



# Microsoft Office 365 from O<sub>2</sub>

## Levels of support

For our medium sized business customers

# Need help with Office 365? We're here to help

We'll work with you to figure out what Office 365 needs to do for you. For free. One size doesn't fit all, so we'll tailor Office 365 to suit your business. And we fix 96% of problems without needing to talk to Microsoft.

Got a problem? Call us direct on **0800 977 7337** from Monday to Friday, 8am to 8pm.  
Or email us at **[support@cloudservices.o2.co.uk](mailto:support@cloudservices.o2.co.uk)**

## Why O2?

- Support from our team of consultants. Our Digital Advisors will ensure you choose the right Microsoft solution to suit your business.
- Connectivity, devices and service support – all on one bill. Plus free phone support. You won't get that anywhere else.
- All our service experts are Microsoft Gold accredited.



# How we'll help

## If you need troubleshooting, fast

We'll rule out the most common problems first. We'll fix 'how to' issues, problems with Office apps and minor technical things like licence assignment and password resets.

## If you need specialist service

We've got Microsoft accredited experts ready to help on everything from Skype for Business, to Exchange mail and SharePoint online collaboration.

## If the problem isn't with Office 365

If the problem isn't actually to do with Office, we'll still be able to help. We can spot problems with your IT infrastructure and help you fix them.

If you have a complex or hybrid deployment, we'll put you in touch with our top level of specialist service. Our engineers will deal with you and Microsoft directly to get things sorted.



To learn more about Office 365 from O2,  
and find out how we can help your  
business grow, call 0800 298 8848  
Or email: [newbusinesssteam@o2.com](mailto:newbusinesssteam@o2.com)

