

Tech Data Cloud - Microsoft Cloud Solutions Provider Program Guide

This Program Guide for the Microsoft Cloud Solutions Provider Program ("Guide") provides additional information and guidance for you as a Reseller Partner regarding the resale of Microsoft CSP Program subscriptions to Customers in the Territory. All terms used but not defined herein will have the meaning given to them in the Microsoft Cloud Product Rider ("Agreement"). In the case of a conflict between the terms and conditions of this Guide and the Agreement, where such conflict is not expressly resolved by the documents, the terms and conditions of the Agreement shall control.

1. General Obligations and Requirements

1.1 Microsoft Partner Program

Reseller Partner will remain responsible for enrolling in the Microsoft Partner Network (MPN) and maintaining the MPN status at least at the registered member level. Registered member status is available to you free of charge. If you are not already enrolled in the Microsoft Partner Network, please visit:

<https://mspartner.microsoft.com/en/us/Pages/index.aspx> to find out additional details on joining.

1.2 Reseller Service Activation and Retention

Reseller Partner will drive sales, usage, customer satisfaction and retention of the Products for Reseller Partner's Customer base and will remain responsible for maintaining applicable systems and processes in order to do so.

2. Getting Started

2.1. Initial Getting Started Email

All partners expressing interest in becoming authorized for CSP will receive a Getting Started with CSP E-mail. This email will provide you the forms necessary to submit and become authorized for CSP. In addition, a Microsoft Cloud Agreement will be included and Reseller Partners are to pass along to their end-user customer prior to purchases being placed with Tech Data.

2.2. Requirements for Authorization

Reseller Partner must be authorized by Tech Data to participate in the Microsoft Cloud Solutions Provider Program. In order to become authorized, Reseller Partner will work with the Tech Data Cloud Solutions Provider ("CSP") team to determine the authorization level and process all necessary paperwork. Authorization levels are based on support capabilities of the Reseller Partner (see Section 7 below for various authorization levels) and whether the Reseller Partner is providing continuous support to their customers. To get started transacting in the Cloud Solutions Provider Program, Reseller Partner must complete the following:

- a) **Electronic Commerce Credentials:** An Electronic Commerce ("EC") Login is required in order to access the Tech Data Cloud Solutions Store. If Reseller Partner has an EC Agreement in place, Reseller Partner should contact their system administrator to acquire login credentials. If Reseller Partner does not already have an EC Agreement in place, please visit: <http://www.techdata.com/ecapplication> or contact our Electronic Commerce department at 1-800-553-7921 extension 77926, to establish an Electronic Commerce ID and Password. An EC Login is required to transact on techdata.com or any affiliated e-commerce websites associated with Tech Data.
- b) **Tech Data Corporation Microsoft Cloud Product Rider:** This product rider must be completed, signed dated and returned to microsoftcloud@techdata.com as part of the authorization and onboarding process for Microsoft CSP. This Program Guide will accompany the Tech Data Corporation Microsoft Cloud Product Rider and current versions can be found [here](#).

The CSP Welcome Packet will be provided once the CSP Cloud Product Rider is signed, returned and Reseller Partner CSP authorization has been processed (Typically a 24 hour turnaround).

2.3. Welcome E-mail

Upon authorization being granted Reseller Partners will receive a welcome e-mail which will provide:

- a) Cloud Solutions Store Demo – 5 minute demo to familiarize partners with logging in, accessing and navigating the Cloud Solutions Store
- b) Order Walk Thru Guide – Step by step reference guide to placing CSP orders on StreamOne
- c) Multi-Channel link to transfer Advisor and Open subscriptions to CSP
- d) Hyperlink to view recorded webinar "Building a Business – Office Your Way Program" which covers
 - I. Growth of Cloud Services
 - II. Core concepts for building efficiencies and profitability

- III. Cloud Solution Provider enablement tools
- e) Team contact details
- f) Separate email with credentials to Symphony Summit, Tech Data's 3rd party Help Desk ticketing portal

3. Ordering and Delivery of Products

3.1. Microsoft Cloud Agreement

Tech Data will provide its Reseller Partners with a Microsoft Cloud Agreement (X20-12427) at the time of onboarding into the CSP Program. The intention of this document is for the Reseller Partner to provide the Microsoft Cloud Agreement to the End Customer. Each End Customer must be provided with a Microsoft Cloud Agreement for new subscriptions and each Reseller Partner is responsible for their customer receiving and accepting these terms prior to Reseller Partner placing any orders with Tech Data. Reseller Partner must keep all applicable books and records relating to its performance of all contractual and legal obligations under the Microsoft Cloud Agreement. Microsoft and Tech Data have the right to verify compliance with all contractual and legal obligations under the Agreement.

To purchase Microsoft CSP subscriptions in this program, Reseller Partner must utilize Tech Data's Cloud Solutions Store for at least the first transaction. The Microsoft listing on the Solutions Store will provide the Reseller Partner with everything needed to get started selling. Once Reseller Partner is ready to buy or request a formal quote, Reseller Partner will use the 'Purchase' tab. Each product from the 'Plans & Pricing' tab will be represented here with a corresponding SKU at a price which will show an estimated cost due to the billing cycle for CSP. **Please note this is because Reseller Partner will not receive the first bill for the Product until the second month.** Once Reseller Partner has found the correct SKU, Reseller Partner will simply add it to cart and follow through with checkout. During this process, Reseller Partner will be prompted to enter all necessary information including end user details, purchase order reference numbers, and payment method for future billing. The completion of checkout will automatically trigger provisioning via APIs to Microsoft and depending upon the order type, will determine how licenses are accessed via the Office 365 portal. Existing tenants renewed from Advisor or Open to CSP will utilize existing credentials. New tenants created will be emailed administrative credentials, including a temporary password which must be accessed and reset within 24 hours.

4. Subscription Offers and Invoicing

4.1. Commitment Offering Subscription Term and Billing

Tech Data will invoice Reseller Partner on the eighth (8th) day of each calendar month on a per Customer basis. Tech Data will provide invoices electronically and payment for all invoices will be due in accordance with the credit terms the Reseller Partner already has in place with Tech Data.

The subscription term is set according to Microsoft's terms and conditions of the Cloud Solution Provider Program, which can be found [here](#). Subscriptions will automatically renew for 12 months at the end of a subscription term. Renewal pricing will be based on the then-current pricing at renewal. If Customer chooses to not renew, Reseller Partner must cancel the Subscription in advance of the next scheduled invoice.

5. Billing and Cancellations

In addition to monthly electronic notifications, Reseller Partner will be able to view details about orders, invoices, and entitlements at any time through the Reseller Portal on the Cloud Solutions Store. Through the Digital Locker tab, Reseller Partner can keep track of all Customer entitlements, including those waiting to provision, provisioned, and suspended. Should a Customer ever wish to discontinue their service, you can cancel the subscription on their behalf on this page by clicking the cancel button within the Active Subscriptions section.

6. Customer Service Level Agreement

The current Online Services Service Level Agreement from Microsoft can be found at <http://www.microsoftvolume licensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=37>.

7. Support for Products

7.1 Customer Support

Reseller Partner must provide Customer support for Products on a continuous basis. Reseller Partner can choose to provide this support by any of the following methods:

- a) Reseller Partner is the sole provider of all required Customer support on a continuous basis and receives partner support through Tech Data as part of the Standard Suite of CSP products. CSP products within the Standard Suite includes 24x7 partner support for all Tier 1, 2 & 3 incidents via phone, email, chat, and a Support Ticketing Dashboard.

- b) Reseller Partner can purchase Select Suite, offering end-user support from Tech Data under which Tech Data shall provide all required Customer support on a per license basis pursuant to Microsoft's requirements of providing continuous support. CSP products in Select Suite includes 24x7 end-customer support for all Tier 1, 2 & 3 incidents via phone, email and chat + Standard Suite for partners, which includes 24x7 partner support for all Tier 1, 2 & 3 incidents via phone, email, chat, and a Support Ticketing Dashboard.
- c) If an end-user has a reported issue which is non-CSP product related, our support team will engage the Reseller Partner to determine who will assist the customer for CSP out of scope support instances. If the Reseller Partner has previously indicated the Tech Data Support Team can handle Out of Scope Support instances, this will be charged to the reseller at a per incident fee of \$12.95. If the Reseller Partner did not previously opt into out of scope support for their customers, the customer will be routed to their Reseller Partner for out of scope support instances.
- d) Reseller Partner qualifies for the Tech Data CSP Elite Program and agrees to:
 - i. Provide end-user support for all seats covered under CSP on a continuous basis pursuant to Microsoft's standards set forth in the Program Guide located [here](#).
 - ii. Communicate and clearly display its support policies, support hours, incident response time and service levels to Customers upon purchase and thereafter. Tech Data may require Reseller Partner to maintain certain support performance levels, including Customer satisfaction, and avoidance of invalid support escalations from Reseller Partner to Tech Data. If Tech Data determines Reseller Partner is unable to meet these performance levels, upon request by Tech Data, Reseller Partner will meet to discuss a remediation plan. If Tech Data determines remediation is necessary, Reseller Partner will provide a report to Tech Data of Company's support capabilities and will perform any necessary additional training of its personnel to support the remediation plan.
 - iii. Update Tech Data Microsoft team at microsoftcloud@techdata.com with Reseller Partner support contact information so we may direct any end-user customers to the proper place should they contact our support team.
 - iv. If Reseller Partner seeks support through Tech Data for CSP product related issues, they will be charged a per incident fee of \$12.95 under the out of scope/disaster recovery support pricing model.

If Reseller Partner is found to not have the ability to provide support on a continuous basis, Tech Data reserves the right to revoke Elite Status and enforce either Standard or Select Suite options to be purchased and all seats under CSP through Tech Data will be migrated to the appropriate suite, including future billings for all seats under contract.

7.2 Disaster Recovery and Out of Scope Support

In the unlikely occurrence a Reseller Partner is unable to provide the requested Customer support, due to an outage caused by an unforeseen incident such as a natural disaster, Tech Data will provide support on the Reseller Partner's behalf to Customers. Upon authorization to the CSP Program, you can designate Disaster Recovery Option. In the event a customer (and Tech Data support validates the claim) is unable to reach the reseller, Tech Data Support will assist the customer to ensure they do not have a gap in coverage and the reseller will be charged the standard per incident fee of \$12.95. Tech Data shall invoice Reseller Partner on a monthly basis for any per incident support fees incurred during the prior month in accordance with Section 5 above.

****You must notify Tech Data via email at microsoftcloud@techdata.com if you are opting into the Disaster Recovery Support Option outside the regular CSP authorization process.**

When Reseller Partner is responsible for providing Customer support in accordance with this Program Guide, Reseller Partner will be the point of contact for your Customers for all operational or technical support questions related to the Products. You will be responsible for informing Customer of your support processes. Examples of support services include, but are not limited to: account set-up; sign up, accounts and billing; "how to" articles and FAQs; service and software updates; software configuration; performance issues within your span of control; client connectivity and client desktop; and service availability issues within your span of control. In the event Customer contacts Tech Data support help desk, we will absorb first call handling and direct Customer to Reseller Partner. It is the sole responsibility of the partner to update Tech Data with their support details.

7.4 Contact Information and Reports

Reseller Partner should provide Tech Data with the telephone numbers, email addresses and website addresses for your support personnel and insert support information in all websites or other materials that describe your support of the Products. Reseller Partner may not publish, disclose or use Microsoft's support contact information in a way that directs Customers to Microsoft.