



## Big Green IT - Business Voice for Teams Support

Sometimes even the most experienced IT teams need help. Microsoft is continually making changes and improvements to Microsoft Teams Voice products and services. This constant change makes it challenging for IT teams to keep up and can sometimes overwhelm your help desk.

Big Green IT is a Tier 1, direct Microsoft Gold partner. We offer a range of Microsoft Teams Voice support service plans to meet the varying needs of our customers.

Features	Essential <sup>1</sup>	Most Popular Standard	Premium
	Support per End-User	Support per End-User	Support per End-User
Incident Support	Basic	Unlimited	Unlimited
Service Request	Basic	Unlimited	Unlimited
Response Time with SLA	4 Hours	2 Hours	1 Hour
Big Green IT Support Portal	●	●	●
Big Green IT Knowledge Base	●	●	●
Big Green IT License Management Portal	●	●	●
Yearly Microsoft Business Voice Assessment		●	●
Monthly Usage Reports		●	●
Microsoft Business Voice Critical Response Team		●	●
Telephony Device Support		●	●
Direct Connect Carrier Support			●
24x7 Support Access			●
Big Green IT Business Voice Training Portal			●
Administrator Training			●
	<b>Free</b>	<b>\$1.00</b>	<b>\$2.00</b>

<sup>1</sup> Available to current CSP clients only.

Per User, Per Month

Contact Big Green IT to discuss your move to Microsoft 365

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