

Microsoft Discussions



Exam AZ-900 All Questions

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EXAM AZ-900 TOPIC 1 QUESTION 368 DISCUSSION

Actual exam question from Microsoft's AZ-900

Question #: 368

Topic #: 1

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In which Azure support plans can you open a new support request?

- A. Premier and Professional Direct only
- B. Premier, Professional Direct, and Standard only
- C. Premier, Professional Direct, Standard, and Developer only
- D. Premier, Professional Direct, Standard, Developer, and Basic

Show Suggested Answer

by [Kaavie](#) at Dec. 6, 2019, 6:54 a.m.

Comments

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[Kaavie](#) **Highly Voted** 4 years, 10 months ago

correct answer should be D. due to Basic plan only cannot create Technical support, others are OK.

[upvoted 60 times](#)

  **dinesh_vijay** 4 years, 10 months ago

Support for billing is available. But a support case cannot be opened by Basic plan customers

   upvoted 6 times

  **Frankiey** 4 years, 3 months ago

only difference is response timeline differences

   upvoted 1 times

  **Ramito2020** 4 years, 4 months ago

I have a basic Plan and I could create a new support Ticket.

   upvoted 27 times

  **sbettani** 4 years, 10 months ago

No, correct answer is C, you can open a Technical support only with Premier, Professional Direct, Standard, and Developer , read <https://azure.microsoft.com/en-us/support/plans/>

   upvoted 31 times

  **ConaxLearn** 4 years, 2 months ago

Question does not say to open a technical support request.



And the Azure support plan page says "Ability to submit as many support tickets as you need" under Basic plan. <https://azure.microsoft.com/en-us/support/plans/>

   upvoted 7 times


  **Neffo** 3 years, 5 months ago

The question does not say anything about "Technical Support".

   upvoted 6 times

  **dim97** 3 years, 2 months ago

No. According to your link: you can create support request in each plan, including basic. The difference is that in basic plan you can't get 24/7 access to technical support by email and phone AFTER A SUPPORT REQUEST IS SUBMITTED. So that means you can submit support request, but will not receive 24/7 contact with technical support. Also in this page mentioned that all plans include "Ability to submit as many support tickets as you need"

   upvoted 9 times

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  **berend** Highly Voted  4 years, 8 months ago

Quote "can you open a new support request?" there's nothing in the question to state it's technical. And even in the free account i can do a support request to upgrade. => D

   upvoted 30 times

  **Erasable_Mak** Most Recent  2 months, 1 week ago

The correct answer is:

B. Premier, Professional Direct, and Standard only

The Basic and Developer plans do not include the ability to open new support requests for technical issues.

   upvoted 1 times

  **Erasable_Mak** 2 months, 1 week ago

Correct answer for support plans that allow opening new support requests for non-technical issues is:

D. Premier, Professional Direct, Standard, Developer, and Basic

   upvoted 1 times

  **Erasable_Mak** 2 months, 1 week ago

I think question is not full, but if we look generally correct should be D

   upvoted 1 times

  **JeremyIT** 4 months ago

Correct answer should be C

Support requests work always EXCEPT if you have basic

   upvoted 1 times

  **ONLRNSR** 12 months ago

Selected Answer: D

basic can create

   upvoted 1 times

  **Marcal** 1 year, 5 months ago

You can open a new support request with a Premier, Professional Direct, Standard, and Developer support plan. The Basic support plan does not include the ability to open a new support request for technical support 1. The correct answer is C. Premier, Professional Direct, Standard, and Developer only.

   upvoted 1 times

  **speedyweedy** 1 year, 5 months ago

Selected Answer: D

All Azure support plans allow you to open support tickets with Microsoft. However, the level of support you receive may vary depending on the plan you have.

Here is a summary of the support plans and the level of support they provide:

1. Basic: Provides 24/7 technical support for Azure portal and billing issues through online and email channels, but does not provide a guaranteed response time for support tickets.
2. Developer: Provides standard technical support for Azure issues during business hours, with a guaranteed initial response time of 12 hours for support tickets.
3. Standard: Provides standard technical support for Azure issues 24/7, with a guaranteed initial response time of 1 hour for critical issues and 4 hours for non-critical issues.
4. Professional Direct: Provides personalized technical support with a dedicated technical account manager and faster response times than the standard plan.
5. Premier: Provides the highest level of technical support with a dedicated support team, personalized service, and faster response times than the other plans.

   upvoted 1 times

  **Rohit2023** 1 year, 7 months ago


Selected Answer: D

Its mentioned Support request can be open by any Azure customer.
Hence Basic is included.

Visit reference site:

<https://azure.microsoft.com/en-us/support/plans/>

   upvoted 1 times

  **Ciupaz** 1 year, 8 months ago

Support plans are not more in the exam.



   upvoted 7 times

  **RK095** 1 year, 9 months ago

Basic Developer Standard Professional Direct support plans allows to create a new support request.

<https://azure.microsoft.com/en-us/support/plans/> (Premier is no longer available)



   upvoted 1 times

  **RG95** 1 year, 9 months ago

The answer is C. It's talking about support request which is not available in the basic plan. Support tickets on the other hand are available throughout all the plans.

Ref- <https://azure.microsoft.com/en-us/support/plans>

   upvoted 1 times

  **RG95** 1 year, 9 months ago



Sorry, It should be D. The information in the above link mentions 24/7 ACCESS TO TECHNICAL SUPPORT BY EMAIL AND PHONE *AFTER* A SUPPORT REQUEST IS SUBMITTED.

   upvoted 1 times

  **azirila** 1 year, 9 months ago

supportplan is changed so you dont have premier support anymore, answer is yes with basic supportplan you can request a supportplan.

   upvoted 1 times

  **zelck** 1 year, 9 months ago

Selected Answer: D

D is the answer.

<https://azure.microsoft.com/en-us/support/plans>

   upvoted 1 times

  **shaolin_monk** 1 year, 11 months ago

Answer is D all types, reference here:

<https://azure.microsoft.com/en-us/support/plans/>

   upvoted 1 times

  **Tascha** 2 years ago

Same as question1 but different answer

   upvoted 1 times

  **smitho** 2 years ago

Selected Answer: C

FYI Azure support keeps updating and see: <https://azure.microsoft.com/en-us/support/plans/>
Updated as of now Sep2022 to Developer-Standard- Profesional direct

   upvoted 1 times

  **lazzlo78** 2 years, 1 month ago

But premier is not longer a plan..
<https://azure.microsoft.com/en-us/support/plans/>

   upvoted 1 times

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