

# Microsoft Unified for Partner Support Services Description (UfP SSD)

December 2025

Table of contents

- 1 About this document ..... 3**
- 2 Partner and End Customer success and support services ..... 3**
  - 2.1 How to purchase ..... 4
  - 2.2 Description of Microsoft Unified for Partner ..... 4
    - Reactive Services ..... 5
    - Success Management Services ..... 6
    - Proactive Services ..... 6
    - Additional Proactive services ..... 10
    - Enhanced Solutions ..... 10
  - 2.3 UfP Multi-country Program ..... 13
    - Program Structure Overview ..... 13
    - Multi-Country Additional Terms and Conditions ..... 14
    - Tax Obligations and Requirements ..... 15
    - Multi-Country Billing and Shipping ..... 15
  - 2.4 Additional terms and conditions ..... 15
    - Prerequisites and Assumptions ..... 15
    - Your Responsibilities ..... 18
- Appendix A: Severity Types Chart ..... 20**
- Appendix B: Success Management Services ..... 22**

## 1 About this document

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

Please note that not all services listed in this document are available globally 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.

### Definitions

- **“End Customer”** means a legal entity that licensed their Microsoft products or online services from a partner through the Microsoft Cloud Solution Provider (“CSP”) Direct Bill or Indirect Provider license program.
- **“UfP”** means the Microsoft Unified for Partner 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.
- **“You” or “your”** means the business entity that has purchased UfP from Microsoft.

## 2 Partner and End Customer success and support services

Microsoft Unified for Partner (UfP) is aimed at improving 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 Add-on Package 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 technologies Cloud and hybrid infrastructure and operations.
- **Enhanced Solutions:** In-depth support solutions that can be added to the UfP Base.

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

## 2.1 How to purchase

Support services are available as a Base package or an Enhanced Reactive Add-on package, with additional services and solutions available to purchase as add-ons to your existing Base package agreement.

**Table 1 – UfP Support Services Definitions**

Item	Definition
<b>Base</b>	A combination of reactive and success management services that support Microsoft products and/or Online Services.
<b>Enhanced Response Add-on</b>	Enhanced features include Enhanced Response Problem Resolution cases with incident management, and success management services to facilitate consumption acceleration for Azure partners.
<b>Proactive Services</b>	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.
<b>Enhanced Solutions</b>	Support services, which cover a specific Microsoft product or on-line service, 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.
<b>Multi-Country Support</b>	The multi-country program provides options to you in the distribution and contracting of services in desired locations, as described in your Work Order (or Work Orders). Please refer to the Multi-country Program section below for more information

## 2.2 Description of Microsoft Unified for Partner

This section describes the items that are combined to form your UfP Base package. Additionally, we have listed services that can be added to your Base package or during the term of the Work Order.

- Services represented with a "✓" are included in your UfP Base package.
- Services represented with a "✓\*" are included for partners qualifying for the UfP Enhanced Response Add-on package. Please contact your Microsoft representative for more information about how to qualify for these UfP Enhanced Response services.
- Additional available services are represented with a "+".

## Reactive Services

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

**Table 2 – Reactive services**

Reactive Services	Plan
<ul style="list-style-type: none"> <li> <b>Problem Resolution Support:</b> Problem resolution support services are designed to help troubleshooting specific problems, error messages, or functionality that are not working as intended for Microsoft products or online services.                     </li> </ul> <p>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.</p> <p>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.</p> <p>The term ‘First Call Response’ is defined as the initial non-automated support contact via phone or email. Severity definitions and the Microsoft estimated initial response times are detailed in the incident response tables below.</p> <p>All support for cloud incidents is provided as needed. On-prem incidents support is provided on an hourly basis and hours used are decremented from hours purchased.</p> <p><b>* Please refer to the Reactive Support Incident Severity Types chart in Appendix A for more information.</b></p>	<p>✓</p>
<ul style="list-style-type: none"> <li> <b>Reactive Support Management:</b> 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.                     </li> </ul> <p>Please refer to the Reactive Support Incident Severity Types chart in Appendix A for more information on incident severity levels. For Severity C incidents, the service is available during business hours by requesting a Microsoft resource who can also provide escalation updates when requested. For Severity ER (Severity 1) and Severity A incidents, an enhanced escalation process is initiated and automatically executed.</p>	<p>✓</p>
<ul style="list-style-type: none"> <li> <b>Problem Resolution Support – Enhanced Response:</b> For partners with the UfP Enhanced Response Add-on package, an additional severity type of problem resolution support (Severity ER) is available for the most critical business issues. Problem Resolution Support – Enhanced Response incidents are defined as Severity ER (see table below) and Microsoft will not change the severity without partner’s prior agreement.                     </li> </ul> <p>Severity ER incidents are provided as defined in your Work Order.</p>	<p>✓*</p>

Reactive Services	Plan
<p><b>* Please refer to the Reactive Support Incident Severity Types chart in Appendix A for more information</b></p>	
<ul style="list-style-type: none"> <li> <b>Advisory Support:</b> 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.                 </li> </ul>	✓
<ul style="list-style-type: none"> <li> <b>Root Cause Analysis:</b> If you explicitly request it prior to the incident closing, we will perform a structured analysis of potential causes of a single incident or a series of related problems. You will be responsible for working with the Microsoft team to provide materials such as log files, network traces, or other diagnostic output. Please note that Root Cause Analysis is only available for certain Microsoft technologies and will incur an additional charge.                 </li> </ul>	+

## Success Management Services

**Table 3 – Success Management Services**

Success Management Services	Plan
<ul style="list-style-type: none"> <li> <b>Success Management Services:</b> These services are included unless otherwise noted herein or in your Work Order. Success Management Services are provided digitally or by an account manager who may operate either remotely or on-site at your location.   <b>* Please refer to Appendix B to find more information on Success Management Services and the expected outcomes.</b> </li> </ul>	✓
<ul style="list-style-type: none"> <li> <b>Azure Success Management:</b> For partners with an Azure Solution Designation, an account manager provides Azure consumption acceleration deliverables based on data driven criteria to help you identify and accelerate Azure consumption opportunities across your business.                       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.                 </li> </ul>	✓*

## 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 Work Order. The Proactive Services that follow are available as identified below or detailed in your Work Order. Onsite delivery may not be available for all services and in all geographies. Delivery will be remote unless otherwise agreed in writing and for an additional fee or unless expressly sold as an onsite service.

**Planning Services:** These services provide assessments and reviews of 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
<ul style="list-style-type: none"> <li>• <b>Proof of Concept:</b> 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.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Architecture Services:</b> 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.</li> </ul>	+

**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
<ul style="list-style-type: none"> <li>• <b>Onboarding Services:</b> 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.</li> </ul>	+

**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
<ul style="list-style-type: none"> <li>• <b>On-demand Assessment:</b> 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, an onsite Microsoft resource (for up to two days) or remote Microsoft resource (for up to one day) is available to assist with analyzing the data and prioritizing remediation recommendations per your services agreement. Please note that onsite assessments may not be available in all geographies.  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.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Assessment Program:</b> 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</li> </ul>	+

Maintenance services	Plan
resource will work directly with you to provide a report containing the technical assessment of the Microsoft environment which may include a remediation plan.	
<ul style="list-style-type: none"> <li>• <b>Offline Assessment:</b> 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.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Proactive Operations Programs (POP):</b> This service provides a review with an organization’s IT Staff of planning, design, implementation, or operational processes against Microsoft recommended practices. The review is conducted either onsite or remotely by a Microsoft resource.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Risk and Health Assessment Program as a Service (RAP as a Service):</b> This service provides an automated assessment of a Microsoft technology implementation, with data collected remotely. Microsoft analyzes the gathered data to create a Findings Report containing remediation recommendations. This service is available for on-site or remote delivery.</li> </ul> <p>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.</p>	+

**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
<ul style="list-style-type: none"> <li>• <b>Adoption Services:</b> 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.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Development Focused Services:</b> We offer services to assist an organization’s staff in building, deploying, and supporting applications built with Microsoft technologies. These services include:                         <ul style="list-style-type: none"> <li>○ <b>DevOps Capability Assessment:</b> An assessment that helps organizations understand current capabilities across the entire software release lifecycle and quickly identify opportunities for improvement based on the Microsoft DevOps practices.</li> <li>○ <b>Development Support Assistance:</b> 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 Work Order.</li> <li>○ <b>Developer Platform Advisory:</b> 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 Work Order.</li> </ul> </li> </ul>	+

Optimization services	Plan
<ul style="list-style-type: none"> <li>• <b>IT Services Management:</b> 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 remote or onsite 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 Work Order.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Security Services:</b> 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 Work Order.</li> </ul>	+

**Education Services:** These services provide training to enhance your support staff’s technical and operational skills through onsite, online, or on-demand instruction.

**Table 8 – Education Services**

Education services	Plan
<ul style="list-style-type: none"> <li>• <b>On-demand Education:</b> Access to a collection of online training materials and online labs from a workshop library digital platform developed by Microsoft.</li> </ul> <p>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.</p>	+
<ul style="list-style-type: none"> <li>• <b>Webcasts:</b> Access to live Microsoft-hosted educational sessions on a wide selection of support and Microsoft technology topics, delivered remotely online.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Hackathons:</b> 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.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Technical Update Briefings:</b> 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. Delivered remotely by a Microsoft engineer.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Chalk Talks:</b> These are typically one-day interactive sessions that cover product and support topics provided in a lecture and demonstration format. They are delivered live by a Microsoft resource either in person or online.</li> </ul>	+

Education services	Plan
<ul style="list-style-type: none"> <li>• <b>Workshops:</b> Our advanced level technical training workshop sessions are available on a wide selection of support and Microsoft technology topics, delivered by a Microsoft resource in person or online. Workshops are purchased on a per-attendee basis or as a dedicated delivery to a single organization, as specified in the Work Order. Please note that workshops may be recorded after proper notice and consent is provided (and for certain regions, with additional express written permission).</li> </ul>	+

## Additional Proactive services

**Table 9 – Additional proactive services**

Additional Proactive services	Plan
<ul style="list-style-type: none"> <li>• <b>Custom Proactive Services (Maintenance, Optimization and Education services):</b> This service provides a scoped engagement with Microsoft resources, in person or online, which are not otherwise described in this document. These engagements include Maintenance, Optimization, and Education service types.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Proactive Credits:</b> Proactive Credits are exchangeable services represented in credits on your Work Order. You can exchange these credits for one or more defined additional 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.</li> </ul>	+
<ul style="list-style-type: none"> <li>• <b>Partner Practice Builder:</b> Digital content to help partners build a strong support practice for Microsoft services, achieve support services designation, and grow consumption using best practices, curated learning materials, and services product planning information.</li> </ul> <p>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.</p>	✓

## Enhanced Solutions

In addition to the services provided as part of the UfP Base package or as additional services, the following optional enhanced solutions may be purchased. Enhanced Solutions are available for an additional fee and will be defined in an exhibit referenced in your Work Order if so referenced below.

**Table 10 – Enhanced Solution types**

Enhanced Solution	Plan
<ul style="list-style-type: none"> <li>• <b>Enhanced Designated Engineering (EDE):</b> 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.</li> </ul>	+

Enhanced Solution	Plan
<p>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.</p> <p>EDE services focus on these areas:</p> <ul style="list-style-type: none"> <li>○ Help maintain a deep knowledge of the current and future business requirements and configuration of the information technology environment to optimize performance.</li> <li>○ Document and share recommendations of the use of support services–related deliverables (e.g., supportability reviews, health checks, workshops, and risk-assessment programs).</li> <li>○ Help make the deployment and operational activities consistent with the planned and current implementations of Microsoft technologies.</li> <li>○ Enhance an organization’s IT staff’s technical and operational skills.</li> <li>○ Develop and implement strategies to help prevent future incidents and increase system availability of an organization’s covered Microsoft technologies.</li> <li>○ Help determine the root cause of recurring incidents and provide recommendations to prevent further disruptions in the designated Microsoft technologies.</li> </ul> <p>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.</p> <p>Please note the following service-specific prerequisites and limitations:</p> <ul style="list-style-type: none"> <li>○ EDE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends).</li> <li>○ EDE services support the specific Microsoft products and technologies selected by you and listed in the Work Order.</li> <li>○ EDE services are delivered to a single support location in the designated support location identified in the Work Order.</li> <li>○ EDE services are delivered remotely unless agreed otherwise in advance in writing. Where on-site visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and expenses.</li> </ul> <p><b>Reactive Enhanced Designated Engineering (REDE):</b></p> <p>NOTE: REDE is not available for delivery to your End Customers.</p> <p>Reactive Enhanced Designated Engineering (REDE) is a deep and ongoing technical engagement focused on accelerated resolution of reactive support incidents aligned with the specific Microsoft products and online services selected by you and named in the Work Order. REDE services will be provided by a designated engineer who will build a deep knowledge of your organization’s use of Microsoft products and online services within your</p>	

Enhanced Solution	Plan
<p>environment. REDE service hours are deducted from your total purchased hours as they are utilized and delivered.</p> <p>The focus areas for REDE services include:</p> <ul style="list-style-type: none"> <li>○ Conducting an initial meeting to discuss priorities and recommendations. The results of this meeting will be documented in a service delivery plan.</li> <li>○ Participating in the resolution of Severity 1 and Severity A support incidents.</li> <li>○ Participating in the resolution of other severity support incidents on request.</li> <li>○ Working in collaboration with your Success Management and Reactive Support Management resources, as well as any other Microsoft resources involved in the support incident activities, to facilitate efficient and effective reactive support incident resolution and planning for future incident prevention.</li> </ul> <p>• <b>Reactive services</b></p> <p>Our engineers develop and maintain a deep knowledge of your use of Microsoft products and online services in your environment. They incorporate that knowledge into their activities related to support incident resolution.</p> <p>Our engineers provide Microsoft technical support engineers with information about the usage of our products and online services within your environment. They also provide advanced troubleshooting and debugging expertise to facilitate rapid support incident resolution. When available for the Microsoft products and online services involved, our engineers perform root cause analysis on critical business impact incidents and provide recommendations on how similar issues may be mitigated in the future. In addition, the REDE engineer may bring in additional technical resources as needed.</p> <p>• <b>Proactive services</b></p> <p>Our engineers document and share with you recommendations for the use of proactive support services (e.g., supportability reviews, health checks, workshops, and risk-assessment programs) to identify opportunities to improve uptime and mitigate disruptions to critical business functions. At your request, the REDE engineer may perform agreed-upon proactive services.</p> <p>• <b>Service-specific prerequisites and limitations</b></p> <p>To receive REDE services, you must execute and maintain an UfP support agreement. If your UfP 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.</p> <p>REDE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends). They are delivered to the designated support location(s) where such services are purchased as identified in the Work Order. REDE services are delivered remotely unless agreed otherwise in advance in writing. Where on-site visits are mutually agreed upon and not prepaid, we will bill you for reasonable travel and expenses.</p>	

Enhanced Solution	Plan
<p>Please note that the REDE services do not modify the reactive support incident response times that are applicable through other Microsoft support offers to which you are entitled.</p> <ul style="list-style-type: none"> <li>• <b>Your responsibilities</b></li> </ul> <p>To optimize the benefits of your REDE services, you must fulfill the following responsibilities. Failure to comply with these responsibilities may result in delays of service or may hinder our ability to perform services.</p> <ul style="list-style-type: none"> <li>○ Provide the REDE engineer with orientation, training, documentation, and other communications as needed to facilitate a deep knowledge of your usage of Microsoft products and online services within your environment.</li> <li>○ Initiate support incident requests and actively participate with us in the diagnosis and resolution of support incidents.</li> <li>○ Act as the administrator of your environment.</li> <li>○ Provide troubleshooting information upon request (for example, debug and trace log files).</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Designated Engineering (DE):</b> 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.</li> </ul> <p><b>Service-specific prerequisites and limitations</b></p> <ul style="list-style-type: none"> <li>○ DE services are accessible during standard business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends.)</li> <li>○ The DE services cater to the specific Microsoft products and technologies that are listed in the Work Order.</li> <li>○ DE services are provided for a single support location, as specified in the Work Order.</li> <li>○ DE services are primarily delivered remotely unless a written agreement for onsite visits has been made in advance. In cases where onsite visits are mutually agreed upon and not pre-paid, you will be billed for reasonable travel and related expenses.</li> </ul>	+

### 2.3 UfP Multi-country Program

The **Multi-Country** program provides access to UfP services across multiple locations. A Multi-Country agreement is represented in one or multiple Work Order(s). Prior to finalizing an UfP agreement, ensure that the organization is appropriately contracted in the desired locations to receive the full value of UfP services.

#### Program Structure Overview

- The location where the UfP Base package is contracted on the Work Order will be known as host.
- A separate location specified in your agreement, different from the Host location will be known as downstream.

- Centralized agreement is defined as an UfP agreement that has “host” and “downstream” on a single contract with Add-On packages assigned by location.
- Decentralized agreement is defined as an UfP agreement that has the UfP Base for the “host” and separate agreement(s) for Add-On packages assigned to different locations.
- In some cases, complex Multi-Country agreements can be a combination of both Centralized and Decentralized agreements.

#### **Extending UfP to other locations**

- The specific services and their quantities, if applicable, will be detailed in the associated Work Order by location.
- The services described here may be delivered to your designated location(s) as per the host or downstream Work Order.
- Depending on the service, it may be managed or delivered at the host or downstream location.

#### **UfP Multi-Country Base**

- The UfP Base package will be contracted to the host location.
- Success Management and Advisory Support will be delivered from the host location and any additional countries specified in any UfP Work Order
- Reactive Services in the form of service requests are managed at the host location and available worldwide to your designated staff.

#### **Add-On Packaged Services**

- Proactive Services may be purchased for use in either host or downstream. Delivery locations are solution-specific and may be available as remote or onsite. Specific delivery capabilities must be confirmed prior to contracting any Proactive Services.
- All Enhanced Solutions may be purchased for use in either host or downstream locations. Delivery locations are solution-specific and may be available as remote or onsite. Specific delivery capabilities must be confirmed prior to contracting any enhanced solutions.

### **Multi-Country Additional Terms and Conditions**

- Onsite, Time zone or Local Language support will be subject to specific contracting requirements and local regulatory requirements. Additional contracts and costs may apply.
- Staff in other locations may participate in remote Proactive Services purchased at the host or a downstream location, as specified in the Work Order. Validate with the account team on remote attendance.
- Support Services can only be exchanged between host and downstream locations listed on a single Work Order; exchanges cannot be processed from one Work Order to a different Work Order.
- Exchanges will be conducted based on the current currencies and rates in the respective Support Locations.
- All exchanges resulting in fractional units will be rounded up to the nearest unit.

## Tax Obligations and Requirements

- You will be solely responsible for any tax obligations arising from the distribution or exchange of purchased support services between host and downstream Support Location(s).
- Local regulatory requirements and tax laws may require separate Work Orders to ensure compliance.
- Australia, New Zealand, India, China, Hong Kong, Taiwan, Macau, Japan, Korea are subject to local requirements and all Multi-country agreements for these locations must have their own Work Order(s). This list is subject to change, check with your account team during your contract negotiations.

## Multi-Country Billing and Shipping

- The split Invoicing feature allows transactions to be divided into multiple invoices based on various criteria such as product type, delivery date, or location.
- The following change requests will result in a contract amendment: Bill to, Ship to, Company Name or address change, Billing amount and Billing Date.
- Changes to any Multi-Country agreement may result in increased costs or restriction due to circumstances outlined above.

## 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 Work Order, 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 software and Online Services 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.
- **Service Utilization:** All services, including any additional services purchased as part of and during the term of a Work Order, are forfeited if not utilized during the term of the applicable Work Order.
- **Scheduling of Services:** Scheduling of services is dependent upon the availability of resources and workshops may be subject to cancellation if minimum registration levels are not met.
- **Remote Access:** We can access your system via remote connection to analyze problems at your request. Our personnel will access only those systems authorized by you. To utilize remote connection assistance, you must provide us with the appropriate access and necessary equipment.

- **Customer Data:** Some services may require us to store, process, and access your customer data 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.
- **Cancellation Policy:** If you request cancellation of a previously scheduled service, it must be made at least 14 days in advance for a full refund, where applicable. Cancellations made 6 to 13 days in advance will incur a cost of 50% of the service cost. Any cancellation made 5 days or less in advance will be liable for the full cost (100%) of the service.
- **Additional Services:** When purchasing additional services, we may require the purchase of additional success delivery management services to facilitate delivery. Not all additional services may be available in your country. Please contact your service delivery resource for details.
- **Service Exchange:** If you ordered one type of service and wish to exchange it for another, you may apply equivalent value to an alternative service where available and agreed with your service delivery resource.
- **Code Access:** You agree that the only non-Microsoft code to which you provide us 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:** Where onsite visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and living expenses.
- **GitHub Support Services:** These are provided by GitHub, Inc., a wholly owned subsidiary of Microsoft Corporation. Notwithstanding anything to the contrary in your Work Order, the GitHub Privacy Statement and the GitHub Data Protection Addendum and Security Exhibit will apply to your procurement of GitHub support services.
- **User Communications:** You agree that we may send 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 this Work Order.

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 this Work Order 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 Work Order (“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) using Granular Delegated Administrative Privilege (GDAP) access for the appropriate End Customer’s tenant or for your CSP sandbox tenant.
    - on-prem products by submitting a request via the web portal specified by Microsoft. You must have administrative privileges to the server.
  - **Remote Access:** We can access your End Customer’s system via remote connection to analyze problems at your request. Our personnel 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 co-delivered remotely to End Customer in the location(s) of your designated support contacts. All other End Customer Support Services may be provided in the location(s) designated or listed in your Work Order, unless otherwise specified in writing.
  - **Primary Contact for Problem Resolution Support.** In the case of Problem Resolution Support or Problem Resolution Support – Enhanced Response 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.

- **Local Delivery of End Customer Support Services.** You may request that Microsoft provide End Customer Support Services at the End Customer's site. 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 when End Customer Support Services are delivered. Where onsite visits are mutually agreed, Microsoft's fees will include reasonable travel and living expenses.
- **Scope of End Customer Support Services.** YOU UNDERSTAND THAT THE SERVICES AVAILABLE UNDER THIS EXHIBIT 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 THIS WORK ORDER ARE MICROSOFT'S UNIFIED FOR PARTNER OFFER OR ANY OTHER MICROSOFT SUPPORT OFFERING, INCLUDING BUT NOT LIMITED TO MICROSOFT UNIFIED SUPPORT.
- **Additional Prerequisites and Assumptions:** These may be set forth in relevant exhibits.

## Your Responsibilities

In addition to those set forth in any Work Order or applicable exhibits, you have the following responsibilities. Failure to comply may result in service delays.

- **Support Services Administrator:** You will designate a named support services administrator who will lead your team and manage all support activities, including the internal processes for submitting support incidents requests to us. An End Customer cannot be designated as a named support services administrator.
- **Multi-country Support Services:** If you purchase Multi-country support services, you will designate a named support services administrator for your host support location. This individual will lead your local team and manage all local support activities, including the internal processes for submitting support incident requests to us. You may also need to designate a named support services administrator in other support locations.
- **Reactive Support Contacts:** As needed, you can designate named reactive support contacts who will create support requests through the Microsoft support website or by phone. 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, whether for your Microsoft environment or your End Customer's Microsoft environment, 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 software versions or components, or modifying processes.

- **Service Planning:** You agree to collaborate with us in planning the utilization of services, based on the services you have purchased.
- **Contact Updates:** You agree to inform us of any changes to the named contacts specified in your Work Order.
- **Data Management:** You are responsible for backing up your data and reconstructing lost or altered files due to catastrophic failures. You also need to implement necessary procedures to ensure the integrity and security of your software and data. 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 and enhanced solutions, along with any necessary or applicable data, no later than 60 days prior to the expiration date of the applicable Work Order.
- **Access:** You 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 the UfP SSD or Exhibits. 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 incident 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 problem resolution support, please see the severity situations in the chart below:

Unified for Partner Base Package		
Severity and situation	Our expected response	Your expected response
<p><b>Severity A</b></p> <p>Critical business system degraded:                      Significant loss or degradation of services                      Needs attention within one hour</p>	<p>Azure components<sup>1</sup> - First call response in 30 minutes or less</p> <p>All other products and services - First call response in one hour or less</p> <p>Critical situation oversight<sup>2</sup>                      Continuous effort on a 24/7 basis<sup>2</sup></p>	<p>Allocation of appropriate resources to sustain continuous effort on a 24/7 basis<sup>3</sup></p> <p>Rapid access and response to your technical staff</p> <p>Submission via phone or web</p>
<p><b>Severity B</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 hours<sup>4</sup></p>	<p>First call response in two hours or less</p> <p>Continuous effort on a 24/7 basis<sup>3</sup></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>
<p><b>Severity C</b></p> <p>Minor business impact:                      Substantially functioning with minor or no impediments of services                      Needs attention within four business hours<sup>4</sup></p>	<p>First call response in four hours or less</p> <p>Effort during business hours only<sup>4</sup></p>	<p>Accurate contact information on case owner</p> <p>Responsive within 24 hours</p> <p>Submission via phone or web</p>

Unified for Partner Enhanced Response Add-on		
Severity and situation	Our expected response	Your expected response
<b>Severity ER<sup>5</sup></b>	Azure components <sup>1</sup> - First call response in 30 minutes or less	Notification of your senior executives, as requested by us
Critical partner business impact:	Dynamics and On-prem - First call response in one hour or less	Allocation of appropriate resources to sustain continuous effort on a 24/7 basis
Needs immediate attention	Designated incident manager assigned	Rapid access and response to your technical staff
	Critical situation resource <sup>2</sup> assigned	Submission via phone or web
	Continuous effort on a 24/7 basis	
	Rapid escalation within Microsoft to product teams	

<sup>1</sup> The listed response time for your Azure components does not cover Azure StorSimple, GitHub AE, Azure Communication Services or Billing & Subscription Management.

<sup>2</sup> Critical situation resources help drive for prompt issue resolution through case engagement, escalation, resourcing, and coordination.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> Severity ER is not available for Microsoft AI Cloud Partner Program or commerce support scenarios.

## 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 Work Order,
- 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.

Services may be delivered either remotely or on-site at your location, and will deliver on the following activities:

Pillars	Activities	Activity Description
<b>Solution Health:</b> 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.
<b>Adoption &amp; Planning:</b> 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.
<b>Executive Partnership:</b> 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	Partner Relationship Management	Fluid successful relationship between the partner and Microsoft.

Unified for Partner Support Services Description

up and run faster, make the most of your cloud solutions, and achieve more value from Microsoft.		
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