

Microsoft Discussions



**Exam AZ-900 All Questions**

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EXAM AZ-900 TOPIC 1 QUESTION 1 DISCUSSION

Actual exam question from Microsoft's AZ-900

Question #: 1

Topic #: 1

[\[All AZ-900 Questions\]](#)

DRAG DROP -

Your company intends to subscribe to an Azure support plan.

The support plan must allow for new support requests to be opened.

Which of the following are support plans that will allow this? Answer by dragging the correct option from the list to the answer area.

Select and Place:

**Options**

**Answer**

Basic

Developer

Standard

PROFESSIONAL  
DIRECT

# PREMIER




Show Suggested Answer

by  DevMonkey at Sept. 27, 2021, 4:15 p.m.

## Comments

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  **Tonyburg** Highly Voted  3 years ago

So the answer would be this one? Can anyone confirm?

Basic

DEVELOPER

STANDARD

PROFESSIONAL DIRECT

   upvoted 227 times



  **Duke\_Lew** 1 month ago

Should be correct as Basic > Developer > Standard > Professional Direct. As Premier is now only supported for the existing users until 1st July 2022, but not for new users, this question shows that you are a new user.

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.

   upvoted 30 times

  **Dhamus** 7 months, 3 weeks ago

Correct, the Premier cannot be opened directly.

   upvoted 3 times

  **Vitthaltvp** 2 years, 8 months ago

Yes, this is correct one as per MS

   upvoted 6 times


  **Esward** 2 years ago

Basic plan we can open ticket, microsoft simply saying upgrade plan to get help

   upvoted 6 times

  **Esward** 2 years ago

which means you will not get help on basic plan

   upvoted 5 times

  **RachelMoray** 7 months, 3 weeks ago

And premium is not offered any more meaning the answer is Developer, Standard and Professional direct right?

Please someone confirm by liking the post

   upvoted 1 times




  **Diip** Highly Voted  2 years, 9 months ago

As per the support plan from Azure portal under Basic plan, The "Technical support" and "Who can Open Cases" are blank. So from my understanding, under Basic plan we can not have either technical support nor open any cases.

Source - [https://portal.azure.com/#blade/Microsoft\\_Azure\\_Support/HelpAndSupportBlade/supportPlans](https://portal.azure.com/#blade/Microsoft_Azure_Support/HelpAndSupportBlade/supportPlans)

So the answer should be Dev, Standard, Professional Direct.

   upvoted 9 times

  **minnnnertyuss** Most Recent  14 hours, 10 minutes ago

Basic, Developer, Standard, Professional direct can submit as many support tickets as they need <https://learn-microsoft.com/training-paths>

   upvoted 1 times

  **Bella\_hd** 3 days, 10 hours ago

The new plans for azure to allow new support requests to be opened are

Developer  
Standard  
Professional Direct

The Basic plan is a self-help and community-based support option it does not allow new support requests to be opened. It is more accurately described in pro version of guide from examtopicspro.com. Best of luck for the preparation.

   upvoted 1 times

  **ItsMadhusAzure** 3 days, 12 hours ago

As case severity and response time is mention only for developer, standard and Professiona Direct. Answer is  
DEVELOPER -  
STANDARD  
PROFESSIONAL DIRECT

DEVELOPER  
CASE SEVERITY Any  
RESPONSE TIME 8  
STANDARD  
CASE SEVERITY C B A  
RESPONSE TIME 8 4 1

PROFESSIONAL DIRECT  
CASE SEVERITY C B A  
RESPONSE TIME 4 2 1

   upvoted 1 times

  **Reninne** 1 month ago

From chatptg:

Azure offers several support plans that allow opening of new support requests, including:

Basic Support: provides 12x5 technical support with a 1-hour response time for critical issues.

Developer Support: provides 24x7 support for development and testing.

Standard Support: provides 24x7 technical support with a 1-hour response time for critical issues.

Professional Direct: provides personalized 24x7 technical support directly from Microsoft experts.

Premier Support: provides the highest level of technical support with dedicated support engineers.

All of these support plans allow for opening new support requests. The level of support and response time vary between the plans.

So all of them

   upvoted 4 times

  **ancity** 1 month ago

The Azure support plans that allow for new support requests to be opened are:

Developer  
Standard  
Professional Direct

The Basic support plan does not allow for new support requests to be opened, as it is a self-help and community-based support option

   upvoted 2 times

  **TanisMezzelfo** 1 month ago

The correct answer should be:

-Developer  
-Standard  
-Professional Direct  
-Premier

I found this explanation:

The Basic support plan does not allow opening new support requests. It only provides access to billing and subscription management support, online self-help resources, and support forums.

The Developer, Standard, Professional Direct, and Premier support plans all allow your company to open new support requests with Microsoft for technical assistance. These plans offer increasing levels of support, response times, and additional benefits as you move up the tiers. The Developer plan has the lowest cost and is suitable for trial and non-production environments. Standard is ideal for production workloads, while Professional Direct and Premier provide the highest level of support with faster response times, proactive guidance, and additional services like on-demand training and advisory consultations.



   upvoted 1 times

  **karthikwarrior** 1 month, 1 week ago

If you want the ability to open new support requests, you should subscribe to Developer, Standard, Professional Direct, or Premier support plans. The Basic plan does not offer the ability to open support tickets.



Premier support plans. The Basic plan does not offer the ability to open support tickets.

   upvoted 1 times

  **Alsari** 1 month, 1 week ago



Basic, Developer, Standard, Professional direct can submit as many support tickets as they need  
<https://azure.microsoft.com/en-us/support/plans>

   upvoted 1 times

  **ssssw** 1 month, 2 weeks ago

DEVELOPER  
STANDARD  
PROFESSIONAL DIRECT  
PREMIER

   upvoted 1 times

  **ssssw** 1 month, 2 weeks ago


DEVELOPER  
STANDARD  
PROFESSIONAL DIRECT  
Premier

   upvoted 1 times

  **Bryan\_ZZ** 2 months ago

Basic  
Developer  
Standard  
Professional Direct

   upvoted 1 times

  **chops92** 2 months, 1 week ago

Is premier actually a support plan for azure? I don't see it on <https://azure.microsoft.com/en-us/support/plans>

   upvoted 1 times

  **Patch010** 6 months, 1 week ago

BASIC  
DEVELOPER  
STANDARD  
PROFESSIONAL DIRECT

   upvoted 1 times

  **thej\_raaaaaas** 7 months, 3 weeks ago

Developer  
Standard  
Professional direct  
premier

   upvoted 1 times

  **Maritsu** 8 months ago

Looking at this link <https://azure.microsoft.com/en-us/support/plans/> all the plans you have ABILITY TO SUBMIT AS MANY SUPPORT TICKETS AS YOU NEED, the plans are basic, developer, standard and professional direct. So the answer is wrong.

   upvoted 6 times

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