

**Microsoft Cloud Solution Provider (CSP)  
Bridge to the Cloud Promotion Policy  
September 1, 2021**

**Summary:** Microsoft created a promotion which enables existing customers active on their Enhancement Plan (EP) to renew their EP through the Cloud Solution Provider (CSP) program and receive Dynamics 365 Business Central online licenses. Customers who choose to renew their EP through the Bridge to the Cloud Promotion receive the following benefits:

- Price point equal to Enhancement Plan renewal quote
- Dual use and downgrade rights to their current on premises Dynamics Price List (DPL) product (Dynamics 365 Business Central, on-premises, Dynamics NAV, Dynamics GP, and Dynamics SL)
- Monthly billing option (subject to CSP partner approval)
- Enhancement Plan benefits for the duration of the promo term
- Dynamics 365 Business Central online licenses when the customer is ready to migrate

**New Policies for this Promotion**

One-Way Path: Once a customer adopts the promo they transact on CSP moving forward (DPL EP renewals are no longer an option)

Long Term Commitment: Extend the promo through FY22 with a 3 year renewal option (4 total years)

- Promo term is minimum 1 year with a three year renewal option (maximum term of 4 years)
- Customers who enroll in the promo will not have the option to re-enroll in EP

Note: When a customer enrolls in the promo, they will not be able to revert to Enhancement. Any customer who enrolls in the promo and then chooses to re-enroll in EP through the DPL will face lapsed fee charges on their renewal order.

**Customer Eligibility:** Customers qualify for the Bridge to the Cloud promo by meeting the following criteria:

- **Dynamics on-premises license:** Customer licensed for Dynamics 365 Business Central, on premises, Dynamics NAV, Dynamics GP, or Dynamics SL via the Dynamics Price List prior to July 1, 2021. Promo subject to [CSP Geographic availability](#).
- **Active on EP:** Customer has an active EP. Customers can enroll in the Promo midterm, however customers will not be granted a credit for any overlapping period between their Promo enrolment and EP expiration. This promo is not available for customers who licensed their on-premises product after July 1, 2021.
- **Available SKUs:** Commercial/Public Gov only (no EDU-specific SKUs available)
- **Minimum License Requirement:** Customers must meet and maintain the minimum license requirement for the term of their CSP subscription to avoid default. Customers who lapse on their CSP plan, cancel their subscription or fall below the minimum requirement, will be liable for their annual EP costs in addition to incurring lapsed fees.

**Promo Details:**

- **Licensing Program:** Cloud Solution Provider (CSP)
- **Product:** Dynamics 365 Business Central online
- **Promo Length:** September 1, 2021 – June 30, 2022
- **Promo Duration:** 1-year initial agreement and three optional 1-year renewals (4 years total)
- **Pricing:** The Bridge to the Cloud promo provides 60% discount on the standard commercial list price. For example, the Bridge to the Cloud promo price for Microsoft Dynamics 365 Business Central online – Premium user is \$40 compared to \$100 CSP standard Commercial list price.
- **Licensing Requirement:** Customer must purchase Dynamics 365 Business Central online licenses with an annualized total greater than or equal to their EP renewal amount.
- **Additional Users:** Customers who have licensed concurrent users on their on-premises license and require additional licenses to cover all their named users, may request additional \$0 users. Additional \$0 users can only be requested by customers who meet the above licensing requirement and who have licensed users on a concurrent basis (Dynamics NAV/GP/SL) or Business Central on-premises customers who have transitioned from Dynamics NAV, GP or SL.

No cost licenses will be provided via Microsoft online Subscription Program (MOSP) promotional codes. Customer must provide a credit card for identification purposes when redeeming those codes (card will not be charged). Customer must request the \$0 users within 60 days of licensing. Note: The MOSP Promo users do not include a Dual Use Rights benefit nor can they be applied or exchanged for additional on-premises licenses

Note: Microsoft reserves the right to change the purchasing structure for additional users during the promo term

**Partner Margin:** Partners will receive the following margins:

- **CSP Direct Reseller:** Partner will receive a margin of 30%. This margin aligns with the standard Cloud margin and offers an attractive rate compared to SPA Enhancement Plan renewals (15% - 22%)
- **CSP Indirect Reseller:** The margin and incentive structure is set by the CSP Distributor.

\*Note: Partners will not receive a margin for the additional user licenses provided at no charge.

**Partner Role:** Steps to ensure customers continue to receive their Enhancement Plan benefits and access to their on-premises solution.

1. Ensure customers meet the licensing requirement:
  - a. Dynamics 365 Business Central online purchase with an annualized total greater than or equal to their Enhancement Plan renewal amount.
2. Submit the customer's CSP order confirmation, and one or more of the following to the Regional Operations Center (ROC):
  - a. PartnerSource Business Center account number (preferred)
  - b. Customer Tenant ID
  - c. Order confirmation for the initial order (Order start date, Promo name, Quantity)
  - d. If you are not a SPA partner and do not have access to PSBC please send the information to one of the following email addresses based on your customer's country location:
    - i. US, Canada, LATAM: [mbsorder@microsoft.com](mailto:mbsorder@microsoft.com)

- ii. Europe, Middle East, Africa: [mbsquery@microsoft.com](mailto:mbsquery@microsoft.com)
  - iii. APOC, China, Japan, India: [mbslques@microsoft.com](mailto:mbslques@microsoft.com)
- 3. Partner must ensure customers' continued compliance throughout the year. Customers who do not remain active on CSP will be liable for EP lapsed fees from the period that they enrolled in the promo.
- 4. Current PSBC partners will need to opt their customers out of Auto-bill to prevent auto renewal of the next years' plan.
- 5. Partner to provide:
  - a. Partner MPN ID
  - b. Partner PSBC account (if applicable)
- 6. Partner Questions/Queries
  - a. Direct to ROC alias

**Regional Operations Center (ROC) Role:**

- 1. ROC confirms customer eligibility
- 2. ROC discounts the customer's Enhancement Plan 100% (1 year), guaranteeing continued EP benefits for the promo term provided that customer maintains their eligibility
- 3. ROC fulfills web direct additional seat requests