



**MK & AS Services Pty. Ltd.**

ABN: 27 613 126 962

## **MICROSOFT ONLINE DELEGATED SUPPORT (MODS)**

COMMERCIAL IN CONFIDENCE

Version 2.2 | May 2020

# Microsoft Partner

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## Document History

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1.0	16 08 2016	Adrian Stoker	Final version for use
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# 1 EXECUTIVE SUMMARY

## 1.1 Overview

MK & AS Services Pty. Ltd. Microsoft Online Delegated Support provides ongoing support to organisations utilising Microsoft Online Services provided by MK & AS Services Pty. Ltd.

## 1.2 Naming Conventions & Definitions

TERM	DEFINITION
MKAS	MK & AS Services Pty. Ltd.
MODS	Microsoft Online Delegated Support

## 1.3 Evaluation

In order to ensure currency and ongoing relevance to MKAS, this policy will be reviewed every 1 years.

# 2 ELIGIBLE PRODUCTS

MKAS MODS only applies to products purchased through MKAS and are specifically listed in the table below. Products not shown below, or not invoiced to include MODS are not covered by this plan.

## 2.1 Eligible Microsoft Online Plans

Product Type	Plan Name
Microsoft 365	Business Basic
Microsoft 365	Business Standard
Microsoft 365	Business Premium
Microsoft 365	Apps for Business
Office 365 Enterprise	Enterprise E3
Azure	Multi-Factor Authentication
Azure	Active Directory Basic
Azure	Active Directory Premium
Azure	Intune
Office 365 Standalone	Yammer Enterprise

Office 365 Standalone	Exchange Online Plan 1
Office 365 Standalone	Office 365 Enterprise F1
Office 365 Standalone	Skype for Business Online Plan 1
Office 365 Standalone	Project for Office 365
Office 365 Standalone	SharePoint Online Plan 1
Office 365 Standalone	SharePoint Online Plan 2
Office 365 Standalone	OneDrive for Business Plan 1
Office 365 Standalone	OneDrive for Business Plan 2
Office 365 Standalone	Power BI Pro
Office 365 Standalone	Office 365 ProPlus
Office 365 Standalone	Visio Online Plan 1
Office 365 Standalone	Visio Online Plan 2

## 2.2 Usage Location

MKAS MODS is only available on plans used and hosted in Australia.

## 3 INCLUDED SERVICES

The following services are included when requested by email or logged through MyMKAS.

### License Management

---

Billing support for installed Licenses

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Simplified license purchases

---

Single billing solution provided through MyMKAS

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### User & Group Management

---

Add, remove and update of licensed users

---

Allocated of user licenses acquired for Microsoft products

---

---

User password resets

---

Add, remove and update of groups and permissions

---

### **Service Health**

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Monitoring of Office 365 service health

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Notification of service issues and outages

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### **Service Management**

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Services and add-in management

---

Security management

---

Organisation management

---

Theme management (1 change per annum)

---

### **User Training**

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Access to pre-selected online and end user training videos

---

### **Microsoft Technical Support**

---

Liaison between MODS subscriber and Microsoft Technical Support team

---

### **Microsoft Exchange**

---

User Configuration

---

Address Configuration

---

Malware and SPAM management

---

Room and Equipment management

---

Shared mailbox management

---

## 4 EXCLUDED SERVICES

The following services are NOT included as part of this plan.

### Application Support & Training

---

Support of Microsoft Products

---

User training

---

### Service Management

---

Domain management

---

Website or product management

---

Licenses not purchased through MKAS

---

Accounts not authorised or listed on your MKAS invoice

---

Changes to Microsoft Online Services environments by those other than from MKAS staff

---

Any other function/service/query that is not listed in section 3 of this document

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## 5 REQUESTS

### 5.1 General Support

All support request should be logged in MyMKAS, using the 'Microsoft Online Delegated Support' ticket type. In extreme cases, tickets can be logged by emailing [my@mkas.com.au](mailto:my@mkas.com.au)

### 5.2 Purchasing Additional Licenses

Additional licenses are purchased through <https://my.mkas.com.au>.