

# Microsoft Dynamics 365

## “Bridge to Cloud 3” Promotion

Updated: September 2025

On January 1, 2026, Microsoft will launch the “Bridge to Cloud 3” (BTC3) NCE promotion, offering eligible “Dynamics on-premises” commercial customers a 30% discount during a 3-year non-cancellable term when migrating to most Dynamics 365 online products licensed through an eligible partner-led NCE subscription.

### POLICY

#### Promotion Details

- **Eligible Products:** This promotion applies to customers migrating *from* most Dynamics on-premises perpetual products purchased through DPL *to* functionally similar Dynamics 365 online per-user commercial offers with a 3-year term on NCE. See Exhibit 1 below for the list of eligible “from” and “to” product combinations.
- **Signup Period:** January 1, 2026 – December 31, 2027. To signup, partner must enroll customer in an applicable CSP NCE subscription for each desired product with this promotion selected and follow the process below to notify MBS Operations (ROC) to extend its on-premises EP benefits. After signup period ends, additional users may be added to existing BTC3 subscriptions, but new BTC3 subscriptions (e.g., for additional products) are not permitted.
- **Discount & Duration:** 30% discount on standard commercial-segment list price applies during fixed 3-year term from enrollment. Non-renewable. After promotional period ends, subscriptions will renew with normal (undiscounted) pricing (unless cancelled).
- **Licensing Program:** Cloud Solution Provider (CSP) (NCE partner-led only)
- **Licensing Requirements:**
  - **Minimum CSP value.** Customer must purchase eligible Dynamics 365 online licenses with a minimum Annualized CSP Value equal to the annual EP renewal amount (before partner discount) of their existing Dynamics on-premises license.

In this section, “Annualized CSP Value” is computed using the commercial-segment estimated retail price of the Eligible Online Product (after promotional discount but before partner discount/margin), using the SKU’s triennial term with annual billing frequency option.
  - **Maintain CSP value.** Customers must maintain the Minimum CSP Value (described in prior paragraph) during the entire promotional term.
  - **Enhancement Plan requirements.** Customers with an active EP plan may enroll in the promotion at any time during their EP plan’s term (that is within the “Signup Period” defined above), but no credit or refund will be provided for the unused portion of the current EP plan’s term.

Customers with a lapsed EP plan (beyond a 30-day grace period) must pay “lapsed fees” from their EP plan’s expiration date to the present, up to a maximum of 3 years, except lapsed fees are capped at 1 year for Dynamics NAV 2009, Dynamics GP 2010, Dynamics AX 2009, and Dynamics AX 2012.

- Product availability. Promotion is limited to geographies where the applicable Dynamics 365 online product is available with a 3-year term via CSP’s NCE Partner-Led channel.
- New customer on cloud product. Customer must not have previously purchased the same online product via any channel (e.g., legacy CSP, NCE, EA, MCA-E). However, prior online purchase of a trial offer/quantity meeting the criteria in FAQ #Q2 below does not disqualify the customer.
- Existing on-premises customers only. The Dynamics on-premises perpetual license must have been purchased prior to September 1, 2024.

- **Additional Benefits:**

- Flexible billing. Most eligible products in NCE offer triennial, annual and/or monthly billing options, with the CSP partner determining the specific billing terms to make available to each customer. Regardless of billing frequency, eligible subscriptions have a fixed 3-year (non-cancellable) term.
- Dual Access Rights. Customers who enroll in this promotion can request EP renewal at no additional cost during their promotional term.

During the “EP Benefit Period”, customers may continue expanding and upgrading their legacy on-premises system. Any expansion (e.g., adding users) requires purchase of additional on-premises licenses through the Dynamics Price List. Other EP benefits like affiliate license transfer remain available during this period.

- Dual Use Rights (DUR). Dual use rights apply to most Dynamics 365 online licenses purchased through this promotion as set forth in the “Dual Use Rights” section of the Product Terms (see [microsoft.com/licensing/terms](https://microsoft.com/licensing/terms)). Although dual use rights provide for on-premises use of the current online version (and limited prior versions), it does not include support or EP benefits, does not enable adding users to an existing on-premises system, may require purchase of ancillary products (e.g., SQL), and does not apply to on-premises use of “\$0” online user licenses. On-premises users licensed via dual use rights cannot be added to or combined with users licensed under a DPL on-premises license (e.g., the existing on-premises system). Operating an on-premises implementation long term through dual use rights is not intended or recommended.
- \$0 Users (only applicable for customers migrating to Business Central). This benefit applies only to customers migrating from a Dynamics concurrent user license product (or who previously transitioned from a Dynamics concurrent user license product) to Dynamics 365 Business Central online, where the customer’s annual EP renewal amount (before partner margin discount) is more than 2x the customer’s annual EP renewal amount for equivalent usage (“Threshold Amount”).

If the customer’s Annualized CSP Value exceeds the Threshold Amount, the customer may request extra licenses at no additional cost for use **up to two years** during the promotional term (“\$0 User Benefit Period”). The number of such extra \$0 licenses is limited to a value (at promotional price) not to exceed twice the EP cost. See “Promocode (\$0) Users” section in the FAQ (below) for information on \$0 user licenses.

- 50% discount on additional on-premises users. Until December 31, 2027, customers enrolled in this promotion requiring additional on-premises perpetual user licenses for use during their cloud migration may avail of a 50% discount on the estimated retail price in the Dynamics Price List (DPL). This discount applies to on-premises SKUs for full users, limited/team members users and devices only. The purchase amount at the discounted price will be added to the customer's PLP, effectively discounting the cost of the support plan (e.g., EP) for the added users. The customer may need to increase the value of their cloud subscription at their next EP anniversary due to the increased PLP.

The 50% discount is limited to: (i) a single one-time order; (ii) estimated retail price of the users ordered (before discount) not to exceed 25% of the total protected list price (PLP) of the existing on-premises license, and (iii) order submitted by partner before December 31, 2027.

This promotion is intended for customers committed to migrating to the cloud. Customers returning to or remaining on on-premises licenses after the promotional period who want Enhancement Plan (EP) benefits are subject to normal backpay and penalty policies.

**Partner Margin:** Normal Dynamics 365 CSP/NCE margins apply (no margin on \$0 user licenses).

In this document, "EP" refers to the three Dynamics Service Plans: Enhancement Plan, Advantage Plan, and Advantage Plus Plan.

**NOTICE: Microsoft reserves the right to discontinue this promotion, and/or to modify these policies and the promotion's terms, conditions and launch date, at any time.**

## Partner Ordering Process

- 1) Ensure customers meet the licensing requirement described above
- 2) Order the promotional offer for your customer through Partner Center
  - a) From Partner Center's main menu, select "Customers" and then choose the applicable customer.
  - b) Select "+ New Subscription".
    1. On the Online Services tab, search for the desired Dynamics 365 product. It must be labelled "New Commerce Experience" to be eligible for the promotion.
    2. Then, enter desired quantity and select "Add to Cart".
  - c) Add any additional products to be purchased to the cart.
  - d) Select "Review". On the review screen, choose the "Triennial" term for the promotional products (only purchases with a fixed 3-year term are eligible).
  - e) Also, on the review screen, select "30% discount" from the "Promotions" dropdown box.
  - f) Select "Details" to confirm that you've selected the "Bridge to the Cloud 2" promotion. Then select "Done".
  - g) Select "Buy" to complete the purchase.
- 3) To request a \$0 EP renewal for the on-premises system, open a request/ticket (via PSBC or email) with your regional operations center (ROC) and provide the customer's PSBC account number, online tenant id, and a screen shot from Partner Center reflecting the online subscription purchase. For US, Canada, or LATAM, contact ROC at [mbsorder@microsoft.com](mailto:mbsorder@microsoft.com). For Europe, Middle East, or Africa, contact ROC at [mbsquery@microsoft.com](mailto:mbsquery@microsoft.com). For APOC, China, Japan, or India, contact ROC at [mbslques@microsoft.com](mailto:mbslques@microsoft.com).
- 4) Partner must ensure customers' continued compliance throughout the promotional period.
- 5) Current PSBC partners should opt-out their customers from EP auto-bill to prevent fee-based EP from auto-renewing.

## Regional Operations Center (ROC) Role:

- 1) ROC confirms customer eligibility
- 2) ROC discounts the customer's EP 100% (1 year), guaranteeing continued EP benefits providing customer maintains their eligibility.
- 3) ROC fulfills approved Web Direct additional seat requests

## Exhibit 1

| <b>FROM: Dynamics ERP (on-premises)</b>  | <b>TO: Eligible Online Product</b><br><b>Note: Commercial only, on 3-year purchase option only. NCE partner-led only</b>  |
|--|---|
| Dynamics 365 Business Central<br>Dynamics NAV<br>Dynamics GP<br>Dynamics SL<br>Dynamics C5<br>Dynamics 365 for Operations<br>Dynamics AX<br>Dynamics RMS/POS<br>Dynamics XAL | Dynamics 365 Business Central Premium<br>Dynamics 365 Business Central Essentials<br>Dynamics 365 Business Central Device<br>Dynamics 365 Business Central Device (100 seat min)<br>Dynamics 365 Business Central Team Member<br><br>Dynamics 365 Commerce<br>Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Finance Premium<br>Dynamics 365 Finance<br>Dynamics 365 Finance Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Human Resources<br>Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Operations – Activity<br>Dynamics 365 Operations – Device<br>Dynamics 365 Project Operations<br>Dynamics 365 Project Operations Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Supply Chain Management Premium<br>Dynamics 365 Supply Chain Management<br>Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Team Members |

| <b>FROM: Dynamics CRM (on-premises)</b> | <b>TO: Eligible Online Product</b><br><b>Note: Commercial only, on 3-year purchase option only. NCE partner-led only</b>   |
|---|--|
| Dynamics CRM                            | Dynamics 365 Customer Service Enterprise<br>Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Customer Service Professional<br>Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Field Service<br>Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Sales Enterprise Edition<br>Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Sales Professional<br>Dynamics 365 Sales Professional Attach to Qualifying Dynamics 365 Base Offer<br>Dynamics 365 Team Members |

\*Note: Attach licenses can only be licensed in conjunction with an appropriate qualifying base license. See the Dynamics 365 Licensing Guide at [aka.ms/d365licensingguide](https://aka.ms/d365licensingguide) for details.

## FAQ

ELIGIBILITY

PRICING AND LICENSING

PROMOCODE (\$0) USERS

DUAL ACCESS RIGHTS

ENHANCEMENT REQUIREMENTS AND RENEWALS

MARGINS AND INCENTIVES

ORDERING AND SUPPORT

REFERENCES

## ELIGIBILITY

### **Q1: What are the key differences between Bridge to the Cloud 2 and Bridge to Cloud 3?**

A: Bridge to Cloud 3 provides less discount (30% vs 40%) and a reduced duration for \$0 user benefits (2 years vs 3 years).

### **Q2: Can customers who previously licensed Bridge to the Cloud 1 (BTTC), Bridge to the Cloud 2 (BTTC2), or any other migration offer use this promotion?**

A: No, customers of existing/prior migration promotions are ineligible for BTC3.

### **Q3: Can customers who licensed a small quantity of Dynamics 365 online licenses for testing enroll in this promotion?**

A: Use of a free trial offer (prior to BTC3 enrollment) does not impact eligibility for this BTC3 promotion.

Although customers with prior paid online licenses of same product are normally ineligible for this promotion, as an exception such customer is not excluded if their peak number of paid Dynamics 365 online full users to date does not exceed 10% of the number of full users that will be licensed at BTC3 enrollment.

### **Q4: Can customers with lapsed EP enroll in this promotion?**

A: Customer must have active EP to enroll. However, as an exception, customers whose EP lapsed for 30 days or less may enroll without facing lapsed fees.

Customers with EP lapsed for more than 30 days must pay for the lapsed period to enroll in the promotion. Lapsed fees are capped at 3 years' backpay, except for customers licensed on Dynamics NAV 2009, Dynamics GP 2010, Dynamics AX 2009 or Dynamics AX 2012 which are capped at 1 year's backpay (provided this capped value is requested when the renewal order is submitted). Once enrolled, renewal EP cost for the forthcoming year will be waived.

### **Q5: Can this promotion be combined with other transition offers or promotions?**

A: No, this promotion cannot be combined with other offers or promotions.

**Q6: Can customers who acquired Dynamics NAV before the September 1, 2024, cutoff date, but transitioned to Business Central on-premises after such date participate?**

A: Yes. For example, a customer who purchased Dynamics NAV in 2017 and transitioned to Business Central in 2025 would not be disqualified from this promotion.

## **PRICING AND LICENSING**

**Q7: What is the minimum CSP licensing requirement for customers?**

A: See "Minimum CSP value" and "Maintain CSP value" sections in the Policy above. Example: If the annualized EP amount (before partner discount) is \$1200, the monthly CSP amount (after promotional discount and before partner discount) must be at least \$100/month. Partner **must** ensure customers continue to comply throughout the term. Compliance audits may be conducted.

The annualized EP amount is calculated using the EP percentage in effect on the BTC3 enrollment date for new EP contracts. For example, if standard EP rates were x% for CY2025 and y% for CY2026, and the customer's annual EP contract was ending in March 2026, then a BTC3 enrollment in February 2026 would use y% in determining the Minimum CSP value.

**Q8: How is the minimum CSP licensing requirement for a customer calculated?**

A: If partner is assigned as partner of record for the customer's on-premises account:

- Create a quote for customer through My Messages in PSBC
- Validate cost of customer's EP renewal (include SQL and Universal Code fees, where applicable)
- Divide annual EP renewal cost on quote (before partner margin) by 12 for monthly CSP minimum
- Note: Value is based on suggested customer EP price before subtracting partner margin

If partner is NOT the partner of record for the customer's on-premises account:

- Contact your local ROC to request a screenshot of the customer's total license value and calculation of the annual EP renewal cost. Be sure to include an email from the customer (an individual listed on customer's account in PSBC or using a company email address (i.e., ) which authorizes MS to share customer's license value with [Partner Name].
- Divide annual EP renewal cost on quote (before partner margin) by 12 for monthly CSP minimum
- Note: Value is based on suggested customer EP price before subtracting partner margin

**Q9: Can a customer enroll multiple on-premises licenses into a single CSP tenant using BTC3?**

A: Yes, provided all customer's entities are common control affiliates and have an eligible on-premises product license with active EP. The value of the BTC3 subscription must exceed the combined EP value across all on-premises licenses which the customer intends to enroll. Please note that the 30% promo discount's three-year term begins when the first promo seats are licensed.

**Q10: Can a customer enrolled in the promotion add additional products after December 31, 2027?**

A: No. Once the signup period ends, new BTC3 subscriptions (e.g., for additional products) cannot be created. However, additional users may be added to existing BTC3 subscriptions. For example, a customer who licensed Business Central Essentials users through the BTC3 promo on or before December 31, 2027 can add additional Business Central Essentials users during the remainder of the three-year subscription

term, but cannot not create a new subscription for Business Central Team Members (with the BTC3 discount) after December 31, 2027.

**Q11: Will CSP price changes (including currency exchange rate updates) impact BTC3 customers?**

A: Standard NCE (CSP) pricing policies apply. Such policies historically have not applied CSP price changes mid-term (i.e., until next renewal).

**Q12: If a customer chooses monthly rather than annual or triennial billing frequency on their BTC3 subscription, will they be charged a higher price? How will this impact calculation of the Annualized CSP Value?**

A: Standard NCE (CSP) pricing policies apply, including the 5% higher price (effective April 1, 2025) on new and renewing subscriptions with monthly billing on annual and triennial term subscriptions.

When calculating the Annualized CSP Value (as referenced in the Policy section above), the price of the SKU's triennial term with annual billing frequency is used, even if monthly-billing option is selected. Therefore, customers using monthly billing on their BTC3 subscription must license CSP subscriptions valued of at least 105% of their EP cost in order to satisfy the Minimum CSP Value requirement.

**Q13: Will EP price changes impact BTC3 customers?**

A: The Minimum CSP value for customers enrolling in BTC3 is calculated using the EP rate in effect on the date of enrollment (e.g., 20%). Unless the customer adds on-premises users or functionality, the Minimum CSP Value remains unchanged during the 3-year promotional term. If the customer adds such users/functionality, the minimum value is recalculated using the percentage in effect at enrollment (e.g., 20%), and the CSP subscription value must be increased at the next EP anniversary to maintain parity with the EP value.

**Q14: Can customers reduce the number of promo licenses, and/or cancel their online subscription prior to the end of its 3-year term?**

A: Standard NCE (CSP) pricing policies apply, including restrictions on mid-term cancellation/reductions.

**Q15: Can customers license additional promo users (above the Minimum CSP Value)?**

A: Standard NCE (CSP) pricing policies apply. As of this FAQ being drafted, customers can license additional Dynamics 365 online users (above the Minimum CSP Value) for the remainder of their subscription's term and receive the 30% discount on these users. However, licensing additional BTC3 promotional online users does not increase the number of users on the existing on-premises license.

**Q16: How can customers order additional users or functionality for their on-premises solution?**

A: Additional on-premises users, objects and other functionality can be purchased in DPL for customers using legacy on-premises systems during the promotional term. The license price plus the pro-rated EP for those licenses (for the remainder of the current EP year) will be charged through the DPL. At the customer's next EP anniversary, the online NCE subscription value will need to be increased to account for the increased EP value.

Prior to December 31, 2027, customers enrolled in this promotion requiring additional on-premises users for use during their cloud migration may avail of a 50% discount on the estimated retail price in the Dynamics Price List (DPL). See "Additional Benefits" in the Policy section above (page 3).



## PROMOCODE (\$0) USERS

### **Q17: What support is available for customers migrating from a concurrent user on-premises product to named user licensing in Business Central online?**

A: Customers migrating to Business Central (cloud) from a concurrent user product (or who transitioned to Business Central on-premises from Dynamics NAV or Dynamics GP and received additional on-premises 'upgrade' users through that transition) can request \$0 users for a maximum period of two years during the promotional term.

Note: The \$0 users do not include Dual Use Rights or dual access rights, nor can they be applied or exchanged for additional on-premises user licenses. These \$0 user licenses expire annually and, if still eligible, need to be renewed again. At the end of the \$0 User Benefit Period, if the customer wants to maintain these users, the customer must purchase users at promotional pricing (or at normal undiscounted pricing if the promotional term has expired).

### **Q18: For customers migrating to Dynamics 365 Business Central through this promotion, what is the process to request \$0 user licenses?**

A: To request \$0 user licenses, the CSP partner should contact Operations and provide the customer's PSBC account number and CSP tenant ID. Upon verification that the customer meets the eligibility requirements and Threshold Amount, Operations will provide Microsoft Online Subscription Program (MOSP) promotional codes (or such other mechanism that Microsoft may determine) which can be redeemed by the customer in the M365 Admin Center. Customer may need to provide a credit card for identification purposes when redeeming those codes (card will not be charged).

The initial request for \$0 user licenses should be submitted within the first six months of their promotional term. The final request for \$0 user licenses should be submitted when there are at least 18 months remaining on the promo subscription term (as \$0 users can only be redeemed for a max period of two years during the promotional term).

### **Q19: How will Microsoft determine the number of eligible \$0 users to be made available?**

A: The Policy above provides the conditions in which \$0 users can be requested. The examples below are for illustrative purposes only.

- Example 1: Customer has a Dynamics NAV system with an annual EP cost of \$8,400, and wants to migrate its 65 users to Business Central Essentials online. In this case, the monthly EP =  $\$8,400/12 = \$700/\text{month}$ , and if the BC Essential user promotional price is  $\$80 - 30\% = \$56/\text{user/month}$ , then once customer pays for the first 25 users ( $\$700 \times 2/\$56 = 25$ ) at the promotional price, Microsoft would provide up to 25 extra \$0 users ( $\$700 \times 2/\$56 = 25$ ) for a maximum period of two years during the promotional term. If further users were desired, Customer would purchase them (e.g.,  $65 - 25 - 25 = 15$  users) at the promotional price.
- Example 2: Customer has a Dynamics GP system with an annual EP cost of \$6,000, and wants to migrate to 10 users of Business Central Essentials online. In this scenario, the monthly EP =  $\$6,000/12 = \$500/\text{month}$ , and if the promotional price of BC Essentials is  $\$56/\text{user/month}$ , customer would not receive any \$0 users since its total cost of  $\$560 (= 10 \times \$56)$  is less than the threshold amount of  $\$1,000/\text{month} (= \$500 \text{ EP} \times 2)$ .
- Example 3: Customer who purchased Dynamics 365 Business Central on-premises system with 8 users of Business Central Premium wants to migrate to Dynamics 365 Business Central online

system. Calculation of \$0 users is not relevant, since customer never purchased a “concurrent” user-based system (i.e., customer did not migrate from Dynamics NAV).

## DUAL ACCESS RIGHTS

### Q20: What's the difference between dual use rights (DUR) and dual access rights?

- **Dual access rights:** Relates to continued use and upgrade of a *previously purchased* on-premises version while migrating during the promotion's term. It is a benefit of \$0 EP – see next FAQ.
- **Dual use rights (DUR):** Relates to use of a *current* version of on-premises product (but not most prior versions) as a benefit of subscribing to eligible cloud products. Where applicable, this right is provided through the Product Terms for the online product (not through this promotion per se).

### Q21: Customers in this promotion are entitled to dual access rights. What does this mean?

A: The dual access rights benefit of this promotion allows the customer to continue using, expanding and upgrading their existing on-premises license purchased via the Dynamics Price List while simultaneously deploying Dynamics 365 online. If the customer requires additional users for their on-premises system, the customer must separately license them via DPL.

Users licensed on CSP (NCE) through the promotion do not provide dual access rights benefits. For example, if a customer has a Business Central v20 on-premises license with 50 Premium users and then licenses 100 Premium v27 SLs via the BTC3 promotion, the customer is not entitled to downgrade the v27 cloud licenses to v20 or add the v27 users to their v20 on-premises version. The customer can access 100 Premium users via their cloud deployment.

Additionally, any \$0 users issued via a Web Direct promotional code may only be deployed online. They do not include dual use rights or dual access rights.

### Q22: Can customers purchase cloud licenses via the promotion and utilize Dual Use Rights to expand their on-premises deployments?

A: No. DUR licenses cannot be combined with an existing on-premises installation.

## ENHANCEMENT REQUIREMENTS AND RENEWALS

### Q23: Can customers revert to standard DPL Enhancement Plan renewals after enrolling in this promotion?

A: This promotion is designed for customers committed to migrating to the cloud. Re-enrollment in on-premises EP is not available (without applicable backpay and penalty fees from the end of the previously *paid* EP period).

### Q24: Does a customer need to enroll in this promotion before its Enhancement Plan anniversary date?

A: The customer should enroll in the promotion on or before its EP renewal date (with 30-day grace period provided) to avoid the cost of renewing EP for an additional year.

**Q25: Can a customer who just renewed its EP participate in this promotion?**

A: Yes, but the customer will receive no credit or refund for the unused/remainder of its EP plan's term.

**Q26: Do I need to contact operations at each EP anniversary to request \$0 EP renewal?**

A: Partners need to contact their local ROC only when the customer first enrolls in the promo. Partner should provide proof that customer licensed the required value of promo seats.

Operations will then renew the customer for a \$0 three-year plan (with annual installments). At each EP anniversary during the three-year term, Operations will review to ensure that the customer continues to meet the minimum licensing requirement and will then renew the \$0 EP for the forthcoming year.

**Q27: If a customer renews EP using this promotion, will its EP renewal date change?**

A: No, the customer's EP renewal date will remain the same. If a customer enrolls in BTC3 before its renewal date, the customer's no charge Enhancement Plan will show as 'pending' in PSBC until its regular anniversary date (renewal date).

**Q28: If customer purchases SQL Embedded Maintenance with their EP, is that included in determining the Minimum CSP Value?**

A: Yes, the cost of SQL Embedded Maintenance is included in determining the Minimum CSP Value.

**Q29: What happens when the promotional subscription's term ends?**

A: Upon renewal after the end of the promotional period, normal pricing will apply.

## **MARGINS AND INCENTIVES**

**Q30: Do partners receive a partner margin on sales using this promotion?**

A: Partner's normal CSP (NCE) margins (discounts) apply.

**Q31: Do sales of this promotion qualify for CSP partner incentives?**

A: Consult Microsoft Commerce Incentives (MCI) program documentation for questions about CSP partner incentives.

## **ORDERING AND SUPPORT**

**Q32: Can non-SPA partners participate in this promotion?**

A: Yes, such partners should follow the same steps as for a SPA partner and submit the required information to the appropriate MBS/DPL Operations support alias below.

**Q33: How can a partner join the CSP program?**

A: See <https://partner.microsoft.com/en-us/membership/cloud-solution-provider>

**Q34: Where can partners get CSP licensing support?**

A: For questions regarding a customer's CSP subscription, billing or other Online Services questions, please log your question via <https://partner.microsoft.com/support>. For licensing and technical questions, please utilize the Microsoft Partner Community (MPC): <https://www.microsoftpartnercommunity.com/>

**Q35: Where can partners get on-premises licensing support?**

A: SPA partners can submit a case to Operations through PartnerSource Business Center (PSBC).

Non-SPA partner (no access to PSBC) can submit case to Operations based on your customer's country:

- US, Canada, LATAM: [mbsorder@microsoft.com](mailto:mbsorder@microsoft.com)
- Europe, Middle East, Africa: [mbsquery@microsoft.com](mailto:mbsquery@microsoft.com)
- APOC, China, Japan, India: [mbslques@microsoft.com](mailto:mbslques@microsoft.com)

If related to a specific order, please include:

- a. Copy of CSP order confirmation (Order Start Date, Promo Name, Quantity) (and Partner Center subscription ID if known)
- b. Customer's PSBC account number and CSP Tenant ID

## REFERENCES

- [Dynamics 365 Licensing Guide](#) (general licensing information/dual use rights)
- [Dynamics 365 Pricing & Licensing](#) (for on-premises) (PSBC access required)
- [Dynamics 365 Geographic Availability](#) (for Dynamics 365 online)
- [Geographic Availability](#) (for Business Central online)

Partners can download the latest version of this document at <https://aka.ms/BTC3> (Partner Center access required) and <https://aka.ms/BTC3P> (PSBC access required)