CHECKLIST · BUSINESS

# Microsoft 365 outage: your business may be owed a credit, but you have to ask

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digitaladvisors.com.au/journal/microsoft-365-outage-service-credit/

- [ ] **Find out how you bought Microsoft 365.** Check whether your invoice comes from Microsoft or from a reseller, because that decides who lodges the claim.
- [ ] **Note the incident IDs.** In the admin centre's Service health page, record the IDs for the Exchange, Outlook and Teams incidents that hit your business.
- [ ] **Write down who was affected.** List how many staff lost email or Teams, where they were, roughly when, and the errors they saw.
- [ ] **Lodge a support request in the admin centre if you pay Microsoft directly.** Choose Help & support, then Contact support, and include the incident IDs, user count and errors you listed.
- [ ] **Email your reseller from your business address if you bought through one.** Ask them to request the credit, and include your list of affected staff.
- [ ] **Diary 31 December.** Microsoft must receive a direct claim by then; resellers face a similar deadline, so ask them for theirs.
- [ ] **Check a later invoice for the credit.** It appears as money off a future bill, not a refund.

NOTES



General information only, not legal, tax or financial advice. Check the full story and its sources before acting.