

# Customer Services Guide



## Services for Microsoft Dynamics®

Version 10

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This Customer Services Guide ("Guide") is a supplement to your Agreement for Microsoft Services ("Agreement"). This Guide is incorporated by reference into the Agreement. You agreed to abide by the terms of this Guide when you agreed to the terms of the Agreement. This Guide describes the broad support customer services for available for

- Microsoft Dynamics® AX
- Microsoft Dynamics® CRM
- Microsoft Dynamics CRM Online
- Microsoft Dynamics® GP
- Microsoft Dynamics® NAV
- Microsoft Dynamics® SL
- Microsoft C5 (Denmark only)
- Microsoft Dynamics® Retail Management System (RMS)
- Microsoft Dynamics® Point of Sale (POS)

The services are offered under several options, including: Business Ready Enhancement Plan, Business Ready Advantage Plan, and Business Ready Advantage Plus Plan. Some of these plans may not be available globally. Check with your partner for local availability for your solution.

This Guide describes the benefits you are entitled to through your Microsoft Dynamics service plan. If you choose to terminate your Business Ready Enhancement Plan, you must notify your Microsoft Dynamics partner at least 90 days before your renewal date. If you allow your contract to lapse, you will immediately lose access to the benefits described below, in alignment for the plan you've chosen to lapse.

**Business Ready Enhancement Plan** - The Business Ready Enhancement Plan is available for customers who have purchased licenses for:

- Microsoft Dynamics® AX
- Microsoft Dynamics® CRM

- Microsoft Dynamics CRM Online
- Microsoft Dynamics® GP
- Microsoft Dynamics® NAV
- Microsoft Dynamics® SL
- Microsoft C5 (Denmark only)
- Microsoft Dynamics® Retail Management System (RMS)
- Microsoft Dynamics® Point of Sale (POS)

**Version Upgrades and Product Updates:** During the term of your Business Ready Enhancement Plan you are entitled to any upgrades and updates we release for your Microsoft Dynamics product. A lapse in your Business Ready Enhancement Plan will result in removal of access to Microsoft Dynamics upgrades and updates.

**Service Packs and Hot Fixes:** Service packs and hot fixes are created and released at Microsoft's discretion for recognized issues identified for Microsoft products. Many hotfixes are frequently combined into a single package (called a service pack), which is made available to customers. Service packs are generally cumulative, meaning that each new service pack contains all the fixes that were included with previous service packs and any new critical security fixes that address specific situations may have occurred.

During the term of your Business Ready Enhancement Plan you will have access to any service packs and hot fixes we release for your Microsoft Dynamics product during the Mainstream Support Phase of the Microsoft lifecycle as long as your product is listed as a supported product on the Microsoft lifecycle website. The Microsoft lifecycle website is located at <http://www.support.microsoft.com/lifecycle>. Customers who wish to purchase Custom or Extended Hot Fix support must be enrolled in a Business Ready Enhancement Plan.

**Tax and Regulatory Releases:** During the term of your Business Ready Enhancement Plan, you will have access to tax and regulatory releases for the Microsoft Dynamics products that Microsoft makes generally commercially available. Updates for Microsoft Dynamics products that are supported by Microsoft will be released generally each fiscal year or on an as-needed basis for software in the Mainstream Support Phase of its lifecycle. Local laws, market conditions and technical support requirements differ around the world. Click [here](#) for more information about the tax and regulatory releases for the Microsoft Dynamics products that Microsoft makes generally commercially available.

**CustomerSource:** During the term of your Business Ready Enhancement plan you will have access to an authorized customer website that contains personalized Microsoft product and service information, a searchable technical database, downloads, documentation, discussion boards, unlimited online training, news and other features. CustomerSource is available in multiple languages and local country sites. Customers can log in to CustomerSource at <https://mbs.microsoft.com/customersource>.

*Knowledge Base:* use this tool to find answers to the most common Microsoft product questions, including troubleshooting steps, solutions to common issues, and how-to articles.

*Unlimited Online Training:* these benefits are globally available for customers with CustomerSource access.

- *E-Learning:* detailed concepts on specific topic areas, e.g. a product module. Knowledge acquired is comparable to classroom.
- *Training Materials:* can be used as a study tool or as a desktop reference.
- *Learning Plans:* a training roadmap that helps individuals find the training available to them. Outlines the training and certification options available for each module or specific functionality.

**Please note: Some training materials and E-Learning courses are available in different languages. Learning plans are only available in English today.**

**Protected List Price:** if you remain current on your Business Ready Enhancement Plan, the recommended system list price at the time you purchase a license for a Microsoft Dynamics product will serve as the basis on which we calculate future Business Ready Enhancement Plan re-enrollment fees. Your Microsoft partner will set the final customer price and will establish any payment terms and conditions with you. See your Microsoft partner for details.

Product Line and Edition transitions will require a Business Ready Enhancement Plan re-calculation, based on the recommended system list price of the new license.

**Unsupported Products:** During the term of your Business Ready Enhancement plan you may choose to purchase licenses off the latest available price list and downgrade your Microsoft Dynamics product to unsupported versions that we make available at our sole discretion. However, by definition, Microsoft will not support versions that have fallen outside the product lifecycle dates. You will not be entitled to any new upgrades, updates, service packs, hot fixes, or tax and regulatory releases for these unsupported Microsoft Dynamics products. For a list of Microsoft Dynamics products that are currently supported, go to the Support Lifecycle Web site at <http://support.microsoft.com/lifecycle>.

**Transition Investment Credits:** During the term of your Business Ready Enhancement Plan, customers can apply their license investment towards a:

- **Product Transition:** transition to any other Microsoft Dynamics Financial and Supply Chain Management solution, e.g. Microsoft Dynamics AX to Microsoft Dynamics NAV.
- **Edition Transition:** transition to another edition of the same product, e.g. Standard to Professional, Business Essentials to Advanced Management

- **License Model Transitions:** Any move from Module Based Licensing model to the Business Ready Licensing mode, remaining within the same product line

Please note: The transition investment credit does not apply to Microsoft Dynamics CRM.

**Business Ready Advantage Plan** The Business Ready Advantage Plan is available for customers who have purchased licenses for:

- Microsoft Dynamics® CRM
- Microsoft Dynamics® GP
- Microsoft Dynamics® SL
- Microsoft Dynamics® Retail Management System (RMS)
- Microsoft Dynamics® Point of Sale (POS)

Check with your partner for local availability for your solution.

If you are on the Business Ready Advantage Plan, you receive all of the benefits mentioned above for the Business Ready Enhancement Plan, plus:

**Six Annual Electronic or Telephone Support Incidents:** During the term of your Business Ready Advantage Plan, you are entitled to six electronic (via CustomerSource) or telephone support incidents per year. Support incidents have an estimated response time of four hours from our receipt of your request so long as the applicable product is listed as a supported product on the Microsoft lifecycle website. Support hours are 8 am – 8 pm CST Monday – Friday.

Support incidents should be used for problems with specific symptoms encountered while using Microsoft Dynamics products, where there is a reasonable expectation that the problems are caused by Microsoft products. Support incidents provide reactive support that focuses on a specific problem, error message, or functionality that is not working as intended. An incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each shall be considered a separate incident. Support incidents cannot be used for general advice and guidance. Advisory services can be purchased as an additional billable service.

You are responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data and to reconstruct lost or altered files resulting from failures.

**Managed Newsgroups:** Exchange ideas, ask questions, and discuss solutions with your peers. Managed newsgroups are used as an online support tool. If a technical or

product-related question is not answered by the community, a Microsoft Support Professional will respond.

## **Business Ready Advantage Plus Plan**

The Business Ready Advantage Plus Plan is available for customers who have purchased licenses for:

- Microsoft Dynamics® CRM
- Microsoft Dynamics® GP
- Microsoft Dynamics® SL
- Microsoft Dynamics® Retail Management System (RMS)
- Microsoft Dynamics® Point of Sale (POS)

Check with your partner for local availability for your solution.

If you are on the Business Ready Advantage Plus Plan, you receive all of the benefits mentioned above for the Business Ready Enhancement Plan and the Business Ready Advantage Plan, plus:

**Unlimited Electronic or Telephone Support Incidents:** During the term of your Business Ready Advantage Plus Plan, you are entitled to unlimited electronic (via CustomerSource) or telephone support incidents. Support incidents have an estimated response time of four hours from our receipt of your request so long as the applicable product is listed as a supported product on the Microsoft lifecycle website. Support hours are 8 am – 8 pm CST Monday – Friday.

Support incidents should be used for problems with specific symptoms encountered while using Microsoft Dynamics products, where there is a reasonable expectation that the problems are caused by Microsoft products. Support incidents provide reactive support that focuses on a specific problem, error message, or functionality that is not working as intended. An incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each shall be considered a separate incident. Support incidents cannot be used for general advice and guidance. Advisory services can be purchased as an additional billable service.

You are responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data and to reconstruct lost or altered files resulting from failures.

**Managed Newsgroups:** Exchange ideas, ask questions, and discuss solutions with your peers. Managed newsgroups are used as an online support tool. If a technical or product-related question is not answered by the community, a Microsoft Support Professional will respond.

## Professional Plan

Available for Microsoft Dynamics CRM Online.

Please refer to <http://crm.dynamics.com> or your partner for local availability.

**Unlimited Electronic or Telephone Support Incidents:** During the term of your Professional Plan, you are entitled to unlimited electronic or telephone support incidents with an estimated response time of eight hours from our receipt of your request so long as the applicable product is listed as a supported product on the Microsoft lifecycle website. Support hours are 8 am – 8 pm CST Monday – Friday.

Support incidents can be used for problems with specific symptoms encountered while using Microsoft Dynamics products, where there is a reasonable expectation that the problems are caused by Microsoft products. Support incidents provide reactive support that focuses on a specific problem, error message, or functionality that is not working as intended. An incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each shall be considered a separate incident.

Support incidents cannot be used for general advice and guidance. Advisory services can be purchased as an additional billable service.

You are responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data and to reconstruct lost or altered files resulting from failures.

**CustomerSource:** During the term of your Professional Plan, you will have access to an authorized customer Web site that contains personalized Microsoft product and service information, a searchable technical database, downloads, documentation, discussion boards, unlimited online training, news and other features. CustomerSource is available in multiple languages and local country sites. Customers can log in to CustomerSource at <https://mbs.microsoft.com/customersource>.

*Knowledge Base:* use this tool to find answers to the most common Microsoft product questions, including troubleshooting steps, solutions to common issues, and how-to articles.

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