

Microsoft



My urgent support requests are not always between 8am and 5pm.

Software Assurance Benefit

24x7 Problem Resolution Support

** My* Software Assurance
More benefits / Maximum value

Peace of mind can be yours

There are going to be times when your IT professionals need additional support directly from Microsoft to ensure your business keeps running at full-speed with reliable systems. Whether to troubleshoot server outages, install a software upgrade, or make the latest security improvements, 24x7 Problem Resolution Support from Microsoft® Software Assurance is there for you every day of the week, around-the-clock.

My goal: support when I need it

24x7 Problem Resolution Support enables you to stay continuously connected with Microsoft. Prior to March 2006, customers with Software Assurance received problem resolution support which included business hour phone support for enterprise edition server products and Web support for standard and enterprise edition servers. The enhanced version, released in March 2006, includes more comprehensive support coverage than ever before.

Extended support from business hours to 24x7:

Around-the-clock phone support for business-critical issues.

Expanded product support coverage: Support is available on all Microsoft server, Microsoft Windows®, and Microsoft Office System products and editions* even if the specific license requiring support does not have Software Assurance coverage.

Unlimited online support: Web support for all server products* covered by Software Assurance during business hours.

The option to convert Software Assurance Problem Resolution Support to Premier Support: Select the option to convert phone incidents earned through Software Assurance to Premier Support incidents. This gives you a higher level of support with faster response and managed incident escalation, enabling better IT productivity within your organization.

These enhancements give you the freedom to decide what level of support is best for each issue, to maximize your direct connection to Microsoft, and to help lower your total cost of support over time. You are no longer required to track Software Assurance coverage by licenses to use phone support, making it easier for you to enjoy this benefit.

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My eligibility: earning and using my support benefits

Your organization's investment in Software Assurance determines the number of phone support incidents you are eligible to receive. Your Microsoft Account Manager or Microsoft partner can help you calculate the number of incidents you will receive. Once you have acquired the software, the Microsoft Volume Licensing site at <https://licensing.microsoft.com> will display the number of phone incidents awarded and used daily.

Calculating your Software Assurance phone incident awards

The number of incidents you receive is based on the purchase amount of Software Assurance for your server products and desktop applications that accumulate under your Microsoft Volume Licensing agreement.**

- For every **USD \$20,000** spent on Software Assurance for Microsoft server products and/or Client Access Licenses (CALs), you receive **one phone incident***, plus,**
- For every **USD \$200,000** spent on Software Assurance for desktop applications (Microsoft Office or Windows), you receive **one phone incident***, plus,**
- **One complimentary 24x7 phone support incident** per enrollment is granted (except two-year Open agreements), with a minimum of one Software Assurance covered server

Software Assurance support incidents are awarded based on payment schedules.

- If you pay for your software licenses up-front in one payment, or you have an Open or Open Value agreement, you will be awarded 100% of your issued incidents at the time of first invoice
- If you choose a flexible payment schedule, you will receive a percentage of your qualifying incidents on the annual anniversary date of your agreement

Awarded incidents can be used at any time and expire with the agreement expiration.



My Premier support: the ultimate value

Microsoft Services Premier Support is our most comprehensive support service, and it is designed to meet your most complex support needs. As a Premier Support customer, you are entitled to flexible support, including:

- **A comprehensive selection of services** aimed at maximizing the productive use of your software, such as code and supportability reviews, health checks, knowledge transfer workshops, and root cause analysis
- **A personalized support relationship** through your Technical Account Manager, who speaks your language and understands your IT environment and your business, ensuring delivery of services tailored to meet your unique needs
- **Preferred access to Microsoft's technical experts** with on-site support available at no extra cost
- **Proactive planning** to help avoid outages and data loss
- **Time-based escalation** to senior Microsoft technical experts and management until your critical issues are resolved
- **Localized 24x7 support**
- **Coverage for products in extended support phase**

Handling Premier incidents

Premier customers realize additional value from their Software Assurance investment with an option to convert unmanaged support incidents to managed Premier support incidents as a one-to-one exchange. On the following page are guidelines for converting Software Assurance awarded incidents to Premier Problem Resolution Support incidents.

For information about customer support for Premier customers, visit http://www.microsoft.com/services/microsoftservices/srv_prem.msp

Support Service Packages and the new Software Assurance program

Offering Brand		Professional Support	24x7 Professional Support	Software Assurance 2006	Essential Support	Premier Support Family
KEY BENEFITS	KEY FEATURES					
Problem Resolution Support: Phone	All products covered	✓	✓ ⁵	✓ ¹	✓ ³	✓ ³
	Incidents/hours—Fixed amount based on package	✓	✓		✓	
	Business hours—Coverage in local language	✓	✓	✓ ⁴	✓	✓
	After hours—Coverage for English language/product		✓	✓	✓	✓
	After hours—Coverage for non-English language			✓ ²	✓	✓
	Incidents—Earned based on SA spend			✓		
	Incidents/hours—Flexible					✓
	24x7 Critical Situation Escalation Management					✓
	Rapid Onsite Support					✓
	1 hour response					✓
Knowledge Transfer	Proactive Information Distribution, Microsoft Premier Online, etc.				✓	✓
Direct Relationship <small>(e.g. Support Account Management, Account Profiling & Reporting, etc)</small>	Phone-based				✓	✓
	Onsite					✓
Proactive Services	Support Assistance				✓	✓
	Health Check and Infrastructure Workshop, Global and Regional Workshops, Code Reviews, etc.					✓
Problem Resolution Support: Web	All products covered	✓	✓		✓	✓
	Only Server products with SA coverage			✓		
	Incidents—As needed			✓		
	Incidents—Fixed amount based on package	✓	✓			✓
	Incidents—Flexible					✓
	Business hours coverage	✓	✓	✓	✓	✓

✓ Service is available

- 1 Any product that is in the mainstream phase of the product lifecycle and is eligible for SA Benefits, except Developer tools, Developer editions of Server, or Home and Entertainment products.
- 2 After business hours support will be provided on issues that are business critical. Support will be in English, however, some local language interpreter services may be available. For those non-English language products where interpreter services are not available, customers will be routed to an English speaking support engineer using English to troubleshoot the problem. For those non-English language products where interpreter services are available, customers will have the option of using interpreter services if they prefer to speak in their local language. If we can't reproduce the problem or read the logs in local language, we will attempt to resolve the issue using other available resources, otherwise we will notify you that the issue cannot be resolved in customer's local language. Requesting support in a local language may significantly delay resolution. Please visit <http://support.microsoft.com/sasupport> to verify local language support availability in your country.
- 3 Products as mentioned in the lifecycle program <http://www.microsoft.com/lifecycle>. Currently excluded from Premier and Essential Support are the Groove products, Microsoft TV and Microsoft Windows Storage Server.
- 4 Please visit <http://support.microsoft.com/sasupport> to verify local language availability in your country.
- 5 24x7 Professional support covers problems associated with software and hardware development, network connectivity, server-based technologies, and business-critical systems. Issues can also include problems associated with configuration and deployment of business workstations and servers.



My participation: activate in a few easy steps

For customers with agreements that started after March 13, 2006: How to activate 24x7 Problem Resolution Support
(The notices contact signs the agreement)

1. After the volume licensing agreement is signed, Microsoft will send a welcome e-mail introducing Microsoft Volume Licensing Services (MVLS), a dedicated customer Web site to manage benefits and licensing agreements
2. Visit Microsoft Volume Licensing Services at <https://licensing.microsoft.com>
3. Create a Passport account when prompted
4. Create an MVLS account
5. Assign a Benefits Administrator to manage your company's Software Assurance benefits and assign a Benefit Administrator for the 24x7 Problem Resolution Support benefit
6. Microsoft will send a welcome e-mail to the Benefits Administrators

For customers who activate the original Problem Resolution Support benefit: How to activate 24x7 Problem Resolution Support
(The notices contact assigns a Benefits Administrator)

1. Visit Microsoft Volume Licensing Services at <https://licensing.microsoft.com>
2. Go to the **Software Assurance Benefit Summary** page
3. Select the **Problem Resolution Support** benefit to access your company's benefits
4. Activate the new benefit
5. Set up a list of approved users who will submit support incidents
6. Additional assistance is available by clicking on the **Robo-help** link

Promote the benefits internally to your IT teams, HR staff, helpdesk, and employees.

Accessing your benefits is easier than ever. Use the contact number below and your Software Assurance ID number to resolve any problem, at any time of day. Now your IT team can focus on resolving technical issues instead of spending time tracking down eligibility information or what Microsoft products are covered.

Support Customer Care:
1-800-936-3500 (U.S. and Canada only)

Need more help? Get Microsoft Volume Licensing Training:
www.microsoft.com/licensing/sa/mvls/launcher.html
www.microsoft.com/licensing/programs/sa/activationtrain



Get more incidents before June 30, 2006

Available for a limited time, Microsoft is offering customers the option to migrate from the original problem resolution support benefit to 24x7 support by visiting the Microsoft Volume Licensing Systems site (MVLS) at <https://licensing.microsoft.com>.

- Customers with agreements that started before March 13, 2006 and who activate the 24x7 Problem Resolution Support benefits in MVLS by June 30, 2006 will receive phone incidents for Software Assurance spend between September 15, 2005 and the end of their agreement.

- Customers whose agreement started after September 15, 2005 and activate the 24x7 Problem Resolution Support benefits in MVLS before June 30, 2006 will also receive phone incidents for 100% of the Software Assurance spend on their agreement.

This offer is not valid for customers that opt in after June 30, 2006 or that remain on the older version of the benefit. Only customers with agreements that started before March 13, 2006 qualify.

Example Scenario for calculating benefits

Conseco Corporation, a large manufacturing company in the United States, renewed their Enterprise Agreement with Microsoft. They spend \$25M for software; \$10M of which is for Software Assurance: \$3M for the Core CAL, \$1M for server products, and \$6M for desktop applications. Here is how to calculate their benefits:

Step 1: Calculate server incidents and desktop incidents

Steps	Calculation	No. of Incidents
1. Calculate more incidents from SA spend by adding the SA spend on server license plus Core CAL. Then divide by \$20K (the spend limit for server products)	$\$3M + \$1M = \$4M/20K$	200
2. If you purchased a server license with Software Assurance as part of the Enterprise Agreement	You receive a complimentary incident on the first sever license purchase	1
3. Calculate more incidents with your SA spend. Then divide by \$200,000 (the spend limit for desktop applications), and add one complimentary incident based on having Software Assurance coverage on at least one server.	$\$6M/200K$	30
4. Add the number of incidents for both to figure out your total qualifying phone support	$200 + 1 + 30$	231

Step 2: Determine when incidents can be used based on annual billing schedule

Steps	Calculation	No. of Incidents
If you pay the entire purchase up front	Receive all incidents at signing	231
If your annual payment is divided into 3 payments	Divide number of server-based incidents by 3 equal payments (3 years) (200/3)	66 plus the 1 comp. incident
	Divide number of desktop-based incidents by 3 equal payments (3 years) (30/3)	10
Incidents each year will be awarded on the anniversary date of your agreement	Year one	77
	Year two	76
	Year three	76

If you pay less than annually (quarterly/monthly), then you can still calculate your benefits using the formula for annual billing; however, your incidents will be allocated on the first and second anniversary date because your company paid the schedule earlier. Contact your account manager or authorized reseller for an accurate calculation of incidents or visit <https://licensing.microsoft.com>.

Frequently Asked Questions

Q. Why do I need Premier Support if I already receive support through Software Assurance?

A. Premier Support will provide you with an enhanced support experience:

- A personalized support relationship guided by a designated Technical Account Manager
- Faster response time to problem resolution services
- Access to proactive support and advisory services to identify operational risks and address potential issues before they occur
- A comprehensive selection of support resources including preventative planning, infrastructure support assistance, workshops, and online information resources

Q. When should I use Web support?

A. The unlimited Web support for servers with Software Assurance coverage should be used for less pressing issues to complement the escalated responses from Premier Support.

Q. I am a Premier customer and I want my Technical Account Manager to manage my Software Assurance cases. Is that possible?

A. Only Software Assurance incidents converted to Premier incidents or hours will be managed by your Technical Account Manager (escalation management, critical situation management). Software Assurance incidents that are not converted to Premier will not have Technical Account Manager involvement.

Q. If my Software Assurance expires before all incidents are used, can I roll them over to my Software Assurance renewal?

A. Incidents expire with the Volume Licensing agreement. You can transfer the unused incidents into your Premier agreement prior to expiration, which means the incidents' expiration will be tied to the Premier agreement instead of the Volume Licensing agreement.

Products must be eligible under Software Assurance. Visit www.microsoft.com/licensing for more information.

After business hours support will be provided on issues that are business critical. In some countries this support will be in English language and Interpreter Services will be available. For localized products, the customer will be routed to an English speaking engineer using English language product to troubleshoot the problem. The customer will have the option of using Interpreter Service if they

prefer to speak in their local language. If the engineer can't reproduce the problem on English language product or needs to read non-English logs, then it may hamper progress in resolving the problem until we have a local language engineer to work the case—based on local shift coverage. Please visit <http://support.microsoft.com/sasupport> to verify local language support availability in your country.

Web Support is available during business hours only.

* Software Assurance support covers any product in mainstream support except Developer tools, Developer editions of Server, or Home Entertainment products.

** All Software Assurance benefits are awarded at the enrollment level.

*** Spend levels and complimentary incidents are subject to change.

All terms and conditions for the benefits are subject to change.



Maximize the value of your company's IT investment with the new and enhanced benefits available with Software Assurance. From deployment planning to staff training, product support to software upgrades, Software Assurance benefits can help you increase worker productivity, accelerate organizational performance, and realize a return on your software investment faster.

Take advantage of all that Software Assurance has to offer. Activate your benefits today at <https://licensing.microsoft.com>.

For more information, contact your Microsoft account manager or authorized reseller, or visit <http://www.microsoft.com/licensing>.

Microsoft
Software Assurance
for Volume Licensing

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