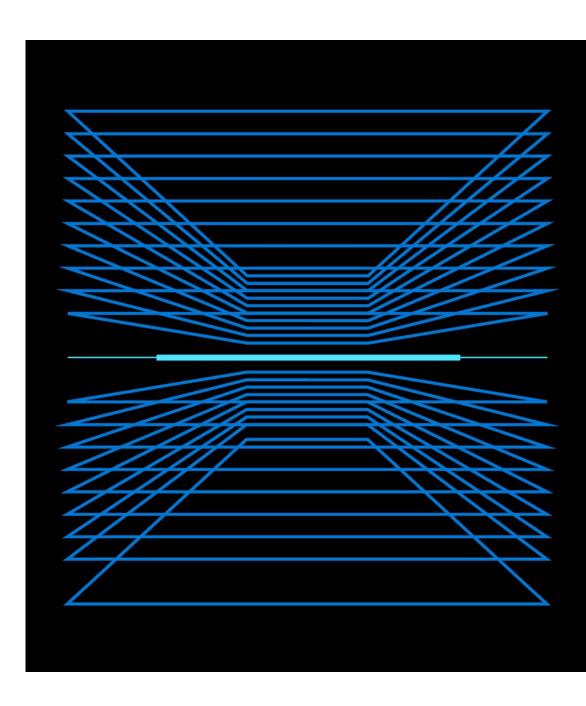
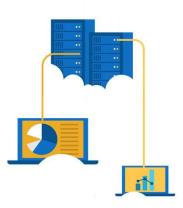
# Azure Subscriptions, Support & SLA

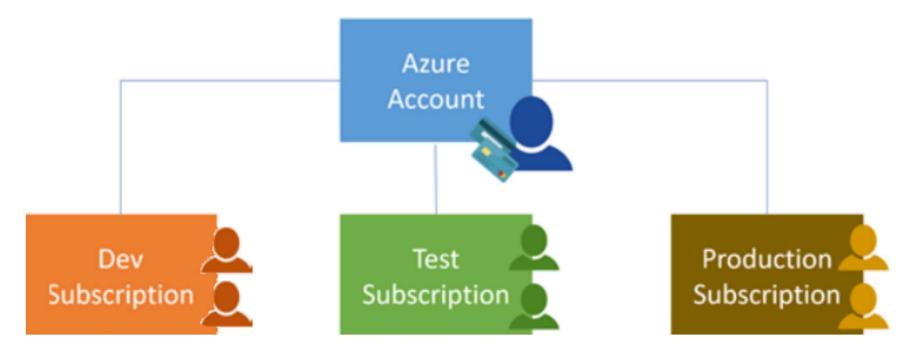
**Atin Gupta** 



# Module: Azure subscriptions



### **Define Azure subscriptions**



- Provides authenticated and authorized access to Azure accounts.
- Provides billing and access control boundaries

### **Explore Subscription offers**

### **SELECT AN OFFER**



Pay-As-You-Go Dev/Test

This offer is for teams of active Visual Studio subs discounted rates on Windows virtual machines an

Learn more



Visual Studio Enterprise: BizSpark

Enjoy monthly credits and lower rates.

Use MSDN software at no additional charge.

Learn more



Visual Studio Professional

Enjoy monthly credits and lower rates. Use MSDN software for development and test at I

( Learn more

- Free (next slide)
- Pay-as-you-go
- Enterprise Agreement
- Student

#### Discuss Azure free account

### What do I get?

With your Azure free account, you get all of this—and you won't be charged until you choose to upgrad

12 months + \$200 credit + Always free

of popular free services

to explore any Azure service for 30 days

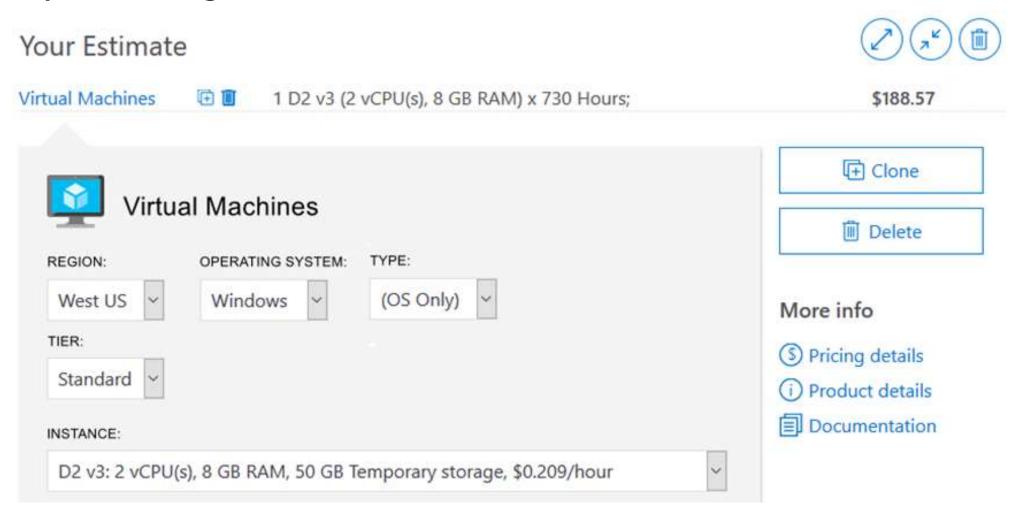
25+ services

### Module: Planning and managing costs



#### https://azure.microsoft.com/en-in/pricing/calculator/

### **Explore Pricing calculator**

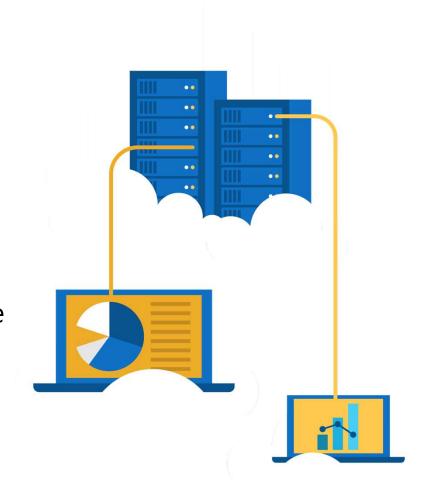




# Walkthrough – Use the Azure Pricing Calculator

Use the Azure Pricing Calculator to generate a cost estimate for an Azure virtual machine and related network resources.

- 1. Configure the pricing calculator.
- 2. Review the pricing estimate.



# Module: Azure support options



### **Explore Support plan options**

	Basic	Developer	Standard	Professional Direct
Scope	Available to all Microsoft Azure accounts	Trial and non- production environments	Production workload environments	Business-critical dependence
Technical Support		Business hours access to Support Engineers via email	24x7 access to Support Engineers via email and phone	24x7 access to Support Engineers via email and phone

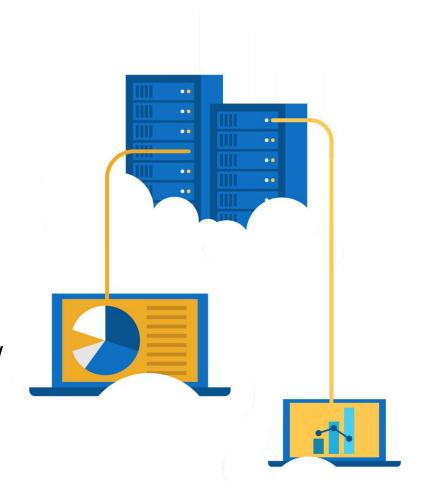
### **Explore Alternative support channels**

Microsoft Developer Network (MSDN) Azure Forums
Stack Overflow
Microsoft Azure general feedback
Server Fault
@AzureSupport



# Walkthrough – Open a Support Request

View available support plan options and then practice creating and monitoring a new support request.



### Module: Azure Service Level Agreements (SLAs)



### Define Service Level Agreements (SLAs)

- Define Microsoft's commitment to an Azure service.
- Define what happens if a service or product fails to meet the designated

availability commitments.



### **Explore SLAs for Azure products and services**

SLA	Downtime per month	Downtime per year
99.9%	43.2 minutes	8.76 hours
99.95	21.6 minutes	4.38 hours
99.99	4.32 minutes	52.56 minutes

 If a service fails to meet the guarantees, a percentage of the monthly service fees can be credited to you.

# Thanks