

Request for Credit or Refund Form

Scope: CSP Direct Bill or Indirect Providers

Dear Customer,

Please fill this form **completely** and attach during submission of your service request in Partner Center.

**Different types of credit or refunds requests**

A refund or credit request could be submitted for a variety of reasons. These could include:

* Service outages (Service Level Agreement credits)
* Technical reasons
* An accidental purchase
* Misinformation/promise from Microsoft
* Duplicate order

**Regardless of the type of credit or refund request please provide the following information**

**IMPORTANT:** Bulk credit requests should usually not be submitted. CSP Partners must submit individual service requests for credit or refunds for each customer impacted if less than 10. If there is a single event or reason for the credit or refund that impacts more than 10 customers, the partner can file a single service requests and provide a list of the impact customer tenants.

**Type credit or refund request:**

X Service outages (Service Level Agreement credits)

* Technical reasons
* An accidental purchase
* Misinformation/promise from Microsoft
* Duplicate order

**BELOW ONLY for Service outages (Service Level Agreement credits):**

* **Customer tenant GUID:**

ks1f6507-a1e1-2345-9d64-fgh12345d456

* **Outage Incident#:**

Dynamics 365 Business Central product group does not release single Outage Incident identifier.

Within the month of November 2023 there have been 2 outages in Contoso production environment:

**5h 5min (305 min)** Dynamics 365 Business Central Outage 7th November 2023.

The number of Red Button SR is **2311070050005684**.

**2h 9min (129 min)** Dynamics 365 Business Central Outage 17th November 2023.

The number of Red Button SR is **2311170050001490**.

* ***Were the impacted subscriptions purchased via CSP?***

YES

**BELOW Request details are required for any other credit scenario type (not needed for SLA credits):**

* **Affected Customer’s Tenant Domain: <\*.onmicrosoft.com Domain>**

*GruppoContoso.com*

* **Credit Reason: Please describe why you are requesting credit or a refund**

Attached

1. E-mail from Customer where it is requesting official a refund for Dynamics 365 Business Central service.
2. First outage SR No. Email thread (7th November 2023)
3. Second Outage SR No. Email thread (7th November 2023)

Customer suffered of 2 outages where environment was not accessible (Outage).

* **Subscription GUID(s) for which credit is requested:**

AXU2DZUZZZZZZZZKZ

(see attached recon\_D050003I6Z.xlsx)

* **From what date is credit requested?**

5h 5min (305 min) Dynamics 365 Business Central Outage 7th November 2023.

2h 9min (129 min) Dynamics 365 Business Central Outage 17th November 2023.

* **The exact amount requested and how it was calculated.**

Based on the official documentation (see attached document OnlineSvcsConsolidatedSLA(WW)(Italian)(November2023)(CR).docx)

Dynamics 365 Business Central: 305 min + 129 min = 434 min. downtime

((30 days \* 24 hours \* 60 minutes) – 434 min. downtime) / (30 days \* 24 hours \* 60 minutes) \* 100 = (43.200 – 434) / 43200 \* 100 = 98.995%

This is equivalent to request for a refund for 50% of the service for the month.

Annual fee paid / 365 \* 30 = Amount to be refunded

xxxx / 365 \*30 = **xxxxxx Euro**

Annual fee paid has been recon from the following invoice (attached)

* Invoice-D050003I6Z.pdf (invoice)
* recon\_D050003I6Z.xlsx (reconciliation)
* **If technical reason: Service Request# opened with MSFT Tech support**

SR 2311070050005684 (see attachment TrackingID#2311070050005684.msg)

SR 2311170050001490 (see attachment TrackingID#2311170050001490.msg)

**Please contact** [**Jhon.Doe@microsoft.com**](mailto:Jhon.Doe@microsoft.com) **(our technical buddy in local Microsoft) for all details**

**More on SLA Credits (specifically):**

* The Incident ID (such as EX25194) is found in the Service Health page in the Microsoft 365 admin center. Incident numbers are preceded with a 2-letter abbreviation that indicates the service affected, such as:

EX - Exchange Online  
FO - Exchange Online Protection  
SB - Skype for Business Online (formally Lync Online)  
OS - Office Subscription  
PB -Power BI for Office 365  
SP - SharePoint Online  
YA - Yammer Enterprise  
MO - Portal Error

Scenarios qualify for SLA from the [service description](http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=37):

* If the SLA credit is approved, Microsoft will process the credit onto the CSP Partner’s account (the credit is normally visible on next month’s invoice). It is the partner’s responsibility to provide credit to their customer(s).
* Service level agreement credits are covered in the MCRA section 4.f. and in the Program Guide section 1.3 which can be found at <https://docs.microsoft.com/en-us/partner-center/csp-documents-and-learning-resources> Office 365, CRM/Dynamics 365, stand-alone services, Microsoft Intune and Skype for Business services:
* **IMPORTANT**: CSP partners (not the end customers or the Indirect Resellers) must submit a claim and all required information by the end of the calendar month following the month in which the incident occurred. For example, if the incident occurred on February 15, we must receive the claim and all required information by March 31. This is also clearly called out in the Online Services Consolidated SLA document on page #5:

