

# CloudCare Microsoft Teams Support Blocks Overview



**Top-notch support for Microsoft Cloud services. Access to technical experts!**

**CloudCare Support Blocks<sup>1</sup>** is built for customers that require priority, **financially SLA-backed** Microsoft Cloud Teams escalation support in an easy to consume, pre-allocated hours per-month model. The hours are pre-paid and are available to use for the entire month. This service provides technical support Microsoft Teams and is backed by Microsoft Premier support.

CloudCare Support Blocks allows you to choose the Microsoft Cloud support services that align to your business needs. It's an easy monthly price, and annual term. We stay on top of the day to day support, while you focus on your business.

## What's included?<sup>2</sup>

- **Priority 24x7 Cloud Support backed by Microsoft Premier.** Our 24x7x365 Technical Support Center assists you with any Microsoft Teams Cloud issue<sup>3</sup>, and if we can't solve it, you **skip the line** while we work with the Microsoft Premier support team - get rid of your cloud support contract for Microsoft cloud products for services we cover! Serviced by certified masters, MVPs and technical experts.

We offer several options for all types of businesses.

**Term:** Annual, invoiced monthly

**Cancellation:** 30-day notice email notice, final invoice will cover hours used pro-rated

- **CloudCare Support Blocks Tier-A:** 4-hours a month
- **CloudCare Support Blocks Tier-B:** 8-hours a month
- **CloudCare Support Blocks Tier-C:** 12-hours a month

**Unused hours:** 50% of the total available hours in the active tier from the current month may be rolled over to the following month's hours with a maximum of the active tier + 50% of the prior month's hours. I.e. Tier-A starts with 4-hours in January, with 2 hours used in January, starting in February the customer maximum is 4-hours (Tier-A) + 2-hours (50% of the active tier hours) = 6 total hours in February. If all hours have been used in the prior month there is no rollover.

**Tier Upgrade / Downgrade:** 30-day prior month notice is required to shift tiers, otherwise the existing tier of service will be invoiced. I.E. for a March 1 tier change, a notice of tier change needs to be submitted by Feb 1.

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<sup>1</sup> Not to be used as a bucket of hours for Time and Materials project work, this is a support, and escalation service. Time and Materials services for project work can be priced as a separate agreement.

<sup>2</sup> Current service description: <https://bit.ly/38d7ck1>

<sup>3</sup> Active 3rd party vendor contract required for escalation and support services.