



Microsoft CSP Support Framework

Entitlement & Coverage	BASIC	PREMIUM		
		STANDARD	ADVANCED	ELITE
Plan Name				
Initial Response Time (IRT) SLA* <i>Severity Dependent</i>	<ul style="list-style-type: none"> • 4 hours (critical only) 	<ul style="list-style-type: none"> • 1 hour 	<ul style="list-style-type: none"> • 4 hours (critical only) 	<ul style="list-style-type: none"> • 1 hour
Who Can Initiate/Open Tickets	<ul style="list-style-type: none"> • Partner 	<ul style="list-style-type: none"> • Partner 	<ul style="list-style-type: none"> • Partner • End User 	<ul style="list-style-type: none"> • Partner • End User
Online Knowledge Base Access	<ul style="list-style-type: none"> • 24/7 x 365 	<ul style="list-style-type: none"> • 24/7 x 365 	<ul style="list-style-type: none"> • 24/7 x 365 	<ul style="list-style-type: none"> • 24/7 x 365
Incident Management	<ul style="list-style-type: none"> • 9am - 6pm EST, Monday - Friday 	<ul style="list-style-type: none"> • 24/7 x 365 	<ul style="list-style-type: none"> • 9am - 6pm EST, Monday - Friday 	<ul style="list-style-type: none"> • 24/7 x 365
Support Levels**	<ul style="list-style-type: none"> • Level 1 • Level 2 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 	<ul style="list-style-type: none"> • Level 1 • Level 2 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3
Coverage	<ul style="list-style-type: none"> • Microsoft CSP 	<ul style="list-style-type: none"> • Microsoft CSP • Hybrid 	<ul style="list-style-type: none"> • Microsoft CSP 	<ul style="list-style-type: none"> • Microsoft CSP • Hybrid
Access Methods	<ul style="list-style-type: none"> • Email 	<ul style="list-style-type: none"> • Email • Telephone 	<ul style="list-style-type: none"> • Email 	<ul style="list-style-type: none"> • Email • Telephone • Live Chat
Language	<ul style="list-style-type: none"> • English 	<ul style="list-style-type: none"> • English 	<ul style="list-style-type: none"> • English 	<ul style="list-style-type: none"> • English
Support Subscription	<ul style="list-style-type: none"> • Included 	<ul style="list-style-type: none"> • Add-On 	<ul style="list-style-type: none"> • Add-On 	<ul style="list-style-type: none"> • Add-On

*See backside for overview of Initial Response Time (IRT) SLAs. **See backside for overview of Support Levels.

**Contact your designated Cloud Solutions Rep
or CloudSolutions@dandh.com to learn more.**



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Initial Response Time (IRT) SLAs Overview

SEVERITY	BASIC	PREMIUM	EXAMPLES
(A) - Critical One or more services are unable to be used/accessed	4 hours	1 hour	<ul style="list-style-type: none">Widespread problems sending/receiving mail.SharePoint is site down.All users unable to send instant messages, schedule/join meetings, or make calls via Skype for Business.
(B) - High Service is usable, but impaired	No Commitment	1 hour	<ul style="list-style-type: none">Send button in Outlook is garbled.Settings is impossible from Exchange Admin Center (EAC) but possible in PowerShell.
(C) - Medium Issue important, but no significant service impact	No Commitment	1 hour	<ul style="list-style-type: none">How to set user password that never expires.User can't delete contact information in Exchange Online.



Support Level Overview

LEVEL	DESCRIPTION	EXAMPLE RESPONSIBILITIES
Level 1	Basic Support	<ul style="list-style-type: none">Account ManagementUser Creation & Access Management with Microsoft 365 & related applicationsLicense ManagementService availability support
Level 2	Escalation to Microsoft	<ul style="list-style-type: none">Escalation management for services not accessibleLarge scale network disruptionsRegional, multi-tenant impact issues
Level 3	Advanced Support	<ul style="list-style-type: none">Client configuration supportShared calendar and mailbox adviceMail flow investigation and rule creation adviceSpam/Quarantine Policy support for individuals & domains