

Forefront Online Protection for Exchange & Exchange Hosted Archive

Support Contact Information and Service Level Objective

FOPE 24x7 Technical Support (Forefront Online Protection for Exchange)

Phone: (US Toll Free) 1.866.291.7726

Web:

<https://support.live.com/default.aspx?productkey=mocpexhome&brand=mocp&&mkt=en-us>

or

<https://admin.messaging.microsoft.com/Support.mvc/OaspLink>

EHA 24x7 Technical Support (Exchange Hosted Archive)

Phone: (US Toll Free) 1.866.291.7726 **Option 3**

Web:

<https://support.live.com/default.aspx?productkey=mocpexhome&brand=mocp&&mkt=en-us>

or

<https://admin.messaging.microsoft.com/Support.mvc/OaspLink>

Note: Initial Response times are according to FOPE-EHA Service Levels. All ticket submissions will be responded to by support within 8 hours as Severity C.

Technical Support International Numbers

United States : 1 866 291 7726
Australia : 0011 800-00000060
Belgium : 0800-75013
HongKong : 001 800-00000060
India : 000 800 440 1820
Indonesia : 001 803 44 21 01
Japan : 0120-950-400
Japan-IDC : 0061800-00000060
Japan-ITJ : 0041 800-00000060
Japan-KDD : 010 800-00000060
Japan-NTT : 0033800-00000060
Korea : 02-3483-7331
Korea-Dacom : 002800-00000060
Korea South - NT : 001 800-00000060
Malaysia : 362-074365
Mexico : 001-8885086467
Singapore : 65 6622 1617
Taiwan : 2 2656 8432
Thailand : 001 800 441 0848
WorldWide UIFN : 00 800-00000060

For Orders, Billing and
Invoice Escalations for Direct
Customers, email:

ehsbill@microsoft.com

For Orders, Billing and
Invoice Escalations for MVLS
and SPLA customers, email:

olsrecon@microsoft.com

For Provisioning and
Activations Escalations,
email:

mehsact@microsoft.com

Service Level Objective Definition and Initial Response Times

	Critical Situation / High Priority		Medium Priority	Low Priority	Information
	Severity 1	Severity A	Severity B	Severity C	Severity D
Service Impact	Total Loss	Total Loss	Partial Loss	Minor Issues	Technical Inquiries
Customer Impact	All Customers	One or more Customers	One or more customers	One Customer	One User
Initial Response Time	Within 1 hour	Within 1 hour	Within 4 hours	Within 8 business hours	Within 24 hours
Examples	<ul style="list-style-type: none"> • Mail delays on multiple data centers • Unable to access MWA, Archive Viewer or Admin Center • Missing archive email • Database replication delays 	<ul style="list-style-type: none"> • Mail delays on one data center • Unable to access the Message Trace Tool and Spam Quarantine • Multiple SMTP Profile & DNS Issues • Major blacklist of EHS Data Center IPs • Known virus not being filtered 	<ul style="list-style-type: none"> • Message Trace Tool Delays • General web application Performance • Minor Block list of EHS Data Center IP • Spam or Deferral Notification Failures • Reports are delayed or missing data 	<ul style="list-style-type: none"> • Non-critical issue with workaround • Non-Critical configuration changes and bugs • Directory Services list issue • Internal DNS issues affecting only one customer 	<ul style="list-style-type: none"> • Service questions • How-to questions • Message Trace inquiries • Inquiry on mail delivery • Feature Requests • One user experiencing performance issues in MWA or Archive Viewer • One user cannot access the spam quarantine • Delisting Request

Note:

The examples for each severity on the above table serve as a guideline only. Incidents opened via web (<https://support.live.com/default.aspx?productkey=mocpexhome&brand=mocp&&mkt=en-us>) or **Get Help Now** link (<https://admin.messaging.microsoft.com/Support.mvc/OaspLink>) in the Admin Center are set with a **Severity C** by default. If your issue is not listed or you require a higher severity level, please contact our Technical Support line at **1.866.291.7726** (USA & Canada) or CC.800.00000060 International number (UIFN Supported) for clarification referencing the incident number created. Technical Support is open **24 hours a day, 365 days in a year**.

Initial Response Time (IRT) is satisfied when:

1) Support agent takes ownership of the incident with the intent to provide a technical resolution. The agent troubleshoots, researches, and provides a solution via phone call or email according to the severity level.

2) If an agent is unable to provide a solution on initial response due to limited information, the agent will initiate information gathering and reply back with the specific request to be able to proceed with troubleshooting.