

**Q** What is the Cloud Solution Provider program through SYNNEX?

A The Microsoft Cloud Solution Provider (CSP) program allows resellers to purchase and resell Microsoft Office 365 services on a per-month basis through SYNNEX.

Q Can CSP be mixed with other program types; e.g., Advisor 365, or Open 365?

A YES! CSP can be mixed with other program types.

Q Can Advisor 365 or Open 365 customers renew or transition to the CSP program?

A Yes! Transition paths are now available for existing customers.

Q Who controls pricing to the end user?

A You, the reseller, control pricing to the end user.

Q Is there a minimum-order quantity?

A There are no minimum-order quantities, except for CRM Online Pro which has a minimum quantity of five.

Q What is SYNNEX' support role in the "Partner Supported" model?

A If you're supporting your customers, SYNNEX will provide 24/7 Tier 3 escalation (service down and critical) for you and your customer. If escalation is needed and a ticket is created with Microsoft direct, Microsoft support SLA supersedes SYNNEX support SLA.

Q What type of support options does SYNNEX offer?

A Option 1: Partner Supported. Reseller is Tier 1 support for the end user, greater discount.

Option 2: CLOUDSolv Total Care Support provided directly to end user.

Q Are there agreement terms for this program?

A Yes, you must agree to the SYNNEX Ts&Cs for the CSP program. If ordering through CLOUDSolv, you will need to agree to those terms only once. A copy of the Ts&Cs is available upon request.

Q Do I earn incentives from Microsoft through CSP?

A Yes, there is an 8% Worldwide Back-End Rebate for partners who qualify.

Q Do my sales count toward my partnership level with Microsoft; e.g., Action Pack Subscription and competencies?

A Yes, we will list you as POR on all orders.

Q Can I start a trial or convert a trial to CSP?

A Yes, you can start a trial through the CSP Program or through Microsoft direct.

Q Can I change/cancel seats?

A Yes, you can change and/or cancel seats at any time.

Q Is there an email and/or phone number that will receive support requests?

A For "Partner Supported," help is available by emailing cspsupportus@synnex.com or by calling 844-834-6121. Total Care Support offers, phone, email, and a web portal for support. Email microsoftcsp@synnex.com for support.

Q What Office 365 products are available in CSP?

A All Office 365 plans are available, including E5, Dynamics 365, Project, Visio, and Azure.

**CONTACT US
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**Q Does your solution offer billing as a service****A** Not currently, but it is on the roadmap for early 2018.**Q What kind of support is available for this program?****A** Resellers can be the primary support contact (Partner Supported) or partner with CLOUDSolv to provide full support to their end users (Total Care Support).**Q Does the client still sign an agreement with Microsoft or is it only with the reseller?****A** Both. Clients will be subject to the Microsoft Online Services agreement and to whatever agreement you put in place.**Q Does this affect the Microsoft SLA?****A** The Microsoft SLA supersedes all other SLAs. directly to end user.**Q How do I get started?****A** Email microsoftcsp@synnex.com with your SYNNEX account number and Microsoft Partner Network ID or you can apply for the CSP Program on our microsite <http://synnexcorp.com/microsoft/csp/>.**Q How is CSP invoiced each month****A** SYNNEX will send you electronic invoices per CSP customer, beginning on the first of the month for orders/changes made the previous month.**Q What kind of payment terms can I use for CSP?****A** Net terms or credit card. Credit card-only accounts cannot purchase Azure through CSP.**Q I have already transacted CSP with another distributor; can I move the licenses to SYNNEX?****A** Yes, the process is very similar to the transition process.**Q Can I add services to my CSP orders?****A** Yes, SYNNEX offers several third-party services, from email migration to SharePoint migrations and deployment services. Please contact microsoftcsp@synnex.com to learn more.**Q Are there any training materials or SYNNEX programs available related to CSP?****A** Yes, all Capture the Cloud resellers are sent monthly email updates and can join the bi-weekly CtC webinar. CtC resellers also qualify for additional discounts and exclusive promotions. SYNNEX also provides sales and technical Azure webinars available to CSP resellers with SYNNEX.**Q When are we billed for CSP?****A** SYNNEX will invoice you on the first of the month for all orders. You will receive one invoice per customer (as long as you have one PO# per customer).**Q How do I order CSP?****A** CSP orders are placed in our cloud marketplace, CLOUDSolv. To access CLOUDSolv, please login to ECEExpress.**Q Is there a penalty for canceling?****A** No, we recommend canceling prior to the 17th of each month to avoid being charged for the next month. Please refer to Ts & Cs.**CONTACT US
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