



TEXAS SOUTHERN UNIVERSITY

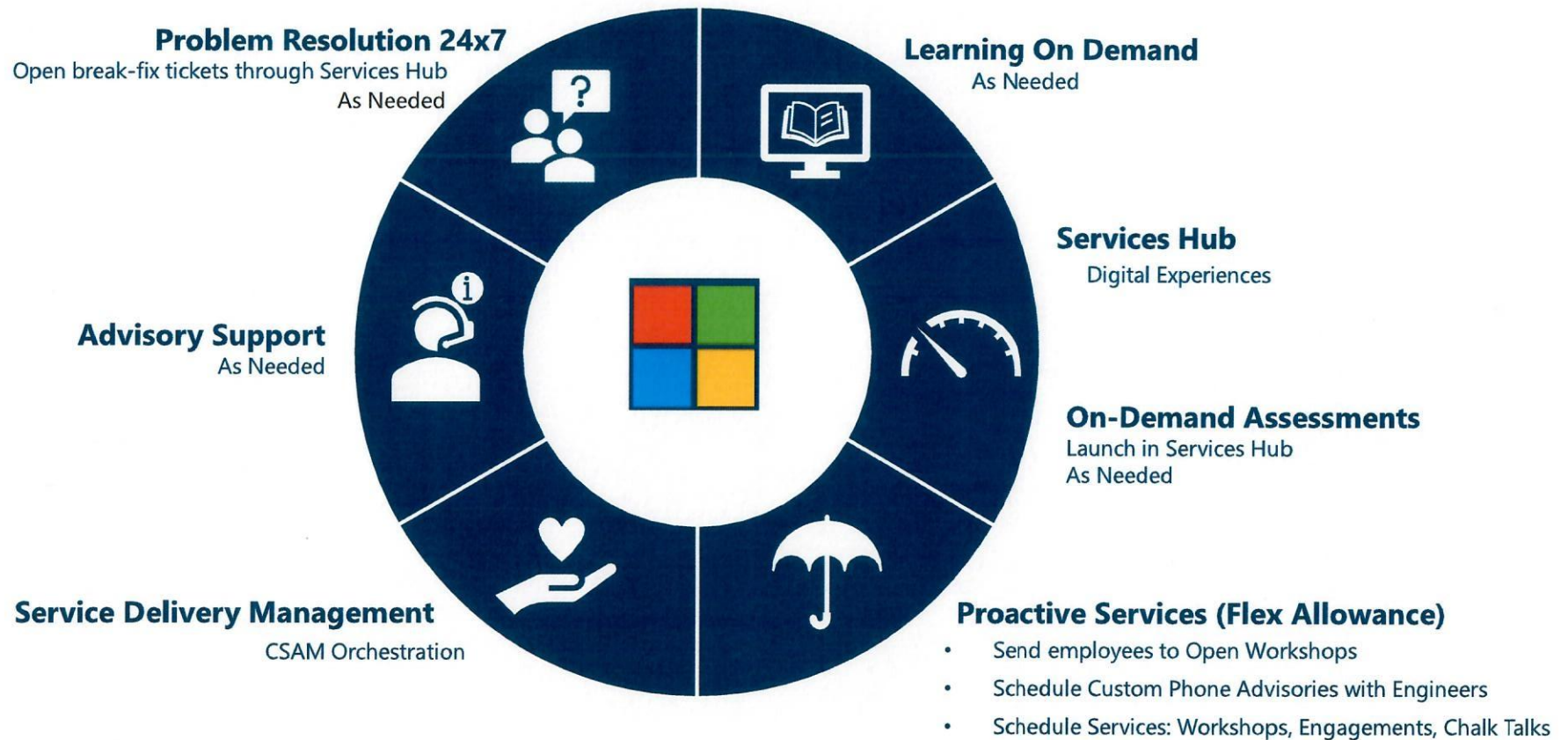
Microsoft Unified Enterprise Support

Texas Southern University
Renewal - Dec 2025

Presented on September 12, 2025

Support plan overview

MICROSOFT UNIFIED SUPPORT OVERVIEW



Unified Enterprise | Features

Personalized support delivered through a mix of reactive, proactive, and in-depth support solutions

Foundational services	Technical Support (As-needed, 24/7)	- Expected response times: - Critical Sev 1: 15-minutes for Azure*/1-hour for all other products 1-hour Sev A/2-hour Sev B/4-hour Sev C
	Escalation Management	- For Critical Business System Down issues, resource assigned after 15-minutes for Azure or 1-hour for all other products - For Critical Business System Degraded, resource assigned after 1-hour for all products
	Third-Party Support	Select third-party support with interoperability and configuration guidance and troubleshooting
	Case Management/Tooling	Services Hub portal for one-stop support management, recommendations, Microsoft Services catalog, and product updates
	IT Health	As-needed on-demand assessments with setup and configuration services
	Cloud Assistance	Billing support provided by the Azure Support team (included in the free support)
	Account Management	Assigned Customer Success Account Manager
	Advisory Support	As-needed Advisory Phone Support (limited to six hours or less per incident)
Tailor your solution	Technical Training	On-demand videos, hands-on labs, learning paths, and expert-led webcasts
	Proactive Services**	Expert-led, solution-specific engagements designed to help customers onboard and optimize their key solutions with services for Well-Architected, Server Migration, Security, Microsoft Teams, Power Apps, Analytics, and more
	Enhanced Solutions**	Relationship-driven, in-depth support experiences, including Support for Mission Critical, Designated Support Engineering, Azure Rapid Response***, Azure Event Management, Office 365 Engineering Direct, GitHub Engineering Direct, Developer Support

*Does not apply to cases for Azure StorSimple, GitHub AE, Azure Communication Services or Billing & Subscription Management; 1-hour for China Cloud

**Available through Flex Allowance or for purchase as add-ons

***Limited availability in certain geos

Microsoft Confidential

Pricing

Unified Agreement Pricing

(B) Without Cybersecurity Incident Response

Unified Support Renewal		Totals
Unified Support Base		\$ 50,000
Total Unified Support Base		\$ 50,000
Add-on Services	Units	Totals
NA		
Sub-Total Enhanced Services		\$ 0
Total Enhanced Services		\$ 0
Total Fees		\$ 50,000

*Budgetary Estimate until ESWO is created

**Pricing valid through 3/10/2026