

Additional resources and reenrollment pricing

Microsoft Dynamics has reenrollment pricing for all customers who have not renewed their service plan by their anniversary date. With the Business Ready Enhancement Plan, reenrollment fees are now prorated based on how long it's been since your plan expired.

If you have allowed your Enhancement Plan to lapse, you must do the following to become currently enrolled:

- Pay current Enhancement Plan pricing + 3% on the period of time your plan has lapsed.
- Pay for a future year of the Enhancement Plan.

The calculation for reenrollment fees is as follows: Back pay + reenrollment fee + future year. Enhancement Plan reenrollment is based on the higher of: 1) the current list price or 2) Protected List Price. The Protected List Price feature protects you from list price increases as the basis of your Enhancement Plan renewal for as long as you stay enrolled in the Enhancement Plan.

Flex 5-Pack Support and Flex Per-Incident Support provide an affordable way to receive support from Microsoft for those who prefer a "pay as they go" option.

Flex Benefits Incremental support incidents available whether or not you are enrolled in a service plan†		Price when enrolled in Business Ready Enhancement Plan	Discounted price when enrolled in Business Ready Advantage Plan
■ Microsoft Dynamics GP (all versions), Microsoft Dynamics SL (all versions)	Per incident (eight-hour response time)*	\$175	\$125
	5-packs (three-hour response time)*	\$850	\$600

* Service plan enrollment and CustomerSource access are required to submit support incidents electronically.

† Flex Support is not available for Deluxe Support Services customers and not applicable to Business Ready Advantage Plus Plan customers. All prices in U.S. dollars.



SUPPORT

Use this Service Plan Overview to select the best plan for your business.

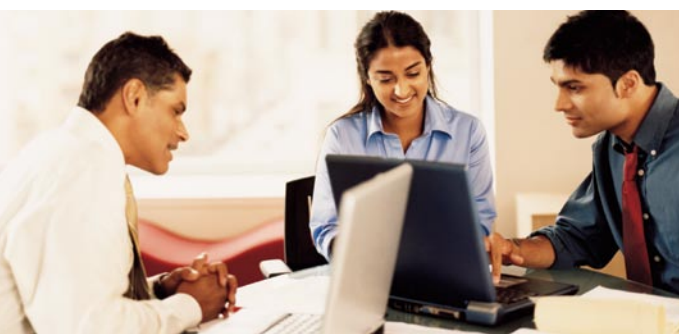
For more information and to find the best service plan for your Microsoft Dynamics solution, visit www.microsoft.com/dynamics/support/default.aspx.

Contact: your local Microsoft representative or Call: your Microsoft Dynamics partner



Microsoft Dynamics plans are not refundable. Prices are subject to change without notice. All prices are in U.S. funds. Upgrades are prorated to expire at the same time as your existing service plan. Flex Support is not applicable to Microsoft Dynamics AX and Microsoft Dynamics NAV customers.





Choose the best Microsoft Dynamics™ service plan for your business with the benefits that best meet your needs.

Our goal is to provide you with a variety of plan options that meet your business needs today, and well into the future. So how do you know which plan is best for you? The first step toward making an informed decision is having a clear understanding of the value and benefits each plan offers. Start with this guide—a brief look at each plan in the chart on the right, as well as pricing options for flex benefits and reenrollment fee information, found on the back. The benefits that you receive through these service plans will help maximize the value of your solution protect your investment, and enhance employee productivity.

SERVICE PLAN	BUSINESS READY ENHANCEMENT PLAN	BUSINESS READY ADVANTAGE PLAN (formerly known as Standard A Plan)	BUSINESS READY ADVANTAGE PLUS PLAN (formerly known as Standard B Plan)	DELUXE SUPPORT SERVICES
Price*	16% See back for reenrollment pricing	18% See back for reenrollment pricing	25% See back for reenrollment pricing	Please contact us for pricing information
Product Updates and Service Packs	•	•	•	•
Access to CustomerSource and Knowledge Base	•	•	•	•
Unlimited Online Training	•	•	•	•
Investment Protection and Protected List Price	•	•	•	•
Transition Investment Credits	•	•	•	•
Product Advisory Board Survey	•	•	•	•
Electronic or Telephone Support Incidents**		Six electronic or telephone support incidents with a three-hour response time	Unlimited electronic or telephone support incidents with a one-hour response time	Deluxe Standard includes 10 support incidents Deluxe Plus includes unlimited support
Managed Newsgroups		•	•	•
TechNet Plus subscription			•	•
24x7x365 Support Access†				•
Services Account Management				•
Proactive Services and Benefits Including the Supportability Review				•

SERVICE PLANS AVAILABLE FOR THESE PRODUCTS	BUSINESS READY ENHANCEMENT PLAN	BUSINESS READY ADVANTAGE PLAN	BUSINESS READY ADVANTAGE PLUS PLAN	DELUXE SUPPORT SERVICES
Microsoft Dynamics AX ¹ (all versions)	•			•
Microsoft Dynamics NAV (all versions)	•			•
Microsoft Dynamics SL (all versions)	•	•	•	•
Microsoft Dynamics GP (all versions)	•	•	•	•

* Percentage of the applicable price. See www.microsoft.com/dynamics/customersource.aspx >> **Products & Services** for price calculation details.
 ** Service plan enrollment and CustomerSource access are required to submit support incidents electronically.
 † Deluxe Support Services is recommended in all Microsoft Dynamics AX deals with over 100 concurrent users. Customers with a Premier contract or global Microsoft Dynamics support needs should contact MBSProfessionalServices@microsoft.com to get more information about Microsoft Services Premier Support with Microsoft Dynamics Services.
 § Subject to per-incident fee.

Plan benefits at a glance.

- **Product Updates and Service Packs**
Receive all major releases, minor updates, and tax updates for the product you currently own.
- **CustomerSource and Knowledge Base Access**
Take advantage of a searchable technical database, discussion boards, news, a subscription service, and more.
- **Unlimited Online Training**
Give your employees unlimited access to E-Learning, training manuals, and other productivity-enhancing tools.
- **Investment Protection**
Move to a future Microsoft Dynamics application suite without having to repurchase the functionality you currently have licensed.
- **Protected List Price**
Minimize price fluctuations so you can more easily budget for your renewals.
- **Transition Investment Credits**
Apply full license credit toward a move to any other Microsoft Dynamics Financial Management or Supply Chain Management solution.
- **Product Advisory Board Survey**
Suggest product improvements and feature enhancements.
- **Electronic or Telephone Support**
Contact our knowledgeable and responsive technical support team. They're available to answer your questions through e-mail and by phone.
- **Managed Newsgroups**
Connect with other customers and discuss your how-to questions, issues, and solutions.
- **TechNet Plus**
Receive monthly assistance delivered to your desktop. A TechNet subscription is the definitive resource for tools and software that IT professionals rely on.
- **Support Lifecycle Policy**
Receive 5 years of mainstream support (includes security updates, service packs) for products released after 2005. An additional 5 years of extended support (paid support with ability to request non-security hotfixes, regulatory releases, and tax updates) is available on select versions. Self-Help Online Support will be available throughout a product's lifecycle from our 24/7 award-winning customer portal, CustomerSource. Please visit the support lifecycle site for specific support dates for your product version. www.support.microsoft.com/lifecycle/

For more information and to find the best service plan for your Microsoft Dynamics™ solution, visit: www.microsoft.com/dynamics/support/default.aspx