

Microsoft Discussions



Exam AZ-900 All Questions

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EXAM AZ-900 TOPIC 1 QUESTION 351 DISCUSSION

Actual exam question from Microsoft's AZ-900

Question #: 351

Topic #: 1

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Which Service Level Agreement (SLA) is provided for Azure services in public preview?

- A. Each service defines its own SLA
- B. The SLA will be 99%
- C. The SLA will be 1% less than the general availability (GA) SLA
- D. The SLA will be 99.95%

Show Suggested Answer

by [Dhanishetty](#) at *Sept. 10, 2022, 2:59 a.m.*

Comments


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kumarsqlbi Highly Voted 1 year, 10 months ago

this q came yesterday 11/28/2022


upvoted 7 times

  **Dhanishetty** Highly Voted  2 years, 1 month ago

Microsoft Customer Support Services will supply support services during this phase, but normal service level agreements do not apply

<https://azure.microsoft.com/en-us/support/legal/preview-supplemental-terms/#:~:text=Public%20preview%20%E2%80%93%20During%20this%20phase%20we%20allow%20any%20customer%20with%20the%20proper%20Azure%20AD%20license%20to%20evaluate%20the%20new%20feature.%20Microsoft%20Customer%20Support%20Services%20will%20supply%20support%20services%20during%20this%20phase%2C%20but%20normal%20service%20level%20agreements%20do%20not%20apply.>

   upvoted 6 times

  **ICTZaakwaarnemer** Most Recent  1 year ago

I thought that services that are in preview don't have a SLA unless they go GA?
Then why does it say that every product has an SLA during public preview?

   upvoted 4 times



  **20142365** 1 year, 3 months ago

Selected Answer: A

Service Level Agreements not apply to public/private preview

Got this question on June 30, 2023

   upvoted 3 times



  **zellick** 1 year, 9 months ago

Selected Answer: A

A is the answer.

<https://azure.microsoft.com/en-us/support/legal/preview-supplemental-terms>
Public preview – During this phase we allow any customer with the proper Azure AD license to evaluate the new feature. Microsoft Customer Support Services will supply support services during this phase, but normal service level agreements do not apply. For new features exposed in the Azure AD Portal, customer can expect to see information banners in the user interface that draw attention to the new experience available during the preview. By clicking on the information banner customers then opt-in to the preview experience.

   upvoted 3 times

  **zellick** 1 year, 9 months ago

Azure services that are in public preview have a different SLA policy than services that are generally available (GA). Azure Services that are in public preview have different level of support, which may be less than the support level provided for GA services. And since not all services have the same requirements and complexity, each service will have its own SLA when it is in preview mode.

During the preview, it's typical that services not meet the same SLA as services that are in GA, it's intended for customers to test the services, provide feedback, and identify any issues that need to be addressed before the service is generally available.

It's important to consult the service documentation or communicate with the service team for the specific SLA for the service during its preview phase.

   upvoted 5 times

  **AzureCloud07** 1 year, 10 months ago

Public preview – During this phase we allow any customer with the proper Azure AD license to evaluate the new feature. Microsoft Customer Support Services will supply support services during this phase, but normal service level agreements do not apply.

   upvoted 2 times

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