**General Questions:**

1. **Question:** Can a customer change from a public plan to a private plan?

**Answer:** Yes, if the private plan has the same billing terms as the public plan.

1. **Question: As an ISV, how to handle upsell on a currently accepted private offer?**

**Answer:** Create supplemental private offers based on a different plan, use v2 option if leveraging same public plan, or cancel and create new private offers for future years.

1. **Question: What happens if a partner has created two overlapping private offers for the same product and customer?**

**Answer: T**he system is expected to pick the lowest price for the plan if there are more than one active private offers.

1. **Question: Is there a way to get the 50% discount on the agency fee for private plans?**

**Answer:** No, there is no discount for private plans.

1. **Question: Can a customer back out of an accepted private offer?**

**Answer:** There is no reversing or canceling an accepted private offer. The customer can elect not to purchase, or the partner can submit a support ticket to cancel the accepted private offer.

1. **Question: Are private offers supported in the Azure Government Marketplace?Answer:** No, private offers are not supported in the Azure Government Marketplace.
2. **Question: Is there a way to see the acceptance and activation of a private plan?Answer:** Private plans have no indicator of acceptance or subscription in Partner Center. For private offer, partners would receive email updates as well as status in Partner Center.
3. **Question: Is there an audit trail available in Partner Center for partners to see who/when purchased a private offer?**

**Answer:** Insights reports show who purchased it but not who accepted it.

1. **Question: What happens to active private offers if a partner stops selling one of their public plans?**

**Answer:** The price from the accepted date of the contract will remain, but current private offers that have been accepted but not purchased will be blocked.

1. **Question: What happens if a partner has created two overlapping private offers for the same product and customer?**

**Answer:** The system is expected to pick the lowest price for the plan if there are more than one active private offers.

1. **Question**: is the private offer and private plan the same?

**Answer**: No, private offer and private plan are different.

For private plan: please refer to this documentation: [Private plans in the Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/private-plans)

For private offer: please refer to this documentation: [ISV-to-customer private offers - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/isv-customer)