

Microsoft Core Support Service Description

Overview

Park Place Technologies (“PPT”) Microsoft Core Support offering (“Core Support”) provides enterprise-level technical assistance across the Microsoft technology stack, including on-premises, cloud, and hybrid environments. The service is designed to help IT teams maintain, optimize, and resolve issues within their Microsoft infrastructure through reactive incident resolution and proactive advisory guidance. Core Support is delivered by experienced engineers and technical account managers, ensuring timely response and expert collaboration. Core Support covers incident-based assistance and advisory services for enterprise infrastructure—not end-user help desk functions.

Engagements requiring a defined scope, project plan, or custom deliverables are outside the Core Support model, including Proactive projects and DSE (Designated Support Engineer/Architect) services, and will be delivered under a separate Professional Services Support contract (SOW) with PPT. Please contact your sales representative.

Microsoft Core Support Services

- **Unified Coverage:** One support model for all Microsoft technologies, including Azure, Microsoft 365, Exchange Server, SQL Server, Windows Server, Dynamics, and more.
- **Ticket based incident support** for break fix and troubleshooting needs with 24×7×365 service availability.
- **Reactive and Light Proactive Assistance:** Includes incident resolution, preventive advice, and general guidance. Proactive engagements that do not require a defined scope are included; scoped projects or custom proactive services are handled under a separate Professional Services Support contract with PPT.
- **Ticket-Based Workflow:** All requests are managed through a centralized portal, providing transparency and collaboration throughout the support lifecycle.
- **Technical Account Management:** Dedicated technical account managers facilitate ongoing relationship management, escalation, and strategic guidance.
- **Escalation Path:** When necessary and if eligible, cases can be escalated to Microsoft for resolution.

Microsoft Core Support SLA and Delivery

The Services have been designed in one level 7 x 24 – This is intended for a production environment, providing access to PPT support teams around the clock.

PPT will provide appropriate support resources to deliver the Services to support the customer’s Microsoft environment in English. Specifically, the PPT remote engineering

team will provide general remote support (for example, via phone or screen-sharing) on the Covered Systems.

Microsoft Support will include the following:

1. *Incident ticket creation:* The process begins with the Customer creating a ticket within Central Park, the PPT customer portal. The Customer point of contact will be provided with an initial response, representing acknowledgement of the ticket.
2. *Incident guidance:* The PPT support team or individual will engage with the Customer point of contact listed on the ticket to understand the current objective and desired outcome. The PPT support team or individual will advise the Customer on steps towards resolution. In the event that direct engagement by Microsoft is necessary to resolve the issue, PPT will facilitate this engagement.
3. *Incident closure:* Once support has been provided to the Customer and the Customer confirms that the request has been addressed, the ticket is marked as completed and closed.
4. *Escalation:* Severity One through Four tickets are worked by a Park Place Premier Support Engineer. If bug or tenant issue, Park Place escalates to Elite Partner and they escalate to Microsoft as needed. All other unresolved tickets escalate via seniority levels at Park Place. If still unresolved, Severity one (1) and two (2) tickets are escalated to Park Place Elite Partner and they escalate to Microsoft as needed, and Severity three (3) and four (4) tickets are escalated by Park Place using the appropriate escalation path and procedure.

All activities are transparent to the Customer, which will have visibility to incident tickets, any service ticket notes and progress through Central Park. Credentials for access to Central Park will be provided during the contract onboarding process.

Customer is responsible for ensuring that the appropriate Customer personnel are available to work with the PPT Technical Support team as the activities are collaborative in nature. The Customer personnel must be able to communicate in English and the Services are to be delivered in English. The Services are conditioned on this Customer collaboration and remediation activities will be provided through screen-sharing, verbal instruction or written instruction only. PPT's service commitment consists of the consultative support provided herein and may not deliver any specific deliverable or result. No warranty may be created or extended by sales representatives or written sales materials.

The following sets forth the response time commitments of PPT under this service with respect to the incidents and severity:

	LOW	NORMAL	HIGH	URGENT
SEVERITY	Severity 4	Severity 3	Severity 2	Severity 1
SLA RESPONSE TIME	24 x 7 x 12 hours	24 x 7 x 8 hours	24 x 7 x 4 hours	24 x 7 x 30 minutes*
DESCRIPTION	Advisory-type questions or issues that do not affect functionality or business continuity.	Minor issue or inconvenience; business functions remain largely unaffected.	Partial loss or degradation of services; core business functions remain operational with a workaround.	Significant loss or degradation of services where business-critical functions are not performing; requires immediate attention and continuous engagement until resolution.

* Technical response within 60 minutes

SLA Response Times: This is the number of hours within which PPT will respond to the incident ticket. For example, “4” in “24 x 7 x 4” means a 4-hour response. Response time begins when (a) the initial call for service has been received and acknowledged by the PPT Solutions Support Centre and (b) PPT has completed the initial review and confirmed that the request relates to Covered Systems included on the Order Schedule. Customer may choose a response time outside of (slower than) the contracted response time based on its business needs.

Pricing Modifications

If customer’s use of the Core Support Services becomes excessive or abnormal based on customer’s and PPT’s experience and materially increases service costs, then PPT may implement a reasonable service fee increase, to be communicated to customer in writing. Failure to pay such fee increase on the original payment terms will result in PPT’s right to terminate the Core Support Services upon written notice.

Escalation to Elite Partner

If the customer incident requires escalation to Elite Partner, the escalation will be to a Microsoft partner and is available to supplement PPT's support capabilities as described herein.

Escalation to PPT’s Elite Partner requires the customer’s execution of Elite Partner’s End User Agreement. This End User Agreement establishes a partner/customer relationship enabling the Elite Partner to work with directly with Microsoft on your behalf. There are no additional costs to customer associated with Elite Partner support.

An executable Elite Partner End User Agreement will be provided to you by your Sales Representative. PPT recommends that you execute and deliver to PPT the Elite Partner End User Agreement concurrent with your execution of the PPT quote and submission of your purchase order.

An executed Elite Partner End User Agreement is a condition to escalation to Elite Partner. Failure to do so means that Core Support services will not include such escalation.

Additional Notes:

- Any service or engagement that requires a defined scope, such as custom proactive services, DSE (designed support engineer/architect) services, workshops, or project-based deliverables, will be handled under a separate Professional Services Support contract (SOW) and not under the Microsoft Core Support services described in this Service Description. Please contact your sales representative.
- The support described in this Service Description is strictly for enterprise infrastructure and IT teams; it does not include end-user help desk or desktop support functions.
- All Core Support services are delivered remotely unless otherwise agreed in writing; onsite delivery may incur additional fees and is subject to resource availability.
- All Core Support services are delivered in English.
- Microsoft hardware, such as laptops, desktops, Surface devices, and peripherals, is explicitly excluded from this scope of Core Support services.
- An executed Elite Partner End User Agreement is a condition to escalation to Elite Partner. Failure to do so means that Core Support services will not include such escalation.