

Microsoft 365

Service Description

Version 2.0
September 2022

Contents

1. Introduction	3
2. Features and Benefits	4
3. Service Overview	4
4. Technical Description	4
4.1. Platform	4
4.2. Connectivity	4
4.3. Processing Locations	5
4.4. Encryption	5
5. Management Levels	5
6. Service Delivery	6
6.1. Solution Design	6
6.2. Onboarding	6
6.3. Offboarding	7
7. Service Management	8
7.1. Monitoring	8
7.2. Event Management	8
7.3. Reporting	8
7.4. Patching	9
7.5. Self-service	9
8. Roles & Responsibilities	9
9. Service Boundaries	10
10. Service Constraints	10
11. Pricing & Billing	11
12. Support	11
12.1. Incident Priority	11
12.2. Hours of Operation	12
13. Service Levels	12
13.1. Response	12
13.2. Availability	13
14. Appendices	14
14.1. Service Options	14
14.2. Professional Services	14

1. Introduction

Microsoft 365 is a suite of cloud-based services from Microsoft, designed to help meet your organisation's needs for robust security, reliability, and user productivity.

Microsoft 365 is available in a range of plans which allow you to combine the familiar Microsoft Office desktop suite with cloud-based versions of Microsoft's next-generation communications and collaboration services—including Microsoft Exchange Online, Microsoft SharePoint Online, Office for the web, and Microsoft Teams as well as Windows 11—to help users be productive from virtually anywhere through the Internet.

Microsoft 365 plans are grouped into three types:

- Microsoft 365 Enterprise plans:
 - Microsoft 365 E3
 - Microsoft 365 E5
 - Microsoft 365 F3
- Microsoft 365 Business plans:
 - Microsoft 365 Business Basic
 - Microsoft 365 Apps for business
 - Microsoft 365 Business Standard
 - Microsoft 365 Business Premium
- Office 365 plans:
 - Microsoft 365 Apps for enterprise
 - Office 365 E1
 - Office 365 E3
 - Office 365 E5

The access to services, features and applications you receive is dependent on which plan you subscribe to. You can subscribe to different plans to assign different services, features and applications to individual end-users.

In addition to the plans above, there are also a number of apps and services which have their own subscriptions such as Microsoft Viva Suite, Microsoft Project and Microsoft Visio.

Purchasing your Microsoft 365 plans from Telefónica Tech enhances the core Microsoft service with additional benefits such as a single point of contact for all support issues, best-practice advice from our Microsoft 365 experts, license optimisation recommendations, and regular communication to keep you informed of the latest updates to Microsoft 365, all at no additional charge.

This document describes the service which Telefónica Tech provides with Microsoft 365 plans, detailed service descriptions for Microsoft 365 and the services and features included are available on Microsoft's site at <https://docs.microsoft.com/en-us/office365/servicedescriptions/office-365-service-descriptions-technet-library>

2. Features and Benefits

Included with your Microsoft 365 license purchased from Telefónica Tech are the following features and benefits:

- Single point of contact for all support issues
- Best-practice advice from our Microsoft 365 experts
- License optimisation recommendations
- Regular communication to keep you informed of the latest updates to Microsoft 365

3. Service Overview

Microsoft 365 is a self-administered solution, you have full administration access to your Microsoft 365 tenant and are able to carry out all administration tasks directly within the Microsoft 365 Admin Center. If you experience any issues using the Microsoft 365 Admin Center which are a result of a bug or issue with the service then we will troubleshoot these with you and escalate to Microsoft on your behalf as required. If you require advice or guidance on how to achieve something within the Microsoft 365 Admin Center then our team of Microsoft 365 experts are available to you to offer best-practice advice and guidance.

Microsoft 365 licensing and plans are complex and ensuring that you are subscribing to the best value plans for your requirements requires regular review of your usage and the latest available plans. Our licensing specialists will work with you to provide licensing optimisation recommendations to make sure you're always utilising the most appropriate, best value plans for your usage.

4. Technical Description

4.1. Platform

The Microsoft 365 platform is provided, supported and maintained directly by Microsoft as part of your subscription.

4.2. Connectivity

In order to utilise the online services and features of Microsoft 365 your end-users must have internet connectivity.

Connectivity to the Microsoft 365 platform is not included as part of this service. Telefónica Tech can provide connectivity services if these are required. Please speak to your Account Manager for more information.

4.3. Processing Locations

Telefónica Tech's is able to provide Microsoft 365 services to customers located within the UK and Europe regions. For requirements outside of this please contact your Account Manager for more information.

Telefónica Tech's support and management services are provided from the UK.

4.4. Encryption

For details of encryption used by the Microsoft 365 platform please see <https://docs.microsoft.com/en-us/microsoft-365/compliance/encryption?view=o365-worldwide>

The support and management service does not provide the storage of any customer data outside of the Microsoft 365 platform.

5. Management Levels

Included with every Microsoft 365 plan from Telefónica Tech is our Essentials Management level. This provides an enhanced support and management service above the standard Microsoft offering at no additional cost.

Essentials	
Onboarding	
<i>New Tenants:</i> New tenant creation	Yes
<i>New Tenants:</i> Create administrative access account	Yes
<i>Existing Tenants:</i> Tenant migration facilitation	Yes
Subscription Management	
Access to Microsoft 365 subscription portal to view/amend subscriptions	Yes
Provide subscription advice	Yes
Add new subscriptions	Yes
Remove existing subscriptions*	Yes
Amend subscriptions*	Yes
Support	
Single point of contact for support for all Microsoft 365 queries	Yes
Microsoft 365 service issue support	Yes

Microsoft 365 administrative advice	Yes
Escalation to Microsoft where required	Yes
Monitoring	
Microsoft 365 platform availability monitoring	Yes
Optimisation	
Microsoft 365 quarterly optimisation review with Customer Success Manager	Yes
Regular updates on Microsoft 365 changes	Yes
Reporting	
Microsoft 365 License Analysis	Yes [#]
Microsoft 365 User Analysis	Yes [#]
Microsoft 365 Security Roles	Yes [#]
Microsoft 365 App Usage	Yes [#]
Microsoft 365 Group Utilisation	Yes [#]

* Where permitted by your Microsoft 365 subscription

Configured on request, requires Power BI subscription & tenant user account

6. Service Delivery

6.1. Solution Design

In order to ensure you get the maximum value from Microsoft 365 it is essential that your requirements are fully understood and an Microsoft 365 plan solution is designed which meets your specific needs.

Microsoft 365 offers a range of different plans, with a complex mix of features and options, our Solution Architects and Licensing Specialists can discuss your needs and, through their extensive knowledge and experience, design an Microsoft 365 plan solution which utilises the various Microsoft 365 plan types and options to deliver a best-value solution.

6.2. Onboarding

Once your Microsoft 365 plan solution has been determined and you are ready to proceed your onboarding journey will depend on whether you're an existing Microsoft 365 subscriber or new to Microsoft 365.

New to Microsoft 365

For customers who are new to Microsoft 365 we will first register you on our online Microsoft 365 portal, this will allow you to review the terms and conditions that are specific to Microsoft 365 and to provide your acceptance of them. Once the terms are accepted we will then capture some additional details for you such as administrative and user details. We will then create a new tenant. A Microsoft 365 tenant is the set of services assigned to your organisation. Typically, this tenant is associated with one or more of your public DNS domain names and acts as a central and isolated container for different subscriptions and the licenses within them that you assign to user accounts.

Once your tenant is setup we then create administrative accounts and provide these details to you and add plan subscriptions to your tenant ready for you to assign these to your users.

Existing Microsoft 365 subscribers

The first step in providing services to you as an existing Microsoft 365 customer is to register you on our online Microsoft 365 portal, this will allow you to review the terms and conditions that are specific to Microsoft 365 and to provide your acceptance of them – unfortunately acceptance of terms is not transferrable between different providers so this step must be carried out to proceed.

As you are already using Microsoft 365 services you will already have a Microsoft 365 tenant and we will need to create a reseller relationship link with Telefónica Tech so that we can provide you with your services. Setting up a reseller relationship link is a simple process and will not impact any existing reseller relationship links you already have. Once we've received some initial details from you regarding your tenant we will initiate the reseller relationship request – your administrative contact in your existing tenant will receive this and simply needs to confirm it.

Once your reseller relationship link has been established we will add your plan subscriptions as per the Microsoft 365 plan solution which you have purchased, if you are not changing your plan types these will be auto-assigned to your users, if you are changing the plan type you will need to manually assign to your users as required, we are able to provide guidance if needed. You will then need to request the suspension of your previous subscriptions with your previous provider to avoid duplicate billing – we advise you to confirm the cancellation terms with your previous supplier.

All customers

Once your tenant has been setup/a new reseller relationship link has been established we will provide you with a Microsoft 365 Welcome Pack. This pack contains important information about how to manage your Microsoft 365 account with Telefónica Tech. We will also arrange for a welcome call from our Microsoft Customer Success Manager who will introduce you to the features of our Microsoft 365 portal as well as answer any questions you may have.

6.3. Offboarding

The offboarding process from Microsoft 365 depends on whether you are completely ceasing all Microsoft 365 services or if you're moving to another provider. Please contact

your Customer Success Manager or Account Manager if you are considering ceasing Microsoft 365 so that we can discuss your options in-line with your Microsoft 365 subscription commitment.

7. Service Management

7.1. Monitoring

As part of the service, Telefónica Tech monitor the availability of the Microsoft 365 platform and will raise tickets to Microsoft for any issues that are alerted. We also monitor physical and virtual resources and network connectivity to ensure all critical services and processes, such as the Telefónica Tech self-service portal are available.

Our Technical Support teams will be responsible for the calibration of monitoring tools to ensure thresholds are set effectively, and all relevant devices, metrics and processes are being actively monitored to ensure performance degradation, process or hardware failures or trending that may illustrate a failure is identified and investigated at the earliest opportunity.

7.2. Event Management

Where any monitored processes change to an unexpected state, or where any monitored platform metrics fall outside of configured thresholds, this will log an alert to the Level 2 support function to investigate and remediate.

It is important to note that Microsoft is ultimately responsible for the resolution of any issues with the Microsoft 365 platform.

7.3. Reporting

We can make available a suite of reports for your Microsoft 365 tenant via Power BI. Please note that this will require a Power BI license on your tenant and a separate user account configured to access the data for the reporting. Our Customer Success Managers can discuss this with you in more detail.

Microsoft 365 License Analysis

The Microsoft 365 License Analysis report allows you to review your total license spend, identify any unassigned licenses and track license usage.

Microsoft 365 User Analysis

The Microsoft 365 User Analysis report allows you to review your license spend per user and identify any inactive user licenses.

Microsoft 365 Security Roles

View details of user accounts with administration access rights.

Microsoft 365 App Usage

This report provides details of Microsoft 365 app adoption and usage as well as user access methods (Windows PC, Mac, Mobile or Web).

Microsoft 365 Group Utilisation

This report allows you to identify Microsoft 365 groups, their internal and external member count and Exchange and SharePoint data metrics for each group.

7.4. Patching

The Microsoft 365 platform is maintained by Microsoft. There is no patching element to our service.

7.5. Self-service

As a subscriber to Microsoft 365 you will receive access to the Microsoft 365 Admin Center, this is a self-service portal provided directly by Microsoft to allow you to carry out routine administration tasks across the Microsoft 365 platform such as configuring settings, adding users, assigning licenses, etc.

In addition, you will receive access to Telefónica Tech's self-service portal, "Connect". Connect allows you to review your Microsoft 365 subscriptions, purchase new plans and licenses and cease plans and licenses which are no longer required (subject to contract).

Full details of how to access these portals will be provided as part of the service onboarding process.

8. Roles & Responsibilities

	Responsible
Scoping and Ordering	
Online ordering portal for Microsoft 365 and associated services.	Telefónica Tech
Scoping and design of Microsoft 365 and associated services.	Customer
Deployment	
Deployment of Microsoft 365 tenant and associated services.	Telefónica Tech
Creation of administrative access user	Telefónica Tech
For existing tenants, provide reseller relationship link guidance	Telefónica Tech
For existing tenants, confirm reseller relationship link	Customer
License / Plan Administration	
Add new subscriptions	Customer

Remove / amend subscriptions (subject to contract)	Customer
Provide subscription advice (best fit plan, etc.)	Telefónica Tech
Ongoing Operational Support	
Ongoing administration and management of Microsoft 365 environment	Customer
Assistance with the diagnosis and resolution of questions related to how-to scenarios, and any issue which has a publicly documented solution available from Microsoft	Telefónica Tech
Escalation to Microsoft of issues that can only be resolved by Microsoft, such as bugs, undocumented scenarios, service impacting events, and service configurations	Telefónica Tech
License optimisation review and reporting	Telefónica Tech
End-user support, guidance, and training	Customer
Security configuration of Microsoft 365	Customer
Backup of any configuration, data and documents held within Microsoft 365	Customer
Service Management	
Setup of service management system (ITSM) accounts to enable the communications of service incidents between Telefónica Tech and the customer.	Telefónica Tech
Storing and reporting of service management case information	Telefónica Tech

9. Service Boundaries

The following section outlines features that are not included within the scope of Microsoft 365.

- Costs for products and services not specified in the customer order form or proposal.
- Interactions with systems outside of the scope of the Microsoft 365 service.
- On-going configuration and administration of the Microsoft 365 tenant.
- Consulting services other than those delivered as part of the customer onboarding to the Microsoft 365 service.
- Formal training.
- End-user support, including any support for the usage of the Microsoft 365 apps.
- Obligation to provide a function or feature not already present or pre-identified.

10. Service Constraints

Telefónica Tech will provide support and guidance for the administration of your Microsoft 365 environment, however we are not able to make changes on your behalf.

11. Pricing & Billing

Pricing of Microsoft 365 is based upon your licensing / plan selection plus the Management Level charge as per below:

Management Level charges	
Essentials	No additional charge

Billing for Microsoft 365 usage is in advance based on the number of licenses / plans you are consuming at the end of each calendar month. Any changes in-month are added to the following month's bill on a pro-rata basis.

12. Support

12.1. Incident Priority

Where an Incident has been detected by or reported to us, an operative will assign a level of priority for remedial action according to the categories described below:

PRIORITY TABLE	
PRIORITY	DESCRIPTION / EXAMPLES
1. Business Critical Impact	A company-wide inability to access a Mission Critical Service or Business Critical Service or all Users at a Primary Site cannot access a Mission Critical or Business Critical Service A security incident suspected to involve unauthorised access to data or ICT Services A Primary Site down Any aggregation of three or more Sites, of any size/type, where each Site has a loss of service A response to a Priority 1 will be by email and telephone
2. Major Operational Impact	A company-wide performance degradation of a Mission Critical or Business Critical service for all Users at a Primary Site. This performance degradation can be managed in the short term, but if left unresolved for a prolonged period, there is likely to be a severe loss of service to the Company A company-wide inability to access a Business Important Service or Operationally Important Service A Remote Site is down Any device that provides a unique public-facing function being unavailable

	A partial outage at a Primary Site (loss of connectivity to a subset of Users) A security incident that is not suspected to involve unauthorised access to data or ICT Services A response to a Priority 2 will be by email and telephone
3. Minor Operational Impact	A company-wide performance degradation of a Business Important or Operationally Important service. This performance degradation can be managed in the short term, but if left unresolved for a prolonged period, there is likely to be a loss of service to The Company Any other Incident not captured in this table that affects more than 10 Users or more than 10 staff members A partial outage at a Remote Site (loss of connectivity to a subset of Users) An Incident, impacting a single User, where no viable workaround is available A response to a Priority 3 will be by email and/or telephone (according to the nature of the reported Priority 3 Incident)
4. Minor Operational Inconvenience	Any other incident not captured in this table A response to a Priority 4 will be by email

12.2. Hours of Operation

Our standard hours of operation are as follows:

CONTACT	SERVICE HOURS
Telefónica Tech Service Operating Hours	8am-6pm Mon-Fri (excluding UK Bank Holidays)
Telefónica Tech Out of Hours (P1 only*)	24x7x365
P2, P3, P4 Incident Management	8am-6pm Mon-Fri (Excluding UK Bank Holidays)
Problem Management	8am-6pm Mon-Fri (Excluding UK Bank Holidays)
Change Management (Engagement)	8am-6pm Mon-Fri (Excluding UK Bank Holidays)

13. Service Levels

13.1. Response

PRIORITY	RESPONSE TIME	RESOLUTION TIME	MEASUREMENT METHOD FOR RESPONSE	MEASUREMENT METHOD FOR RESOLUTION
Priority (1)	Within 30 Minutes	4 Service Hours	Automatic email message when P1 is logged, followed by call escalating issue with proposed resolution	Elapsed time between Incident/Service Request Saved and Incident/Service Request Resolved (recorded as such within IT Service Management Tool) within Service Hours
Priority (2)	Within 1 Hour	8 Service Hours	P2: Email Automatic confirmation	
Priority (3)	Within 2 Hours	16 Service Hours	P3-P4: email confirmation	
Priority (4)	Within 1 Business Day	5 Business Days	Both when the Incident or Service Request is first saved on the IT Service Management Tool	

13.2. Availability

Microsoft provide a number of SLAs for the Microsoft 365 service. Details of these along with any relevant service credits can be found at

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

Service Credits are your sole and exclusive remedy for any performance or availability issues for any online Microsoft service. You may not unilaterally offset your Applicable Monthly Service Fees for any performance or availability issues.

Service Credits apply only to fees paid for the particular service, service resource, or service tier for which a service level has not been met. The Service Credits awarded in any billing month will not, under any circumstance, exceed your monthly service fees in the billing month.

Where you have purchased a Microsoft service from Telefónica Tech, you will receive a service credit directly from us. You cannot also claim a service credit from Microsoft.

In order for us to consider a claim, you must submit the claim to Telefónica Tech including all information necessary for us to validate the claim, including but not limited to: (i) a detailed description of the incident; (ii) information regarding the time and duration of the downtime; (iii) the number and location(s) of affected users (if applicable); and (iv) descriptions of your attempts to resolve the incident at the time of occurrence.

All claims related to Microsoft 365, must be received by one week before the end of the calendar month following the month in which the incident that is the subject of the claim occurred. For example, if the Incident occurred on February 15th, we must receive the claim and all required information by March 24th.

14. Appendices

14.1. Service Options

Microsoft 365 does not include any data backup as standard. We strongly recommend that you utilise a backup solution for any data held within Microsoft 365 such as emails, SharePoint document libraries, etc. Telefónica Tech can offer Office 365 Backup as a Service to solve this. Please speak to your Account Manager for pricing and more information.

14.2. Professional Services

Telefónica Tech can provide a number of additional Professional Services to help you with your Microsoft 365 environment. These include Microsoft 365 security assessments to ensure your configuration is in-line with Microsoft's and industry security best-practice recommendations, Microsoft 365 consultancy to assess your Microsoft 365 requirements and design solutions to these, and access to Microsoft 365 Consultants and Engineers to assist you on an ad-hoc basis with any of your Microsoft 365 requirements. To discuss any of these services please contact your Account Manager.



tech.telefonica.com