

# 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:

<ul style="list-style-type: none"><li>• Email Gateway Defense</li><li>• Forensics and Incident Response</li><li>• Email Cloud Archiver</li><li>• Email Cloud-to-Cloud Backup</li><li>• Sentinel</li><li>• Impersonation Protection</li><li>• Domain Fraud Protection</li></ul>	<ul style="list-style-type: none"><li>• Essentials Compliance</li><li>• Essentials Complete</li><li>• Total Email Protection</li><li>• Advanced Email Protection</li><li>• Premium Email Protection</li><li>• Premium Plus Email Protection</li></ul>
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To change a service, see [Changing a Service](#).

## 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  
<https://status.barracudamsp.com/essentials-change/>

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

### Product Change Request Form

Thank you for choosing Barracuda MSP to protect your SMB customers.

This form is to be used for processing change requests to your existing Barracuda products or services. For all other issues, please contact Partner Success at 978-328-1725. Please allow for 3 - 5 business days to complete this request.

\*\*\* Cancellations must be requested for each product separately  
\*\*\* New products must be added through the ECHOplatform portal

#### PARTNER INFORMATION

Partner Company Name: \*

Change Requestor: \*

Person filling out this form to request a change

Partner Username: \*

#### CUSTOMER INFORMATION

Customer Username or Account ID: \*

Customer Company Name: \*

#### REQUEST INFORMATION

Product: \*

--Select an Option--

Request Type: \*

--Select an Option--

Serial Number:

#### NOTES

Notes:

Submit

## Figures

1. campus product change form.png

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