



Service Level Agreement

(Service Description)

Microsoft License Support Service

Code: MS-MSLS

Version: 3.0

Valid from 01.01.2025

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Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Microsoft License Support Service

The service provides all-round support for all aspects of Microsoft licensing, including personalised consultancy, strategic cost planning, proactive updates on new features and products, and information on early adopter programmes, as well as guidance on making the most of contractual benefits.

The contractor supports the client with regard to these activities.

Initial Services	CO	CL
Inventory of existing Microsoft licences.	R/A	C/I
Review of the client's current Microsoft contracts.	R/A	C/I
Presentation of the Microsoft portfolio, including licensing options.	R/A	C/I
Completion a gap analysis to identify under/over-licensing.	R/A	C/I
Definition of future requirements and development of the licence strategy with the client.	R/A	C/I
If licences are procured via the contractor, the transfer of licences or the initial licence booking will take place.	R/A	C/I
Final report handover to the client.	R/A	C/I

Recurring Services	CO	CL
True-Up process – EA (Enterprise Agreement)		
The contractor carries out remote licence reporting once per contract year to ensure the true-up process for Microsoft is completed. The following activities are carried out for this purpose: - Organisation of a coordination meeting to consider the client's interests for the following year. - Resolving the reservation status with the client - Notification of online services and new orders to the client - The contractor checks whether there is entitlement to current Microsoft funding	R/A	C/I
Quarterly meetings (funding, re-organisation, features) - CSP/OV/MPSA		
The contractor organises and holds regular remote meetings with the client. The contents of these meetings are: - checking whether the client is entitled to current Microsoft funding	R/A	C/I

- Licence adjustments due to changes in the client's requirements - News about Microsoft licences		
License Optimization - CSP/OV/MPSA		
The contractor organises and performs an annual meeting with the client. Prior to this meeting, the contractor prepares proposals for licence optimisations, including a review of the current licences, which are then discussed with the client during the renewal meeting.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Information on current Microsoft licences and actual usage (e.g. online service reservations).	C/I	R/A
Transfer of current Microsoft licence agreements (e.g. EA).	C/I	R/A
Nomination of a central contact person familiar with licensing matters.	C/I	R/A
Participation in coordination meetings with the relevant specialist personnel appointed by the contractor.	C/I	R/A
Active participation in activities to determine licence status and planning, e.g. filling in the questionnaire.	C/I	R/A

Framework conditions for service
On-time provision of required information on the Microsoft contracts (e.g. number of users, number of devices actively used in productive operation, virtual accounts, future project plans, information on relevant hardware and software procurements).
Execution of scripts by the contractor in coordination with the client to record the licences.
The contractor provides licence recommendations; the client is responsible for booking and changing the licences or subscriptions. On-time provision of required information on the Microsoft contracts (e.g. number of users, number of devices actively used in productive operation, virtual accounts, future project plans, information on relevant hardware and software procurements).

Services not included
Any Microsoft subscriptions/licences.
Licences/subscriptions for a licence management tool.
Support services for audits.
The results of the listed services represent a licensing recommendation and do not correspond to a compliance review.
The results of the listed services cannot be used as licence compliance for an independent auditor.

