

Get the support options that make sense for your changing business. Take advantage of competitive, tiered support for different cost scenarios, options for partner involvement, and other elements tailored to your needs. Microsoft Dynamics Online Services Support is the clear choice across a shifting market segment.

For a detailed description of Microsoft Dynamics Online Services and Support benefits visit the service plan [page](#). For more details on the Microsoft Dynamics Online Services Premier Support and Service benefits, visit the Premier Support Services [page](#). All plan levels can be purchased separately for Dynamics CRM Online, Microsoft Dynamics Marketing, Microsoft Social Listening, or Parature, from Microsoft though offering included may vary between the different products.

Level	Subscription	Enhanced	Professional Direct	Premier
Self-Select Your Plan	A small or medium size business with standard, non-business-critical support requirements	A small or medium size business needing more rapid response times	A mid-sized business with enterprise-level needs	An enterprise business with complex support needs and business-critical application support requirements
Cost	Included	\$5/seat/month	\$9/user; minimum purchase 100 seats	Varies
Community Forums	X	X	X	X
Service Dashboard	X	X	X	X
Access to self-help portals CustomerSource & Customer Center	X	X	X	X
Web Incident Submission	X	X	X	X
Unlimited Break/Fix Incidents	X	X	X	X
Email Deliverability Services (for Microsoft Dynamics Marketing)	X	X	X	X
Support	Local business hours	Local business hours	24x7 for Severity A cases	24x7 for Severity A cases
Fastest Response Time	Next business day	<2 hours	<1 hour; priority routing to Tier 2 escalation engineers	<1 hour; priority routing to Tier 3 escalation engineers
Phone Support	Unlimited callback	Unlimited callback	Unlimited callback	Unlimited callback
Training	Getting Started catalog and access to Self-Help Materials	Full access to E-Learning and training manuals	Full access to E-Learning and training manuals	Full access to E-Learning and training manuals
Technical Account Manager			Pooled	Assigned
Remote Diagnostics & Enhanced Reporting				X
Escalation Help Desk			X	X
Advisory Support			Limited	Full
Onsite Services				X
Monthly Reviews			X	X
Mentoring				X
Proactive Services				X

The support capabilities described in this document are available only to Microsoft Dynamics CRM Online customers who subscribe through the Microsoft Online services environment for Microsoft Dynamics CRM Online, Microsoft Dynamics Marketing, Microsoft Social Listening, or Parature, from Microsoft. Microsoft provides this material solely for informational purposes and not as an offer. Customers who have questions about this material or their agreements should contact their reseller or Microsoft account manager. Eligibility for Microsoft Dynamics customer service plan benefits varies by offering and region and is subject to change. For those customers who purchased Microsoft Online Services, review the Terms of Use for the Microsoft Online Services Portal [here](#). For Volume Licensing Customers, consult product use rights [here](#).