

## Office 365 Support Overview\*

Professional (P) • Medium (M) • Enterprise (E) • Academic (A) • Government (G)

Type of Support	Customer Support Channels & Response Times	Customer Support Expectations
<p><b>BILLING/COMMERCE</b></p> <ul style="list-style-type: none"> <li>Subscription sign-up, conversion from trial, or purchase</li> <li>Payment/invoice information changes</li> <li>Bill clarification</li> <li>Subscription renewals and cancelations</li> <li>License additions and renewals</li> <li>Understanding how we apply credits</li> </ul>	<ul style="list-style-type: none"> <li><b>Option One:</b> Self-help at <a href="http://Community.Office365.com">Community.Office365.com</a> via forums, wikis, troubleshooting tool, and help center</li> <li><b>Option Two:</b> <a href="#">Microsoft Office 365 Portal (MOP)</a> issue submission (follow instructions on the next page to create a service request)</li> <li><b>Option Three:</b> Phone support (in <a href="#">MOP</a>, on the Admin Service Overview page, on the left pane, click "support", on the Support Overview page click "call billing and subscription support")                             <ul style="list-style-type: none"> <li>➤ <i>Response times for Option Two and Option Three vary by subscription &amp; severity (see <a href="#">Support</a>).</i></li> </ul> </li> </ul>	<p>The customer must be an account administrator to get direct Support help. The administrator must provide the following personal verification information to receive or change their account information:</p> <ul style="list-style-type: none"> <li>Admin customer name</li> <li>Company name</li> <li>Company address</li> <li>Alternate email address</li> </ul>
<p><b>TECHNICAL</b></p> <ul style="list-style-type: none"> <li>Service configuration issues</li> <li>Issue coordination and resolution management</li> <li>Installation, setup, and break/fix issues</li> <li>Gathering and validation of information related to specific Service Requests (SR).</li> </ul>	<ul style="list-style-type: none"> <li><b>Option One:</b> Self-help at <a href="http://Community.Office365.com">Community.Office365.com</a> via forums, wikis, troubleshooting tool, and help center</li> <li><b>Option Two:</b> <a href="#">Microsoft Office 365 Portal (MOP)</a> issue submission (follow instructions on the next page to create a service request)</li> <li><b>Option Three:</b> Phone support (in <a href="#">MOP</a>, on the Admin Overview page, on the left pane, click "support", then from the Support Overview page in the right pane, click the "new service request" button. On the Identify the Issue page in the right pane, click "call technical support")                             <ul style="list-style-type: none"> <li>➤ <i>Response times for Option Two and Option Three vary by subscription &amp; severity (see <a href="#">Support</a>).</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Customer needs to be the account administrator to request support.</li> <li>Support experience based on subscription and severity level. See <a href="#">Support</a> for more detailed support case handling information.</li> </ul>
<p><b>PREMIER/CLOUD VANTAGE</b> Billing/Commerce &amp; Technical</p>	<p>Customer must be a Named contact and provided an Access ID by their Technical Account Manager (TAM) or Service Delivery Manager (SDM) to open a Service Request (SR) via the Premier Channels.</p> <ul style="list-style-type: none"> <li><b>All Severities:</b> Customer must call into their local Premier Support phone line. Phone numbers are outlined on <a href="#">Microsoft Premier Online (MPO)</a> (must use Access ID to log in) → <i>Response time: Severity A (1 hour), Severity B (2 hours), Severity C (4 hours)</i></li> <li><b>Non-Critical SRs:</b> (Severity B &amp; C) : SR can be submitted on <a href="#">MPO</a> (Note: Severity A issues must be called into the Premier Support phone line as noted above)</li> </ul>	<p>Customer must provide Access ID to open Service Request (SR). For Support Offering differentiation please review the following:</p> <ul style="list-style-type: none"> <li><b>Base Premier</b> can be used for Cloud break/fix problem resolution only: broad generalist TAM, on-premises support focus, no access to proactive IP for Cloud services</li> <li><b>Premier for Office 365</b> delivers Enterprise Premier level Cloud support services: Specialized SDM/TAM, Cloud service update expertise, Cloud incident management, service management reviews, proactive services</li> <li><b>Cloud Vantage Services</b> includes managed support (Premier for Office 365) with additional lifecycle and deployment services</li> </ul>

## Support Severity Definitions

## Resources

Severity Level	Operations & Support Description	Examples
Sev A (Critical)	One or more services aren't accessible or are unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.	<ul style="list-style-type: none"> <li>Widespread problems sending or receiving mail.</li> <li>SharePoint site down.</li> <li>All users can't send instant messages, join or schedule Lync Meetings, or make Lync calls.</li> </ul>
Sev B (High)	The service is usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A single user, customer, or service is partially affected.	<ul style="list-style-type: none"> <li>One user can't access email.</li> <li>One user or admin can't access SharePoint site.</li> <li>Several users can't send instant messages, join or schedule Lync Meetings, or make Lync calls.</li> </ul>
Sev C (Medium)	The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact for the customer. A single user is experiencing partial disruption, but an acceptable workaround exists.	<ul style="list-style-type: none"> <li>User can't access email by using Outlook, but can access email by using Outlook Web App.</li> <li>Issues configuring external recipients for a SharePoint site.</li> <li>One user can't send instant messages, join or schedule Lync Meetings, or make Lync calls.</li> </ul>

- [Community.Office365.com](http://Community.Office365.com) – your #1 place for problem solving
- [Microsoft Office 365 Portal \(MOP\)](#): issue submission
- [Microsoft Premier Online \(MPO\)](#): Premier Support issue submission
- Paid Support offerings on Microsoft.com:
  - [Base Premier](#)
  - [Premier Support for Office 365](#)
  - [Cloud Vantage](#)
- TechNet for Office 365 [Library](#)
- TechNet for Office 365 [Support Service Descriptions](#)
- [Microsoft Online Help](#)

## How to Create a Priority Service Request (SR) through the Microsoft Office 365 Portal (MOP)\*

**1** Access the **Microsoft Office 365 Portal (MOP)**. In the left navigation, look for the **Support** heading. Click the **Service Requests** tab, and then click "+" to get started. Note: You can **Reopen an existing service request**. If there's a history to this issue, make sure the SE (Support Engineer) knows that.

**2** Fill out the Service Request (SR) **fields as required** in the pages of the form.

**3** Make the **business impact of the issue very clear on the first contact**. Severity levels are driven by the business impact, so an accurate description of the problem allows us to address your issue within the appropriate response time.

- Detail whether you are able to access the service. Not being able to sign in at all is more critical than having problems with a feature.
- Determine what functionality is lost or degraded and when it occurred.
- Determine the number of users affected and if C Level VIPs are affected.

**4** **Be available**. Please provide the administrator's contact information. This ensures we can reach you to resolve the issue as quickly as possible.

**5** **Keep the scope current for the Support Engineer (SE)**. If the scope increases or the impact on the business worsens, inform the SE immediately.\*

**Premier/Cloud Vantage SRs must be opened via Premier Channels (see Page 1)**

\*Note: Lack of activity in the MOP does not mean an issue is not being worked. When service requests are escalated internally, they may be temporarily tracked elsewhere.