

CDW MICROSOFT CSP SUPPORT SERVICES

GENERAL SUPPORT SCOPE FOR OFFICE 365 AND MICROSOFT 365



Help and “how-to” support



Service disruption issues



Provisioning and post-migration issues



Bug/product-related issues



Basic administrator functionality of the customer’s purchased suite of applications¹



Technical break/fix support includes problems experienced by customers where there is reasonable expectation that the issues are related to the Microsoft-provided service

SUPPORT ENTITLEMENT

Customers are entitled to CDW support with the purchase of services including CDW-provided support as part of their product descriptions found on CDW.com.

CDW is your primary point of contact for technical support, 24/7. Our service includes support from engineers with vast Microsoft certifications and experience.

Office 365 from CDW Basic plans do not include migration and migration-related support. If you anticipate requiring support for your migration to Office 365, please contact your CDW account manager about purchasing Office 365 from CDW Standard plans.

For more information, contact CDW support at 866.468.9622 or email office365.ca@cloud.im

PRIORITY AND RESPONSE TIMES¹

Priority	Customer Situation	Expected CDW Response	Technical Escalation
1	<ul style="list-style-type: none"> Critical business impact: Customer's business has significant loss of services Needs immediate attention 	<ul style="list-style-type: none"> Initial response: 1 hour or less 24/7 	<ul style="list-style-type: none"> 1 hour or less
2	<ul style="list-style-type: none"> High business impact: Customer's business has high loss of services but work can reasonably continue in an impaired manner 	<ul style="list-style-type: none"> Initial response: 8 hours or less 24/7 unless customer requests to opt out 	<ul style="list-style-type: none"> 4 hours or less During business hours²
3	<ul style="list-style-type: none"> Moderate business impact: Customer's business has moderate loss of services but work can reasonably continue in an impaired manner 	<ul style="list-style-type: none"> Initial response: 12 hours or less 	<ul style="list-style-type: none"> 1 business day During business hours²
4	<ul style="list-style-type: none"> Low business impact: Customer's business is functioning with minor or no impediments 	<ul style="list-style-type: none"> Initial response: 48 hours or less 	<ul style="list-style-type: none"> 2 business days During business hours²

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¹Also for Azure. ²For Priority 1 incidents, on-call escalated support can be leveraged 24/7. For non-Priority 1 incidents, business hours of support can be expected Monday through Friday, 7 a.m. – 7 p.m. CST

Note: CDW may downgrade the priority level if the customer is not able to provide adequate resources or responses to enable CDW to continue with problem resolution efforts. Support is offered in English and French for all priorities. Priority levels for support are response guidelines only. Priority levels are NOT provided regarding issue resolution times.