



# Microsoft Service Offerings FAQ

Frequently asked questions about Microsoft Service Offerings

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**Q: What are the FY19 enhancements and adjustments for the Microsoft Service Offerings?**

A: There are four core changes:

- Complete for Enterprise and Complete for Education plans will be removed from all markets except the US and Canada.
- We are launching a new plan called "Complete for Business Plus" that will be available in the US, Canada, UK, Germany, Singapore, Australia, France, and Netherlands during Q1 FY19 in 2, 3, and 4-year options. Further expansion is TBD. We are prioritizing markets based on volume and Care supply chain capabilities.
- We are launching a 2-year Complete for Business plan throughout Q1 which will ultimately be available in all markets. On July 25<sup>th</sup>, a launch spreadsheet will be available outlining which markets are launching on Aug 1<sup>st</sup>. Subsequent launches will be made available as soon as they are confirmed.
- 'Next Business Day Replacement' add-on options will no longer be available as a standalone SKU.
- 'Next Business Day onsite service' will no longer be available and will be removed from all markets.

**Q: What is included in Complete for Business Plus?**

A: In addition to all Complete for Business benefits, Complete for Business Plus will include 'Complete Concierge' and 'Next Business Day Replacement' provided by Microsoft at no additional cost.

**Q: Why are we offering Complete for Business Plus?**

A: The new Complete for Business Plus plan combines the most relevant and impactful components of other service offerings into one plan. We are positioning Complete for Business Plus as the most cost-performant option for customers.

**Q: Why will Complete for Enterprise and Complete for Education be removed from all markets except for the US and Canada?**

A: We are streamlining our Complete offering.

**Q: When will Complete for Enterprise, Complete for Education, and add-on SKUs be removed from the pricelist?**

A: These SKUs will be removed on July 31st, 2018.

**Q: Will Complete for Enterprise and Complete for Education still be available in the US and Canada?**

A: Yes, these plans will remain on pricelists in the US and Canada.

**Q: If my customer has already purchased Complete for Enterprise, Complete for Education, or a standalone add-on SKU, does he or she get to keep those plans and/or services?**

A: Yes, all plans and/or services purchased before July 31st, 2018 will be kept by customers for the duration of the plan.

**Q: If my customer has purchased an Enhanced Hardware Service or Complete for Business plan and would like to upgrade to Complete for Enterprise or Complete for Education, what is the last day to do so?**

A: The last day to upgrade for customers in countries outside the US and Canada is July 31st, 2018, provided that it has been less than 45 days from device purchase.

**Q: Will Complete for Enterprise, Complete for Education, and/or standalone add-on SKUs be available after July 31st, 2018 for certain exceptions?**

A: No, after we remove these SKUs from the pricelist, they will no longer be available.

**Q: What is the price for Complete for Business Plus and for the 2-year Complete for Business plan?**

A: The prices will vary by markets and they will be available in pricelist on August 1st, 2018.

**Q: What happens if an employee accidentally damages a Surface device?**

A: If the organization has purchased Complete for Business, Complete for Business Plus, Complete for Education (US and Canada only), or Complete for Enterprise (US and Canada only), they are eligible for a device replacement based on the guarantees specified in the plan:

- Complete for Business – 2 replacements per device
- Complete for Business Plus – 2 replacements per device
- Complete for Education – 100% of devices purchased

- Complete for Enterprise – 200% of devices purchased

If the organization has not purchased one of the above plans, they are not eligible for 'accidental damage' device replacements.

Customers also receive a 'Next Business Day Replacement' for accidental damage if they have purchased a Complete for Business Plus, Complete for Education, or Complete for Enterprise plan.

**Q: If a customer's employee damages their device, they can't afford to be down for long. How do Microsoft Service Offerings ensure users can stay productive?**

A: 'Advanced Exchange,' which comes standard on all Microsoft Service Offerings, puts a replacement device in an employee's hands before they are required to return the original. This ensures they can be up and running quickly.

Additionally, with 'Next Business Day Replacement' – available on Complete for Business Plus, Complete for Education (US and Canada only), Complete for Enterprise (US and Canada only) – a replacement device can be delivered as soon as the next business day.

To guarantee delivery for a damaged device by the next business day, customers must make their device replacement requests (per geography) by the following times the previous business day:

- US and Canada = 2pm CT
- EOC = 4pm CET
- AU = 1pm AET
- SG = 1pm SGT
- Remaining APOC countries = 1pm SGT (subject to change)

**Q: What happens if there is a breakdown in the device?**

A: Breakdowns are generally covered under the manufacturer's warranty for up to one or two year(s), depending on the jurisdiction, after the date of purchase whether or not a Microsoft Service Offering has been purchased by the customer. Additionally, Microsoft's Services Offerings can provide coverage for breakdown(s) dependent on the specific terms of the plan purchased and for the duration specified in the plan purchased.

**Q: Some organizations may have specific workers who are more prone to breaking their device due to their job requirements. Is there a way to extend the benefits of accidental damage claims to those users?**



A: There is. It's called 'claims sharing' but is only available to customers in the US and Canada via the Complete for Education and Complete for Enterprise plans. With the Complete for Education plan, customers can spread accidental protection claims across a 100% of the devices purchased. This means if they have 100 devices protected, they can make 100 total claims from the pool, even if the same device breaks multiple times.

The same is true for Complete for Enterprise plans. But the Enterprise plan allows for customers to protect up to 200% of the devices purchased. This means if a customer has 100 devices protected, they can make 200 total claims from the pool, even if the same device breaks multiple times.

**Q: Some organizations require the destruction of hard drives for compliance reasons. Is there a way a customer can keep damaged devices for this purpose?**

A: The Complete for Enterprise (US and Canada only) does allow for customer organizations to keep up to 1/50 of service-protected devices for the purpose of destroying hard drives. It is called '1/50 device retention allotment' claims. No other plan offers this service. A minimum purchase order of 50 units is required.

**Q: What is Complete Concierge and what is the value of the service?**

A: Complete Concierge is a service provided by Microsoft at no additional cost for customers who purchase Complete for Business Plus, Complete for Education, and Complete for Enterprise. With Complete Concierge services, customers' IT administrators and employees will receive customized onboarding and onsite training tailored to specific organizational need. Additionally, every month, employees will have access to Complete community webinars that provide industry-specific Windows, Office, and Surface information that helps employees and administrators be more effective. From OneNote to Teams, to updates and diagnostic tools, Complete Concierge ensures organizations are using Surface devices effectively and maximizing device investments.

**Q: Some customers (ex. educational institutions) prefer to undergo a device refresh in bulk and/or cyclically throughout the year. How can Microsoft Service Offerings accommodate those needs?**

A: Complete Concierge will provide customers with the right training, diagnostic tools, and resources (including access to an online portal) to make it easy to keep devices and accessories refreshed on a scheduled rhythm throughout the year. If bulk refreshes are required, the concierge team will work closely with customers to ensure scheduled bulk returns are seamless.

**Q: Some educational institutions are very cost-sensitive when it comes to purchasing warranties and service plans. How can we help them through our Service Offerings?**

A: Microsoft Complete for Education (US and Canada only) comes with a 10% education discount (10% off MSRP).

**Q: Some customer employees express frustration about the amount of time it takes to deploy and roll out new devices across the organization. Can Microsoft Service Offerings help alleviate some of this frustration?**

A: With optional services available for purchase such as asset tagging, imaging, and kitting (available only in US and Canada), customers receive the bundles and software configurations that enable them to hit the ground running, lowering the impact on IT and procurement teams. These services also provide a premium first impression of the users of the devices, increasing satisfaction among employees.

The above services are available directly through Microsoft or through certain authorized, 3<sup>rd</sup> party providers.

**Q: What are the optional services available for purchase outside of Microsoft Service Offerings?**

A: There are 3 services available (available only in the US and Canada):

**Asset tagging** – An organization can provide their own asset tags, or Microsoft can create them on behalf of the customer. Microsoft will tag each device and update the customer's asset management system.

**Imaging** – The organization provides one or multiple corporate image(s). Microsoft will image each Surface prior to shipping, either bulk or as part of a kit.

**Kitting** – Microsoft will package each device, applicable accessories, and other materials for distribution to employees.

**Q: Who can I contact for Microsoft Service Offerings questions?**

A: Please contact the Field Device Desk at [aka.ms/fielddevicedesk](https://aka.ms/fielddevicedesk)

**Q: Where can I find a list of terms and conditions?**

A: Please visit: this [link](#) for a complete list of terms and conditions.