Subject: [823801] M365US - telecam.onmicrosoft.com - OneDrive sync gets stuck until user pauses and un-pauses the sync
Date: Monday, October 5, 2026 at 9:10:00 AM Eastern Daylight Time
From: Sherweb Support
To: Thierry Humeau

Hi Thierry,

Thank you for sharing the article which provides enough evidence for an escalation to Microsoft.
- Please read all of the blue text below and then reply with the required authorization.

To continue troubleshooting and work toward resolution of the issue under Ticket **823801**, we need to escalate this case to Microsoft Support.

If you are not an authorized approver for your organization, please forward this email to the appropriate contact and let us know who will provide the required authorization.

Billing & scope

Microsoft independently determines whether the issue is "In-Scope" or "Out-of-Scope" based on its own assessment.

- If Microsoft determines the issue is In-Scope (e.g., a platform bug, service outage, billing error, or quota limitation), no Microsoft support fees apply for the escalation.
- If Microsoft determines the issue is Out-of-Scope (i.e., outside the categories mentioned above), Microsoft may apply support fees.
- Microsoft may still classify some cases as Out-of-Scope and billable. In those cases, the client is responsible for Microsoft's fees unless the escalation resulted from a Sherweb triage or internal handling issue (including failure to engage the appropriate L3 resource or internal SME when reasonably required).

Potential Microsoft Fees (if deemed Out-of-Scope)

If Microsoft deems this case Out-of-Scope, charges may include one or more of the following:

- **Cloud Problem Resolution (PRS) Incident:** $568 USD per incident (one-time fee)
- **Reactive Support Management:** $317 USD per hour (typically for high severity "SevA" situations)
- **On-Premises Problem Resolution:** $301 USD per hour (issues isolated to local infrastructure)
- **Advisory Services:** $325 USD per hour (consulting, guidance, best practices)

***Important:** All applicable fees are determined solely by Microsoft based on their scope assessment.*

How billing works (Billed through Sherweb)

If Microsoft confirms the case is billable, the Microsoft fees are billed through Sherweb. Once Microsoft has confirmed the case is Out-of-Scope and have provided the final billable details (including the final count of hours, if applicable), the applicable fees will be invoiced through your usual billing channel, issued by Sherweb or MicroWarehouse, as per your contract.

If you would like Sherweb to apply any applicable charges to a specific Purchase Order (PO), please clearly identify the PO number in your reply.

Cost control / Authorization for hourly work

If Microsoft indicates hourly fees may apply, Sherweb will notify you promptly. No Microsoft work that would incur hourly charges beyond the initial escalation will proceed without your explicit written authorization.

In rare cases, Microsoft may reassess the scope of a case after initial escalation and identify additional billable work or hours. Your authorization to proceed with the escalation includes consent to such reassessment.

Sherweb will advise you in advance if any additional hourly charges are expected, and no such work will proceed without your explicit written confirmation.

Action required: Please reply to authorize

To avoid delays, please reply to this email confirming your authorization to proceed and acknowledging responsibility for applicable Microsoft fees if the case is deemed Out-of-Scope.

Suggested reply (you may copy/paste)

"I authorize Sherweb to escalate Ticket **823801** to Microsoft Support. I acknowledge that if Microsoft deems the issue Out-of-Scope, Microsoft (PSfP) support fees may apply, will be billed through Sherweb, and are my organization's responsibility. I confirm that I am authorized to approve this on behalf of **Telecam Films**.

[Optional – include if applicable:] Please apply any applicable charges to Purchase Order #[PO Number]."

After you reply with the above authorization, we will begin the escalation process.

Thanks,
David F.
Technical Support
Working hours: Sunday - Thursday, 8:30a.m to 5:00p.m. (E.T.)
TeamViewer: https://get.teamviewer.com/6hdrxnv