

ExpressRoute Service Partner Support

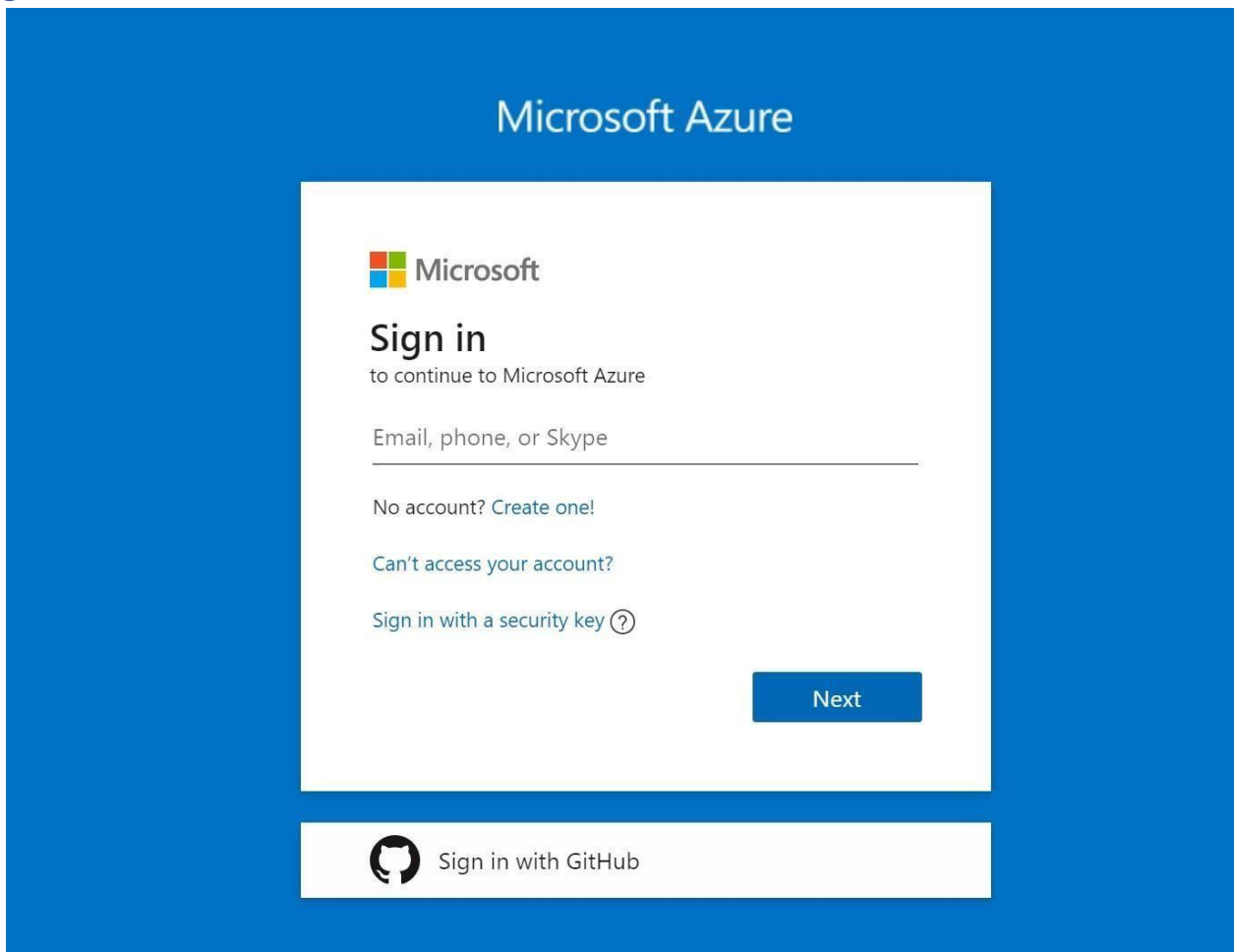
Introduction

The purpose of this document is to define changes to the ExpressRoute partner support workflow.


Previously, ExpressRoute partners created support requests in the Microsoft Premier portal, which has now been deprecated. Under the new experience, partners will create support requests in the Azure Portal, according to the following workflow:

1. Log into the Azure Portal with Microsoft credentials using the service management account that you use to manage ExpressRoute cross-connections.
2. Navigate to the *Help + Support* blade and create the support request.
3. Define *Issue type*, *Azure subscription*, *service*, *summary*, *problem type* and *subtype*.
4. Provide *problem details*, *case severity*, *support method* and *contact information*.

Log into the [Azure Portal](#) with Microsoft Credentials

The image shows the Microsoft Azure sign-in page. It has a blue background with the text "Microsoft Azure" at the top. In the center is a white box containing the Microsoft logo, the text "Sign in to continue to Microsoft Azure", a text input field for "Email, phone, or Skype", and links for "No account? Create one!", "Can't access your account?", and "Sign in with a security key (?)". A blue "Next" button is at the bottom right of the white box. Below the white box is a white bar with the GitHub logo and the text "Sign in with GitHub".

Microsoft Azure

 Microsoft

Sign in
to continue to Microsoft Azure


Email, phone, or Skype

No account? Create one!

[Can't access your account?](#)

[Sign in with a security key \(?\)](#)


Next


 Sign in with GitHub

Navigate to Help + Support and Create the Support Request


Once in the Azure Portal, navigate to *Help + Support* and click *New support request*.

Direct URL: https://portal.azure.com/#blade/Microsoft_Azure_Support/HelpAndSupportBlade/overview

 Create a resource


 Home

 Dashboard


 All services


 FAVORITES


 All resources


 Resource groups


 App Services


 SQL databases


 Azure Cosmos DB

 Virtual machines

 Load balancers

 Storage accounts


 Virtual networks

 Azure Active Directory

 Monitor

 Advisor

 Security Center

 Cost Management + Billing

 Help + support

Azure services

[See all \(100+\)](#)

[Create a resource](#)



Virtual machines



App Services



Storage accounts



SQL databases



Microsoft Learn

Learn Azure with free online training from Microsoft



Azure Monitor

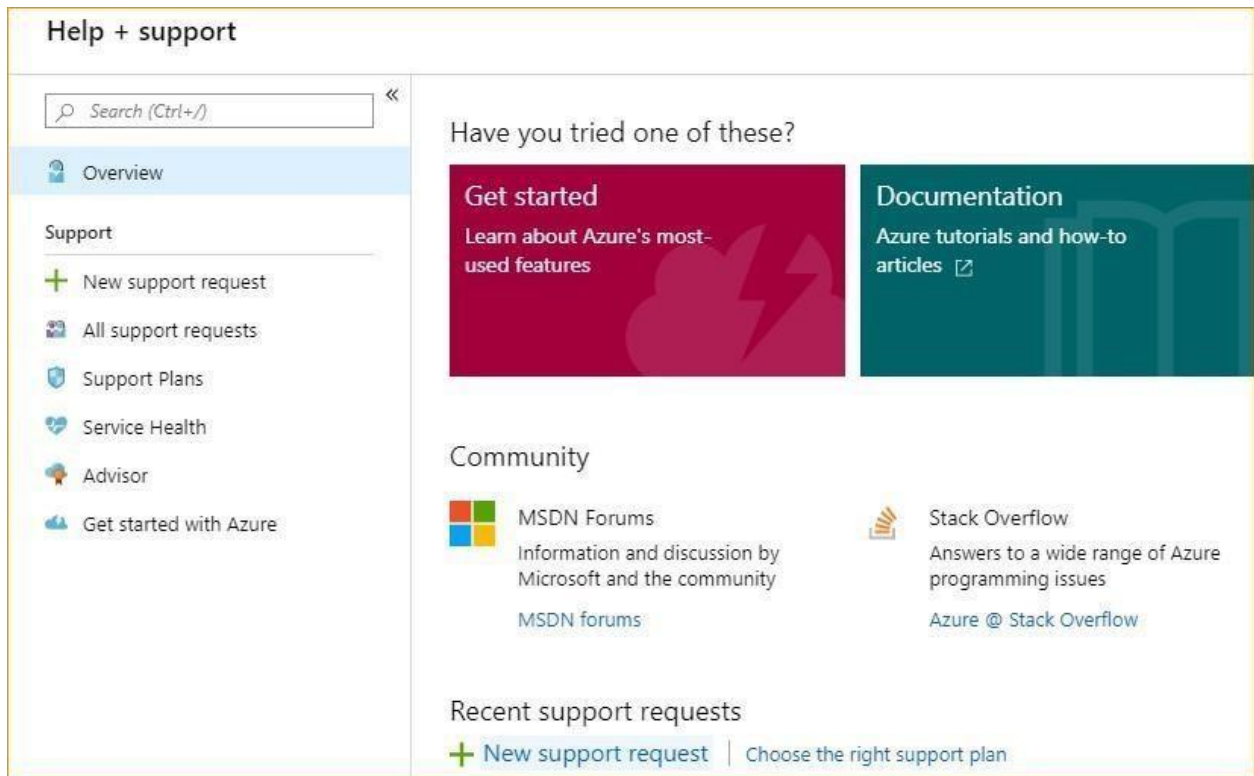
Monitor your apps and infrastructure

Recent resources

[See all your recent resources](#)

[See all your resources](#)

NAME	TYPE
 ASH-Cust12	Resource group
 Student-kv	Key vault
 Utilities	Resource group



Define Issue Type, Subscription, Summary, Problem Type and Subtype

Issue Type and Azure subscription

To expose the **ExpressRoute Service Provider** support topic tree, select **Technical** as the issue type. Then, select the service management subscription used to manage customer ExpressRoute crossconnections.

Service

Next, click the option for **All Services** and select **ExpressRoute Service Provider**.

*Note: ExpressRoute Service Provider will **NOT** display in the drop-down menu for My service.*

Summary and Problem Type ex

Provide a written summary of your issue and select the most applicable problem type from the dropdown menu. The problem type is critical to facilitate the most efficient resolution time.

New support request

Basics

Solutions

Details

Review + create

Create a new support request to get assistance with billing, subscription, technical (including advisory) or quota management issues.

Complete the Basics tab by selecting the options that best describe your problem. Providing detailed, accurate information can help to solve your issues faster.

* Issue type

Technical

* Subscription

MiAldrid

Can't find your subscription? [Show more](#)

* Service

☐ My services
☒ All services

ExpressRoute Service Provider

* Summary

test summary

* Problem type

Select a problem type

Authentication
Circuit Management
Connectivity
Other
Report outage or maintenance
Request layer-1 test

Provide problem details, support method and contact information

Problem Details

Next, select an issue start date from the drop-down calendar and provide a thorough description of the issue. Use this space to outline symptoms of your problem and further elaborate on the issue. Upload screenshots or other file types that may help identify and resolve the issue.

Support Method and Case Severity

Define the case severity - case severity ranges from A to C, corresponding to critical, moderate, and minimal impact, respectively. Also define a preferred contact method.

Contact Information

Finally, you may update contact information. To do so, click the blue *edit* button, located to the right of *Contact Information*.

PROBLEM DETAILS

When did the problem start?

09/30/2019



12:00 AM

* Description

Thorough description of issue.



File upload

Choose file to upload



Consent



Share diagnostic information



SUPPORT METHOD

Support plan

Azure Support Plan - Internal

* Severity

C - Minimal impact



* Preferred contact method



Contact me later



Call me later



* Response hours

Business Hours

* Support language

English



CONTACT INFO [Edit](#)

Contact name

[REDACTED]

Email

[REDACTED]

Additional email for notification

--

Phone

--

Country/region

United States

ExpressRoute Operations Escalation Contacts

Microsoft Details

Partner must first go through the support process (aka.ms/ersupport) before engaging the contacts below and support case details must be included in the escalation email.

Operations and Support Escalation Path

Functional Title	Timeframe	Contact Info	E-mail	Phone
Operations Team	Based on severity	ExpressRoute Ops	MTEROPS@microsoft.com	N/A
Escalation Level 1	2 hours	L1 Escalation	ExRL1Escalation@microsoft.com	N/A
Escalation Level 2	4 hours	L2 Escalation	ExRL2Escalation@microsoft.com	N/A
Executive Escalation	5 hours	Exec Escalation	ExRExecEscalation@microsoft.com	N/A

Product Management Escalation Path

Include ExpressRoute PM team in all escalations.

Functional Title	Timeframe	Contact Info	E-mail	Phone
ExpressRoute PM team	2 hours	ExR Partner PM	ExRPartnerPM@microsoft.com	N/A
Engineering Program Manager	4 hours	Raghavender Mareddy	raghavender.mareddy@microsoft.com	+1 (425) 706-7520
Executive Sponsor	5 hours	Jon Ormond	jonor@microsoft.com	+1 (425) 707-4963

Appendix A: Microsoft Azure Incident Severity model

Severity	Definition	Initial Response Goal	Ongoing Communications Goal
A – Critical (Sev 0/1)	Catastrophic business impact in which service, system, network, server, or critical application is down, impacting production or profitability. Multiple users or customers lose complete functionality of all services.	<=1 hour	Update partner every hour via email or phone; partner updates Microsoft every one hour via email or phone ¹ .
	Critical business impact in which service, production, operations, or development deadlines are severely impacted; or where there will be a severe impact on production or profitability. Multiple customers, users, or services are partially affected.		
B – Urgent (Sev 1/2)	Moderate business impact: significant problem where use of the service is proceeding but in an impaired fashion. Single user, customer, or service is partially affected.	2 hours	Update partner every business day.

C – Important (Sev 3)	Minimum business impact: an important issue, but does not have significant current service or productivity impact for the customer. Single user is	4 hours	Update partner every three business days.
experiencing partial impact.			
D – Advisory (Sev 4)	Used for Design Change Requests, feature requests, and research activities.	N/A	Update partner as needed or agreed on.

Appendix B: ExpressRoute partner support issue descriptions

This section provides a description of the most common issues that will be handled through the partner support channel. The list below is not intended to be comprehensive. Support topics for partners will match the topics listed below.

ExpressRoute service management related issues

Issue	Default severity
Service management endpoint availability	Sev 2
Authentication for service management	Sev 2
Partner portal access and configuration related Sev 3 issues	
Unexpected output for Service management calls / partner portal requests	Sev 3
Issues due to new features	Sev 3
Other Service Management issues	Sev 3
Errors on ExpressRoute partner API calls	Sev 2

ExpressRoute operations issues

Issue	Default severity
Network-to-network interface (a.k.a. crossconnect) link down or flapping	Sev2
BGP peering between ExpressRoute partner's router and Microsoft's router down or flapping	Sev3
Excessive packet loss observed on the NNI interface or sub-interface	Sev3

ExpressRoute hardware / infrastructure related issues

Issue	Default severity
Hardware outages	Sev 2

Cross-connect related issues	Sev 2
Hardware RMA	Sev 2
Software / firmware upgrades	Sev 3
Power outages	Sev 2

Capacity Management related support topics

Issue	Default severity
Proactive capacity augmentation	Sev 4
Reactive capacity augmentation	Sev 4
Capacity related alerts	Sev 2

Risk Management related support topics

Issue	Default severity
Upgrades and planned downtime notifications	Sev4
Unplanned downtime notifications	Sev3
Security incidents	Sev3

