Microsoft Unified for Partners Services Description (UfP SD)

November 2026

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1 About this document

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

Please note that not all services listed in this document are available globally or available for delivery to your End Customers. To determine which services are available for each scenario, please contact your Microsoft representative. Available services are subject to change.

1.1 Definitions

- **"End Customer"** means a legal entity that licensed their Microsoft Online Services from a partner through the Microsoft Cloud Solution Provider ("CSP") Direct Bill or Indirect Provider license program.
- "**Indirect Reseller**" has the meaning set forth in the Partner's Microsoft Online Services and Software Channel Authorization that Partner maintains with Microsoft.
- "**Online Services**" means Microsoft-hosted services to which Customer subscribes under this Agreement. It does not include software and services provided under separate license terms.
- "**Partner**", "**You**" or "**your**" means the business entity that has purchased UfP from Microsoft.
- "**Product**" means all Software and Online Services that Microsoft offers under this Agreement as identified in the Product Terms which are published at https://www.microsoft.com/licensing/terms or a successor site.
- "**Scoped Services**" means a fixed set of services that may be used only with an active Foundational Services subscription.
- "**Software**" means licensed copies of Microsoft software identified in the Product Terms. Software does not include Online Services, but Software may be part of an Online Service.
- "**Subscription Services**" means services that automatically renew after each billing period.
- "**UfP**" means the Microsoft Unified for Partners offer that encompasses a set of reactive, proactive, and success management services for Microsoft technologies that may be delivered to you or your End Customers as described in this document.

2 Partner and End Customer success and support services

Microsoft Unified for Partners (UfP) is aimed at improving Microsoft cloud infrastructure and supporting hybrid environments for your End Customers. UfP provides services like prioritized technical problem resolution, planning and implementation support, and health management services. These services are available globally, although availability may vary. For qualified partners, an Enhanced Reactive service is available.

UfP services are designed to help Partners deliver exceptional value to their End Customers for Microsoft technologies. For support with your own internal use of Microsoft technologies, you will need to establish a separate support agreement with Microsoft to ensure you receive the dedicated assistance you need.

Types of UfP services:

- **Reactive Services**: These services provide prioritized technical problem resolution to minimize downtime and ensure rapid response.
- **Success Management Services**: These services are designed to facilitate strategic planning and effective implementation of support services across your organization.
- **Proactive Services**: These services are designed to improve the health of Microsoft cloud and hybrid infrastructure and operations.

You may request Microsoft to deliver Reactive or Proactive Services, as described in this document, with you to your End Customers unless otherwise stated in a specific service description below or in your Statement of Services ("End Customer Support Services"). See the "Delivery of End Customer Support Services" section under Additional Terms and Conditions, Prerequisites and Assumptions, below.

Note: Except as expressly described below, UfP Support Services may be used to support End Customers' Microsoft Products licensed through CSP Direct Bill or Indirect Provider programs.

2.1 How to purchase

UfP Support Services are available as Foundational Services (may also be referred to as a Base Package), with additional services and solutions available as add-ons to your existing Foundational Services.

Table 1 – UfP Support Services Definitions

Item	Definition
Foundational Services	Foundational Services are our core support services and include a package of reactive, proactive, and success management services that support Microsoft Products. Foundational Services are Subscription Services and are required to purchase and use the additional services listed below unless explicitly stated otherwise.
Additional Services	Additional support services are Scoped Services available to add to your Foundational Services package for an additional fee and are represented with a "+" throughout this section.

2.2 UfP Pricing Model

UfP Subscription Services pricing is based on your trailing twelve months Microsoft Cloud Service Provider Direct Bill and Indirect Provider billed licensing revenue ("CSP Billed Revenue"), which determines your pricing category and applicable rates. You can download additional information about the UfP pricing model at https://aka.ms/UfPPricingDatasheet.

UfP Scoped Services are services available for an additional fee and provided for the term specified in the applicable Statement of Services. Please contact your Microsoft representative for more information.

If the Foundational Services subscription is cancelled before the end of an applicable Scoped Service term, any associated Scoped Services will be cancelled, and a prorated credit will be issued for the unused portion of such Scoped Services.

2.3 Description of Microsoft Unified for Partner Services

This section describes the services that are combined to form your Foundational Services package. Additionally, we have listed services that can be added to your Foundational Services package or during the term of a Statement of Services.

- Services represented with a "✓" are included in your UfP Foundational Services package.
- For services represented with a "✓*" see note below the services table.
- Services represented with a "+" may be purchased for an additional fee.

Reactive Services

Reactive services help resolve issues in a Microsoft environment and are typically consumed on demand. The following Reactive Services are included for currently supported Microsoft Products unless otherwise noted in your Statement of Services. Please note that all reactive support is delivered remotely.

Table 2 – Reactive services

Reactive Services	Plan
• **Problem Resolution Support:** Problem resolution support services are designed to help troubleshooting specific problems, error messages, or functionality that are not working as intended for Microsoft Products. The incident severity* determines the response levels within Microsoft, initial estimated response times, and your responsibilities. You are responsible for outlining the business impact on your organization, in consultation with Microsoft. Microsoft will assign the appropriate severity level. You can request a change in the severity level during the term of an incident should the business impact require it. Upon your request, we may collaborate with third-party technology suppliers to help resolve complex multi-vendor product interoperability issues. However, it is the responsibility of the third party to support its product. The term 'First Call Response' is defined as the initial non-automated support contact via phone or email. All support for Online Services is provided as needed.	✓*
• **Problem Resolution Support - Enhanced Response:** is a service provided to partners with a Support Services Designation. It includes an additional severity type of problem resolution support (Severity ER), available for the most critical Online Services reactive technical support incidents. Severity ER provides rapid response and engagement of the appropriate Microsoft technical expertise. It also includes incident management and resource coordination and expedited escalation within Microsoft, as needed, to support incident resolution. Severity ER incidents* are provided as specified in your Statement of Services, and Microsoft will not change the severity. Severity ER is not available for Microsoft Software.	✓*

Reactive Services	Plan
Contact your Microsoft representative for more information about how to qualify for a Support Services Designation.	
• **Reactive Support Management:** Our Reactive Support Management provides oversight of support incidents to drive timely resolution and high-quality support delivery. Success Management Services will be utilized for the Reactive Support Management of all support requests. Reactive Support Management service is provided for all incidents. In addition, for Severity A, and Severity ER incidents, an enhanced escalation process is initiated and automatically executed. Please refer to the Incident Response tables in Appendix A for more information on incident severity levels.	✓
• **Advisory Support:** Our Advisory Support delivers counsel, direction, and insights on best practices for leveraging Microsoft technology components, helping to steer clear of common configuration errors and enhance the performance of Microsoft technology components and services. It's important to note that our advisory services do not encompass architectural design, the development of solutions, or tailor-made customizations. This service is provided through email, chat or phone with prescriptive knowledge-based articles and delivered on reasonable best effort. Advisory support is limited to a maximum of 6 hours per incident.	✓
• **Problem Resolution Support - On-prem Add-on** is an additional service that provides problem resolution support for Microsoft Software. The On Prem Add-on is available as a number of hours, delivered as specified in your Statement of Services, and hours used are deducted from hours purchased. Severity ER* is not available for On-Prem Add-on services.	+
• **Problem Resolution Support - UfP Non-CSP Add-on** is an additional service that provides problem resolution support for Microsoft Online Services acquired through licensing programs other than the CSP Direct Bill or Indirect Provider programs. The UfP Non-CSP Add-on is available as a package of reactive support incidents, delivered as specified in your Statement of Services. Purchased incidents must be used during the term specified in the applicable Statement of Services and are deducted from the package as used. Severity ER* is not available for incidents submitted under the UfP Non-CSP Add-on. The UfP Non-CSP Add-on is not available for Microsoft Online Services licensed through CSP government licensing programs.	+
• **Problem Resolution Support - UfP CSP US Government Add-on** is an additional service that provides problem resolution support for eligible Microsoft GCC and Azure Government services acquired through CSP U.S. government licensing programs. Severity ER* is not available for incidents submitted under the UfP CSP US Government Add-on.	+

Reactive Services	Plan
The UfP CSP U.S. Government Add-on is not available for (1) GCC High or DoD licenses; or (2) Azure Government services outside of the CSP catalog of offers.	

** Refer to the Reactive Support Incident Severity Types chart in Appendix A for more information.*

Success Management Services

Table 3 – Success Management Services

Success Management Services	Plan
• **Success Management Services:** These services are included unless otherwise noted herein or in your Statement of Services. Success Management Services are provided digitally and/or by an account manager. Refer to Appendix B for more information on Success Management Services and the expected outcomes.	✓

Proactive Services

Proactive Services help prevent issues in a Microsoft environment and are scheduled to ensure resource availability and delivery during the term of the applicable Statement of Services. The Proactive Services that follow are available as identified below or detailed in your Statement of Services.

Planning Services

These services provide assessments and reviews of the current infrastructure, data, application, and security environment to help plan remediations, upgrades, migrations, deployments, or solution implementations based on desired outcomes.

Table 4 – Planning services

Planning services	Plan
• **Proof of Concept:** This engagement aims to provide evidence that enables an organization to evaluate the feasibility of a proposed technical solution. The evidence can take the form of working prototypes, documents, and designs, and 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 an organization's IT Staff 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 Microsoft 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

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

Table 5 – Implementation services

Implementation services	Plan
• **Onboarding Services:** Provide short-term assistance with deployment, migration, upgrade, or feature development. These services can include planning and validation of proof-of-concept or production workload using Microsoft Products.	+

Maintenance Services

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

Table 6 – Maintenance services

Maintenance services	Plan
• **On-demand Assessment:** This service leverages an online automated assessment platform that uses log analyses to analyze and assess your Microsoft technology implementation. These on-demand assessments cover limited technologies. To use this assessment service, you need an active Azure service with adequate data limits to enable the use of the on-demand assessment service. Microsoft may provide assistance with the initial setup of the service. In conjunction with the On-demand Assessment, and for an additional fee, a Microsoft resource (for up to one day) is available to assist with analyzing the data and prioritizing remediation recommendations per your services agreement. *Note: This service is only available for delivery to you to support your End Customer business. It is not available for delivery to your End Customers.*	+
• **Assessment Program:** This assessment evaluates the design, technical implementation, operations, or change management of an organization's Microsoft environment against Microsoft recommended best practices. At the conclusion of the assessment, a Microsoft resource will work directly with you to provide a report containing the technical assessment of the Microsoft environment which may include a remediation plan.	+
• **Offline Assessment:** This service provides an automated assessment of a Microsoft environment with data collected remotely or by a Microsoft resource. 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 Operations Programs (POP):** This service provides a review with an organization's IT Staff of planning, design, implementation, or operational processes against Microsoft recommended practices.	+
• **Risk and Health Assessment Program as a Service (RAP as a Service):** This service provides an automated assessment of a Microsoft technology implementation, with data	+

Maintenance services	Plan
collected remotely. Microsoft analyzes the gathered data to create a Findings Report containing remediation recommendations. *Note: This service is only available for delivery to you to support your End Customer business. It is not available for delivery to your End Customers.*	

Optimization Services

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

Table 7 – Optimization services

Optimization services	Plan
• **Adoption Services:** Adoption support services provide a suite of services that help assess an organization's ability to modify, monitor, and optimize changes linked to their Microsoft technology purchase. These services include support in the development and execution of an organization's adoption strategy around the people side of change. Organizations have access to resources with the expertise, knowledge, and associated Microsoft recommended practices to support their adoption program.	+
• **Development Focused Services:** We offer services to assist an organization's staff in building, deploying, and supporting applications built with Microsoft technologies. These services include: ○ **DevOps Capability Assessment**: An assessment that helps organizations understand current capabilities across the entire development lifecycle and quickly identify opportunities for improvement based on the Microsoft DevOps practices. ○ **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. This service is sold as a quantity of hours listed on the Statement of Services. ○ **Developer Platform Advisory**: Provides guidance to help in leveraging the full potential of the Microsoft developer platform, accelerating developer velocity, cloud adoption and digital transformation. This service is sold as a quantity of hours listed on the Statement of Services.	+
• **IT Services Management:** Our Modern IT Service Management services are designed to help an organization evolve its legacy IT environment using modern service management approaches that enable innovation, flexibility, quality, and operational cost improvements. These services may be delivered through advisory sessions or workshops to help ensure 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 the Statement of Services.	+

Optimization services	Plan
• **Security Services:** The Microsoft security solutions portfolio includes four focus areas: cloud security and identity, mobility, enhanced information protection, and secure infrastructure. Our security services help organizations understand how to protect and innovate their IT infrastructure, applications and data against internal and external threats. These services may be an element of a customized program of support services, available for an additional fee, and may be defined in an exhibit and referenced in the Statement of Services.	+

Education Services

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

Table 8 – Education Services

Education services	Plan
• **On-demand Education:** Access to a collection of online training materials and online labs from a workshop library digital platform developed by Microsoft. *Note: This service is only available for delivery to you to support your End Customer business. It is not available for delivery to your End Customers.*	+
• **Webcasts:** Access to live Microsoft-hosted online educational sessions on a wide selection of support and Microsoft technology topics.	+
• **Hackathons:** This service facilitates learning innovative ways organizations can utilize their Microsoft technology to effectively tackle their specific business challenges. This service is achieved through interactive, activity-based services that employ real-world or customer-specific scenarios. This service encourages organizations to engage in a fast and iterative collaboration with technology experts to find creative solutions to their needs.	+
• **Technical Update Briefings:** Recurring briefings that, when consuming every release, keep organizations informed about the latest additions and upcoming changes to their cloud implementations, enabling them to use new capabilities to be more productive or remove blockers for expanding current usage to all users.	+
• **Chalk Talks:** These are typically one-day interactive sessions that cover product and support topics provided in a lecture and demonstration format.	+

Education services	Plan
• **Workshops:** Our advanced level technical training workshop sessions are available on a wide selection of support and Microsoft technology topics. Workshops are purchased on a per-attendee basis or as a dedicated delivery to a single organization, as specified in the Statement of Services. Please note that workshops may be recorded after proper notice and consent is provided (and for certain regions, with additional express written permission).	+

Additional Proactive Services

Table 9 – Additional Proactive services

Additional Proactive services	Plan
• **Proactive Credits**: Proactive Credits are exchangeable services represented in credits on a Statement of Services. You can exchange these credits for one or more defined proactive services, as described within this document, and at current rates provided by your Microsoft representative. After selecting the additional service, we will deduct the value of that service from your credit balance, rounded up to the nearest unit. In addition to the Proactive Credits included in your Foundational Services package, additional Proactive Credits may be purchased for an additional fee.	✓ +
• **Partner Practice Builder:** This service provides a repeatable & programmatic approach to build partner's self-sufficiency in support, reduce escalation rates to Microsoft, and increase customer satisfaction and consumption. We will assess your current customer success capabilities and develop a plan with you for capability enhancement and growth execution. We will use case volume analysis and utilization tracking to reduce your support ticket escalation rate to Microsoft. We will provide digital content to help you build a strong customer success practice for Microsoft services, achieve support services designation, and grow consumption using best practices, curated learning materials, and services product planning information. One element of the Practice Builders framework is Partner Innovation Briefings which combine expert guidance, practical scenarios, and live demonstrations into interactive partner-focused skilling engagements. *Note: Practice Builders service is only available for delivery to you to support your End Customer business. It is not available for delivery to your End Customers.* *Your Indirect Resellers may attend Partner Innovation Briefings only upon your invitation and subject to Microsoft's approval.*	✓

Value Acceleration Services

Value Acceleration Services are proactive, expert-led engagements to accelerate cloud adoption. Value Acceleration Services are scheduled to ensure resource availability and delivery during the term of the applicable Statement of Services. The Proactive Services that follow are available as identified below or detailed in your Statement of Services.

Table 10 – Value Acceleration Services

Value Acceleration Services	Plan
• **Enhanced Designated Engineering (EDE):** Our custom service provides deep and ongoing technical engagement for organizations with complex scenarios. This offering is scoped to match the organization's needs and outcomes by providing a designated engineer who will build a deep knowledge of the environment or solution and support the organization's business goals, including but not limited to workload optimization, adoption, or supportability. EDE services can 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 the total purchased hours as they are utilized and delivered. Pre-defined EDE offerings are tailored to an organization's environment and help to achieve the desired outcome. These offerings include required pre-defined proactive services built in. EDE services focus on these areas: o Help maintain a deep knowledge of the current and future business requirements and configuration of the information technology environment to optimize performance. o Document and share recommendations of the use of support services–related deliverables (e.g., supportability reviews, health checks, workshops, and risk-assessment programs). o Help make the deployment and operational activities consistent with the planned and current implementations of Microsoft technologies. o Enhance an organization's IT staff's technical and operational skills. o Develop and implement strategies to help prevent future incidents and increase system availability of an organization's covered Microsoft technologies. o Help determine the root cause of recurring incidents and provide recommendations to prevent further disruptions in the designated Microsoft technologies. Resources are allocated, prioritized, and assigned based on the agreement of the parties during the initiation meeting, and documented as part of the service delivery planning, regardless of how EDE services are purchased. Multi-country organizations must assign the EDE services to a location at contracting prior to service delivery planning. Please note the following service-specific prerequisites and limitations: o EDE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends).	+

Value Acceleration Services	Plan
○ EDE services support the specific Microsoft Products and technologies selected by you and listed in the Statement of Services. ○ EDE services are delivered to a single support location in the designated support location identified in the Statement of Services.	
• **Designated Engineering (DE):** These curated and outcome-driven solutions are based on Microsoft recommended practices and principles that help accelerate the time to value. A lead expert will work closely with an organization's team to provide deep technical guidance and leverage other Microsoft experts where required to help with deployment and/or optimization of the Microsoft solutions. These services span from assessment and planning to upskilling and design, to configuration and implementation. **Service-specific prerequisites and limitations** ○ DE services are accessible during standard business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends.) ○ The DE services cater to the specific Microsoft Products and technologies that are listed in the Statement of Services. ○ DE services are provided for a single support location, as specified in the Statement of Services.	+

2.4 Additional terms and conditions

Prerequisites and Assumptions

UfP support services are delivered based on the following prerequisites and assumptions:

- **Reactive Services**: These services are provided remotely to the location(s) of your designated support contacts. All other services are provided remotely to your location(s) designated or listed in your Statement of Services, unless otherwise specified in writing.
- **Language of Services**: Reactive services are provided in English and, where available, may be provided in your spoken language. All other services are provided in the spoken language of the Microsoft services location providing services, or in English, unless otherwise agreed to in writing.
- **Supported Products**: We provide support for all versions of commercially released, generally available Microsoft Products and are identified on the Product Terms published by Microsoft from time to time.
- **Pilots, Pre-release, and Beta Products**: UfP may, from time to time, include preview, beta, or other pilot services offerings offered by Microsoft for optional evaluation (each a "Pilot"). Your participation in Pilots is elective and provided to you subject to the Professional Services terms within the Microsoft Product Terms which are already incorporated into your Agreement, and subject to any additional terms applicable to the Pilots. Not all Pilots will be available in all locations. Unless stated otherwise in the Pilot's terms and conditions, Pilots are not available for delivery to your End Customers.

- **Scheduling of Services**: Scheduling of services is dependent upon the availability of resources and workshops may be subject to cancellation if minimum registration levels are not met.
- **Remote Access**: We can access your system via remote connection to analyze problems at your request. Our representatives will access only those systems authorized by you. To utilize remote connection assistance, you must provide us with the appropriate access and necessary equipment.
- **Customer Data**: Some services may require us to store, process, and access your customer data or End Customer's customer data. When we do so, we use Microsoft-approved technologies which comply with our data protection policies and processes. If you or your End Customer request that we use technologies not approved by Microsoft, you and your End Customer understand and agree that you or your End Customer are solely responsible for the integrity and security of the customer data and that we assume no liability in connection with the use of non-Microsoft-approved technologies.
- **Additional Services**: Not all additional services may be available in your country. Please contact your service delivery resource for details.
- **Service Exchange**: You may, subject to Microsoft's then-current policies, reallocate the value of a previously ordered service toward an alternative service, provided such alternative service is available and agreed upon by Microsoft.
- **Code Access**: You agree that the only non-Microsoft code to which you provide us with access to is the code that you own. The Support Services may include Services Deliverables, advice, and guidance related to code owned by you or by Microsoft, or the direct provision of other support services.
- **Reactive Services**: When providing Reactive services, we do not provide code of any kind, other than sample code. You will assume all risks associated with implementing any code provided by us, whether provided to you or your End Customer, 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 us in the performance of support services in whole or in part, in any deployment in any Microsoft environment whatsoever.
- **Platform Requirements**: There may be minimum platform requirements for the support services purchased.
- **Onsite Service Delivery:** Delivery will be remote unless otherwise agreed in writing by Microsoft and for an additional fee. Microsoft's ability to provide onsite services is subject to Microsoft's resource availability, and the tasks performed will vary depending on the situation, environment, and business impact of the issue. Where onsite visits are mutually agreed upon and not pre-paid, we may bill you for reasonable travel and living expenses.
- **User Communications**: You agree that we may send information regarding Support Services to a valid and active company email address associated with you. Such communications may be identified as security updates, newsletters, blogs, security briefings, service communications, and similar documentation. Your internal users shall have the proper mechanism to Opt-Out of such communications. Such communications may not be distributed to your End Customers without prior written approval from Microsoft.
- **Recordings:** Any recordings and related collateral of support services provided to you or your End Customer are Services Deliverables subject to the terms and conditions of the Statement of Services.

  By accepting the invitation to participate in a recorded event or by joining the recorded event: 1) participants agree to be recorded and that the collection and storage of the recorded event is subject

to the terms and conditions governing the event; 2) participants agree that their name, email address, submitted questions, and/or phone number may be viewable by other participants; and 3) participants agree that the recording may be shared with Microsoft employees and representatives.

Other than as expressly provided in the Statement of Services or the terms and conditions governing the event, participants may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information from the recorded event.

- **Service Deliverables:** The Services Deliverables may be reasonably shared within your organization subject to the terms and conditions governing Services Deliverables and are not intended to replace your own organizational training programs. You will exercise sole discretion in determining whether to use the Services Deliverables and will be responsible for all legal, regulatory, or standards compliance. You assume all risks associated with implementation or reproduction of the Services Deliverables, including confidentiality obligations, information being taken out of context, or the information being shared in an untimely manner. The Services Deliverables are presented "as-is", and "with all faults" as of the time of delivery, and we do not provide any warranties, express or implied.
- **Delivery of End Customer Support Services**
  - **Support Services Available to End Customers**: Support services may not be delivered to End Customers except as described in this document or in your Statement of Services ("End Customer Support Services").
  - **Reactive Support Service Requests for End Customers**: To access Reactive Support Services, you need to create an incident request. You can initiate an incident request for:
    - Online Services by submitting a request via Partner Center (or alternative web portal specified by Microsoft) and must use Global Delegated Administrative Privilege (GDAP) access for the appropriate End Customer's tenant or for your CSP sandbox tenant.
    - Software by submitting a request via the web portal specified by Microsoft. You must have administrative privileges to the appropriate environment.
  - **Remote Access**: We can access your End Customer's system via remote connection to analyze problems at your request. Our representatives will access only those systems authorized by the End Customer. To utilize remote connection assistance, the End Customer must provide us with the appropriate access and necessary equipment.
  - **Code Access**: You agree that the only non-Microsoft code which End Customer provides us with access to is the code that you or End Customer own. The End Customer Support Services may include Services Deliverables, advice, and guidance related to code owned by you, End Customer, or Microsoft, or the direct provision of other End Customer Support Services.
  - **Location of End Customer Support Services**. Reactive End Customer Support Services may be delivered to End Customer in the location(s) of your designated support contacts.
  - **Primary Contact for Problem Resolution Support**. In the case of all Problem Resolution Support, services delivered to End Customers, you must remain the primary contact on any support incident report and actively participate with Microsoft in the diagnosis and resolution of End Customer issues.
  - **Commitments to End Customers.** You cannot make commitments on Microsoft's behalf to any End Customer regarding End Customer Support Service delivery without prior approval of Microsoft.

- **End Customer Contact Information.** You must provide Microsoft with End Customer's name and contact information when requesting End Customer Support Services, and you must obtain End Customer's consent for Microsoft to contact them directly regarding the performance of End Customer Support Services, if necessary. Microsoft will not use this information for any purpose other than Microsoft's provision of the End Customer Support Services. Microsoft may refuse to provide End Customer Support Services to End Customer if you do not provide Microsoft with the required information.

- **Onsite Delivery of End Customer Support Services**. Delivery will be remote unless otherwise agreed in writing by Microsoft and for an additional fee. Where onsite visits are mutually agreed upon and not pre-paid, we may bill you for reasonable travel and living expenses. Microsoft's ability to provide onsite services is subject to Microsoft's resource availability, and the tasks performed will vary depending on the situation, environment, and business impact of the issue. You must be present at the End Customer's location if End Customer Support Services are delivered onsite.

- **Scope of End Customer Support Services.** YOU UNDERSTAND THAT THE UFP SERVICES DO NOT HAVE THE FULL SCOPE OF OR PROVIDE THE EQUIVALENT OF MICROSOFT'S UNIFIED SUPPORT OFFERING THAT MICROSOFT PROVIDES TO ITS CUSTOMERS. YOU AGREE THAT YOU ARE NOT AUTHORIZED TO RESELL MICROSOFT'S UNIFIED FOR PARTNER OR ANY OTHER MICROSOFT SUPPORT OFFERING, INCLUDING BUT NOT LIMITED TO MICROSOFT UNIFIED SUPPORT. YOU WILL NOT IMPLY OR MAKE ANY REPRESENTATION TO YOUR END CUSTOMERS OR POTENTIAL END CUSTOMERS THAT THE SERVICES AVAILABLE UNDER A STATEMENT OF SERVICES ARE MICROSOFT'S UNIFIED FOR PARTNER OFFER OR ANY OTHER MICROSOFT SUPPORT OFFERING, INCLUDING BUT NOT LIMITED TO MICROSOFT UNIFIED SUPPORT

Your Responsibilities

In addition to those set forth in any Statement of Services, you have the following responsibilities. Failure to comply may result in service delays.

- **Support Services Administrator**: You will designate a named support services administrator who will lead your team and manage all support activities, including the internal processes for submitting support incidents requests to us. An End Customer cannot be designated as a named support services administrator.

- **Reactive Support Contacts**: As needed, you can designate a named reactive support contacts who will create support requests through the Microsoft support website or by phone. For your cloud-based services, you must submit cloud support requests through the relevant support portals. An End Customer cannot be designated as a named reactive support contact.

- **Service Request Submission**: When you submit a service request, your reactive support contacts should have a basic understanding of the problem and an ability to reproduce it. This will assist us in diagnosing and triaging the problem. These contacts should also be knowledgeable about the supported Microsoft Products and your Microsoft environment to help resolve system issues and assist us in analyzing and resolving service requests.

- **Problem Determination and Resolution**: When submitting a service request, your reactive support contacts may need to perform problem determination and resolution activities as requested by us. These activities may include performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new Product versions or components, or modifying processes.

- **Service Planning**: You agree to collaborate with us in planning the utilization of services, based on the services you have purchased.
- **Contact Updates**: You agree to inform us of any changes to the named contacts.
- **Data Management**: You are responsible for backing up your data and reconstructing lost or altered files due to catastrophic failures. You also need to implement necessary procedures to ensure the integrity and security of your Products and data. You are responsible for working with your End Customer to do the same.
- **Feedback**: Where possible, you agree to respond to customer satisfaction surveys that we may periodically provide regarding the services.
- **Expenses**: You are responsible for any travel and expenses incurred by your employees or contractors.
- **Proactive Services Requests**: You agree to submit requests for Proactive Services along with any necessary or applicable data, no later than 60 days prior to the expiration date of the applicable Statement of Services.
- **Access**: If services are delivered onsite, you or your End Customer, as appropriate, agree to provide our onsite service delivery team with reasonable telephone and high-speed Internet access, as well as access to your internal systems and diagnostic tools, as applicable.
- **Your Cooperation:** Microsoft's performance of support services is dependent on your cooperation, active participation, and timely completion of assigned responsibilities and is subject to the additional terms and conditions described in this UfP SD or a Statement of Services. The same is true for you and your End Customer for End Customer Support Services.
- **Additional Responsibilities**: Your success management resource may ask you to fulfill other responsibilities specific to the service you purchased.

Appendix A: Severity Types Chart

Please note that this chart is supplementary and is intended to provide additional insights into the reactive support incidents severity levels. This should be used in conjunction with the main text for a comprehensive understanding of the topic.

Reactive Support – Incident Severity Types

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

Unified for Partner Base		
Severity and situation	Our expected response	Your expected response
Severity A		
Critical business system degraded: Significant loss or degradation of services Urgent attention required	Azure components[1] - First call response in 30 minutes or less All other Software and Online services - First call response in one hour or less Continuous effort on a 24/7 basis[2] Escalation as appropriate based on severity	Allocation of appropriate resources to sustain continuous effort on a 24/7 basis[2] Rapid access and response to your technical staff Submission via phone or web
Severity B		
Moderate business impact: Moderate loss or degradation of services, but work can reasonably continue in an impaired manner Needs attention within two business hours	First call response in two hours or less Effort during business hours by default[4] Upon Customer request, effort on a 24/7 basis[3]	Allocation of appropriate resources to align to Microsoft effort Submission via phone or web
Severity C		
Minor business impact: Substantially functioning with minor or no impediments Needs attention within four business hours	First call response in four hours or less Effort during business hours only[4]	Accurate contact information on case owner Responsive within 24 hours Submission via phone or web

[1] The listed response time for your Azure components does not cover US Gov Clouds, Azure StorSimple, GitHub AE, A40, Azure Communication Services, Billing & Subscription Management, Azure Media Services, Azure Stack, Test Base for M365, Microsoft Mesh, and Universal Print.

[2] 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.

[3] If you choose 24/7 when you submit the support request, you commit to a continuous, 24/7 operation, every day with the Microsoft team until resolution, otherwise, Microsoft may at its discretion provide service during business hours only.

[4] Business-hours support is delivered during local business hours unless otherwise stated.

Unified for Partner Enhanced Response		
Severity and situation	Our expected response	Your expected response
Severity ER[5]		
Critical partner business impact: Business at risk Needs immediate attention	Azure components[1] - First call response in 30 minutes or less All other Online Services - First call response in one hour or less Incident management and resource coordination, as needed Continuous effort on a 24x7 basis Rapid escalation to appropriate technical expertise within Microsoft support organization for reactive support incident resolution	Notification of your senior executives, as requested by us Allocation of appropriate resources to sustain continuous effort on a 24/7 basis[6] Rapid access and response from your technical staff Submission via phone or web

[1] The listed response time for your Azure components does not cover US Gov Clouds, Azure StorSimple, GitHub AE, A40, Azure Communication Services or Billing & Subscription Management, Azure Media Services, Azure Stack, Test Base for M365, Microsoft Mesh, and Universal Print.

[2] 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.

[3] If you choose 24x7 when you submit the support request, you commit to a continuous, 24x7 operation, every day with the Microsoft team until resolution, otherwise, Microsoft may at its discretion provide service during business hours only.

[4] Business-hours support is delivered during local business hours unless otherwise stated.

[5] Severity ER is not available for: On-Prem, Non-CSP, or US Government Add-ons, Microsoft AI Cloud Partner Program, commerce support scenarios, Billing or Azure Services and Subscriptions quota requests.

[6] If you are unable to respond to Microsoft requests within 24 hours to support continued Severity ER resolution efforts, Microsoft may, at its discretion, close the Severity ER incident.

Appendix B: Success Management Services

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

Success Management Services

- are included in your agreement, unless otherwise noted herein or in your Statement of Services,
- are provided digitally and/or by an account manager, and
- are only available for delivery to you to support your End Customer business. It is not available for delivery to your End Customers.

Success Management Services include the following activities:

Pillars	Activities	Activity Description
Solution Health: This service is designed to optimize Microsoft cloud investments by providing problem and health management solutions. Partners may leverage this offering either to strengthen their own internal environments or to assist their customers with enhancing the operational health of Microsoft cloud solutions. Key features include global account management orchestration & reporting, executive awareness & tracking of critical issues, and problem management expertise to identify and resolve recurring issues impacting cloud reliability. The service also supports technical consultations aimed at case deflection, ensuring seamless cloud performance for both internal and customer environments.	Problem Management	Identify and respond to critical issues, create and/or generate insights, recommend appropriate remediation.
Adoption & Planning: This service is designed to support the strategic implementation and integration of cloud technologies, fostering transformation and operational efficiency. It provides guidance for navigating product updates, security advancements, service enhancements, and feature implementations. Whether focused on strengthening internal environments or assisting customers in optimizing their cloud adoption journey, this service ensures alignment with lifecycle management practices and facilitates the resolution of end-of-life technology challenges.	Success Program Management	Relationship governance and continuous orchestration of ongoing account planning, alignment, and validation of partner outcomes/value where applicable.
	Technology Optimization	Maximize investment in Microsoft technologies through cloud optimization where applicable.
	Lifecycle Management Services	Ensure partner has an up-to-date lifecycle management plan where applicable.
Executive Partnership: We work with you as partners, sharing responsibility and the rewards of your Microsoft investments. We build strong ties between your executives and ours, so we can understand your goals and support your success programs. We offer services that help you plan and deliver specific results, using Microsoft cloud technologies. We help you get up and run faster, make the most of your cloud solutions, and achieve more value from Microsoft.	Partner Relationship Management	Fluid successful relationship between the partner and Microsoft.

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