Microsoft

Bing Maps for Enterprise
Developer Support Overview

Licensed Bing Maps for Enterprise customers and partners have the following support resources available:

1. **<u>Bing Maps for Enterprise Developer Support:</u>**

   Bing Maps for Enterprise customers and partners get developer support via the Bing Maps for Enterprise Developer Support Team. Bing Maps for Enterprise Developer Support is available by telephone, online submission form or e-mail during normal business hours, excluding public holidays in the US and by telephone 24x7 for critical production-level service outage issues. During normal business hours, the team is available for:

   (a.) Bing Maps for Enterprise developer support questions/issues
   (b.) Bing Maps for Enterprise service availability problems
   (c.) General non-technical Bing Maps for Enterprise questions

   Normal Business Hours:
   a) Monday – Friday 8:00 a.m. – 2:00 a.m. GMT

   Off Hours:
   - Monday – Friday 2:00 a.m. – 8:00 a.m. GMT
   - Saturday and Sunday (24 hrs.)

Contact Information for Bing Maps for Enterprise Developer Support (during Normal Business Hours):

Support Channels	Contact Information
Enterprise Customer Online Submission Form	https://www.microsoft.com/en-us/maps/support and choose **Enterprise Support -** Support for business (microsoft.com)
Email	bmesupp@microsoft.com
Telephone	1 (800) 552-8872 (if inside the US and Canada) 1 (425) 705-2737 (if outside the US and Canada)

Normal Business Hours Severity Levels and Target Response Times:

Normal Business Hours Support		
Issue Severity Level	Target Response Time	Description of Service Issue
Severity A (Sev 1)	1 Hour	Customer is reporting a service outage or other issue that is critical to production applications.
Severity B (Sev 2)	4 Business Hours	Customer is reporting a major issue that is causing significant issue to production applications.
Severity C (Sev 3)	1 Business Day	Customer is reporting non-critical issues (such as general development or product questions, etc.).

Severity D (Sev 4)	3 Business Days	Customer is providing feedback on a mapping, driving direction or geocoding issue.

Contact Information for 24x7 Bing Maps for Enterprise Outage Emergency Support:

Telephone: 1 (800) 552-8872 (if inside the US and Canada)
                 1 (425) 705-2737 (if outside the US and Canada)

Important Note: 24x7 (off-hours) emergency support is only available for issues falling under **Severity Level A** (a service outage or service degradation affecting your production applications). Microsoft will respond to all other off-hours issues that do not fall under Severity Level A on the next business day, based on the Target Response Time outlined above. Also, please note that issues submitted via email (bmesupp@microsoft.com) or Web form are not monitored outside of the Bing Maps for Enterprise Support Team's normal business hours.

Off-Hours Severity Levels and Target Response Times:

Off-Hours Support		
Issue Severity Level	**Target Response Time**	**Description of Service Issues**
Severity A (Sev 1)	1 Hour	Customer is reporting a service outage or other issue that is critical to production applications.

2. ## Bing Maps Account Center for Account Related Questions:

   The Bing Maps Account Center provides account management functionality for developers that use the Bing Maps APIs. The Bing Maps Account Center can be used to create Bing Maps Keys, view and update your account, upload data to a data source, view your usage and submit a map app.

   To access your account please sign in at http://www.bingmapsportal.com/ with your Microsoft account (MSA) or Azure Active Directory account.

3. ## Bing Maps for Enterprise Subscription/Licensing Questions:

   If you have questions about your Bing Maps for Enterprise subscription/license (including contract and billing issues), please contact your Bing Maps for Enterprise Sales Representative or send an e-mail to maplic@microsoft.com.

4. ## Bing Maps for Enterprise Account Administration Support:

   Bing Maps for Enterprise customers are entitled to unlimited Bing Maps account administration support. This is limited to issues related to your Bing Maps Account Center login and service

credentials. For Bing Maps account administration support please e-mail
mpnet@microsoft.com.

5. **Business Listing issues on the Bing Search or Maps websites:**

If you notice any issues with a location or business listing in Bing Search or through the
Bing.com/Maps web site use the **Feedback button** to report the issue. If you own the business,
claim it through Bing Places (https://www.bingplaces.com/). For assistance with any other Bing
offerings, please see How to report a concern or contact Bing (microsoft.com).

6. **MapPoint and Microsoft Streets & Trips Queries:**

MapPoint and Microsoft Streets & Trips where discontinued on 12/31/2014. Consider using the
mapping capabilities in Excel 2013 and above or consider one of our partner alternatives listed
here: https://www.microsoft.com/maps/MapPoint-alt.aspx

7. **Bing Maps for Enterprise Self Help Documentation and Resources:**

   a) **Bing Maps for Enterprise site:**
      https://www.microsoft.com/maps

   b) **Bing Maps Account Center:**
      http://www.bingmapsportal.com

   c) **Bing Maps Blog:**
      http://blogs.bing.com/maps

   d) **Bing Maps Answers:**
      http://Answers.Microsoft.com > Bing > Bing Maps.
      Example: https://answers.microsoft.com/en-us/bing/forum/bing_maps

   e) **Bing Maps for Enterprise on Microsoft Q&A:**
      https://docs.microsoft.com/en-us/answers/topics/windows-maps.html

   f) **Bing Maps Platform Documentation:**
      https://docs.microsoft.com/bingmaps/