

## **About Changing a Service**

https://campus.barracuda.com/doc/101711905/

You can manage most service-level changes within the MSP App without having to fill out a product change form.

You cannot change services for the following:

- Multiple services
- From newer services to older services

See Product Change Form below.

You can change a service of the SMB to other email product/bundle/plan from any email product/bundle/plan. You cannot change to older products/plans/bundles from newer products/plans/bundles.

Changing services typically take 5-7 minutes to complete. Service terminations can take up to 24 hours.

Sub-Partners can migrate to/from whatever services they are assigned by the master partner.

Services must be under contract by the MSP. You cannot create or add services that are unpurchased.

This feature applies to the following services:

Email Gateway Defense

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Forensics and Incident Response

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**Email Cloud Archiver** 

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Email Cloud-to-Cloud Backup

- Sentinel
- Impersonation Protection
- Domain Fraud Protection

- Essentials Compliance
- Essentials Complete
- Total Email Protection
- Advanced Email Protection
- Premium Email Protection
- Premium Plus Email Protection

To change a service, see <u>Changing a Service</u>.

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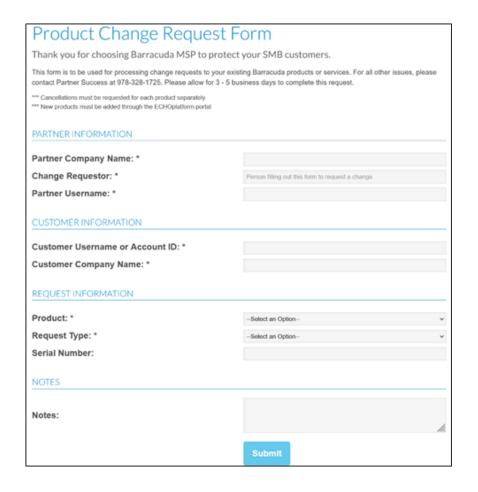
## **Product Change Form**

The Product Change form is required to:

- Change multiple individual services to another service
- Terminate a service
- Combined services (because it involves a termination)

The Product Change Request Form can be accessed at <a href="https://status.barracudamsp.com/essentials-change/">https://status.barracudamsp.com/essentials-change/</a>

An example of the Product Change Request Form is shown below.



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## **Figures**

1. campus product change form.png

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