



Microsoft Dynamics North America Customer Service Plan Options

Choose the Microsoft Dynamics® service plan with the benefits that best meet the needs of your business.

Our goal is to provide you with a variety of plan options that meet your business needs today, and well into the future. So how do you evaluate which plan is best for you? The first step toward making an informed decision is having a clear understanding of the value and benefits each plan offers. Start with this guide—take a brief look at each plan in the chart, as well as pricing options for flex benefits and reenrollment fee information on the back. The benefits that you receive through these service plans will help maximize the value of your solution, help protect your investment, and enhance employee productivity.

Plan Benefits at a glance.

- **Product Updates and Service Packs** Receive all major releases, minor updates, and tax updates for the product you currently own.
- **CustomerSource Access** This Microsoft-authorized Web site contains everything you need to know about your product, including personalized product and service information, a searchable knowledge base, downloads, documentation, discussion boards, online training, news, and other features.
- **Knowledge Base** Knowledge Base is your online source for answers to your technical questions about Microsoft Dynamics products. The articles are created by Microsoft Dynamics support professionals and are available exclusively to customers on a Microsoft Dynamics service plan.
- **Unlimited Online Training** Give your employees FREE unlimited access to 24×7 E-Learning, training manuals, and other productivity-enhancing training resources.
- **Protected List Price** Minimize price fluctuations so you can more easily budget for your renewals.
- **Transition Investment Credits** Apply full license credit toward a move to any other Microsoft Dynamics Financial Management or Supply Chain Management solution.
- **Product Advisory Board Survey** Suggest product improvements and feature enhancements.
- **Electronic or Telephone Support** Contact our knowledgeable and responsive technical support team. They're available to answer your questions through e-mail and by phone.
- **Managed Newsgroups** Connect with other customers and discuss your how-to questions, issues, and solutions.
- **TechNet Plus Direct** Receive monthly assistance delivered to your desktop. A TechNet subscription is the definitive resource for tools and software that IT professionals rely on.
- **Support Lifecycle Policy** Receive 5 years of mainstream support (includes security updates, service packs) for products released after 2005. An additional 5 years of extended support (paid support with ability to request non-security hotfixes, regulatory releases, and tax updates) is available on select versions. Self-Help Online Support will be available throughout a product's lifecycle from our 24×7 award-winning customer portal, CustomerSource. Please visit the support lifecycle site for specific support dates for your product version.
www.support.microsoft.com/lifecycle/

For more information and to find the best service plan for your Microsoft Dynamics solution, visit www.microsoft.com/dynamics/support.

Contact: your local Microsoft representative or Call: your Microsoft Dynamics Partner

North America Customer Service Plan Options

SERVICE PLAN	BUSINESS READY ENHANCEMENT PLAN	BUSINESS READY ADVANTAGE PLAN	BUSINESS READY ADVANTAGE PLUS PLAN
Price*	16% See back for reenrollment pricing	18% See back for reenrollment pricing	25% See back for reenrollment pricing
Product Updates and Service Packs	●	●	●
Access to CustomerSource and Knowledge Base	●	●	●
Unlimited Online Training	●	●	●
Protected List Price	●	●	●
Transition Investment Credits†	●	●	●
Product Advisory Board Survey	●	●	●
Electronic or Telephone Support Incidents**		Six electronic or telephone support incidents with a three-hour response time	Unlimited electronic or telephone support incidents with a one-hour response time
Managed Newsgroups		●	●
TechNet Plus Direct subscription			●

SERVICE PLANS AVAILABLE FOR THESE PRODUCTS	BUSINESS READY ENHANCEMENT PLAN	BUSINESS READY ADVANTAGE PLAN	BUSINESS READY ADVANTAGE PLUS PLAN
Microsoft Dynamics AX (all versions)	●		
Microsoft Dynamics NAV (all versions)	●		
Microsoft Dynamics SL (all versions)	●	●	●
Microsoft Dynamics GP (all versions)	●	●	●
Microsoft Dynamics CRM (Business Ready Licensing)	●	●	●

* Percentage of the applicable price. See www.microsoft.com/dynamics/customersource.mspx >> **Products & Services** for price calculation details.

** Service plan enrollment and CustomerSource access are required to submit support incidents electronically.

† Transition investment credits does not apply to Microsoft Dynamics CRM.

Additional Support Options

Flex Support

Flex 5-Pack Support and Flex Per-Incident Support provide an affordable way to receive support from Microsoft for those who prefer a “pay as they go” option.

Flex Benefits Incremental support incidents available whether or not you are enrolled in a service plan†		Price when enrolled in Business Ready Enhancement Plan (eight-hour response time)*	Discounted price when enrolled in Business Ready Advantage Plan (three-hour response time)*
Microsoft Dynamics GP (all versions), Microsoft Dynamics SL (all versions)	Per incident	\$175	\$125
	5-packs	\$850	\$600

* Service plan enrollment and CustomerSource access are required to submit support incidents electronically.

† Flex Support is only available for Business Ready Enhancement Plan and Business Ready Advantage Plan customers. All prices in U.S. dollars. Pay per incident.

Premier Support

Microsoft Services Premier Support for Microsoft Dynamics helps you maximize the availability and efficiency of your Microsoft Dynamics and IT infrastructure, reduce your risks, and improve your IT staff's productivity. It also provides 24x7 support coverage for your systems. Service management helps you improve your IT organization with proactive services, insightful workshops, and customized information covering the latest technologies.

For more information about consulting and support offerings from Microsoft, contact your Microsoft Services representative or visit www.microsoft.com/services/Microsoftservices/srv_data_support.mspx.

Reenrollment Pricing

Microsoft Dynamics has reenrollment pricing for all customers who have not renewed their service plan by their anniversary date. With the Business Ready Enhancement Plan, reenrollment fees are now prorated based on how long it's been since your plan expired. If you have allowed your service plan to lapse, you must do the following to become currently enrolled:

- Pay current Business Ready Enhancement Plan pricing + 3% on the period of time your plan has lapsed.
- Pay for a future year of the Business Ready Enhancement Plan.

The calculation for reenrollment fees is as follows: Back pay + reenrollment fee + future year. Service plan reenrollment is based on the higher of: 1) the current list price or 2) Protected List Price. The Protected List Price feature protects you from list price increases as the basis of your Business Ready Enhancement Plan renewal for as long as you stay enrolled in a service plan.

Microsoft Dynamics plans are not refundable. Prices are subject to change without notice. All prices are in U.S. funds. Upgrades are prorated to expire at the same time as your existing service plan.

Flex Support is not applicable to Microsoft Dynamics AX and Microsoft Dynamics NAV customers.

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Microsoft