FY24 FastTrack Partner Community Program

Terms and Conditions

December 7, 2023

Overview

These terms and conditions ("**Terms and Conditions**") contain the requirements to participate in the FastTrack Partner Community ("**FPC**") Program ("**Program**"). By accepting Microsoft's invitation to participate in the Program, or by continuing to participate in the Program after an update to these Terms and Conditions, you agree to these Terms and Conditions. If you are entering into these Terms and Conditions on behalf of an entity, you represent that you have the legal authority to agree to these Terms and Conditions on your entity's behalf. You further agree that Microsoft may disclose, under terms of confidentiality, that you are a participant in the Program to Microsoft device and channel partners as well as other Program Partners (defined below).

Program Summary

The Program is an opportunity for Program Partners focused on helping Eligible Customers (as defined in **Exhibit A**) onboard and adopt Microsoft 365 services. The Program runs from October 1, 2023, through June 30, 2024 ("**Program Term**").

Microsoft will provide various resources to support Program Partners as they assist Eligible Customers with onboarding to, and adoption of, Microsoft 365 services. These include, but are not limited to, access to the FastTrack prescriptive methodology and resources and an assigned FastTrack Partner Manager ("**FPM**"). The Program also offers benefits such as customer referrals, and Program Partner-only programs. Program Partners are expected to ensure the Eligible Customer receives an experience inclusive of both FastTrack Benefit Services delivery and optional paid deployment or adoption services based on the Eligible Customer's needs.

By participating in the Program, submitting information to Microsoft in connection with the Program, accepting any payments from Microsoft as a result of the Program, or by continuing to participate in the Program after an update to these Terms and Conditions, participant agrees to and accepts these Terms and Conditions.

PROGRAM TERMS AND CONDITIONS
A. MICROSOFT AGREEMENT

To participate in the Program, a partner must have entered into the Microsoft AI Cloud Partner Program Agreement ("Microsoft AI Cloud Partner Program Agreement") with Microsoft and such Microsoft AI Cloud Partner Program must remain in force for the duration of the Program Term; Program Partners meeting such requirements shall be deemed to have an "Active Microsoft AI Cloud Partner Program Membership."

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Partner agrees to all rules, terms, and policies contained within the Microsoft AI Cloud Partner Program Agreement.

Pursuant to Section 1(e) of the Microsoft AI Cloud Partner Program Agreement, this Program shall be considered a Microsoft AI Cloud Partner Program to which (unless stated otherwise herein) the Partner's Microsoft AI Cloud Partner Program Agreement will govern. Except as otherwise set forth in this document, terms defined in the Microsoft AI Cloud Partner Program Agreement will have the same meanings when used in these Terms and Conditions.

For the purposes of this Program and any related notices, "**Microsoft**" means, and the Microsoft contracting entity is:

Microsoft Corporation
One Microsoft Way
Redmond, Washington 98052 USA

Defined terms used but not defined in these Terms and Conditions will have the meaning ascribed to them in the Microsoft AI Cloud Partner Program Agreement.

B. PARTNER ELIGIBILITY

To be eligible for consideration for the Program, partners must have an Active Microsoft AI Cloud Partner Program Membership and meet the requirements listed below ("**Eligibility Requirements**").

1. Partners must achieve the requirements described in the links listed below:
    a. Achieve minimum of at least one Specialization through Microsoft AI Cloud Partner Program Specializations in either Modern Work and/or Security **or** be a member of one of the following Microsoft specialist partner programs including Cybersecurity Investment (CSI), Meeting Room Partner Program (MRPP), Teams Phone Operator Acceleration Program, Viva Jumpstart Partners in good standing. (If you are interested in joining one of these programs reach out to your Partner Development Manager.)
2. Agree to be Referral Ready, accepting and engaging with referred customers.
3. Be nominated by Microsoft for invitation to the Program.

Program Partners are nominated by the Microsoft field. Eligibility requirements are based on information in Partner Center, identified Microsoft specialist partner programs memberships, and aggregated performance data where partner is listed as the Claiming Partner of Record ("**CPOR**") for commercial licensed customers, tenants, and services which excludes EDU licensed customers, tenants, and services.

Once a nominated partner achieves the Eligibility Requirements, they are eligible for participation in the Program ("**Eligible Partner**").

C. PROGRAM ENROLLMENT

Eligible Partners may be invited by Microsoft to join the Program. Such an invitation will be at Microsoft's sole discretion taking into consideration Eligible Partner's level of performance against the Eligibility

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Requirements, partner location, partner expertise, and the Program's limited capacity of 700 Program Partners. If the Program is at capacity when an Eligible Partner achieves the Eligibility Requirements, they may apply, if eligible, in the next fiscal year. "**Program Partner**" means those Eligible Partners who have accepted Microsoft's invitation to participate in the Program.

Program Partners who achieve the Eligibility Requirements in additional countries may be added to the public and internal lists of Program Partners. Being added to the list will provide visibility to customers and Microsoft Field, and increase opportunities for co-sell engagements.

D. PROGRAM PERFORMANCE REQUIREMENTS

Program Partner Responsibilities

Program Partners are responsible for engaging with Eligible Customers and to assist in adopting Microsoft 365 services.

1. Program Partners are encouraged to register customers through Claim Partner of Record (CPOR), or other Microsoft identified processes to identify customer and partner association. Registrations are used to measure partner impact, partners gain visibility to customer usage data through CPOR registrations.
2. Ensure the Eligible Customer is enabled for all FPC engaged workloads.
3. We encourage use of FastTrack best practices to ensure workload deployment.
4. Ensure the Eligible Customer receives the FastTrack Benefit if they are eligible. Program Partners are encouraged to deliver FastTrack Benefit Services to Eligible Customers when assisting with onboarding and adopting Qualifying Workloads as described in the FastTrack Center Benefit for Microsoft 365. If the Program Partner does not provide the FastTrack Benefit, then they agree to engage a FastTrack Ready Partner directly or submit a FastTrack Request for Assistance for the Eligible Customer to receive the FastTrack Benefit. Goal is to ensure the Eligible Customer receives the value of FastTrack enablement as part of any engagement.
5. Engage with assigned FastTrack Partner Manager (FPM) and participate in established rhythm of business.
6. Submit and update customer engagement data as requested.
7. Acknowledgment of Eligible Customer referrals through required process.
8. Provide a minimum of one Eligible Customer journey (product or deployment) insight item per year.
9. Contact referred Eligible Customers within SLA of referral receipt.
10. Partners must maintain a regular positive 100 MAU growth monthly on average across Microsoft 365 workloads or Teams Phone.

Program Non-Compliance

Non-compliance with any of the Program Partner Responsibilities may lead to removal from the Program.

If negative feedback regarding Program Partner performance is received by Microsoft from customers, Microsoft field or SMEs, Program Partner may stop receiving customer referrals from Microsoft and/or may be removed from the Program. Rejecting 20% of referrals over a rolling three (3) month timeframe could result in removal from the Program.

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E. PROGRAM BENEFITS

Program benefits are set forth in **Exhibit A** and are available to Program Partners in compliance with the Program performance requirements listed above. Benefits and benefit requirements may be updated from time to time during the Program Term.

F. PROGRAM PARTNER PARTICIPATION

1. **Costs**. Participation in this Program and any benefit opportunity shall be at Program Partner's cost. Program Partner acknowledges and accepts that the payments associated with this Program may or may not cover the full cost of achieving payment milestones or engaging in any particular benefit and that Microsoft shall in no way be liable for the difference between the payments received and the Program Partner's costs.

2. **Taxes**. Neither party is liable for any taxes the other is legally obligated to pay and which relate to any transactions contemplated under these Terms and Conditions.

3. **No obligation**. Program Partner acknowledges that it is under no obligation to participate in this Program or any specific benefit and does so at its own volition.

G. RELATIONSHIP MANAGEMENT AND COOPERATION

1. **Required contacts.** Program Partners are required to provide and maintain a minimum of two (2) contacts for Program communications. Microsoft will communicate Program changes via email to the Primary Contact and Accounting Contact (as defined below) designated by the Program Partner. "**Primary Contact**" means the person responsible for day-to-day Program participation and success. "**Accounting Contact**" means the person responsible for tracking and managing payments accruing from Program participation. The same individual may be the contact for both roles.
2. **Cooperation**. Each party will share appropriate information and make commercially reasonable efforts to help the other party meet its performance obligations under this Program.

H. PROGRAM COMMUNICATIONS

1. Microsoft will send Program communications via email, including automated email distribution systems, Partner Community portal, and/or dedicated Microsoft Teams site. These communications will include commercial information concerning the Program and associated services and technologies. This commercial information may consist of Program participation requirements, Eligibility Requirements, product roadmap and feature updates, best practices and guidelines, and training opportunities related to the Program software and devices.
2. Microsoft will distribute via automated email distribution systems, no more than four (4) times per year, Partner Satisfaction Survey invitations to contacts associated with Program Partners. The purpose of this survey is to gauge partner satisfaction with various elements of the Program and solicit partner feedback to improve the Program. Participation in the survey is voluntary but encouraged.
3. Microsoft may provide Program Partners with an opportunity, no more than four (4) times a year, to share input and feedback directly during small group discussions.

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4. Microsoft will distribute, via email, in event session or Yammer, event satisfaction surveys to all participants in the Partner Program hosted or sponsored training events whether conducted in person or on-line. Participation in such surveys is voluntary but encouraged.

I. LIMITATION OF LIABILITY

1. Without prejudice to any terms of the MPN Agreement, Microsoft's maximum aggregate liability to Program Partner for any loss or damage in respect of the Program whether in contract, tort (including negligence) breach of statutory duty or otherwise, shall not exceed the aggregate amount paid by Microsoft to the Program Partner in respect of the Program at the time the loss or damage arose. This **Section I** shall survive termination and expiry of this Program.

J. TERMINATION, EXPIRY AND CHANGES TO PROGRAM

1. **Program Term.** This Program and these Terms and Conditions will automatically expire at the end of the Program Term on June 30, 2024. All accrued rights and liabilities of either party and any other provisions stated to survive expiry or termination of these Terms and Conditions and all other provisions of these Terms and Conditions that, in order to give effect to their meaning need to survive their termination, shall remain in full force and effect after termination or expiration.

2. **Program Partner's Termination Rights.** Program Partners may end their participation in the Program at any time by providing notice via entering a ticket in the Partner Support Tool at https://aka.ms/PXPartnerSupport**.** In such event, Microsoft shall pay such Program Partner any Benefit payments due in accordance with the applicable terms set forth for such Benefit in **Exhibit A** but shall not be required to make any further payments hereunder. Program Partner will work with Microsoft in good faith to ensure the successful offboarding of any customers that Program Partner is working with at that time.

3. **Updates; Termination.** Microsoft may update, change, or remove any portion of the Program in accordance with Microsoft AI Cloud Partner Program Agreement and shall have no liability to a Program Partner under these Terms and Conditions in the event that any such withdrawal or change means that a Program Partner is no longer able to qualify for, or continue to earn, payment for Program activities.

4. **Microsoft Payment Obligations.** In the event Microsoft terminates Program Partner participation in the Program, Microsoft shall pay any benefit payments due which accrued prior to the date of notice of termination in accordance with the applicable terms set forth for such benefit in **Exhibit A** but shall not be required to make any further payments hereunder.

K. PRIVACY AND PROTECTION OF PERSONAL INFORMATION

1. **Your privacy is important to us**. Please read the Microsoft Privacy Statement (the "Privacy Statement") as it describes the types of data we collect from you and your devices, how we use that data, and the legal bases we have to process that data. The Privacy Statement also describes how Microsoft uses the Submissions (as defined herein), comments, ratings or reviews of the Services, communications, files, photos, documents, audio, digital works, livestreams, videos and any other content that you upload, store, broadcast or share through the Services, (collectively, "**Your Content**"). Where processing is based on consent and to the extent permitted by law, by agreeing to these Terms

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and Conditions, you consent to Microsoft's collection, use and disclosure of Your Content and data as described in the Privacy Statement. In some cases, we will provide separate notice and request your consent as referenced in the Privacy Statement.

2. **Public user information and Content:** The user information you provide (including your username, display name, avatar image, biography, your job title and organization and your user achievements) may be viewed by others. You are only required to provide a username and display name in order to use the Tech Profile. All other fields are optional. You may update your username and display name at any time. Microsoft may also collect and publicly display the date that you registered with Tech Profile and your affiliation with Microsoft.

3. **Any Content you post publicly may also be viewed by others.** You may be able to delete certain types of Content after they have been posted, but not all types of Content can be deleted after they have been posted publicly.

L. MISCELLANEOUS

1. Program Partner will comply with applicable laws, regulations and Microsoft policies, including Microsoft's Anti-Corruption Policy available at https://www.microsoft.com/enus/legal/compliance/anticorruption.

2. Program Partner will not engage in any unfair or deceptive advertising, trade practices or activities. Program Partner represents and warrants that its entry into and performance under this Program, including receipt and retention (if applicable) of any consideration, does not and will not conflict with the terms of any agreement between Program Partner or any third party (including any Program Partner customer), or violate any duty owed by Program Partner or to any third party (including any Program Partner customer).

3. Each party will be solely responsible for selling and contracting its own offerings directly with its customers. Nothing in these Terms and Conditions obligates either party to sell, license, or contract with any third party, and either party may refuse to engage, or withdraw from discussions or negotiations, with any third party at any time for any reason or no reason.

4. Usage of any APIs or integration technologies offered to partners under the FastTrack Program will be governed by the Microsoft APIs Terms of Use.

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1) DEFINITIONS

a. "**Eligible Customers**." Commercial or education or government customers that are licensed for a minimum of 150 Paid Available Units of the workload. Eligible Customers for the FastTrack Benefit must have 150+ Paid Available Units and be licensed for one or more of the services and plans ("**Eligible Licenses**") listed in the Eligible Services and Plans section in the FastTrack Center Benefit for Microsoft 365 at the time the workload claim is submitted via the CPOR claim process or alternate registration process. For the avoidance of doubt, unpaid SKUs and licenses without recognized revenue are not eligible under this Program.

b. "**Determination**." At the time the Program Partner submits a claim, Microsoft will determine if the claim is eligible.

c. "**Monthly Active Users**" or "**MAU**." This is the measure, determined from Microsoft system telemetry, of users taking intentional action using an Eligible License.

d. "**Monthly Protected Users**" or "**MPU**." This is the measure, determined by Microsoft system telemetry, of the count of distinct users protected by a given workload.

e. "**Monthly Protected Users and Devices**" or "**MPUD**." This is the measure, determined by Microsoft system telemetry, of the count of distinct users (MPU) plus count of distinct devices (MPD) protected by a given workload.

f. "**Proof of Execution**" or "**POE**." Verifiable evidence that Program Partner or a third party acting on Program Partner's behalf has completed the required activity to achieve a payment milestone. POE may be derived from Microsoft service telemetry or be based on Program Partner submitted documentation.

g. "**Qualifying Workloads**." The definitive list is available in the Eligible Services and Plans section in the FastTrack Center Benefit for Microsoft 365.

h. "**Paid Available Units**" or "**PAU**." This is the measure of paid licenses assigned to a tenant. Paid license means there is revenue associated with the license per Microsoft internal systems.

i. "**Endorsements.**" An endorsement is a tag or label applied to a Program Partner once they have met the objective criteria that allows Microsoft to infer expertise in deploying one or more workloads. Some workloads expertise will be identified in achieved Specializations through Microsoft AI Cloud Partner Program Specializations in either Modern Work and/or Security. Workloads not aligned to a Specialization will be assigned objective criteria including demonstrated active usage and other elements.

j. "**FastTrack Benefit Services**" means the "FastTrack Responsibilities" as described in the "Process and Expectations" section and the "FastTrack Guidance Details" as described in the "Products and Capabilities" section of the FastTrack Center Benefit for Microsoft 365.

2) CUSTOMER REFERRALS.

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One benefit of membership in the FastTrack Partner Community is receiving and delivering on customer referrals. Referrals may be a Request for Assistance to deliver the FastTrack Benefit (**FastTrack Benefit Referral**) or be a Microsoft identified need for customer assistance by a partner (**Standard Referral**). FastTrack Partner Community members will receive Standard Referrals and FastTrack Ready Partners will receive both Standard Referrals and Benefit Referrals.

Referrals will not include information on incentive eligibility and may or may not be eligible for incentives.

Customer referrals are conditioned upon the number of Eligible Customers requesting assistance. Microsoft does not guarantee a set number of referrals for Program Partners.

Referral Distribution.

Qualifying Program Partners will be identified and selected to receive an Eligible Customer referral based on the Eligible Customer's expressed requirements. The following criteria will be used to identify and match a Program Partner with an Eligible Customer:

i) **Expertise:** Program Partner has earned the appropriate Endorsements for the Qualifying Workload(s) requested by the Eligible Customer. An Endorsement is a tag or label applied to a Program Partner once they have met the objective criteria that allows Microsoft to infer expertise in deploying one or more workloads. Some workloads expertise will be identified in achieved Specializations through Microsoft AI Cloud Partner Program Specializations in either Modern Work and/or Security. Workloads not aligned to a Specialization will be assigned objective criteria including demonstrated active usage and other elements.

ii) **Geographic Coverage Area:** Program Partner is able to service Eligible Customers within the country of the Eligible Customer's requested service location as indicated to Microsoft.

iii) **Language:** Program Partner has opted in to provide support in one or more languages during the FPC onboarding process.

iv) **Seat size:** Program Partner has opted into customer seat size as indicated by the Business Profile in Partner Center.

v) **Industry:** All Program Partners are automatically matched with commercial Eligible Customers. If a Program Partner has opted in or is qualified to work with Non-profit, Edu or Government Cloud Eligible Customers, Microsoft will consider this when matching with Eligible Customers in these industries as indicated by the Business Profile in Partner Center.

vi) **CPOR claims:** If a Program Partner has an existing claim with an Eligible Customer and is endorsed for the workload being requested, that Program Partner will receive the referral. If there is an existing claim for the Eligible Customer and the claiming Program Partner does not have an Endorsement for the workload, the referral will be sent to an endorsed Program Partner rather than the claiming Program Partner. Specific scenarios:

   o If an Eligible Customer submits a referral request, and there's an existing Program Partner associated via CPOR to that customer ON THAT SPECIFIC WORKLOAD and they HAVE NOT got the Endorsement for that workload, the referral be assigned to a different Program Partner who has an Endorsement for that workload.

   o If an Eligible Customer submits a referral request, and there's an existing Program Partner associated via CPOR to that Eligible Customer ON A DIFFERENT WORKLOAD and they HAVE the Endorsement for that product, that existing Program Partner will receive the referral.

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- o If an Eligible Customer submits a referral request, and there's an existing Program Partner associated via CPOR to that Eligible Customer ON A DIFFERENT WORKLOAD and they HAVE NOT got the Endorsement for that product, the referral would be assigned to a new Program Partner with that workload Endorsement.
- o If an Eligible Customer submits a referral request, and there's an existing Program Partner as associated via CPOR to that Eligible Customer ON AT LEASE ONE OF THE WORKLOADs and they HAVE the Endorsement for one but not all of the products, that existing Program Partner will receive the referral for the endorsed workloads and WORKLOADs the associated Program Partner HAVE NOT got the Endorsement for that product(s), the referral would be assigned to a new Program Partner with that workload Endorsement.

vii) **Split assignments:** In the case where a single Program Partner does not meet all requirements for a referral request, the referral may be split by workload between multiple Program Partners. All impacted Program Partners will be notified when this scenario occurs.

Referral Conditions.

i) Program Partner will execute on customer referrals sent by the Program.

ii) Have a minimum of one (1) workload Endorsement as listed in the FastTrack Community Portal profile.

iii) Opt-in to seat size and industry via the Microsoft AI Cloud Partner Program Business Profile and language via the FastTrack Partner Community Membership through onboarding or your FPM.

iv) Opt-in to language and locations served via the FPC onboarding process.

v) Program Partners commit to contact the referred Eligible Customer within two (2) business days. A detailed description of requirements can be found in the Referral Knowledge Article in the FastTrack Ready Partner Knowledge Base.

vi) Program Partners that repeatedly miss the two (2) business day contact SLA may have their Program membership revoked.

vii) Program Partners that reject 20% or more of provided referrals in a rolling three (3)-month period may have their program membership revoked.

viii) Program Partners must respond to the referral by using the reply options in the Next Steps email. The Next Steps email is sent to all Program Partners upon assignment with response button to acknowledge the referral and indicate when the first Eligible Customer contact has occurred.

ix) Program Partners may choose to pause receiving all referrals for a period of up to one (1) month due to capacity or another reason preventing adequate referral execution.

x) Microsoft will have notified the Eligible Customer informing them that their contact information can be shared with qualifying Program Partners receiving the referral.

xi) Program Partners may only use Eligible Customer contact information provided by Microsoft to contact Eligible Customers to respond to the referral assistance request.

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1) Program Specialization Opportunities

Opt-in. Qualifying Program Partners can opt-in to be part of different specialized opportunities within the Program, choosing to submit to join opt-in programs is voluntary. To qualify, Program Partners must meet the specialized program opportunity eligibility requirements and accept the additional responsibilities.

2) Teams Phone Operator Acceleration Program Opt-In

Teams Phone Operator Acceleration Program is designed to support Operators in their go-to-market efforts with Operator Connect (OC) and/or Teams Phone Mobile (TPM). The program is designed to accelerate the enablement of Operator Connect and Teams Phone Mobile with customers, to overcome any obstacles and help drive customer success. The program consists of Teams Phone Operator Community, Concierge Service, and White Glove Engagement.

a. Teams Phone Operator Acceleration Program Partner Eligibility

To be eligible to opt-in to participate in the Teams Phone Operator Acceleration Program, (an "**Eligible Operator**" the Teams Phone Operator Acceleration Partner must meet the following requirements collectively, the "**Eligibility Requirements**"):
1. Be a FastTrack Partner Community member in good standing.
2. Been invited to join the Teams Phone Operator Acceleration Program Partner Opt-In.
3. Accepted an agreement for Operator Connect and/or Teams Phone Mobile.

b. Program Enrollment

Eligible Operators that opt-into the Teams Phone Operator Acceleration Program may be invited by Microsoft to join. Such an invitation will be at Microsoft's sole discretion taking into consideration the Eligible Operator's level of performance against the Eligibility Requirements, partner location, partner expertise, and will be limited to a partner who is technically onboarded to Operator Connect and/or Teams Phone Mobile. "**TPOA Operator**" means those Eligible Operators who have accepted Microsoft's invitation to participate in the TPOA program.

c. Teams Phone Operator Community

The Teams Phone Operator Community is a platform for ongoing community collaboration, enabling **TPOA** Operators to obtain product and program updates, participate in monthly community calls, and an

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opportunity to provide product feedback to engineering and deepen relationships with Microsoft. Specifically, it provides:

- Product updates and training.
- Sales and marketing resources to help better sell and deploy OC and/or TPM.
- A platform for community collaboration to share best practices, ask questions and get support.
- A channel to provide feedback to the Microsoft product group and suggest product improvements.
- An opportunity to get recognized as an impactful community member
- Insights about the market and competition.

d. Concierge Service

The Concierge Service enables Operators to nominate eligible blocked customer opportunities for triage with Microsoft subject matter experts (SMEs). The Concierge Service will triage the requests from Operators, analyze the next steps, engage with the right stakeholders, set up a follow-up meeting if needed, and follow and report the progress until the resolution is achieved. The Concierge Service offers several benefits for Operators, such as:

- A one-stop shop for receiving SME support from various Microsoft teams, including engineering, marketing, partner management, and customer field teams.
- A pull for co-selling with Microsoft, as the Concierge Service helps align partner and Microsoft sales teams on customer solutions and opportunities.
- A source of customer insights and feedback, as the Concierge Service captures and shares the learnings and outcomes from each request.

a) Eligibility

The Concierge Service is available to all onboarded TPOA Operators. OCTPM Operators can request support for customer opportunities with a minimum of 1,000 seats for OC or TPM deployment or sale. The Concierge Service is designed to help TPOA Operators overcome technical, sales, or deployment blockers that prevent them from scaling their OC or TPM business. It provides the support needed to TPOA Operators to better serve their customers and prospects.

e. White Glove

The White Glove is a custom-built pilot program, 8-12 weeks engagement designed to assist selected Operators achieving Go-to-market (GTM) and technical readiness and co-selling with Microsoft for Operator Connect (OC) and/or Teams Phone Mobile (TPM) solutions. The White Glove engagement consists of seven steps that cover the Operator journey from technical and sales enablement, to offer development, to go-to-market, and to co-selling. Each step has specific milestones, exit criteria, and Microsoft SMEs involved. In a kick-off meeting (step 1), participants agree on the Operator-specific areas of focus and can decide to focus either on a specific step or all of the steps in the journey.

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a) White Glove Eligibility

To be eligible for consideration for participation in the White Glove engagement (an "**Eligible TPOA Operator**"), TPOA Operators must meet the following requirements ("**White Glove Eligibility Requirements**"):

1. Be a FastTrack Partner Community member in good standing.
2. Have completed Teams Phone Operator Acceleration Program onboarding and launched a market-ready solution for Operator Connect and / or Teams Phone Mobile.
3. Have a Business Plan with Microsoft to drive a minimum of 600 Enabled users per month on Operator Connect and / or Teams Phone Mobile.
4. Provide executive sponsor and SME contacts to engage according to the focus areas agreed upon in the kickoff meeting.
5. Be invited to participate in White Glove pilot program.
6. Be a Managed Partner by Microsoft.

b) Program Enrollment

Eligible Partners that opt-in to become a White Glove Operator may be invited by Microsoft to join the White Glove engagement. Such an invitation will be at Microsoft's sole discretion taking into consideration the Eligible Operator's level of performance against the Eligibility Requirements, partner location, partner expertise, and will be limited to a Program capacity at any given time. "**White Glove Operator**" means those TPOA Operators who have accepted Microsoft's invitation to participate in the White Glove engagement.

c) White Glove engagement pre-requisites, outcomes, and benefits

    a. Requirements / outcomes

        i. Validated Business Plan with specific goals for OC or TPM
        ii. Commit resources and executive sponsor to support the initiative
        iii. Publish Co-Sell Ready solution in the AppSource
        iv. iv. Share qualified pipeline through Partner Center
        v. Four (4) OC or TPM partner resources achieve technical certifications aligned with Teams Phone (MS-700 & MS-721) by the end of the White Glove engagement period.

    b. Benefits:

        i. Access engineering SME support throughout the journey steps
        ii. Get support on refining pilot and lab environments
        iii. Access to roadmap for product planning and investments
        iv. Opportunity to access investment programs to drive pilots based on the specific criteria
        v. Gain customer referrals, and guidance for customer targeting
        vi. Public case studies with Microsoft
        vii. Access to dedicated readiness and community events

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3) FastTrack Ready Partners Opt-In

Microsoft will provide additional resources to support FastTrack Ready Partners as they assist Eligible Customers with onboarding to, and adoption of, Microsoft 365 services. These include all previously mentioned resources, but are not limited to, access to the FastTrack prescriptive methodology and resources, access to technical and process Subject Matter Experts ("**SMEs**"), and FastTrack Ready Partner only programs and campaigns. FastTrack Ready Partners focus on helping Eligible Customers (as defined in **Exhibit A**) onboard and adopt Microsoft 365 services and provide the FastTrack Benefit using the Microsoft FastTrack best practices and guidance providing a customer experience inclusive of both FastTrack Benefit Services delivery and optional paid deployment or adoption services based on the Eligible Customer's needs.

a. FastTrack Ready Partner Eligibility

To be eligible for consideration to become a FastTrack Ready Partner (FRP) Program Partner must meet the below requirements:
1. Be a FastTrack Partner Community member in good standing.
2. If the Program Partner was previously offboarded from the FRP program, they will not be eligible for consideration to rejoin until the next Microsoft Fiscal Year.
3. Agree to deliver the FastTrack Benefit at no additional customer cost for claimed and endorsed workloads.
4. Agree to claim Eligible Customer workloads through CPOR.
5. Complete required FastTrack Benefit delivery training.

b. Program Enrollment

Eligible Partners that opt-in to become a FastTrack Ready Partner may be invited by Microsoft to join the FastTrack Ready Partner Program. Such an invitation will be at Microsoft's sole discretion taking into consideration the Eligible Partner's level of performance against the Eligibility Requirements, Eligible Partner's location, Eligible Partner's expertise, and the limited Program capacity of 400 FastTrack Ready Partners. If the Program is at capacity when an Eligible Partner achieves the Eligibility Requirements, they can reapply at any time in the next fiscal year. "**FastTrack Ready Partner (FRP)**" means those Eligible Partners who have accepted Microsoft's invitation to participate in the FastTrack Ready Partner Program.

c. FastTrack Ready Partner Performance Requirements

FastTrack Ready Partner Responsibilities

FastTrack Ready Partners are responsible for delivering FastTrack Benefit Services to assist Eligible Customers in onboarding and adopting Qualifying Workloads as described in the FastTrack Center Benefit for Microsoft 365 for claimed and endorsed workloads at no additional customer cost.

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i. **FastTrack Ready Partner Program Performance Criteria**

To remain a FastTrack Ready Partner, partners agree to provide a minimum of one Eligible Customer journey (product or deployment) insight item and one Eligible Customer success story per fiscal year. FastTrack Ready Partners must meet the usage growth requirement in at least one (1) of the following categories for Eligible Customers as measured through CPOR claim.

Eligibility Category	Definition	Eligible Workloads
Cloud Endpoint	FastTrack Ready Partner drove 2,500 MAU growth in trailing 12 months on **1 of 4** Eligible Workloads	Intune, Intune Suite, Windows 11, Windows 365
Office 365	FastTrack Ready Partner drove 2,500 MAU growth in trailing 12 months on **2 of 3** Eligible Workloads	Exchange, SharePoint, Microsoft 365 Apps
Security	FastTrack Ready Partner drove 2,500 MPU growth in trailing 12 months on **2 of 5** Eligible Workloads	MDA, MDI, MDE and MDO, Sentinel
Identity	FastTrack Ready Partner drove 2,500 MPU growth in trailing 12 months on **1** Eligible Workload	Microsoft Entra ID P1 (formerly AADP P1) and/or Microsoft Entra ID P2 (formerly AADP P2)
Purview	FastTrack Ready Partner drove 1,000 MPU growth in trailing 12 months on **2 of 5** Eligible Workloads	Device Lifecycle Management (DLM), Data Loss Prevention (DLP), Insider Risk Management (IRM), Microsoft Information Protection (MIP), and eDiscovery
Teams	FastTrack Ready Partner drove 2,500 MAU or enabled user growth in trailing 12 months on **1** Eligible Workloads	Teams Phone System
Teams Room	FastTrack Ready Partner drove 1,000 MAU or enabled user growth in trailing 12 months on **1** Eligible Workload	Teams Room
Viva	FastTrack Ready Partner drove 500 MAU growth in trailing 12 months on **2 of 6** Eligible Workloads	Viva Connections, Viva Engage, Viva Insights, Viva Goals, Viva Learnings, Viva Topics

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ii.   **FastTrack Ready Partner Program Communications**

      a. FastTrack Ready Partner will receive communications in all the same formats and methods noted in G. Program Communications.

      b. The change announcements will also be posted in the designated FastTrack Ready Partner Yammer community.

iii.   **FastTrack Benefit Services**

For this Program, "**FastTrack Benefit Services**" means the "FastTrack provides remote guidance" as described in the "Product and Capabilities" section for each workload and the "FastTrack Core Onboarding" as described in the "Products and Capabilities" section of the FastTrack Center Benefit for Microsoft 365.

1. FastTrack Benefit Services are intended to be delivered remotely, which may include a combination of verbal and written assistance. They may be delivered in person at the discretion of the Program Partner.

2. Program Partners are strongly encouraged, but not required, to follow the FastTrack Playbook when delivering FastTrack Benefit Services.

3. Program Partners are required to enter data elements for referred tenants and associated Active Services. "**Active Services**" are those services that have approved partner association and have not achieved FastTrack defined enablement criteria.

4. Program Partner acknowledges the FastTrack Benefits are Eligible Customers' Microsoft 365, Office 365, Microsoft Viva, Enterprise Mobility & Security, and Windows 10/11 subscription benefit and that FastTrack Benefit Services, i.e., services to provide the FastTrack Benefit for which the Eligible Customer has already paid, will be provided at **no additional charge**. FastTrack product eligibility as defined in "Eligibility section" of FastTrack Center Benefit for Microsoft 365.

5. Program Partner may charge for services outside of and beyond the FastTrack Benefit Services but (1) must make it clear to the Eligible Customer when any requested services go beyond the scope of the FastTrack Benefit Services to which Eligible Customer is entitled under their Microsoft 365 and Office 365 purchase, and (2) must enter into an appropriate services contract with Eligible Customer for the provision of the additional services.

6. FastTrack Migration Services, as described in the Data Migration section of the FastTrack Center Benefit for Microsoft 365 are provided by Microsoft to assist Eligible Customers with their migrations. FastTrack Ready Partners are encouraged to leverage the FastTrack migration services on behalf of their Eligible Customers.

During FastTrack Benefit Services delivery, FastTrack Ready Partners will:

1. Submit a claim via CPOR for one or more services for at least one new Eligible Customer tenant per month on average for the Program Term.

2. Assist Eligible Customers to adopt and increase active use of all claimed or referred workloads.

3. Deliver the FastTrack Benefit Services for claimed or referred workloads:

      a. Fulfill the FastTrack Responsibilities.

      b. Fulfill the FastTrack Guidance Details

      c. Ensure the Eligible Customer receives the FastTrack Benefit if they are eligible. If the Program Partner does not support or is not endorsed for the workload the Eligible Customer requests,

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then they may provide the FastTrack Benefit or agree to engage another FastTrack Ready Partner directly or submit a FastTrack Request for Assistance for the Eligible Customer to receive the FastTrack Benefit for the unsupported workloads. Goal is to ensure the Eligible Customer receives the FastTrack enablement as part of any engagement.

4. Preserve the FastTrack brand reputation and goodwill in the market.

d. Customer Referrals

FastTrack Ready Partners will receive Standard Referrals and are held to the requirements as outlined in **Exhibit A**, Section 2 CUSTOMER REFERRALS.

e. FastTrack Benefit Customer Referrals

By opting in to be a FastTrack Ready Partner, Program Partner agrees to receive and engage on FastTrack Benefit Referrals, delivering the FastTrack Benefit Services to the referred Eligible Customer in accordance with **Exhibit B** – Program Specialization Opportunities, FastTrack Ready Partners Opt-In, Section iii. FastTrack Benefit Services.

Referrals will not include information on incentive eligibility and may or may not be eligible for incentives.

FastTrack Ready Partners must abide by the Section 2 CUSTOMER REFERRALS, Referral Conditions for all Standard Referrals and FastTrack Benefit Referrals.

Eligible Customer referrals are conditioned upon the number of Eligible Customers requesting assistance. Microsoft does not guarantee a set number of referrals for Program Partners.

FastTrack Ready Partners attain certain benefits of program membership including the ability to leverage FRP only Quick to Market programs such as the Modern Work Deployment Offer program.

a. FastTrack Ready Partners will receive FastTrack Benefit Referrals for Eligible Customers requesting assistance through FastTrack. To qualify, FastTrack Ready Partners must meet the following criteria:
   i) Complete required training on FastTrack Benefit Services delivery and Eligible Customer referral.
   ii) Maintain a minimum of 10 Eligible Customers registered and managed via the FRP-Centered UX, ("FCU").
   iii) Be compliant with these Terms and Conditions.

4) FASTTRACK READY PARTNER ONLY INCENTIVE PROGRAMS
This section is devoted to FastTrack Ready Partner only incentive programs.

a. **Customer Registration and Workload Claiming.**

Microsoft

To be eligible to earn incentives, FastTrack Ready Partners must submit, and have approved, a claim for each service, workload and/or Eligible Customer that they wish to have evaluated for incentive earnings.

i) Submission must be made via the CPOR process in Partner Center

(https://partner.microsoft.com/dashboard) or an alternate workload registration process that Microsoft defines.

ii) Upon submission of the request Microsoft will evaluate the claim or registration request and either approve or deny it.

b. **Incentive Eligibility.**
   i) Only approved FastTrack Ready Partner associations or approved registration requests are eligible to earn incentives.
   ii) FastTrack Ready Partners will not receive incentives for milestones achieved prior to association or registration submission date.
   iii) FastTrack Ready Partners are not eligible to register or receive incentives achieved in their own corporate tenants.
   iv) A Qualifying Workload will only qualify once for each milestone incentive for an Eligible Customer and incentive size/category designation.
   v) Payment eligibility is dependent on the rules in effect at the time the incentive milestone is achieved. **Example:** FY24 Modern Work Deployment Offer now allows migration from any competitor product, however, this does not apply to FY23 issued vouchers. Therefore, only FY24 Migration and M365 Deployment Offer vouchers will be accepted and eligible to earn the payment for migration from competitor products outside of the defined competitor list in the FY23 Modern Work Deployment Offer terms. The FastTrack Ready Partner is not eligible for payment for incentive milestone achieved under different eligibility rules.
   vi) Fluctuation in the active usage MAU, MPU, or MPUD (e.g., Active Usage percent calculated as MAU/PAU moving from 17% down to 9% and then back up to 18%) does not constitute a new/additional milestone achievement and will not trigger additional payments for the same entitlement size.
   vii) Active usage MAU/PAU, MPU or MPUD data will be evaluated on the last day of the calendar month to determine if an incentive milestone has been achieved. **Example:** Active Usage percent calculated as MAU/PAU hits 18% on 10th day of the month and drops below 15% on the last day of the month, the milestone will not be achieved in that month.
   viii) FastTrack Ready Partner will not be required to reimburse Microsoft if there is a reduction in MAU, MPU, or MPUD or entitlements at the Eligible Customer.

c. **Modern Work Deployment Offer (FY23)**
   These terms apply to customer vouchers with an issue date between July 1, 2022, and June 30, 2023.

   Under the Modern Work Deployment program, Microsoft provides vouchers to Eligible Customers to help accelerate the adoption of services for Microsoft 365 (M365) and Growth Bets workloads. The Modern Work Deployment Offer vouchers include:

Microsoft

FY23 H1 Offer – vouchers issued from July 1, 2022, through January 5, 2023 and/or with FY23 H1 offer naming, will be governed under the H1 offer information, voucher workloads, dates, and rates. The issued voucher name will be used to determine if it is an H1 offer.

1. **M365 Deployment** – deployment services credit to be redeemed for the deployment of M365 E3 and E5, Compliance and Teams Phone.

2. **Growth Bets** – deployment services credit to be redeemed for the deployment of Frontline Worker, Viva, Teams Room, Teams Phone, and Windows 365.

3. **Migration and M365 Deployment** – services to migrate and deploy eligible workloads: E3, E5, Compliance, and Teams Phone.   Eligible Customers must be doing a migration from Office On Premises products and/or one or more of the following competitors – Box, Okta, VMWare, Slack, Zoom.

FY23 H2 Offer – vouchers issued with FY23 H2 offer naming on or after January 6, 2023, will be governed under the H2 offer information, voucher workloads, dates, and rates. The issued voucher name will be used to determine if it is an H2 offer.

1. **M365 Deployment H2**– deployment services credit to be redeemed for the deployment of M365 E3 and E5, Frontline Worker (F3 and F5) attached to M365 E3/M365 E5, Compliance, Teams Phone.

2. **Migration and M365 Deployment H2 –** services to migrate and deploy eligible workloads: E3, E5, Frontline Worker (F3 and F5) attached to M365 E3/M365 E5, Compliance, Teams Phone.   Eligible Customers must be doing a migration from Office On Premises products and/or one or more of the following competitors – Box, Okta, VMWare, Slack, Zoom, or Google. Eligible Customers receiving vouchers will work with FastTrack Ready Partners for these services.

a. **Customer Claiming.**

i) **Commercial Eligible Customers.** The Microsoft field will nominate Eligible Customers to receive a Modern Work Deployment Offer voucher(s) to help accelerate adoption of M365 and/or Growth Bets workloads. The services credit(s) are to be redeemed through a FastTrack Ready Partner. Both the M365 Deployment and Growth Bets voucher credits can be used with one Eligible Customer if there are two opportunities that meet M365 and Growth Bets eligibility requirements separately. The M365 Deployment H2, Migration and M365 Deployment and Migration and M365 Deployment H2 voucher can individually be combined with the M365 Copilot Deployment Offer voucher, however they cannot be combined with any other offer.

The Eligible Customers that can be nominated for this Modern Work Deployment program are listed below:

i. **FY23 H1 Offer**
1. **M365 Enterprise and Small, Medium and Corporate (SMC) managed Eligible Customers –** Microsoft 365 services E5, Microsoft 365 E3
2. **Growth Bets Enterprise and SMC managed Eligible Customers –** Frontline Worker, Viva, Teams Room, Teams Phone and Windows 365.

Microsoft

3. Public Sector (*except Western Europe*), Education, Non-profit, US GOV SKU's (GCC/GCC High/DoD), and CSP *are ineligible for this Program*.
   ii. **FY23 H2 Offer**
      1. M365 Enterprise and Small, Medium Corporate (SMC) managed Eligible Customers – Microsoft 365 services E5, Microsoft 365 E3.
      2. Public Sector, Education, Non-profit, US GOV SKU's (GCC/GCC High/DoD), and CSP *are ineligible for this Program*.

   ii) **Western Europe Public Sector Eligible Customers.**
      i. Western Europe Public Sector Eligible Customers are eligible for the FY23 H1 offers only, they are not eligible for FY23 H2 offers.
      ii. The Microsoft field will nominate Eligible Customers from the Western Europe Public Sector to receive a Modern Work Deployment Offer voucher(s) to help accelerate adoption of M365 and/or Growth Bets workloads. The services credit(s) are to be redeemed through a FastTrack Ready Partner.
      iii. Education, Non-profit, US GOV SKU's (GCC/GCC High/DoD), and CSP *are ineligible for this Program*.
      iv. Both the M365 Deployment and Growth Bets voucher credits can be used with one Eligible Customer if there are two opportunities that meet M365 and Growth Bets eligibility requirements separately.

      The M365 Deployment H2, Migration and M365 Deployment and Migration and M365 Deployment H2 voucher can individually be combined with the M365 Copilot Deployment Offer voucher, however they cannot be combined with any other offer.

      For more information, refer to FRP: Opportunity – FY23 Microsoft 365 Deployment Offer

   b. **Milestone Eligibility – Commercial Eligible Customers.**
      i) The FastTrack Ready Partner will download the Modern Work Deployment program Statement of Work (SOW) template, complete the template and obtain the Eligible Customer's signature, submit an Initial Payment Request of 50% of the voucher value, prior to the expiration date on the voucher, and upload the signed SOW.
         i. *NOTE* all vouchers require separate SOW, POE and redemption submissions.
         ii. *NOTE* unless SOW and POE are both submitted and approved by the expiration date identified on the voucher, the FastTrack Ready Partner will only receive the approved SOW 50% payment.
         iii. *NOTE* for all vouchers the FastTrack Benefit should be *provided as a benefit and identified at no cost*.
         iv. *NOTE* for the Migration and M365 Deployment and Migration and M365 Deployment H2 voucher the FastTrack Data Migration benefit services should be *provided as a benefit and identified at no cost*.
         v. *NOTE* FastTrack Ready Partner agrees to submit Online Services Usage Claiming Partner of Record claim for all workloads included in voucher redemption.
      ii) The FastTrack Ready Partner will download the Modern Work Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature

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and submit the Final Payment Request of 50% of the voucher value, prior to the expiration date on the voucher. All voucher POE and redemption requests must be submitted separately.

    i.   **NOTE** all vouchers require separate SOW, POE and redemption submissions.

    ii.   **NOTE** unless SOW and POE are both submitted and approved by the expiration date identified on the voucher, the FastTrack Ready Partner will only receive the approved SOW 50% payment.

iii) Microsoft will evaluate the request for eligibility. If approved, the FastTrack Ready Partner will receive an approval notification and then the funds according to the payment terms below.

c. **Determination – Commercial Eligible Customers.**

    i)   Microsoft will evaluate the Initial Payment Request and the signed Statement of Work (SOW) for completeness. If approved by Microsoft, the FastTrack Ready Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

    ii)   Microsoft will evaluate the Final Payment Request for completeness. If approved by Microsoft, the FastTrack Ready Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

    iii) If approved by Microsoft, the final payment to the FastTrack Ready Partner will be made.

    iv) FastTrack Partner Community Terms and Conditions apply. Review the Payment and Dispute guidance if you have any questions.

    v)   Voucher redemption value is based on the value of the qualifying M365 and Growth Bets workload purchase.

    vi) Only FastTrack Ready Partners are eligible to redeem vouchers and all work must be performed by the FastTrack Ready Partner signing the SOW and POE.

d. **Milestone Eligibility** – **Western Europe Public Sectors Eligible Customers.**

    i)   The FastTrack Ready Partner will download the Modern Work Deployment program Statement of Work (SOW) template, complete the template and obtain the Eligible Customer's signature and upload the signed SOW.

       i.   **NOTE** all vouchers require separate SOW, POE and redemption submissions.

       ii.   **NOTE** for all vouchers the FastTrack Benefit should be *provided as a benefit and identified at no cost.*

       iii.   **NOTE** for the Migration and M365 Deployment voucher the FastTrack Data Migration benefit services should be *provided as a benefit and identified at no cost*.

       iv.   **NOTE** **FastTrack Ready Partner** agrees to submit Online Services Usage Claiming Partner of Record claim for all workloads included in voucher redemption.

ii) Microsoft will evaluate the request for eligibility. If approved, the FastTrack Ready Partner will receive an approval notification from FTSpIncentiveClaims@Microsoft.com.

iii) The FastTrack Ready Partner will download the Modern Work Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Final Payment Request of 100% of the voucher value, prior to the expiration date on the voucher. All voucher POE and redemption requests must be submitted separately.

iv) Microsoft will evaluate the request for eligibility. If approved, the FastTrack Ready Partner will receive an approval notification and then the funds according to the payment terms below.

e. **Determination** – **Western Europe Public Sectors Eligible Customers**

Microsoft

i) Upon completion of the project, the FastTrack Ready Partner will download the Modern Work Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Final Payment Request of 100% of the voucher value, prior to the expiration date on the voucher. Microsoft will evaluate the request for eligibility. If approved by Microsoft, the approved Program Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

ii) If approved, the final payment to the FastTrack Ready Partner will be made.

iii) FastTrack Partner Community Terms and Conditions apply. Review the Payment and Dispute guidance if you have any questions.

iv) Voucher redemption value is based on the value of the qualifying M365 and Growth Bets workload purchase.

v) Only FastTrack Ready Partners are eligible to redeem vouchers and all work must be performed by the FastTrack Ready Partner signing the SOW and POE.

f. **Payment Milestone.**
FastTrack Ready Partners may earn payments based on achieving the following milestone(s) as measured through submission of:

- Initial Payment Request
- Statement of Work (SOW)
- Final Payment Request
- Proof of Execution (POE)

g. **Deadline.**
a. Deployment services credit must be used within six (6) months of the voucher issuance date to Eligible Customer and is stated on the voucher as the expiration date.

b. All vouchers require separate SOW, POE and redemption submissions.

c. Unless Commercial Eligible Customer SOW and POE are both submitted and approved by the expiration date identified on the voucher, the FastTrack Ready Partner will only receive the approved SOW 50% payment. Public Sector Customer vouchers are only eligible for a single 100% payment.

d. Only FastTrack Ready Partners are eligible to redeem vouchers and all work must be performed by the FastTrack Ready Partner signing the SOW and POE.

e. The M365 Deployment H2, Migration and M365 Deployment and Migration and M365 Deployment H2 voucher can individually be combined with the M365 Copilot Deployment Offer voucher, however they cannot be combined with any other offer.

f. Growth Bets voucher can only be combined with M365 Deployment voucher or Migration and M365 Deployment voucher.

g. Limit of one M365 Deployment voucher and one Growth Bets voucher or one M365 Deployment H2 voucher per Eligible Customer Tenant Parent Identification ("**TPID**"), which may not be redeemed by or transferred to another Eligible Customer TPID *or* one Migration and M365 Deployment voucher or one Migration and M365 Deployment H2 voucher per Eligible Customer TPID, which may not be redeemed by or transferred to another Eligible Customer TPID.

h. **Payments.**

Microsoft

i) Payment will be paid upon receipt of the required documents listed under Payment Milestone following the standard Program practice, 45 days in arrears of achieving the milestone.

ii) Voucher redemption value is based on the value of the qualifying M365 and Growth Bets workload purchase.

iii) Per **Section F** of the Terms and Conditions, FastTrack Ready Partners are responsible for any related taxes. The program will only pay up to the stated voucher amount, all payments are inclusive of any tax obligations.

iv) See rate card below for milestone payment values.

i) **Modern Work Deployment Offer (FY24)**

These terms apply to customer vouchers with an issue date between July 1, 2023, and June 30, 2024.

Under the Modern Work Deployment program, Microsoft provides vouchers to Eligible Customers to help accelerate the adoption of services for M365 workloads. The Modern Work Deployment Offer vouchers include:

1. **M365 Deployment** – deployment services credit to be redeemed for the deployment of M365 E3 and E5, Frontline Worker (F3 and F5) attached to M365 E3/M365 E5, Compliance, Teams Phone.

2. **Migration and M365 Deployment** – services to migrate and deploy eligible workloads: M365 E3 and E5, Frontline Worker (F3 and F5) attached to M365 E3/M365 E5, Compliance, Teams Phone. Eligible Customers **must be** doing a migration from Office On Premises products and/or one or more compete migrations from all competitors. Eligible Customers receiving vouchers will work with FastTrack Ready Partners for these services.

1. **Customer Claiming.**
   i) **Eligible Customers.** The Microsoft field will nominate Eligible Customers to receive a Modern Work Deployment Offer voucher(s) to help accelerate adoption of M365 workloads. The services credit(s) are to be redeemed through a FastTrack Ready Partner. The M365 Deployment and Migration and M365 Deployment voucher can individually be combined with the M365 Copilot Deployment Offer voucher, however they cannot be combined with any other offer..

   The Eligible Customers that can be nominated for this Modern Work Deployment program are listed below:
   i. M365 Enterprise, Small, Medium and Corporate (SMC) customers, SMC Tech for Social Impact customers, Public Sector (excluding US Federal) and Education customers – Microsoft 365 E3 and E5, Frontline Worker (F3 and F5) attached to M365 E3/M365 E5, Compliance, Teams Phone.
   ii. Non-profit, US Federal, GPP and CSP customers *are ineligible for this Program*.

2. **Milestone Eligibility – Commercial Eligible Customers.**
   i) The FastTrack Ready Partner will download the Modern Work Deployment program Statement of Work (SOW) template, complete the template and obtain the Eligible Customer's signature,

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submit an Initial Payment Request of 50% of the voucher value, prior to the expiration date on the voucher, and upload the signed SOW.

   i. **NOTE** All vouchers require separate SOW, POE and redemption submissions.

   ii. **NOTE** unless SOW and POE are both submitted and approved by the expiration date identified on the voucher, the FastTrack Ready Partner will only receive the approved SOW 50% payment.

   iii. **NOTE** FastTrack Ready Partner agrees to submit Online Services Usage Claiming Partner of Record claim for all workloads included in voucher redemption.

   iv. **NOTE** for all vouchers the FastTrack Benefit should be *provided as a benefit and identified at no cost.*

   v. **NOTE** for the Migration and M365 Deployment voucher the FastTrack Data Migration benefit services should be *provided as a benefit and identified at no cost.*

ii) The FastTrack Ready Partner will download the Modern Work Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Final Payment Request of 50% of the voucher value, prior to the expiration date on the voucher. All voucher POE and redemption requests must be submitted separately.

   i. **NOTE** All vouchers require separate SOW, POE and redemption submissions.

   ii. **NOTE** unless SOW and POE are both submitted and approved by the expiration date identified on the voucher, the FastTrack Ready Partner will only receive the approved SOW 50% payment.

iii) Microsoft will evaluate the request for eligibility. If approved, the FastTrack Ready Partner will receive an approval notification and then the funds according to the payment terms below.

3. **Determination** – **Commercial Eligible Customers.**

   i) Microsoft will evaluate the Initial Payment Request and the signed Statement of Work (SOW) for completeness. If approved by Microsoft, the FastTrack Ready Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

   ii) Microsoft will evaluate the Final Payment Request and Proof of Execution (POE) for completeness. If approved by Microsoft, the FastTrack Ready Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

   iii) If approved by Microsoft, the final payment to the FastTrack Ready Partner will be made.

   iv) FastTrack Partner Community Terms and Conditions apply. Review the Payment and Dispute guidance if you have any questions.

   v) Voucher redemption value is based on the value of the qualifying M365 workload purchase.

   vi) Only FastTrack Ready Partners are eligible to redeem vouchers and all work must be performed by the FastTrack Ready Partner signing the SOW and POE.

4. **Milestone Eligibility** – **Public Sectors Eligible Customers.**

   i) The Program Partner will download the Modern Work Deployment program Statement of Work (SOW) template, complete the template and obtain the Eligible Customer's signature and upload the signed SOW.

      i. **NOTE** all vouchers require separate SOW, POE and redemption submissions.

      ii. **NOTE** FastTrack Ready Partner agrees to submit Online Services Usage Claiming Partner of Record claim for all workloads included in voucher redemption.

Microsoft

iii. **NOTE** for all vouchers the FastTrack Benefit should be *provided as a benefit and identified at no cost.*

iv. **NOTE** for the Migration and M365 Deployment voucher the FastTrack Data Migration benefit services should be *provided as a benefit and identified at no cost.*

ii) Microsoft will evaluate the request for eligibility. If approved, the FastTrack Ready Partner will receive an approval notification from FTSpIncentiveClaims@Microsoft.com.

iii) The Program Partner will download the Modern Work Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Final Payment Request of 100% of the voucher value, prior to the expiration date on the voucher. All voucher POE and redemption requests must be submitted separately.

iv) Microsoft will evaluate the request for eligibility. If approved, the FastTrack Ready Partner will receive an approval notification and then the funds according to the payment terms below.

5. **Determination – Public Sectors Eligible Customers**
   i) Upon completion of the project, the FastTrack Ready Partner will download the Modern Work Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Final Payment Request of 100% of the voucher value, prior to the expiration date on the voucher. Microsoft will evaluate the request for eligibility. If approved by Microsoft, the approved FastTrack Ready Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.
   ii) If approved, the final payment to the FastTrack Ready Partner will be made.
   iii) FastTrack Partner Community Terms and Conditions apply. Review the Payment and Dispute guidance if you have any questions.
   iv) Voucher redemption value is based on the value of the qualifying M365 workload purchase.
   v) Only FastTrack Ready Partners are eligible to redeem vouchers and all work must be performed by the FastTrack Ready Partner signing the SOW and POE.

6. **Payment Milestone.**
   FastTrack Ready Partners may earn payments based on achieving the following milestone(s) as measured through submission of:

   - Initial Payment Request
   - Statement of Work (SOW)
   - Final Payment Request
   - Proof of Execution (POE)

7. **Deadline.**
   i) Deployment services credit must be used within 6 months of the voucher issuance date to the Eligible Customer and is stated on the voucher as the expiration date.
   ii) All vouchers require separate SOW, POE and redemption submissions.
   iii) Unless Commercial Eligible Customer SOW and POE are both submitted and approved by the expiration date identified on the voucher, the FastTrack Ready Partner will only receive the approved SOW 50% payment. Public Sector Eligible Customer vouchers are only eligible for a single 100% payment.
   iv) Only FastTrack Ready Partners are eligible to redeem vouchers and all work must be performed by the FastTrack Ready Partner signing the SOW and POE.

Microsoft

v) The M365 Deployment and Migration *or* M365 Deployment voucher can be combined with the M365 Copilot Deployment Offer voucher. The M365 Deployment and Migration and M365 Deployment voucher cannot be combined with each other and beyond the M365 Copilot Deployment Offer voucher this program cannot be combined with another offer.

vi) Limit of one M365 Deployment voucher per Eligible Customer Tenant Parent Identification (**"TPID"**), which may not be redeemed by or transferred to another Eligible Customer TPID *or* one Migration and M365 Deployment voucher per Eligible Customer TPID, which may not be redeemed by or transferred to another Eligible Customer TPID.

8. **Payments.**

   i) Payment will be paid upon receipt of the required documents listed under Payment Milestone following the standard Program practice, 45 days in arrears of achieving the milestone.

   ii) Voucher redemption value is based on the value of the qualifying M365 workload purchase.

   iii) Per **Section F** of the Terms and Conditions, FastTrack Ready Partners are responsible for any related taxes. The Program will only pay up to the stated voucher amount, all payments are inclusive of any tax obligations.

   iv) See rate card below for milestone payment values.

ii) **Microsoft 365 Customer Success Offer (FY24)**

These terms apply to customer vouchers with an issue date between August 3, 2023, and June 30, 2024.

Under the Microsoft 365 Customer Success Offer program, Microsoft provides vouchers to Eligible Customers to help accelerate the adoption of services for Office 365 workloads. The Microsoft 365 Customer Success Offer vouchers include:

1. **Office 365 Suites (E1/E3/E5) Deployment** – deployment services credit to be redeemed for the deployment of Office 365 eligible workloads: Exchange Online, SharePoint Online, Teams (chat, collaboration, meetings) and Microsoft 365 Apps (Office Apps).

   a. The voucher redemption value is not fixed and is based on the number of seats deployed at the end of Eligible Customer engagement.

   b. The voucher amount is set as an up-to amount.

   c. The Eligible Customer must deploy a minimum of 250 seats to 2+ eligible workloads.

2. **Customer Claiming.**

   a. **Eligible Customers.** Microsoft will identify Eligible Customers to receive a Microsoft 365 Customer Success Offer voucher(s) to help accelerate adoption of Office 365 workloads. The services credit(s) are to be redeemed through a FastTrack Ready Partner. The Microsoft 365 Customer Success Offer voucher cannot be combined with another offer.

   The Eligible Customers for this Microsoft 365 Customer Success Offer program are listed below:

   i) Eligible Customers with purchased seats of commercial SKUs of Office 365 E1/E3/E5 and have < 60% monthly active usage.

   ii) Small, Medium, and Corporate (SMC) managed customers, Public Sector, Government customers and CSP Eligible Customers.

Microsoft

iii) Enterprise customers by exception.

iv) Non-profit, EDU and customers with less than 500 seats of Office 365 E1/E3/E5 *are ineligible for this Program.*

b. Milestone Eligibility – Eligible Customers.

i) The FastTrack Ready Partner will engage with Eligible Customer referred by Microsoft and introduce the offer. If the customer is interested in redeeming the offer, the FastTrack Ready Partner will engage and create and submit the required registration documents.

ii) The FastTrack Ready Partner will download the Microsoft 365 Customer Success Offer program Statement of Work (SOW) template, complete the template and obtain the Eligible Customer's signature, prior to the expiration date on the voucher, and upload the signed SOW.

    i. **NOTE** all vouchers require separate SOW, POE and redemption submissions.

    ii. **NOTE** FastTrack Ready Partner agrees to submit Online Services Usage Claiming Partner of Record claim for all workloads included in voucher redemption.

    iii. **NOTE** for all vouchers the FastTrack Benefit should be *provided as a benefit and identified at no cost.*

    iv. **NOTE** voucher payment is only earned once the SOW and POE have *both* been submitted and accepted.

    v. **NOTE** the customer must deploy a minimum of 250 seats to 2+ eligible workloads.

iii) The FastTrack Ready Partner will download the Microsoft 365 Customer Success Offer program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Payment Request of 100% of the voucher value, prior to the expiration date on the voucher. All voucher POE and redemption requests must be submitted separately.

    i. **NOTE** voucher payment is only earned once the SOW and POE have *both* been submitted and accepted.

    ii. **NOTE** the customer must deploy a minimum of 250 seats to 2+ eligible workloads.

iv) Microsoft will evaluate the request for eligibility. If approved, the FastTrack Ready Partner will receive an approval notification and then the funds according to the payment terms below.

c. Determination – Eligible Customers.

i) Microsoft will evaluate the signed Statement of Work (SOW) for completeness. If approved by Microsoft, the FastTrack Ready Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

ii) Microsoft will evaluate the signed Proof of Execution (POE) and Payment Request for completeness. If approved by Microsoft, the FastTrack Ready Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

iii) If both the SOW and POE are approved by Microsoft prior to the voucher expiration date listed on the voucher, payment to the FastTrack Ready Partner will be made.

iv) FastTrack Partner Community Terms and Conditions apply. Review the Payment and Dispute guidance if you have any questions.

v) Only FastTrack Ready Partners are eligible to redeem vouchers and all work must be performed by the FastTrack Ready Partner signing the SOW and POE.

Microsoft

vi) Voucher redemption value is set as an up-to amount, based on the deployment size and the number of users included in the deployment. Final voucher value is determined based on the number of seats deployed at the end of the customer engagement. The deployment size may not exceed the number of paid commercial licenses of Office 365 E1/E3/E5.

vii) If customer MAU has not increased in 3 months following engagement completion as determined by Microsoft telemetry, then an audit of the customer engagement may be undertaken to determine deployment validity.

viii) Deployment services credit must be used within 180 calendar days of the voucher issuance to the customer. The voucher expiration date is stated on the voucher.

d. Payment Milestone.

FastTrack Ready Partners are eligible to earn payment based on accomplishing the work agreed with customers and submitting and having accepted the signed Statement of Work (SOW) and Proof of Execution (POE) within 180 calendar days of the voucher issuance date to the Eligible Customer and is stated on the voucher as the expiration date.

e. Deadline. FastTrack Ready Partners must achieve the Microsoft 365 Customer Success Offer program milestones by June 30, 2024.

i) Deployment services credit must be used within 180 calendar days of the voucher issuance date to the customer and is stated on the voucher as the expiration date.

ii) The voucher requires separate SOW, POE, and redemption submissions.

iii) Voucher payment is only earned once the SOW and POE have both been submitted and accepted within 180 calendar days of the voucher issuance date to the customer, identified as the expiration date on the voucher.

iv) Only FastTrack Ready Partners are eligible to redeem vouchers and all work must be performed by the FastTrack Ready Partner signing the SOW and POE.

v) The Eligible Customer must deploy a minimum of 250 seats to 2 or more eligible workloads.

vi) The Microsoft 365 Customer Success Offer voucher cannot be combined with another offer.

vii) Limit of one Microsoft 365 Customer Success Offer voucher per Eligible Customer Tenant Parent Identification ("**TPID**"), which may not be redeemed by or transferred to another Eligible Customer TPID.

f. Payments.

i) Payment will be paid upon receipt of the required documents listed under Payment Milestone following the standard Program practice, 45 days in arrears of achieving the Payment Milestone.

ii) Voucher redemption value is set as an up-to amount, based on the deployment size and the number of users included in the deployment.

iii) Voucher payment is up to the max payout identified on the voucher issued to the Eligible Customer, with a minimum deployment of 250+ seats to 2 or more eligible workloads.

iv) Actual incentive value and voucher payment is calculated at $15/seat USD, based on the actual seats deployed as stated on the Proof of Execution (POE) document signed by Program Partner and Eligible Customer, observing a minimum of two (2) workloads deployed out of the four (4): Exchange Online, SharePoint Online, Teams (chat, collab, meetings) and M365 Apps (Office Apps).

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v) The deployment size may not exceed the number of paid seats in the tenant.

vi) Per **Section F** of the Terms and Conditions, FastTrack Ready Partners are responsible for any related taxes. The Program will only pay up to the stated voucher amount, all payments are inclusive of any tax obligations.

iii) **M365 Copilot Deployment Offer (FY24)**

*Only partners that are **both a Copilot JumpStart Partner and a FastTrack Ready Partner** are eligible to participate in this program.*

These terms apply to customer vouchers with an issue date between November 1, 2023, and June 30, 2024.

Under the M365 Copilot Deployment Offer program, Microsoft provides vouchers to Eligible Customers to help accelerate the adoption of Copilot for M365 workloads. The M365 Copilot Deployment Offer vouchers include:

M365 Copilot Deployment – deployment services credit to be redeemed for the deployment of M365 Copilot.

1. Customer Claiming.

a. **Eligible Customers.** The Microsoft field will nominate Eligible Customers to receive a M365 Copilot Deployment voucher to help accelerate adoption of M365 Copilot. The services credit is to be redeemed through a partner that is both a Copilot JumpStart Partner and a FastTrack Ready Partner (CJSFRP Partner). The M365 Copilot Deployment voucher can be combined with either the M365 Deployment voucher *or* Migration and M365 Deployment voucher for one Eligible Customer, one TPID, if there are two opportunities that meet the M365 Copilot Deployment and either the M365 Deployment or Migration and M365 Deployment eligibility requirements separately.

The Eligible Customers that can be nominated for this M365 Copilot Deployment program are listed below:
   a. Commercial, SMC Corporate, Public Sector (excluding US Federal), and Education customers.
   b. Non-profit, US Federal, GPP and CSP customers *are ineligible for this Program*.

2. Milestone Eligibility – Commercial Eligible Customers.

The CJSFRP Partner will download the Copilot program Statement of Work (SOW) template, complete the template and obtain the Eligible Customer's signature, submit an Initial Payment Request of 50% of the voucher value, prior to the expiration date on the voucher, and upload the signed SOW.

   i. *NOTE* All vouchers require separate SOW, POE, and redemption submissions.
   ii. *NOTE* unless SOW and POE are both submitted and approved by the expiration date identified on the voucher, the CJSFRP Partner will only receive the approved SOW 50% payment.

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iii. ***NOTE*** the CJSFRP Partner agrees to submit Online Services Usage Claiming Partner of Record claim for all workloads included in voucher redemption.

iv. ***NOTE*** for all vouchers the FastTrack Benefit should be *provided as a benefit and identified at no cost.*

The CJSFRP Partner will download the M365 Copilot Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Final Payment Request of 50% of the voucher value, prior to the expiration date on the voucher. All voucher POE and redemption requests must be submitted separately.

i. ***NOTE*** All vouchers require separate SOW, POE and redemption submissions.

ii. ***NOTE*** unless SOW and POE are both submitted and approved by the expiration date identified on the voucher, the CJSFRP Partner will only receive the approved SOW 50% payment.

Microsoft will evaluate the request for eligibility. If approved, the CJSFRP Partner will receive an approval notification and then the funds according to the payment terms below.

3. Determination – **Commercial Eligible Customers.**

i) Microsoft will evaluate the Initial Payment Request and the signed Statement of Work (SOW) for completeness. If approved by Microsoft, the CJSFRP Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

ii) Microsoft will evaluate the Final Payment Request and Proof of Execution (POE) for completeness. If approved by Microsoft, the CJSFRP Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

iii) If approved by Microsoft, the final payment to the CJSFRP Partner will be made.

iv) FastTrack Partner Community Terms and Conditions apply. Review the Payment and Dispute guidance if you have any questions.

v) Voucher redemption value is based on the value of the qualifying M365 Copilot purchase.

vi) Only a partner that is *both a Copilot JumpStart Partner and a FastTrack Ready Partner* (CJSFRP Partner) is eligible to redeem vouchers and all work must be performed by the CJSFRP Partner signing the SOW and POE.

4. Milestone Eligibility – **Public Sectors Eligible Customers.**

The CJSFRP Partner will download the M365 Copilot Deployment program Statement of Work (SOW) template, complete the template and obtain the Eligible Customer's signature and upload the signed SOW.

i. ***NOTE*** all vouchers require separate SOW, POE, and redemption submissions.

ii. ***NOTE*** CJSFRP Partner agrees to submit Online Services Usage Claiming Partner of Record claim for all workloads included in voucher redemption.

iii. ***NOTE*** for all vouchers the FastTrack Benefit should be *provided as a benefit and identified at no cost.*

vii) Microsoft will evaluate the request for eligibility. If approved, the CJSFRP Partner will receive an approval notification from FTSpIncentiveClaims@Microsoft.com.

viii) The CJSFRP Partner will download the M365 Copilot Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Final Payment Request of 100% of the voucher value, prior to the expiration date on the voucher. All voucher POE and redemption requests must be

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submitted separately.   viii) Microsoft will evaluate the request for eligibility. If approved, the CJSFRP Partner will receive an approval notification and then the funds according to the payment terms below.

5. Determination – Public Sectors Eligible Customers

vi) Upon completion of the project, the CJSFRP Partner will download the M365 Copilot Deployment program Proof of Execution (POE) template, complete the template and obtain the Eligible Customer's signature and submit the Final Payment Request of 100% of the voucher value, prior to the expiration date on the voucher. Microsoft will evaluate the request for eligibility. If approved by Microsoft, the approved CJSFRP Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com .

vii) If approved, the final payment to the Incentive Program Intake will be made.

viii) FastTrack Partner Community Terms and Conditions apply. Review the Payment and Dispute guidance if you have any questions.

ix) Voucher redemption value is based on the value of the qualifying M365 Copilot purchase.

x) Only CJSFRP Partner are eligible to redeem vouchers and all work must be performed by the CJSFRP Partner signing the SOW and POE.

6. Payment Milestone.

CJSFRP Partner may earn payments based on achieving the following milestone(s) as measured through submission of:

- Initial Payment Request
- Statement of Work (SOW)
- Final Payment Request
- Proof of Execution (POE)

7. Deadline.

i) Deployment services credit must be used within 6 months of the voucher issuance date to the Eligible Customer and is stated on the voucher as the expiration date.

ii) All vouchers require separate SOW, POE and redemption submissions.

iii) Unless Commercial Eligible Customer SOW and POE are both submitted and approved by the expiration date identified on the voucher, the CJSFRP Partner will only receive the approved SOW 50% payment. Public Sector Eligible Customer vouchers are only eligible for a single 100% payment.

iv) Only CJSFRP Partner are eligible to redeem vouchers and all work must be performed by the CJSFRP Partner signing the SOW and POE.

v) The M365 Copilot Deployment voucher can be combined with either the Modern Work Deployment Offer M365 Deployment voucher or Migration and M365 Deployment voucher for one Eligible Customer, one TPID. Beyond the M365 Deployment voucher or Migration and M365 Deployment voucher this program cannot be combined with another offer.

vi) Limit of one M365 Copilot Deployment voucher per Eligible Customer Tenant Parent Identification (**"TPID"**), which may not be redeemed by or transferred to another Eligible Customer TPID.

8. Payments.

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v) Payment will be paid upon receipt of the required documents listed under Payment Milestone following the standard Program practice, 45 days in arrears of achieving the milestone.

vi) Voucher redemption value is based on the value of the qualifying M365 Copilot purchase.

vii) Per **Section F** of the Terms and Conditions, CJSFRP Partner are responsible for any related taxes. The Program will only pay up to the stated voucher amount, all payments are inclusive of any tax obligations.

viii) See rate card below for milestone payment values.

c. **National Health Service England FastTrack Program (FY24)**

*Only National Health Service England FastTrack Ready Partners (NHSE FRPs) are eligible to participate in this program. "**NHSE FRPs**" mean those FastTrack Ready Partners who have been **invited and accepted Microsoft's invitation to participate in the National Health Service England FastTrack Program**.*

These terms apply to National Health Service England (NHSE) FastTrack Program engagements between December 1, 2023, through June 30, 2026.

Under the NHSE FastTrack Program, NHSE FRPs may earn incentives engaging with eligible NHSE system affiliates referred to as "**NHSE Organisations**" to help drive deployment and adoption of the NHSE list workloads below.

- M365 Apps
- Microsoft Defender for Endpoint (MDE)/Microsoft Defender Advanced Threat Protection (MDATP)
- Microsoft Intune
- Microsoft Teams – Core (collaboration)
- Microsoft Teams – Phone (Organisation may need to purchase additional licenses)
- Microsoft Teams – Rooms
- Windows client OS deployment

NHSE FRPs acknowledge and agree they will not submit any NHSE Organisations workload claims through CPOR as the NHSE managed services partner has the overall NHSE agreed claims for all workloads in this single tenant.

1. **Customer Claiming.**
   i) **Eligible Customers. "NHSE Organisations**", with 150+ users on the central NHS England tenant are the Eligible Customers in this program to engage with invited FRP NHSE Partners to drive deployment and adoption of up to three (3) workloads from the NHSE list. Up to 120 NHSE Organisations are eligible to participate in the program.

2. **Milestone Eligibility.**
   i) The NHSE FRPs will download the NHSE FastTrack Program Customer Registration Form (CRF) template, complete the template, obtain the NHSE Organisation's signature, and upload the signed CRF. NHSE Organisations may engage with one (1) partner for each workload allowing for specialization or may engage with the same NHSE FRP for more than one workload. Each NHSE Organisation may deploy up to three (3) workloads.
      i. *NOTE* CRF and Proof of Execution (POE) must both be approved by NHSE prior to submission.

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ii. ***NOTE*** CRF must be submitted and accepted by Microsoft for the NHSE FRP to be eligible to engage with the NHSE Organisation, NHSE FRP will not be eligible for incentive payment until the POE has also been submitted, reviewed, and approved.

iii. ***NOTE*** up to three (3) workloads may be submitted in the same CRF and POE only if the workloads deployment timelines will complete at the same time. If more than one workload is submitted on one (1) CRF then only one (1) POE containing all corresponding workloads can be submitted and ALL workloads must be completed before the POE is submitted and accepted. *Once a CRF is submitted and accepted the workloads cannot later be submitted as separate POEs regardless of when the final workload will be completed.*

iv. ***NOTE*** a separate CRF and POE may be submitted for each workload engagement, and it may be preferable if the workloads will complete deployments at different times.

v. ***NOTE*** for all NHSE Organisation the NHSE FastTrack Benefit should be *provided as a benefit and identified at no cost.*

ii) The NHSE FRP will download the NHSE FastTrack Program [Proof of Execution (POE) template](#), complete the template, obtain the NHSE Organisation's signature, and upload the POE and submit the Payment Request for 100% of the workload incentive.

i. ***NOTE*** CRF and POE must both be approved by NHSE prior to submission.

ii. ***NOTE*** CRF must be submitted and accepted by Microsoft for the NHSE FRP to be eligible to engage with the NHSE Organisation, NHSE FRP will not be eligible for incentive payment until the POE has been submitted, reviewed, and approved.

iii. ***NOTE*** up to three (3) workloads may be submitted in the same CRF and POE only if the workloads deployment timelines will complete at the same time. If more than one workload is submitted on one (1) CRF then only one (1) POE containing all corresponding workloads can be submitted and ALL workloads must be completed before the POE is submitted and approved. *Once a CRF is submitted and accepted the workloads cannot later be submitted as separate POEs regardless of when the final workload will be completed.*

iv. ***NOTE*** a separate CRF and POE may be submitted for each workload engagement, and it may be preferable if the workloads will complete deployments at different times.

iii) Microsoft will evaluate the request for eligibility. If approved, the NHSE FRP will receive an approval notification and then the funds according to the payment terms below.

3. Determination.

i) Microsoft will evaluate the signed [Claim Registration Form (CRF)](#) for completeness. If approved by Microsoft, the NHSE FRP will receive approval notification from [FTSpIncentiveClaims@Microsoft.com](#).

ii) Microsoft will evaluate the [Proof of Execution (POE)](#) and [Payment Request](#) for completeness. If approved by Microsoft, the NHSE FRP will receive approval notification from [FTSpIncentiveClaims@Microsoft.com.](#)

iii) If approved by Microsoft, the incentive payment to the NHSE FRP will be made.

iv) [FastTrack Partner Community Terms and Conditions](#) apply. Review the [Payment and Dispute guidance](#) if you have any questions.

v) Payment is based on submission and acceptance of the CRF and POE, which Microsoft will evaluate and either approve or deny based on the requirements in Section 2 Milestone Eligibility above.

vi) Only NHSE FRP, a FastTrack Ready Partner who has been invited and accepted Microsoft's invitation through the Partner Community Portal to participate in the National Health Service England FastTrack Program, is eligible to participate.

vii) All work must be performed by the NHSE FRP signing the CRF and POE.

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4. **Payment Milestone.**
   NHSE FRP may earn payments based on achieving the following milestone(s) as measured through submission of:
   - Claims Registration Form (CRF)
   - Proof of Execution (POE)
   - Registration and Payment Request

5. **Deadline.**
   i) NHSE Organisation engagements must be completed within a maximum of five (5) months from project initiation, as defined by the dates in the CRF and POE.
   ii) Up to three (3) workloads may be submitted in the same CRF and POE only if the workloads deployment timelines will complete at the same time. If more than one workload is submitted on one (1) CRF then only one (1) POE containing all corresponding workloads can be submitted and ALL workloads must be completed before the POE is submitted and approved for payment. *Once a CRF is submitted and accepted the workloads cannot later be submitted as separate POEs regardless of when the final workload will be completed.*
   iii) CRF and corresponding POE accepted submission are only eligible for a single 100% payment upon completion of the work.
   iv) Only NHSE FRP, a FastTrack Ready Partner who has been invited and accepted Microsoft's invitation through the Partner Community Portal to participate in the National Health Service England FastTrack Program, is eligible to participate.
   v) All work must be performed by the NHSE FRP signing the CRF and POE.
   vi) NHSE FRPs acknowledge and agree they will not submit any NHSE Organisation workload claims through CPOR as the NHSE managed services partner has the overall NHSE agreed claims for all workloads in this single tenant. NHSE FRP acknowledges and agrees claiming CPOR for any NHSE Organisation workload could result in the rejection of associated CRF and/or POE.
   vii) A limit of up to three (3) workloads in total may be deployed to each of the 120 eligible NHSE Organisations.

6. **Payments.**
   i) Payment will be paid upon receipt of the required documents listed under Payment Milestone following the standard Program practice, 45 days after the close of the month in which the milestone is achieved.
   ii) Per **Section F** of the Terms and Conditions, NHSE FRPs are responsible for any related taxes. The Program will only pay up to the stated incentive amount, all payments are inclusive of any tax obligations.
   iii) See rate card below for milestone payment values.

4) **PAYMENT TERMS.**
   a. All Eligible Customer incentives are determined by the number of eligible licenses on the milestone achievement date or the criteria identified in the individual Program payment terms.
   b. If an Eligible Customer's subscription expires or is terminated during the Program Term, or Eligible Customer's subscription otherwise changes to make them fall below the 150-PAU minimum (and therefore no longer an Eligible Customer), the Eligible Licenses must be renewed to at least the

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150PAU minimum for the Incentive Payments to continue to be calculated against that Eligible Customer's Qualifying Workloads.

c. Incentive milestones may be earned one time per Eligible Customer.

d. Milestone achievements are evaluated and associated earning statements are published within 45 days of the end of the month in which the milestones are achieved.

e. Incentive earning statements are published to the Partner Statements section of the Partner Community Portal. These are available to the Primary Contact, Accounting Manager, and anyone else with a 'Program Admin' or 'Statement Admin' portal role.

f. Payment associated to these statements will be initiated within 5 business days of the earning statement being published.

g. Payments will be processed via Microsoft Payment Central ("**Payment Central**") and released to the Program Partner in accordance with Payment Central standard processes.

h. The payments will be made in local currency. The rate of conversion for USD to transaction currency will be based on Microsoft's budgeted exchange rate for the current fiscal year.

i. Any payments provided under this Program are independent of any other payments due under any other Microsoft payment program.

j. Changes to Payment Central profile description or contact information may result in failed payments. If Payment Central profile is modified Program Partner should submit a Payment Support ticket at https://aka.ms/PXPartnerSupport to notify the Payment Operations Team of the changes.

k. Failed Incentive payments will be held for 180 days. After 180 days, Program Partners will forfeit their incentive earnings if the required bank documentation, tax documentation or other item blocking Payment Central payment has not been resolved.

l. The Program is unable to provide Act of Acceptance (AoA) documents. Program Partners doing business in countries requiring AoA documents will need to identify an alternative solution for collecting Program earnings.

5) ADJUSTMENT TO PAYMENTS.

a. A Program Partner must report any errors, issues, disputes, or missing payments regarding the calculation of Incentive Payments to Microsoft via https://aka.ms/PXPartnerSupport (Add a Payment Dispute button) within 90 days of statement date from Microsoft. If Microsoft has not received written notice from the Program Partner within the 90-day period, Program Partner will be deemed to have accepted the calculation and payment.

b. Program Partners removed from Program are not eligible to dispute the final payment statement. The last payment will be considered final, and no correspondence will be entered into.

c. Microsoft reserves the right at any time to adjust payments to the Program Partner if Microsoft identifies any discrepancy, error, or omission.

d. Microsoft offers payments under this Program in its sole discretion. In the event of any dispute arising from or in relation to this Program and/or a payment, the decision of Microsoft is final and binding. No correspondence will be entered into.

e. If Program Partner fails to meet the requirements and milestones for an incentive program after receiving payment, Microsoft may:

- Withhold incentive earnings from subsequent payments (or any successor agreement), and

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- If the Program Partner does not achieve the requirements for deployments anticipated and therefore receives funds in excess of actual earnings, then Microsoft reserves the right to recover the unearned portion of the payment.

6) FASTRACK READY PARTNER ONLY INCENTIVE PROGRAM RATE CARD. Modern Work Deployment Offer Incentives

Offers	Incentive Eligible Dates	Enterprise (*up to these amounts*)	SMC-C Managed (*up to these amounts*)	Workloads
FY24 Offers*				
FY24 M365 Deployment	July 1, 2023 to June 30, 2024	$75,000	$25,000 Deals >$750K up to $50,000	M365 E3 & E5 workloads, FLW (F3/F5) attached to M365 E3/M365 E5, Compliance, Teams Phone
FY24 Migration + M365 Deployment	July 1, 2023 to June 30, 2024	$100,000	$40,000 Deals >$750K up to $65,000	Migrate & deploy M365 E3 & E5, FLW (F3/F5) attached to M365 E3/M365 E5, Compliance, Teams Phone Migration from Office OnPrem and/or – one or more compete migration from all competitors.
FY23 H2 Offers**				
M365 Deployment H2	January 6, 2023 to June 30, 2023	$75,000	$25,000 Deals >$750K up to $50,000	M365 E3 & E5 workloads, FLW (F3/F5) attached to M365 E3/M365 E5, Compliance, Teams Phone

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Migration + M365 Deployment H2	January 6, 2023 to June 30, 2023	$100,000	$40,000 Deals >$750K up to $65,000	Migrate & deploy M365 E3 & E5, FLW (F3/F5) attached to M365 E3/M365 E5, Compliance, Teams Phone Migration from Office OnPrem and/or – OKTA, VMWare, Zoom, Slack, Box
FY23 H1 Offers**				
M365 Deployment	November 1, 2022 to June 30, 2023	$75,000	$50,000	M365 E3 & E5 workloads, Compliance, Teams Phone
	July 1, 2022 to October 31, 2022	$50,000	$50,000	
Migration + M365 Deployment	November 1, 2022 to June 30, 2023	$100,000	$75,000	Migrate & deploy M365 E3 & E5,
				Compliance, Teams Phone Migration from Office OnPrem and/or – OKTA, VMWare, Zoom, Slack, Box
Growth Bets	July 1, 2022 to June 30, 2023	$50,000	$50,000	Frontline Worker, Viva, Teams Room, Teams Phone, Windows 365

*Vouchers accepted during H1 (July 1, 2022 to January 5, 2023) will be governed by the H1 offer information, voucher workloads, dates, and rates, H2 vouchers accepted on or after January 6, 2023, will be governed by the H2 offer information, voucher workloads, dates, and rates. Per above, the voucher name will indicate H1 or H2 voucher.

*Incentive rates indicate maximum amount possible for voucher value, voucher values determined by Eligible Customer deal.

* Growth Bets (H1) and M365 Deployment Offer (H1) can be combined:

- a. Enterprise Eligible Customer maximum payout opportunity –
    - i. July 1 – Oct 31, 2022 - $100,000 combined per TPID
    - ii. Nov 1 – June 30, 2023 - $125,000 combined per TPID
- b. SMC-C customer maximum payout opportunity - $100,000 combined (July 1, 2022 – June 30, 2023) per TPID **FY23 Offers**:

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** Migration + M365 Deployment Offer (H1 and H2) can be combined with the M365 Copilot Deployment Offer voucher, beyond the M365 Copilot Deployment Offer voucher the Migration + M365 Deployment (H1 and H2) cannot be combined with another offer.

** M365 Deployment Offer H2 can be combined with the M365 Copilot Deployment Offer voucher, beyond the M365 Copilot Deployment Offer voucher the M365 Deployment (H2) cannot be combined with another offer.

FY24 Offers:

*   Migration + M365 Deployment Offer can be combined with the M365 Copilot Deployment Offer voucher, beyond the M365 Copilot Deployment Offer voucher the Migration + M365 Deployment Offer cannot be combined with another offer.

*   M365 Deployment Offer can be combined with the M365 Copilot Deployment Offer voucher, beyond the M365 Copilot Deployment Offer voucher the M365 Deployment Offer cannot be combined with another offer.

Combining M365 Deployment Offer or Migration + M365 Deployment Offer and M365 Copilot Offer

- M365 Copilot Deployment Offer can be combined with the Modern Work Deployment Offer M365 Deployment Offer *or* Migration + M365 Deployment Offer, but **total payout cannot exceed:**
  - **Enterprise -** $75,000 MWDO M365, $50,000 M365 Copilot. $125,000 combined
  - **SMC-C -** $50,000 MWDO M365, $50,000 M365 Copilot. $100,000 combined

Microsoft 365 Customer Success Offer Incentives

- Payment Tier 1: Eligible Customers with between 500 and 4,999 seats of purchased commercial SKUs of Office 365 E1/E3/E5.
  - Max payout $25,000 USD, paid at $15/user deployed (minimum 2 eligible workloads) up to paid seat cap. The deployment user size may not exceed the total paid seats. Total seats and payout amount to be verified by Microsoft at the end of the completion month.
- Payment Tier 2: Eligible Customers with greater than 5,000 seats of purchased commercial SKUs of Office 365 E1/E3/E5.
  - Max payout $50,000 USD, paid at $15/user deployed (minimum 2 eligible workloads) up to paid seat cap. The number of users eligible for deployment may not exceed the number of paid licenses not in use at the time the voucher is issued.

Offers	Incentive Eligible Dates	Enterprise (*up to* Managed (*up to amount***)	SMC-C *these amounts*)	Workloads (must deploy 2+ workloads)
FY24 Offers*				

Microsoft

Payment Tier 1 (500 to 4,999 seats of Office 365 E1/E3/E5)	August 3, 2023 to June 30, 2024	Up to $25,000	Up to $25,000	Exchange Online, SharePoint Online, Teams (chat, collab, meetings) and M365 Apps (Office Apps)
Payment Tier 2 (5,000+ seats of Office 365 E1/E3/E5)	August 3, 2023 to June 30, 2024	Up to $50,000	Up to $50,000	Exchange Online, SharePoint Online, Teams (chat, collab, meetings) and M365 Apps (Office Apps)

*Microsoft 365 Customer Success Offer cannot be combined with another offer.

** Up to amount - Actual incentive value and voucher payment is calculated at US$15/seat, based on the actual seats deployed as stated on the Proof of Execution (POE) document signed by FastTrack Ready Partner and Eligible Customer, observing a minimum of two workloads deployed out of the four: Exchange Online, SharePoint Online, Teams (chat, collab, meetings) and M365 Apps (Office Apps).

Example for reference purposes only.

- **Scenario 1:** Customer has 4,000 licenses of Office 365 E3. FastTrack Ready Partner and Eligible Customer agree to a deployment to 1,500 users on EXO, Teams and SPO. Deployment completes with 1,500 users adopting EXO, Teams and SPO. FastTrack Ready Partner is paid at $15/seat at 1,500 users for a total payment of $22,500.

- **Scenario 2:** Customer has 2,000 licenses of Office 365 E1 and E3. FastTrack Ready Partner and customer agree to a deployment to 700 users on Teams and SharePoint. Deployment completes with 700 users adopting Teams and SharePoint. FastTrack Ready Partner is paid at $15/seat at 700 users for a total payment of $10,500.

- **Scenario 3:** Customer has 4,000 licenses of Office 365 E5. FastTrack Ready Partner and customer agree to a deployment to 2,500 users on Teams and SharePoint. Deployment completes with

  2,500 users adopting Teams and SharePoint. FastTrack Ready Partner is paid at $15/seat at 2,500 users for a total payment of $25,000. *Deployment size has reached payment cap for the payment tier (based on customer size)*.

- **Scenario 4:** Customer has 1,000 licenses of Office 365 E3. FastTrack Ready Partner and customer agree to a deployment to 250 users on Exchange Online, Teams, M365 Apps and SharePoint. Deployment completes with 100 users adopting SPO and Teams, and 150 users adopting EXO and M365 Apps. FastTrack Ready Partner is paid at $15/seat at 250 users for a total payment of $3,750.

M365 Copilot Deployment Offer (FY24)

*Only partners that are **both a Copilot JumpStart Partner and a FastTrack Ready Partner** are eligible to participate in this program.*

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Offers	Incentive Eligible Dates	Voucher Value	Workload
Copilot Voucher	November 1, 2023 to June 30, 2024	up to $50,000	Deploying M365 Copilot and activities supporting readiness

* The M365 Copilot Deployment voucher can be combined with either the Modern Work Deployment Offer M365 Deployment voucher *or* Migration and M365 Deployment voucher for one Eligible Customer, one TPID. Beyond the Modern Work Deployment Offer M365 Deployment voucher or Migration and M365 Deployment voucher this program cannot be combined with another offer.

• M365 Copilot Deployment Offer can be combined with the Modern Work Deployment Offer M365 Deployment Offer *or* Migration + M365 Deployment Offer, but **total payout cannot exceed:**
  - **Enterprise -** $75,000 MWDO M365, $50,000 M365 Copilot. $125,000 combined
  - **SMC-C -** $50,000 MWDO M365, $50,000 M365 Copilot. $100,000 combined

National Health Service England FastTrack Program Incentives

Only **NHSE FRP**, a FastTrack Ready Partner *who has been invited and accepted* Microsoft's invitation through the Partner Community Portal to participate in the National Health Service England FastTrack Program, *is eligible to participate.*

NHSE Organisation Tiers	Incentive per Workload	Note*
Tier 1 -Small - 150 to 2,999 users	$3,500	Organisations may deploy up to 3 workloads
Tier 2 -Medium - 3,000 to 5,999 users	$6,000	Organisations may deploy up to 3 workloads
Tier 3 -Large - 6,000 to 11,999 users	$10,000	Organisations may deploy up to 3 workloads
Tier 4 -XL - 12,000+ users	$15,000	Organisations may deploy up to 3 workloads

*NHSE Organisations may engage with one (1) partner for each workload allowing for specialization or may engage with the same NHSE FRP for more than one workload. Each of the eligible 120 NHSE Organisations may deploy up to a total of three (3) workloads.

* NHSE FRPs acknowledge and agree they will not submit any NHSE Organisation Trust workload claims through CPOR as the NHSE managed services partner has the overall NHSE agreed claims for all workloads in this single tenant. NHSE FRP acknowledges and agrees claiming CPOR for any NHSE Organisation workload could result in the rejection of associated CRF and/or POE.

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