



## Premier Support Overview

Add value to the management of your IT infrastructure with Microsoft Premier Support Services. Get just what you want, whether it is designated technical professionals that supervise all your support needs, problem resolution support that covers your systems 24x7, or training and workshops to keep your IT staff up-to-date on the latest technologies.

As a Premier Support customer, you are entitled to a flexible support offering that includes proactive planning and support, onsite training and best practices, in-depth workshops, and a comprehensive suite of online information services designed to meet your complex support needs. You can also have 24x7 access to technical support professionals who can provide you with rapid problem resolution. Furthermore, Premier can provide you with a designated Technical Account Manager (TAM) who speaks your language and support team who works with you to help optimize IT efficiency and maximize the benefits of your Microsoft technology solution.

## Premier Support Highlights

- Designated account management and technical support resources to help you maximize your technology investment and meet the unique needs of your business.
- Proactive support assistance with prescriptive advice and guidance on IT issues such as performance concerns, disaster recovery and configuration assistance. Best practices from Microsoft's internal IT experience supporting critical business systems.
- 24/7 problem resolution support designed to provide rapid response and solutions for operational problems anytime they arise.
- Critical situation management and onsite support, when needed, managed by your Technical Account Manager (TAM) that will help to reduce your downtime and increase your operational efficiency.
- Global and regional workshops to help your IT staff develop the skills to mitigate problems before they occur and IT Health Check programs to provide you with an assessment of your systems and recommend a remediation when needed.
- Online information services to enable your IT staff to remain up to date on the latest Microsoft products and technologies.

## Premier Support, Public Sector Published Price List

### Component pricing (pricing effective June 29, 2008-July 3, 2009)

Support Account Management	\$207/hr	Purchased in minimum block of 120 hour increments. Support Account Management services are intended to help coordinate the support and services relationship.
Support Assistance	\$207/hr	Support Assistance provides short-term advice and guidance for problems not covered with Problem Resolution Support as well as requests for consultative assistance for design, development and deployment issues or general proactive support services.
Problem Resolution Hours	\$207/hr	Hourly incidents purchased in minimum blocks of 40 hours.
Application Developer Consultant (ADC)	\$231/hr	Purchased in minimum blocks of 200 hour increments.
Support Consultant	\$231/hr	Purchased in minimum blocks of 400 hour increments.
Local Resource Visit	\$250	Local Onsite Resource Visit
Onsite Resource Visit	\$2,100	Resource Onsite Visit (up to 2 days each)
ROSS On-site Visit	\$4,000	1 Day Visit
ROSS On-site Visit	\$6,000	2 Day Visit

### POINT OF CONTACT FOR MORE INFORMATION:

**Richard Treadway, Services Sales Rep**  
**Microsoft Premier Support, Public Sector Services**  
**8050 Microsoft Way, AP2/2679**  
**Charlotte, NC 28173**  
**Phone (980) 776-9993 Fax (425) 708-5164**  
**Email: [richt@microsoft.com](mailto:richt@microsoft.com)**