



# The 4 Microsoft Azure Support Plans

## Basic

Billing & subscription support; online self-help

24x7 access to customer service, documentation, whitepapers, and support forums

No access to support engineers

## Developer

Trial and non-production environments

24x7 access to customer service, documentation, whitepapers, and support forums

Business hours access to Support Engineers via email

## Standard

Production workload environments

24x7 access to customer service, documentation, whitepapers, and support forums

24x7 access to Support Engineers via email and phone

## Professional Direct

Business-critical dependence

24x7 access to customer service, documentation, whitepapers, and support forums

24x7 access to Support Engineers via email and phone