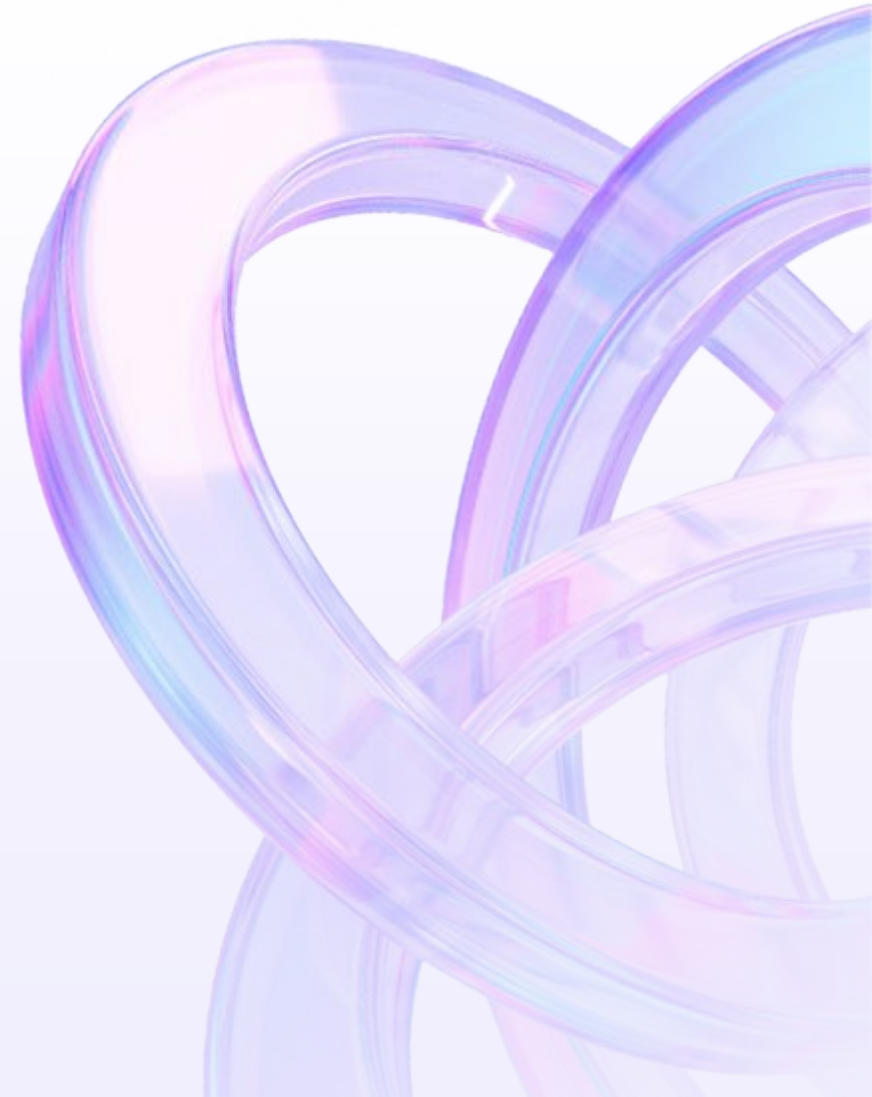




# **Dicker Data ANZ Microsoft CSP Support Pack**



# How to Engage the Dicker Data CSP Helpdesk

**Please contact our CSP Helpdesk using the following methods:**



**Australia:**

[csp.support@dickerdata.com.au](mailto:csp.support@dickerdata.com.au)

1300-289-277



**New Zealand:**

[csp.support@dickerdata.co.nz](mailto:csp.support@dickerdata.co.nz)

0800-277-787

**For all Licensing Queries:**



**Australia:**

[Microsoft.sales@dickerdata.com.au](mailto:Microsoft.sales@dickerdata.com.au)

(02) 8556-8067



**New Zealand:**

[Microsoft.sales@dickerdata.co.nz](mailto:Microsoft.sales@dickerdata.co.nz)

0800-337-253

# Microsoft CSP Helpdesk Details

- Dicker Data Helpdesk is operated and staffed by Dicker Data employees
- We offer complementary Level 1 and Level 2 support to our transacting Microsoft CSP Partners 24\*7\*365
- Should the support request be identified as a Microsoft service or performance related issue, we will leverage our Premier Support for Partners Support contract to escalate the issue directly with Microsoft.
- When a ticket is raised with Microsoft, we include details of the partner on the ticket to ensure when an engineer is allocated, they are in discussion directly with the stakeholder rather than going through Dicker Data as an intermediary.
- For tickets raised with Microsoft, we are guided by the below SLA's as per our PSFP contract:
  - Minimal Business Impact [Sev C] <4 hours
  - Moderate Business Impact [Sev B] <2 hours
  - Critical Business Impact [Sev A] <1 hour

Note: Once we raise a PSFP Ticket, you will then receive a phone call from Microsoft from an overseas phone number or unknown caller ID so please be prepared to answer or else you risk the ticket being downgraded/closed.



# Dicker Data Support Flow for CSP Partners

## PLS EMAIL YOUR SUPPORT REQUEST TO:

Dicker Data Premier Support :

\* Via email

[csp.support@dickerdata.com.au](mailto:csp.support@dickerdata.com.au)

[csp.support@dickerdata.co.nz](mailto:csp.support@dickerdata.co.nz)

For urgent enquiries,  
please follow up with a call via:  
1300 289 277 (AU)  
0800 277 787 (NZ)

Our ticketing system  
is monitored  
throughout the day  
and tickets are  
responded to within  
2 hours of receipt.

**SHOULD AN ISSUE BE  
IDENTIFIED AS A  
MICROSOFT ISSUE,** our  
team will raise a support  
request. **DICKER DATA**  
will continue to leverage  
its Premier Support  
contract to escalate the  
issue directly with  
Microsoft

## TICKET LODGED WITH MICROSOFT

Dicker Data to include  
details of the partner  
on the ticket to ensure  
engineer is allocated

## DICKER DATA to ensure

Designated  
Microsoft engineer  
or SME will be in  
discussion directly  
with partner  
stakeholder rather  
than going  
through Dicker  
Data as  
intermediary.

**DICKER DATA**  
Facilitates feedback  
and ticket closure

## FOR TICKETS RAISED ON MICROSOFT:

We are guided by SLAs when  
case is opened with Microsoft  
as per our premiere support  
contract

## SEVERITY

Minimal Business  
Impact (SEV C)

< 4 Hours

Moderate Business  
Impact (SEV B)

< 2 Hours

CRITICAL IMPACT  
(SEV A)

< 1 hour

Legend:

**Dicker Data**

**Partner**

**Microsoft**

**DICKER**  
DATA

Offers 24/7, \*365 support to our  
transacting Microsoft CSP  
Partners.



# CSP Support – What is in Scope

## **Empowering Partners with Scalable, Reliable Support**

At Dicker Data, our Microsoft Helpdesk exists to help partners deliver high-quality support to their customers while confidently scaling their Microsoft practice. With 24/7 frontline technical support for Microsoft CSP services, including Microsoft 365, Azure and Dynamics, we provide break-fix assistance to restore service functionality quickly and efficiently.

We operate within Microsoft's CSP support boundaries which allows for streamlined escalations and consistent resolution paths when more complex issues arise.

## **What's Included:**

- 24x7x365 break-fix support coverage for Microsoft 365, Azure and Dynamics services
- Resolution of break-fix incidents for systems that were previously operational
- Direct access to Dicker Data support technicians via phone and email, any time of day or night
- Prompt remediation of technical issues impacting production or live environments
- Accelerated case escalation to Microsoft through Premier Support, where applicable
- Defined initial response time service level agreements (SLAs) for all support cases
- Prioritised break-fix response times based on severity level (Severity A/B/C): 1, 4, and 8 hours respectively.



# CSP Support – Out of Scope

- **Customer Product Feature Requests**

We do not evaluate, forward, or respond to suggestions for new Microsoft 365 features or changes. Partners should submit these directly through official Microsoft feedback channels such as UserVoice or the Microsoft 365 Roadmap.

- **Onsite Technical Support**

Our services are fully remote. We do not provide in-person or on-premises assistance, including hardware installs, physical network setups, or configuration of devices on-site.

- **Root Cause Analysis (RCA)**

We resolve immediate technical issues but do not provide forensic-level investigation or post-incident RCA. Partners needing detailed analysis should engage specialist providers or escalate to Microsoft directly.

- **Third-Party Integration Troubleshooting**

We do not support issues related to the integration of Microsoft 365 with non-Microsoft products, software, or custom industry solutions (e.g., third-party email clients, mobile device management platforms, or line-of-business applications).

- **Data Recovery Services**

While we can guide you through built-in Microsoft recovery tools (e.g., Recycle Bin, Deleted Items), we do not perform or support the recovery of permanently deleted, corrupted, or lost content.

- **Custom Code Development & Debugging**

Support does not extend to reviewing, debugging, or modifying scripts, macros, formulas, or custom-built solutions — even those related to Microsoft 365 usage.

- **Office Add-ins & Developer Support**

We do not offer support for custom Office add-ins, VBA scripts, Access databases, or Publisher templates. Development-related issues or extensions should be handled by internal or third-party development teams.

- **Performance Optimization Projects**

Basic performance issues are within scope (e.g., slow access preventing usage). However, comprehensive performance tuning, monitoring, or optimization projects are excluded.

- **Extensive Troubleshooting for Application Crashes/Freezes**

We will assist with basic guidance when apps crash or freeze but do not provide ongoing diagnostics for chronic or complex issues — particularly where third-party software or device conflicts may be involved.

**Note:** These boundaries are consistent with [Microsoft's CSP support policy](#) and help us deliver reliable, high-quality assistance where it matters most.

# Information Required for Prompt Resolutions

For the promptest resolution, please provide the following information when you raise a CSP Support Ticket:

- Reseller Account Number:
- Tenant Name:
- Tenant ID or Domain (e.g., on microsoft.com):
- Affected Azure Subscription ID:
- VM Name:
- Resource Group:
- Problem Description:
- Troubleshooting Steps Already Tried:
- Screenshot (attach separately):
- Severity Level (Has it stopped the business?):
- Date Issue Arose:
- Contact Name (Full):
- Phone Number:
- Contact Email:
- Out of Hours Contact Name (Full):
- Out of Hours Phone Number:
- Out of Hours Contact Email:



# Access Conditions when raising a Ticket:

## Granular Delegated Admin (GDAP) & Conditional Access Policy (CAP) Requirements

### GDAP Access Instructions

To ensure we can provide timely support in the event a case needs to be raised with Microsoft, please grant us GDAP (Granular Delegated Admin Privileges) access to the tenant if it is not already in place. You can initiate this from our website by navigating to Tenant Management > New Admin Relationship.

The default support analyst access for seven days will be sufficient. Once generated, please share the link with your tenant's Global Administrators so they can accept the request.

Additionally, we kindly ask you to check whether a Conditional Access Policy is currently active on the tenant. Such policies can prevent us from accessing the necessary Microsoft support portals. If a policy is in place, the recommended approach is to allow access via our corporate IP range: 103.248.44.0/22.

### Disclaimer

The following information is provided as general guidance only and falls outside our standard support scope. This advice is offered in good faith to assist with your inquiry, however:

- The information should be independently verified before implementation
- No warranty or guarantee is provided regarding accuracy or suitability
- Implementation is entirely at your own risk and discretion
- We accept no responsibility or liability for any outcomes, damages, or issues arising from use of this information
- For supported products and services, please refer to our official documentation or contact our standard support channels

By proceeding, you acknowledge that this information is provided on an "as-is" basis without any form of warranty, express or implied.



# Microsoft CSP License Terms and Service Health

## CSP License Agreement:

- Governed by [Microsoft Customer Agreement](#)
- The MCA governs products/services purchased under the CSP Program, this includes Azure, Microsoft 365 and Dynamics



## M365 (CSP)

- This page outlines the [Service Level Agreement](#) for Microsoft Online Services
- To check current performance and service status, visit the [M365 Admin Center Service Health](#)
- Applying for credits: follow the terms/process outlined here [Note: Dicker Data will need to submit the credit request to Microsoft]



## Azure (CSP)

- This page outlines the [Service Level Agreement](#) for Microsoft Online Services
- To check the Azure service status, please click here



## Dynamics

- This page outlines the [Service Level Agreement](#) for Microsoft Online Services
- To check current performance and service status, visit the [M365 Admin Center Service Health](#)