TAM Review:

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**Partner Support: Frequently Asked Questions**

**Question:**

Which partner service and support plan is best for my business?

**Answer:**

Advanced Support for Partners helps you support your customers and grow your cloud business at an economical, fixed price point. Partner with Microsoft to get prioritized support, pooled account management, and actionable cloud enablement services.

Premier Support for Partners provides the most comprehensive support plan across cloud, hybrid, and on-premises. You can include Microsoft proactive services into your offerings, benefit from a designated account manager, and get the highest queue priority with critical situation support.

**Question:**

How do I purchase a paid service and support plan?

**Answer:**

If you’re interested in Advanced Support for Partners, you can purchase the plan today.

If you’re interested in Premier Support for Partners, you can initiate a discussion with a support specialist to build your tailored plan.

**Question:**

What are the available payment options for Advanced Support for Partners and Premier Support?

**Answer:**

Advanced Support for Partners is available for purchase with an annual agreement, with the option to pay monthly or annually. Premier Support for Partners is available for purchase with an annual agreement.

**Question:**

How will account management help my business grow with Microsoft?

**Answer:**

Account managers provide a direct line to Microsoft for escalation management, collaboration with Microsoft, and detailed support planning. With an account manager, you’ll get a customized service plan to align the benefits of a Support for Partners plan and your business objectives, monthly service reviews, and proactive services engagement to help you enhance your portfolio of offerings and extend Premier services and cloud enablement services to your end customers.

**Question:**

What are the most widely utilized proactive services available?

**Answer:**

For Advanced Support for Partners, the most popular services available are cloud consults, cloud optimization reports, and Support Practice Accelerator.

For Premier Support for Partners, the most popular services available are designated support engineer, third-tier support, Azure Rapid Response, and Premier Support for Developers.