



Microsoft Cloud Solution Provider Frequently Asked Questions

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Table of Contents

General	3
Partner Program	4
Partner Tools	6
Channel Incentives.....	6
Offers and Pricing	7
Partner Contract Terms	7
Partner Support	8
Customer Experience.....	10
Enterprise Mobility Suite (EMS).....	11

General

What is the Microsoft Cloud Solution Provider Program?

The Microsoft Cloud Solution Provider program enables Partners to directly manage the entire Microsoft cloud customer lifecycle. Partners in this program utilize dedicated in-product tools to directly provision, manage and support their customer subscriptions. Partners can easily package their own tools, products and services and combine them into one monthly or annual customer bill.

How do Partners benefit?

- Partners are the first point of contact for all their Customers' needs
- Partners own and control the billing cycle (monthly or annually)
- Partner create unique financing options
- Partners sell integrated offers and services – one sales motion to drive services attach and upsell
- Partners receive in-product tools to directly provision, manage and support

Which products can Partners sell in this program?

Partners can sell all major commercial suites and standalone products for Office 365, Windows Intune, and EMS.

Which Customer segments can partners sell?

Partners can sell to any commercial Customer. Enterprise Agreements may offer additional discounts, but this will vary based on your value added services offering. Although pricing pressure may be felt at 1,000 seats, there is no seat cap.

How does this benefit Customers?

Customers can more easily purchase Partner tools, products and/or services with their subscription in one predictable monthly bill. Beyond the inherent benefits of the Cloud, Customers will have more frequent Partner interactions which can serve to deepen the relationship

What's the difference between 1-Tier and 2-Tier CSPs?

Similar to our traditional channel model, we will have 1-Tier Cloud Solution Providers who sell directly to Customers at scale, and 2-Tier Cloud Distribution Partners who recruit, enable and grow a cloud reseller channel at scale. We expect the vast majority of our Partner channel to be serviced within the 2-Tier model.

How does this impact the way the channel sells today?

The Cloud and Product value of Office 365, Windows Intune and EMS are exactly the same. This is simply one of the business models Partners can consider when selling Microsoft cloud subscriptions. If you have the resources to provide complete Customer lifecycle management

and want to own the Customer billing and support relationship, this model may be a great fit for your business.

Are there Partner investments required?

New investments will vary based on your current practice. Areas to consider:

- Local tax implications of selling a subscription product versus a service
- Adjustments to your sales incentive programs to reflect monthly revenue recognition
- Management of credit risk and collections
- Ability to transact billing on a monthly and/or annual basis
- 24/7 end Customer Billing and Technical Support in local language

How do I participate in the Microsoft Cloud Solution Provider Program?

CSP is an invitation-only program. Work with your local Microsoft contact to understand the CSP business and technical capability requirements and submit a nomination. Upon invitation, you will be asked to sign a contract and complete the CSP onboarding process.

Partner Program Detailed Information for Partners from Microsoft

How does the Office 365 Service Level Agreement (SLA) work?

The service follows the same Service Level Agreement outlined [here](#). Approved service credits are provided to Partners, and it's the Partners' responsibility to pass through these service credits to their affected Customers since they own the Customer billing relationship.

Why is a partner set-up with Delegated Admin rights for Customers?

As a Partner in the CSP program, having Delegated Admin Privileges gives you access to your Customers' Office 365 environment. This gives you the ability to directly support and manage your Customers' subscriptions.

What if Customers don't want to provide Partners with data access? (E.g. Finance, Legal, or Health companies)

Partners must have Delegated Admin Privilege in order to manage the Customers' subscriptions. If Customers are not comfortable with this relationship, you may want to consider an Advisor, EA or Open agreement.

Can another Partner go into my Customers' Admin Center and change the Partner-of-Record in the portal?

No. Another Partner who has Delegated Admin Privileges for a Customer can't go into the Customer's Office 365 admin center and change the Partner-of-Record.

What is the Partner revenue opportunity?

Partners receive access to a wholesale price list and can recognize upfront margin at the initial sale and with every subsequent renewal. Partners also have the opportunity to attach their

initial deployment and migration services as well as ongoing maintenance and support to every subscription. And because Partners have an ongoing Customer relationship with touch points any time a Customer has questions or wants to make a change in the subscription there are greater opportunities to drive adoption services, customization and upsell. Partners can also consider financing their initial deployment and migration services to spread upfront costs in exchange for a long term commitment for ongoing managed services.

What are the Partner risks?

Partners own the billing relationship and assume the credit and collections responsibility with their Customers. Since Partners directly provision, monitor and manage the subscription, Customers will contact them with related provisioning, Help and How-to questions as well as all issues related to Technical Support. Partners must be able to provide quality 24/7 end-user support to varying call volumes.

When will Microsoft communicate directly with a Partner's Customers?

As a general principle the expectation is that Partners manage the communications with their Customers. Since you own the Customer billing relationship, Microsoft will not send communications directly to Customers related to their subscriptions. Microsoft may communicate directly with Customers as it relates to operation of the service, such as important information on service incidents. Note that many Customers have existing commercial relationships with Microsoft, and Microsoft will continue to communicate directly with these Customers related to these other products and services.

What prevents Microsoft from taking Customers direct?

This program was designed to place Partners at the center of the Customer relationship. You own the billing relationship and are established as the first point of contact for your Customers. Microsoft will not communicate directly with your Customers about the services they purchase through you.

What happens if Customers don't pay Partners?

Partners assume the Customer credit risk and are therefore responsible for payment to Microsoft. Partners have the ability to disable access to the subscription for non-payment in the Partner Admin Center. Partners should establish a clear collections policy with Customers that details your collections process and when access to the subscription will be impacted.

Please explain how Customers can move between programs, eg, Customers under an EA, Open and Advisor agreement: can they also purchase subscriptions from me as their Cloud Solution Provider? How do Partners move them to into this program?

Initially Customers with existing subscriptions purchased through other programs (such as EA, Open or direct from Microsoft) will not be able to transition subscriptions or have other license types coexist on the same tenant. We plan to enable this ability in the first half of 2015.

Will my Account person get credit for CSP revenue?

Yes. Microsoft Account teams will receive CSP revenue credit the same way as other Cloud licensing models.

What happens if this doesn't work for my business? Can I move my Customers over to another program?

Customers make a 12 month commitment that must be fulfilled. At the end of that period you can sell your Customers an EA, Open or Advisor model at your discretion.

Partner Tools

What kind of Customer management and administration tools are available to Partners in this program?

As a program Partner you have access to several Customer administration and management tools found within the Office 365 Partner admin center. This includes tools to create new Customer tenants, order new subscriptions for Customers, change the number of seats on a subscription, view Customer service health, view Customer service incidents, and perform administration tasks on behalf of Customers.

How are the Partner tools different from the existing Partner Admin Center?

In addition to a core set of tools available to all Partners within their Office 365 Partner admin center, Cloud Solution Providers have access to additional tools, including the ability to create new Customer tenants, order subscriptions and manage subscriptions on behalf of their Customers. All Partners, whether part of the program or not, have access to a common set of tools within the Partner admin center, including the ability to perform delegated administration, view service health and view service incidents for the Customers they manage.

What kind of support is available for the new tools?

The first time a Partner logs on, there will be materials to help familiarize Partners with the tools and an FAQ will be available in the PAC. The Signature Cloud Support team will also be able to assist.

How does Partner of Record work in the Cloud Distributor model?

Customers do not assign a Partner or Record. Partners who provision the tenant are automatically given Delegated Admin privileges to manage and modify the Customer subscription, but at launch there will be no Partner of Record associated with the Customer tenant.

Channel Incentives

What are the channel incentives?

Microsoft Cloud Solution Providers earn up-front margin through a wholesale price list. There are no programmatic channel incentives for the 1-Tier CSP model.

What is the difference in channel incentive programs with Open, EA and Advisor?

Microsoft Cloud Solution Providers earn upfront margin through a wholesale price list. The Open, EA and Advisor programs have channel incentive programs based on sales and/or performance.

Offers and Pricing

Which Microsoft products are offered?

Office 365 and Windows Intune are available for sale.

Are all of the Office 365 SKUs offered?

All commercial major suites and standalone products will be available.

Are there non-profit SKUs?

No, not at this time.

Are there government or Academic products?

No, not at this time.

If I add seats to a Customers' existing tenant, do they pay the prevailing price?

If seats are added to an existing subscription, Partners will pay the same price during the term of that subscription, i.e. the price they quoted at the time the subscription was started. New subscriptions will be established at the prevailing price.

How often does Microsoft change pricing to Partners?

We will provide 30 days' notice to any price change through the publication of our Partner Price List.

What type of pricing guarantee does Microsoft provide?

Partners will pay the same price that was established at the start of the subscription and throughout the term of a subscription (12 months). Prevailing pricing is used at the time each subscription is established. When an existing subscription is renewed at the end of the initial 12 months, they will pay the prevailing price for the following 12 months.

Partner Contract Terms

What is the contract length? Does it automatically renew?

Microsoft provides the ability to renew annually. Based on Microsoft's continued evaluation of criteria and preconditions for Partners' continued authorization to distribute products under the applicable Microsoft licensing program.

What are the licensing terms in the Partner contract? Am I obligated to pay regardless of whether my Customer pays? What if they cancel?

Microsoft will continue to bill a Partner for duration and quantity for the defined length of a subscription. It is the Partner's obligation to pay for the subscriptions ordered. It is important to note that Microsoft may offer subscriptions with different term options and different cancellations policies; any such subscriptions will be defined in the Program Guide.

Does Microsoft provide me with a contract template that I can use with my Customers?

Microsoft provides a Customer agreement (Microsoft Cloud Agreement), which the Partner is required to present and gain Customer acceptance, in advance of placing an order for a particular Customer. The Partner is required to provide Customers with Microsoft's Customer Agreement. However, Microsoft does not provide a template for Partner terms with a Customer; the Partner must enter into their own commercially enforceable terms with the Customer.

What happens if a Customer stops paying me?

Partners may cancel their Customers' subscriptions. In this scenario, the Partner may be subject to an early termination fee.

What happens if I stop paying Microsoft?

The standard Microsoft Collections process will begin when the Partner payment is 30 days late. Reference your contract for further details.

Partner Support

Are Partners required to provide Customer support?

Yes, partners will provide frontline technical and billing & subscription support – in general that means all help and how to as well as resolution of published solutions. Partners can access escalation support from Microsoft; escalations generally require Microsoft engineers to solve. Customers who call Microsoft will be rerouted back to their partner to resolve or appropriately escalate.

What type of support do Partners need to be able to provide?

Partners are expected to be the first point of contact if their Customers need help and will be required to Support to their Customers which includes billing & provisioning, technical and answers to help and how to questions. The Partner may escalate issues they are unable to resolve technical/break-fix product issues to Microsoft Partner Support on behalf of their Customers and once resolved the Partner will be expected to communicate resolution to their Customer.

Can a Customer of a Partner contact Microsoft directly for help?

Customers should always contact their Partner FIRST. If there is an issue their Partner is unable to resolve without further assistance from Microsoft, it is the Partner's responsibility to escalate the issue through the Partner Support channel on the Customer's behalf. The Partner will be responsible for communicating and closing the loop with the Customer when the issue has been resolved.

What support will Microsoft provide to Partners?

Microsoft will provide Partners with Program support, Partner account billing, Commerce support and escalation support

How do I contact Microsoft regarding questions about my invoice?

You can submit a Service Request from your Partner Admin Center.

What type of program support will be available to Partners?

Microsoft will provide support for general questions with regards to the program. Status of Partner invitation should be discussed with your Microsoft contact.

What type of Partner billing/commerce support will be available to Partners?

Microsoft will provide support for billing and account related information for the Partner ONLY. Partners own the billing relationship with their Customers and will be required to support any billing related questions from their Customers.

What types of issues can a Partner escalate to Microsoft?

If Microsoft has provided training or the issue is documented, it is expected that the partner will handle this issue. Escalations that are considered valid are:

- Supported tasks that are outside the functionality provided with available tools (OAC/MOP, ECP, PowerShell etc.).
- Break/fix – Problems with the service
- Availability – Service not accessible
- Not operating according to Service Descriptions
- Bugs and other irregularities that effect service appearance or operation.
- Large scale network disruptions
- Regional, multi-tenant impact
- Inherently complex or strategic technical support issues
- Billing and subscription issues the Partner cannot reasonably resolve themselves such as a SLA credit

What kind of response times can be expected to escalated issues?

Depending on the severity of the issue, response times can be expected as in the following table:

Severity	Description	Examples
Severity A Critical	One or more services aren't accessible or are unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.	<ul style="list-style-type: none"> Widespread problems sending or receiving mail. SharePoint site down. All users can't send instant messages, join or schedule Lync Meetings, or make Lync calls.
Severity B Urgent	The service is usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A single user, customer, or service is partially affected.	<ul style="list-style-type: none"> One user can't access email. One user or admin can't access SharePoint site. Several users can't send instant messages, join or schedule Lync Meetings, or make Lync calls.
Severity C Important	The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact for the customer. A single user is experiencing partial disruption, but an acceptable workaround exists.	<ul style="list-style-type: none"> User can't access email by using Outlook, but can access email by using Outlook Web App. Issues configuring external recipients for a SharePoint site. One user can't send instant messages, join or schedule Lync Meetings, or make Lync calls.

What type of guidance does Microsoft provide to ready Partners to support their Customers?

Microsoft will provide Partners with training and tools as Microsoft deems appropriate in order to assist Partners in delivering support services to Customers or other users of the Products. Such training content and information on tools will be provided on a Microsoft web-site solely in English.

Customer Experience

How are Customer marketing, services communications and other notifications handled?

What goes to the Partner and what is communicated directly to Customers?

Because Partners own the billing relationship with the Customer, Partners are responsible for communications related to subscription transaction and status. Microsoft may send direct communications to Customers as it relates to operating the service, such as providing important service incident information or how to get the most out of the capabilities provided by the service. It is important to note that if Customers log-in to their own Office 365 admin center, in-product communications and notification will continue to appear, such as service health information and all messages that are placed in their Message Center

Which tasks are Customers able to do themselves within their Office 365 admin center?

Customers can log-in to their Office 365 admin portal and perform all the service configuration

and admin tasks as if they had purchased directly from Microsoft. This includes configuring Exchange Online, SharePoint Online, Lync Online or other services that they have purchased. Customers must purchase additional subscriptions or cancel their subscription purchased through their Cloud Solution Partner by contacting their Partner directly.

How does having Admin on Behalf rights impact Customers? Can Customers opt out?

Delegated admin privileges enable Partners to effectively provide technical support to their Customers. Since Partners are required to provide support, Customers are not able to remove their Partner from having delegated admin privileges.

How does Microsoft’s data privacy policy work? Do my Customers have the same privacy policy in this program as in Open, EA, Advisor and MSPA?

Customers have the same data privacy protections regardless of how they purchase the service (e.g. with that be via Open, EA or direct from Microsoft). All Customers fall under the same privacy policy as outlined [here](#). This means that Customers own their data, Customers can control their data and their data is not used for advertising. For a deeper explanation about how Microsoft protects the privacy of Customer data, visit the [Office 365 Trust Center](#).

What happens to my Customers if I (the Partner) go out of business?

The Customer will need to contact Microsoft to select another Partner in the program to service their subscription. At renewal, Customers can continue the new Partner relationship or move into a different licensing program.

What happens if a Customer wants to change Partners?

Initially Customers won’t be able to change Partners. We are working to enable this option in the future.

What if Customers want to move to a different licensed agreement?

At the end of the subscription term, Customers can open a new Open, Advisor or EA agreement.

Enterprise Mobility Suite (EMS)

What is EMS (Enterprise Mobility Suite)?

The Enterprise Mobility Suite (EMS) is the comprehensive cloud solution to address your consumerization of IT, BYOD, and SaaS challenges. The suite is the most cost effective way to acquire all of the included cloud services:

- Hybrid identity enabled by Azure Active Directory Premium.
- Mobile device management enabled by Microsoft Intune.
- Data protection enabled by Azure Rights Management service
- You can find out more information about EMS online: <http://www.microsoft.com/en-us/server-cloud/products/enterprise-mobility-suite/>

What can I do with EMS?

Extend Corporate user identities to a variety of mobile devices and apps

- Accommodate users in different locations and on different devices, while maintaining corporate identity control

Manage multiple device types running multiple operating systems

- Manage all user devices and the applications they can use in a simple, cost-effective cloud solution.

Ensure robust data protection

- Protect valuable data, regardless with whom it is shared

Which markets is Enterprise Mobility Suite (EMS) available?

Please see the CSP partner-facing deck on the CSP MPN Portal. EMS will be available in all 48 markets where Office 365 is currently available.

What are the EMS SKUs?

Existing SKU's:

- Microsoft Intune
- Azure Rights Management Service

New additional SKU's

- Azure Active Directory Premium (AADP)
- Azure Active Directory Basic (AADB)
- Enterprise Mobility Suite (RMS, Intune, AADP)

For more details on the new SKU's please refer to the partner-facing deck on MPN.

Are the on-premises software components for EMS and Intune available with these services?

Yes, partners will be able to download the software components from the Intune account portal in the software download section under subscriptions. These will become available a few days after March 5th

Who can sell EMS in CSP?

Any onboarded partner in the CSP program can offer the EMS services to their customers.

Is the EMS business model the same as Office 365 in CSP?

Yes. The same business model and experience for Office 365 applies to EMS in CSP. Official pricing is published on the CSP partner pages on MPN. The margin for EMS at the time of launch is 20% off of MSRP.

Can I sell EMS to a customer who bought Office 365 from another CSP partner?

As EMS rolls-out in March, partners can only sell EMS to their own customers who bought Office 365 through CSP, or a brand new customer that hasn't had a tenant created through another channel (Direct, Open, EA, Syndication).

In the coming months, we are also planning to enable what we call "Multi Channel" functionality.

- This will enable a CSP partner to sell EMS to a customer who has bought Office 365 from the other licensing channels of Direct, Open or EA.
- Please note, it does not enable a CSP partner to sell EMS to a customer tenant who was sold Office 365 by another CSP partner or a syndication partner

In the Northern Hemisphere summer, we are planning to enable what we call full "multi-partner" support. This will enable multiple CSP partners to sell CSP services to the same customer tenant created by other CSP partners. This will also enable multiple partners to have delegated administrative capabilities inside the same CSP customer tenant. We will share more details how this will work and its implications over the next few months.

- Please note that customer tenants created by syndication partners will remain separate and will not be enabled for multi-channel or multi-partner support.

Are these SKU's licensed per user?

Yes these services are licensed per user in a similar fashion to how Office 365 services are licensed.

How do I manage an EMS subscription?

The EMS services will appear in the Partner Admin Center (PAC) like the Office 365 services. Please see the PAC overview deck on the CSP MPN Portal for more information.

What is the support model for EMS in CSP?

The support model for EMS is the same as Office 365. You can submit support tickets through the PAC.

Are the invoicing and operational processes for EMS different in CSP?

There are no changes to the operational billing processes with the inclusion of EMS into the CSP program.