will provide the portion of your Base Package list price available for use as Flex Allowance. The following conditions for allocation of your Flex Allowance apply:

- 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.
- 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.
- Flex Allowance may not be used for Service Delivery Management services, as defined herein.
- 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 with your service delivery resource.
- All available Flex Allowance must be allocated by the time of contract execution or it will be forfeited.

2.2 Description of services

The items which are combined to form your support services package are described in this section. Also, listed are services that may be added to your Base Package or added during the Term of the agreement.

Proactive services

Proactive services help prevent issues in your Microsoft environment and will be scheduled to help 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 on 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

Planning 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.

Planning service types	Plan
Proof of Concept	+
Architecture Services	+

+ - Additional service that may be purchased

Proof of Concept: An engagement to provide evidence that enables the customer to evaluate the feasibility of a proposed technical solution. The evidence can be in the form of working prototypes, documents, and designs, but 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.

Implementation services

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

Implementation service types	Plan
Onboarding Services	+

+ - Additional service that may be purchased.

Onboarding Services: A direct engagement with a Microsoft resource to provide deployment, migration, upgrade or feature development assistance. This can include assistance with planning and validation of a proof-of-concept or production workload using Microsoft products.

Maintenance services

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

Maintenance service types	Plan
On-demand Assessment	✓
Assessment Program	+
Offline Assessment	+
Proactive Monitoring	+
Proactive Operations Programs (POP)	+
Risk and Health Assessment Program as a Service (RAP as a Service)	+

✓ - Included as part of your Base Package.

+ - Additional service that may be purchased.

On-demand Assessment: Access to a self-service, online automated assessment platform that uses log analyses to analyze and assess your Microsoft technology implementation. On-demand Assessments cover limited technologies. Use of this assessment service requires an active Azure service with adequate data limits to enable use of the on-demand assessment service. Microsoft may provide assistance to enable 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) are available to assist with analyzing the data and prioritizing remediation recommendations per your services agreement. Onsite assessments may not be available in all geographies.

Assessment Program: An assessment on the design, technical implementation, operations or change management of your Microsoft technologies against Microsoft recommended practices. At the conclusion of the assessment, the Microsoft resource will work directly with you to remediate possible issues and provide a report containing the technical assessment of your environment, which may include a remediation plan.

Offline Assessment: 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: Delivery of technical operations monitoring tools and recommendations for tuning your server incident management processes. This service helps you create incident matrices, conduct major incident reviews, and create the design for a sustained engineering team.

Proactive Operations Programs (POP): A review with your staff of your planning, design, implementation or operational processes against Microsoft recommended practices. This review is done either onsite or remotely by a Microsoft resource.

Risk and Health Assessment Program as a Service (RAP as a Service): An automated assessment of your Microsoft technology implementation, with data collected remotely. The gathered data is analyzed by Microsoft to create a findings report containing remediation recommendations. This service is available for on-site or remote delivery.

Optimization services

Optimization services focus on the goals of optimal utilization of the customer’s technology investment. These services may include remote administration of cloud services, optimizing the adoption of Microsoft product capabilities by end users and ensuring a robust security and identity posture.

Optimization service types	Plan
Adoption Services	+
Development Focused Services	+
IT Services Management	+
Security Services	+

+ - Additional service that may be purchased.

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 in support of their adoption program.

Development Focused Services: Services available to assist your staff build, deploy, and support applications built with Microsoft technologies.

Services Insights for Developers: An annual assessment of your application development practices to help customers with recommended practice guidance for developing applications and solutions on Microsoft platforms.

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, and is sold as a quantity of hours listed on your Work Order.

IT Services Management: A suite of services designed to help you evolve your legacy IT environment using modern service management approaches that enable innovation, flexibility, quality and operational cost improvements. Modern IT Service Management 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. Security services help customers understand how to protect and innovate their IT infrastructure, applications and data against internal and external threats. Security 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.

Education services

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

Education service types	Plan
On-demand Education	✓
Webcasts	✓
Chalk Talks	+
Workshops	+

✓ - Included as part of your Base Package.

⊕ - Additional service that may be purchased.

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, available on a wide selection of support and Microsoft technology topics, delivered remotely online.

Chalk Talks: Short interactive services, typically one-day sessions, that cover product and support topics provided in a lecture and demonstration format and are delivered by a Microsoft resource either in person or online.

Workshops: Advanced level technical training sessions, 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 on your Work Order. Workshops cannot be recorded without express written permission from Microsoft.

Additional Proactive services

Additional Proactive service types	Plan
Custom Proactive Services (Maintenance, Optimization and Education services)	+
Support Technology Advisor	+
Designated Engineering	+

+ - Additional service that may be purchased.

Custom Proactive services: 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 (STA): A customized service that provides a technology assessment supporting customer business goals including, but not limited to, workload optimization, adoption or supportability, delivered by a Microsoft resource. This service may include a plan and technical guidance tailored to customer environment and business goals.

Designated Engineering (DE): Curated and outcome-driven solution(s), based on Microsoft recommended practices and principles that maximize the value of your Microsoft technology investment. A lead technical expert will work closely with your team throughout the engagement, and leverage other Microsoft experts as required, to provide technical guidance, tailored to your environment, to help with deployment and/or optimization of your Microsoft solutions. These engagements contain built-in pre-defined proactive services targeting specific outcomes, including services that span from assessment and planning, to upskilling and design, to configuration and implementation.

Service-specific prerequisites and limitations

- You must have a current Microsoft Unified Support services agreement to support your DE services. If your Microsoft Unified Support services agreement expires or is terminated, your DE service will be terminated on the same date.
- DE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends).
- DE services support the specific Microsoft products and technologies selected by you and listed in your Work Order.
- DE services are delivered for a single support location in the designated support location identified in your Work Order.
- DE services are delivered remotely unless agreed otherwise in advance in writing. Where onsite visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and expenses.

Other Proactive	Plan
Proactive Credits	+

Proactive Credits: The value of exchangeable services represented in credits on your Work Order. Proactive Credits can then be exchanged for, or applied to, one or more defined additional services, as described within this document, and at current rates provided by your Microsoft Services representative. After selecting the available 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 on your Work Order. All reactive support is delivered remotely.

Reactive service types	
Advisory Support	✓
Problem Resolution Support	✓
Reactive Support Management	✓
Root Cause Analysis	+
Reactive Support Management Add-on	+

✓ - Included as part of the Base Package.

+ - Additional service that may be purchased.

Advisory Support: Phone-based support on short-term (limited to six hours or less) and unplanned issues for IT Professionals. Advisory Support may include advice, guidance, and knowledge transfer intended to help you deploy and implement Microsoft technologies in ways that avoid common support issues and that can decrease the likelihood of system outages. Architecture, solution development and customization scenarios are outside of the scope of these Advisory Services.

Problem Resolution Support: This assistance for problems with specific symptoms encountered while using Microsoft products includes troubleshooting a specific problem, error message or functionality that is not working as intended for Microsoft products. Incidents may be initiated either by phone or submitted via the web. Support requests for services and products, not covered by the applicable online service support portal, are managed from within the Microsoft Services online portal.

Severity definitions and the Microsoft estimated initial response times are detailed in the incident response tables below. The term 'First Call Response' is defined as the initial non-automated contact via phone or email.

Upon your request, we may collaborate with third-party technology suppliers to help resolve complex multi-vendor product interoperability issues, however, it is the responsibility of the third party to support its product.

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 severity level during the term of an incident should the business impact require it.

Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Critical business system down: Business at risk. Complete loss of a critical application or solution. Needs immediate attention</p>	<p>Azure components¹ First call response in 15 minutes or less</p> <p>All other products and services - First call response in one hour or less</p> <p>Critical situation resource² assigned</p> <p>Continuous effort on a 24/7 basis³</p> <p>Rapid escalation within Microsoft to product teams</p> <p>Notification of our senior executives, as required</p>	<p>- Notification of your senior executives, as requested by us</p> <p>Allocation of appropriate resources to sustain continuous effort on a 24/7 basis³</p> <p>Rapid access and response</p> <p>Submission via phone or web</p>
<p>Severity A</p> <p>Critical business system degraded: Significant loss or degradation of services Needs attention within one hour</p>	<p>First call response in one hour or less</p> <p>Critical situation oversight²</p> <p>Continuous effort on a 24/7 basis²</p>	<p>Allocation of appropriate resources to sustain continuous effort on a 24/7 basis³</p> <p>Rapid access and response</p> <p>Submission via phone or web</p>
<p>Severity B</p> <p>Moderate business impact: Moderate loss or degradation of services, but work can reasonably continue in an impaired manner Needs attention within two business hours⁴</p>	<p>First call response in two hours or less</p> <p>Effort during business hours only⁴</p>	<p>Allocation of appropriate resources to align to Microsoft effort</p> <p>Access and response from change control authority within four business hours</p> <p>Submission via phone or web</p>

Severity and situation	Our expected response	Your expected response
<p>Severity C</p> <p>Minor business impact:</p> <p>Substantially functioning with minor or no impediments of services</p> <p>Needs attention within four business hours⁴</p>	<p>First call response in four hours or less</p> <p>Effort during business hours only⁴</p>	<p>Accurate contact information on case owner</p> <p>Responsive within 24 hours</p> <p>Submission via phone or web</p>

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.

Reactive Support Management: Reactive Support Management provides oversight of support incidents to drive timely resolution and a high quality of support delivery. Service Delivery Management will be utilized for the Reactive Support Management of all support requests.

Per the Incident Response tables above, 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 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: When explicitly requested prior to incident close, 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. Root Cause Analysis is only available for certain Microsoft technologies and may incur an additional charge.

Reactive Support Management Add-on: You may elect to purchase additional hours to provide Reactive Support Management. These resources will operate remotely and deliver the service during the 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. This service is subject to Microsoft resource availability.

Service delivery management

Service Delivery Management (SDM) is included with your support services, unless otherwise noted herein or in your Work Order. Additional delivery management services may be added when purchasing additional services or enhanced services and solutions.

SDM services are provided digitally and by a designated customer success account manager. This named resource may operate either remotely or onsite at your location.

Service Delivery Management scope

The following SDM services are available:

Service delivery management service types	Plan
Customer Organization Enablement	✓
Microsoft Product, Service, and Security Updates Guidance	✓
Program Development & Management	✓
Unified Enterprise Support Onboarding	✓
Cloud Success Program	+
Cloud Solution Architect Developer Advocate	✓ ¹
Executive Relationship Management	✓
Service Delivery Management Add-on	+
Onsite Service Delivery Management	+

✓ - Included as part of the Base Package.

+ - Additional service that may be purchased.

✓¹ - Additional services that may be provided by Microsoft.

Customer Organization Enablement: Guidance and information provided to your named Support Service Administrator about how to manage utilization of your Unified Support services, and prepare you to use Unified Support digital and reactive services.

Microsoft Product, Service and Security Updates Guidance: Information shared with you about important upcoming product and service features and changes, as well as security bulletins for Microsoft technologies.

Program Development & Management: Activities designed to plan, propose, and manage your support program’s services, across your organization to help you realize greater value from your investments in Microsoft technology and services. Microsoft may recommend a variety of services intended to help you achieve key business and technology outcomes, making use of the capabilities included in your Base Package support, as well as additional services you may purchase.

Unified Support Onboarding: Activities to support your initiation into Unified Support, including the introduction and promotion of self-service capabilities in the online support portal, with a goal of ensuring timely utilization of your Unified Support services.

Cloud Success Program: Planning and delivery services are included to help you achieve specific cloud outcomes, empowering you to accelerate the implementation, adoption and realized value of Microsoft cloud technologies.

Cloud Solution Architect Developer Advocate: A development focused Microsoft support resource who will deliver strategic advice and guidance to accelerate innovation and drive efficiency throughout the software development lifecycle. These limited resources may be assigned by Microsoft as conditions allow.

Executive Relationship Management: A set of activities to ensure the Microsoft Support team is aligned to your organization’s strategic priorities and engaged with key business and technology decision makers.

Service Delivery Management Add-on: You may elect to purchase additional custom SDM resources to provide service delivery management services as part of a pre-determined scope of work, which are not explicitly detailed in this document. This service is also subject to Microsoft resource availability. These resources will operate either remotely or onsite at your location. If delivered onsite, the below restrictions will apply.

Onsite Service Delivery Management: You may request onsite visits from your customer success account manager that may require an additional charge per visit. This service is subject to Microsoft resource availability.

2.3 Enhanced services and solutions

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

Service	Plan
Enhanced Designated Engineering	+
Unified Enhanced Response	+
Rapid Response	+
Azure Event Management	+
O365 Engineering Direct	+
Developer Support	+¹

Service	Plan
GitHub Engineering Direct	+
Support for Mission Critical	+
Azure Engineering Direct	+
Microsoft Cybersecurity Incident Response	+

+ - Additional service that may be purchased.

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

Enhanced Designated Engineering

Enhanced Designated Engineering (EDE): A custom service that provides a deep and ongoing technical engagement for customers with complex scenarios. This offering is scoped to match the customer’s needs and outcomes by providing a designated engineer who will build a deep knowledge of the customer’s environment or solution and support customer business goals including, but not limited to, workload optimization, adoption or supportability. EDE services may be purchased 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 a desired outcome. These offerings include required pre-defined proactive services built in.

The focus areas for EDE services:

- 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 to provide recommendations to prevent further disruptions in the designated Microsoft technologies

Regardless of how EDE is purchased, 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. Multi Country customer must assign the EDE to location at contracting prior to service delivery Planning.

Service-specific prerequisites and limitations

- You must have a current Microsoft Unified Support services agreement to support your EDE services. If your Microsoft 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 for 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 onsite visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and expenses.

Reactive Enhanced Designated Engineering (REDE): 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:

- Conduct an initial meeting to discuss priorities and recommendations. The results of this meeting will be documented in your service delivery plan.
- Participate in the resolution of Severity 1 and Severity A support incidents.
- At your request, participate in the resolution of other severity support incidents.
- Work in collaboration with your 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**
 - Develop and maintain a deep knowledge of your use of our products and online services in your environment and will incorporate that knowledge into their activities related to support incident resolution.
 - Provide Microsoft technical support engineers with information about the usage of our products and online services within your environment.
 - Provide advanced troubleshooting and debugging expertise to facilitate rapid support incident resolution.
 - When available for the Microsoft products and online services involved, 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 needed.
- **Proactive services**
 - Document and share with you recommendations of 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

- You must execute and maintain an agreement for Microsoft Unified Support in order for us to provide REDE services. If your Microsoft 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).
- REDE services 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 onsite visits are mutually agreed upon and not prepaid, we will bill you for reasonable travel and expenses.
- 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

Optimizing the benefits of your REDE services is contingent upon you fulfilling the following responsibilities. Failure to comply with the following responsibilities may result in delays of service or may hinder our ability to perform services.

- You will 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.
- You must initiate support incident requests and must actively participate with us in the diagnosis and resolution of support incidents.
- You must act as the administrator of your environment.
- You must provide troubleshooting information upon request (for example, debug and trace log files).

Unified Enhanced Response

Unified Enhanced Response: Unified Enhanced Response (UER) provides accelerated reactive support for your products and cloud services with faster routing for all critical situation incidents ('crit sits') and by

assigning resources from the Enhanced Incident Management team designated to you 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 your Microsoft products and cloud services, you must submit an incident by phone or via web. If opened at Severity 1 or Severity A, your 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.

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 to the customer can be reached directly via email 24-7 and will ensure continued technical progress by providing you with frequent status and escalation updates and an action plan.

For any Severity 1 incident, a member of the Enhanced Incident Management team will also provide a incident handling review with the customer, Customer Success Account Manager and other members of your account team with the goal of strengthening your business and 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, and work with your Customer Success Account Manager (CSAM) on recommendations for remediation, to proactively reduce future cases and strengthen your solutions.

Root Cause Analysis (RCA) is only available for certain Microsoft technologies and may incur an additional charge. RCA is not an included service in Unified Enhanced Response but may be requested from your CSAM or Enhanced Incident Management team members during the incident. A member of the Enhanced Incident Management team will inform you during the incident if a RCA is available for the impacted Microsoft technology, if an additional charge will be incurred by performing the RCA and will work with your CSAM to initiate an RCA if available and explicitly requested by the customer prior to incident close. You 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.

For your Enhanced Incident Management team to have basic knowledge of your goals and environment, you must provide documentation if requested and participate in onboarding activities during the first 60 days of the contract term.

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 your 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 your 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 to deliver for onboarding activities, quarterly meetings with your 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 available if you

elect to purchase additional hours beyond those included to provide additional Reactive Support Management and Service Delivery Management by your 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 with the exception of the included Service Delivery Management hours, which will be allocated by the Host and managed by the Host Customer Success Account Manager.

Unified Enhanced Response Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Critical business system down:</p> <p>Business at risk. Complete loss of a critical application or solution.</p> <p>Needs immediate attention</p>	<p>Azure components¹</p> <p>First call response in 15 minutes or less</p> <p>All other products and services</p> <p>- First call response in 30 minutes or less</p> <p>Senior Incident Manager² automatically assigned</p> <p>Continuous effort on a 24/7 basis³</p> <p>Rapid escalation within Microsoft to product teams</p> <p>Notification of our senior executives, as required</p>	<p>- Notification of your senior executives, as requested by us</p> <p>Allocation of appropriate resources to sustain continuous effort on a 24/7 basis³</p> <p>Rapid access and response</p> <p>Submission via phone or web</p>
<p>Severity A</p> <p>Critical business system degraded:</p> <p>Significant loss or degradation of services</p> <p>Needs attention within 30 minutes</p>	<p>First call response in 30 minutes or less</p> <p>Senior Incident Manager automatically² assigned</p> <p>Continuous effort on a 24/7 basis²</p>	<p>Allocation of appropriate resources to sustain continuous effort on a 24/7 basis³</p> <p>Rapid access and response</p> <p>Submission via phone or web</p>

¹ The listed response time for your 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 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.

Rapid Response

Rapid Response: Rapid Response provides accelerated reactive support for your cloud services by routing support incidents to technical experts and providing an engagement in the cloud service operations teams, as required.

To receive Rapid Response services for your Microsoft Azure components you must submit an incident through the applicable cloud service portal. Your 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.

For your Azure components, the response times for problem resolution support are listed in the table below and 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 your customer success account manager for availability details.

Rapid Response Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Critical business system down:</p> <p>Business at risk. Complete loss of a critical application or solution</p> <p>Loss of a core business process and work cannot reasonably continue</p> <p>Needs attention within 15 minutes</p>	<p>First call response in 15 minutes or less</p> <p>Continuous effort on a 24x7 basis¹</p> <p>Access to Microsoft's experienced specialists²</p> <p>Rapid escalation within Microsoft to cloud service operations teams</p>	<p>Notification of your senior executives, as requested by us</p> <p>Allocation of appropriate resources to sustain continuous effort on a 24x7 basis¹</p> <p>Rapid access and response</p>
<p>Severity A</p> <p>Critical business system degraded:</p> <p>Significant loss or degradation of services</p>	<p>Notification of our senior executives, as required</p>	

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

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

Azure Event Management

Microsoft Azure Event Management ("AEM"): AEM provides enhanced proactive and reactive support during customers' critical planned business events.

Prior to the defined event window, the AEM team will perform an assessment of the event and solution in scope, provide recommendations to mitigate any identified risks and will be available 24x7 during the defined event coverage period.

Unified Enterprise Support Services Description

We consider an In-scope critical business event as a point in time, customer-anticipated activity that poses a major risk/impact for the customer thus requiring higher levels of service availability and performance.

Critical Business Events examples:

- Predictable High load on an existing solution
- Deployment of a new feature to an existing Azure solution
- Deployment of a new solution to Azure
- Migration from an on-prem or other cloud provider into Azure

AEM supports critical business events that utilize core Microsoft Azure services. Each event covers a single Azure solution, if multiple Azure solutions require support, then a customer must purchase additional events. An Azure solution is defined as a set of Azure subscriptions and Azure resources that connect to a common business outcome to provide customers with products or services. AEM will evaluate the customer's solution during the pre-event assessment period and communicate identified risks in writing to the customer.

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.
- Perform capacity and resiliency reviews on Azure platform.

AEM will provide written documentation of the results of its assessment including actions to mitigate possible risks affecting uptime and stability.

Critical business events may receive up to five (5) calendar days of consecutive event coverage; customers may choose to purchase as many critical business events as required to run consecutively and cover the entire duration of the anticipated demand if longer than five (5) consecutive calendar days.

Azure Event Management is subject to resource availability, please consult your customer success account manager for availability details. 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.

AEM is only available for customers who have solutions in Azure Public Cloud. AEM is not available for customers who have Azure government or sovereign cloud environments. AEM delivery is only available in English and offers no local language support services.

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
------------------------	-----------------------	------------------------

<p>Severity 1</p> <p>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</p>	<p>First call response in 15 minutes or less and rapid escalation within Microsoft²</p> <p>Critical situation resource assigned in 30 minutes or less. Continuous effort on a 24x7 basis¹</p> <p>Access to Microsoft experienced specialists and rapid escalation within Microsoft to product teams</p>	<p>Notification of your senior executives, as requested by us</p> <p>Allocation of appropriate resources to sustain continuous effort on a 24x7 basis¹</p> <p>Rapid access and response</p>
<p>Severity A</p> <p>Critical business system degraded: Significant loss or degradation of services</p>	<p>Engagement of support engineers who have knowledge of your solution configuration. Where applicable, those engineers may assist and streamline the incident management process</p> <p>Notification of our senior executives, as required</p>	

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.

Office 365 Engineering Direct

Office 365 Engineering Direct: Provides enhanced support for the core workloads of your Microsoft Office 365 production tenant or tenants that includes prioritized access to the Office 365 engineering team. This service will be available for the listed tenant or tenants, is available for an additional fee and is defined in an Exhibit referenced in your 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. Developer Support delivers comprehensive support providing customers with cloud architecture, vulnerability assessments, ALM/DevOps solutions, security development lifecycle, code reviews, performance and monitoring, application modernization, internet of things (IoT) implementation and management, training, and testing. Developer Support is available for an additional fee.

GitHub Engineering Direct

GitHub Engineering Direct: Provides customers with priority access to a designated GitHub support team and a named GitHub Customer Reliability Engineer (CRE). In addition, quarterly reviews, including proactive guidance based on health checks and ticket analysis, are part of the GitHub Engineering Direct offer.

Support for Mission Critical

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 on your Work Order. Support for Mission Critical (SfMC) provides a customized program of support services, is available for an additional fee and is defined in an Exhibit referenced in your Work Order. You must have a current Microsoft Unified Support services agreement to support your SfMC services. If your Microsoft Unified Support services agreement expires or is terminated, your SfMC service will be terminated on the same date.

Azure Engineering Direct

Azure Engineering Direct:

1. 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 2.1 and 2.2, defined hereafter as "Extended Feature Customers". All other customers are only entitled to the features listed in Section 2.1.

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.

2. Features

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.

2.1 Provided for All 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.

- 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.
- 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.
- 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).

- 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, 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.
- Support for Customer's Critical Projects. 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.
- Drive Actionable Insights and Deepen Customer Knowledge and Expertise across Azure Delivery Teams. 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.
- Customer Advisory Input. 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.

2.2 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.

- Platform Monitoring: AED leverages knowledge of the customer's Azure footprint and internal telemetry from 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.

- White-glove 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.
- 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.

3. AED 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:

- a) Microsoft's performance of the AED services is dependent on customer's cooperation, active participation, and timely completion of assigned responsibilities.
- b) The customer will maintain an active Microsoft Enterprise Support service plan and Azure Rapid Response agreement throughout the term of this Exhibit.
- c) All features are available in the English language only.
- d) 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.
- e) 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.
- f) AED coverage does not extend to any on-premises technologies, user devices, Microsoft client software, or identity and authentication technologies.
- g) 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.

- h) 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.
- i) AED 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.

Microsoft Cybersecurity Incident Response

Microsoft Cybersecurity Incident Response ("MSCIR"): Provides global investigation and guidance to help evaluate cyber-attack scope, contain the incident, and restore critical systems, with options for onsite and/or remote support. These services help to reduce the risk of targeted cyber-attacks and better mitigate the damage caused by a security crisis. Microsoft Incident Response must be purchased as a separate add-on to an existing Unified Support Agreement. The scope of the MSCIR engagement will be defined at the time of the incident.

Under certain urgent circumstances, Customer may request and authorize Microsoft to commence delivery of the MSCIR services prior to purchasing the MSCIR service or adding additional hours to an existing MSCIR service ("Add-On Agreement"). Notwithstanding anything to the contrary, if Customer authorizes Microsoft to begin work prior to the Add-On Agreement, Customer agrees that (a) it will take all such actions that are reasonably necessary to execute the Add-On Agreement as quickly as practicably possible, (b) it remains fully liable and agrees to pay for the services rendered prior to the execution of the Add-On Agreement 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).

2.4 Multi-country Support

Multi-country Support Services Overview

In conjunction with Microsoft Unified Enterprise Support services, Multi-country Support provides support to you in multiple Support Locations, as described in your Work Order (or Work Orders). The description of the Multi-country Support structure follows:

- **Host:** This is the Support Location where you have contracted for Microsoft Unified Support Base in your Work Order.
- **Downstream:** This is a Support Location designated in your Work Order where you are to receive Microsoft Unified Enterprise Support services, other than the Host location, and are entitled to the services you purchase for that location.

How to Purchase

This USSD describes the Multi-country Support services available. The specific services and related quantity, if applicable, will be listed in the associated Work Order by Support Location.

The Services described herein may be delivered to your Support Location(s) designated in the Host Work Order and, as may be, allocated by the Host, as part of your Microsoft Unified Enterprise Support agreement with the following modifications:

- **Base Package Services:** Unless noted otherwise, Base Package Services (those denoted 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:** Reactive Services may be provided remotely to locations other than and including the Host.
- **Service Delivery Management (SDM):** As designated in your Work Order, SDM may be delivered to designated Host and Downstream Support Location(s). The availability of SDM services that are included in your Base Package will be allocated by the Host and managed by the Host customer success account manager. SDM delivery will be limited to the business hours of the Host location. Additional SDM services may be required when purchasing additional services or enhanced services and solutions.
 - **Additional SDM:** Additional SDM resources may be purchased for the Host or Downstream Support Location(s), as indicated in a Work Order, and will be delivered to the designated Support Location. Subject to resource availability and the above.

Availability of optional services (those denoted with a "+" in the Support tables above) are as follows:

- **Proactive Services**
 - You may be provided 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 location 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 services and solutions:** All enhanced services and solutions may be purchased for use in either Host or Downstream Support Locations. Subject to availability. Other restrictions may apply.
- Other purchased support services will be available in the Support Location(s) designated in your Work Order.

Multi-Country Support Additional Terms and Conditions

In addition to those terms and conditions outlined herein and your Work Order, our delivery of services, as outlined herein, is based upon the following prerequisites and assumptions:

- We may allow staff in non-designated support location(s) to participate in remote Proactive Services that have been purchased for the Host or a Downstream Support Location and designated in the Work Order. Such participation will be allowed at the discretion of Microsoft.
- Proactive Credits can only be exchanged between Host and Downstream Support Locations listed on your Work Order, except as noted. All exchanges will be completed based on current currencies and rates for Proactive Credits in the respective Support Locations. Current rates can be provided by your Microsoft Services 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.

- The Customer shall be solely responsible for any tax obligations that arise because of the distribution or exchange of purchased support services between Host and Downstream Support Location(s).
- Services changes or exchanges made during the Term of Work Order may require agreement in writing.
- **Unified Billing System** and **Split Invoicing** are designed to provide our customers with more flexibility, convenience, and control over their transactions. Our Unified Billing System improves the efficiency and accuracy of the invoicing and taxation process, while our Split Invoicing feature allows for transactions to be split into multiple invoices based on different criteria such as product type, delivery date, or customer location

2.5 Additional terms and conditions

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

- Base Package reactive 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 set forth in writing.
- 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.
- We provide support for all versions of commercially released, generally available Microsoft software and Online Services products that you have purchased 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 at <http://microsoft.com/licensing/contracts> (or at a successor site that Microsoft identifies), unless otherwise set forth in a Work Order, an Exhibit to this Unified Enterprise Support Services Description, or specifically excluded on your online support portal at <http://serviceshub.microsoft.com>.
- Support for pre-release and beta products is not provided, except as otherwise noted in an attached exhibit.
- 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 is dependent upon the availability of resources and workshops may be subject to cancellation if minimum registration levels are not met.
- 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.
- 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.

- *If you request cancellation of a previously scheduled service, the cancellation must be made at least 14 days in advance for a full refund of said service where applicable.*
- *Any cancellation of the previously scheduled service 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 of the previously scheduled service will be liable for the full cost (100%) of said service cost*
- When purchasing additional services, we may require the inclusion of service delivery management to facilitate delivery.
- If you ordered one type of service and wish to exchange it for another type of service, you may apply equivalent value to an alternative service where available and agreed with your service delivery resource.
- Not all additional services may be available in your country. Please contact your service delivery resource for details.
- You agree that the only non-Microsoft code to which you provide us access to is 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.
- 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.
- There may be minimum platform requirements for the services purchased.
- 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 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 available at https://aka.ms/github_privacy and the GitHub Data Protection Addendum and Security Exhibit located at https://aka.ms/github_dpa will apply to your procurement of GitHub Support Services.
- 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 assumption may be set forth in relevant Exhibits.

2.6 Your responsibilities

Optimizing the benefits of your Microsoft Unified Support services is contingent upon you fulfilling the following responsibilities, in addition to those set forth in any applicable exhibits. Failure to comply with the following responsibilities may result in delays of service:

- You will designate a named support services administrator who is responsible for leading your team and managing all of your support activities and internal processes for submitting support incidents requests to us.
- If you purchase Multi-country Support Services, you will be required to designate a named support services administrator for your Host Support Location who is responsible for leading your local team and managing all your local support activities and internal processes for submitting support incident requests to us. And you may be required to designate a named support services administrator in other Support Locations.
- You can designate named reactive support contacts, as needed, who are responsible for creating support requests through the Microsoft support website or by phone. Cloud administrators for your cloud-based services may also submit cloud support requests through the applicable support portals.
- For online services support requests, Cloud administrators, for your cloud-based services, must submit support requests through the applicable online service support portal.
- When submitting a service request, your reactive support contacts should have a basic understanding of the problem you are encountering and an ability to reproduce the problem in order to 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 to assist Microsoft in analyzing and resolving service requests.
- When submitting a service request, your reactive support contacts may be required to perform problem determination and resolution activities, as requested by us. These may include performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new versions of software or new components, or modifying processes.
- You agree to work with us to plan for the utilization of services, based upon the services you purchased.
- You agree to notify us of any changes to the named contacts designated in your Work Order.
- You are responsible for backing up your data and for reconstructing lost or altered files resulting from catastrophic failures. You are also responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data.
- You agree, where possible, to respond to customer satisfaction surveys that we may provide from time to time regarding the services.
- You are responsible for any travel and expenses incurred by your employees or contractors.
- You may be asked by your service delivery resource to fulfill other responsibilities specific to the service you purchased.
- 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.

Unified Enterprise Support Services Description

- You agree to submit requests for Proactive services and enhanced services and solutions, along with any necessary or applicable data, no later than 60 days prior to the expiration date of the applicable Work Order.
- You agree to provide our service delivery team required to be onsite with reasonable telephone and high-speed Internet access and access to your internal systems and diagnostic tools, as applicable.

© 2023 Microsoft Corporation. All rights reserved. Any use or distribution of these materials without express authorization of Microsoft Corp. is strictly prohibited.

Microsoft and Windows are either registered trademarks of Microsoft Corporation in the United States and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.