



Microsoft CSP Cloud Support Services Guide

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Service Overview

Welcome to Get Tech's Microsoft Cloud Product Support Services

Get Tech delivers scalable, post-sales IT Support Services based on the support tier selected by the customer. Our support services are tailored to your business needs through four flexible plans: **Basic**, **Standard**, **Premium**, **Critical**, and **Elite**. for Microsoft CSP cloud service tenants and subscriptions purchased through and linked to Get Tech. Depending on the selected support level, our services include cloud services help desk support and escalation management through to resolution, as outlined in this document.

Our support model focuses on **Break/Fix** incident resolution for Microsoft CSP products, with optional coverage of On-premise and Enterprise Agreement (EA) environments —helping troubleshoot specific problems, error messages, or functionality issues that aren't working as expected.

All support cases under these plans are handled by our **Cloud Support Team**, a dedicated group of Microsoft-certified engineers equipped to deliver expert assistance based on the chosen support level.

The support services described herein refer to the Microsoft Cloud Product Support Services provided by Get Tech ("Support Services") for commercial organizations, as defined in this document.

Please note that the following are not included under our standard Support Services: perpetual or on-premises CSP software licenses; issues related to software running on operating systems, virtual environments, or local machines. Additionally, the following items are excluded from this service and may be offered under a separate statement of work (SOW): custom help desk procedures, white-labeled services, proactive managed services, third-party appliances or applications, migrations, local infrastructure support, upgrades, updates, rollouts, custom code development, API development, root cause analysis, forensic investigations, architectural design, training, and consulting.

Out-of-scope services may be available through our Professional Services or Managed Services offerings. Please contact your Get Tech representative for more information or to discuss a tailored solution.



The Customer must grant Get Tech the required access to their affected Microsoft environment to ensure service delivery. This includes accepting the GDAP relationship, assigning minimum roles (Global Reader, Service Support

Administrator, Directory Reader), and excluding Get Tech management domains from Conditional Access Policies. Failure to provide or maintain this access Get Tech will be unable to provide support.

Description of Service

Get Tech will deliver the Cloud Product Support Services based upon the level of support selected by Customer. The support options are:

Business Free

Included by default for all customers, this free support plan provides limited technical and licensing assistance during business hours only. It supports Low priority issues via email and support portal, with no formal SLA—service is offered on a best effort basis. Only basic Microsoft 365 and licensing topics are covered.

Business Consumption

This pay-per-ticket support model is ideal for small businesses or customers who require assistance only occasionally. There is no monthly commitment—support is provided on a **per-incident basis**, making it a flexible and cost-effective option for environments with low support needs. Covers basic Microsoft 365 and Azure support topics during business hours.

Business Basic

Designed for smaller organizations with up to 50 users, this plan provides support for Low and Normal priority tickets during business hours. Access is available via email and portal. SLA-backed response times are provided for standard Tier 1 Microsoft 365 services (e.g., Exchange Online, Teams, SharePoint) and basic Azure services. No after-hours or critical issue support is included.

Business Standard

A comprehensive support plan for growing organizations. Covers all priority levels during business hours, with SLA-based handling for Tier 1 and Tier 2 Microsoft 365 workloads and shared Azure infrastructure. Unlimited support tickets via portal and email. This plan is ideal for customers with a more mature Microsoft 365 setup but without 24/7 operational needs.

Business Premium

Targeted at organizations with high availability and security requirements. Includes optional premium SLA response times and covers both Tier 2 M365 services and more complex Azure workloads. Offers full priority ticket handling (including High and Critical), and support for proactive monitoring, escalations, and security incident advisory.

Business Critical

Targeted at organizations with high availability and security requirements with 24/7 support with optional premium SLA response times. It covers both Tier 2 M365 services and more complex Azure workloads. Offers full priority ticket handling (including High and Critical), and support for proactive monitoring, escalations, and security incident advisory.

Business Elite (Custom)

A fully tailored enterprise-grade support plan. Includes 24/7 support, dedicated contact persons, and custom SLAs aligned to the customer's specific business and technical needs. Covers the full Microsoft cloud stack including M365, Azure, security, compliance, and governance topics. Designed for customers operating mission-critical environments with specific compliance, escalation, or operational requirements.

Comparison of Support Service Plans

Provides a side-by-side overview of the available support plans, their scope, access methods, priorities handled, and SLA coverage.

	☰ Plan Name	☰ Time	☰ Contract term	☰ Included Working hours	☰ Included tickets
1	Business Consumption	8/5	annual	2h included per ticket	n. a.
2	Business Free	8/5	n. a.	1h included for licensing	n. a.
3	Business Basic	8/5	annual	2h included	2
4	Business Standard	8/5	annual	4h included	4
5	Business Premium	8/5	annual or triennial	8h included	8
6	Business Critical	24/7	annual or triennial	8h included	8
7	Business Elit	24/7	annual or triennial	16h included	10

Business Hours Support Offerings

Covers support plans available during standard business hours, ideal for small to mid-sized organizations with non-critical operations.

	☰ Name	☰ Free	☰ Consumption	☰ Basic	☰ Standard	☰ Premium
1	Channels	<ul style="list-style-type: none"> Email Portal 	<ul style="list-style-type: none"> Email Portal 	<ul style="list-style-type: none"> Email Portal 	<ul style="list-style-type: none"> Email Portal Teams Chat 	<ul style="list-style-type: none"> Email Portal Teams Chat, Call Phone
2	Time Scope	Business Hours (8/5)	Business Hours (8/5)	Business Hours (8/5)	Business Hours (8/5)	Business Hours 8/5
3	Time Zone	Central European	Central European	Central European	Central European	Central European
4	Language	Hungarian, English	Hungarian, English	Hungarian, English	Hungarian, English	Hungarian, English, German (coming soon)
5	Allowed Priority	Low	Low, Normal	Low, Normal	Low, Normal, High	Low, Normal, High, Critical
6	IRT SLA	Best effort	8h, 4h	8h, 4h	8h, 4h, 2h	8h, 4h, 2h, 1h
7	SLA		Standard SLA	Standard SLA	Standard SLA or Premium SLA	Standard or Premium SLA

8	Ticket limit	1 / month	unlimited	unlimited 2 / month included	unlimited 4 / month included	unlimited 6 / month included
9	M365 Services	n.a	Tier 1	Tier 1	Tier 2	Tier 2 or 3
10	M365 Limit	n.a	<50 user	<50 user	<100 user	<100 user
11	Azure Services	n.a	Basic	Basic	Standard	Advanced
12	Azure Limit	n.a	<2000 € / month	<1000 € / month	<2000 € / month	<5000 € / month
13	Delivery Manager	Shared	Shared	Shared	Shared	Dedicated

24/7 Critical Support Offerings

Dedicated support solutions for customers with high availability needs, including continuous monitoring, rapid incident response, and escalations

	☰ Name	☰ Critical	☰ Elite (Custom)
1	Channels	<ul style="list-style-type: none"> Email Portal Teams Chat, Call Phone 	<ul style="list-style-type: none"> Email Portal Teams Chat, Call Phone
2	Time Scope	All 24/7	All 24/7
3	Time Zone	Central European	Central European or Multi zone
4	Language	Hungarian, English, German (coming soon)	Hungarian, English, German (coming soon)
5	Allowed Priority	Low, Normal, High, Critical	Low, Normal, High, Critical
6	IRT SLA	8h, 4h, 2h, 1h	8h, 4h, 2h, 1h, 30m
7	SLA	Standard or Premium SLA	Standard or Premium SLA, unique
8	Ticket limit	unlimited 8 / month included	unlimited 10+ / month included
9	M365 Services	Tier 2 or 3	Tier 3
10	M365 Limit	unlimited	unlimited
11	Azure Services	Advanced	Advanced

12	Azure Limit	unlimited	unlimited
13	Account Manager	Dedicated	Dedicated

Scope of Service

Cloud Support Services scope includes Post-Sales Support for Break/Fix Incidents only. Technical Support provides troubleshooting for a specific problem, error message, or functionality that isn't working as expected.

In scope are:

- All Cloud Microsoft products that are available as part of the CSP (Cloud Service Provider) and EA (Enterprise Agreement) licensing and are eligible of assistance according to Microsoft



Support may also include **Microsoft On-premises products**, provided that:

- The product is still under **Microsoft's official support lifecycle** (Mainstream or Extended Support). [Lifecycle](#)
- The customer has an active support plan that explicitly includes **on-premises support** or has purchased an **Additional On-premises add-on**

To request a scoping consultation for **Additional Support** or **Professional Services**, please contact:

 sales@gettech.io

Data Protection Team – Out of Scope Scenarios

Scenario 1: Inaccessible Tenant due to Conditional Access Policy

In alignment with Microsoft's strict security policies, only the Microsoft **Data Protection Team** is authorized to handle tenant access issues caused by Conditional Access settings. These cases require direct interaction between Microsoft and the **Global Administrators (GAs)** listed on the tenant.

Microsoft does **not** allow any partner – including Get Tech – to intervene in this process, even with authorization from the tenant's Global Administrator. Therefore, in such cases, Get Tech is unable to provide support, and we recommend contacting Microsoft Support directly.

You can find the correct Microsoft support number for your region at the following official site:

[Global Customer Service phone numbers - Microsoft Support](#)



This is out of scope for the Get Tech Support team.

Scenario 2: Domain Takeover or Domain Removal from Another Tenant

If a domain must be removed from a tenant **not managed by Get Tech**, the customer must contact Microsoft Support directly and request to open a case. Microsoft will then coordinate with the tenant from which the domain needs to be removed.

As per Microsoft's policies, only the Data Protection Team is permitted to manage such operations. These must be initiated and executed exclusively with the tenant's Global Administrators, and **partners cannot participate**, regardless of their level of authorization.



Get Tech cannot engage in this process; contact Microsoft directly via the official support page listed above.

Scenario 3: Forgotten Password – No Other Global Administrator

If a Global Administrator forgets their password and there is **no other Global Administrator available** in the tenant, this scenario falls **outside** the scope of Get Tech Support services.

 Please contact Microsoft Support for assistance.

Scenario 4: Lost MFA Device – No Other Global Administrator

If the Global Administrator loses access to the device used for MFA and **no other Global Administrator exists in the tenant**, Get Tech cannot assist due to Microsoft's policies.

 Again, these cases require escalation to Microsoft directly.

 **Prevention Tip:** To avoid being locked out of your tenant in such scenarios, we strongly recommend implementing a **Break Glass emergency access account** as per Microsoft's best practices.

This account should be excluded from Conditional Access policies and protected with strong authentication.

Learn more: [Security guidance for emergency access accounts](#)

Microsoft Data Protection Team Policy

Microsoft's Data Protection Team operates under dedicated security protocols, validated by both CELA and Microsoft product teams. These protocols:

- Are **exclusive to the Data Protection Team**
- Use **internal tenant information** to verify ownership
- Cannot involve **any partner**, including those authorized by the customer

These strict confidentiality standards exist to protect sensitive data and ensure that only legitimate Global Administrators may act in critical access situations.

Summary of Support Services Scope

	☰ Request Type	☰ Product Type	☰ Support Scope	☰ Eligibility
1	Break & Fix Support Request (B/F)	Cloud Environments: Microsoft 365, Microsoft Entra, Azure, Microsoft Fabric, Power BI - SaaS	Troubleshooting as per the default behavior	All support plans are eligible; restrictions may apply based on tiers
2	Break & Fix Support Request (B/F)	Cloud Environments: Azure - IaaS, PaaS	Troubleshooting as per the default behavior	All support plans are eligible; restrictions may apply based on tiers

3	Break & Fix Support Request (B/F)	Hybrid Environments	Troubleshooting as per the default behavior	Basic, Standard plan limited to Cloud Premium and above plan In-scope with On-Premises Add-on Purchase
4	Break & Fix Support Request (B/F)	On-Premises Technologies	Troubleshooting as per the default behavior	Basic, Standard plan limited to Cloud Premium and above plan eligible with On-Premises Add-on Purchase
5	Break & Fix Support Request (B/F)	Open Source	Troubleshooting on Azure platform and services	All support plans are eligible; restrictions may apply based on tiers
6	Break & Fix Support Request (B/F)	Non Microsoft technologies	Troubleshooting as per Azure product features' default behavior	All support plans are eligible; restrictions may apply based on tiers
7	Break & Fix Support Request (B/F)	3rd party services in Marketplace/App Source	Troubleshooting on integration and services	All support plans are eligible; restrictions may apply based on tiers
8	Break & Fix Support Request (B/F)	Azure Local	Troubleshooting on Azure platform and services	All support plans are eligible; restrictions may apply based on tiers
9	Break & Fix Support Request (B/F)	Dynamics 365	Out-of-Scope	
10	How-to Support Request	Product Functionality	General guidance & documentation	All support plans are eligible; restrictions may apply based on tiers
11	How-to Support Request	Initial Configuration & Deployment	General guidance & documentation	All support plans are eligible; restrictions may apply based on tiers
12	How-to Support Request	Migration	General guidance & documentation	All support plans are eligible; restrictions may apply based on tiers
13	How-to Support Request	Third-party Integration	General guidance & documentation	All support plans are eligible; restrictions may apply based on tiers
14	How-to Support Request	Customer's Tenant Security	General guidance & documentation	All support plans are eligible; restrictions may apply based on tiers

15	Root Cause Analysis Request	Cloud environments, Hybrid environments, On-Premises technologies	For Break/Fix ticket only	Basic, Standard plans are not eligible Premium and above plan eligible with RCA Add-on Purchase
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(Break/Fix) Cloud Environments: Microsoft 365, Microsoft Entra, Azure, Microsoft Fabric, Power BI - SaaS

In-Scope terms

- Troubleshooting Microsoft Cloud Components, Microsoft Services released to General Availability.

Out-of-Scope terms

- Tenant Locked due to conditional access policies
- Domain takeover/Remove domain from unmanaged tenant (Tenant not managed by Get Tech)
- Private or Public preview of Cloud Services
- Architectural support
- Step by step migration to Cloud
- Custom scripts creation or support of it product design: Customization other than the default behavior
- Step by step configuration & installation
- Implementation and deployment of service
- Migration in any way (Cloud to On-premise or Cloud to Cloud)
- Anything not stated explicitly in scope

(Break/Fix) Cloud Environments: Azure - IaaS, PaaS

In-Scope terms

- We provide support for all Azure services which are onboarded into our support services, including break fixes and troubleshooting.

Out-of-Scope terms

- Configuring, migrating roles & features on Azure VM
- Troubleshooting roles & features on Azure VM
- Architectural support
- Step by step migration to Cloud
- Custom scripts creation and support
- Step by step configuration
- Installation, implementation, deployment
- Migration in any way (Cloud to On-premise or Cloud to Cloud)
- Application-level troubleshooting inside the VM (e.g., Excel Pivot Table, Database related issue in Access)
- Any customization other than the default behaviour, product design
- Operating System upgrade on Azure VM
- Troubleshooting issues related to Operating System, Group Policies, registries
- Activating Windows on custom images
- Third-party configuration and integration

- Third-party Operating System (OS) Support on Azure VM
- Custom Application, Custom API, and code issue
- Open the port 25

(Break/Fix) Hybrid Environments

Scope details:

- For Basic and Standard plan, In-scope is limited to Cloud component only.
- On-premises part is In-scope with On-premises Add-on purchase (Premium and above only).

In-Scope terms

- Troubleshooting Microsoft Cloud Components, and On-premises Microsoft Technologies as per standard configuration required on both environments
- The first analysis will be run to verify the correct standard configuration and the Cloud environment stability. When the first troubleshooting confirms that the issue sits on the On-prem environment, the support request would progress only if the Customer had purchased the On-premises Add-on.

See the 2 scenarios below as example:

Scenario 1: Customers are trying to install Microsoft Entra Connect. Support team will help in troubleshooting at attributes level of the users, groups or AD Objects and it's going to be under the Cloud Support scope. Anything troubleshooting required at AD or O/S level it would be considered as On-premises.

Scenario 2: Hybrid migration or Hybrid mail flow or error while running HCW. In this case Support team will troubleshoot checking all pre-requisites and guide through the correct setup process. Any issues related to Exchange server, corrupt On-premises mailbox database, renewal of certificates, O/S related issues are considered On-premises.

Out-of-Scope Scenarios

- Configuring, migrating roles & features on Azure VM
- Troubleshooting roles & features on Azure VM
- Architectural support
- Step by step migration to Cloud
- Custom scripts creation and support
- Step by step configuration
- Installation, implementation, deployment
- Migration in any way (Cloud to On-premise or Cloud to Cloud)
- Application-level troubleshooting inside the VM (e.g., Excel Pivot Table, Database related issue in Access)
- Any customization other than the default behaviour, product design
- Operating System upgrade on Azure VM
- Troubleshooting issues related to Operating System, Group Policies, registries
- Activating Windows on custom images
- Third-party configuration and integration
- Third-party Operating System (OS) Support on Azure VM
- Custom Application, Custom API, and code issue
- Open the port 25

(Break/Fix) On-Premises Technologies

Scope details:

- For Basic and Standard plan, In-scope is limited to Cloud component only.
- On-premises part is In-scope with On-premises Add-on purchase (Premium and above only).

Support for on-premises technologies is limited to **Microsoft products** that are currently within Microsoft's **Support Lifecycle Policy**.

You can verify the support status of Microsoft products and their respective versions via the official Microsoft product lifecycle page:

<https://learn.microsoft.com/en-us/lifecycle/products/>

Customers should refer to the “**Extended End Date**” column to determine if a given product/version is still supported.

Get Tech supports **on-premises Microsoft technologies** that are **hosted on Microsoft Cloud platforms** (such as Microsoft 365, Azure), provided that the corresponding active support plan has been provisioned by Get Tech.

In-Scope terms

- Troubleshooting supported Microsoft **non-cloud** products that are still under Microsoft Lifecycle Support
- as above mentioned.
- On-premises Microsoft technologies that are integrated with Microsoft 365 or Azure.
 - [Microsoft 365 integration with on-premises environments](#)
 - Azure architecture scenarios involving on-premises technologies

Out-of-Scope terms

- Hardware-related issues (e.g., disk failures, power supply problems)
- On-premises network infrastructure support
- Any **onsite** support (Get Tech support is strictly provided remotely)
- Any issue not explicitly listed as in-scope above

(Break/Fix) Open Source

In-Scope terms

Our Support team/Microsoft will be able to assist issues related to Azure platform or services. The primary responsibility will be with the Customer. Get Tech Support team and Microsoft Team may be able to offer guidance for issues within Linux or any other Open source, however at later stage may refer to the Third-party Supplier/Vendor. The Vendor/Supplier may have to be engaged by the Customer to troubleshoot specific system-related problems.

Example: Customer is trying to create an Ubuntu VM. Got deployment failure while creating VM via Azure Marketplace. In this case he can report an issue. Support team will assist the Customer resolving any issues or limitations from Azure side.

Out-of-Scope terms

- Application development
- Troubleshooting custom applications
- Custom code
- System upgrade
- Architectural migration
- Configuring, migrating roles & features
- Troubleshooting roles & features
- Architectural support
- Step by step migration to Cloud
- Custom scripts creation and support
- Step by step configuration

- Installation, implementation, deployment
- Migration in any way (Cloud to On-premises or Cloud to Cloud)
- Application-level troubleshooting inside the VM
- Anything not stated explicitly in scope

(Break/Fix) Azure Local (Azure Stack)

In-Scope terms

Troubleshooting is limited to Azure Cloud Components. On-premises products support may be covered under on-premises add-on. For third party devices being used support is available with the OEM.

Azure Cloud Components Covered for Support

Azure Local Components Covered under On-Premises Support

Example1: Customer reported an issue with Data Movement to Azure Storage using Azure Site Recovery (ASR) however facing issues. In this case as Azure Storage and ASR both services are related to Azure cloud, Microsoft would be providing Support for this issue.

Example 2: Customer reported an issue as unable to upgrade the firmware of one of the On-premises Switch. In this case Customer would be advised to contact their OEM for Support as in this case Microsoft would not be able to provide Support.

Out-of-Scope terms

- Issue with deployment, patch and update Hardware (including field replaceable units), and any Hardware-branded Software (like Software running on the Hardware Lifecycle host).
- **Support for Third-Party Devices:** When using certified third-party hardware for Azure Stack deployments, it's crucial to consider the hardware provider's support policies. The hardware components provided by these **vendors typically come with their own warranties and support plans**. These plans might extend beyond Microsoft's support lifecycle for Azure Stack itself. Organizations should work closely with their hardware vendors to understand the support duration, terms, and conditions for the third-party hardware they have deployed.
- Anything not stated explicitly in scope

(Break/Fix) Azure Developers Tools

In-Scope terms

Troubleshooting assistance on Developer Tools would be limited on the Cloud side only, e.g., in case there is any issue with CI/CD pipeline, and troubleshooting is required to be done on Azure Troubleshooting issues related to integration and services on Azure components like the following:

- App Configuration
- Azure Data Studio
- Azure Dev Spaces
- Azure DevTest Labs
- Azure Lab Services
- Azure Pipelines
- Virtual Machine
- Azure Kubernetes Services
- GitHub Actions for Azure *
- Azure Arc, etc.

Out-of-Scope terms

- Azure DevOps Server and any On-premises technologies
- Third-party platform/application and integration
- Issue with deployment, patch and update
- Visual Studio code
- Any type of code changes and bug fixes
- Any type of code release or Version management
- Hardware (including field replaceable units), and any Hardware-branded Software (like Software running on the Hardware Lifecycle host)
- Registration process
- Anything not defined explicitly in scope

(Break/Fix) 3rd-party Services on Azure Marketplace/App Source

In-Scope terms

Issues related to Azure platform.

Out-of-Scope terms

- Feature specific error
- Integration with any other Third-party service
- Usage of scripts
- Setup and deployment of Marketplace services

(How-To) Product Functionality

In-Scope terms

Support service scope is limited to providing Microsoft documents explaining products' features and their functionality. Customer is the only responsible to perform the implementation as per documentation shared and assume any cost associated to it.

Out-of-Scope terms

- Step by step guide
- Initial configuration
- Deployment/implementation
- Migration
- Integration with Third-party applications or platforms

(How-To) Initial Configuration & Deployment

In-Scope terms

Support service scope is limited to providing official Microsoft documentation on how-to perform Initial configuration & deployment. Customer is the only responsible to perform the implementation as per documentation shared and assume any cost associated to it.

Out-of-Scope terms

- Step by step guide
- Initial configuration

- Deployment/implementation
- Migration
- Integration with Third-party applications or platforms
- Custom script integration and support
- Feature configuration
- Deployment advises
- Architecture design support

(How-To) Migration

In-Scope terms

Support service scope is limited to providing official Microsoft documentation as guidance on how-to migrate their work loads, data from non-Microsoft Cloud platforms, services to Azure, Microsoft 365. Customer is the only responsible to perform the implementation as per documentation shared and assume any cost associated to it.

Out-of-Scope terms

- Step by step guide
- Initial configuration
- Deployment/implementation
- Migration
- Integration with Third-party applications or platforms
- Custom script integration and support
- Feature configuration
- Deployment advises
- Architecture design support

(How-To) 3rd-party Integration

In-Scope terms

Support service scope is limited to providing guidance as per official Microsoft documentation linked to Third-party integration. Customer is the only responsible to perform the implementation as per documentation shared and assume any cost associated to it. For any configuration/deployment the Customer might directly contact the Third-party support.

Out-of-Scope terms

- Step by step guide
- Initial configuration
- Deployment/implementation
- Migration
- Integration with Third-party applications or platforms
- Custom script integration and support
- Feature configuration
- Deployment advises
- Architecture design support

(How-To) Customer's Tenant Security

In-Scope terms

Support service scope is limited to providing official Microsoft documentation as guidance on how-to protect the Tenants, Subscriptions. Customer is the only responsible to execute the recommendations as per documentation shared and assume any cost associated to it

Out-of-Scope terms

- Proactive Threat Monitoring
- Step by step guide
- Initial configuration
- Deployment/implementation
- Migration
- Integration with Third-party applications or platforms
- Custom script integration and support
- Feature configuration
- Deployment advises
- implementing securities on behalf of Customers on Tenants
- Architecture design support
- SOC

How-To Support Requests

How-To guidance is advisory in nature and does not include performing any configuration or implementation tasks on behalf of the Customer.

Microsoft Modern Workplace (M365) Cloud Product Support Services Scope

The scope and complexity of Microsoft 365 support services vary significantly depending on the customer's license type. Each Microsoft 365 license tier includes a different set of services, security capabilities, and management requirements, which directly affect the level of support needed.

Customers using basic licenses (e.g., Microsoft 365 Business Basic or Apps for Business) typically require assistance with core workloads such as Exchange Online, OneDrive, and Teams. These environments are usually less complex and involve minimal device management or compliance configurations.

In contrast, Business Premium, Microsoft 365 E3, and E5 licenses introduce advanced features such as:

- Microsoft Intune and device management
- Azure AD Premium (now Microsoft Entra ID)
- Microsoft Defender for Business / Endpoint / Identity
- Compliance tools (DLP, retention, eDiscovery)
- Microsoft Purview and auditing
- Power Platform integrations
- Advanced Teams governance and SharePoint architecture

Supporting these environments requires a deeper technical understanding, broader service coverage, and often closer coordination with the customer's IT and security teams. For this reason, our support offering is structured in tiers aligned to license complexity, ensuring scalable service levels and pricing models.

Microsoft 365 Services - Tiers

	☰ Tiers
1	Tier 1 - Basic
2	Tier 2 - Premium
3	Tier 3 - Enterprise

Tier 1 - Basic

Supported License Types:

- Microsoft 365 Business Basic
- Microsoft 365 Business Standard
- Microsoft 365 Apps for Business
- Microsoft 365 Teams Essentials
- Exchange Online Plan 1

Overview:

This tier supports organizations using the foundational Microsoft 365 services. It is best suited for small businesses or environments with low complexity and limited security or compliance requirements.

Typical Features and Services Covered:

- Exchange Online (mail, calendar)
 - OneDrive for Business
 - Microsoft Teams (basic collaboration)
 - SharePoint Online (basic usage)
 - User provisioning and license assignment
 - No device management or advanced security features
 - Basic troubleshooting and admin guidance via Microsoft 365 Admin Center
-

Tier 2 - Premium

Supported License Types:

- Microsoft 365 Business Premium
- Microsoft 365 E1
- Microsoft 365 F3
- Microsoft Defender
- Microsoft Teams Phone

Overview:

Targeted at organizations with moderate complexity, this tier includes device management, enhanced identity and security features, and support for expanded collaboration and compliance needs.

Typical Features and Services Covered:

- Microsoft Intune (device management, policies)
- Microsoft Entra ID P1 (conditional access, group-based access control)

- Microsoft Defender for Business
 - SharePoint Online (permissions, document management, team sites)
 - Microsoft Teams (policies, app integration, meeting governance)
 - Compliance Manager (basic assessments)
 - Power Automate / Power Apps (standard connectors and flows)
-

Tier 3 - Enterprise

Supported License Types:

- Microsoft 365 E3
- Microsoft 365 E5
- Enterprise Mobility + Security E3
- Enterprise Mobility + Security E5

Overview:

This tier is designed for enterprise organizations with complex environments and high demands in security, governance, and compliance. It includes full support for Microsoft's most advanced productivity, security, and regulatory tools.

Typical Features and Services Covered:

- Microsoft Intune (advanced device compliance, app protection, autopilot)
- Microsoft Entra ID P2 (PIM, access reviews, risk-based access)
- Microsoft Defender for Endpoint, Identity, Office 365, and Cloud Apps
- Microsoft 365 E5 Security suite (Threat Intelligence, Defender XDR, Attack Simulation)
- Microsoft 365 E5 Compliance suite (Information Protection, Insider Risk, DLP, eDiscovery, Microsoft Purview)
- Advanced audit and retention policies
- Power Platform governance (data loss prevention, environment strategy)
- Integration with SIEM/SOAR systems (Microsoft Sentinel, third-party tools)

Root Cause Analysis Request (RCA)

Root Cause Analysis is a structured method used to investigate and identify the fundamental cause of a problem or incident. Rather than just addressing the symptoms or immediate issue, RCA seeks to uncover the underlying factors that led to the failure. In technical support, conducting an RCA involves analyzing logs, configurations, processes, and timelines to determine what went wrong, why it happened, and how similar issues can be prevented in the future. The outcome is typically a detailed report that includes findings, corrective actions, and recommendations for long-term improvement.

Request & Delivery Process

- Only Critical plan Customers are entitled to request RCA. This is considered a proactive service add-on under Support contract and must be formally requested through the Change Control process, as outlined in the Support Services Guide.
- Root Cause Analysis may be provided by either the Microsoft Support Team or Get Tech Support for Break/Fix scenarios only, depending on the nature of the support request and the availability of the necessary diagnostic logs.
- Neither Microsoft Support nor Get Tech Support team can commit to or guarantee the delivery of a Root Cause Analysis (RCA) or an Estimated Time of Arrival (ETA). For cloud-related incidents, the provision of an RCA is at Microsoft's sole discretion.
- Root Cause Analysis requests cannot be coded severity A and will be performed and delivered during business hours only.

In-Scope terms

Support service scope is limited to providing official Microsoft documentation as guidance on how-to protect the Tenants, Subscriptions. Customer is the only responsible to execute the recommendations as per documentation shared and assume any cost associated to it

Out-of-Scope terms

- Declared Service Incident for Cloud Technologies (Microsoft Outage): In the event of a major outage, once the issue is resolved, Microsoft publishes service-related incident reports for events where multiple customers or services experience outages or significant disruptions. In such cases, Microsoft creates and publishes a general Post Incident Review (PIR). Outage Incidents can be tracked at the following official

Microsoft portals:

- [Microsoft 365 Service Health Dashboard](#)
- [Azure Service Health](#)
- RCA will not be provided if the issue has already been resolved, cannot be reproduced, or if the necessary diagnostic data is unavailable.
- RCA is not available for incidents involving third-party platforms, applications, devices, or for any item not explicitly listed as in-scope.
- RCA requests are not included in standard support services for any plan; they are strictly on-demand for Premium, Critical, Elite plans

Onboarding Process Support Services

As part of the onboarding process for Get Tech's Support Services, the following steps are required from the Customer:

1. Acceptance of Terms

- The Customer is required to review and formally **accept Get Tech's Support Service Terms and Conditions** as well as the **Support Guide** document, which outlines the scope, responsibilities, and processes of the support engagement.

2. Document Provision

- Get Tech will contact the Customer to provide:
 - The latest version of the **Support Guide**
 - The **Service Terms & Conditions**
- These documents may also be made available via email, shared workspace or the Get Tech support portal.

3. Authorized Support Contacts

- The Customer must provide the names and email addresses of up to **three (3) designated support staff** who will act as **Authorized Contacts** for submitting and tracking support requests.
- These individuals will:
 - Be permitted to raise support tickets
 - Receive updates and communications regarding support cases
 - Coordinate internally with their teams on support matters

4. Initial Setup Requirements

- As part of onboarding, the Customer is also responsible for:
 - **Granting DAP or GDAP access** to Get Tech and its distributor (if applicable)
 - **Sharing necessary tenant details** and confirming tenant readiness
 - Verifying that no conditional access or security policies block support access

5. Optional Kickoff Session

- Get Tech may offer an **initial onboarding or kickoff call** with the Customer's support contacts to review:
 - Communication processes
 - Ticket priorities

- SLA structure
- Access and escalation procedures

Support Service Communication Channels

Depending on your selected support plan, the following communication channels may be available for submitting and managing support requests:

Support Portal (Web Form)

The primary method for submitting support requests. Allows structured ticket creation with required fields (e.g., priority, category, impact). Available 24/7.

<https://support.gettech.cloud/support/>

Email

Submit support requests by sending an email to the designated support address. A ticket will be created automatically based on the email content. Best for non-urgent issues or when access to the portal is limited. Available 24/7.

helpdesk@gettech.io

Teams Chat (available in higher-tier plans)

Enables real-time messaging with support staff directly via Microsoft Teams. Suitable for informal interactions, quick clarifications, and follow-up on existing tickets. Available during agreed service hours.

Teams provided during the onboarding process.

Teams Call (available in higher-tier plans)

Direct phone access to the support team for high-priority or urgent cases. Ensures immediate engagement during agreed service hours.

Voice or video calls via Microsoft Teams for live troubleshooting or collaborative sessions. Best for resolving complex issues or when screen sharing is required.

Phone Support (available in higher-tier plans)

Direct phone access to the support team for high-priority or urgent cases. Ensures immediate engagement during agreed service hours.

Phone number provided during the onboarding process.

Support Process Flow & Incident Management

Once a support request is submitted via the **Ticketing Portal** (either using the Web Form or through Microsoft Teams Chat), the **Get Tech Support Team** will follow the structured workflow outlined below:

Validation

The first step is the **Scope and Entitlement Validation**, which includes:

- **Identity and Authorization Check:**

Verifying if the requester is an authorized contact within the supported organization and has a valid support subscription.

- **Request Completeness Review:**

Ensuring that all **mandatory information** is included in the submission (e.g., tenant name, custom domain, incident priority, issue description, affected resources).

If any of the above validations fail, the support request will be **declined** with a clear explanation provided to the requester.

Investigation

Once validated, a **Support Engineer** will begin analyzing the issue by reviewing the provided details and initiating technical investigation steps.

- The engineer may request additional information or clarification.
- For complex cases, a **remote troubleshooting session** (e.g. via Teams Call or screen share) may be proposed to accelerate resolution.

Pending Status Definitions

During the lifecycle of a support request, certain situations may require the case to be placed into a **Pending** state. These statuses ensure transparent communication and accurate tracking of next steps.

Below are the possible pending states used within the Get Tech Support workflow:

Pending Get Tech Investigation

Get Tech Support team is currently analyzing the issue or performing additional technical investigation steps. This may include internal testing, log analysis, or consulting senior engineers.

Pending Microsoft (Vendor Escalation)

The support request has been escalated to Microsoft Support (L3).

Microsoft is actively working on the case, and Get Tech is awaiting updates or technical guidance.

The assigned Get Tech Support engineer continues coordinating communication until resolution.

Pending Customer Information

Get Tech Support team is waiting for additional information, clarification, access, or confirmation from the customer.

No further progress can be made until the requested details are provided.

Pending Customer Action

A required change or test must be carried out on the customer side (e.g., configuration change, providing access, approving maintenance).

The support request will resume once the customer confirms the action is completed.

Pending Proposed Solution

A proposed workaround or fix has been provided to the customer, and Get Tech Support team is waiting for confirmation on whether the solution resolves the issue.

Pending Scheduled Event

Both parties have agreed to a specific date and time for a troubleshooting session, deployment, or maintenance activity (e.g., Teams call, remote session, service restart window).

The ticket will resume automatically after the scheduled event.

On Hold (Customer Request)

The customer has requested the support request to be temporarily paused — for example, due to internal freezes, maintenance windows, or holidays.

Get Tech Support team will not progress the case until the agreed hold period expires or the customer requests reactivation.

Microsoft Escalation (if required)

If the issue cannot be resolved within Get Tech's L1/L2 scope, and further assistance is required, the case will be **escalated to Microsoft Support (L3)**.

- The assigned **Get Tech engineer remains your main point of contact** during the escalation.
- Microsoft handles the case per their own internal SLAs and procedures.
- Get Tech will **follow up regularly** and coordinate communication between you and Microsoft until the issue is resolved.

Refer to [What if my support request needs a Microsoft escalation?](#) for further details.

Resolution and Closure

Once the issue is resolved:

- The Support Engineer will ask for your confirmation before closing the ticket.
- If confirmed, the ticket will be marked as **resolved and closed** in the system.
- You will receive a **closure notification** including summary and resolution notes.

Visual Reference

The process is illustrated in the following workflow diagram.

This workflow applies to all technical incident submissions across all support plans.



Technical Incident Submission Process

All technical support requests must be submitted via the official Get Tech Ticketing Portal:

<https://support.gettech.cloud/support/form/createTicket>

To submit a technical incident:

1. Sign in to the portal using your registered credentials.
2. Click on "Create Ticket".
3. Complete all required fields in the submission form:

- Subject of the issue
 - Description of the issue with
 - i. Impact and urgency
 - ii. Affected users or systems
 - iii. Troubleshooting steps already taken
 - iv. Attachments (logs, screenshots, etc.)
4. Click “**Create**” to log the request.

You will receive an **automated confirmation email** with your ticket ID, the assigned incident priority, and a link to track or update the case.

Alternative Contact Methods (Based on Support Plan)

Microsoft Teams Chat

- Available to customers on **Business Standard, Critical, or Custom plans**.
- A dedicated **Shared Teams Channel** will be provisioned for real-time communication.
- Authorized support contacts may initiate a conversation; a Get Tech engineer will respond and begin troubleshooting.

Phone or Teams Call

- Available to customers on **Business Standard, Critical, or Custom plans**.
- Phone and Teams-based incident submission enables faster engagement for critical issues.
- For eligibility and setup details, contact your Get Tech account manager or refer to the [Cloud Support Services Guide](#).

Remote Access & Troubleshooting Procedures

To accelerate diagnostics and reduce time to resolution, Get Tech may, at its sole discretion, request the use of **remote access sessions** for troubleshooting or technical data collection (e.g., log extraction, real-time analysis). These sessions may be conducted via Microsoft Teams, screen sharing, or other secure, approved remote-access technologies.

Remote access will only be initiated when deemed necessary by Get Tech’s Support Team.

Get Tech reserves the right to update or modify its remote-access procedures at any time without prior notice.

Remote access sessions may be recorded by Get Tech or by the Customer when required for internal audit, compliance, or operational purposes.

If remote access is used, the Customer must ensure that:

- **They acknowledge that remote diagnostics may temporarily affect system performance** or cause observable changes in the supported environment.

The Customer accepts that Get Tech shall not be liable for any service impact, data degradation, or damages — whether direct or indirect — resulting from remote troubleshooting activities.

- **All required technical access is provided as instructed** by Get Tech, including granting permissions, joining shared sessions, or enabling temporary diagnostic access.
- **A Customer representative must be available and present** throughout the entire duration of the remote session.

Get Tech may also request **direct access to the Customer’s cloud environment** (e.g., Microsoft 365, Azure) solely for diagnostic or remediation purposes, where such access can expedite issue resolution.

In these cases, Get Tech will provide the Customer with:

- The expected duration of the access

- The scope and limitations of the required access
- Any necessary approvals required on the Customer side
- A description of the planned diagnostic or remediation steps

Direct access will only proceed after explicit approval from the Customer and must comply with the Customer's internal security and governance policies as communicated during the onboarding process.

Service Level Agreement (SLA) definition

Support activities are delivered according to the shared responsibility model of Microsoft Cloud Services, where platform-level issues remain under Microsoft responsibility.

Ticket priorities

 **Priority:** is a category that identifies the relative importance of an incident. Priority is based on impact and urgency and identifies the required time for actions to be taken. Impact and urgency are used to assign a priority

	☰ Priority	☰ Short name	☰ Impact
1	Urgent	P1	Critical business impact: one or more services aren't accessible or unusable, significant loss or degradation of services (application down)
2	High	P2	High business impact: Service is usable but in an impaired fashion, moderate loss or degradation of services but work can reasonably continue in an impaired manner
3	Normal	P3	Minimum business impact: Issue important, but no significant service impact, substantially functioning with minor or no impediments of services
4	Low	P4	Low business impact: Non-important service, no significant service impact

Priority classification

The ticket priority will be assigned based upon the issue details entered while submitting an Incident Request (IR) according to the priority matrix defined in the table below. Following the first issue analysis, the assigned support engineer can decide to upgrade/downgrade the priority based on his/her analysis and criteria. Such decision will be duly shared with the case owner that will be requested to approve the priority change.

 **Impact:** measure the effect of an incident on a business' processes. Impact is generally based on how your quality of service is affected.

 **Urgency:** is a measure of the time for an incident to significantly impact your business. For example, a high impact incident may have low urgency if the impact will not affect the business.

	☰ Impact	☰ Urgency	☰ Urgency	☰ Urgency
1		High Business Critical Service Impaired (Primary Work function cannot be performed)	Medium Business Service Impaired (Work Around in place)	Low Non-business Critical Service Impaired (Minimal service inconvenience)
2	High Large number of users affected (Organization-wide or Location impacted)	Urgent	Urgent	High
3	Medium Moderate number of users affected (Business Unit, or Department impacted)	Urgent	High	Normal
4	Low Minimal number of users affected (Single user impacted)	High	Normal	Low

Initial Response Time (IRT) SLA for ticket priorities

Upon submission of an Incident Request (IR), Get Tech will route the request to the relevant team, assigning an appropriate priority level based on the nature of the issue. In alignment with the services outlined in this SLA, Get Tech is committed to responding to service-related incidents and requests within the following time frames.

Initial Response Time (SLA): is the time taken by the agent to respond to a ticket for the first time and start the troubleshooting of the reported issue.

	☰ Incident Priority	☰ Short name	☰ Standard SLA	☰ Premium SLA
1	Urgent	P1	<1h	<30min
2	High	P2	<2h	<1h
3	Normal	P3	<4h	<2h

4	Low	P4	<8h	<4h
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	☰ Short	☰ Availability	☰ Update frequency target
1	P1	8/5 - Premium 24/7 - Critical, Elit	Premium SLA - every 2 hours Standard SLA - every 4 hours
2	P2	8/5 - Standard, Premium 24/7 - Critical, Elit	Premium SLA - every 4 hours Standard SLA - every 8 hours
3	P3	8/5	every day
4	P4	8/5	every week

Communication Channels SLA goals

	☰ Channel SLA	☰ IRT Target
1	Phone SLA	>= 90% to be responded to within <=30 minutes
2	Teams Call SLA	>= 90% to be responded to within <=30 minutes
3	Teams Chat SLA	>= 90% to be responded to within <=2 hours
4	Email SLA	>= 90% to be responded to within <=4 hours
5	Support Portal	>= 90% to be responded to within <=4 hours

Resolution Time (RT)

Get Tech does not commit to or guarantee any specific Resolution Time (RT), without exception. Resolution Times are determined after investigation and depend on the nature of the issue reported and the complexity of the system involved. Due to variations in system architecture, customer requirements, industry standards, and product usage, resolution timelines are inherently variable and cannot be guaranteed.

	☰ Priority	☰ Target Resolution Time	☰
1	Urgent	< 4 Hour	Continuous work until at least one workaround
2	High	< 8 Hours	Continuous work until at least one workaround

3	Normal	< 24 Hours	Resolution work is performed during 8/5 business hours.
4	Low	< 48+ Hours	Resolution work is performed during 8/5 business hours.

Escalation Procedures & Contact Points

Get Tech ensures that all technical incidents follow a structured escalation path to guarantee timely resolution and access to the appropriate expertise.

Escalation Path

If an issue cannot be resolved at the initial support level, it will be escalated according to the following stages:

1. L1 → L2 Technical Escalation

Triggered when deeper diagnostics, advanced troubleshooting, or environment-specific expertise is required.

2. L2 → L3 / Microsoft Support Escalation

For issues involving platform-level defects, service disruptions, or product behavior that falls under Microsoft's responsibility.

Once escalated to Microsoft, Get Tech coordinates communication and continues acting as the primary contact.

Conditions for Escalation

- Lack of progress after initial troubleshooting
- Identification of platform limitation, incident, or defect
- Critical or high-priority impact requiring higher-level engagement
- Customer request for escalation (subject to validation by Get Tech Support)

Escalation Contact Points

- **Primary Contact:** Assigned Get Tech Support Engineer handling the ticket
- **Escalation Coordinator:** Senior Support Engineer or Support Lead (depending on severity)
- **Microsoft Support:** Activated by Get Tech for L3 escalation, when applicable

All escalations are tracked within the ticketing system, and customers are continuously updated according to the SLA communication frequency.

L3 Microsoft support escalation

As a Customer of Get Tech, you receive access credentials to the Get Tech Ticketing Portal during the onboarding process. You are now entitled to submit your support request selecting "Submit a request". Please refer to [How can I submit a technical incident?](#)

Depending on the complexity or action required to solve the issue Get Tech Support engineer might decide if Microsoft intervention is needed. In that case, Get Tech Support engineer will raise a ticket to escalate your issue to Microsoft Support via and you will get notified.

Important:

- In order to speed up the troubleshooting process, you will be added to the communication thread, however our support engineer should always be the primary point of contact for all requests submitted on behalf of our customers.
- Please be aware that High Severity Escalation with Microsoft will require 24/7 availability on your side for troubleshooting. Otherwise, the severity will be downgraded, and the request will be assigned to a different team, which might cause further delay on troubleshooting.
- Please bare in mind that any On-premise and Root Cause Analysis requests will generate additional charges (engineers' hours by Get Tech or Microsoft Premier support). For all On-premise requests, even those initially submitted as Cloud, but later identified as On-premise by our team or Microsoft, further troubleshooting will be suspended until On-premise support eligibility is verified and Customers approval is obtained.

In case the assigned Microsoft engineer will confirm the issue is falling into the On-Premise scenario, it is required the purchase of the Get Tech's Support On-Premise Add-on. In case you did not purchase it you will not be entitled to receive support and consequently your support request will be closed. If you want to know more about this Get Tech Support Plan please get in touch with your Get Tech Trusted Advisor.

 Once a ticket is raised to Microsoft, the support delivery ownership is entirely on Microsoft policy and procedure. Our Support team will constantly follow-up the escalated ticket until the resolution, however, the issue resolution is completely depending on Microsoft support.

Monitoring & Reporting Mechanisms

Get Tech applies proactive and structured monitoring practices to ensure transparency, service quality, and continuous improvement.

Operational Monitoring

- **Ticket lifecycle monitoring:**

Tracking response times, investigation progress, pending status durations, and SLA adherence.

- **Platform-level monitoring (for eligible plans):**

Observing service health notifications across Microsoft 365, Azure, and Entra to detect issues relevant to the Customer's environment.

- **Incident correlation:**

Identifying recurring patterns, repeat incidents, or systemic issues requiring preventative action.

Periodic Reporting (based on support plan)

- **Monthly or Quarterly Support Reports**, including:
 - Number and type of submitted tickets
 - Priority distribution
 - Resolution times vs SLA
 - Escalations performed (internal or Microsoft)
 - Identified risks, trends, or recommendations

Service Review Sessions (for higher-tier plans)

- Conducted regularly with the Customer to:
 - Review support metrics

- Discuss incident trends
- Recommend improvements or preventive actions
- Align support performance with business expectations

Monitoring insights are used exclusively for improving service efficiency, reliability, and customer experience.

For eligible support plans, proactive monitoring and health alerts may also be reviewed as part of incident correlation.

Client Responsibilities

To ensure the efficient and timely delivery of support services, the **Customer** agrees to the following responsibilities:

1. Cooperation in Troubleshooting

- Actively participate in all required troubleshooting sessions with Get Tech or its designated distributor.
- Provide timely responses to support-related queries and actions.

2. Accurate and Up-to-Date Information

- Ensure that all provided information related to the support case is accurate, complete, and up to date.

3. Administrative Access

- Establish and maintain the required administrative access for Get Tech and distributor, including:
 - **Delegated Admin Privileges (DAP)** or
 - **Granular Delegated Admin Privileges (GDAP)**, as appropriate.
- Maintain these accesses during the term of the support engagement to enable timely resolution of issues.

4. Tenant Access Allowance

- Ensure that any existing **security, compliance, or conditional access policies** do not block or restrict Get Tech or the distributor from accessing the Microsoft 365 or Azure tenant for the purpose of delivering support services.

5. Remote Access

- Provide VPN access, Just-In-Time (JIT), or other secure remote access methods if necessary to resolve specific issues, especially where on-premises or hybrid environments are involved.

6. Change Notifications

- Inform Get Tech in a timely manner of any **changes in IT infrastructure, configuration, licensing, policies, or critical user changes** that may affect the delivery or scope of support services.

7. Internal Communication

- Ensure that internal stakeholders and IT staff are aware of the support relationship and escalation process.

8. Authorized Contacts

- Designate one or more **Authorized Support Contacts** to:
 - Open and track support requests
 - Receive status updates and resolutions
 - Coordinate internally within the Customer's organization

9. Third-Party Systems

- Notify Get Tech of any **third-party systems, tools, or integrations** that may be involved or impacted by the support case..

SLA Breach Handling

Get Tech is committed to delivering Support Services in accordance with the agreed Service Level Agreements (SLAs).

This section describes how SLA breaches are identified, reviewed, and handled, including applicable exclusions, grace periods, and service credits.

SLA Breach Definition

An SLA breach occurs when a committed SLA target (e.g. Initial Response Time or Resolution Target) is not met due to reasons directly attributable to Get Tech, excluding the cases listed under SLA exclusions.

SLA Exclusions

- SLA targets do not apply in the following situations:
- Tickets in *Pending* or *On Hold* status due to Customer dependency
- Delays caused by waiting for Customer input, approval, or action
- Microsoft platform incidents or third-party service outages
- Force majeure events
- Issues outside the defined support scope
- **Unavailability or outage of the ticketing system (Desk365)** that prevents ticket submission or processing

Onboarding Grace Period

A **2-month onboarding grace period** applies from the official start date of Support Services.

During this period:

- SLAs are monitored for service stabilization and baseline purposes
- SLA breaches do not qualify for service credits
- Any identified issues may still be reviewed as part of continuous improvement

SLA Breach Review Process

SLA breaches are **not applied automatically**.

- All suspected SLA breaches are reviewed by Get Tech based on the actual ticket data and timelines recorded in the ticketing system.
- The Customer may request an SLA breach review by submitting a request through the support portal.
- Get Tech will validate whether the breach is applicable based on scope, exclusions, and ticket history.

Service Credits

Unless otherwise agreed in writing, service credits are the **sole remedy** for confirmed SLA breaches.

If an SLA breach is validated, the following service credits may apply:

- Single SLA breach within a billing month: → 10% service credit of the affected monthly support fee
- Multiple SLA breaches within the same billing month: → 25% service credit of the affected monthly support fee
- Prolonged or recurring SLA breaches over an extended period: → Up to 100% service credit of the affected monthly support fee, subject to review and approval

Service credits:

- Are **not applied automatically**
- Are granted only after ticket-level validation
- Are applied to the **next invoice**
- Are **not cumulative** beyond the stated limits

Service credits are limited to the affected support fees and do not apply to indirect, consequential, or business losses,

including lost revenue, lost profits, or loss of data.

Continual Improvement

All confirmed SLA breaches are logged and reviewed as part of Get Tech’s Continual Service Improvement process to improve service quality and operational effectiveness

Feedback & Continual Service Improvement

Get Tech is committed to continuously improving the quality, efficiency, and customer experience of all support services.

To support this goal, the Customer agrees that Get Tech may contact them for the following purposes:

- **Requesting feedback** after the closure of a support request, including rating the experience, sharing comments, or confirming satisfaction with the resolution.
- **Inviting the Customer to participate in satisfaction surveys**, service reviews, or other initiatives designed to improve processes, support quality, or overall service delivery.
- **Collecting insights or suggestions** that help enhance Get Tech’s support operations, tooling, communication, and technical procedures.

Participation is voluntary, and feedback provided by the Customer will be handled confidentially and used exclusively for service-improvement purposes.

Additional Support Services– Professional Services

Standard Support Services do not cover the following areas:

- Proactive Managed Services
- Third-party applications or appliances
- Cloud infrastructure provisioning and architecture
- Migrations, upgrades, or rollouts
- Local (on-premises) infrastructure
- Architectural design or system planning
- Training or user enablement
- Consulting or advisory services
- Software development or customization

These services may, however, be delivered under a separate scope of work.

Support for proactive managed services, cloud infrastructure, or third-party systems may be available through a custom engagement, subject to agreement.

Similarly, projects involving migrations, upgrades, architectural design, training, or consulting may be delivered as part of Get Tech’s Professional Services, and would be quoted and contracted separately.



To request a scoping consultation for **Additional Support or Professional Services**, please contact:

 sales@gettech.io

Use of Subcontractors

In respect of each Services Contract, Get Tech may use third parties to carry out any or all of its obligations under the Services Contract. Get Tech may provide any information provided to it under or in connection with the Services Contract to its subcontractors, and Client shall afford, to any such subcontractor, the rights and benefits afforded to Get Tech under the Services Contract during any time that the subcontractor is engaged in carrying out any or all of Get Tech' obligations under that Services Contract

Terms and Conditions

Get Tech's [General Terms of Service Agreement](#) apply.

Support Services will commence upon the receipt of a valid order.

Support Services will be renewed each year through monthly recurring invoicing until canceled by the Customer. Once enrolled and if purchased via Get Tech Cloud Portal, Customer may modify or cancel Support Services via the same portal.

Terms, conditions, scope and pricing are subject to change.

Get Tech will use reasonable commercial efforts to notify the Customer of any changes to terms, conditions, scope, or pricing. In such an event, (i) Customer may terminate the Support Services, or (ii) if Customer makes no such termination request, Get Tech will continue to perform Support Services, according to the updated terms, conditions, scope or pricing

Contract Term & Duration

All paid Get Tech Support Services are delivered under a minimum 12-month contractual commitment, regardless of the selected billing cycle.

By subscribing to any paid support plan, the Customer agrees to a one-year service commitment.

Contract Duration

- The minimum term for all paid support plans is **12 months**.
- During this period, the Customer is obligated to maintain an active support subscription and pay all applicable fees.
- Support fees may be invoiced monthly, but the annual commitment remains binding throughout the entire contract term.

Renewal

- At the end of the initial 12-month term, the Support Services contract will automatically renew for successive 12-month terms unless termination notice is provided before the renewal date in accordance with this agreement.

Termination

- The Customer may request termination **at the end of each contract term**.
- Early termination during an active term is not permitted, and the remaining contract value must be paid in full.
- Get Tech may adjust pricing or terms at renewal; any changes will be communicated to the Customer in advance.

Service Continuity

Support Services continue uninterrupted as long as the Customer maintains an active support plan under the current contract term.

Glossary and Definitions

In-Scope Services

Activities that fall under Get Tech's defined Support responsibilities and are covered by the Customer's selected support plan.

Out-of-Scope Services

Activities not included in the Customer's support plan. These may require a separate Professional Services engagement.

Incident (Break/Fix Issue)

A technical issue where a Microsoft Cloud product or service is not functioning as expected and requires troubleshooting to restore normal operation.

Support Request / Ticket

A formal request submitted by the Customer to Get Tech for assistance with an incident, how-to question, or advisory need.

Priority (P1–P4)

The level of urgency and business impact assigned to a support request. Determines response times according to the SLA.

Severity

Represents the technical seriousness of an issue. Severity and Priority together influence escalation and resolution handling.

Impact

The scope of disruption to users or business processes (e.g., single user, department, full organization).

Urgency

How quickly an issue must be addressed to avoid significant business impact.

Entitlement

Validation that the Customer is eligible for Get Tech Support (active support plan, authorized contact, correct subscription).

Escalation

The process of transferring a support request to a higher support tier or to Microsoft Support (L3) when required.

Microsoft Shared Responsibility Model

Defines which responsibilities belong to Microsoft (platform, infrastructure) and which belong to the Customer (data, configuration, access, identity, governance). Get Tech assists within its support scope but does not replace Customer responsibilities.

Root Cause Analysis (RCA)

A structured investigation to identify the underlying cause of a major or recurring incident. Provided only for eligible support plans.

How-To Support

General advisory guidance based on Microsoft documentation (best practices, conceptual questions). Does not include configuration or implementation.

Break/Fix Support

Troubleshooting to restore normal function of Microsoft Cloud services impacted by errors, failures, or misconfigurations.

Microsoft Cloud Services

Microsoft 365, Azure, Microsoft Entra, Power Platform, Dynamics 365, and related Microsoft SaaS/PaaS services.

Onboarding

The initial setup process where the Customer is granted portal access, designated contacts are recorded, and support procedures are communicated.

Authorized Contacts

Individuals named by the Customer who are allowed to submit and manage support requests.

Remote Support Session

A troubleshooting session conducted via Microsoft Teams or screen sharing to collect diagnostics or accelerate resolution.

Support Plan

The service tier selected by the Customer (e.g., Free, Consumption, Basic, Standard, Premium, Critical, Elite), defining available features, SLA, and support channels.

Response Time (IRT)

The time taken by Get Tech to acknowledge and begin working on a ticket after submission.

Resolution Time (RT)

The target timeframe in which Get Tech aims to provide a workaround or permanent fix, depending on the complexity and SLA.

Service Request Lifecycle

The stages a ticket passes through: Validation → Investigation → Pending → (Potential Escalation) → Resolution → Closure.

Microsoft Support (L3)

Platform-level support from Microsoft for issues that require product team involvement or access beyond CSP partner capabilities.

Customer Responsibilities

Obligations required from the Customer to enable effective support (e.g., access, information, cooperation, approval for remote access).