

10 Questions to Ask Before Renewing Your MSP Agreement

Use this checklist before renewing, renegotiating, or switching MSPs.

1. What support is included in the monthly fee?
2. What is billed separately?
3. Are response times guaranteed or just targets?
4. Who owns Microsoft 365 security?
5. Is endpoint protection included?
6. Is backup tested or just configured?
7. Are projects included or always extra?
8. Is onsite support included?
9. Is pricing per user, per device, or hybrid?
10. What happens if we decide to leave?