

Microsoft Partner Contacts

ESSENTIAL MICROSOFT NZ SMB PARTNER CONTACT LIST

YOU ARE NEEDING?	MPN MEMBER YOUR COMPANY IS MICROSOFT PARTNER NETWORK REGISTERED	MAPS YOU HAVE PURCHASED MICROSOFT ACTION PACK	SILVER PARTNER YOUR COMPANY HAS AT LEAST ONESILVER MPN COMPETENCY
<ul style="list-style-type: none"> - MPN and non-business critical or - Non-time critical break-fix basis technical issues or/and - Simple how-to-questions regarding the selected Microsoft products and technologies 	Visit Online Partner Forum http://partnersupport.microsoft.com/en-us		
<ul style="list-style-type: none"> - Technical/Product issues which are beyond the remit of the break-fix - Simple how-to questions 	Technical Phone Support - Costs NZD350 per case - Call 0800 800 004, Option 2 then 2 - 8am ~ 6pm, Mon ~ Fri	Technical Phone Support - Costs NZD350 per case - Call 0800 800 004, Option 2 then 2 - 8am ~ 6pm, Mon ~ Fri	5 Product Support Instances by Phone (Except small business competency) - Call 0800 800 004, Option 2 then 4 - 8am ~ 6pm, Mon ~ Fri
<ul style="list-style-type: none"> - Partner Network and/or MAPS related - Competency related inquiries - Renewal difficulties - Change of details 	Not available	MPN Phone Support Call 0800 800 004, choose option 2, 4 then 1 (9am ~ 6pm, Mon ~ Fri)	
<ul style="list-style-type: none"> - Solution integration assistance - Deployment planning, scenario guidance - Solution architecture - Get current internal deployment services - Design & implementation guidance - Code review - Test environment review 	Not available	5 Advisory Hours after first cloud deal Call 0800 800 004, choose option 2, 4 then 1 (9am ~ 6pm, Mon ~ Fri)	20 Advisory Hours Call 0800 800 004, choose option 2, 4 then 1 (9am ~ 6pm, Mon ~ Fri)
<ul style="list-style-type: none"> - Competitive assistance, feature overview - Comparison guidance, RFP questions - Business value proposition - Proof of concept guidance - Technical licensing recommendations 	Not available	Pre-sales Technical Assistance (using 5 Advisory Hours) Call 0800 800 004, choose option 2, 4 then 1 (9am ~ 6pm, Mon ~ Fri)	Pre-sales Technical Assistance (Unlimited for deals over USD2000) Call 0800 800 004, choose option 2, 4 then 1 (9am ~ 6pm, Mon ~ Fri)
Business critical issues: 'Business critical' is defined as technical assistance with issues that may be affecting the company's productivity and/or revenue. For example, when a server is down	Not available	10 instances of business critical phone support Call 0800 800 004, choose option 2, 4 then 1 (9am ~ 6pm, Mon ~ Fri)	10 instances of business critical phone support (Except small business competency) Call 0800 800 004, choose option 2, 4 then 1 (9am ~ 6pm, Mon ~ Fri)

Microsoft Distributor Partner of the Year 2010, 2011, 2012, 2013
 Microsoft Worldwide Distributor Partner of the Year 2010

