Q: What is Tech Data Cloud Support Services?

A: Tech Data Cloud Support Services (CSS) is the new technical support service for existing or new CSP subscriptions purchased from any of Tech Data's digital platforms. It is available 24/7 by phone, live chat , email and ticketing tool.

Q: What do I need to be eligible for CSS?

A: You need to be onboarded to Tech Data's digital platforms as a cloud Reseller and have purchased at least one Microsoft CSP cloud product eligible for the Tech Data support services.

Q: What are the benefits of Tech Data CSS?

A: 24/7/365 break-fix support provided by skilled engineers, with multilanguage support and multi-channel access, an option to allow end customer direct access. With less than 1 hour Initial Response Time for critical issues, escalation management and follow up to resolution with Microsoft.

Q: What support plans are available?

A: There are three different support plans to meet customer needs:

- **CSS Basic**: technical support included with every Microsoft CSP license. If you are at the beginning of you cloud journey, our basic support service helps you to get started.
- **CSS Professional**: growing your cloud business could be challenging and if you already have experience in cloud and Microsoft CSP, our Professional CSS helps you to build and scale your cloud practice.
- **CSS Elite**: Tech Data´s Elite CSS will cover not only cloud but also hybrid scenarios, offering you and your end customers the highest levels of suppor.

Q: What is covered by the CSS Technical Support?

A: CSS covers Level 1 and Level 2 support with Level 3 escalation to Microsoft to resolution. You will receive assistance for the technical issues you are experiencing with your cloud subscriptions purchased from Tech Data. A highly skilled team of engineers will be available 24/7 to troubleshoot and fix your incident.

Q: Can I customise my CSS support plan?

A: Yes, CSS Elite is the support solution that allows you to tailor your support plan's services adding to your core plan other additional features (e.g. White-label option) to meet all your business needs.

Q: What do I need to do to change my CSS plan?

A: You need to cancel the active CSS Plan before activating another. Note that for CSS Elite has 12 months of validity.

Q: What countries is Tech Data CSS available in?

A: Tech Data CSS is currently operating in 19 European countries:
Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Italy, Netherland, Norway, Poland , Portugal, Romania, Slovakia, Spain, Sweden, Switzerland and United Kingdom.

Q: Which languages are supported?

A: The CSP helpdesk service will be provided in 4 languages in the below schedule:

i. **CSS by telephone:**

- **English** 24/7
- **Spanish, French, German** business hours only (Mon-Fri, from 9am to 6pm CET bank holidays excluded)

ii. **CSS by e-mail and live chat:**

- **All European languages** 24/7

Q: How can I access support services?

A: You can access Tech Data CSS via phone, live chat, email or ticketing tool.

- **Phone**: Your local telephone number for support can be found on your local StreamOne platform or Tech Data Cloud web site.
- **Email**: tdcloudhelpdesk@techdata.com
- **Live Chat**: talk with an expert **here**
- Access the **Ticketing tool** here.

Q: How can I login to the Tech Data CSS ticketing tool?

A: After having completed the CSS purchase process, you will receive credentials by e-mail to access to your ticketing tool account. You can open support requests, follow the status of your ticket or export reports.

Q: What is the CSS Service Level Agreement (SLA) commitment?

A: Tech Data commitments to an Initial Response Time according the severity of the issue reported, which depends on the business impact of the request. Resolution Time (RT) is set upon investigation based on the issue reported and system complexity. Resolution timelines cannot be guaranteed as each issue and system architecture may be different based on different customer needs, industry and product usage. See table below for further details.

Severity	Description	BASIC CSS	PROFESSIONAL & ELITE CSS
		Initial Response Time Goal	
A - Critical	One or more services aren't accessible or unusable	8 hours	1 Hour
B - Urgent	Service is usable but in an impaired fashion	12 hours	2 Hours
C - Important	Issue important, but no significant service impact	24 hours	4 Hours

Q: Can I monitor the status of my support services request?

A: A helpdesk representative will be assigned to manage your incident and will provide you with frequent and timely updates about the status of your request. The frequency of updates depends on the nature of the issue and who is involved to solve it (Tech Data team only or Microsoft involvement). You can follow the ticket status from your ticketing tool and you are able to add files or notes to the ticket.

Q: Why is Tech Data changing its support offering?

A: We are making this change because it will provide the channel with more flexibility. It will allow us to differentiate ourselves and add more value to our overall cloud proposition. Providing our Partners with a wider choice of Cloud Support Services (CSS) will allow them to choose the support model that best suits their end customers.

Q: How can I advise you of my preferred choice of CSS?

A: For existing licenses or subscriptions, you can fill in the form on the website www.techdatacloud.eu or contact your Microsoft Cloud Account Manager.

Q: What happens if I do nothing?

In January 2020 you and your end customers will be placed on Basic CSS by default, but you can change CSS plan at anytime by contacting your sales representative.

Q: Can I choose a different CSS plan for each of my end customers?

A: Your chosen plan will apply to all your existing end customers and automatically on-board the new ones.