

Microsoft Service Offerings

Protect your Microsoft Surface investment

<Insert name>

<Insert title>



Agenda

- 1 | Microsoft Service Offerings overview
- 2 | Microsoft Service Offerings by device
- 3 | Appendix





Microsoft Service Offerings Overview

A post-sales experience maximizing Microsoft Surface investments



Deploy¹

Equip your employees with the tools they need from day one: asset tagging, imaging, and kitting



Empower²

Improve efficiency and proficiency with Concierge services



Protect³

Safeguard your Surface investment with accidental damage protection



Respond⁴

Get teams back up and running quickly with Advanced Exchange⁴ and Next Business Day Replacement⁵ service options

¹ Deployment services are provided by Microsoft at an additional cost and are available only in the US and Canada and with the purchase of Surface Pro, Book, Laptop, and Go. These services may delay Next Business Day Replacement. Deal size of 5,000+ devices within 12 months.

² With your purchase of Microsoft Complete for Business Plus or Microsoft Complete for Enterprise, you receive Concierge services provided by Microsoft at no additional cost. For questions, contact the Concierge team at myguide@microsoft.com

³ Accidental damage is only available for Complete for Business, Complete for Business Plus, and Complete for Enterprise – please refer to the [T&Cs](#) for details. Exclusions apply..

⁴ Advanced Exchange Service is available at no additional charge with Surface Pro 6 for Business and Surface Laptop 2 for Business SKUs. Advanced Exchange is only available in supported markets. Restrictions apply. See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets.

⁵ Next Business Day Replacement is available with Complete for Business Plus and Complete for Enterprise. These services apply after an agent has determined a replacement device is required, available inventory, and order placement by a standard cutoff time, predetermined by Microsoft. See appendix for details.

Deploy

Deployment services¹ available at time of sale when purchasing directly from Microsoft

Imaging

Get an eligible device shipped with your unique image regardless if it is shipped in bulk or as part of a kit

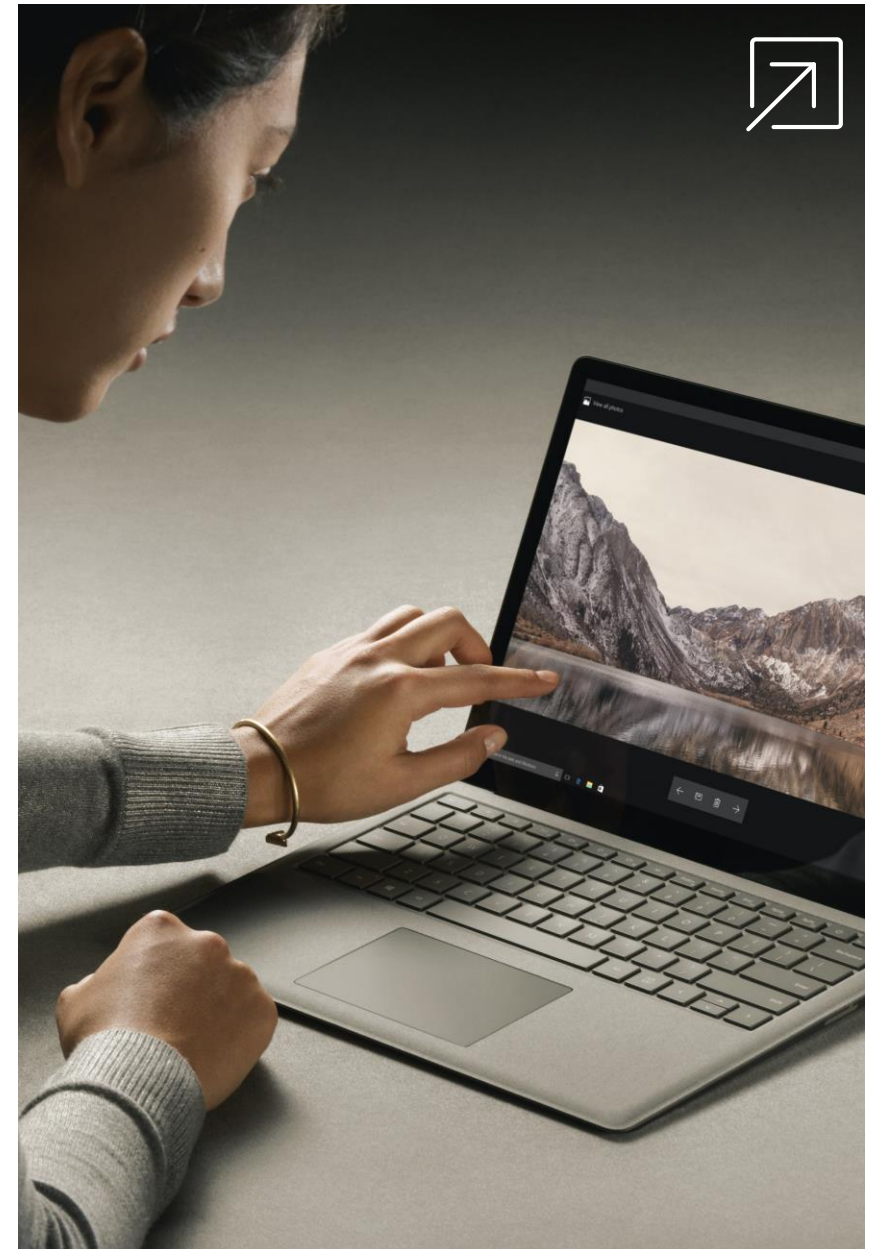
Kitting

Receive customized device and accessories packages for distribution to your employees

Asset tagging

Provide your own asset tags or have Microsoft create them for you - we will tag each device and update your asset management system

¹ Deployment services are provided at an additional cost by Microsoft and are available only in the US and Canada and with the purchase of Surface Pro, Book, Laptop, and Go. These services may delay Next Business Day Replacement. Deal size of 5,000+ devices within 12 months. Exceptions may apply.



Empower

Microsoft's Concierge¹ service is an experience designed to help you maximize your organization's Surface investment

Quick start resources

A curated collection of tools, tips, and videos created by Microsoft. These will help you manage your Surface deployment, from creating device images to troubleshooting common problems and minimizing claims.

Customized training session²

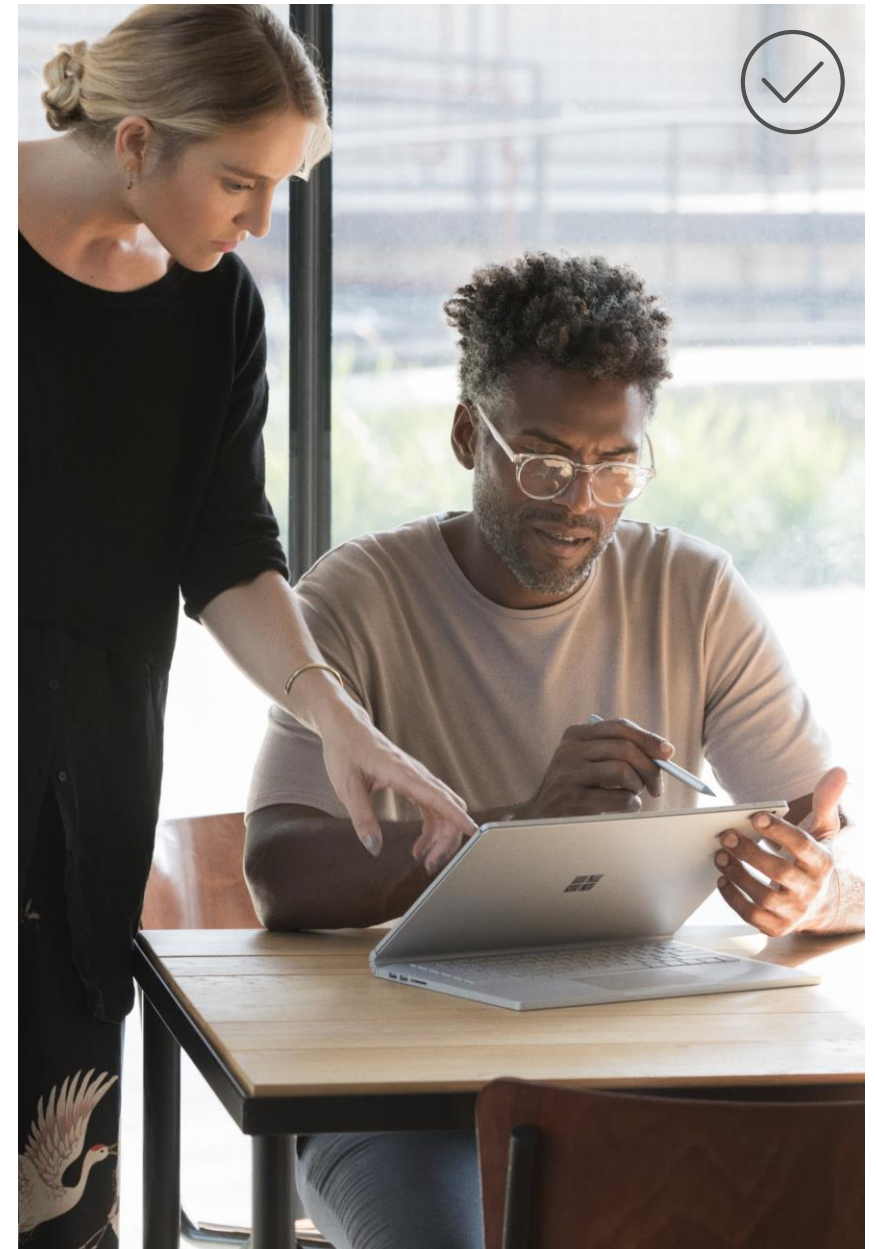
A fully tailored online training session designed to support your IT pros. Topics covered range from managing Windows 10 updates to specialized tools designed by Microsoft for supporting Surface.

Monthly live online training

You'll gain access to an exclusive monthly training series where you can keep up with the latest and greatest with Surface. Trainings are designed for IT admins and technically-minded end users.

Quarterly business reviews²

The Concierge team will meet with you to understand how you're leveraging Microsoft tools and resources and gather feedback regarding your ongoing experience with Microsoft Support.



¹ With your purchase of Surface devices with Microsoft Complete for Business Plus or Microsoft Complete for Enterprise or your purchase of Hub with Extended Hardware Service, you receive Concierge services provided by Microsoft at no additional cost. For questions, contact the Concierge team at myguide@microsoft.com
² Customized online training session and quarterly business reviews are available with purchases of 250+ Surface with Complete for Business Plus or Complete for Enterprise or purchases of 50+ Hub devices with eligible Extended Service Plan..

Protect

Safeguard your Surface investment with claims sharing and device retention claims

Claims sharing¹

Share accidental damage claims across your organization

Example

If you purchase a Microsoft Complete for Enterprise service plan and have 100 devices protected, you can make 200 claims total, even if the same device breaks multiple times

Device retention²

Make claims on up to 1 out of 50 of your covered devices and keep the damaged device, no need to return it to Microsoft

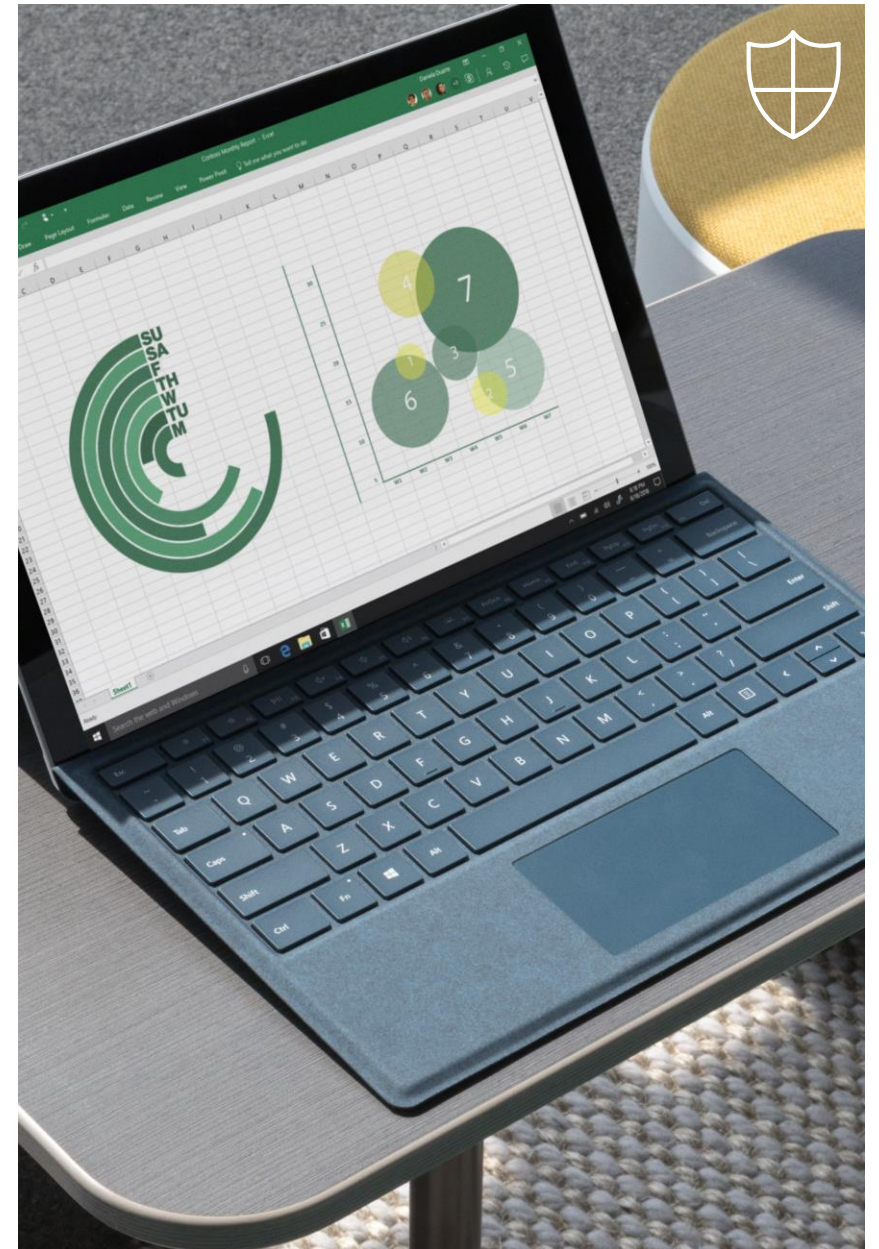
Accidental Damage³

Cover your device against damage caused by accidents, including cracked screens, spills, power surges, etc.

¹ Claims sharing is only available for Microsoft Complete for Enterprise plans. See Complete plans for additional details and specifications.

² Device retention is only available with the Microsoft Complete for Enterprise and with purchase of 50 units or more in one order. Please see the appropriate Microsoft service plan terms and conditions for program specifics. Exclusions apply. Certain offerings are insurance and details of the insurer can be found in terms and conditions.

³ Accidental damage is only available for Complete for Business, Complete for Business Plus, and Complete for Enterprise – please refer to the T&Cs for details. Exclusions apply..



Respond

Get your team back up and running quickly if an issue arises

Mechanical breakdown¹

Cover your devices against unintended mechanical failure

Next Business Day Replacement³

A replacement device will be delivered to your company by the next business day

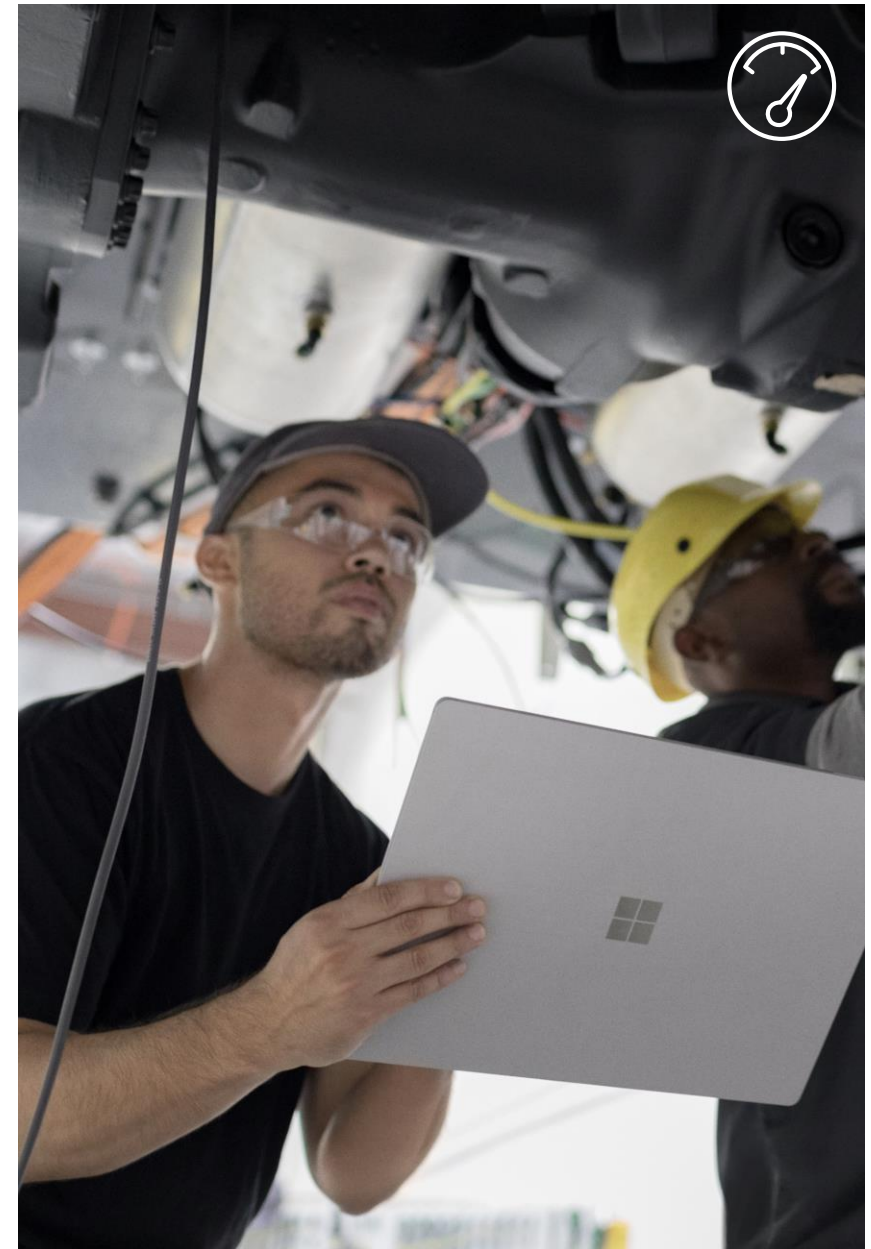
Advanced Exchange²

A replacement device will be shipped to your premises before you return the defective device

¹ For Extended Hardware Service, Complete for Business, Complete for Business Plus, & Complete for Enterprise – aggregate limit of liability up to the original product purchase price or 2 replacement claims.

² Advanced Exchange Service is available at no additional charge with Surface Pro 6 for Business and Surface Laptop 2 for Business SKUs. Advanced Exchange is only available in supported markets. Restrictions apply. See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets.

³ Next Business Day Replacement is available with Complete for Business Plus and Complete for Enterprise. These services apply after an agent has determined a replacement device is required, available inventory, and order placement by a standard cutoff time, predetermined by Microsoft. See appendix for details.



Microsoft Service Offerings for Surface Pro, Laptop, Book, and Go

	Manufacturer Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Complete for Business	Microsoft Complete for Business Plus	Microsoft Complete for Enterprise ³
At a glance					
Plan duration	1 year	Up to 3 or 4 years	Up to 2, 3, or 4 years	Up to 2, 3, or 4 years	Up to 3 years
Availability	Day of purchase	Within 45 days of purchase	Within 45 days of purchase	Within 45 days of purchase	Within 45 days of purchase
Prepaid return shipment	✓	✓	✓	✓	✓
Protect					
Claims sharing					✓
1/50 device retention ³					✓
Respond					
Mechanical breakdown ⁴	✓	✓	✓	✓	✓
Accidental damage ⁴			✓	✓	✓
Advanced Exchange ¹		✓	✓	✓	✓
Next Business Day Replacement				✓	✓
			<div>+</div> <div>Concierge²</div> <div>Deployment resources, monthly live online trainings, customized training session, quarterly business reviews</div>		<div>+</div> <div>Concierge²</div> <div>Deployment resources, monthly live online trainings, customized training session, quarterly business reviews</div>

¹ Advanced Exchange Service is available at no additional charge with Surface Pro 6 for Business and Surface Laptop 2 for Business SKUs. Advanced Exchange is only available in supported markets.

Restrictions apply. See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets.

² With your purchase of Microsoft Complete for Business Plus or Microsoft Complete for Enterprise, you also receive Concierge services provided by Microsoft at no additional cost. Customized online training sessions and quarterly business reviews are available with purchases of 250+ Surface devices. For questions, contact the Concierge team at myguide@microsoft.com.

³ Device retention is only available for Microsoft Complete for Enterprise plans and with purchase of 50 units or more in one order. Please see appropriate Microsoft Extended Service Plan terms and conditions for program specifics. Exclusions apply. Certain offerings are insurance and details of the insurer can be found in terms and conditions. This information is provided for summary purposes only. For more details on the insurer (where applicable), features and benefits of the coverage, please visit [here](#) for a copy of the Microsoft Complete terms and conditions. See the pricelist for most current pricing.

⁴ For Extended Hardware Service, Complete for Business, Complete for Business Plus, & Complete for Enterprise – aggregate limit of liability up to the original product purchase price or 2 replacement claims.

This information is provided for summary purposes only. For more details on the insurer (where applicable), features and benefits of the coverage, please visit [here](#) for a copy of the Microsoft Complete terms and conditions. See the pricelist for most current pricing.

Microsoft Service Offerings for Surface Studio

	Manufacturer Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Complete for Business
At a glance			
Plan duration	1 year	Up to 2 or 3 years	Up to 2 years
Availability	Day of purchase	Within 45 days of purchase	Within 45 days of purchase
Prepaid return shipment	✓	✓	✓
Respond			
Mechanical breakdown ²	✓	✓	✓
Accidental damage ²			✓
Advanced Exchange ¹	✓	✓	✓

¹ Advanced Exchange Service is available at no additional charge with Surface Pro 6 for Business and Surface Laptop 2 for Business SKUs. Advanced Exchange is only available in supported markets. Restrictions apply. See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets.

² For Extended Hardware Service & Complete for Business – aggregate limit of liability up to the original product purchase price or 2 replacement claims.

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Microsoft Service Offerings for Surface Hub 2S

	Manufacturer Hardware Warranty	Microsoft Extended Hardware Service
At a glance		
Plan duration	1 year	Up to 2 or 3 years
Availability	Day of purchase	Within 45 days of purchase
Respond		
Mechanical breakdown ³	✓	✓
Onsite hardware repairs and replace	1 year	✓
Software telephone support ¹	90 days	✓
Hardware telephone support ¹	1 year	✓
<div><div>+</div><div>Concierge² Deployment resources, monthly live online trainings, customized training session, quarterly business reviews</div></div>		

1 With your purchase of Extended Hardware Service, you also receive these services provided by Microsoft at no additional cost, Local business hours. For questions, contact the Concierge team at myguide@microsoft.com

2 With your purchase of Extended Hardware Service, you also receive Concierge services provided by Microsoft at no additional cost. Customized online training session and quarterly business reviews are available with purchases of 50+ Hub devices with eligible Extended Service Plan..

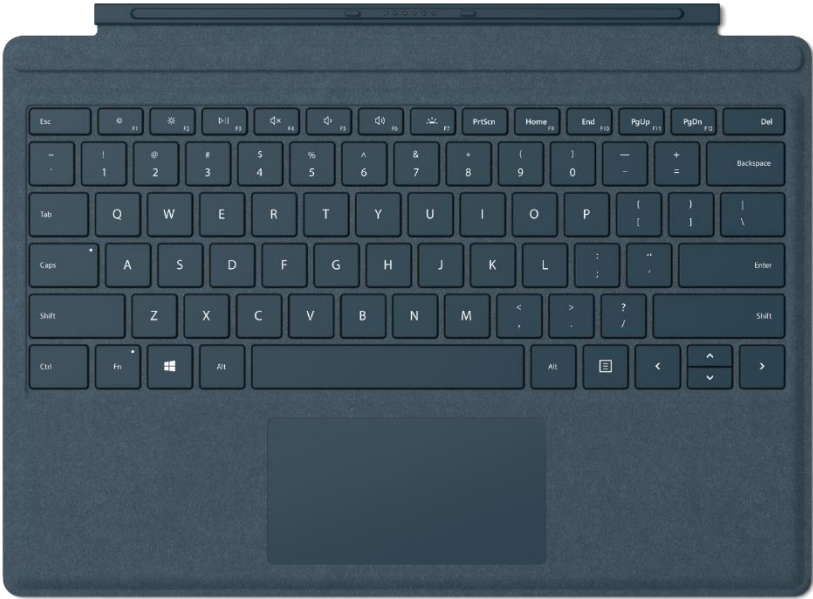
3 For Extended Hardware Service – aggregate limit of liability up to the original product purchase price (up to 3 repair claims) or 1 replacement claim. For eligible in box accessories refer to [T&Cs](#) under DEFINITIONS “Covered Products”

This information is provided for summary purposes only. For more details on the insurer (where applicable), features and benefits of the coverage, please visit [here](#) for a copy of the Microsoft Complete terms and conditions. See the pricelist for most current pricing.

Microsoft Extended Service Plans for Surface Go Type Cover and Surface Pro Type Cover/Keyboard

Available in the US, Canada, United Kingdom and Australia

	Manufacturer Hardware Warranty	Complete for Business
At a glance		
Plan duration	1 year	Up to 3 years
Availability	Day of purchase	Within 45 days of purchase
Respond		
Mechanical breakdown	✓	✓
Accidental damage		✓
Advanced Exchange		✓



For Australia Only: The accidental damage coverage is provided to you by the insurer, certain underwriters at Lloyd's of London. For more details on the insurer, features and benefits of the accidental damage cover and how to make a claim, please read the Product Disclosure Statement (PDS) located [here](#).



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Appendix





Standard Microsoft Surface Warranty

With the standard limited **hardware warranty**, you'll receive

- Access to Microsoft's robust online support articles and community
- One-year warranty for hardware defects and malfunctions
- 90 days of technical support for preinstalled software from the support experts at Microsoft
- Ongoing technical support: You can contact Microsoft Support with your questions even after your warranty runs out (Fees may apply)



Microsoft Service Offerings

Protect your Surface Pro, Laptop, Book, and Go investment

Extended Hardware Service

Starting MSRP

\$XX

SKU <XYZ>

SKU <XYZ>

Up to 3 or 4 years

Includes:

Mechanical breakdown⁴
Advanced Exchange¹

Complete for Business

Starting MSRP

\$XXX

SKU <XYZ>

SKU <XYZ>

Up to 2, 3, or 4 years

Includes:

All Extended Hardware
Service benefits
+
Accidental damage⁴

Complete for Business Plus

Starting MSRP

\$XXX

SKU <XYZ>

SKU <XYZ>

Up to 2, 3, or 4 years

Includes:

All Complete for
Business benefits
+
Next Business Day Replacement

+

Concierge²

Deployment resources, monthly live online trainings,
customized training session, quarterly business reviews

Complete for Enterprise

Starting MSRP

\$XXX

SKU <XYZ>

SKU <XYZ>

Up to 3 years

Includes:

All Complete for
Business Plus benefits
+
Claims sharing

Accidental damage
(200% of devices purchased)

1/50 device retention³

+

Concierge²

Deployment resources, monthly live online trainings,
customized training session, quarterly business reviews

¹ Advanced Exchange Service is available at no additional charge with Surface Pro 6 for Business and Surface Laptop 2 for Business SKUs. Advanced Exchange is only available in supported markets.

Restrictions apply. See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets.

² With your purchase of Microsoft Complete for Business Plus or Microsoft Complete for Enterprise, you also receive Concierge services provided by Microsoft at no additional cost. Customized online training sessions and quarterly business reviews are available with purchases of 250+ Surface devices. Requires the purchase of 50 units or more in one order. For questions, contact the Concierge team at myguide@microsoft.com.

³ Device retention is only available for Microsoft Complete for Enterprise plans and with purchase of 50 units or more in one order. Please see appropriate Microsoft Extended Service Plan terms and conditions for program specifics. Exclusions apply. Certain offerings are insurance and details of the insurer can be found in terms and conditions. This information is provided for summary purposes only. For more details on the insurer (where applicable), features and benefits of the coverage, please visit [here](#) for a copy of the Microsoft Complete terms and conditions. See the pricelist for most current pricing.

⁴ For Extended Hardware Service, Complete for Business, Complete for Business Plus, & Complete for Enterprise – aggregate limit of liability up to the original product purchase price or 2 replacement claims.

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Microsoft Extended Service Plans

Protect your Surface Studio investment

Extended Hardware Service

Starting MSRP

\$XX

SKU <XYZ>

SKU <XYZ>

Up to 2 or 3 years

Includes:

Mechanical breakdown²

Advanced Exchange¹

Complete for Business

Starting MSRP

\$XXX

SKU <XYZ>

SKU <XYZ>

Up to 2 years

Includes:

All Extended Hardware

Service benefits

+

Accidental damage²



¹ Advanced Exchange Service is available at no additional charge with Surface Pro 6 for Business and Surface Laptop 2 for Business SKUs. Advanced Exchange is only available in supported markets. Restrictions apply. See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets.

² For Extended Hardware Service & Complete for Business – aggregate limit of liability up to the original product purchase price or 2 replacement claims.

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Microsoft Service Offerings

Protect your Surface Hub 2S investment

Extended Hardware Service Plan

Starting MSRP

<\$XX>

SKU <XYZ>

SKU <XYZ>

Up to 2 or 3 years

Includes:

Mechanical breakdown³ (device & in box accessories)

On-site hardware repairs

Device replacement

+

Concierge¹ (Deployment resources, monthly live online trainings, customized training sessions², quarterly business reviews²)

Software telephone support³

Hardware telephone support³



¹ With your purchase of Extended Hardware Service, you also receive these services provided by Microsoft at no additional cost, Local business hours. For questions, contact the Concierge team at myguide@microsoft.com.

² Customized online training session and quarterly business reviews are available with purchases of 50+ Hub devices with Extended Hardware Service.

³ For Extended Hardware Service – aggregate limit of liability up to the original product purchase price (up to 3 repair claims) or 1 replacement claim.

This information is provided for summary purposes only. For more details on the insurer (where applicable), features and benefits of the coverage, please visit [here](#) for a copy of the Microsoft Complete terms and conditions. See the pricelist for most current pricing.



Next Business Day Replacements

To guarantee delivery for a damaged device by the next business day, device replacement requests must be completed by 2PM CT





Concierge¹ training

Empower your organization

As a part of your qualified purchase of Surface, your organization has access to live online training. Sessions are uniquely tailored by Microsoft for your IT teams and technically-minded end users, are typically 60-90 minutes in length, and are fully customizable¹.



Support readiness

- Optimizing battery life
- Surface/Tips apps
- Screen scaling
- Deploying Microsoft Teams



Updates & deployment

- Reduce support costs
- Windows and Surface updates explained
- Managing Office 365 updates
- Modernize deployment with Autopilot



Tools for IT

- Surface Diagnostic Toolkit for Business
- Surface Dock Updater
- Surface Enterprise Management Mode
- Online resources



Analytics & support

- Common trends and frequent claims
- Surface reparability
- Serial numbers and inventory management

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