



Service Definition

For

EXPERT Technical Support for Microsoft Cloud

Date of Issue: 29/01/2026

Service Scope

Service Variable	In Scope	Out of Scope
Vendor (s)	Microsoft	All other vendors
Supported Environments & Products	Microsoft Azure Microsoft 365 Microsoft Online Services On Premise / Hybrid – Microsoft applications running on premises servers. Dynamics 365 Lifecycle Services (LCS) Dynamics 365 for Finance & Operations Dynamics 365 for Retail Dynamics 365 for Talent (if deployed through LCS) Dynamics 365 Power Platform Admin Centre (PPAC) Dynamics 365 Customer Engagement Dynamics 365 Business Central Power Apps Flow Mixed Reality AI	Physical infrastructure. Non-Microsoft Services and/or applications running on supported servers. Perpetual Software Licensing Support Subscription Software Licensing Support Third Party Marketplace offers Trial Software for online Services
Support Boundaries	Dynamics 365 & Power Platform (LCS & PPAC) support is limited to: Administration Configuration Integration Standard (Out of the box) functionality of Dynamics 365 and Power Platform environments.	Dynamics 365 & Power Platform (LCS & PPAC) support excludes the following: Customizations Unsupported extensions Custom code 3rd party integrations Application-level modifications

Mobilisation

The assigned Technical Services Success Manager will work collaboratively with the customer to undertake the following activities.

Activity	Description
Service Initiation Meeting	The Technical Services Success Manager will conduct a Service initiation meeting introduction for key stakeholders of the Service from both parties. - setup & access to Supplier Service Desk. - communication covering how to log a ticket. - communication outline and flow for service and incident updates. - how to access professional and proactive services - service issue escalation paths - Customer Environment access
Service Desk Access	Creation of user accounts to allow contact with Bytes support team via phone, email or portal to discuss: • Service requests. • Incidents • Updates • Service reporting. • General questions



Activity	Description
User Training on Service Tooling	Bytes will provide ongoing customer guidance and training documents to use the tooling provided to manage support tickets.
Escalation Contacts & Key Stakeholders	Customer will provide Bytes with a list of key escalation contacts required for ticketing, and monitoring escalation alerts
Azure / M365 Tenant Access	To provide customers you with the best possible support, Bytes will require secure, time-limited access to customers Microsoft Azure and M365 environments. There are two main ways this can be done: GDAP or Azure Lighthouse .
Environment Review	Bytes offer two specialist Environment Reviews designed to help customers get the best performance, security, and long-term value from their Microsoft environments. Depending on customer's needs, customers can select either an Azure Well-Architected Review or a Microsoft 365 Tenant Health Check - assessment of supported Azure workload based on the five pillars of the Azure Well-Architected Framework: cost optimisation, operational excellence, performance efficiency, reliability, and security. - assessment of M365 environment, highlighting any configuration or security gaps, and discuss future requirements to keep your tenant aligned with best practice and growth. These reviews help identify and prioritise improvements, risks, and trade-offs for the solution and provides guidance and best practices to address them

Tasks and Responsibilities

Activity	Bytes	Customer
Service Initiation Meeting	X	X
Service Desk Access	X	
User Training on Service Tooling	X	
Escalation Contacts & Key Stakeholders	X	X
Azure & M365 Tenant Access	X	X
Environment Review	X	

Service Governance

Bytes delivers **proactive service governance** to ensure your service remains aligned with contracted objectives, meets agreed quality standards, and continues to deliver value. A designated **Technical Service Success Manager** is accountable for the end-to-end service—from initiation through to closure—covering all associated service offerings.

Activity	Description	Service Hours
Service Performance Reporting	Service Performance Reports will be distributed monthly to agreed customer stakeholders. Bytes will provide: • Performance Metrics: Response & resolution times, CSAT responses and feedback. • Incident Summaries: Details on incidents resolved, escalated, or in progress.	Monthly

Activity	Description	Service Hours
Quarterly Service Reviews	Bytes will provide the following on a quarterly basis via a meeting between Bytes and key customer stakeholders. • Performance Metrics: Response & resolution times, CSAT responses and feedback. • Incident Summaries: Details on incidents resolved, escalated, or in progress. • Incident Trend Analysis: identifying patterns, recurring issues, and emerging risks. Maintain awareness of high impact incidents affecting the Customer and participate in the process where required. • Service Consumption: Consumption summary of all service elements.	Quarterly
Service Governance	Designated Technical Services Success Manager to provide ongoing support for escalations, continuous service improvement, performance reporting and the facilitation of services requests for professional services or variations to the service contract.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Service Performance Reporting	X	
Quarterly Service Reviews	X	
Service Governance	X	

Incident Management

Bytes managed service team works on a 24x7/365 shift pattern to provide support and coverage of a customer's in scope environments. The Bytes managed service team provides an ITSM tool as well as phone and email support to allow customers to contact the team.

Activity	Description	Service Hours
Telephone and Remote support for problem & fault management	Bytes will provide access direct access to highly experienced 3rd line support engineers for complex issue resolution and in-depth technical assistance. Includes priority handling and expedited resolution to troubleshoot faults via the following methods: -Telephone -Email -Portal -Remote connection via conference calling	24 x 7
IT Service Management - Non-Business Critical Faults	Bytes will provide authorised customer contacts access to the Service Desk Portal for faults deemed non-critical (outside of Priority 1 issues)	Normal Business Hours
IT Service Management - Business Critical Faults	24/7 support direct to the Bytes services desk via phone call prioritisation for Priority 1 issues.	24 x 7
Priority Escalation to Vendor for faults	Priority escalation to vendors.	24 x 7
Root Cause Analysis	Root cause analysis of Priority 1 incident following remediation of incident.	Normal Business Hours
Service Desk Portal Access	Bytes will provide and maintain access to the service desk providing visibility of all service-related tickets and SLAs.	24 x 7

Tasks and Responsibilities

Activity	Bytes	Customer
Telephone and Remote support for problem & fault management	X	
IT Service Management - Non-Business Critical Faults	X	
IT Service Management - Business Critical Faults	X	
Priority Escalation to Vendor for faults	X	
Root Cause Analysis	X	
Service Desk Portal Access	X	

Azure Environment Review

Bytes will carry out an assessment of the customers supported Azure workload based on the five pillars of the Azure Well-Architected Framework: cost optimisation, operational excellence, performance efficiency, reliability, and security.

Activity	Description	Service Hours
Workshop	Bytes will require access carry out a workshop with key customer stakeholders to provide an overview and scope of the assessment.	Normal Business Hours

Activity	Description	Service Hours
	Lightweight permissions (Global Reader, Reader across subscriptions, root group access) – non-intrusive and no impact on environment	
Azure Environment Assessment	Bytes will carry out an annual assessment of the customers supported Azure workload based on the five pillars of the Azure Well-Architected Framework: • cost optimisation • operational excellence • performance efficiency • reliability • security	Normal Business Hours
Delivery & Presentation of Assessment Report	The Azure Environment assessment will provide the customer with a technical roadmap of remediations against best practice, covering the following. • Evaluate workload design across five critical dimensions • Identifies strengths & improvements • Quick wins on how to enhance your cloud environment • Technical improvement roadmap • RAG status of Top 10 most impactful changes	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Workshop	X	
Azure Environment Assessment	X	
Delivery & Presentation of Assessment Report	X	

M365 Environment Review

Bytes will carry out an assessment of the customers M365 environment to ensure that the environment is functioning optimally, securely, and in compliance with best practices. Bytes will discuss the current Microsoft 365 services used and the future, long-term service requirements.

Activity	Description	Service Hours
Discovery Workshop	Bytes will schedule a workshop(s) with key customer stakeholders to provide an overview and scope of the assessment in addition to gaining necessary access to the customer environment.	Normal Business Hours
M365 Environment Assessment	During the Microsoft 365 Tenant Health Check Bytes will; • Identify issues/anomalies by reviewing the tenant configuration following Microsoft's best practices. • Review Microsoft's recommendations to improve the Tenant(s) scoring. • Remote workshop with Customer:	Normal Business Hours

Activity	Description	Service Hours
	- Review issues/anomalies found during discovery. The Microsoft 365 Tenant Health Check will cover the following key areas; User Management: - Verify that user permissions and roles are correctly configured. Security and Compliance: - Review security settings and configurations. - Provide a list of recommendations for Microsoft Purview, to begin protecting data within the estate. Exchange Online: - Review email routing rules, connectors, and mail flow settings. - Check the health and status of Exchange Online services. - Monitor email queues and message tracking logs. SharePoint and OneDrive: - Review SharePoint site and library permissions, up to 20 sites included. - Ensure OneDrive settings are secure and aligned with the organisation's policies. Teams and Skype for Business: - Review Teams and Skype for Business settings, including external communication policies. Mobile Device Management (MDM): - Verify that mobile device management policies are in place and enforced. - Check device compliance and security settings for mobile devices accessing Microsoft 365 services. Collaboration and Productivity: - Ensure that Microsoft 365 services are being used effectively for collaboration and productivity. - Identify any training needs or areas for improvement in how users utilise the tools. Backup and Recovery: - Review backup and recovery solutions for Microsoft 365 data to prevent data loss.	
Delivery & Presentation of Assessment Report	Bytes review and discuss the findings from the assessment in collaboration with the customer, which will aim to provide the customer with a technical roadmap of remediations against best practice covering the topics mentioned above.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Discovery Workshop	X	
Azure Environment Assessment	X	
Delivery & Presentation of Assessment Report	X	

Microsoft Technical Advisory / Consultancy Days (TAaC Days)

Microsoft TAaC Days included within the service can be used to call upon Bytes Microsoft Technical advice, guidance and consultancy resources for the delivery of a specific Microsoft solutions and services.

Activity	Description	Service Hours
Microsoft Technical Advisory / Consultancy Days	The Customer can call off and consume Microsoft Technical Advisory / Consultancy throughout the term of this service. A full list of Microsoft Service catalogue items can be made available upon request, via your assigned Technical Services Success Manager, alternatively raise a Service Request via the Service Desk Request portal on completion of service onboarding. Technical Consultancy solutions and services are not limited to the Services within Service Catalogue. The designated Technical Account Manager and / or Technical Services Success Manager will work with the customer to forecast consumption of allocated TAaC Days during service initiation. Days can only be consumed in ½ day increments. Days cannot be purchased outside of the EXPERT Technical Support Agreement. Additional Days can be purchases throughout the term of this Support Agreement. All Days expire at the end of the Support Agreement.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Microsoft Technical Advisory / Consultancy Days	X	

Technical Account Manager Services

Activity	Description	Service Hours
Strategic Partnership	Bytes will provide strategic guidance in relation to customers' information technology roadmap.	Normal Business Hours
Market/Vendor Insights	Bytes Technical Account Managers (TAM) will keep customers informed of news, updates, and changes were deemed relevant and pertinent to the customers estate across key vendors and technologies.	Normal Business Hours
Strategic Support	Where relevant, Bytes will be able to provide a conduit between traditional break/fix support components, and proactive remedial actions through understanding specific challenges customers' may be experiencing, and either supporting on remediation where possible, and, where outside of scope, relating those to the relevant services that the customers' may be consuming, or introducing them to additional services or technologies that can support.	Normal Business Hours
Proactive Technical Leadership	Bytes' TAM are experienced in what the industry is doing in relation to specific, challenges, alongside being familiar with the manners in which other strategic customers have approached said challenges. They will aim to proactively surface this to our customers'.	Normal Business Hours
Quarterly Technical and Road mapping Meetings	It is the responsibility of TAM to ensure that they understand the customers technical roadmaps.	Normal Business Hours

Activity	Bytes	Customer
Strategic Partnership	X	Ensure engagement is possible across strategic stakeholder within customer.
Market/Vendor Insights	X	Highlight any known gaps or existing challenges
Strategic Support	X	Support in the definition of a strategic roadmap or planning as part of business plan or objectives
Proactive Technical Leadership	X	Gain an understanding of the customer landscape and technologies so that technical leadership can be provided.

The Expert Technical Support contract is contracted based on a T-shirt sizing based on the expected incident volume. The effort associated with Technical Account Management is aligned to the following engagement model.

Size	Engagement Level	Educating Your Team	Strategic Support	Proactive Technical Leadership	Service Reviews	Meeting Cadence
Small	Ad hoc/As requested	On request	On request	On request	Annual	Ad Hoc
Medium	Light to Proactive	On request	On request	X	6 monthly	Reactive
Large	Proactive	X	X	X	Quarterly	Monthly
XL	Dedicated	X	X	X	Quarterly or Programme aligned	Weekly, quarterly

Incident Management SLAs

This Service Level Agreement (SLA) documentation defines the support and response times provided by Bytes for incidents and service requests. Our aim is to ensure prompt and efficient service, minimising disruptions and supporting business continuity.

The document outlines response and resolution times based on priority levels, with escalation to Microsoft Support where needed.

By setting clear expectations, we ensure transparency and timely resolution of incidents and requests, helping our customers maintain operational stability.

Support Incidents

Bytes will provide a response to an Incident within the periods of Operating Hours as set out in the table below and use reasonable endeavours in meeting Target Response Time.

The service desk may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable the service desk to provide continuous problem resolution efforts.

Priority Level	Priority Definition	Bytes Target Response Time	Bytes Target Resolution Time
Priority 1	Complete loss of business-critical systems	30 Minutes	4 Hours
	Critical business impact. Complete service failure or inaccessibility of critical functionality. No acceptable workaround available.		
Priority 2	Partial loss or degradation of a supported service.	1 Hour	8 Hours
	Serious business impact. Widespread degradation of a service or failure of functionality of critical system. No acceptable workaround available.		
Priority 3	Low Impact: business-critical systems unaffected, more than one user affected.	2 hours	24 Hours
	Partial/intermittent application degradation or loss of functionality. Typically impacting a subset of users. No direct impact on services availability. A workaround is available.		
Priority 4	Minimal impact to non-critical systems.	2 hours	48 Hours
	Application or personal procedure unusable. A workaround is available, or a repair is possible. Threshold breaches with no impact on service.		

Service Requests

Bytes will provide a response to a Service Request within the periods of Operating Hours as set out in and apply reasonable endeavours in meeting Target Response Time.

Priority Level	Priority Definition	Response Time SLA
All Service Requests	Standard Request	2 hours
	Standard service requests are for planned activity and will have no or limited business impact if they are not completed within accelerated timescales	
	An example would be: Advisory and /or Professional Services	

Escalation Contacts

Escalation Level	Name	Contact Details	Available Hours
1	Support Engineer	Assigned Support Engineer on Active Support Ticket	Support Hours
2	Support Team Lead	Assigned Support Team Lead on Active Support Ticket	Support Hours
3	Service Delivery Manager	Assigned Service Delivery Manager via email	Normal Business Hours

Hours of Support Service

Support Cycle	Service Desk Available	Operating Times
Normal Business Hours	Yes	Weekdays, excluding bank holidays, 0900 to 1730
After Hours (Weekdays)	Yes	Weekdays, excluding bank holidays, 1731 to 0859
Out of Hours (Weekends & Bank Holidays)	Yes	Anytime Weekends & Bank Holidays

Service Phases

Term	Description	Assumed Duration
Mobilisation Term	Service Initiation Meeting & Service Onboarding Environment Review	10 Days
Transition Term	Service setup and service desk access	0.5 days
Operation Term	Customer consumption of TAaC Days SLA Incidents Performance Delivery of Service Governance	During Service Term

Support Terms

Incident Resolution Management	Ticket resolution is defined as the rectification of an issue or service request. The severity level of a ticket may change during the resolution process. Where Bytes is unable to resolve a ticket directly and the ticket can be raised with a third party support vendor, Bytes will facilitate the escalation. A ticket will be deemed resolved when: - The Customer advises Bytes that the issue has been resolved. - Bytes receives no reply from the Customer following three attempts to contact them. - Appropriate answers to required questions have been provided.
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	• A workaround is the only viable solution until a hotfix or equivalent becomes available. All recommended resolutions will be implemented by the Customer in accordance with the Customer's change control processes.
Incident Management	Initial Response Time is measured from the submission of a Service Request or Incident via the Supplier's ITSM tool to the Supplier responding to the user. Upon ticket logging, the Supplier will: • Confirm receipt in line with service levels. • Begin triage. • Contact the Customer and, where possible, provide a time estimate for corrective or troubleshooting steps. • Determine and communicate the ticket's severity level. For reporting, SLA timers pause during the following statuses: • Escalated to Third Party/Vendor • Pending Customer Response • Force Majeure Event • Resolved
Escalation Management	Customers may initiate an escalation if they have followed the escalation process and are not satisfied with the level or timeliness of support, or if an issue presents tangible business impact or risk without sufficient progress. The support manager or the assigned Technical Services Success Manager will: • Coordinate communication and service improvement plans of action. • Provide updates to stakeholders. • Act as the Customer's advocate and a virtual member of the resolution team. Escalations must follow the defined escalation path, starting at the first level. Initial management contact should be made by telephone An escalation is considered closed when: • Agreed objectives are achieved. • A satisfactory monitoring period has passed without recurrence. • Agreement is reached to downgrade severity. • The Customer agrees the issue is resolved. • A mutually accountable decision confirms closure.
Vendor Escalation Management	Where Bytes cannot resolve a ticket directly and it is appropriate to raise it with Microsoft, Bytes will facilitate the escalation. Microsoft Support terms take precedence over Bytes' SLA once escalated, though Bytes retains case ownership. Refer to Microsoft Software Customer Support Terms online document for Response Times: https://azure.microsoft.com/en-gb/support/plans/response/ Bytes will: • Inform the Customer before escalating. • Explain the reasons and expectations associated with the escalation.

	Upon request, Bytes will work with Microsoft to provide Root Cause Analysis for post resolution investigations, subject to data availability. If a fix is not possible in the current technology version, Bytes may log a feature request with Microsoft where commercially viable. Some cases may require escalation to Microsoft's Product Group, which operates without SLA commitments and may require extended timelines. Bytes will monitor progress and provide updates. If customers have already raised tickets directly with Microsoft, they must open a new ticket via Bytes' Service Desk for Bytes to engage Microsoft.
Bytes Responsibilities	Bytes shall; • Provide skilled personnel to deliver the services detailed within this agreement. • Use reasonable endeavours to identify and resolve issues and maintain continuity of assigned personnel. • Provide a Service Desk and escalation facility for level 2 and 3 incidents and information requests. • Provide a Self Service Portal and email address for Customer IT staff to lodge and track incidents and requests. • Redirect out of scope incidents and requests. • Classify and prioritise incidents and manage them in line with agreed procedures. • Troubleshoot and diagnose in scope service components. • Advise customers to escalate issues outside Microsoft support scope (e.g., third party products) to the relevant vendor. • Maintain historical ticket records and provide reporting and trend analysis. • Review open incidents and track progress toward resolution. • Confirm ticket closure with the Customer. • Receive and action incidents and requests from nominated Customer representatives. • Action reviewed and approved service requests. • Track service requests through to closure.
Customer Responsibilities	The Customer shall; • Coordinate internal personnel and attend required meetings and calls. • Provide all necessary co-operation to Bytes. • Carry out Customer responsibilities in a timely manner. • Use Bytes' ITSM Toolset for incidents and service requests. • Provide Level 1 Service Desk support for in scope environments. • Maintain escalation contact lists. • Receive and action incidents and requests from end users. • Raise P1 Major Incidents via telephone in addition to standard channels. • Ensure approved representatives use the Service Desk portal to raise requests. • Be available during remote sessions where required. • Support service onboarding by providing relevant information. • Provide required access and information to enable Bytes to deliver the service.
Exclusions	Bytes Microsoft Support excludes: • Monitoring of hardware, software, or devices.

	• Configuration changes not supported by Microsoft. • Physical infrastructure. • Storage and network configuration or monitoring. • Desktop, network, and firewall support. • Hardware and software warranties. • Environmental impact or resolution for cases raised directly by the Customer with vendors. • Application development, upgrades, packaging, or support. • Products out of Vendor support (end of life). • Incidents caused by external factors, third party equipment/services, failure to follow instructions, or unsupported enhancements/customisations. • Coordination of Customer resources. • Engagement with third party application providers (information will be provided for the Customer to follow up).
Dependencies	Systems Access Customers must provide: • Access to systems required for delivery of support. • Access to personnel with knowledge of the environment for Azure or M365 any Environment review. Microsoft Azure Lighthouse (Azure only) Azure Lighthouse provides secure delegated access using defined roles including Reader, Support Request Contributor, Managed Service Registration Assignment Delete, and (where necessary) Contributor via PIM elevation. Deployment requires Owner permissions on the relevant subscription or resource group. An onboarding pack with instructions and templates will be provided. If Azure Lighthouse cannot be established, Granular Delegated Admin Privileges (GDAP) will be used. Microsoft Azure, M365 & D365 • Bytes will require GDAP to escalate incidents or service requests to Microsoft. • Customers must accept the GDAP request for Bytes to administer products using the required Azure AD role. • Minimum role: Service Support Administrator. • Conditional Access restrictions require review
Assumptions & Constraints	• The Customer will be available during call resolution based on severity; otherwise, severity may be lowered. • Recommended resolutions will be implemented according to Customer change control processes. • Bytes will provide support only for supported products; unsupported products are handled on a best endeavours basis and are outside SLAs. • Requests for ad hoc consulting must be submitted through the Service Request process. • Customer provides Level 1 triage and support before raising tickets with Bytes. • Hardware issues remain the Customer's responsibility.



Service Definition

For

EXPERT Technical Support for Microsoft M365 Cloud

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Service Scope

Service Variable	In Scope	Out of Scope
Vendor (s)	Microsoft	All other vendors
Supported Environments & Products	Microsoft 365 Dynamics 365 Lifecycle Services (LCS) • Dynamics 365 for Finance & Operations • Dynamics 365 for Retail • Dynamics 365 for Talent (if deployed through LCS) Dynamics 365 Power Platform Admin Centre (PPAC) • Dynamics 365 Customer Engagement • Dynamics 365 Business Central • Power Apps • Flow • Mixed Reality • AI	Physical infrastructure. Non-Microsoft Services and/or applications running on supported servers. Perpetual Software Licensing Support Subscription Software Licensing Support Third Party Marketplace offers Trial Software for online Services
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Environment Review	Bytes offer a specialist M365 Environment Review designed to help customers get the best performance, security, and long-term value from their M365 environment. The assessment aims to highlight any configuration or security gaps and outline future requirements to keep your tenant aligned with best practice and growth. This review will help identify and prioritise improvements, risks, and trade-offs for the solution and provides guidance and best practices to address them.

Tasks and Responsibilities

Activity	Bytes	Customer
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Service Desk Access	X	
User Training on Service Tooling	X	
Escalation Contacts & Key Stakeholders	X	X
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M365 Environment Review	X	

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	affecting the Customer and participate in the process where required. • Service Consumption: Consumption summary of all service elements.	
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M365 Environment Assessment	X	
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Medium	Light to Proactive	On request	On request	X	6 monthly	Reactive
Large	Proactive	X	X	X	Quarterly	Monthly
XL	Dedicated	X	X	X	Quarterly or Programme aligned	Weekly, quarterly

Incident Management SLAs

This Service Level Agreement (SLA) documentation defines the support and response times provided by Bytes for incidents and service requests. Our aim is to ensure prompt and efficient service, minimising disruptions and supporting business continuity.

The document outlines response and resolution times based on priority levels, with escalation to Microsoft Support where needed.

By setting clear expectations, we ensure transparency and timely resolution of incidents and requests, helping our customers maintain operational stability.

Support Incidents

Bytes will provide a response to an Incident within the periods of Operating Hours as set out in the table below and use reasonable endeavours in meeting Target Response Time.

The service desk may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable the service desk to provide continuous problem resolution efforts.

Priority Level	Priority Definition	Bytes Target Response Time	Bytes Target Resolution Time
Priority 1	Complete loss of business-critical systems	30 Minutes	4 Hours
	Critical business impact. Complete service failure or inaccessibility of critical functionality. No acceptable workaround available.		
Priority 2	Partial loss or degradation of a supported service.	1 Hour	8 Hours
	Serious business impact. Widespread degradation of a service or failure of functionality of critical system. No acceptable workaround available.		
Priority 3	Low Impact: business-critical systems unaffected, more than one user affected.	2 hours	24 Hours
	Partial/intermittent application degradation or loss of functionality. Typically impacting a subset of users. No direct impact on services availability. A workaround is available.		
Priority 4	Minimal impact to non-critical systems.	2 hours	48 Hours
	Application or personal procedure unusable. A workaround is available, or a repair is possible. Threshold breaches with no impact on service.		

Service Requests

Bytes will provide a response to a Service Request within the periods of Operating Hours as set out in and apply reasonable endeavours in meeting Target Response Time.

Priority Level	Priority Definition	Response Time SLA
All Service Requests	Standard Request	2 hours
	Standard service requests are for planned activity and will have no or limited business impact if they are not completed within accelerated timescales	
	An example would be: Advisory and /or Professional Services	

Escalation Contacts

Escalation Level	Name	Contact Details	Available Hours
1	Support Engineer	Assigned Support Engineer on Active Support Ticket	Support Hours
2	Support Team Lead	Assigned Support Team Lead on Active Support Ticket	Support Hours
3	Service Delivery Manager	Assigned Service Delivery Manager via email	Normal Business Hours

Hours of Support Service

Support Cycle	Service Desk Available	Operating Times
Normal Business Hours	Yes	Weekdays, excluding bank holidays, 0900 to 1730
After Hours (Weekdays)	Yes	Weekdays, excluding bank holidays, 1731 to 0859
Out of Hours (Weekends & Bank Holidays)	Yes	Anytime Weekends & Bank Holidays

Service Phases

Term	Description	Assumed Duration
Mobilisation Term	Service Initiation Meeting & Service Onboarding Environment Review	10 Days
Transition Term	Service setup and service desk access	0.5 days
Operation Term	Customer consumption of TAaC Days SLA Incidents Performance Delivery of Service Governance	During Service Term

Support Terms

Incident Resolution Management	Ticket resolution is defined as the rectification of an issue or service request. The severity level of a ticket may change during the resolution process. Where Bytes is unable to resolve a ticket directly and the ticket can be raised with a third party support vendor, Bytes will facilitate the escalation. A ticket will be deemed resolved when: - The Customer advises Bytes that the issue has been resolved. - Bytes receives no reply from the Customer following three attempts to contact them. - Appropriate answers to required questions have been provided.
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	• A workaround is the only viable solution until a hotfix or equivalent becomes available. All recommended resolutions will be implemented by the Customer in accordance with the Customer's change control processes.
Incident Management	Initial Response Time is measured from the submission of a Service Request or Incident via the Supplier's ITSM tool to the Supplier responding to the user. Upon ticket logging, the Supplier will: • Confirm receipt in line with service levels. • Begin triage. • Contact the Customer and, where possible, provide a time estimate for corrective or troubleshooting steps. • Determine and communicate the ticket's severity level. For reporting, SLA timers pause during the following statuses: • Escalated to Third Party/Vendor • Pending Customer Response • Force Majeure Event • Resolved
Escalation Management	Customers may initiate an escalation if they have followed the escalation process and are not satisfied with the level or timeliness of support, or if an issue presents tangible business impact or risk without sufficient progress. The support manager or the assigned Technical Services Success Manager will: • Coordinate communication and service improvement plans of action. • Provide updates to stakeholders. • Act as the Customer's advocate and a virtual member of the resolution team. Escalations must follow the defined escalation path, starting at the first level. Initial management contact should be made by telephone An escalation is considered closed when: • Agreed objectives are achieved. • A satisfactory monitoring period has passed without recurrence. • Agreement is reached to downgrade severity. • The Customer agrees the issue is resolved. • A mutually accountable decision confirms closure.
Vendor Escalation Management	Where Bytes cannot resolve a ticket directly and it is appropriate to raise it with Microsoft, Bytes will facilitate the escalation. Microsoft Support terms take precedence over Bytes' SLA once escalated, though Bytes retains case ownership. Refer to Microsoft Software Customer Support Terms online document for Response Times: https://azure.microsoft.com/en-gb/support/plans/response/ Bytes will: • Inform the Customer before escalating. • Explain the reasons and expectations associated with the escalation.

	Upon request, Bytes will work with Microsoft to provide Root Cause Analysis for post resolution investigations, subject to data availability. If a fix is not possible in the current technology version, Bytes may log a feature request with Microsoft where commercially viable. Some cases may require escalation to Microsoft's Product Group, which operates without SLA commitments and may require extended timelines. Bytes will monitor progress and provide updates. If customers have already raised tickets directly with Microsoft, they must open a new ticket via Bytes' Service Desk for Bytes to engage Microsoft.
Bytes Responsibilities	Bytes shall; • Provide skilled personnel to deliver the services detailed within this agreement. • Use reasonable endeavours to identify and resolve issues and maintain continuity of assigned personnel. • Provide a Service Desk and escalation facility for level 2 and 3 incidents and information requests. • Provide a Self Service Portal and email address for Customer IT staff to lodge and track incidents and requests. • Redirect out of scope incidents and requests. • Classify and prioritise incidents and manage them in line with agreed procedures. • Troubleshoot and diagnose in scope service components. • Advise customers to escalate issues outside Microsoft support scope (e.g., third party products) to the relevant vendor. • Maintain historical ticket records and provide reporting and trend analysis. • Review open incidents and track progress toward resolution. • Confirm ticket closure with the Customer. • Receive and action incidents and requests from nominated Customer representatives. • Action reviewed and approved service requests. • Track service requests through to closure.
Customer Responsibilities	The Customer shall; • Coordinate internal personnel and attend required meetings and calls. • Provide all necessary co-operation to Bytes. • Carry out Customer responsibilities in a timely manner. • Use Bytes' ITSM Toolset for incidents and service requests. • Provide Level 1 Service Desk support for in scope environments. • Maintain escalation contact lists. • Receive and action incidents and requests from end users. • Raise P1 Major Incidents via telephone in addition to standard channels. • Ensure approved representatives use the Service Desk portal to raise requests. • Be available during remote sessions where required. • Support service onboarding by providing relevant information. • Provide required access and information to enable Bytes to deliver the service.
Exclusions	Bytes Microsoft Support excludes: • Monitoring of hardware, software, or devices.

	• Configuration changes not supported by Microsoft. • Physical infrastructure. • Storage and network configuration or monitoring. • Desktop, network, and firewall support. • Hardware and software warranties. • Environmental impact or resolution for cases raised directly by the Customer with vendors. • Application development, upgrades, packaging, or support. • Products out of Vendor support (end of life). • Incidents caused by external factors, third party equipment/services, failure to follow instructions, or unsupported enhancements/customisations. • Coordination of Customer resources. • Engagement with third party application providers (information will be provided for the Customer to follow up).
Dependencies	Systems Access Customers must provide: • Access to systems required for delivery of support. • Access to personnel with knowledge of the environment for M365 any Environment review. Microsoft M365 & D365 • Bytes will require GDAP to escalate incidents or service requests to Microsoft. • Customers must accept the GDAP request for Bytes to administer products using the required Azure AD role. • Minimum role: Service Support Administrator. • Conditional Access restrictions require review
Assumptions & Constraints	• The Customer will be available during call resolution based on severity; otherwise, severity may be lowered. • Recommended resolutions will be implemented according to Customer change control processes. • Bytes will provide support only for supported products; unsupported products are handled on a best endeavours basis and are outside SLAs. • Requests for ad hoc consulting must be submitted through the Service Request process. • Customer provides Level 1 triage and support before raising tickets with Bytes. • Hardware issues remain the Customer's responsibility.



Service Definition

For

ENHANCED Technical Support for Microsoft Cloud

Date of Issue: 29/01/2026

Service Scope

Service Variable	In Scope	Out of Scope
Vendor (s)	Microsoft	All other vendors
Supported Environments & Products	Microsoft Azure Microsoft 365 Microsoft Online Services On Premise / Hybrid – Microsoft applications running on premises servers. Dynamics 365 Lifecycle Services (LCS) Dynamics 365 for Finance & Operations Dynamics 365 for Retail Dynamics 365 for Talent (if deployed through LCS) Dynamics 365 Power Platform Admin Centre (PPAC) Dynamics 365 Customer Engagement Dynamics 365 Business Central Power Apps Flow Mixed Reality AI	Physical infrastructure. Non-Microsoft Services and/or applications running on supported servers. Perpetual Software Licensing Support Subscription Software Licensing Support Third Party Marketplace offers Trial Software for online Services
Support Boundaries	Dynamics 365 & Power Platform (LCS & PPAC) support is limited to: Administration Configuration Integration Standard (Out of the box) functionality of Dynamics 365 and Power Platform environments.	Dynamics 365 & Power Platform (LCS & PPAC) support excludes the following: Customizations Unsupported extensions Custom code 3rd party integrations Application-level modifications

Mobilisation

The Microsoft Support team will work with the customer to complete the following.

Activity	Description
Service Desk Access	Creation of user accounts to allow contact with Bytes support team via phone, email or portal to discuss: • Service requests. • Incidents • Updates • Service reporting. • General questions
User Training on Service Tooling	Bytes will provide ongoing customer guidance and training documents to use the tooling provided to manage support tickets.
Escalation Contacts & Key Stakeholders	Customer will provide Bytes with a list of key escalation contacts required for ticketing, and monitoring escalation alerts.
Azure / M365 Tenant Access	To provide customers you with the best possible support, Bytes will require secure, time-limited access to customers Microsoft Azure and M365 environments. There are two main ways this can be done: GDAP or Azure Lighthouse .

Tasks and Responsibilities

Activity	Bytes	Customer
Service Desk Access	X	
User Training on Service Tooling	X	
Escalation Contacts & Key Stakeholders	X	X
Azure & M365 Tenant Access	X	X

Service Governance

Bytes deliver **reactive service governance** to ensure your service remains aligned with contracted objectives, meets agreed quality standards, and continues to deliver value. A designated **Technical Service Success Manager** is available for any service escalations from initiation through to closure.

Activity	Description	Service Hours
Service Performance Reporting	Service Performance Reports will be distributed monthly to agreed customer stakeholders. Bytes will provide: Performance Metrics: Response & resolution times, CSAT responses and feedback. Incident Summaries: Details on incidents resolved, escalated, or in progress.	Monthly
Service Governance	Designated Technical Services Success Manager to provide ongoing support for escalations.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Service Performance Reporting	X	
Service Governance	X	

Incident Management

Bytes support team works on a 24x7/365 shift pattern to provide support and coverage of a customer's in scope environments. The Bytes support team provides an ITSM tool as well as phone and email support to allow customers to contact the team.

Activity	Description	Service Hours
Telephone and Remote support for problem & fault management	Bytes will provide access to highly experienced support engineers for issue resolution and in-depth technical assistance. Includes priority handling and expedited resolution to troubleshoot faults via the following methods: -Telephone -Email -Portal -Remote connection via conference calling	24 x 7
IT Service Management - Non-Business Critical Faults	Bytes will provide authorised customer contacts access to the Service Desk Portal for faults deemed non-critical (outside of Priority 1 issues)	Normal Business Hours
IT Service Management - Business Critical Faults	24/7 support direct to the Bytes services desk via phone call prioritisation for Priority 1 issues.	24 x 7
Priority Escalation to Vendor for faults	Priority escalation to vendors.	24 x 7
Root Cause Analysis	Root cause analysis of Priority 1 incident following remediation of incident.	Normal Business Hours
Service Desk Portal Access	Bytes will provide and maintain access to the service desk providing visibility of all service-related tickets and SLAs.	24 x 7

Tasks and Responsibilities

Activity	Bytes	Customer
Telephone and Remote support for problem & fault management	X	
IT Service Management - Non-Business Critical Faults	X	
IT Service Management - Business Critical Faults	X	
Priority Escalation to Vendor for faults	X	
Root Cause Analysis	X	
Service Desk Portal Access	X	

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Dependencies	Systems Access Customers must provide: • Access to systems required for delivery of support. • Access to personnel with knowledge of the environment for Azure or M365 any Environment review. Microsoft Azure Lighthouse (Azure only) Azure Lighthouse provides secure delegated access using defined roles including Reader, Support Request Contributor, Managed Service Registration Assignment Delete, and (where necessary) Contributor via PIM elevation. Deployment requires Owner permissions on the relevant subscription or resource group. An onboarding pack with instructions and templates will be provided. If Azure Lighthouse cannot be established, Granular Delegated Admin Privileges (GDAP) will be used. Microsoft Azure, M365 & D365 • Bytes will require GDAP to escalate incidents or service requests to Microsoft. • Customers must accept the GDAP request for Bytes to administer products using the required Azure AD role. • Minimum role: Service Support Administrator.

	• Conditional Access restrictions require review
Assumptions & Constraints	• The Customer will be available during call resolution based on severity; otherwise, severity may be lowered. • Recommended resolutions will be implemented according to Customer change control processes. • Bytes will provide support only for supported products; unsupported products are handled on a best endeavours basis and are outside SLAs. • Requests for ad hoc consulting must be submitted through the Service Request process. • Customer provides Level 1 triage and support before raising tickets with Bytes. • Hardware issues remain the Customer's responsibility.