



What is CloudConsult:

Cloud Revolution CloudConsult is built for organizations that need high-level experienced Microsoft Cloud, advanced telephony, and Microsoft Teams specific consulting assistance. We work alongside your team providing guidance and support for these initiatives.

High-Level Consulting for Microsoft, and selected vendor technology – The Details

- 8x5 Mountain Time availability M-F (excludes holidays, weekends, and after-hours) in providing consulting assistance
- Subject to availability and requires 2-business day notice for meeting attendance and limited number of hours per day. (Our CloudStaff service covers rapid availability as this service essentially covers a monthly FTE consultant role, this service is available and priced separately)
- Cloud Revolution's world-class Microsoft MVP, Master, and certified consultants with a long history of telephony integration experience.

Why CloudConsult?

- Let's face it! Finding and retaining high-caliber industry recognized Microsoft Cloud communications consultants isn't easy. We fill that gap by providing these resources for you that allows you to supercharge your team as we work together towards a common goal
- Avoid penalty fees for customers without a consulting agreement



Term: Annual, invoiced monthly

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

- **CloudConsult Tier-A:** Up to 4 hours per day
- **CloudConsult Tier-B:** Up to 2 hours per day
- **CloudConsult Tier-C:** Up to 4 hours per week



CloudConsult: Description

Troubleshooting and Issue Resolution

This agreement covers consulting services for the following solutions¹:

- Microsoft Teams and surrounding Office 365 Microsoft Teams ecosystem including Skype for Business Server on-premises
- Microsoft 365
- Direct Routing SBCs (AnyNode, AudioCodes, Ribbon)
- Certified Microsoft Teams solutions such as:
 - Contact Center
 - Compliance Recording
 - Phones
 - Teams Meeting Room Systems
 - Call analytics and reporting

Cloud Revolution will provide level 4 consulting and architectural support services for the customers global Microsoft Teams, Skype for Business, and unified communications environments. This service provides oversight, consulting and design support for complex Skype for Business on-premises, online and Microsoft Teams, globally. The service aims to optimize the customers' existing capabilities and implement and integrate new and existing technology utilizing best practices from both a technical and security perspective.

Example activities that will be performed during this service period include (but not limited to):

- Consulting oversight for configuring, deploying, maintaining, upgrading (excluding major platform upgrades/migrations) Skype for Business and unified communication related systems and services
- Overseeing legacy voice to Skype for Business migrations leveraging enterprise voice, requiring proficiency with SIP trunking, gateways, SBC, SIP phones (AudioCodes, Polycom), etc.
- Reviewing relevant Microsoft Skype for Business monitoring and reporting tools (such as SCOM, StatsMan, CQD)
- Knowledgeable in supporting and maintaining Microsoft Teams
- Consulting assistance with PowerShell (excludes script creation)
- Managing high priority escalations and directing the actions of Tier 1-3 support as necessary.
- Work closely with existing support vendor, if applicable
- The Cloud Revolution consultant will have the authority to escalate to Microsoft or any other manufacturer or service provider as necessary

The standard business hours are 8 AM - 5 PM Mountain Time. Excludes Cloud Revolution observed holidays, weekends, and after-hours. Requests for assistance or meeting participation is based upon availability and requires 2-business day advance notice not to exceed more than 4-hours in one business day.

¹ Requires associated active manufacturer support contract and Microsoft Premier support provided by customer



Exclusions

This agreement does not provide hardware maintenance services. As part of this agreement the customer is required to maintain a service contract with the specific hardware or software vendor (AudioCodes, Cisco, Genesys, etc.)

- Implementation services are not covered by this agreement
- Hardware replacement is not covered by this agreement
- System recovery is dependent upon a valid backup if data recovery is required. We are not responsible for any service that cannot be restored due to not having a valid backup of the required data.
- Escalation to Microsoft or other manufacturer requires a support agreement with the vendor
- Cloud Revolution hold the authority to escalate to the vendor when necessary