

This Product Schedule (the "Schedule"), between Simplify IT Limited, ("Simplify IT") and

The Customer ("You") is effective immediately and is issued pursuant to and incorporates by reference the terms and conditions of the Master Service Agreement (the "MSA") by and between Simplify IT and You.

All capitalized terms in this Schedule shall have the same meaning as set forth in the MSA, unless defined herein. In the event of a conflict or inconsistency between the terms of the MSA and the terms of this Schedule, the latter shall supersede and govern.

1. Products Covered

The terms of this Schedule apply to all Microsoft Cloud Services, including without limitation Microsoft 365 email and productivity applications (collectively, the "Microsoft 365 Service and Microsoft Azure Services") and Microsoft Azure Services purchased by You from Simplify IT.

2. Available Plans and Effect of Termination

All subscriptions to Microsoft 365 Services and Microsoft Azure Services will be structured as Monthly or Annual Plans, with an Initial Term and Renewal Term as defined in Section 2.1(b) of the MSA. Section 2.2(b) of the MSA does not apply to Microsoft 365 Service and Microsoft Azure Services subscriptions and is replaced by the following Section 2(b) for all Microsoft 365 Service and Microsoft Azure Services subscriptions:

- (b) You may terminate any Schedule for any reason by following the termination procedure defined in the MSA. If such a termination is effective prior to the end of the then-current Term, then (i) no refund is allowed for fees that have been paid and (ii) You may be charged an "Early Termination Charge," meaning an amount equal to up to all fees and charges due from You for the remaining duration of the then-current Term of your Microsoft 365 Service and Microsoft Azure Services subscriptions, by Simplify IT. Simplify IT does not currently charge Early Termination Charges for Microsoft 365 Service and Microsoft Azure Services but expects to begin doing so in the future, effective at the time that Microsoft begins to assess early termination charges against Simplify IT. Accordingly, notwithstanding Simplify IT's current policy of not charging Early Termination Charges for Microsoft 365 Service and Microsoft Azure Services, that policy may be changed at any time with little or no notice, and Simplify IT reserves the right to charge an Early Termination Charge in connection with any Microsoft 365 Service and Microsoft Azure Services subscriptions that are cancelled prior to their expiration, including Your subscription described by this Schedule. To the extent practical, Simplify IT will use commercially reasonable efforts to provide you with advance notice of any change in Simplify IT's policy with respect to charging Early Termination Charges.

3. Restrictions

You shall not, for yourself or through any affiliate, agent, or other third party, extract, remove or reuse images, software, or commercial licenses of Simplify IT without Simplify IT's specific prior written consent. You shall regularly and accurately report the number of users of the Microsoft 365 Service and Microsoft Azure Services under your subscription described hereby.

Simplify IT will have the right during the term of the MSA, at its own expense and not more than once each calendar year, to audit Your processes, procedures, records, and other documentation relevant to establish Your compliance with the restrictions in this Section 3; provided, however, that: (a) any such inspection and audit will be conducted at Your place of business during regular business hours with reasonable notice of the audit, in such a manner as not to interfere with Your normal business activities, and (b) if any audit should disclose a noncompliance by You, then You shall promptly take such actions as necessary to comply with this Section 3, pay all fees and charges associated with such noncompliance and reimburse Simplify IT for the reasonable costs associated with the performance of such audit, and Simplify IT reserves the right to terminate the MSA or this Schedule immediately due to Your material breach.

4. Microsoft Terms

By purchasing a subscription to Microsoft 365 Service and Microsoft Azure Services, You (i) acknowledge that Simplify IT's ability to provide Microsoft 365 Service and Microsoft Azure Services to You is contingent upon your continued compliance with certain Microsoft terms and conditions and (ii) agree to the Microsoft Cloud Agreement (attached hereto as Appendix A) and all other policies, terms and agreements referenced therein, which are generally available on Microsoft's website at: <http://www.microsoftvolumelicensing.com/> .

5. Service Level Agreement

If you need support for Microsoft 365 and Microsoft Azure products, you have several options at your disposal for contacting Simplify IT:

- **Send an Email:** If you have an issue or query related to Microsoft 365 and Microsoft Azure products, you can contact the Simplify IT Support Services helpdesk by email. They will help you with your questions and/or requests and escalate the issue to the technical team when required. support@simplifyit.co.ke

NOTE: The mailbox is monitored 24/7 and you will receive the Ticket Creation Automated Email as soon as an agent has logged the ticket with the incident/request you submitted.

On the Ticket Creation Automated Email you will find the unique Simplify IT Support ID as a reference of your request and the details of the issue as you reported it.

- **Make a call:** Call the Simplify IT helpdesk and a skilled agent will answer 24/7, within the agreed SLA (see [attached](#)). Telephone details are on the SLA
- **Open an Incident Request (IR):** If you have any query or issue related to our cloud services, you can open a ticket on the helpdesk portal. The portal requires credential that will be provided during the Simplify IT Services onboarding process.
As soon as you submit the ticket, you will receive an automated email containing the unique Simplify IT Support ID and other ticket's details.
- **Live Chat with an agent:** When you have a query/issue related to our products, you can start a Live conversation with one of the Simplify IT Helpdesk agent directly from our website. The agent will open a ticket for you and solve when possible your request/incident.

6. Service Delivery Management



a. Incident Request (IR) Classification

Every IR received is registered on our ticketing tool (when submitted by phone or email) and a request type and priority assigned.

b. Investigation & Routing

The IR is analysed and assigned to the appropriate engineer for the resolution.

c. IR Management

The assigned engineer works on the case and contacts the IR requestor when necessary.

d. Resolution or Escalation

IR resolution is communicated to the requestor or the requestor is informed that the IR has been classified as Level 3 and needs to be escalated to the vendor's technical team

e. Follow up and Closure

The Level 3 IR is monitored by the Simplify IT engineer who will work together with the Microsoft engineer through the IR resolution. The IR resolution is validated with the requestor and the case closed upon confirmation.

NOTE: Simplify IT is a Microsoft Gold Partner and is a leading provider of cloud related services. Our scale, experience and vendor relationships allow us to offer you the best Level 2 support. For this purpose, Simplify IT has direct access to Microsoft dedicated engineers. This means Simplify IT can contact Microsoft as needed to efficiently resolve Cloud Services break-fix support incidents having a direct line with them and immediate "high priority" will be assigned for cases opened by Simplify IT.

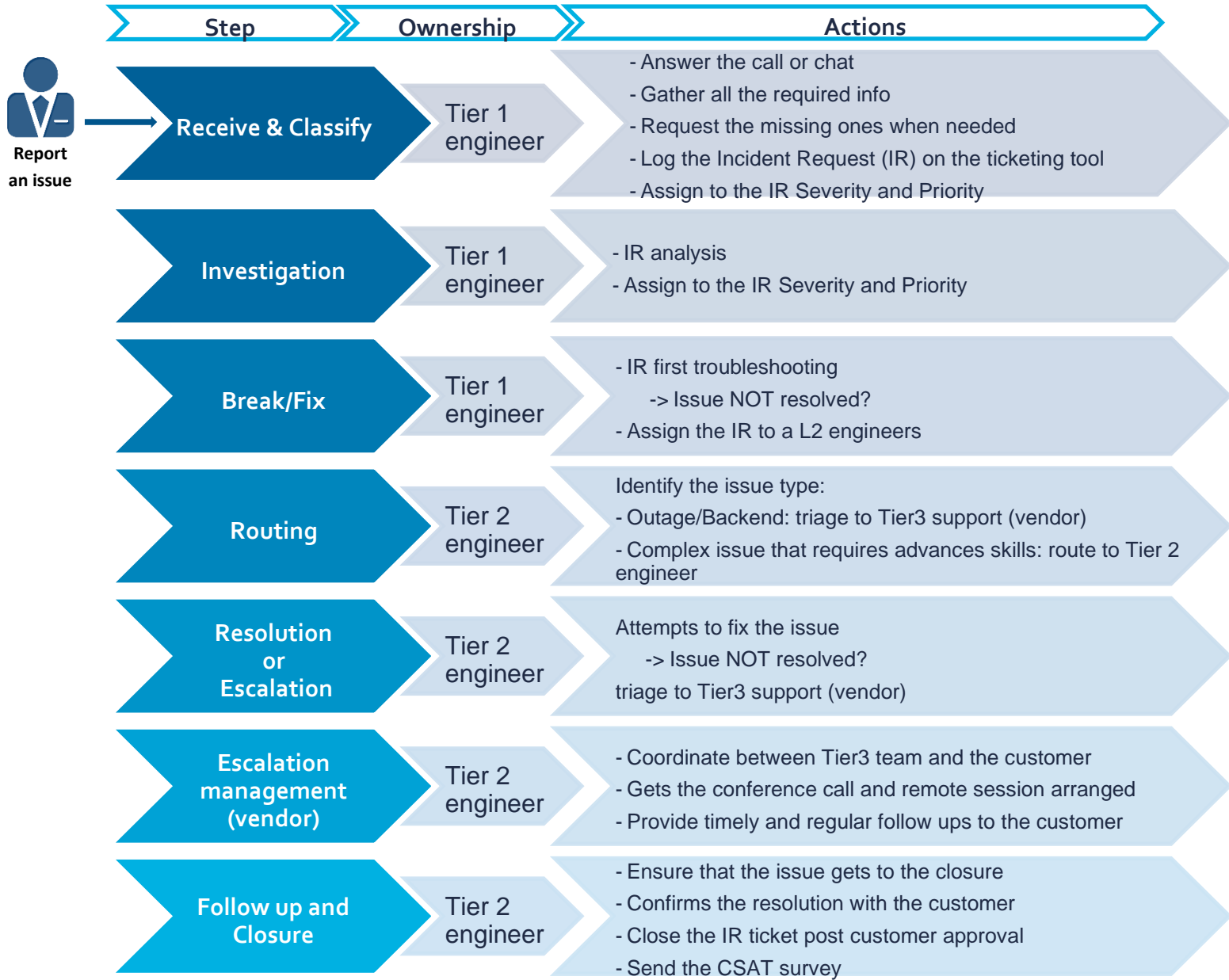
Microsoft-Simplify IT relationship benefits:

- Less than 1 hour response times and escalation management for Severity A issues
- Direct access to a team of Services Account Managers who provide proactive guidance and support assistance for the most critical cases
- Proactive communications about outages, releases and programs
- Architecture guidance for deployment, migration and Cloud API implementations
- Proactive guidance and training so Simplify IT support is ready for what's next
- Fast-response problem resolution
- High priority for cases opened by Simplify IT
- 24/7 support coverage
- Pre-sales assistance available on demand
- On demand consulting
- Tickets routed to different skilled engineers according to issue type and languages
- Dedicated Services Account Manager (SAM) as direct main point of contact with Microsoft.

NOTE: Simplify IT is legally committed with Microsoft (Cloud Service Provider contract) to provide L1 and L2 support.

Therefore, only L3 incidents will be escalated to Microsoft. (see ANEXO1 [here](#) for Levels definition)

Incident Request (IR) Lifecycle



All Microsoft 365 Services and Microsoft Azure Services subscription come with free support for Level 1 intervention. Any support that extends to Level 2 and Level 3 is a chargeable service. Details of the charges can be availed upon request.

7. Customer Pricing

Details of service-specific pricing as negotiated between You and Simplify IT are provided in your monthly billing.

8. **Applicable to Microsoft 365 Services and Microsoft Azure Services Only: Administrative Access to Microsoft Online Services account.**

In order for Simplify IT to administer Microsoft 365 email services and Microsoft Azure Services, You must grant administrative access to Simplify IT to Your Microsoft Online Services account. This provides Simplify IT with broad rights to access Your account. You will be required to acknowledge and agree to Microsoft's terms, conditions and disclaimers in connection with approving Simplify IT's request to be granted administrative access rights with respect to Your account, the current form of which is attached as Appendix B attached hereto. Further, You agree that Simplify IT will not be held responsible or made liable for any loss of personal data and/or damages caused in connection with or as a result of Simplify IT's status as an administrator of Your Microsoft Online Services account or any actions performed by Simplify IT in such role, unless such loss or damages are the direct result of Simplify IT's gross negligence or wilful misconduct. You may disable Simplify IT's administrative access rights at any time through the Microsoft portal; however, Simplify IT will be unable to administer Your Microsoft 365 Services and Microsoft Azure Services at any time that Simplify IT does not hold administrative access rights to Your Microsoft Online Services account.

APPENDIX A. MICROSOFT CLOUD AGREEMENT

This Microsoft Cloud Agreement is between Microsoft Corporation (“Microsoft”, “we”, “us”, or “our”) and the entity you represent, or, if you do not designate an entity in connection with a Subscription, then this agreement is between Microsoft and you individually (in either case, “Customer” or “you”). This agreement consists of the terms and conditions below, the Acceptable Use Policy, the Online Services Terms, and the SLAs. It is effective on the date we provide you with confirmation of your first order (“Effective Date”). Key terms are defined in Section 11.

1. General.

a. Right to Use. We grant you the right to access and use the Online Services and to install and use Software included with your Subscription, as further described in this agreement. We reserve all other rights.

b. Acceptable Use. You will use the Product only per the Acceptable Use Policy. You may not reverse engineer, decompile, disassemble or work around technical limitations in the Product, except where applicable law permits it despite this limitation. You may not disable, tamper with or otherwise attempt to circumvent any billing mechanism that meters your use of the Product. You may not rent, lease, lend, resell, transfer, or host any Product to or for third parties.

c. Use Rights. The Online Services Terms in effect on the Effective Date will apply to your use of the Product for the initial Term of the Subscription. For any renewal Term, the Online Services Terms in effect on the date of renewal will apply. The use rights and Microsoft’s process for updating them are detailed in the Online Services Terms.

d. Choosing a Reseller. You must choose and maintain a Reseller authorized in your region.

e. Reseller Administrator Access and Customer Data. You acknowledge and agree that

(i) once you have chosen a Reseller, that Reseller will be an additional administrator of the Online Services for the Term, and you will be unable to choose another Reseller for the Online Services during the Term, unless otherwise permitted by Microsoft; (ii) Reseller will have the same administrative privileges and access to Customer Data as your own administrator; (iii) Reseller’s privacy practices with respect to Customer Data or any services provided by

Reseller may differ from the privacy practices of Microsoft; and (iv) Reseller may collect, use, transfer, disclose, and otherwise process Customer Data, including personal data. You consent to Microsoft providing Reseller with information that you provide to Microsoft and Customer Data for purposes of ordering, provisioning and administering the Online Services.

f. Eligibility for Academic and Government Versions. You agree that if you are purchasing an academic or government offer, you meet the respective eligibility requirements for a Qualified Educational User or Qualifying Government Entity published at <http://www.microsoftvolumelicensing.com>. Microsoft reserves the right to verify eligibility at any time and suspend the Online Service if such eligibility requirements are not met.

2. Confidentiality.

To the extent permitted by applicable law, the terms and conditions of this agreement are confidential. Unless otherwise agreed, you may not disclose these terms and conditions, or the substance of any discussions that led to them, to any third party other than your Affiliates or agents, or to designated or prospective Resellers who: (a) have a need to know such information in order to assist in carrying out this agreement; and (b) have been instructed that all such information is to be handled in strict confidence.

3. Orders, Prices, term, termination, and suspension.

Orders.

- Orders must be placed through your designated Reseller.
- You may increase the quantity of Product ordered during the Term of a Subscription. Additional quantities of Product added to a Subscription will expire at the end of that Subscription.

Available Subscription Offers.

- **Commitment Offering.** You commit in advance to purchase a specific quantity of Services for use during a Term. With respect to Microsoft Azure Services, additional or other usage (for example, usage beyond your commitment quantity) may be treated as a Consumption Offering. Committed quantities not used during the Term will expire at the end of the Term.
- **Consumption Offering (also known as Pay-As-You-Go).** For Microsoft Azure Services only, your Reseller will bill you based on your actual usage of the Online Services.
- The Subscription offers available to you will be established by your Reseller.

Pricing and Payment. You acknowledge that your prices for each Product and terms and conditions for invoicing and payment will be established by your Reseller.

Renewal. The Term of your existing Subscription will automatically renew unless you provide your Reseller with notice of your intent not to renew prior to expiration of the Term of the Subscription. Microsoft may require you to sign a new agreement, a supplemental agreement or an amendment before processing a renewal.

Taxes. The parties are not liable for any of the taxes of the other party that the other party is legally obligated to pay and which are incurred or arise in connection with or related to the transactions contemplated under this Agreement, and all such taxes shall be the financial responsibility of the party who is obligated by operation of law to pay such tax.

Duration of agreement and Termination. This agreement will remain in effect for the Term of any Subscription purchased hereunder. You may terminate this agreement at any time by contacting your designated Reseller. The expiration or termination of this agreement will only terminate your right to place new orders for additional Products under this agreement.

Termination for breach. Either party may, on written notice to the other party, terminate this agreement if the other party materially breaches this agreement. Except where the breach is by its nature incapable of being cured within 30 days, the terminating party must give the other party 30 days' prior written notice and opportunity to cure.

4. Security, privacy, and data protection.

- You consent to the processing of personal information by Microsoft and its agents to facilitate the subject matter of this agreement. You may choose to provide personal information to Microsoft on behalf of third parties (including your contacts, resellers, distributors, administrators, and employees) as part of this agreement. You will obtain all required consents from third parties under applicable privacy and data protection law before providing personal information to Microsoft.
- Additional privacy and security details are in the Online Services Terms. The commitments made in the Online Services Terms only apply to the Online Services purchased under this agreement and not to any services or products provided by your Reseller.
- You consent and authorize Microsoft (and its service providers and subcontractors) , at Reseller's direction or as required by law, to access and disclose to law enforcement or other government authorities data from, about or related to you, including the content of communications (or to provide law enforcement or other government entities access to such data). As and to the extent required by law, you shall notify the individual users of the Online Services that their data may be processed for the purpose of disclosing it to law enforcement or other governmental authorities as directed by Reseller or as required by law, and shall obtain the users' consent to the same.
- You appoint Reseller as its agent for purposes of interfacing with and providing instructions to Microsoft for the purposes of this Section 4.

5. Warranties.

Limited warranty.

Online Services. We warrant that each Online Service will meet the terms of the applicable SLA during the applicable Term. Your only remedies for breach of this warranty are those in the SLA.

Software. We warrant for one year from the date you first use the Software that it will perform substantially as described in the applicable user documentation. If Software fails to meet this warranty we will at our option (1) return the price paid for the Software or (2) repair or replace the Software.

Limited warranty exclusions. This limited warranty is subject to the following limitations:

- any implied warranties, guarantees or conditions not able to be disclaimed as a matter of law will last one year from the start of the limited warranty;
- this limited warranty does not cover problems caused by accident, abuse or use of the Products in a manner inconsistent with this agreement, or resulting from events beyond our reasonable control;
- this limited warranty does not apply to problems caused by the failure to meet minimum system requirements; and
- this limited warranty does not apply to free, trial, pre-release, preview or beta Products.

Disclaimer. Other than this warranty, we provide no warranties, whether express, implied, statutory, or otherwise, including warranties of merchantability or fitness for a particular purpose. These disclaimers will apply except to the extent applicable law does not permit them.

6. Defense of claims.

- **Defense.** We will defend you against any claims made by an unaffiliated third party that a Product infringes its patent, copyright or trademark or makes unlawful use of its trade secret. You will defend us against any claims made by an unaffiliated third party that any Customer Data (i) infringes the third party's patent, copyright, or trademark or makes unlawful use of its trade secret or (ii) arises from violation of the Acceptable Use Policy.
- **Limitations.** Our obligations in Section 5a will not apply to a claim or award based on: Customer Data, non-Microsoft software, modifications you make to the Product, or materials you provide or make available as part of using the Product; (ii) your combination of the Product with, or damages based upon the value of, a non-Microsoft product, Customer Data or business process; (iii) your use of a Microsoft trademark without our express written consent, or your use of the Product after we notify you to stop due to a third-party claim; or (iv) your redistribution of the Product to, or use for the benefit of, any unaffiliated third party.
- **Remedies.** If we reasonably believe that a claim under Section 5a may bar your use of the Product, we will seek to: (i) obtain the right for you to keep using it; or (ii) modify or replace it with a functional equivalent and notify you to stop use of the prior version of the Product. If these options are not commercially reasonable, we may terminate your rights to use the Product and then refund any advance payments for unused Subscription rights to your Reseller.
- **Obligations.** Each party must notify the other promptly of a claim under this Section 6. The party seeking protection must (i) give the other sole control over the defense and settlement of the claim; and (ii) give reasonable help in defending the claim. The party providing the protection will (1) reimburse the other for reasonable out-of-pocket expenses that it incurs in giving that help and (2) pay the amount of any resulting adverse final judgment (or settlement that the other consents to). The parties' respective rights to defense and payment of judgments or settlements under this Section 6 are in lieu of any common law or statutory indemnification rights or analogous rights, and each party waives such common law or statutory rights.

7. Limitation of liability.

- **Limitation.** The aggregate liability of each party for all claims under this agreement is limited to direct damages up to the amount paid for the Online Service during the 12 months before the cause of action arose; provided, that in no event will a party's aggregate liability for any Online Service exceed the amount paid for that Online Service. For Products provided free of charge, Microsoft's liability is limited to direct damages up to U.S. \$5,000.
- **Exclusion.** Neither party will be liable for loss of revenue or indirect, special, incidental, consequential, punitive, or exemplary damages, or damages for lost profits, revenues, business interruption, or loss of business information, even if the party knew they were possible or reasonably foreseeable.

- Exceptions to limitations. The limits of liability in this Section apply to the fullest extent permitted by applicable law, but do not apply to: (i) the parties' obligations under Section 6; or (ii) violation of the other's intellectual property rights.

8. Software.

- **Licenses purchased.** We grant you licenses for the number of copies of Software you ordered.
- **License confirmation.** Proof of your Software license is (i) this agreement, (ii) any Order confirmation, (iii) documentation evidencing license transfers (for any permitted transfers), and (iv) proof of payment.
- **License rights are not related to fulfillment of Software media.** Your acquisition of Software media or access to a network source does not affect your license to Software obtained under this agreement. We license Software to you, we do not sell it.
- **Transferring and assigning licenses.** License transfers are not permitted.

9. Support.

Support services for Products purchased under this agreement will be provided by Reseller.

10. Agreement mechanics.

Notices. You must send notices by mail to the address below.

Notices should be sent to:	Copies should be sent to:
Microsoft Corporation Volume Licensing Group One Microsoft Way Redmond, WA 98052 USA Via Facsimile: (425) 936-7329	Microsoft Corporation Legal and Corporate Affairs Volume Licensing Group One Microsoft Way Redmond, WA 98052 USA Via Facsimile: (425) 936-7329

We may email notices to account administrators you identify. Notices are effective on the date on the return receipt or, for email, when sent.

Assignment. You may not assign this agreement either in whole or in part.

Severability. If any part of this agreement is held unenforceable, the rest of the agreement will remain in full force and effect.

Waiver. Failure to enforce any provision of this agreement will not constitute a waiver.

No third-party beneficiaries. There are no third-party beneficiaries to this agreement.

Applicable law and venue. This agreement is governed by Washington law, without regard to its conflict of laws principles except that (i) if Customer is a U.S. Government entity, this agreement is governed by the laws of the United States, and (ii) if Customer is a state or local government entity in the United States, this agreement is governed by the laws of that state. Any action to enforce this agreement must be brought in the State of Washington. This choice of jurisdiction does not prevent either party from seeking injunctive relief in any appropriate jurisdiction with respect to violation of intellectual property rights.

Entire agreement. This agreement is the entire agreement concerning its subject matter and supersedes any prior or concurrent communications.

Survival. The following provisions will survive this agreement's termination or expiration: 5 (Warranties), 6 (Defense of claims), 7 (Limitation of liability), 10f (Applicable law and venue), 10g (Entire agreement), 10h (Survival), 10i (U.S. export jurisdiction) and 11 (Definitions).

U.S. export jurisdiction. The Product is subject to U.S. export jurisdiction. You must comply with all applicable laws, including the U.S. Export Administration Regulations, the International Traffic in Arms Regulations, and end-user, end-use and destination restrictions issued by U.S. and other governments. For additional information, see <http://www.microsoft.com/exporting/>.

Force majeure. Neither party will be liable for any failure in performance due to causes beyond that party's reasonable control (such as fire, explosion, power blackout, earthquake, flood, severe storm strike, embargo, labor disputes, acts of civil or military authority, war, terrorism (including cyber terrorism), acts of God, acts or omissions of Internet traffic carriers, actions or omissions of regulatory or governmental bodies (including the passage of laws or regulations or other acts of government that impact the delivery of Online Services)). This section will not, however, apply to your payment obligations under this agreement.

Publicity. Microsoft may publicly disclose (orally and in writing) that you are a customer of Microsoft and a purchaser of the Product(s), including in a list of Microsoft customers and other promotional materials.

Order of Precedence. In the case of a conflict between any documents referred to in this agreement that are not expressly resolved in those documents, their terms will control in the following order of descending priority: (1) this agreement, (2) the SLAs, and (3) the Online Services Terms. Terms in an amendment control over the amended document and any prior amendments concerning the same subject matter.

11. Definitions.

Any reference in this agreement to “day” will be a calendar day.

“**Acceptable Use Policy**” is set forth in the Online Services Terms or as otherwise made prominently available by Microsoft.

“**Affiliate**” means any legal entity that a party owns, or that owns a party, with a 50% or greater interest. “**Commitment Offering**” and “**Consumption Offering**” describe categories of Subscription offers and are defined in Section 3.

“**Customer Data**” is defined in the Online Services Terms.

“**Online Service**” means any Microsoft online service subscribed to under this agreement.

“**Online Services Terms**” means the terms that apply to your use of the Products available at <http://www.microsoft.com/licensing/onlineuserights>. The Online Services Terms include terms governing your use of Products that are in addition to the terms in this agreement.

“**Product**” means any Online Service (including any Software).

“**Reseller**” means an entity authorized by Microsoft to resell Software licenses and Online Service Subscriptions under this program and engaged by you to provide pre- and post-transaction assistance.

“**SLAs**” means the service level agreement commitments we make regarding delivery and/or performance of the Online Service, as published at <http://www.microsoft.com/licensing/contracts>, <http://www.windowsazure.com/en-us/support/legal/sla/> or at an alternate site that we identify.

“**Software**” means software we provide for installation on your device as part of your Subscription or for use with the Online Service to enable certain functionality.

“**Subscription**” means an order for a quantity of Product for a defined Term (e.g., 30 days or 12 months).

“**Term**” means the duration of a Subscription for a specific Product as established by your Reseller.

APPENDIX B. MICROSOFT TERMS OF DELEGATED ADMINISTRATION

By delegating administrative authority to your Microsoft Online Services account (including your Office 365 account) to Simplify IT, you will agree to the terms and conditions herein (as they may be changed from time to time by Microsoft). Accordingly, please read them carefully.

Terms of Delegated Administration

Last updated: October 2010

WARNING: If you choose to authorize a partner to be your delegated administrator, the partner will have full administrative access to all your services and subscriptions. This includes functions such as setting up mailboxes, adding or removing users and groups, or data migration.

Note of caution regarding authorizing a delegated administrator

If you (the "customer") opt to authorize a delegated administration partner, do so carefully. Microsoft provides customers who may not wish to perform certain administration functions on their Microsoft Online Services account(s) the ability to authorize a delegated administrator to perform these functions. Before doing so, you must read and agree to these terms.

What functions may a delegated administrator perform?

A person or entity authorized as a delegated administrator can perform all administrative operations related to a customer's Microsoft Online Services account(s), just as the customer would be permitted to do.

These administrative operations can include, but are not limited to, creation of user accounts, creation of e-mail boxes, or addition / deletion / editing / copying / archiving / transfer of data / transformation of data.

What are some benefits of selecting a delegated administrator?

Selecting a delegated administrator familiar with administering Microsoft Online Services accounts may free customer from having to learn to perform these functions itself and may enable customer to obtain support services from the delegated administrator.

What are some risks of selecting a delegated administrator?

Because a delegated administrator will have full administrative access to a customer's account, the delegated administrator will have access to all customer data.

Depending on the nature of the subscription or service, customer may suffer direct or indirect harm if the delegated administrator fails to provide certain functions for customer, e.g., if the delegated administrator does not perform timely backup of data or the delegated administrator does not timely provision new mailboxes for customer employees.

A delegated administrator could, because of its role, accidentally or intentionally harm customer through loss or misuse of customer's data. There is nothing in the system to prevent this.

Microsoft does not approve, monitor, or manage the delegated administrator.

If customer elects to de-authorize a previously authorized delegated administrator, Microsoft will make all reasonable attempts to do so promptly. However, this removal is not instantaneous and during this processing time the delegated administrator will continue to have full access to the customer's subscriptions.

How do I disable a delegated administrator?

You may disable a delegated administrator's access to your account at any time.

To disable a delegated administrator's access, see Remove a Delegated Administrator in the online Help.

Additional terms

The option to authorize a partner to perform delegated administration is for customer's convenience only. Customer is not obligated to select or authorize a delegated administrator and, if a delegated administrator is selected, customer may de-authorize the delegated administrator at any time. Selection of a delegated administrator will not affect or alter the relationship between customer and any other partners (except to the extent such delegated administrator selection is to replace an existing delegated administrator).

The relationship between customer and a delegated administrator is defined by the separate oral or written agreement(s) between them. Microsoft has no involvement in the customer/delegated administrator relationship. In the event of an issue arising from a delegated administrator's services or failure to provide services, customer's sole recourse is with the delegated administrator.

Microsoft bears no responsibility whatsoever for acts or omissions of a delegated administrator.

Customer's selection or non-selection of a delegated administrator will not alter the relationship between Microsoft and Customer as spelled out in the applicable agreement for Microsoft Online Services, except as stated in these Terms.

DISCLAIMER OF WARRANTIES

MICROSOFT DOES NOT ENDORSE AND MAKES NO REPRESENTATIONS OR WARRANTIES WITH

RESPECT TO THE SERVICES PROVIDED BY A PARTNER (IF ANY). WITHOUT LIMITING THE

FOREGOING, MICROSOFT DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF CUSTOMER'S USE OF A PARTNER. ALL PARTNER SERVICES ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND.

LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WHATEVER THE LEGAL BASIS FOR THE CLAIM, NEITHER MICROSOFT NOR ANY OF ITS AFFILIATES OR SUPPLIERS WILL BE LIABLE FOR DAMAGES (INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, CONSEQUENTIAL, SPECIAL OR INCIDENTAL DAMAGES, DAMAGES FOR LOST PROFITS OR REVENUES, BUSINESS INTERRUPTION, OR LOSS OF BUSINESS INFORMATION) ARISING FROM OR IN CONNECTION WITH ANY ACT OR OMISSION BY A PARTNER PROVIDING SERVICES TO CUSTOMER.

Customer explicitly acknowledges that it:

- understands the partner it authorizes will have full administration privileges for customer's account, including the ability to access or migrate any or all of customer's data;
- understands that Microsoft is not responsible for any acts or omissions of the partner that customer has authorized; and
- has read and understands these terms.

• **ANEXO 1 - Support Levels Definition**

IT Support Level	Function	Definition	Support methodology
Level 0	Self-help and userretrieved information	<p>Automated or self-service solutions that users can access themselves without the aid of the Help Desk.</p> <p>These include automated password resets, Web sites for requesting upper support, and knowledge base lookup.</p> <p>Level 0 support is performed without the aid of a Help Desk technician.</p>	<p>Users retrieve support information from Web, pages or apps, including FAQs, detailed product and technical information, blog posts, manuals, and search functions.</p> <p>Users also use apps to access service catalogues where they can request and receive services without involving the IT staff. (Not available: App release TBD)</p> <p>Email, Web forms, phone and chat I contact methods are used to send questions and requests to upper support Levels or company personnel. Customer forums allow users to crowd-source solutions, without input from company personnel.</p>
Level 1	Basic Help Desk resolution and service desk delivery	<p>Filters helpdesk calls and provides basic support and troubleshooting, such as password resets, configurations, break/fix instructions. Account and subscription management, access management, purchase/pricing, usage/billing, invoicing enablement. Basic installation, setup, and general technical usage, ticket routing and escalation to Level 2 and Level 3 support. A Level 1 tech gathers and analyses information about the user’s issue and determines the best way to resolve their problem. Level 1 may also provide support for identified Level 2 and Level 3 issues where configuration solutions have already been documented. This is basic/initial level of support where support engineer logs, categorises, prioritises, tracks incidents or alarms reported by user or monitoring tools.</p>	<p>Support for basic customer issues such as solving usage issues and fulfilling service desk requests that need IT involvement.</p> <p>If no solution is available, Level 1 personnel escalate incidents to a higher Level.</p>
Level 2	In-depth technical support	<p>Troubleshooting, configuration, database administration, and repair for server, network, infrastructure, data centre, email, file shares, and other infrastructure issues. Besides always having the ability to deploy solutions to new problems, a Level 2 tech usually has the most expertise in a company and is the go-to person for solving difficult issues. The engineer manages and acts on incidents raised by the L1 Team and follows the workflow to resolve incidents as per SOP within timeline agreed and documented SLA (Service Level Agreement). And if required escalates the incident as per the Escalation Matrix.</p>	<p>Experienced and knowledgeable technicians assess issues and provide solutions for problems that cannot be handed by Level 1.</p> <p>If no solution is available, Level 2 support escalates the incident to Level 3.</p>
Level 3	Expert product and service support	<p>Engineers are technical experts and resolve issues that are typically difficult and escalated. L3 engineers participate in management, prioritisation and product enhancements.</p>	<p>Access to the highest technical resources available for problem resolution or new feature creation.</p> <p>Level 3 technicians attempt to duplicate problems and define root causes, using product designs, code, or specifications.</p> <p>Once a cause is identified, the company decides whether or not to create a new fix, depending on what caused the problem. New fixes are documented for use by Level 1 and Level 2 personnel.</p>

• ANEXO 2 – Azure Support Type of Queries

Azure Support Scope Details			
General	Inclusions	Advanced Troubleshooting with PowerShell	Inclusions
Creating Windows Virtual Machines	√	Azure support for PowerShell in ASM mode	√
Creating Linux Virtual Machines using Azure CLI	√	Azure support for PowerShell in ARM mode	√
Implementing Azure resource manager	√	Troubleshooting Automation related issues in Azure	√
Connection to Azure Subscription using Azure CLI	√	Troubleshooting SQL Backups using PowerShell	√
Managing account information & publishing settings	√	Active Directory & Authentication	
Troubleshooting Azure cloud services	√	Installation and configuration of Active Directory in Azure	√
Troubleshooting Azure storage	√	Managing Active Directory in Hybrid Environment	√
Attaching & Mounting Disks on Windows & Linux VM's	√	Troubleshooting Azure AD Sync	√
Deploying multiple Virtual Machines using Resource Group Templates	√	Troubleshooting Azure MFA (Multi Factor Authentication)	√
Troubleshooting remote access related issues	√	Troubleshooting SSO related issues	√
Network		Escalation Support	
Troubleshooting Azure Virtual network(VNET)	√	Microsoft Tier III Escalation	√
Troubleshooting Network Load Balancing	√	Azure Core Quota Increase Requests	√
Configuring ACL's as per requirements	√	Out Of Scope	
Troubleshooting VPN's within Azure	√	Issues related to On-Premise servers and network	×
Troubleshooting Azure Point To Site Connectivity	√	Any Hardware related issues	×
Troubleshooting Azure Site to Site Connectivity	√	Any Onsite support	×
Troubleshooting Azure Express Routes	√	Third Party application support	×
Web & Mobile Services		Support related to Third party MFA(Multi Factor Authentication) Services	×
Troubleshooting Azure Service Bus(PaaS)	√	Issues related to VPN connectivity on the LAN side/Layer 3 devices	×
Troubleshooting Azure SQL Database (PaaS)	√	Any type of Migration related support	×
Troubleshooting Azure Web application connectivity related issues	√	Any OS upgrade on existing machines	×
Enabling IIS over Azure	√	Windows OS support	×
Troubleshooting Azure Mobile services	√		

Backup & Recovery	
Capturing Virtual Machine backup Images	√
Troubleshooting backup and recovery issues	√
Troubleshooting Backup related issues	√
Recovering virtual machines from previous backups within Azure	√
Using PowerShell to backup SQL databases	√
Troubleshooting Azure Site recovery (ASR)	√

• **ANEXO 3 – Microsoft 365 Support Type of Queries – Part1**

Microsoft 365 Support Scope Details			
General Tasks	Inclusions	MS Dynamics 365 & CRM Online	Inclusions
Create and manage user accounts.	Tier 1	Basic installation, setup, and general technical usage	Tier 1
Assign and manage licenses	Tier 1	User creation & Deletion for CRM Online	Tier 1
Address User password reset/ change requests	Tier 1	Granting access rights	Tier 1
Setup and manage user roles.	Tier 1	Managing user roles & scopes	Tier 1
basic installation, setup, and general technical usage	Tier 1	Importing data into MS CRM online	Tier 2
Generation of available reports on Office365 portal	Tier 1	Customizing MS CRM online	Tier 2
Exchange Online		Managing licenses assignment	Tier 1
Basic installation, setup, and general technical usage	Tier 1	Managing user account synchronization	Tier 1
Create and Manage Distribution Lists and Contacts.	Tier 1	Managing Storage for MS CRM online	Tier 1
Create and Manage Resource Mailboxes.	Tier 1	Managing instances in MS CRM Online	Tier 2
Configure outlook with Exchange online.	Tier 1	Managing Tenants within MS CRM	Tier 2
Guide users in configuring supported Mobile Devices with ActiveSync.	Tier 1	Editing Properties of a CRM instance	Tier 2
Manage Email Flow and transport settings.	Tier 2	Install MS CRM to use with Outlook	Tier 1
Manage SPAM and Quarantine settings.	Tier 2	Exchange Online Advanced Threat Protection	
Manage email Archival Rules	Tier 2	Basic installation, setup, and general technical usage	Tier 1
Manage Critical mailbox's legal hold	Tier 2	Managing Spam settings for individuals & domain	Tier 2
Recipient configuration (mailbox permissions, configuring mail forwarding, configuring shared mailbox	Tier 2	Managing spam policies	Tier 2
Autodiscover configuration	Tier 2	Allowing & Blocking email domain	Tier 2
Managing DNS records (MX, CN etc)	Tier 2	Managing malware policies	Tier 2
Switching mail flow between different domains	Tier 2	Managing Quarantine policies	Tier 2
Exchange Online support through PowerShell commands	Tier 2	Setting up Whitelisting, Blacklisting of domains	Tier 2

Microsoft 365 and Microsoft Azure Product Schedule

Skype For Bussiness			
Basic installation, setup, and general technical usage	Tier 1	Azure AD	
Installation and creating contacts	Tier 1	Basic installation, setup, and general technical usage	Tier 1
Address conferencing related issues - Web, Audio and Video.	Tier 2	Managing Domains	Tier 2
Configure outlook with SKB online.	Tier 1	Domain setup and re-delegation	Tier 2
Manage external IM communication.	Tier 1	Create, change, or delete user accounts	Tier 2
Setup and Manage meeting rooms	Tier 1	Managing user roles & scopes	Tier 1
Manage custom SKB Invites	Tier 1	Monitor service licenses and service health	Tier 1
Troubleshooting connectivity issues	Tier 2	Manage passwords	Tier 1
SharePoint Online		Manage sites and site collections	Tier 1
Basic installation, setup, and general technical usage	Tier 1	Managing management certificates	Tier 2
Manage user and team site(s)	Tier 1	Supporting Azure Power Shell environment	Tier 2
Manage SharePoint site's user access	Tier 1	Federation configuration & support	Tier 2
Manage Document Libraries and user assignment	Tier 2	Integration with On-premise Active Directory domain	Tier 2
Configuration of external users	Tier 1	Single sign-on (SSO)	Tier 2
Permissions and user groups	Tier 1	Active Directory synchronization	Tier 2

• ANEXO 3 – Office365 Support Type of Queries – Part2

Office365 Support Scope Details			
Migration Support	Inclusions	Project Online & Project Web App	Inclusions
Technical issues within O365 setup, preventing to Migrate the users/mailboxes	Tier 2	Creating users in Project Online	Tier 1
Domain, DNS Setup during Migration	Tier 2	Assigning appropriate licenses to users	Tier 1
Unable to point emails to the correct MX records	Tier 2	Issues while installing or using Project Online Professional	Tier 1
Managing domains during Migration	Tier 2	Issues accessing or using PWA	Tier 2
Troubleshooting Mail flow issues during Migration	Tier 2	Issues changing and aligning views in Project Online including viewing master projects and subprojects	Tier 2
Adding/removing connectors	Tier 2	Issues related to using the correct PWA/Project Online link	Tier 2
Adding/removing trusted domains	Tier 2	Browser related issues, while accessing Project Online	Tier 2
Security & Compliance		Issues related to connecting Project Pro desktop client with Project Online	Tier 2
Setup & Configure Archival rules & Policies	Tier 2	Assigning specific rights to users in Project Online	Tier 2
Setup & Configure Data Loss Prevention Rules	Tier 2	Assigning specific roles to users in Project Online	Tier 2
Setup & Configure Mobile device Management	Tier 2	Customizing Project Online fields defined in the IDP User Setup Form	Tier 2
Setup & Configure eDiscovery	Tier 2	Configuring and managing the resource centre	Tier 2
Import PST Files & Data to Office365	Tier 2	Licensed users cannot access PWA	Tier 2

Microsoft 365 and Microsoft Azure Product Schedule

Security & Permission Management	Tier 2	Ensuring a User has access to a project	Tier 1
Setting up retention Policies	Tier 2	MS Intune	
Setup Deletion policies	Tier 2	Help setting up & securely managing Mobile devices like iOS, Android, Windows, and macOS	Tier 2
Setup Preservation policies	Tier 2	Setup mobile data protection polices as per client's direction	Tier 2
Setup Content Searching	Tier 2	Setup security policies for mobile devices	Tier 2
Skype For Bussiness PSTN Calling		Setup of Office mobile app	Tier 2
License Management	Tier 1	Help registering/de-registering devices for management	Tier 2
Preparing for Public Certificates	Tier 2	Provision MDM profiles	Tier 2
Setting up CloudPBX & add on License addition	Tier 2	Help removing corporate data from devices	Tier 2
New Or Existing Numbers Assignment & management	Tier 2	Help pushing mobile apps to users	Tier 2
Setting up Number portability	Tier 2	Escalations Support	
Integrated number reservation	Tier 2	Escalations to Microsoft Tier III support as required	Tier 3
Setting up Call Routing	Tier 2	Supported tasks that are outside the functionality provided with available tools (OAC/MOP, ECP, Advanced PowerShell etc.)	Tier 3
Emergency numbers & address setup	Tier 2	Break/fix – Problems with the service	Tier 3
Basic installation, setup, and general usage issues	Tier 2	Availability – Service not accessible	Tier 3
Configure outlook with SFB online	Tier 2	Not operating according to Service Descriptions	Tier 3
Manage external IM communication.	Tier 2	Bugs and other irregularities that effect service appearance or operation.	Tier 3
Setup and Manage meeting rooms	Tier 2	MOSI provisioning issues	Tier 3
Manage custom SFB Invites	Tier 2	Large scale network disruptions	Tier 3
Windows 10 Ent As a Service		Regional, multi-tenant impact	Tier 3
Windows Licensing administration & activation	Tier 1	Inherently complex or strategic technical support issues	Tier 3
Initial Setup & configuration	Tier 1	OneDrive	
User Additions, Deletion and Changes	Tier 1	Basic installation, setup, and general technical usage	Tier 1
Managing windows apps	Tier 1	Configure Folder Sync with OneDrive utility	Tier 1
Issue related to Windows machine joining Azure AD domain	Tier 2	OneDrive not accessible	Tier 1
Microsoft Security software deployment & troubleshooting	Tier 1		