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Question 1   **Unattempted**

                                                                                  Domain : Other

A company wants to purchase an Azure support plan. Which of the following is the most cost-effective plan that has the following embedded into the plan?

   Access to the full set of Azure Advisor Recommendations.

   Business hours access to support engineers via email.

   A.   **Basic**

   B.   **Developer** ✅

   C.   **Standard**

D.   **Professional Direct**

E.   **Premier**

Explanation:

Answer - B

The most cost-effective plan with these points is the Developer plan.

The Microsoft documentation mentions the following.

	Basic	DEVELOPER	STANDARD	PROFESSIONAL DIRECT
	Request support	Purchase support	Purchase support	Purchase support
Price	Included for all Azure customers	$29 per month	$100 per month	$1,000 per month
Scope	Included for all Azure customers	Trial and non-production environments	Production workload environments	Business-critical dependence
Billing and subscription management support	✔	✔	✔	✔
24/7 self-help resources, including Microsoft Learn, Azure portal how-to videos, documentation, and community support	✔	✔	✔	✔
Ability to submit as many support tickets as you need	✔	✔	✔	✔
Azure Advisor—your free, personalized guide to Azure best practices	✔	✔	✔	✔
Azure health status and notifications	✔	✔	✔	✔
24/7 access to technical support by email and phone		Available during business hours by email only	✔	✔

Since this is clear from the documentation, all other options are incorrect.

For more information on support plans, please visit the below URL-

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

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Question 2   **Unattempted**

                                                              Domain : Other

You have set up an Azure Free Account. Would you have access to the Knowledge Center?

  A.   Yes   ✅

  B.   No

Explanation:

Answer – A

Yes, everyone has access to Knowledge Center.

For more information on the Knowledge Center, please visit the below URL-

https://azure.microsoft.com/en-us/resources/knowledge-center/

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Question 3   **Unattempted**

                                                                             Domain : Other

You are reviewing the Service Level Agreement for various services on the Azure platform.
How does Azure calculate the availability for all services?

    A.   **In a daily billing cycle**

    B.   **In a weekly billing cycle**

C.   **In a monthly billing cycle**   ✅

D.   **In a yearly billing cycle**

Explanation:

Answer – C

The billing for the Service Level Agreement is done over a monthly period.

The Microsoft documentation mentions the following.

Microsoft will provide at least 90 days' notice for adverse material changes to any of the SLAs listed above.

Availability for all Azure services is calculated over a monthly billing cycle. Click here to download SLA for most Microsoft Azure Services. The SLA for Active Directory can be found here.

Since this is clear from the documentation, all other options are incorrect.

For more information on Service level agreements, please visit the below URL-

https://azure.microsoft.com/en-us/support/legal/sla/summary/

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Question 4   **Unattempted**

                                                              Domain : Other

Which of the following URL can be used to create an Azure support request?

A.   https://support.azure.com

B.   https://portal.azure.com   ✅

C.   https://support.microsoft.com

D.   https://dev.azure.com

Explanation:

Answer – B

You can launch a support request via the Azure portal.

The Microsoft documentation mentions the following.

Azure portal for commercial use is: https://portal.azure.com

Since this is clear from the documentation, all other options are incorrect.

For more information on creating an Azure support request, please visit the below URL-

https://docs.microsoft.com/en-us/azure/azure-portal/supportability/how-to-create-azure-support-request

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Question 5   **Incorrect**

Domain : Other

Which of the following users by default get access to raise an Azure support request? Choose 3 answers from the options given below.

   A.   **Account Administrator**   ✅

   B.   **Billing Administrator**

✓ C.   **Service Administrator**   ✅

   D.   **Co-Administrator**   ✅

Explanation:

Answer – A, C and D

This is provided in the FAQ section for Azure support.

– Who can submit a support request?

The account administrator, service administrator, or co-administrator on the subscription can submit a support request. Additionally any users with 'write permissions' (Owner/Contributor) to a subscription or with the built-in role "Support Request Contributor" will be able to submit and manage a support request related to that given subscription.

For more information on the FAQ's for Azure support, please visit the below URL-

https://azure.microsoft.com/en-us/support/faq/

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