

# Office 365

## Introduction

“Ooredoo & Office 365” Plans are bundled offering of one or several Microsoft services, known as Software as a Service. Microsoft Office 365 is an enterprise-grade productivity suite enabling businesses to communicate and collaborate more effectively and cost-efficiently than before.

Office 365 offers all the familiar and easy-to-use tools that businesses need to go digital, bundled in a reliable cloud solution.

## Service Description

Microsoft Office 365 is a subscription service that provides the latest version of the Office desktop applications that you're already familiar with, such as Word, Excel, and PowerPoint.

Even though Office 365 is a cloud-based service, Office applications can run in the cloud or they can be installed on computers.



## **Business benefits**

- Manage business communications across multiple devices making real-time collaboration with colleagues quicker and simpler than ever before
- Always use the very latest versions of all applications through regular sync sessions over the cloud.

- A complete and cost effective set of work tools - with no installation or licence compliance issues to contend with.
- Highly scalable model which includes a per-user monthly subscription model to keep IT spend predictable.
- Cutting edge security, ensuring data integrity is retained, as well 24x7x365 Ooredoo support.
- Fully managed and operated by Ooredoo

## Tariffs

**Office 365 plans**

Business SILVER	Business GOLD	Business PLATINUM
QAR 32* per user/month	QAR 42* per user/month	QAR 72* per user/month
<ul style="list-style-type: none"> <li>• Business Email: 50 GB</li> <li>• File storage (online): 1 TB</li> <li>• Ransomware Protection</li> <li>• File Sharing</li> <li>• Business Collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Business Email: 50 GB</li> <li>• File storage (online): 1 TB</li> <li>• Ransomware Protection</li> <li>• File Sharing</li> <li>• Business Collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Business Email: 50 GB</li> <li>• File storage (online): 1 TB</li> <li>• Ransomware Protection</li> <li>• File Sharing</li> <li>• Business Collaboration</li> </ul>
	Email Backup Online (Unlimited Storage)	Email Backup Online (Unlimited Storage)
		Microsoft Office Suite 5 installs per user

**ooredoo**  
business

\* Free email migration and support with all plans

## Ooredoo's obligations and standard Terms & Conditions of the service

1. Manage the service & provide 24X7 operational support
2. Microsoft Office 365 is intellectual property of Microsoft Corporation and the service is offered by Ooredoo "as is".
3. Contract Term: three months
4. Ooredoo shall collect, use and share customer personal information in accordance with Law No. 13/ 2016 of the state of Qatar concerning privacy and protection of personal data.
5. Any component of the service which is deemed to be a regulated service shall separately be governed by the relevant tariff terms and conditions.
6. Ooredoo reserves the right to amend the service terms and conditions and the service prices, subject to adequate notification.

## Customers Obligation

1. Observe technical conditions for a correct usage of the service
2. Inform Ooredoo regarding any dysfunctionality or discontinuity of the service
3. Customer is responsible to input and maintain in Microsoft Portal (portal.office.com) accurate personal data for company's employees that are entitled to access the service

## Incident Management

SI	Procedures	Time Line
1.	Identify the incident, customer and service based on the requests received from Customer/Sales-force/Onsite engineers. The incidents can be reported through various channels including emails, phone calls etc. <b>(800800 / 800800@ooredoo.qa)</b>	5 Min
2.	Log the incident and create or update an incident ticket based on the information received.  Send SMS & Email notifications to the initiator with the ticket number.	10 Min
3.	Validate the reactive incident During validation, ESC confirms the incident is not a duplicate one. And proceed to step 5.	
4.	Validate the event/Alert received from the Customer service Management tools (NMS) and create the incident ticket(s) During validation, ESC confirms the incident is not a duplicate one.  Send SMS & Email notifications to the initiator with the ticket number and event details	15 Min
5.	Categorize the incident based on the defined categories in the system, and add at least one subcategory (if applicable), which help to create patterns to analyse the incident.	<5 Min
6.	Prioritize the incident. An incident's priority is determined by its impact on users and on the business and its urgency. Incident prioritization is important for SLA response adherence.	<5 Min

## Severity Definitions

SI	Severity	Definition
1	Severity 1	It's an incident when customer site experience a total loss of their Critical service. If NO correction is available, but a workaround is created, the Severity of the incident will be diluted to Severity 2
2	Severity 2	It's an incident that results in a partial service degradation of performance, or loss of resilience or redundancy of the site, but which does not result in a total loss of service.
3	Severity 3	Any incident that does not fall in the above two categories and also it doesn't have an immediate impact on the service.

Priority	Severity level	Response Time	Resolution Time
S1	Critical	20 Minutes	Within 4 hours
S2	Major	30 Minutes	Within 8 hours
S3	Moderate	1 Hour	Within 24 hours

## Escalation Matrix

TYPE	SEVERITY 1			SEVERITY 2			SEVERITY 3		
	First Update	Follow-up Updates	Method	First Update	Follow up Updates	Method	First Update	Follow up Updates	Method
INTERNAL									
Shift Manager ESC	Immediate	30 Min	Direct/ Mail	Immediate	30 Min	Direct/ Mail	Immediate	30 Min	Direct/ Mail
Incident Manager ESC	Immediate	30 Min	Direct/ Mail/ Phone	15 Min	30 Min	Direct/ Mail/ Phone	30 Min	1 hour	Mail
Head of ESC	15 Min	30 Min	Phone/ SMS/ mail	15 Min	30 Min	Phone/ SMS/ Email	30 Min	2 Hour	Mail
Onsite Support (Serv. Manager)	15 Min	1 Hour	Mail	30 Min	1 Hour	Email	1 Hour	4 Hour	Mail
Account Admin/Manager	30 Min	1 Hour	Mail	1 Hour	2 Hour	Email	1 Hour	4 Hour	Mail

DISCLAIMER: "OOREDOO DOES NOT WARRANT THAT THE SERVICE SHALL BE FREE FROM INTERRUPTION OR ERROR-FREE, PERFORM AT OR ABOVE CERTAIN LATENCY TIMES OR BE COMPLETELY SECURE, NOR DOES IT GIVE ANY WARRANTY REGARDING ANY CONNECTION TO, TRANSMISSION OVER OR RESULTS OF ANY SOFTWARE, NETWORK CONNECTION, FACILITIES OR EQUIPMENT NOT PROVIDED BY IT HEREIN. EACH PARTY IS SOLELY RESPONSIBLE FOR ASSESSING ITS OWN COMPUTING MACHINES AND INTERNAL CONNECTIONS, CONTENT AGGREGATION AND DELIVERY NEEDS, STREAMING NEEDS AND THE SUITABILITY OF SERVICES TO MEET THOSE NEEDS."