

Cloud Support Desk SLA

Prepared by:
Cloud Support Desk

The Service Level Agreement (SLA)

This Service Level Agreement (“SLA”) for Microsoft CSP Services is entered between the entity Tech Data and Microsoft CSP resellers in connection with services delivered by Tech Data, recognized as a Microsoft **2-tier Cloud Distribution Partner** who recruit, enable, and grow a cloud reseller channel at scale, with a Subscription purchase or Renewal to the resellers.

The agreement as amended from time-to-time, is effective on the date that reseller provisions customer subscriptions and accepts the terms & conditions below.

Based on the terms & conditions set out in this SLA, Tech Data resellers shall be entitled to receive following support services for the active Microsoft CSP subscription purchased from Tech Data.

Guidelines and Policies

Customer with active subscription of Microsoft online services with Tech Data via Reseller is eligible for Tech Data Cloud Support for certain Microsoft online services (“Supported Product”). Supported Product comprises of Microsoft CSP and specifically Microsoft Azure, Microsoft Office 365 and Microsoft Dynamics 365 and any additional Microsoft CSP services for which Microsoft may offer as support services.

Please note that any support tickets that are not directly defined as Microsoft CSP (i.e. Volume licensing, on-premise) will be charged directly by Microsoft at a rate as per the support plan.

Customer support services

Tech Data provides technical and account support services for their resellers / customers. This includes the following:

1. Describe the capabilities of different CSP services.
2. Provide answers to pricing and usage questions.
3. Provide billing and subscription support.
4. Provide provisioning and deployment help.
5. Resolve performance problems, service availability problems, incomplete software integration problems, or other deployment problems.

Prerequisites and Requirement

1. Customer with an active subscription with Tech Data will be granted Tech Data as Delegated Administrator Privileges (DAP) in typical case. Customer must have Tech Data as DAP prior to sending request to Tech Data Cloud Support team.
2. With respect to Customer data provided by Reseller to Tech Data, each party is responsible for implementing commercially reasonable procedures intended to safeguard the integrity and security of the software and data from unauthorized access by a third party. Except for the foregoing, Tech Data shall not be responsible for your software and data or your Customers' software and data.
3. Reseller agrees to obtain the required permissions from Customers prior to sharing any Customer data or information with Tech Data.
4. Reseller and Customer are required to provide a minimum one Technical Contact to perform problem determination and resolution activities together, including but not limited to performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new versions of software or new components or modifying processes.
5. The Technical Contact will have necessary access rights and information for internet, device, infrastructure and connectivity. Tech Data Cloud Support is dependent upon the availability of your resources.
6. Reseller and Customer will send service requests based on each unique symptom and each unique technical issue or symptom shall count as a separate service request.
7. Please ensure the details below are completed prior to contacting Tech Data Cloud Support ("Required Information"):

Required Information

Please provide minimum a technical contact to resolve and perform technical work together. He or she shall have all necessary access rights and information.		
	Reseller	Customer
Contact Person Name		
Mobile Number		
Email		

1	Describe the symptom as detail as possible.	
2	Provide any error output provided by system. Please attach the screenshot.	
3	Let us know if there are any changes you made to the system before the issue first occurred.	
4	How many users are affected?	
5	Are there any steps you have attempted to solve the issue?	

8. Any works not mentioned in the Support Scope will be considered as out of scope works. Reseller will require to contact Tech Data Cloud team whereby it may be able to address based on time and material basis. The out of scope works may be related to connectivity, networking, training, step-by-step installation and non-Microsoft related products.
9. Customer must allow remote-control tool such as Microsoft Teams, Zoom during our execution for the support.
10. Customer must have internet access to take advantage of the internet-based services.
11. Reseller shall be responsible to communicate this Guideline and Policies to Customer.

General Support Activities once the incident is raised to Tech Data:

1. Check service health for the affected service such as down or degraded.
2. Use knowledge base to determine and provide resolution for the common & known problems with the products.
3. Perform administrative task to correct missing or poorly configured settings.
4. Monitor the problem and provide suggestion to prevent it from re-occurring.
5. Provide support for any billing & usage related problems, service pricing and guidance for the optimize spending between billing cycles.
6. Each Required Information and email shall contain one symptom for effective and efficient support and coordination.
7. Access customer workloads in Azure to do deep troubleshooting and apply fixes.
8. Raise the ticket to escalate customer problems to Microsoft that can't resolve without Microsoft help.

Escalate problems to Microsoft

Although Tech Data is responsible for customer technical and billing support, customer might have problems that only Microsoft can solve. These includes but not limited to the following:

1. Undocumented problems with services that aren't operating according to service descriptions
2. Unavailable services
3. Bugs and other irregularities that affect service appearance or operation
4. Large scale network disruptions
5. Regional problems with multi-tenant impact
6. Billing disputes

In these cases, Tech Data create service request in Microsoft Partner Center and escalate such problems to Microsoft support engineers, manage the communication to reseller and manages overall process. Customer can expect a response from Microsoft within 8 hours for a Severity C request, 4 hours for Severity B, and 2 hours for Severity A.

Out of Support Scope

Downtime caused by any of the events noted below will be excluded from the Service Availability:

1. Customer environment issues affecting connectivity or interfering with the Services, including connection to the Internet or any other software or equipment, firewall, hardware or security settings, configuration of anti-virus software or anti-spyware or malware software, or operator error of User.
2. Third party attacks, hacks, intrusions, distributed denial-of-service attacks or any other third-party actions intended to cause harm to or disrupt the Services.
3. Issues related to third party domain name system (DNS) or Domain Name registration errors or failures.
4. Issues related to unavailability of a specific website, web service, web application, or remote connection for end-users resulting from the reseller's or user actions or third-party actions such as changes in configuration, scripts or connections, when the service is otherwise deemed available by Tech Data.
5. Scheduled or emergency maintenance of the Services for customer may not receive advanced notice.

How to contact us

Tech Data reseller is solely responsible for reporting problems they have with our helpdesk.

1. Reseller and Customer can raise unlimited service request for support assistance.
2. The support assistant will connect remotely and within SLA.
3. Customer care can be reached 24x7 except public holidays in the respective country at the contact mentioned in the support section of customer portal or the customers can log their issue in Tech Data CSP Support Portal link, <https://cloudsupport.techdata.com/>
4. Reseller or Customer can send a service request for twenty-four hours a day, seven days a week (24x7) via Email/Portal.

Telephone response

Call answer rate: $\geq 90\%$

Abandoned call rate: $\leq 10\%$

Average speed to answer: 60% of calls with 60sec

SLA for the trouble tickets based on the priority:

Priority	Response Time
Low	4 Hours
Medium	2 Hours
High	60 Minutes

Support Escalation Matrix :

Level 1	Support Team	cloudsupport.au@techdata.com
Level 2	Support Manager	Asokkumar.Varadharajan@techdata.com
Level 3	Microsoft BU Lead	Sunil.Golani@techdata.com