



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