

OFFICE 365 BUSINESS ESSENTIALS AND BUSINESS PREMIUM DISCOUNT RHIPE PARTNER - FREQUENTLY ASKED QUESTIONS

PROMO EXTENDED – To help you grow your business more, Microsoft has announced that that price discount for Office 365 Business Essentials and Business Premium for Malaysian customers will be extended till June 30th 2019. Office 365 Business Essentials will be priced at **USD\$3.50/user/month** ERP which equates to a 30% discount off the existing ERP. **Office 365 Business Premium** are priced at **USD\$10/user/month** ERP which equates to a 20% discount off the existing ERP. This offer is available for customers in Malaysia purchasing their licenses through the Microsoft CSP program.

TERMS AND CONDITIONS

1. What pricing levels will the discounted price be available under?

The new Office 365 Business Essentials and Office 365 Business Premium pricing will be available within the specific promo duration for Direct (Credit card purchase online) and for CSP purchases only.

2. What countries will the promotion be available for?

The promotion is \$3.50 pupm for Office 365 Business Essentials and \$10.00 pupm for Office 365 Business Premium promotion is available for end customers in Malaysia purchasing their licenses through the Microsoft CSP program.

3. Will the price discount be available through Open License?

No, the pricing will only be available through Direct and CSP (both Direct Providers and Indirect Providers). Customer can enjoy the licensing for a year if they availed of the CSP annual agreement.

4. How do Partners/Customers get the discounted pricing for Office 365 Business Premium and Business Essentials?

The discounted pricing is now available within [rhipe PRISM portal](#). You may place your order for these discounted SKUs as per normal ordering process in rhipe PRISM.

5. Will this discounted pricing be available in both monthly billing and annualized billing during the promotional period?

Yes. For annualized billing, the customers will enjoy the discounted pricing for 1 year until the subscription renewal date if they choose to pay 1 year upfront. Or with monthly billing, customer will enjoy the discounted pricing until the end of promo period on June 30th 2019.

6. Will existing O365 customers in Open be eligible for this pricing if they renew their licenses in CSP?

Yes, the customer will be eligible for the promotional pricing when they renew their license with rhipe CSP.

7. I currently have an Office 365 Business Essential / Business Premium subscription with another CSP indirect provider. If I bring the subscription to rhipe will I get to enjoy the discount?

Yes, the customer will be eligible for the new pricing.

8. What is the timing for each offer?

Both Business Essentials and Business Premium will be available for the reduced price until June 30th 2019.

9. Who's the target audience for this offering?

The limit in terms of the number of seats for Business Essentials and Business Premium is 300 seats per SKU, therefore the target audience for this offering is customers with less than 300 seats.

10. Will this promo price be eligible for Commercial, Government and Academic customers?

Yes, it is based on the Commercial SKU. Customers from Government and Academic can buy these SKUs, however no additional discounts will be provided.

OPERATIONS AND OFFER TECHNICALITIES (SCENARIOS)

1. If I closed a deal during the promo duration and the customer wants to add seats after the promo duration and is under the annualized agreement, will they be eligible for the same promo price?

No, the customer will only be eligible for the pricing within the specified promo duration. If they add additional seats after the promo duration, they will be subject to the standard ERP pricing of Office 365 Business Essentials and Business Premium

2. A customer is interested to secure the pricing through an annualized CSP SKU, after renewal, at what price will the customer avail it at?

The pricing will be reverted to the pricing in market at that point in time. As of this moment, it will be the standard ERP pricing of Office 365 Business Essentials and Office 365 Business Premium.

3. What will happen for my renewal in 2019? Will I still use the same price of this program?

Upon renewal, the customer will renew to the current price in the system. From July 1st 2019 onwards, we expect the price of Office 365 Business Essentials to revert to the standard ERP price of US\$5.00 pupm for Office 365 Business Essentials and US\$12.50 pupm for Office 365 Business Premium (ERP price).

4: An eligibility for an existing customer is that they can avail of the new price upon renewal within the promo duration. Can they terminate their current CSP monthly billing and change to an annualized CSP agreement within the promo period? Can I switch billing frequency to get the promo price?

Yes. You need to raise the opportunity to your rhipe account manager and get his/her help to switch from monthly to annual billing and get the promo price.

5. Can I add a new subscription of O365 BE / BP with different frequency to enjoy the promo?

Yes. You may have monthly and annualized billing frequency in the same tenant.

6. If a new customer buys Business Premium during the promo period and they pay monthly billing, will they still be eligible for this pricing (via monthly billing) after the close of the promotional period (June 30th 2019)?

Should a customer choose monthly billing, their price will continue to align with the CSP Pricelist pricing for that current month. In the above scenario, this would mean they would avail of the pricing on July 2019 onwards, reverting to the standard ERP price for Office 365 Business Essentials and Office 365 Business Premium.

7. Will there be a separate SKU created in the CSP price list for this promotional pricing?

No.

8. If there is no promotional SKU, what will happen at time of renewal?

At the time of renewal customers will be quoted the standard ERP price for Business Essentials and Business Premium respectively.

9. If a customer has previously terminated their O365 service, but would like to sign up again, would they be eligible for this special price?

Yes.

10. If a Customer who has a tenant outside of the promotional markets purchases Business Essentials or Business Premium from a Partner in a promotional market, will they be eligible for the reduced price?

No.

11. If a customer with an existing tenant renews during the promotional period, will they automatically be eligible for the promotional pricing?

Yes the customer will be eligible until the promotional period ends, i.e., until June 30th 2019.

12: Will a customer get the promo price for full year?

Yes, if the customer subscribes for annual frequency billing. For subscription with monthly frequency billing, the promo price will be applied until the end of promo term, i.e. June 30th 2019. The price of Office 365 Business Essentials to go back to the standard ERP price of US\$5.00 pupm for Office 365 Business Essentials and US\$12.50 pupm for Office 365 Business Premium (ERP price) after the promo.

13. Can I resell to the promo SKUs other customers in eligible markets outside my country?

Yes, it is possible. However you need to flag the opportunity to rhipe account manager in advanced before placing the order to enjoy the promo discount.

14. What are the steps I need to do to get special discount?

The discounted pricing is now available within [rhipe PRISM portal](#). You may place your order for these discounted SKUs as per normal ordering process in rhipe PRISM.

15. If my Office 365 Business Essentials / Business Premium subscription renews during promo period, do I need to inform my rhipe account manager?

No. The special promo price will be applied automatically to your customer's subscription.

16. How do I know whether my existing subscription will be eligible for the promotion?

You can check your subscription start date under "manage subscription" and see whether the renewal date falls within the promo period. Your subscription will be eligible if the subscription start date is between now till June 30th 2019.

17. I already have a Office 365 Business Essentials / Business Premium subscription but its renewal date falls outside the promo period. Can I cancel the subscription and reactivate the subscription to enjoy the discount?

No it is not possible due to Microsoft System restriction. However you could switch the billing frequency to enjoy the promo price (see Q 4 under Operations and Offer Technicalities).

18. Can I start monthly billing CSP subscription and change to billing frequency to annual billing towards the end of promo period to enjoy longer promo period?

Yes, it is possible but not recommended. Talk to your account manager for more information.