<table>
<thead>
<tr>
<th>Entitlement &amp; Coverage</th>
<th>BASIC</th>
<th>PREMIUM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Plan Name</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Initial Response Time (IRT) SLA</strong>*</td>
<td>• 4 hours (critical only)</td>
<td>• 1 hour</td>
</tr>
<tr>
<td><em>Severity Dependent</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Who Can Initiate/Open Tickets</strong></td>
<td>• Partner</td>
<td>• Partner</td>
</tr>
<tr>
<td><strong>Online Knowledge Base Access</strong></td>
<td>• 24/7 x 365</td>
<td>• 24/7 x 365</td>
</tr>
<tr>
<td><strong>Incident Management</strong></td>
<td>• 9am - 6pm EST, Monday - Friday</td>
<td>• 24/7 x 365</td>
</tr>
<tr>
<td><strong>Support Levels</strong>**</td>
<td>• Level 1 • Level 2</td>
<td>• Level 1 • Level 2 • Level 3</td>
</tr>
<tr>
<td><strong>Coverage</strong></td>
<td>• Microsoft CSP</td>
<td>• Microsoft CSP • Hybrid</td>
</tr>
<tr>
<td><strong>Access Methods</strong></td>
<td>• Email</td>
<td>• Email • Telephone</td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td>• English</td>
<td>• English</td>
</tr>
<tr>
<td><strong>Support Subscription</strong></td>
<td>• Included</td>
<td>• Add-On</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>SEVERITY</th>
<th>BASIC</th>
<th>PREMIUM</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(A) - Critical</strong></td>
<td>4 hours</td>
<td>1 hour</td>
<td>• Widespread problems sending/receiving mail.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• SharePoint is site down.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• All users unable to send instant messages, schedule/join meetings,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>or make calls via Skype for Business.</td>
</tr>
<tr>
<td><strong>(B) - High</strong></td>
<td>No Commitment</td>
<td>1 hour</td>
<td>• Send button in Outlook is garbled.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Settings is impossible from Exchange Admin Center (EAC) but possible in</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>PowerShell.</td>
</tr>
<tr>
<td><strong>(C) - Medium</strong></td>
<td>No Commitment</td>
<td>1 hour</td>
<td>• How to set user password that never expires.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• User can’t delete contact information in Exchange Online.</td>
</tr>
</tbody>
</table>

## Support Level Overview

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>DESCRIPTION</th>
<th>EXAMPLE RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Basic Support</td>
<td>• Account Management&lt;br&gt;• User Creation &amp; Access Management with Microsoft 365 &amp; related&lt;br&gt;applications&lt;br&gt;• License Management&lt;br&gt;• Service availability support</td>
</tr>
<tr>
<td>Level 2</td>
<td>Escalation to Microsoft</td>
<td>• Escalation management for services not accessible&lt;br&gt;• Large scale network disruptions&lt;br&gt;• Regional, multi-tenant impact issues</td>
</tr>
<tr>
<td>Level 3</td>
<td>Advanced Support</td>
<td>• Client configuration support&lt;br&gt;• Shared calendar and mailbox advice&lt;br&gt;• Mail flow investigation and rule creation advice&lt;br&gt;• Spam/Quaratine Policy support for individuals &amp; domains</td>
</tr>
</tbody>
</table>

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