

CDW MICROSOFT CLOUD SUPPORT SERVICES

CDW is your first line of support for Office 365, Enterprise Mobility + Security, Windows Enterprise and Microsoft 365 plans.

GENERAL SUPPORT SCOPE

- 24/7/365 U.S.-based administrator technical support regardless of Microsoft plan purchased
- Level 1-3 with escalation to Microsoft if necessary
- No routing – support agents answer the phone



Help and “how-to” support for basic administrator functionality



Service disruption assistance



Bug/product-related assistance



Technical break/fix assistance

SUPPORT ENTITLEMENT

Administrators are entitled to CDW technical support with the purchase of services including CDW-provided support as part of their product descriptions found on CDW.com. Support is provided for Office 365, Enterprise Mobility + Security, Windows Enterprise and Microsoft 365 plans.

CDW is your primary point of contact for technical support, 24/7. Our service includes support from engineers with vast Microsoft certifications and experience. Support is based in the United States with excellent response times.

Office 365 and Microsoft 365 from CDW Basic offers do not include email migration and migration-related support. If you anticipate requiring support for your migration to Exchange Online, please contact your CDW account manager about purchasing one of the CDW Standard offers.

AUTHORIZED CALLERS

In order to ensure proper access and security to customer data, only people on the customer-authorized caller list are able to receive support from CDW. Customers are allowed two authorized callers with an additional authorized caller for every 250 licensed users after the first 500.

The Authorized Caller list can be modified by contacting CDW support.

How to Engage CDW Support

CONTACT CDW SUPPORT

PHONE: 1.888.793.2480, Option 5

EMAIL: help@cdwcloudsupport.com



PRIORITY AND RESPONSE TIMES

CDW Cloud Support improves upon the support provided directly by Microsoft by providing access to Level 1 (L1) support engineers regardless of plan and case priority. If necessary, L1 agents will escalate to Level 2 (L2) CDW agents to further assist in those incidences specialized technology expertise is necessary. If a case needs to be escalated to Microsoft, CDW Level 3 (L3) agents will escalate to Microsoft on your behalf at which time further response times will be dictated by the Microsoft support service description. Internal and Microsoft escalation response times are detailed below.

Priority	Customer Situation	CDW L1 Response	CDW L2 Escalation	L3 Microsoft Response Times
1	Critical business impact: • Customer's business has significant loss of services	Initial response: • 1 hour or less • 24/7	• 1 hour	• All Plans: 1 hour
2	High business impact: • Customer's business has high loss of services but work can reasonably continue in an impaired manner	Initial response: • 8 hours or less	• 4 hours • During business hours ¹	• Business Plans: No Commitment • Enterprise Plans: Next Business Day
3	Moderate business impact: • Customer's business has moderate loss of services but work can reasonably continue in an impaired manner	Initial response: • 12 hours or less	• 1 business day • During business hours ¹	• Business Plans: No Commitment • Enterprise Plans: Next Business Day
4	Low business impact: • Customer's business is functioning with minor or no impediments	Initial response: • 48 hours or less	• 2 business days • During business hours ¹	• Business Plans: No Commitment • Enterprise Plans: No Commitment

¹For Priority 1 incidents, on-call escalated support can be leveraged 24/7. For non-Priority 1 incidents, U.S. business hours of support can be expected Monday through Friday, 7 a.m. – 7 p.m. CST

- Note:**
- CDW may downgrade the priority level if the customer is not able to provide adequate resources or responses to enable CDW to continue with problem resolution efforts.
 - Support is only offered in English for all priorities.
 - Priority levels for support are response guidelines only. Priority levels are NOT provided regarding issue resolution times.