



Big Green IT - Microsoft Teams Phone

Sometimes even the most experienced IT teams need help. Microsoft is continually making changes and improvements to Microsoft Teams Phone 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 Phone support service plans to meet the varying needs of our customers.

Features	Standard	Most Popular Premium	Enterprise
	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 Service Management Portal	●	●	●
Big Green IT Knowledge Base	●	●	●
Big Green 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 Business Voice Training Portal			●
Adminstrator Training			●
	\$1.00	\$1.50	\$2.00

Per User, Per Month

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Gold
Microsoft Partner

