

Microsoft 365 E3 3 Year Commit Launch & Acceleration Promotion in CSP FAQ

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Microsoft 365 E3 3-year (Triennial) Commitment Launch in CSP

To further enable partners to accelerate their Microsoft 365 E3¹ practice, Microsoft is introducing 3yr (Triennial) Commitment subscriptions of Microsoft 365 E3 in the CSP channel. These SKUs will be available for CSP Partners to transact with customers in Japan, Korea, India, LATAM and select markets in ASEAN on September 1st, 2024.

Microsoft is also excited to announce a new promotional offer for these newly launching M365 E3 3-year term SKUs. In addition to the CSP Accelerate M365 E3 15%² off promotion for annual subscriptions currently available, CSP Partners can also receive 10% off the net partner price³ of M365 E3 when transacting with eligible customers purchasing M365 E3 3yr term SKUs.

Whether accelerating customer migrations from on-premises software or upselling customers from eligible Office 365 subscriptions, Partners can leverage both the annual term and 3 year term CSP M365 E3 promotions to win deals. As Microsoft 365 E3 remains the foundational suite of productivity and security applications for the modern workplace, the newly launched & discounted 3-year subscriptions provide Partners an additional lever to win customers prioritize longer-term price predictability.

¹Also available via Microsoft 365 E3 (No Teams)

²CSP Accelerate M365 E3 15% 1-year promo available WW for eligible customers

³CSP Accelerate M365 E3 3yr 10% promo available in select markets for eligible customers

Microsoft 365 E3 Triennial Subscription Overview

What is Microsoft 365 E3?

Microsoft 365 E3 provides a foundational suite of productivity and security applications for the modern workplace. It includes additional features like advanced security, compliance tools, and full access to Office applications.

Starting with a zero-trust security foundation, Microsoft 365 reduces complexity in managing endpoints, optimizes costs through vendor consolidation and combines best-in-class productivity apps and simplified endpoint management to transform the way organizations work, giving the confidence to embrace enterprise-grade AI.

Put in practical terms, Microsoft 365 E3 users will benefit from capabilities including Endpoint DLP, and advanced eDiscovery. And as more people start bringing their own AI to work, IT block unsanctioned generative AI applications used for managed endpoints. Organizations with M365 E3 can also adopt secure, basic generative AI with Copilot for Commercial Data Protection, allowing their workforce to leverage the power of AI to answer questions based on available web data while ensuring their business data is protected and not used to train the model.

Commented [EJ1]: If E3 is comprehensive, what is E5? Maybe "foundational"?

Commented [EJ2]: Also feels like E5

Commented [JC3]: Isn't Insider Risk Management only in E5? There is threat protection and some information protection in E3.

Commented [JC4R3]: I think it may also be worth calling out that you can detect shadow IT including unsanctioned genAI app usage (and block use for managed endpoints) - if we want to include more of the AI story here. Since you can also have the Copilot with commercial data protection in that may be worthwhile mention for any potential customers that may be on-prem or compete products.

Commented [TV5R3]: pls feel free to add some AI related value, provided it is intrinsic to M3 vs other offers (things like AI-enhanced productivity for IW using apps)

Commented [JC6R3]: Gave it a go of adding in a bit more of the AI story.

Full Microsoft 365, Office 365, Enterprise Mobility + Security, and Windows 11 subscription details are available [here](#).

Where can I find Microsoft 365 E3 Triennial SKU transaction details.

Microsoft 365 E3 Triennial Subscription SKUs are available in the CSP channel via New Commerce in an End of Sale state, alongside the CSP M365 E3 Acceleration 3yr promotion (Product ID: CFQ7TTCOLFLX/0001)

Please note that as Microsoft 365 E3 Triennial subscriptions are in an End of Sale state, these SKUs will not be visible on the CSP pricelist, even in available markets, until End of Sale pricelists become available in FY25 Q2 (ETA). However, promotional information and IDs will be available September 1st via the [GetPromotions API](#)

Which markets are Microsoft 365 E3 Triennial subscriptions available for transaction?

The CSP M365 E3 Triennial subscription and new CSP M365 E3 3-year Accelerate promotion will both be available in select markets⁴ in Latin America, ASEAN, Japan, Korea, and India.

⁴ **LATAM:** Antarctica, Argentina, Bahamas, Belize, Bermuda, Bhutan, Bolivia, Brazil, Caribbean New Markets (Excl. Cuba), Cayman Islands, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Turks and Caicos Islands, Uruguay, Venezuela.
ASEAN: Cambodia, Indonesia, Laos, Malaysia, Maldives, Myanmar, Nepal, Philippines, Thailand, Vietnam (excludes Singapore)

Who should I target with Microsoft 365 E3 Triennial Subscriptions?

The CSP M365 E3 3-year promotion provides CSP Partners an additional deal-making lever to drive upsell with customers concerned about long-term predictability; the discounted M365 E3 net partner price will be fixed for the full 3-year term.

Microsoft recommends that partners leverage the new M365 E3 Triennial subscription and 10% off Accelerate promotion to:

- 1) Upsell existing customers from eligible Office 365 solutions
- 2) Accelerate customer migrations from on-premises software to the M365 Cloud.

This promotion further highlights the opportunity for customers to build a zero-trust security foundation, access best-in-class productivity apps and simplify endpoint management – all while optimizing cost savings through vendor consolidation.

What billing options are available for Triennial Subscriptions of Microsoft 365 E3?

Microsoft 365 E3 Triennial Subscription SKUs will be available for transactions on the following billing plans:

- 1) Triennial Commit | Bill Prepaid
- 2) Triennial Commit | Bill Annually

Please note that managing subscriptions involves managing two aspects: the term duration and billing frequency. There are three methods for updating billing frequency and two options for updating term durations:

Immediate changes: This method allows for a mid-term update to your subscription term and billing plan

Billing Cycle changes: This method allows you to alter the billing frequency at the next billing cycle.

Scheduled Changes (Renewal): This is a planned update that can be set to occur at time of subscription renewal – available to adjust both term duration and billing frequency.

Note that Triennial subscriptions do not support any immediate changes or billing cycle changes – changes can only be made or scheduled at renewal.

Offer Overview

What is the promotion?

Microsoft is providing a 10% discount off the Partner Net Price for Microsoft 365 E3⁵ subscriptions between 100 to 2,400 licenses purchased via a triennial term⁶. The promotional price will apply through the entire duration of the 3-year subscription term

⁵Includes both Microsoft 365 E3 and Microsoft 365 E3 (No Teams)

⁶Includes both Triennial Commit | Prepaid & Triennial Commit | Annual Bill

Who is eligible for this promotion?

This promotion is available only to New-to-ME3 Customers (subject to the “[FirstPurchase](#)” check*). The “FirstPurchase” constraint only enables the promotion to be applied if the customer has no previous purchase history of M365 E3 Product SKUs. This check spans both legacy and new commerce platforms across all Microsoft transaction channels (Direct, CSP, Enterprise Agreement, amongst others).

Are there any transaction limits?

Yes. Partners must transact a new subscription of Microsoft 365 E3 Triennial term with:

1. Seat Minimum of 100 licenses
2. Seat Maximum of 2,400 seat limits.

Please note that a Partner can only redeem this promotion once per customer tenant

When is the promotion available?

The promotion is valid for eligible customer transactions between September 1st, 2024 through June 30th, 2025.

What channel is the promotion available through?

This promotion is available through the CSP New Commerce platform.

We encourage partners to use this promotion to explore upsell opportunities with eligible customers.

For a full list of subscriptions eligible for a mid-term upgrade to M365 E3, please see the Offer Matrix in your Partner Center Account.

What geographies is the promotion available?

The promotional discount is available in all geographies where Microsoft 365 E3 Triennial SKUs will be sold is sold: Latin America, ASEAN, Japan, Korea, and India.

For relevant markets, this discount will be also be available for Microsoft 365 E3 (No Teams) Triennial subscriptions.

How do I use this promotion?

Partners can see promotions available to their customers in the portal catalog in the Partner Center. Promotions will automatically apply when purchasing Microsoft 365 Copilot for an eligible customer.

Partners can also access all available promotions and their pricing information in the [Global Promo Readiness Guide](#) or by calling the [get Promotions API](#).

The promotional discount will automatically apply to the net partner price, reflected on the Partner invoice.

Product	Promotion	Promotional ID
Microsoft 365 E3 Triennial Commitment	M365 E3 Accelerate: 3 Year 10% CSP Promotion	39NFJQT20K75

How do I verify a customer's eligibility?

All customers with no previous purchase history of Microsoft 365 E3 via an Enterprise Agreement are eligible to receive this promotion, provided they purchase a new subscription with a minimum of 100 licenses (maximum of 2,400 licenses).

To directly confirm whether a customer's transaction has the promotion applied, partners can see the information on the review page in Partner Center before purchasing the product on behalf of the customer.

For potential exceptions, please raise a Support Ticket on behalf of your customer.

Top Frequently Asked Questions

How long does this promotional discount last?

The promotional price of the license is valid for the duration of a new triennial subscription to Microsoft 365 E3. The customer can take advantage of this promotion anytime between the September 1, 2024 - June 30, 2025, promotional sign-up window. The discount will apply through the full term of the triennial subscription.

Does the promo apply when I upgrade an existing Office 365 subscription?

Yes. This promotion will apply for both mid-term upgrades and scheduled upgrades at renewal dates for all valid subscriptions, provided the customer is eligible to receive the promotion (new-to-M365 E3, upgrading to 100-2,400 seats of Microsoft 365 E3).

Please refer to the NCE Offer Matrix to see other eligible upgrade paths to M365 E3.

What happens if an eligible customer needs more seats during the promotional period?

Partners/Customers can add more seats (up to the 2,400-seat max) to their subscription at any point during their 3-year term at the promotional price, if the initial subscription was purchased during the promotional period.

What happens after 3-year subscription concludes?

The promotional pricing will stop applying after the subscription's 3-year commitment term ends, and the subscription will renew at the standard price point.

Additional Offer Execution Details

Can eligible customers decrease their license count during the promotion period at the promotional price?

Partners can also reduce the number of licenses during the first 168 hours, for a prorated refund. Partners can view the licenses they can reduce and their respective deadlines in Partner Center. Prorated refunds apply to both the prepaid and annual billing option. Partners cannot reduce the number of licenses post the 168-hour window.

Customers cannot reduce the number of licenses of their promotional subscription below the 100-seat minimum at any time.

Can the customer cancel their promotional offer subscription at any time?

Customers can cancel their three-year offer subscription during the first 168 hours after renewal for a prorated refund. After the 168-hour cancellation period, customers cannot request a refund for their 3-year subscription. Partners can turn off auto-renewal on behalf of their customers at any point in customer subscriptions.

What should I do if I have additional questions about this promotion?

For additional questions Partners may have about this promotion, please review the [Global Readiness Promo Guide](#).