

Silversands

Base Cloud Support Services

v2.0

Effective 1st February 2020

Introduction

“SILVERSANDS” means Silversands Limited, company registration 2141393, of 3-5 Albany Park, Poole, BH17 7BX and any subsidiary, group member or partner of Silversands Limited.

“CLIENT” means the person or body (of whatever legal nature)] contracting with Silversands for the supply by Silversands of Microsoft Cloud Services.

These Base Cloud Support Services outline the inclusive support available to CSP Clients of Silversands.

Enhanced support services are available for additional charges.

Contact Silversands for information.

BASE SERVICES

1. Billing and subscription support
2. Provisioning support and advice
3. Advice on service availability issues
4. Advice on migrating to CSP
5. Access to chargeable add-on services such as:
 - Enhanced Support
 - Managed Services
 - Migrations
 - Consultancy
 - Business Applications
 - User Adoption
 - User Management

SERVICE LEVELS

1. The Base Services are offered on a reasonable commercial endeavours basis.
2. If you required guaranteed service levels for parts of the Base Service or Additional Services, then please contact your Silversands Account Manager.

CONTACTING SUPPORT

1. Email your support issue to support@silversands.co.uk
2. Support hours are 08:00 through 18:00 Monday to Friday excluding Bank Holidays.