

**Tech Data** Making Microsoft Azure **Easy** 

Technical Support for all existing and new Microsoft Azure subscriptions purchased on StreamOne Enterprise Solutions

# Access the Cloud with Tech Data

# Tech Data Cloud Support Services

As part of your agreement with Microsoft, partners selling products via Microsoft's Cloud Solutions (CSP) Provider program must provide post sales technical support to their respective end users.

As a Tech Data reseller for Microsoft Azure you now have unlimited access to Tech Data cloud support services, which is included with any existing or new Azure subscription purchased from StreamOne Enterprise Solutions.

The Tech Data cloud support services provides Level 1, Level 2 and Level 3 support (escalation).

## Overview of Support options

## **Definition of Support Levels and Support Responsibility**

The examples below are provided as a guideline

- Level 1 Account management
  - · Subscription management
  - · User creation and access management (Sign-in and Passwords), within Azure
- **Level 2** Account Management
  - Computing
  - Storage
  - Networking
- - Automation

Level 3 Escalation to Microsoft leveraging Tech Data & Microsoft Advanced Support



## Service Level Agreements for Support

Severity	Description	Initial Response Goal	Ongoing Communication Goal
A - Critical	One or more services aren't accessible or unusable	1 Hour	every 2 hours
B - Urgent	Service is usable but in an impaired fashion	2 Hours	every 2 hours
C - Important	Issue important, but no significant service impact	4 Hours	every 2 hours





# Cloud Solutions

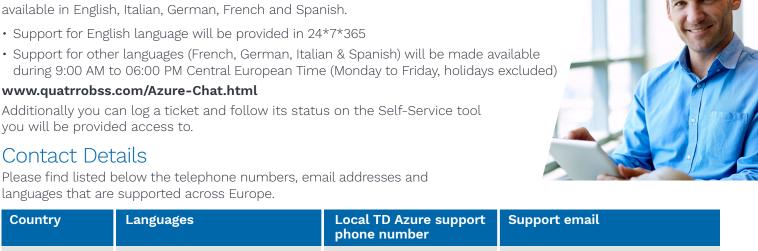
## Access to Support

Support can be accessed by either e-mail, telephone or chat. E-mail support is available in English, Italian, German, French and Spanish.

you will be provided access to.

## Contact Details

languages that are supported across Europe.



Country	Languages	Local TD Azure support phone number	Support email
Austria	English/German	+43 1 4880 1250	tdcloudhelpdesk@techdata.com
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# Still have questions?

If you need further information or help in either logging or resolving a technical support issue please contact your Microsoft software sales representative or email us at

tdcloudhelpdesk@techdata.com





