



# Frequently Asked Questions

Microsoft 365 Business Basic and Microsoft 365 Business Standard Discount for rhipe Partners.

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## PROMOTION EXTENDED

To help you grow your business more, Microsoft has announced that the Emerging Market price discount for Microsoft 365 Business Basic and Business Standard will be extended till June 30<sup>th</sup> 2021.

**Microsoft 365 Business Basic will be priced at USD\$2.50 per user per month External Reference Pricing (ERP) which equates to a 50 percent discount off the existing ERP.**

**Microsoft 365 Business Standard will be available at USD\$10 per user per month ERP, equating to a 20 percent discount off the existing ERP. This offer is available for customers in Indonesia, Philippines, Thailand, Vietnam and other SEA New Markets, purchasing their licences through the Microsoft CSP program.**

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## Terms & Conditions

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

The new Microsoft 365 Business Basic and Microsoft 365 Business Standard pricing will be available within the specific promotional period for Direct (credit card purchase online) and for CSP purchases only.

### 2. What countries will the promotion be available for?

The promotion is available for USD\$2.50 per user per month for Microsoft 365 Business Basic and USD\$10.00 per user per month for Microsoft 365 Business Standard promotion. It is available for end customers in Indonesia, Philippines, Thailand, Vietnam and other SEA New Markets, purchasing their licences through the Microsoft CSP program.

**3. Will the price discount be available through Open Licence?**

No, the pricing will only be available through Direct and CSP (both Direct Providers and Indirect Providers). Customers can enjoy the discounted licencing for 12 months if purchased through the Microsoft CSP program in an annual agreement within the promotional period.

**4. Will this discounted pricing be available in both monthly billing and annualised billing during the promotional period?**

Yes. Customers will enjoy the discounted pricing for 12 months until the subscription renewal date if they choose to pay one year upfront with annual billing, or they will receive the discounted pricing until the end of promotional period which concludes on June 30th 2021, if they choose monthly billing.

**5. Will existing Microsoft 365 customers in Open be eligible for this pricing if they renew their licences in CSP?**

Yes, existing customers will be eligible for the promotional pricing.

**6. I currently have a Microsoft 365 Business Basic or Microsoft 365 Business Standard subscription with another CSP indirect provider. If I bring the subscription to rhipe will I receive the discounted rate?**

Yes, existing customers will be eligible for the new pricing.

**7. What is the timing for each offer?**

Both Microsoft 365 Business Basic and Microsoft 365 Business Standard will be available at the discounted price until June 30th 2021.

**8. Who is the target audience for these offers?**

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

**9. Will Commercial, Government and Academic customers be eligible for this promotional price?**

Yes, it is based on the Commercial Stock-Keeping Unit (SKU). Government and Academic customers can buy these SKUs, however no additional discounts will be provided.

## Operations & Offer Technicalities (scenarios)

- 1. If I closed a deal during the promotional period and the customer wants to add seats after the promotion has closed and is under the annualised agreement, will they be eligible for the same promo price?**

No, customers will only be eligible for the pricing within the specified promotional period. If they add additional seats after the promotion closes, they will be subject to the original pricing of Microsoft 365 Business Basic and Microsoft 365 Business Standard.

- 2. A customer is interested in securing the pricing through an annualised CSP SKU, after renewal. At what price will the customer be able to purchase it at?**

The purchase price will be as per the current pricing in market at that point in time. Currently, it's the original pricing of Microsoft 365 Business Basic and Microsoft 365 Business Standard.

- 3. What will be the renewal price after June 30<sup>th</sup> 2021? Will I still use the same price of this program?**

Upon renewal after the promotion closes, the customer will renew at the current price in the system. After the promotion concludes, we expect the price of Microsoft 365 Business Basic to go back to the original price of USD\$5.00 and USD\$12.50 per user per month, for Microsoft 365 Business Standard (ERP price).

- 4. Existing customers are eligible to purchase at the discounted rate upon renewal during the promotion. Can they terminate their current CSP monthly billing and change to an annualised CSP agreement within the promotional period? Can billing frequency be switched to access the promotional price?**

Yes, customers need to request this change via their rhipe Account Manager who will be able to update the billing frequency from monthly to annual billing and provide access the promotion price.

- 5. Can I add a new subscription of Microsoft 365 Business Basic and Business Standard with different frequency to enjoy the promo?**

No. You can only have either monthly or annual billing for the subscription(s) in your customer tenant, but not both.

**6. If a new customer buys Business Standard during the promotional period and selects monthly billing, will they still be eligible for this pricing (via monthly billing) after the close of the promotional period (June 30<sup>th</sup> 2021)?**

If a customer chooses monthly billing, their price will continue to align with the CSP pricing for that current month. In the above scenario, this would mean they would no longer receive the discounted pricing from July 2021 onwards, reverting to the original price for Microsoft 365 Business Basic and Business Standard.

**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 the time of renewal?**

At the time of renewal, customers will be quoted the standard ERP price for Business Basic and Business Standard respectively.

**9. If a customer has previously terminated their Microsoft 365 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 Basic or Business Standard 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 to receive the discounted rate until the promotional period ends on June 30th 2021.

**12. Will a customer be able to access the promotional price for the full year?**

Yes, if the customer subscribes to annual frequency billing (subject to restrictions). For subscriptions with a monthly frequency billing, the promotional price will be applied until the end of promotion period, June 30th 2021. The price of Microsoft 365 Business Basic to revert to the original price of USD\$5.00 and USD\$12.50 for Microsoft 365 Business Standard (ERP price) after the promotion concludes.

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

Yes, this is possible. However, you need to flag the opportunity with your rhipe Account Manager in advance before placing the order, to ensure the promotion discount is applied.

**14. If my customer's Microsoft 365 Business Basic or Business Standard subscription renews during the promotional period, do I need to inform my rhipe Account Manager?**

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

**15. How do I know if my customer's existing subscription will be eligible for the promotion?**

You can check your customer's subscription start date under "manage subscriptions" and see whether the renewal date falls within the promotional period. The subscription will be eligible if the start date is between now until June 30th 2021.

**16. I already have a Microsoft 365 Business Basic or Business Standard subscription but its renewal date falls outside of the promotional period. Can I cancel the subscription and reactivate the subscription to enjoy the discount?**

No, unfortunately it is not possible due to Microsoft System restrictions. However, you could switch the billing frequency to enjoy the promotional price (see Q4 under Operations and Offer Technicalities).

**17. Can I start monthly billing CSP subscription and then change the billing frequency to annual invoicing towards the end of promotional period to receive the discounted pricing for a longer period?**

Yes, it is possible but not recommended. Talk to your rhipe Account Manager for more information.



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