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Exam AZ-900 All Questions

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EXAM AZ-900 TOPIC 1 QUESTION 358 DISCUSSION

Actual exam question from Microsoft's AZ-900

Question #: 358

Topic #: 1

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HOTSPOT -

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
A Standard support plan is included in an Azure free account.	<input type="radio"/>	<input type="radio"/>
A Premier support plan can only be purchased by companies that have an Enterprise Agreement (EA).	<input type="radio"/>	<input type="radio"/>
Support from MSDN forums is only provided to companies that have a pay-as-you-go subscription.	<input type="radio"/>	<input type="radio"/>

[Show Suggested Answer](#)

by [rgalfaro](#) at Dec. 17, 2019, 2:20 a.m.

Comments

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foreverlearner **Highly Voted** 4 years, 5 months ago

- 1) No - you get Basic support
 - 2) Yes - <https://azure.microsoft.com/en-gb/support/plans/> - "You can purchase the Professional Direct, Standard and Developer support plans with the Microsoft Customer Agreement. [...] Enterprise Agreement (EA) customers can purchase Azure Standard, ProDirect and Premier technical support through their Reseller. Developer Support is not available through an Enterprise Agreement." So you can't purchase Premier with an MCA, you would need an EA
 - 3) No - any plan has access to it
- upvoted 81 times

nav777 2 years, 9 months ago

Ans is Correct. But Just FYI -

Microsoft Premier Support End of Sale date

As of July 1, 2021, Microsoft will no longer enter into Premier Support agreements for new customers. Beginning July 1, 2022, Microsoft will no longer offer Premier Support agreements for renewing customers.

Please note, Premier Support is still available for public sector customers who have not yet transitioned to Unified Support. This announcement currently does not impact government organizations, academic and non-profit institutions who have not yet transitioned to Unified Support. Premier Support for Partners will not be impacted.

Premier Support is being replaced by Unified Support which provides comprehensive support coverage across your entire organization to help drive the outcomes you need most. With Unified Support you gain a mix of personalized and on-demand services, including assistance from a designated account manager and proactive services to advance your digital transformation. Learn more about Unified Support.

<https://www.microsoft.com/en-us/premier-support-end-of-sale>
upvoted 4 times

JShah **Highly Voted** 4 years, 9 months ago

Response from Microsoft Sales Chat:

Hey great to meet you , no you don't need the enterprise agreement to get a premier support plan here is a link to the support plans .

<https://azure.microsoft.com/en-us/support/plans/>
upvoted 50 times

Rooks 4 years, 6 months ago

The Sales guy was wrong (usually they are : -)

To have a premier support you need to have an enterprise agreement and below is the snippet from a MS article on this ..

To purchase Premier support you should contact your Microsoft Account Manager. If you are not sure who to contact, please submit a request through the Premier contact form.

note : an account manager is assigned when you have enterprise contract ..
upvoted 14 times

Stevo_WPB1 4 years, 5 months ago

<https://azure.microsoft.com/en-us/support/plans> shows basic/developer/standard/pro direct levels and no reference to premier so trick question.
upvoted 1 times

JerryW 4 years, 4 months ago

It wasn't a Sales guy, it was a Sales chat BOT!
upvoted 17 times

NoursBear **Most Recent** 1 week, 5 days ago

Q2 must be the only question where ,only' is not a NO lol
upvoted 1 times

Ciupaz 1 year, 7 months ago

Support Plans are not more present in the exam.
upvoted 9 times

JustSignalingVirtues 2 years, 5 months ago

I can't find a matrix anywhere showing which subscription is allowed to buy what support plan. One thing I can confirm for

I can't find a matrix anywhere showing which subscription is allowed to buy what support plan. One thing I can confirm for sure is that free subscription (MS Online Secs) that I created has options to upgrade to all the support plans, not sure if it will really upgrade a support plan to Professional Direct if I click upgrade. Only way to find out is to click upgrade and if goes through, I'll get charged 1K. No Jose.

upvoted 1 times

TamHas 2 years, 9 months ago

The answer is correct NYN, see Microsoft statement

Enterprise Agreement customers can purchase Azure Standard or Professional Direct technical support through their reseller or Microsoft sales representative. Developer support isn't available through an Enterprise Agreement. For customers interested in Unified support, contact a Microsoft sales representative.

<https://azure.microsoft.com/en-us/support/faq/#enterprise>

upvoted 2 times

cristina22 2 years, 11 months ago

in the latest version of the exam there are no more questions about support plans

upvoted 18 times

Kero 3 years, 2 months ago

Premier okay for Enterprise or For Partner only ?

upvoted 1 times

Maddipham209 3 years, 4 months ago

<https://partner.microsoft.com/en-us/support/partnersupport>

The Premier support is for partners only

upvoted 2 times

ihthsham 3 years, 4 months ago

i would like to say i am not a robot ... this site asking me after every 2 minutes

upvoted 7 times

aktyn4 3 years, 4 months ago

That's probably how they make money out of this site - by selling tags for CV ;-)

upvoted 3 times

Toox 3 years, 6 months ago

Response for B) is No, Enterprise and Partners can purchase Premier support.

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

To understand the billing types : EA, MCA, MPA, ... :

<https://docs.microsoft.com/en-us/azure/cost-management-billing/manage/view-all-accounts#check-the-type-of-your-account>

upvoted 1 times

Joe75 3 years, 8 months ago

This should be No, No, and No.

Premier Support (anyone can purchase) <https://azure.microsoft.com/en-ca/support/plans/premier/> . Premier support has two offerings: for Enterprise and Partners. <https://www.microsoft.com/en-us/msservices/support?rtc=1+while>

upvoted 2 times

rikbly 3 years, 9 months ago

second question is no because you must purchase premier support also if you are a CSP, without having an EA

upvoted 2 times

saksham987 3 years, 10 months ago

support plan is out of syllabus for AZ-900

upvoted 5 times

badrmotayeb 3 years, 10 months ago

the second question is NO based on this link

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

upvoted 3 times

Sachin1990 4 years, 2 months ago

i found it on udemy - no, no ,no

upvoted 4 times

318touring 4 years, 2 months ago

Support knowledge is no longer in the exam syllabus - https://docs.microsoft.com/en-us/learn/certifications/exams/az-900?wt.mc_id=learningredirect_certs-web-wwl

upvoted 4 times

Kathin 4 years, 1 month ago

raabin 7 years, 1 month ago

Yes, but the exam will be updated on September 15, 2020

upvoted 1 times

jarg2006 4 years, 1 month ago

Updating was cancel.

upvoted 2 times

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