

Service Description

CSP Essentials

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transparency

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1. Service Overview

With our CSP Essentials service we provide a point of escalation for your Modern Work (Microsoft 365) and Azure services purchased from us as your Cloud Solution Provider.

The Microsoft Online Services, including Azure and Modern Work (Microsoft 365), are platforms owned and operated by Microsoft and are not provided by us. We resell Microsoft Online Services to clients via the Microsoft Cloud Solution Provider (CSP) channel. As a Microsoft direct Cloud Solution Provider (CSP), we resell to you one or more subscriptions for the Modern Work or Azure services. You will have a subscription contract with Microsoft for the Azure or Modern Work services, under which we are the Microsoft Partner, and that contract authorises us to manage and support you in this arrangement. You also have this Agreement with us, procuring our support and authorising us to help you manage your arrangement. The subscription gives you the ability to run Azure and Modern Work services.

2. Service Features

The following is a high-level overview of the functionality available within this service:

KEY:

- Inclusive as part of the standard service offering.
- ◐ Inclusive and as standard when you have purchased the relevant service or if you have requested service(s) that have been documented in your SoW.
- Available as an optional upgrade for an additional fee.

Feature	Essential
Business hours incident response	●
24*7 incident response	○
Microsoft Premier Support	●
CSP subscription management	●
Reserved Instance and Savings Plan purchasing	●
Azure platform patching	●
Cloud Management Portal	●
Transparency Control Centre	●

2.1 Business Hours Incident Response

For incidents relating to Microsoft Azure or Modern Work (Microsoft 365) service health you can raise an incident with us during Business Hours as defined in section 7.1 of this service description.

Service health information is available at the following locations: -

Microsoft Azure - <https://azure.microsoft.com/en-us/get-started/azure-portal/service-health/>

Modern Work (Microsoft 365) - <https://portal.office.com/ServiceStatus>

We will follow the Target Response as defined in section 7.1 of this service description.

2.2 24*7 Incident Response

For incidents relating to Microsoft Azure or Modern Work (Microsoft 365) service health you can raise an incident with us during 24*7 as defined in section 7.2 of this service description.

Service health information is available at the following locations: -

Microsoft Azure - <https://azure.microsoft.com/en-us/get-started/azure-portal/service-health/>

Modern Work (Microsoft 365) - <https://portal.office.com/ServiceStatus>

We will follow the Target Response as defined in section 7.2 of this service description.

2.3 Microsoft Premier Support

As a Tier 1 CSP partner we maintain a Microsoft Premier Support agreement. We will use this agreement to raise incidents directly with Microsoft where the fault resides with the Azure or Modern Work (Microsoft 365) platform as required.

In the event that the incident is confirmed as not being related to a platform issue, we reserve the right to bill you for any charges we incur.

2.4 CSP Subscription Management

As part of this service we provide Azure and Modern Work subscription management, you can raise a request with the service during business hours for add, moves or changes to Azure subscriptions within the CSP tenant that we manage.

2.5 Reserved Instance and Savings Plan purchasing

As part of this service we will raise orders for reserved instances or savings plans on your behalf, requests for these should be raised via the ticketing system.

2.6 Azure Platform Patching

All patching for the underlying Azure platform and Azure PaaS services are managed and maintained by Microsoft. Further information on Microsoft's approach to platform updates and the potential impact on your virtual machines is available here: <https://docs.microsoft.com/en-us/azure/virtual-machines/maintenance-and-updates>

2.7 Cloud Management Platform

This service includes access to the Transparency Cloud Management Platform, this platform includes the following functionality: -

- Overview dashboard with cloud costs and a cost efficiency metric;
- Cost management insights, providing the ability to define cost centres and budgets within your Azure billing;
- Sustainability insights providing emissions information for your Azure consumption.

2.8 Transparency Control Centre

The service includes access to the Transparency Control Centre, this self-service web based portal provides you with the following functionality: -

- Self-service licence management, enabling control of licencing allocation;
- Reporting and consumption information for your Modern Work licencing;
- Access to CSP invoicing within the portal.

3. Service Operations

Please refer to our Operations Manual for further information on incident management, requests for change and information requests.

3.1 Platform Availability

The Service Level Agreement and service availability for Microsoft Online Services (as a Microsoft provided and run platform) can be found here:

<https://www.microsoft.com/licensing/docs/view/Service-Level-Agreements-SLA-for-Online-Services>

4. Dependencies

We will provide the service subject to the following dependencies:

- All professional services required to set up this Service will be subject to separate Statements of Work and Charges and, where applicable, Service Descriptions.

4.1 Customer Obligations

- You will provide us reasonable assistance in the performance of the Service(s) including, but not limited to, providing all technical and licence information that we may require to perform the Service(s).
- You will provide named contacts who will be authorised to submit support requests on behalf of your company ("Nominated Contacts"). They will be the designated people with whom all contact is made regarding all requests.
- You will provide us with access to the in-scope subscriptions, accounts, and tenants. This access will be used by our support staff and tooling. For example:
 - Microsoft's Partner Admin Link (PAL);
 - Microsoft Granular Delegated Access Permissions (GDAP) relationship;
 - Azure Lighthouse relationship and delegations;
 - Service Principals;
 - Administration break-glass accounts; and
- You are responsible for having an associated licence (where legally required or contractually required by the vendor to do so) for:
 - Operating System(s) (OS) and software for your applicable Public Cloud Resources.
- You will provide us with reasonable advance notice of any:
 - intent to perform planned maintenance activities (including upgrades, deployments, patching);
 - additional resources that you will deploy into the Supported Public Cloud Platform.
- You will actively work with our operations team to resolve any raised incidents or Service Requests, or any activities relating to patching, that require your input or action. For example, you may be required to make any required changes to an OS running within a VM to which we have no access.
- Some incidents may require user-impacting remediation activity. You are responsible for distributing and coordinating end-user communications and activity unless agreed otherwise during the planning of the activity.
- It is your responsibility to comply with your data sovereignty controls, policies, and procedures.

4.2 Service Restrictions

- We will provide and support the Service on a reasonable endeavours basis only and will not be subject to any availability targets, if:
 - the OS residing on your VM resources is out of vendor support, or
 - no support contract with the OS provider is in place, or
 - the Supported Public Cloud Environment and or resources are configured in direct contravention of the requirements, best practices, or specific guidelines for support.

5. Exclusions

- Patching of customer Operating Systems is not included as part of this service.

5.1 Third Party Related

- Managing incident maintenance for:
 - 3rd party systems,
 - Software, and/or
 - SaaS services
- Specifically, if the above items are not covered by a third party's warranty, support agreement, or terms of use.
- We do not support any service(s) purchased from a Public Cloud Vendor marketplace.
- We do not support any Public Cloud service(s) provide in a Preview or Pre-release capacity.
- We do not guarantee the availability, capacity, or performance of the Supported Public Cloud Platform.
- We do not monitor, support, or assure the integrity, functionality, or availability of pipelines, code, applications, or any other processes within your Supported Public Cloud Platform.
- Any software or data deployed, installed, consumed, developed, operated, or generated in the Supported Public Cloud Platform is excluded from this Service.
- Microsoft Entra ID (formerly known as Azure Active Directory) or Microsoft Windows Active Directory either in your Supported Public Cloud Platform or any other location is excluded from this Service.
- Management, configuration, maintenance, administration of third-party appliances, Customer applications, and any code used to create, update, or deploy applications from third parties or by the Customer is excluded from this Service.
- Monitoring and support of VPN connections, Microsoft Azure Express Route, or AWS Direct Connect termination points at the Customer premises or on user endpoints is excluded from this Service.
- Virtual desktop systems including, but not limited to, Microsoft Azure Virtual Desktop endpoints are excluded from this Service.

6. Definitions and Acronyms

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client.

6.1 Definitions

The terms listed have the following meanings:

Term	Meaning
Statement of Work	This means a document that defines project-specific or Customer-specific activities, deliverables, and/or timelines for providing services to that Customer.

6.2 Acronyms

Acronym	Meaning
CSP	Cloud Solution provider
GDAP	Granular Delegated Access Permissions
OS	Operating System
PAL	Partner Admin Link
SLA	Service Level Agreement
SoW	Statement of Work
VM	Virtual Machine

7. Service Level Agreement and Operational Targets

7.1 Business Hours Incident Response

	P1	P2	P3	P4
Hours of Support	08:00-18:00 Monday – Friday	08:00-18:00 Monday – Friday	08:00-18:00 Monday – Friday	08:00-18:00 Monday – Friday
Response (Business Hours)	15 mins	Four (4) hours	Eight (8) hours	Twelve (12) hours

7.2 24*7 Incident Response

	P1	P2	P3	P4
Hours of Support	24*7 Monday – Sunday	24*7 Monday – Sunday	08:00-18:00 Monday – Friday	08:00-18:00 Monday – Friday
Response (Business Hours)	15 mins	Four (4) hours	Eight (8) hours	Twelve (12) hours

7.3 Incident Prioritisation

Priority	Severity	Description
P1	Critical	Business service outage - System/Service/Application down or unhealthy. Extremely urgent - Very high impact in all business areas, extreme impact on multiple users and disruption is excessive, such as Cloud platform failures, Virtual Machine failures and Cloud networking or connectivity failure

Priority	Severity	Description
		Business critical - work cannot continue
P2	High	Business service impaired - High impact on significant business areas or specific users - Individual user cannot complete high priority/business-critical work, or department or group of users unable to continue with routine work - Business-critical work is impaired
P3	Medium	Group of users affected - Platform or application problem – user or group priority work cannot be completed - A group of users are experiencing system or business application
P4	Low	One (1) person affected or minor service fault - Minor system or application error - Backup or Patching Failure - An individual user is experiencing system or business application problems but is still able to work
P5	Routine	Non-urgent investigations General advice and guidance or agreed scheduled activity

8. Service Credits

Service	Measurement	Period	Target	Service Level	Service Credit (% of monthly value of Recurring Fees)
CSP Essentials	Vendor-backed measurement target	Calendar Month	Vendor-backed service level	Vendor-backed service level	https://www.microsoft.com/licensing/docs/view/Service-Level-Agreements-SLA-for-Online-Services