



Google Workspace Platform

Service Definition - November 2025

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Google Workspace Platform Service Definition

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Google Workspace Editions, are cloud-based productivity and device management platforms that help organisations connect, collaborate and access data securely from anywhere, anytime on any device. Google Workspace Essentials allows customers to create a hybrid cloud platform by integrating with a customer's current email and calendar technology whilst providing the benefits of using Google Meet, Drive and Docs.

Google Workspace Services

Google Workspace services below are covered by the Google Workspace Services Schedule to the Google Cloud Master Agreement or other agreement under which Google agrees to provide the relevant services ("Google Workspace Agreement"). Certain services or editions below may be subject to Service Specific Terms that can be found at <https://workspace.google.com/terms/service-terms/>.

Core Services

Google Workspace Core Services are the essential productivity and collaboration tools that form the backbone of the Google Workspace (formerly G Suite) suite. The link below provide full and up to date details of each core service provided within Google Workspace:

- https://workspace.google.com/terms/user_features/

Workspace Add-Ons:

Google Workspace Add-Ons can be added at an additional cost, unless indicated otherwise, to certain editions of Google Workspace, as provided in the Google Workspace Editions. The link below provide full and up to date details of each Add-On service:

- [Google Workspace Add-On Services](#)

Google Workspace Editions / SKUs

A full list of Google Workspace editions SKUs can be found in the link below:

- [Google Workspace SKUs](#)



Google Workspace Service Level Agreement

Google Workspace SLA. During the Term of the agreement under which Google has agreed to provide the Google Workspace Covered Services to Customer (as applicable, the "Agreement"), the Monthly Uptime Percentage will be at least 99.9% in any calendar month (the "Google Workspace SLA"). If Google does not meet the Google Workspace SLA, and if Customer complies with the requirements under this Google Workspace SLA, Customer will be eligible to receive the Service Credits described below. This Google Workspace SLA states Customer's sole and exclusive remedy for any failure by Google to meet the Google Workspace SLA.

Definitions. The following definitions shall apply to the Google Workspace SLA.

- **"Downtime"** means, for a domain, a period of time during which the user web interface for one or more Google Workspace Covered Services used by Customer has more than a five percent user error rate. Downtime is measured based on server side error rate.
- **"Google Workspace Covered Services"** means the Gmail, Google Calendar, Google Cloud Search, Google Docs, Google Sheets, Google Slides, Google Forms, Google Drive, Google Groups for Business, Google Chat, Google Meet, Google Keep, Google Sites, Google Jamboard, Google Tasks, Google Vault, and Google Voice components of the Service. This does not include the Gmail Labs functionality, and Google Jamboard Hardware components of the Service.
- **"Monthly Uptime Percentage"** means total number of minutes in a calendar month minus the number of minutes of downtime suffered in a calendar month, divided by the total number of minutes in a calendar month.
- **"Service"** means the Google Workspace Services.
- **"Service Credit"** means the following:

Monthly Uptime Percentage	Days of Service added to the end of the Service term (for offline billing customers) or monetary credit equal to the value of days (for online billing customers), at no charge to Customer
< 99.9% - >= 99.0%	3
< 99.0% - >= 95.0%	7
< 95.0%	15



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Customer Must Request Service Credit. In order to receive any of the Service Credits described above, Customer must notify Google (or, if Customer ordered Services from a Reseller, Customer may notify Customer's Reseller who must notify Google) by creating a support case within thirty days from the time Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit. If Customer ordered Services from a Reseller and complies with this requirement, Customer will receive the applicable Service Credit from Reseller on behalf of Google.

Maximum Service Credit. The aggregate maximum number of Service Credits to be issued by Google (or, if Customer ordered Services from a Reseller, by Reseller on behalf of Google) to Customer for all Downtime that occurs in a single calendar month shall not exceed fifteen days of Service added to the end of Customer's term for the Service (or the value of 15 days of Service in the form of a monetary credit to a monthly-billing customer's account). Service Credits may not be exchanged for, or converted to, monetary amounts, except for online customers being billed monthly, in which case Google will apply an equivalent credit on a future invoice for such Customer.

Google Workspace Essentials Service Credit. If Customer orders Google Workspace Essentials edition directly from Google, any Service Credits that may be due to Customer will be issued in the form of monetary credits (and not additional Service days) that will be applied to Customer's next invoice. If Customer orders Google Workspace Essentials edition from Reseller, Google will issue to Reseller any Service Credits that may be due to Customer in the form of monetary credits (and not additional Service days).

Google Workspace SLA Exclusions. This Google Workspace SLA does not apply to (i) any services that expressly exclude it (as stated in the documentation for such services), (ii) any services comprised within the Google Workspace Essentials Starter edition (notwithstanding that this SLA may define such services as Google Workspace Covered Services), or (iii) any performance issues: (a) caused by factors described in the "Force Majeure" section of the Agreement; (b) that resulted from Customer's equipment and/or third party equipment, (not within the primary control of Google); or (c) that resulted from Customer's or its End Users' abuses or other behaviours that violate the Agreement.

Note: Full and up to date Google Workspace Service Level Agreement details can be found here: <https://workspace.google.com/terms/sla.html>



Google Workspace Technical Support Services Guidelines

The following technical support services guidelines ('Guidelines') apply to support services for Google Workspace Services ('Services'), Pre-GA Offerings (and similar offerings) and Chrome, subject to Section 5 (Excluded Services and Editions) below, which identifies the services, editions and offerings that are not eligible for support services. Capitalised terms not defined herein have the meaning set forth in the agreement that governs Customer's use of Google Workspace Services ('Agreement').

1. Support Request submission

1.1 Customer efforts to fix errors. Prior to making a Request to Google, the Customer will use reasonable efforts to resolve issues and fix any error, bug, malfunction or network connectivity defect without escalation to Google. The Customer Contact may then submit a Request for technical support as specified at <https://support.google.com/a/answer/1047213> or as such URL may be updated by Google.

1.2 Characterisation of Requests. The Customer will designate priority when submitting Requests. On receipt of a Request from a Customer Contact, Google will determine whether the Request is a 'Service Unusable', 'Standard Request' or a 'Feature Request' (as defined in section 7 (Definitions)). Any such determination made by Google is final and binding on Customer. Google reserves the right to reclassify Customer's Priority designation if (i) Google believes that Customer's Priority designation is incorrect or (ii) Customer fails to maintain continuous availability, as described in Section 1.3 (Procedures for Acknowledgement and Resolution of Requests). Google will inform the Customer of any such reclassification in Google's response to the support Request. The Customer may appeal any such reclassification to Google's Support management for review through any available support channel. Any reclassifications by Google of the Priority designation pursuant to subsection (ii) will be reversed if Customer resumes continuous availability in accordance with Section 1.3 (Procedures for Acknowledgement and Resolution of Requests).

1.3 Procedures for Acknowledgement and Resolution of Requests. When making a Request, the Customer will provide requested diagnostic information including but not limited to: (i) describing the problem, the configuration and the Customer's network; (ii) providing relevant data and (iii) answering questions and assisting Google Support Personnel as appropriate. The Customer must provide up-to-date contact information (i.e. phone number or email address) to assist with data gathering, testing and applying resolutions. In the case of P1 Requests, the Customer must maintain continuous availability until resolution of such Requests.

1.4 Request acknowledgement. Google may respond to a Request by acknowledging receipt of the Request. The Customer acknowledges and understands that Google may be unable to provide answers to, or resolve all, Requests.

1.5 Feature Requests. If Google deems a Request to be a Feature Request, Google will log such Request for consideration to add to a future update or release of the Services and will consider the matter closed. Google is under no obligation to respond to or resolve any Feature Request or to accommodate any such Feature Request in any future update or release.

2. Accessing support



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2.1 Google Help Centre. The Customer's End Users of the Services may access the Google Help Centre at <https://support.google.com/a/> or such other URL as Google may provide. The Customer is responsible for responding to any questions and complaints from End Users or other third parties relating to the Customer's or its End Users' use of the Services, with such support services to be provided at the Customer's own expense.

2.2 Customer PIN. The Customer is required to provide a current Customer PIN when making a Request. The Customer will obtain such Customer PIN in the Admin console in order to access and receive support for the Services from Google. If the Customer is unable to provide the current Customer PIN when prompted, the Customer will only be able to access the Google Help Centre and post a question to its online help forum, until such time as the Customer PIN is restored. The customer PIN may be updated periodically and is only available in the Admin console.

2.3 Compliance with applicable law. Google will not provide TSS if prohibited from doing so by applicable law.

2.4 Pre-General Availability Offerings.

i. Pre-GA Offerings. Google has no obligation to provide TSS for Pre-GA Offerings (as defined in the Service Specific Terms) or any offerings identified as 'Preview', 'Alpha', 'Beta', 'Experimental' or similar designation.

ii. Pre-GA Support Offerings Terms. Google may make available to Customer pre-general availability technical support services or features, in each case that are identified as 'Preview', 'Alpha', 'Beta', 'Experimental' or similar designation in related documentation or materials or are not yet listed in these Guidelines (collectively, 'Pre-GA Support Offerings'). While Pre-GA Support Offerings are not TSS, Customer's use of Pre-GA Support Offerings is subject to the terms of these Guidelines, as amended by this Section (Pre-GA Support Offerings Terms) and any additional terms provided to Customer in the Google Support Tool or order form or otherwise presented by Google (the 'Additional Pre-GA Support Terms'). In the event of conflict between the terms of these Guidelines and the Additional Pre-GA Support Terms, the Additional Pre-GA Support Terms govern.

a. Pre-GA Support Offerings may be changed, suspended, or discontinued at any time without prior notice to the Customer.

b. At its option, Customer may provide feedback and suggestions about the Pre-GA Support Offerings to Google ('Pre-GA Support Feedback'). If Customer provides Pre-GA Support Feedback, then Google and its Affiliates may use that Pre-GA Support Feedback without restriction and without obligation to Customer, excluding any Pre-GA Support Feedback marked as Customer Confidential Information.

c. Target initial response times and language support as described in these Guidelines may be different or unavailable for Pre-GA Support Offerings.

3. Chrome support

3.1 Availability of Support. In addition to Requests related to the Services, Google will respond in accordance with these guidelines to Requests related to Chrome:

i. For all Workspace End User accounts;



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- ii. If the Customer is paying for 100 or more concurrent Workspace End-User Accounts, for all other end users associated with the Customer's domain.

3.2 Supported Issue Types. Google Support Personnel will respond to Requests related to Chrome installation, Chrome Core Functionality, Chrome's security, administrative policies and Chrome's interoperability with Services on Supported Platforms as set forth in these Guidelines. Google may choose to not respond to Requests for other Chrome-related technical issues, such as but not limited to, rendering problems for specific web pages, technical issues related to the underlying operating system, or device driver or printer problems. If Google makes a code change to resolve a technical issue, the code change is released in an upcoming release and will not be ported back to an earlier version of Chrome.

4. Support levels

4.1 Generally. As part of the customer's order of the services, Google will provide Standard Support to the customer. The Customer may order additional TSS for an additional fee.

4.2 Standard Support. Customer will receive the following:

- i. Automatic product upgrades of the Services
- ii. Maintenance updates of the Services
- iii. Online self-help and training for End Users and Administrators designed to assist Customer with implementation and use of the Services
- iv. Ability to submit a support Request
- v. Status Dashboard and support portal providing real-time publicly available status information for the Services

4.3 Fee Commitments. Some TSS require a one-year fee commitment. When the Customer enrolls in such TSS, any applicable fees will be pro-rated for that month and then continue to apply for each month in the one-year commitment period.

4.4 Support hours and target initial response times.

- i. Google will provide access to Google Help Centre support for the Customer on a 24x7 basis.
- ii. Target initial response times.

Target initial response times during the Hours of Operation

Priority	Standard Support	Enhanced Support	Premium Support
P1	4 hours 24x7	1 hour 24x7	15 minutes 24x7
P2	8 hours	4 hours 24x7	2 hours 24x7
P3	24 hours	8 hours	4 hours 24x7
P4	24 hours	8 hours	8 hours



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4.5 Enhanced Support. Enhanced Support will be provided in English language (24x7) and in Japanese language during Business Hours. For any Requests in Japanese language submitted outside of Opening Hours, Google will respond within the target initial response times stated for Workspace Standard Support.

i. Value Add Services. The Customer may purchase the following Value Add Services for Enhanced Support for an additional fee.

a. Technical Account Advisor Service (TAAS). The Customer will receive access to a Technical Account Advisor. TAAS includes: (a) guided support onboarding, (b) guidance on best practices for case handling, (c) management of technical support escalations, (d) reviews of operational and case metrics and (e) recommendations for training and optimisation of the Services.

4.6 Premium Support.

i. Premium Support will be provided in English language (24x7) and in Japanese language during Business Hours. For any Requests in Japanese language submitted outside of Opening Hours, Google will respond within the target initial response times stated for Workspace Standard Support.

ii. As part of the Premium Support offering, customers will receive access to a named Technical Account Manager to (a) assist Customer in developing a strategy with respect to the Services, (b) provide best practice guidance on implementation and use of the Services, and (c) manage technical support escalations and coordinate with Google subject matter experts to address technical inquiries related to the services. Additional access to Technical Account Management may be purchased, subject to additional fees and terms.

iii. Value Add Services. The Customer may purchase the following Value Add Services for Premium Support for an additional fee.

a. Assured Support. Google will provide TSS for Assured Controls ('Assured Support') in accordance with the Customer-selected support portal controls. All requests for Assured support by the customer must be submitted via the 'new case' option from within the support portal. Notwithstanding Section 6.2 (Language), Google will provide Assured Support in English language only.

4.7 Legacy Standard Support. Notwithstanding any other term of Section 4 (Support levels), the following terms will apply if the Customer enrolled in Standard Support prior to 6 October 2020: P1 Priority Support Requests are responded to with a target initial response time of one hour and are responded to 24x7; and P2, P3 and P4 Priority Support Requests are responded to with an initial target response time of one working day or less.

5. Excluded Services and editions

Notwithstanding any term of the Agreement that may indicate otherwise, and in addition to the exclusion set out in Section 2.4(i) (Pre-GA Offerings): (i) Google does not offer TSS for any of the following: Chrome Sync (when included in any edition of Google Workspace for Education); the Google Workspace Essentials Starter edition; or any Additional Products; and (ii) TSS is provided for AppSheet under the AppSheet support service guidelines at <https://www.appsheet.com/Home/TSSG> and not these Guidelines.



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6. General provisions

6.1 Maintenance. To ensure optimal performance of the Services, Google performs periodic Maintenance. In most cases, Maintenance shall have limited or no negative impact on the availability and functionality of the Services. If Google expects planned Maintenance to negatively affect the availability or functionality of the Services, Google shall use commercially reasonable efforts to provide at least seven days' advance notice of the maintenance. In addition, Google may perform emergency unscheduled maintenance at any time. If Google expects such emergency unscheduled maintenance to negatively affect the availability or functionality of the services, Google shall use commercially reasonable efforts to provide advance notice of such maintenance. Maintenance notices will be provided via the Google Workspace Dashboard, Admin console and/or support portal. In addition, if the Customer subscribes to Maintenance notices, the Customer may also be able to receive email and/or RSS feed notifications of Maintenance.

6.2 Language. Except as stated otherwise in these Guidelines, all support provided by Google Support Personnel pursuant to these Guidelines will be provided in the English language, or during listed hours in one of the additional languages documented in these Guidelines or at <https://support.google.com/a/table/3247295> or such other URL as Google may provide. Support outside of these hours can be obtained via English language support channels.

6.3 Term of Support. Google shall only provide the support services described in these Guidelines during the term of the Agreement and shall have no obligation to provide any support services to the Customer after the expiry or termination of such Agreement.

6.4 On-site support. Google may, at its discretion and upon approval from the Customer, send Google Support Personnel on site in response to an issue that cannot be resolved remotely. Google Support Personnel performing support at the Customer's facilities will comply with the Customer's reasonable onsite policies and procedures made known to Google in writing in advance.

7. Definitions

For the purpose of these Guidelines, the capitalised terms below will have the following meanings:

7.1 'Business Hours' means business hours in Japan, namely, 09:00 to 17:00 on Monday to Friday Japan Standard Time.

7.2 'Chrome' means the Chrome web browser as released by Google for Supported Platforms and available for download at the URL <https://www.google.com/chrome/> or the MSI installer provided at the URL <https://www.google.com/chrome/business/> or at another URL that Google may provide.

7.3 'Chrome Core Functionality' means the features and functionality in the latest released Chrome browser version, excluding Google Chrome extensions, Google Play and Google Cloud Print.

7.4 'Customer Contacts' means Administrators designated in the Admin Console.

7.5 'Feature Request' means a Request by a Customer Contact to incorporate a new feature or enhance an existing feature of the Services that is currently not available as part of the existing Services.



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7.6 'Google Support Personnel' means the Google representatives responsible for handling technical support requests.

7.7 'Hours of Operation' means the hours listed at <https://support.google.com/a/table/3247295> for each country except for holidays in local time for each region as documented in the Admin Console.

7.8 'Maintenance' means maintenance work that is performed on hardware or software delivering the Services.

7.9 'Priority' means the level of impact that a Request is having on the Customer's operations and is used to establish target response times. Definitions of available priority levels can be found on our Help Centre: <https://support.google.com/a/answer/1047213>

7.10 'Request' means a request from the Customer to Google Support Personnel for technical support to resolve a question or problem regarding the Services and Chrome.

7.11 'Service Unusable' means a production issue that prevents more than one of the Customer's End Users from access to, or use of, the Services, or where the Customer's network is not receiving any inbound email (and/or sending outbound email) from the Services. The Customer must identify a Request as Service Unusable by designating it as a P1 Priority support Request.

7.12 'Standard Request' means a Request made by Customer to Google that is not a Service Unusable Request or Feature Request.

7.13 'Supported Platform' as listed at <https://support.google.com/a/bin/answer.py?answer=2763059> means an operating system and version for which (i) Chrome is released by Google and (ii) support under these Guidelines is provided. Google may choose not to respond to issues with preview versions of Chrome (also known as beta, dev and canary) or preview features. Chrome OS is not a Supported Platform under these Guidelines; dedicated Google technical support and hardware service for Chrome OS is available under a separate agreement. For clarity, Chrome Frame is a separate product not covered under these Guidelines.

7.14 'Value Add Services' means additional TSS available to the Customer for an additional fee.

Note: Full and up to date technical support guidelines can found clicking the link here: Google Workspace [Technical Support Services Guidelines](#)



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On Boarding & Implementation

To on board using the Google Workspace platform we have implemented a simple 7 step process to make using the Google Workspace Platform as simple as possible:

On Boarding

1. Contact Levett Consultancy asking to purchase our Cloud Support defined within our published G Cloud service
2. A G Cloud quote will be issued by our commercial team based upon the customer requirements
3. On acceptance of the G Cloud quote the customer will be asked to send a Purchase Order
4. Once the order has been placed this will trigger the implementation phase

Implementation Phase

5. Google will request the customer to accept the terms and conditions of the purchased Google Workspace platform
6. Once the terms and conditions has been signed Google will send a confirmation of the sign agreement with details how to proceed with the setup of Google Workspace apps and services
7. Levett Consultancy will invoice the customer for the Google Google Workspace platform as per the G Cloud terms condition to complete the implementation.

Note: If the customer has requested Google Workspace licences as part of a Google Workspace Platform deployment these licences will be included within the deployment service invoice. Furthermore the onboarding and implementation will follow the process described within the G Cloud 'Deployment and training' service definition.

Google Workspace Terms and Conditions

Cloud Support terms and conditions including termination clauses, compensation for missed targets are detailed within the associated G Cloud 14 'Google Workspace Services Terms and Conditions Document'

After Sales Support

Once a service has been delivered, a member of the Customer Relationship Team will contact the customer to confirm their satisfaction with the service and ensure that their expected outcomes have been met. Furthermore, customers will be able to contact their dedicated account manager for any post-delivery advice or future requirements.



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Google Workspace Platform Pricing

Google Workspace platform costs including how to order are detailed within the associated G Cloud 15 - Google Services Pricing Document.

G Cloud Additional Notes

Levett Consultancy Ltd presents no additional Service Definition to that of already stated by Google as detailed within this document. Furthermore Levett Consultancy Ltd accepts the Government Procurement Services Terms of Participation for G Cloud 15 and also accepts the Framework Agreement Terms and Conditions for G Cloud Services.