

FY16 Cloud PBX Adoption Offer

Frequently Asked Questions

MAY 23, 2016

OVERVIEW

Starting December 1, 2015, Office 365 (O365) customers who purchase a minimum number of eligible Office 365 Cloud PBX SKUs (Enterprise E5, Office 365 Government G5, Cloud PBX standalone SKUs, Skype for Business standalone Plan 2 with Cloud PBX, E3 step up to E5, E4 step up SKU to E5, Add-on Cloud PBX SKU to E1, Add-on Cloud PBX SKU to E3) may qualify for an investment toward deploying Cloud PBX. Eligible Partners include Microsoft Consulting Services (MCS) or a qualified silver or gold Communications Competency Partners. Eligible Partners will drive deployment activities on behalf of the customer; funds will be reserved at \$10,000 for configuration of Cloud PBX and a completion of a 50 user deployment plus \$10 per seat up to \$50,000. The maximum funding is \$60,000 per customer.

FY16 Cloud PBX Adoption Offer Reference Chart

Effective Dates	Minimum Purchase Required for Offer
December 1, 2015 – January 31, 2016	150 seats
February 1, 2016 – June 30, 2016	50 seats

Purchases may be made via the following Licensing programs: EA/EAS, EES, Open, Open Value, Open Value Subscription, MPSA, AOS, MOSP and Cloud Solution Providers (CSP) and Syndication Partners.

This offer will run from December 1, 2015 through June 30, 2016. The funding is at the customer tenant level, based upon the number of qualified SKUs purchased, not based upon the number of workloads deployed. This investment is paid directly to the Partner when the Offer milestones are reached and the invoice is submitted on time.

The Offer milestones include a customer-approved Success Plan at fasttrack.microsoft.com, deployment of 50 Cloud PBX users for \$10,000 and an additional \$10 per seat up to \$50,000. The maximum funding for this offer is \$60,000 per customer.

The Partner funding is to be used to drive deployment for Cloud PBX and result in the following customer outcomes:

- Deploy Cloud PBX
- Configure of On-Premises PSTN Connectivity
- Configuration of PTSN calling

FAQ SECTIONS

- [Offer Rules: Customer Eligibility, General Questions](#)
- [Pricing, Transacting](#)

OFFER RULES: CUSTOMER ELIGIBILITY, GENERAL QUESTIONS

Which customers are eligible? [↑](#)

All Office 365 customers are eligible for this offer on SKUs purchased during the Offer timeframe through the following Licensing programs: EA/EAS, EES, Open, Open Value, Open Value Subscription, MPSA, AOS, MOSP, eligible purchases via Cloud Solution Providers and Syndication Partners. This includes all commercial and government accounts in all countries where Office 365 is available. Education customers are not eligible at this time as Cloud PBX is not available to Education customers.

When are the relevant dates for the offer? [↑](#)

The offer runs from December 1, 2015 through June 30, 2016.

Is there a minimum purchase required to qualify for the offer? [↑](#)

Office 365 customers must purchase at least 50 or 150 eligible Office 365 Cloud PBX SKUs (Enterprise E5, Office 365 Government G5, Cloud PBX standalone SKUs, Skype for Business standalone Plan 2 with Cloud PBX, E3 step up SKU to E5, E4 step up SKU to E5, Add-on Cloud PBX SKU to E1, Add-on Cloud PBX SKU to E3) according to the dates in the below table. The minimum may be met through any purchased combination of the eligible SKUs.

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Effective Dates	Minimum Purchase Required for Offer
December 1, 2015 – January 31, 2016	150 seats
February 1, 2016 – June 30, 2016	50 seats

What are the payout amounts for this offer?

- \$10,000 for completing a 50 user Cloud PBX Deployment
- \$10 per seat for each additional purchased seat, up to \$50,000
- Maximum funding is \$60,000 per customer

Are customers that have deployed Office 365 eligible for this offer?

Yes. If a customer owns Office 365 and has deployed any or all workloads, and they make an eligible purchase during the offer timeframe, they will be eligible for funding under the terms and conditions of this offer to deploy Cloud PBX.

Are customers that have already deployed Skype for Business eligible for this offer?

Yes, since the offer SKUs are new as of December 1, 2015 and the Cloud PBX functionality is also new as of December 1, 2015, if the customer makes an eligible purchase during the offer time frame, the partner may request funding.

Are customers that purchased Office 365 but not deployed eligible for the offer?

Yes. If a customer owns Office 365 but has yet to deploy, and they make an eligible purchase during the offer timeframe, they will be eligible for funding under the terms and conditions of this offer.

Are Add-on SKUs eligible for this offer? [↑](#)

Both full USL and the new Add-on versions of the eligible SKUs qualify for this offer. There is no difference in offer criteria.

Are Syndication sales eligible for this offer? [↑](#)

Yes. Purchases made through the Syndication channel are eligible for this offer.

Are purchases made through Cloud Solution Providers (CSP) eligible for this offer?

Yes. Purchases made through CSP Partners, Tier 1 and Tier 2, are eligible for this offer with all other terms and conditions applying.

Are Office 365 Dedicated customers eligible for this offer? [↑](#)

No. This offer is not applicable to Office 365 Dedicated customers.

Can this offer be used for on-premises workloads? [↑](#)

This offer is only for eligible for deploying Cloud PBX. There may be on-premises work to support cloud connectivity scenarios which enables deployment. All offer terms and conditions apply.

Are public sector customers eligible for the deployment investment? [↑](#)

In general, yes. However, some countries do not allow this type of benefit.

US Public Sector Customers will need to sign an amendment that they can get from their US Licensing Specialist. For other remaining customers, there is no special amendment to leverage at the time of sale. Please refer to the FY16 Cloud PBX Adoption Offer Terms and Conditions for more information. The Customer's participation in the offer indicates acceptance of these terms.

Are Government Community Cloud purchases eligible?

No. Cloud PBX is not available for Government Community Cloud at this time.

Are Office 365 Academic purchases eligible for this offer? [↑](#)

No. Cloud PBX is not available for Education customers at this time.

Are Office 365 Charity purchases eligible for this offer? [↑](#)

Yes. This offer is applicable to Office 365 Charity customers with their paid eligible Office 365 SKUs.

Are Office 365 licenses sold through EA Transitions or added through the Office 365 ProPlus Software Assurance Transition SKU eligible for this offer?

Renewal transitions (net new Office 365 customers coming from SA), are eligible for Adoption Funding. Please note, if they elect to take the Adoption Funding they will not be eligible for the "Transition Grant".

Mid-term transition customers will continue to follow the standard policy where they will be eligible for the “Transition Grant” but not Adoption Funding.

Are other “paid transition” SKUs eligible for this offer?

Yes, as long as the customer has purchased the eligible “paid transition” SKUs, they will be eligible for adoption funding. Customers that use \$0 transition SKUs are not eligible for funding as they are able to leverage the free float transition period.

Are Office 365 SKUs added through the FY13 EA Offer, FY14 Deployment Offer or FY15 Adoption Offer eligible for the FY16 Cloud PBX Adoption Offer? [↑](#)

No. Office 365 SKUs purchased through the previous offers and programs, are not eligible for FY16 Cloud PBX Adoption Offer.

Can a customer take advantage of the FY16 Office 365 Adoption Offer funding in addition to the Cloud PBX Adoption Offer funding?

Yes, this is possible if the customer qualifies for the FY16 Office 365 Adoption Offer and the partner conducts work in accordance to that offer’s terms and conditions. The partner could also drive services around the Skype for Business workload and receive payment under the FY16 Office 365 Adoption Offer as the services for Skype for Business (non-Cloud PBX) are different than the services required for Cloud PBX. The partner would have to hold the Cloud Productivity Competency and the Communication Competency to do this work for the same customer.

How long will the adoption benefit last?

SKUs must be fully deployed within 12 months after the initial, qualifying SKU purchase date or before the end of the customer’s current eligible EA term, whichever comes earlier. Adoption benefits are only applicable towards the eligible licenses that are purchased during the Offer time period.

Do SKUs need to be deployed within the promo offering time period?

No. In order to take advantage of the adoption investment, the SKUs need to be deployed within 12 months of the initial purchase of the eligible SKUs or before the end of the customer’s current eligible agreement term, whichever comes earlier.

Can a customer use the Adoption investment funds if their agreement expires less than 12 months after the qualifying purchase? [↑](#)

The customer can use their adoption investment funds up to 12 months after purchasing the eligible SKUs, even into a new agreement, as long as they also purchase eligible SKUs on the renewal executed before the end of the offer period. The amount of adoption investment funds available to the customer will be calculated based on the quantity of eligible SKUs purchased on the current agreement by June 30, 2016.

Can customers with SKUs added before the offer period leverage this offer?

This offer is available to all Office 365 customers that purchase eligible SKUs between December 1, 2015 and June 30, 2016. SKUs that were added before the offer period, whether through purchase or Transition, are not eligible for this offer.

What if a customer commits to qualified SKUs before December 1, 2015 but the invoice date is not until after December 1. Can the partner be eligible to receive funds?

Yes, the funding is tied to when Microsoft recognizes revenue so if the invoice date occurs during the offer time period, then the customer is eligible for funds.

PRICING

What are the prices for the eligible SKUs? ↑

This offer is based on the purchase of eligible standard Office 365 Cloud PBX SKUs (Enterprise E5, Office 365 Government G5, Cloud PBX standalone SKUs, Skype for Business standalone Plan 2 with Cloud PBX, E3 step up SKU to E5, E4 step up SKU to E5, Add-on Cloud PBX SKU to E1, Add-on Cloud PBX SKU to E3) available on the price list. There are no promotional SKUs or price discounts associated with this offer.

What if my customer purchases Cloud PBX SKUs and has the SKUs discounted to \$0? Are they eligible for the offer?

No. Microsoft must receive payment for eligible SKUs in order to qualify for the offer.

ADOPTION INVESTMENT

In order to take advantage of the Adoption investment, does the partner have to secure Offer funds in an approved Purchase Order before they may begin to deliver the Adoption services paid for by this Offer?

Yes. A FastTrack Site funding request must be submitted and, if approved, an approved Purchase Order communicated to the partner before work is to begin. MS Procurement Policy mandates an approved Purchase Order must be in place before any fee-based work is to commence. Per this Offer's controls and compliance rules, no POs will be processed in ATF scenarios.

How do the adoption investment funds work? ↑

The adoption investment is available for eligible customers purchasing of at least 50 or 150 eligible SKUs during the offer time period (see below table).

FY16 Cloud PBX Adoption Offer Reference Chart

Effective Dates	Minimum Purchase Required for Offer
December 1, 2015 – January 31, 2016	150 seats
February 1, 2016 – June 30, 2016	50 seats

A qualified Communications Competency Partner or MCS can profile the customer at fasttrack.microsoft.com. Once the customer approves the partner and a customer approved Success Plan at fasttrack.microsoft.com, then the Partner may request the funding. The funding request will be reviewed. If approved, the Partner will receive a PO, and then the Partner can begin working to drive the deployment requirements. In accordance with Microsoft Controls and Compliance Policy, the Partner should not begin work until the PO is secured.

The Partner may invoice Microsoft twice:

- Milestone 1: Cloud PBX deployment of 50 users. Partner may submit an invoice to receive \$10,000.
- Milestone 2: Additional \$10 per seat for eligible SKUs purchased. Partner may submit final invoice when 90% of eligible SKUs purchased have been deployed.

The invoices must be submitted within 12 months from date of eligible purchase or before the end of the customer's current licensing agreement, whichever comes first. If the licensing agreement is renewed with the same eligible SKUs, then the funding will continue until the 12 months from date of initial qualifying purchase.

What does the customer have to do to receive adoption investment funds? [↑](#)

The adoption investment is paid directly to the Communications Competency Partner or MCS. In order for the partner to receive payment, the customer will have to take various actions, including purchasing eligible SKUs, contracting a partner, and approving the Success Plan at fasttrack.microsoft.com. The customer needs to work with the partner to meet the deployment milestones in order for the partner to receive payment from Microsoft.

In order to take advantage of the Adoption investment, does the partner have to secure Offer funds in an approved Purchase Order before they may begin to deliver the Adoption services paid for by this Offer?

Yes. A FastTrack Site funding request must be submitted and, if approved, an approved Purchase Order communicated to the partner before work is to begin. MS Procurement Policy mandates an approved Purchase Order must be in place before any fee-based work is to commence. Per this Offer's controls and compliance rules, no POs will be processed in ATF scenarios.

Are funds available for each new enrollment?

No, funds are allocated at the tenant level.

Are funds available for each new tenant in a multi-tenant environment?

No, funds are allocated for only one tenant. For instances where multiple tenants are required for separate business entities with separate IT departments, the offer maybe available for each tenant by exception.

How will the Proof of Execution (POE) be verified so the partner can receive payment for their services?

The Communications Competency Partner or MCS will be required to run a script, provided by Microsoft, in the customer environment to verify the Cloud PBX deployment. The script results must be submitted to Microsoft via the Fast Track Center.

Do all eligible SKUs have to be the same SKU? [↑](#)

No. As long as the total eligible SKUs are purchased in any combination of the eligible SKUs, within the offer period, the customer will meet the minimum seat purchase for the Adoption Offer.

Does the customer have to purchase eligible SKUs all at once to qualify for the adoption investment? [↑](#)

The customer will qualify so long as the minimum number of eligible SKUs are purchased between December 1, 2015 and June 30, 2016, regardless of how many transactions are made to reach that total.

What activities will help drive the proof of execution outcomes?

Deployment activities may include:

PSTN Calling

- Cloud PBX – Enable Skype for Business, Network assessment
- PSTN Calling (where available) – Configure users (phone number, number porting)

Cloud Connectivity

- Cloud PBX – Ensure AAD Sync Attributes, Network assessment
- Lync Server 2013 or Skype for Business Server – Configure split domain

Cloud Connectivity

- Cloud PBX – Cloud Connectivity Edition (packaged VMs)
- Skype for Business Server: Cloud Connection Edition – Configure Active Directory, Split Domain, Edge, Connectivity

Can the funds be used on more than one workload?

No, the only eligible workload is Cloud PBX.

What if a customer buys 500 Cloud PBX KUs and 500 Exchange Online SKUs?

They will be eligible for funding based on the Cloud PBX SKUs only as Exchange Online SKUs are not eligible for funding.

What if a customer bought 150 E3 SKUs in May 2015 but wants to upgrade to E5 now. Do they qualify?

Mid-term transition customers will continue to follow the standard policy where they will be eligible for the “Transition Grant” but not adoption funding.

How long will the adoption benefit last? [↑](#)

SKUs must be fully deployed within 12 months after the date of the initial qualifying purchase or before the end of the customer’s current eligible agreement term, whichever comes earlier. Adoption benefits are only applicable towards the licenses that are purchased during the offer period.

The adoption funds may still be used on the early commit agreement after the expiration of the current agreement if the customer has purchased eligible SKUs on both the current and early commit agreements. The amount of adoption investment funds available to the customer will be calculated based on the quantity of eligible SKUs purchased on the current agreement by June 30, 2016. The maximum time to use the adoption investment funds is still 12 months from the initial qualifying purchase.

Do SKUs need to be deployed within the offer period (by June 30, 2016)? [↑](#)

No. In order to take advantage of the adoption investment, the SKUs need to be deployed within 12 months of the initial purchase of the offer SKUs or before the end of the customer’s current eligible agreement term, whichever comes earlier.

How do partners become eligible for the adoption investment? [↑](#)

MCS and Communications Competency Partners are eligible to participate. Partners can learn more about the Communications Competency Partner program [here](#).

Can the partner receive offer funds to do work for a customer that will help them achieve the Communications Competency?

No. The partner must already have the Communications competency in order to be approved for funding under this offer. The funding must be approved and the PO must be in place before the partner begins services for the customer, per Microsoft's standard Controls and Compliance policy.

If the customer wants Partner funds, how do they get those funds?

The Communications Competency Partner will need to request the funds via fasttrack.microsoft.com.

Who do I contact with additional questions? Please submit a support ticket via fasttrack.microsoft.com. If necessary, email svcskype@microsoft.com.