

Dear Customer,

Today, your email data is backed up by Microsoft - but the duration that backups are kept is quite short (90 days). If your emails are deliberately or accidentally deleted, and realized several weeks later, you are not able to restore from Microsoft's backup.

We've added a new product that includes several valuable features for only a few dollars per mailbox per month.

Here are a few of those features:

- Six-times daily backups of Exchange Online, SharePoint, OneDrive, Office 365 Groups, and Microsoft Teams
- Multiple bulk and individual restore options
- Highly automated migration services

We feel strongly that this product is critical, and we are implementing it over the next 60 days for all of our customers that have Office 365. You will see the increase in your invoice as soon as we have it implemented. If you have concerns or questions regarding this implementation please do not hesitate to contact myself or another member of the (MSP Name) team.

We appreciate your business and feel that this is necessary to protect your Office 365 data.

Thanks,  
Your Friendly Neighborhood MSP

Direct Link to Microsoft Service Agreement: <https://www.microsoft.com/en-us/servicesagreement>

## Service Availability

### 6. Service Availability.

a. The Services, Third-Party Apps and Services, or material or products offered through the Services may be unavailable from time to time, may be offered for a limited time, or may vary depending on your region or device. If you change the location associated with your Microsoft account, you may need to re-acquire the material or applications that were available to you and paid for in your previous region.

b. We strive to keep the Services up and running; however, all online services suffer occasional disruptions and outages, and Microsoft is not liable for any disruption or loss you may suffer as a result. In the event of an outage, you may not be able to retrieve Your Content or Data that you've stored. We recommend that you regularly backup Your Content and Data that you store on the Services or store using Third-Party Apps and Services.

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## Voluntary Waiver of Office 365 Backup Coverage

Date: \_\_\_\_\_

Client: \_\_\_\_\_

Reseller X Advisor: \_\_\_\_\_

This form is notice that the Client hereby acknowledges that they were informed by their Reseller X Advisor about the potential need and availability of Office 365 Backup coverage. By way of signing this document, the Client, hereby acknowledges that they have made the decision to waive their right to purchase Office 365 Backup coverage at this time.

The Client also acknowledges that this is against the advice of their Reseller X Advisor and that by signing this document they are releasing any liability of the Reseller X Advisor by any and all parties who have or may have right to bring claim against any party with regard of the Client's decision to voluntary decline Office 365 Backup coverage.

The Client fully acknowledges that they have reviewed this document and they understand the effect of declining Office 365 Backup coverage against the recommendation of the Client's Reseller X Advisor.

The Client understands that if they desire to add Office 365 Backup coverage at a later date, that the price and options for coverage may change for a variety of reasons.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Client Name (Printed) : \_\_\_\_\_

Reseller X Advisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Reseller X Advisor (Printed): \_\_\_\_\_