Cloudreach
an atos company

Infrastructure Foundations

Service Specification

August 2022

Service Specification

Service Name:	Infrastructure Foundations
Service Level Hours:	Refer to section 1.1
Unit of Charge:	Related CSP support fee, if applicable; % of saving for Cost Management Tooling fees, if applicable
Prerequisites:	Refer to Deployment Documents
Supported Cloud Platforms:	AWS, Azure and GCP
Product Codes:	AWS Platform Resale: CPA-AWS-FOUND-USAGE AWS Partner-Led Support: CPA-AWS-PL-ENTSUPP AWS Resold Support: CPA-AWS-FOUND-RESOLD-ENTSUPP CPA-AWS-FOUND-RESOLD-BUSSUPP CPA-AWS-FOUND-RESOLD-DEVSUPP CPA-AWS-FOUND-RESOLD-BASSUPP AWS Reservations and Marketplace Purchases: CPA-AWS-FOUND-RI-SP CPA-AWS-FOUND-MKTPL Azure Platform Resale: CPA-AZU-FOUND-USAGE GCP Platform Resale: CPA-GCP-FOUND-USAGE Cost Management Suite Tooling: CPA-IF-CMS-SPOT CPA-IF-CMS-PMC CPA-IF-CMS-ZESTY Cloudreach Services Reinvestment: CPA-IF-REINVESTMENT
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The Small Print

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Definitions

The definitions for all capitalised terms used throughout this Service Specification are set out in the [Cloud Operations Service Definitions document](#) which forms a part of this Service Specification and the Cloudreach order form to which this Service Specification relates.

Table of Contents

Document Control

Version	Date	Author(s)	Notes
1.0.0	08-13-2020	Brandon Wong	Document composition
1.0.1	03-12-2020	Brandon Wong	Product code updates, offering additions
1.0.2	05-22-2021	Brandon Wong	KPI and support clarification, Cost Management Suite reference specification added
1.0.3	11-03-2021	Brandon Wong	Licence, extended services support, FinOps support and appendices for services updated
1.1	06-21-2022	Brandon Wong	Support content update, AWS Commitment Management added, cost reports updated
1.1.1	07-26-2022	Brandon Wong	Support opt-out update

Sign off

Version	Date	Sign-off	Job Title
1.0.0	09-15-2020	Brandon Wong	Resale and FinOps Manager
1.0.1	03-12-2020	Brandon Wong	Resale and FinOps Manager
1.0.2	05-22-2021	Casey Best; Brandon Wong	Service Delivery Manager Leader; Service Line Leader Resale and FinOps
1.0.3	11-03-2021	Brandon Wong; Lauren Dickie; Josh Steinberg; Brittany Worthy	Service Line Leader Resale and FinOps; FinOps Lead; Azure Partner Manager; GCP Partner Manager
1.1	06-21-2022	Brandon Wong; Casey Best; Andy McBride; Stephen Old	Service Line Leader Resale and FinOps; Service Delivery Manager Leader; Director of Operations; Head of FinOps
1.1.1	07-26-2022	Brandon Wong	Service Line Leader Resale and FinOps

1. Service Overview

Infrastructure Foundations is a managed service for Amazon Web Services (AWS), Microsoft Azure Public Cloud (Azure) and Google Cloud Platform (GCP). The service will manage the cloud billing relationship pertaining to usage within the Customer's environment(s) in these public clouds. Furthermore, the service transfers the ownership of reactive support for both cloud billing and infrastructure related support queries and tickets from the Cloud Service Provider(s) (CSP) to Cloudreach. This enables the Customer to maintain control and governance over strict ITIL processes such as change and problem management whilst shifting responsibility of reactive incident and escalation handling to Cloudreach.

Key features of Infrastructure Foundations are listed below:

Onboarding - Cloudreach will assign a Service Transition team member to manage the project of onboarding the Customer's environment(s) into Infrastructure Foundations. Please note that Cloudreach will only perform onboarding of Customer's environment(s) during Business Hours.

Partner-Led Support - Cloudreach will provide reactive technical support in lieu of the CSP. Support is provided regarding platform advice, guidance, best practice, troubleshooting and in some cases, minor administration and maintenance. Where Cloudreach cannot resolve issues in the first instance, the CSP may be leveraged for assistance by Cloudreach on behalf of the customer. Partner-Led Support is globally available 24x7, provides competitive response times in line with all Cloudreach managed service offerings and exceeds all top-tier CSP support offerings. Cloudreach will provide Customer access to the Cloudreach ServiceNow support portal (CSD) to facilitate communications and support ticket management regarding Billing Services and Partner-Led Support. See section 1.1 for service levels.

Billing Services - the service transfers ownership of the billing relationship regarding the Customer's platform usage from the CSP and Customer to Cloudreach and Customer. Cloudreach will prepare and provide invoices in relation to Customer's platform usage as defined by terms outlined within the Order Form. Billing Services also includes global billing support during EMEA and US business hours (16x5) as well as extended CSP service licence procurement.

Cost Management Suite - as part of Infrastructure Foundations, Cloudreach will deploy and implement a host of cost management tooling, features and processes, including both 3rd party and Cloudreach-owned. Pricing for the use of any related tools and processes will be reflected accordingly in the order form.

Cloudreach Services Reinvestment - as part of Infrastructure Foundations, Cloudreach will provide customers with a reinvestment fund to be used towards a future Cloudreach Services engagement.

Service Delivery Manager (SDM) - Customer is appointed a designated Service Delivery Manager responsible for owning the Customer experience and delivering the service management outcomes associated with Managed Services provided by Cloudreach. The SDM provides strategic business alignment, business critical IT service management, chaired proactive service reviews and continuous service improvement. The SDM delivered remotely and on-site (upon request and subject to availability) is included as part of Infrastructure Foundations.

Quarterly Service Reviews - Cloudreach will provide Quarterly Service Reviews (upon request) delivered by the SDM which will include a summary of tickets and services requests during the previous

quarter. The purpose of these reports is to evaluate the quality of service provided by the Partner-Led Support.

Architecture Review (available if the Customer's Monthly Spend is ≥ amount specified in applicable order form) - as part of Infrastructure Foundations, Cloudreach will deliver a Architecture Review upon customer request. This review is a joint exercise between Cloudreach and the Customer and requires full participation from the Customer.

Service, Software or Marketplace Discounts - Various service, software or marketplace discounts may be available for Customers as a result of partnership agreements established between Cloudreach and independent vendors or Cloudreach and the CSP.

Optional Support Opt-Out - in the cases of AWS and GCP, the Customer may opt out of receiving first line, reactive technical support from Cloudreach. Should the customer select this option, the Customer will maintain a support relationship directly with the CSP, subject to the resold (direct) support plan purchased through Cloudreach. As a result, some features listed within this service specification will no longer be provided, as they are complementary to Infrastructure Foundations' Partner-Led Support service.

1.1 Service Levels

Services	Service Level Hours
Onboarding	Business Hours (8x5) (*PDT time zone if the Customer is based in NA and GMT time zone if the Customer is based in EMEA*)
Service Delivery Manager	Business Hours (8x5) (*applicable time zone where the Customer is located*)
Advice and Guidance, Best Practice and Troubleshooting Support (P1, P2, P3, P4 and P5 Incidents and Service Requests)	See 3.1.2 Incident Prioritisation and 3.1.3 Incident Response Times P1: < 15 Minutes (24/7) P2: < 2 Hours (24/7) P3: < 4 Hours (24/5) P4: < 8 Hours (24/5) P5: 1 Business Day

2. Service Scope

The below table provides a high level overview on what is provided from a support and cloud billing perspective. Additional CSP specific benefits may be provided per platform.

Services	Infrastructure Foundations
24x7 Partner-Led Support Availability	√
16x5 Billing Concierge Availability	√
8x5 Service Delivery Manager Availability	√
Access to Cloudreach Support Portal (ServiceNow)	√
Access to Cost Management Suite	√
Cloudreach Response Time Service Level Agreement (KPI)	√
Advanced Cloud Service Provider (CSP) Service Level Agreements (KPI)	√
Access Management	X
Event Management	X
Service Request Fulfilment	√
Incident Management Identification	X
Incident Management Support	√
Incident Management Remediation	X
Change Management	X
Problem Management	X
Advanced Cloudreach Tooling and Environment Monitoring	X
Service Reviews	√
Monthly Invoicing	√
Architecture Reviews	√

3. Onboarding

3.1 Onboarding Terms

Once the service is ready for onboarding, Cloudreach will assign a Service Transition team member to manage the project of onboarding the Customer's environment to Infrastructure Foundations. Cloudreach will also allocate Service Delivery Manager, who will be the main point of contact between Customer and Cloudreach during the onboarding phase.

Please note that Cloudreach will only perform onboarding of Customer Environments during Business Hours. See the table in section 1 "Service Levels" for additional information.

3.2 Access Requirements

In order to deliver the Infrastructure Foundations service, Cloudreach requires access to the Customer's Environment(s). Level of access may vary depending on the CSP as well as the chosen support service. Access enables Cloudreach's operational teams to provide advice, troubleshooting and service management as necessary.

An Onboarding document will detail the policies that the Customer needs to comply with for the duration of the contract. The necessary documentation will be made available before and at the time of onboarding.

3.3 List of Agents Installed on Compute Resources

The following agents may optionally be installed by the Customer onto compute resources in order to best generate cost optimization recommendations:

Vendor	Agent	Notes
CloudHealth	CloudHealth Agent	Lightweight monitoring service for cloud resources. Provides additional insight on cloud resource performance metrics to be leveraged for recommendations.

3.3.1 Agent Maintenance

It is the responsibility of the Customer to install and maintain the version and configuration of agents installed on the Customer's Virtual Machines.

Instructions for the installation of each agent will be provided to the Customer upon request.

4. Partner-Led Support

Cloudreach will provide reactive technical support in lieu of the CSP. This is known generally as "Partner-Led Support" and/or "Partner-Led Enterprise Support", "Partner-Led Premier Support" and "Partner-Led Premium Support" on AWS, Azure and GCP respectively. Support is provided regarding platform advice, general guidance, best practice, troubleshooting and in some cases, minor administration and maintenance. Where Cloudreach cannot resolve issues in the first instance, the CSP may be leveraged for assistance by Cloudreach on behalf of the customer. As a top-tier partner, Cloudreach is further provided with advanced CSP KPIs to assist in the resolution of CSP-escalated incidents.

Support will be provided and covered in two capacities: Service Requests (general guidance) and Incidents (troubleshooting, availability). See sections 4.1 "Service Request Scope" and 4.2 "Incident Management Scope" for respective details.

Partner-Led Support is globally available 24x7, provides competitive response times in line with all Cloudreach managed service offerings and is backed by all top-tier CSP support offerings. Cloudreach

will provide Customer access to the Cloudreach ServiceNow support portal (CSD) to facilitate communications and support ticket management regarding Billing Services and Partner-Led Support. See section 1.1 for service levels.

Under Infrastructure Foundations, the Customer is not to contact CSP support directly and will be liable for any related charges incurred as a result of doing so. The Customer may opt to have Cloudreach implement account controls to prevent Customer contacts from accessing CSP support consoles. Specifics regarding related charges and account controls can be found in the related Customer Order Form.

Should the Customer wish to purchase and maintain direct-to-CSP support (where available), they can opt out of receiving the Partner-Led Support service from Cloudreach. Additionally and alternatively where available, the Customer may also opt out of receiving support altogether. See section 11 for details.

4.1 Incident Management Scope

Cloudreach will aim to provide guidance, best practice, troubleshooting, and other general support regarding the availability and accessibility of the Customer's environment(s) in the Public Cloud. Infrastructure Foundations incidents will not cover instance-level requests or any proactive, hands-on management of resources. This section covers the service support Cloudreach will provide to the Customers as part of Infrastructure Foundations.

All cases raised by the Customer that are not identified as service impairing will be treated as P5 Incidents. Billing and FinOps queries have a maximum limit of P4 due to their nature.

4.1.1 Support Guidelines and Responsibilities

4.1.1.1 Cloudreach Responsibilities

Cloudreach and Customer shall adhere to the following guidelines as part of the Incident Management Process:

- All Incidents raised by Customer will be logged with Cloudreach and will be categorised as per the Priority table below (see "Incident Prioritisation" tables below) in the manner described below:

Priority	CSD Access Level	Log incident by email support@cloudreach.com	Log incident through webportal**	Log incident by telephone*
P1	24X7	X	X	✔
P2	24X7	✔	✔	✔
P3	24x5	✔	✔	✔
P4	24x5	✔	✔	✔
P5	24x5	✔	✔	X

*[UK] 0800 612 2966, [Overseas] +44 207 183 3991 or [US/Canada] (212) 335-0700

**webportal can be found at support.cloudreach.com using login details provided by Cloudreach during the onboarding process

- ○ The CSD can be accessed on a 24/7 basis to assist with P1 and P2 Incidents relating to the Customer Cloud Platform and troubleshooting issues in the manner set out below. An Incident can be logged by the Customer or Cloudreach either through:
  - ○ (i) emailing Cloudreach at support@cloudreach.com;
  - ○ (ii) calling [UK] 0800 612 2966, [Overseas] +44 207 183 3991 or [US/Canada] (212) 335-0700;
  - ○ (iii) the web by logging in to support.cloudreach.com using login details provided by Cloudreach during the onboarding process.
- ○ For P1 Incidents specifically, the CSD can be accessed on a 24/7 basis only by telephone through the numbers as set out above. For the avoidance of doubt, P1 Incidents cannot be raised by email or through the CSD web portal.

- The CSD can only be accessed by a designated Customer employee ("Support Engineer") raising an Incident.
- Cloudreach is under no obligation to respond to Incidents made in a manner which do not comply with this section (4.2.1).
- CSD will use reasonable endeavours to find a work-around or solution to the Incident.
- Where Cloudreach cannot assist in the resolution of the Incident in the first instance, or where the Incident exceeds P4 priority, Cloudreach will engage the relevant CSP support team for extended assistance. Once a case with the CSP is opened by Cloudreach, the customer will be copied into communications and Cloudreach will endeavour to manage communications until resolution. AWS GovCloud accounts are excluded from the full scope of this process; Cloudreach will open a case on behalf of the customer but will not manage communications thereafter.

4.1.1.2 Customer Responsibilities

- Incidents must be logged by the Customer in accordance with this section.
- When logging an Incident, Customer will provide to Cloudreach the following diagnostic information:
  - ○ Detailed description of the issue
  - ○ Customer Incident number
  - ○ If available and reproducible, step by step instructions to reproduce the reported Incident
  - ○ If available, date and time (and timezone) when Incident occurred
- Following the logging of an Incident, the Customer shall be available via email or telephone to answer questions and assist the CSD as appropriate.
- Customer shall provide telephone or email access to the End User to facilitate troubleshooting Incidents.
- Customer shall provide access to End User support tools or permit Cloudreach to use their support tools to facilitate troubleshooting Incidents.
- Customer shall, within 5 working days of a request from Cloudreach, provide CSD staff access to all required Customer systems in order to enable Cloudreach to provide the Services detailed in the order form.

4.1.2 Incident Prioritisation

The following tables outline the prioritisation of Incidents and the description of each Priority Level.

| Priority Level	Type of issue
P1 - Critical Impact	Total loss of service, no workaround available.
P2 - High Impact	Functional but degraded Critical service or total loss for a service which supports a critical service. No work around available.
P3 - Medium Impact	Non critical service which is partially impacted and not functioning as intended.
P4 - Low Impact	Minor issue contained to a small group. A work around or alternative service is available.
P5 - Very Low	Impact and urgency are negligible and do not need to be resolved to improve or restore service.

4.1.3 Incident Response Times

The table below shows the response times for each Incident Priority. For the purpose of this clause:

- "Response" is defined as Cloudreach acknowledging the Incident by (i) providing a Cloudreach reference number either electronically or verbally to the Customer and (ii) assigning a priority to the Incident.
- Response times begin when an Incident is logged by a Customer, either by phone, email or through the CSD web portal.

Priority	Target Initial Response Time
P1	15 mins (24x7)
P2	2 hours (24x7)
P3	4 hours (24x5)
P4	8 hours (24x5)
P5	1 Business Day

4.2 Escalation Matrix

The below diagram demonstrates the standard customer journey for Infrastructure Foundations support. This details how the customer should interact with Cloudreach teams and individuals to ensure the right experience is delviered:
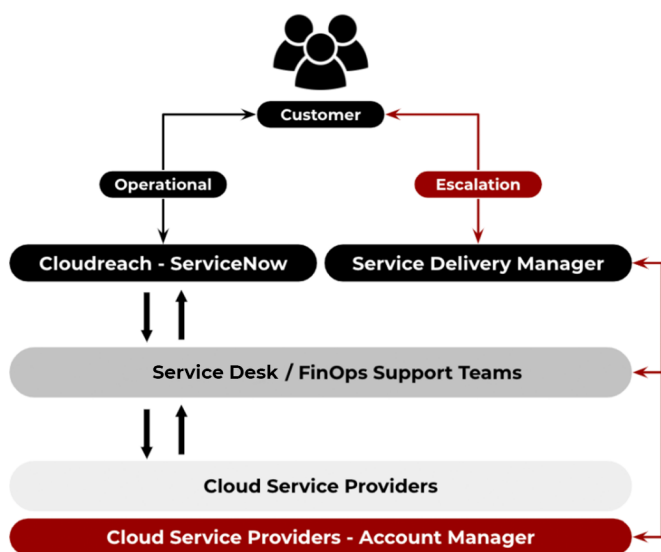
Customer Flow - Summary:
- Customer initiates support request through Cloudreach Service Now.
- Request is routed to appropriate Cloudreach support team.
- If the request can be resolved Cloudreach support update the support request back to end customer.

Support escalation:
- If the support request cannot be resolved in the first instance. Cloudreach will escalate the request to CSP support.
- Cloudreach will work with the CSP to seek resolution.

Escalation:
- The customer can use the Service Delivery Manager as a point of escalation
- The SDM can leverage team leader in support and Account managers at the CSP to support resolution.

5. Billing Services

5.1 CSP Consumption Billing

The Billing Services component transfers ownership of the Customer's CSP billing relationship regarding the Customer's platform usage. Ownership transfers from the CSP and Customer, to Cloudreach and Customer. Cloudreach will prepare and provide invoices in relation to Customer's platform usage as defined by terms outlined within the order form.

5.1.1 Billing Customizations

Cloudreach may accommodate minor, predefined invoice format adjustments to be provided specifically for the Customer. Adjustments provided must be agreed upon in writing by Cloudreach and explicitly noted within the Customer's Order Form prior to the start of the service.

Current billing as well as available adjustments are dependent on the Cloudreach service for which they are being provided. See the table below for service, provider and respective standard or potential adjustments:

Cloudreach Service	Cloud Provider	Standard and Available Adjustments, "Bill by:"
Platform Resale	AWS	**Standard:** line item per Linked Account and Charge Type **Potential Adjustment:** line item per Charge Type only (e.g. usage, credit, discount)
Platform Resale	GCP	**Standard:** Single line item for total amount per Customer **Potential Adjustment:** line item per project, Cloudreach-Customer discount (if applicable) shown separately

Platform Resale	Azure	**Standard:** Single line item for total amount per Customer **Potential Adjustment:** line item per product
Partner-Led Support (PLS)	AWS	**Standard:** Single line item for total amount per Customer **Potential Adjustment:** N/A
Infrastructure Reliability	AWS, Azure, GCP	**Standard:** Single line item for total amount per product **Potential Adjustment:** N/A
Other Managed Services (including Alert Logic, Database Support etc)	N/A	**Standard:** Single line per product **Potential Adjustment:** N/A

5.2 Billing Services Support

Billing Services also includes global billing support during EMEA and US business hours (16x5) which may be accessed via the same methods as outlined in section 4.2.1 "Support Guidelines and Responsibilities". Due to their nature, billing queries will be limited to P4 priority at maximum.

5.2.1 AWS Extended Billing Services Support

Cloudreach will make the initial AWS Account(s) and any future AWS Accounts available to the Customer by either: (i) creating new AWS Accounts(s) on behalf of Customer upon Customer's request and joining them to a dedicated Cloudreach AWS Payer Account; and/or (ii) joining existing Customer AWS Account(s) including but not limited to any existing Customer AWS Payer Account(s) to a dedicated Cloudreach AWS Payer Account.

5.2.2 Azure Extended Billing Services Support

Cloudreach will make the initial Azure Subscription(s) and any future Azure Subscriptions available to the Customer by either: (i) creating new Azure Subscription(s) on behalf of Customer upon Customer's request; and/or (ii) joining existing Customer Azure Subscriptions(s) to a dedicated Cloudreach Azure Plan.

5.3 Additional Licence Procurement and Billing

Through the existence of an active Infrastructure Foundations order form, Cloudreach can, on behalf of the customer, procure certain additional CSP licences. Licence availability is limited by what is within the scope of procurement for Cloudreach as a CSP partner and is defined on a per-CSP basis below. Pricing is subject to the agreed terms in the customer order form.

Depending on the nature of the licence(s) or subscription(s) and proposed pricing, separate terms may need to be included on the Customer order form.

A comprehensive list of available Microsoft and Google licences can be found in appendix A and B respectively.

5.3.1 Microsoft Licence Support

Cloudreach will provide first-tier technical support for additional licenced services procured through Infrastructure Foundations. Overall support including KPIs and support routing will adhere to the same processes, guidelines and escalation procedures as outlined in section 4. Partner-Led Support.

5.3.2 Microsoft Licence Limitations

Transferring existing licences to Cloudreach or any other Microsoft Cloud Solution Provider (either via one-to-one "transfer" or cancellation of existing licences) is not possible as outlined by Microsoft documentation. It is best practice and highly recommended that the Customer allows their existing licences to expire prior to procuring new licences through Cloudreach in order to avoid the duplication of charges.

6. Cost Management Suite

The Cost Management Suite service as provided by Cloudreach consists of various tools, features and processes to promote, inform, facilitate and action cost optimization activities pertaining to the Customer's environment. Instruction for the deployment or implementation of tools, processes or features will be provided to the Customer in applicable scenarios during Onboarding.

6.1 Cost Management Suite Tooling

Cost optimization tooling will be provided for the Customer's use. Tooling deployment, access and pricing details are defined on a per-tool basis and will additionally be indicated as such on the Customer order form.

Refer to the Cost Management Suite product specification that can be found at http://contracts.cloudreach.com/ for more information on available tooling.

6.2 Cost Management Suite Processes

Processes may be implemented and managed by Cloudreach for the purpose of proactively managing certain cost items pertaining to the Customer's environment. Process deployment, access and pricing details are determined on a per-process basis and will be indicated as such on the Customer order form.

6.2.1 Cost Optimization Enablement

Where Cloudreach deploys (or Customer procures) a policy enforcement tool, Cloudreach FinOps will endeavour to configure cost optimization policies that can be actioned by said tool. During onboarding, Cloudreach FinOps will work with the relevant Customer stakeholders to define, create and implement policies to be actioned on a cadence as determined by the Customer.

Subject to written Customer approval, policies will be enforced as appropriate in order for the Customer to realise tangible cost savings.

Updates and/or maintenance to policies can be supported by Cloudreach FinOps subject to personnel availability and capacity. Cost Optimization Enablement is not governed by Partner-Led Support response times due to its consultative nature.

6.2.2 Cloudreach AWS Commitment Management

Cloudreach AWS Commitment Management ("Commitment Management") will provide AWS Reserved Instance and Savings Plan management on behalf of the Customer if the service is opted for by the Customer as denoted on the Customer order form.

Commitment Management consists of resource management specifically pertaining to the purchasing and selling (where applicable) of AWS Reserved Instances and Savings Plans. The intent of this service is to provide the Customer with immediate cost savings when compared to on-demand usage (for relevant AWS services) and the removal or reduction of overhead and maintenance of AWS commitments. Resources that are covered by Commitment Management include:

- Amazon Elastic Compute Cloud ("AWS EC2", "EC2");

- Amazon Relational Database Service ("AWS RDS", "RDS");

- Amazon Redshift ("AWS Redshift", "Redshift");

- Amazon ElastiCache ("AWS ElastiCache", "ElastiCache");

- Amazon OpenSearch ("AWS OpenSearch", "OpenSearch").

Ownership of reservation resources that cannot be easily resold via AWS Marketplace (typically non-EC2 reserved instances) may fully become the customer's responsibility should the customer decide to offboard from the Commitment Management service.

Due to the varying nature of each Customer AWS environment, AWS services applicable for coverage under this service will reflect this variability on a per-Customer basis. Commitment Management does not guarantee savings over on-demand or a specific commitment coverage level. The Customer must notify and/or respond to requests from Cloudreach in regards to anticipated usage pattern changes in the Customer's AWS environment in order for Cloudreach to adjust Commitment Management strategies accordingly.

6.3 Cost Reports and Quarterly Reviews

6.3.1 Cost Report Requirements and Dependencies

In order for Cloudreach to configure Cost Reports, the Customer must have access to the CloudHealth platform either procured through Cloudreach as a part of Infrastructure Foundations, or by providing Cloudreach with access to the Customer's own directly-procured CloudHealth tenant.

Cost Report content availability may vary depending on the Customer's CSP(s). Primarily, Cloudreach will provide CloudHealth-generated standard reports.

6.3.2 Cost Reports

A standard set of predefined Cost Reports will be configured by Cloudreach FinOps on behalf of the Customer during onboarding as part of Infrastructure Foundations. The predefined Cost Reports consist of spend and usage trends that may be broken down in a variety of ways such as by resource, usage type, account, region, etc. The Cost Reports will be configured as specified by the relevant onboarding materials.

Additionally during onboarding, Cloudreach FinOps will educate the Customer on how to create reports for their own use. Subsequent reports (beyond the standard predefined Cloudreach-created reports) will need to be configured by the Customer. Where the Customer faces difficulties and requires assistance in creating reports, the Customer may submit a support request to Cloudreach FinOps (as outlined in section 6.4 FinOps Support) who will aim to assist on a reasonable endeavours basis.

6.4 FinOps Support

Cloudreach will leverage its FinOps team to provide support in a reactive, advisory capacity pertaining to any related reports or general cost optimization guidance. Cloudreach FinOps will also be available to provide assistance and support for Cost Management Suite tooling usage and can purchase resource reservations on behalf of the Customer, should it be requested.

In most instances, FinOps support queries fall within the category of general guidance. FinOps support is available globally during EMEA and US business hours (16x5) and can be accessed via the same methods as outlined in section 4.2.1 "Support Guidelines and Responsibilities". FinOps specific requests must be raised with "FAO FinOps" in the subject line. Due to their nature, FinOps queries will be limited to P4 and P5 priorities.

6.4.1 FinOps Support Limitations

FinOps support will be provided on a first come, first served basis and is subject to FinOps team member capacity and availability.

7. Cloudreach Services Reinvestment

As part of Infrastructure Foundations, Cloudreach will provide customers with a reinvestment fund to be used towards a Cloudreach Services engagement. The reinvestment amount is calculated as a portion of the Customer's cloud spend transacted through Cloudreach, commencing on the services start-date, for up to the prior 12 months (the "Reinvestment Period"). The Cloudreach Services Reinvestment can be used towards up to 25% of the cost for any engagement of Cloudreach's professional services delivered on a time and materials basis at then-current prices.

The Cloudreach Services Reinvestment will be granted within 1 month of completion of the Reinvestment Period and will be available for redemption for any order (or series of orders, provided that such series of orders do not cover a concurrent time period) placed with Cloudreach within 2 months of grant. Once funds have been used towards a Cloudreach professional services engagement, that portion of funds is depleted from the total figure for that period and cannot be reused.

The reinvestment figure may vary and will be specified in the Customer's Infrastructure Foundations order form. Customers can use reinvestment funds once per contract-year.

8. Service Delivery Management

The Service Delivery Manager (SDM) is a named, dedicated Cloudreach contact assigned to the Customer. The SDM is responsible for owning the Customer experience and delivering the service management outcomes associated with Managed Services provided by Cloudreach. The SDM provides the following services:

- Strategic business alignment - The SDM shall work with the Customer to ensure the operational services are delivered in line with the business objectives of the Customer. They shall also manage the business relations the Customer has with Cloudreach to enable delivery of services.
- Business critical IT service management – The SDM shall provide dedicated management of business-critical IT service management. They shall be the point of escalation and ensure the appropriate priority, resource, and associated governance is in place to progress to resolution.
- Service reviews - Owned by your dedicated service delivery manager focusing on business as usual reporting and identifying and driving improvements recommendations.

8.1 Service Review

The SDM will conduct and chair a Quarterly Service Review meeting with the Customer at a time and place to be mutually agreed in advance by the parties. The agenda for the service review shall include:

- Review service report management summary and discuss any points including but not limited to Cloudreach or Customer actions;
- Review Service Request(s) and Incident records, review performance and capacity issues identified (if applicable);
- Review status of existing, and any new mutually agreed, service improvement(s);
- Make recommendations for improvements of the service which have been identified by Operations team

8.1.1 Service Reports

Cloudreach shall, upon request, provide the Customer with a service report up to once per quarter in Google Docs format or PDF. The service report shall include:

- Incident record summary including:
    - Current open Incident records and/or Service Requests
    - Recently closed Incident records and/or Service Requests
    - Summary of Incidents by priority and/or Service Requests
    - Summary of Incidents by component and/or Service Requests
- KPI compliance summary
- Escalation Matrix
    - This lists the people and teams within Cloudreach and the customer organisation to contact and escalate an incident or an issue for example that remains unresolved at a support level

8.2 Service Improvement Initiatives

- Cloudreach and/or Customer actions and risks aimed at improving the quality and performance of the managed service
- The SDM shall implement service improvement initiatives if and when such improvement opportunities are identified that cover recommendations for improvements with potential action plan(s) if applicable
- Maintain and update Customer contact information

8.3 Service Review Timetable

Deliverable	Frequency
Introductions and Review of the Cloudreach Escalation Matrix Guideline	Kick Off
Conduct Quarterly Service Review (Onsite or Remote)	Quarterly (Upon Request)
Provide Quarterly Service Report (trend reports for the quarter, analysis and recommendations)	Quarterly (Upon Request)

9. Architecture Review

Architecture Reviews will be available quarterly if the Customer's Monthly Spend is ≥ amount specified in the applicable order form. As part of Infrastructure Foundations, Cloudreach will deliver an Architecture Review dependent upon customer request. This review is a joint exercise between Cloudreach and the Customer and requires full participation from the Customer. The aim of these reviews is to identify efficiencies and potential improvement opportunities for a specific Customer workload.

9.1 Architecture Review Process

Quarterly Architecture Reviews are subject to eligibility and availability at the discretion of the Cloudreach SDM team.

The Customer's assigned SDM will launch an inquiry to gauge Customer interest in conducting an Architecture Review. Once confirmed by the Customer and approved internally by delivery leaders, Cloudreach will assemble the internal resources necessary to conduct and deliver the review. Mandatory internal and external contacts involved include:

- Customer technical contact
- Cloudreach SDM
- Cloudreach Professional Services architect or engineer (technical resource)

Following the arrangement and assembly of resources, Cloudreach will propose mutually agreeable dates and times to conduct the Architecture Review. Once established, a one-week process will begin:

- Identification: the Cloudreach technical resource will execute the Architecture Review which consists of architectural investigation and identification for the selected workload.
- Execution: the Cloudreach technical resource creates the Architecture Review document. The SDM will arrange and hold a session with the Customer to discuss the relevant document. Key takeaways are the resulting recommendations.
- Conclusion: the SDM will add recommendations to the improvement register. The Cloudreach technical resource will submit the Architecture Review to the CSP where applicable.

Once the above process has been completed, the SDM will continue to track improvement recommendations.

10. Service, Software or Marketplace Discounts

Various service, software or marketplace discounts may be available for Customers as a result of partnership agreements established between Cloudreach and independent vendors or Cloudreach and the CSP. These discounts are subject to change at any time and vary depending on CSP. Details can be confirmed by Cloudreach's AWS, Azure and GCP partner and program managers respectively.

11. Optional Support Opt-Out

Customers can opt out of Cloudreach Partner-Led Support entirely (and receive no technical support) or alternatively purchase direct-to-CSP support ("resold support") where available subject to resold support pricing. If the Customer has purchased resold support, they will receive the benefits and features of the CSP's own support offerings directly from the CSP in addition to Cloudreach billing support as outlined below.

Per partner program limitations and guidelines set out by each CSP, resold support is available for both AWS and GCP. Resold support is not available for Azure, however for all three CSPs the Customer may opt out of Partner-Led Support from Cloudreach.

Should the Customer decide to opt out of Cloudreach **Partner-Led Support**, some features listed within this service specification will no longer be provided. Features that will be removed are as follows:

- Section 4 - Partner-Led Support (Customer still receives access to the CSD in order to raise billing support queries)
- Section 8 - all sections aside from the default SDM assignment, such as:
  - 8.1 Service Review
  - 8.2 Service Improvement Initiatives
  - 8.3 Service Review Timetable
- Section 9 - Architecture Review

Appendix A: Available Microsoft Licences and Subscriptions

Microsoft Licence Offer Display Name
- Intune per-device for Enterprise   - Microsoft Viva Insights Capacity   - Microsoft Viva Insights Capacity (Nonprofit Staff Pricing)   - Microsoft Workplace Analytics   - Microsoft Workplace Analytics (Nonprofit Staff Pricing)   - Microsoft Workplace Analytics for faculty   - Power Apps per app plan (1 app or portal) (Nonprofit Staff Pricing) Power Apps per app plan

(1 app or portal)
- Power Apps per app plan (1 app or portal) for Faculty Power Apps per app plan (1 app or portal)
- Power Apps per app plan (1 app or portal) for Government Power Apps per app plan (1 app or portal)
- Power Apps per app plan (1 app or portal) for Students Power Apps per app plan (1 app or portal)
- Power Apps per app plan (1 app or portal) Power Apps per app plan (1 app or portal)
- Power Apps per user plan
- Power Apps per user plan (Nonprofit Staff Pricing)
- Power Apps per user plan for Faculty
- Power Apps per user plan for Government
- Power Apps per user plan for Students
- Universal Print Additional Capacity for Faculty 10K - Microsoft 365
- DO NOT USE - Intune per-device for Enterprise
- Dynamics 365 Unified Operations - Additional Database Storage (Qualified Offer)
- Dynamics 365 Unified Operations - Additional Database Storage (Qualified Offer) for Faculty
- Dynamics 365 Unified Operations - Additional Database Storage (Qualified Offer) for Students
- Dynamics 365 Unified Operations - Additional File Storage (Qualified Offer)
- Dynamics 365 Unified Operations - Additional File Storage (Qualified Offer) for Faculty
- Dynamics 365 Unified Operations - Additional File Storage (Qualified Offer) for Students
- Windows 365 Business 2 vCPU, 4 GB, 128 GB (with Windows Hybrid Benefit) Trial
- Windows 365 Business 2 vCPU, 4 GB, 128 GB Trial
- Windows 365 Business 2 vCPU, 8 GB, 128 GB (with Windows Hybrid Benefit) Trial
- Windows 365 Business 2 vCPU, 8 GB, 128 GB Trial
- Windows 365 Business 4 vCPU, 16 GB, 128 GB (with Windows Hybrid Benefit) Trial
- Windows 365 Business 4 vCPU, 16 GB, 128 GB Trial
- Windows 365 Enterprise 2 vCPU, 4 GB, 128 GB Trial
- Windows 365 Enterprise 2 vCPU, 8 GB, 128 GB Trial
- Windows 365 Enterprise 4 vCPU, 16 GB, 128 GB Trial
- 10-Year Audit Log Retention Add On
- 10-Year Audit Log Retention Add On EDU
- Advanced Communications
- Advanced Communications (Nonprofit Staff Pricing)
- Advanced Communications for faculty
- Advanced Communications for GCC
- Advanced Communications for students
- Advanced Communications Promo
- Advanced eDiscovery Storage
- Advanced eDiscovery Storage for faculty
- AI Builder Capacity add-on
- AI Builder Capacity add-on (Nonprofit Staff Pricing)
- AI Builder Capacity add-on for Faculty
- AI Builder Capacity add-on for GCC
- Azure Active Directory Basic for Faculty
- Azure Active Directory Basic for Students
- Azure Active Directory Premium P1
- Azure Active Directory Premium P1 (Nonprofit Staff Pricing)
- Azure Active Directory Premium P1 for Faculty
- Azure Active Directory Premium P1 for Government
- Azure Active Directory Premium P1 for Students
- Azure Active Directory Premium P1 for Students use benefit
- Azure Active Directory Premium P2
- Azure Active Directory Premium P2 (Nonprofit Staff Pricing)
- Azure Active Directory Premium P2 for Faculty

- Azure Active Directory Premium P2 for Government
- Azure Active Directory Premium P2 for Students
- Azure Active Directory Premium P2 for Students use benefit
- Azure Information Protection Premium P1
- Azure Information Protection Premium P1 (Nonprofit Staff Pricing)
- Azure Information Protection Premium P1 for Faculty
- Azure Information Protection Premium P1 for Government
- Azure Information Protection Premium P1 for Students
- Azure Information Protection Premium P2 for Government
- Basic Cloud Scale Unit add-in for Dynamics 365 Supply Chain Management
- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
- Basic Cloud Scale Unit add-in for Dynamics 365 Supply Chain Management for Faculty
- Basic Cloud Scale Unit add-in for Dynamics 365 Supply Chain Management for Students
- Basic Cloud Scale Unit Overage
- Dynamics 365 Team Members (36 mo) Cloud Migration Promo
- Basic Cloud Scale Unit Overage for Faculty
- Basic Cloud Scale Unit Overage for Students
- Business Apps (free)
- Career Coach for faculty
- Career Coach for students
- Chat session for Virtual Agent
- Chat session for Virtual Agent (Nonprofit Staff Pricing)
- Chat session for Virtual Agent for Faculty
- Chat session for Virtual Agent for GCC
- Common Area Phone
- Common Area Phone for faculty
- Common Area Phone for GCC
- Common Area Phone for students
- Common Data Service Database Capacity
- Common Data Service Database Capacity (Nonprofit Staff Pricing)
- Common Data Service Database Capacity for Education
- Common Data Service Database Capacity for Government
- Common Data Service File Capacity
- Common Data Service File Capacity (Nonprofit Staff Pricing)
- Common Data Service File Capacity for Education
- Common Data Service File Capacity for Government
- Common Data Service Log Capacity
- Common Data Service Log Capacity (Nonprofit Staff Pricing)
- Common Data Service Log Capacity for Education
- Common Data Service Log Capacity for Government
- Compliance Manager Premium Assessment Add-On
- Compliance Manager Premium Assessment Add-On EDU
- Compliance Manager Premium Assessment Add-On for GCC
- Dynamics 365 Operations – Order Lines
- Dynamics 365 Operations – Order Lines for Education
- Dynamics 365 Asset Management Addl Assets
- Dynamics 365 Asset Management Addl Assets for Faculty
- Dynamics 365 Business Central Additional Environment Addon
- Dynamics 365 Business Central Additional Environment Addon (Nonprofit Staff Pricing)
- Dynamics 365 Business Central Additional Environment Addon for Faculty
- Dynamics 365 Business Central Database Capacity
- Dynamics 365 Business Central Database Capacity (Nonprofit Staff Pricing)
- Dynamics 365 Business Central Database Capacity 100GB
- Dynamics 365 Business Central Database Capacity 100GB (Nonprofit Staff Pricing)
- Dynamics 365 Business Central Database Capacity 100GB for Faculty
- Dynamics 365 Business Central Database Capacity 100GB for Students

- Dynamics 365 Business Central Database Capacity for Faculty
- Dynamics 365 Business Central Database Capacity for Students
- Dynamics 365 Business Central Database Capacity Overage
- Dynamics 365 Business Central Database Capacity Overage (Nonprofit Staff Pricing)
- Dynamics 365 Business Central Database Capacity Overage for Faculty
- Dynamics 365 Business Central Database Capacity Overage for Students
- Dynamics 365 Business Central External Accountant (36 mo)
- Dynamics 365 Business Central Device SMB OnPrem Transition Promo
- Dynamics 365 Business Central Essential (Nonprofit Staff Pricing)
- Dynamics 365 Business Central Essential for Faculty
- Dynamics 365 Business Central Essential for Students
- Dynamics 365 Sales Professional Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
- Dynamics 365 Business Central Essentials SMB OnPrem Transition Promo
- Dynamics 365 Business Central External Accountant
- Dynamics 365 Operations - Sandbox Tier 5:Premier Performance Testing (36 mo)
- Dynamics 365 Business Central External Accountant for Faculty
- Dynamics 365 Business Central External Accountant for Students
- Dynamics 365 Human Resources (36 mo)
- Dynamics 365 Business Central Premium (Nonprofit Staff Pricing)
- Dynamics 365 Business Central Premium for Faculty
- Dynamics 365 Business Central Premium for Students
- Dynamics 365 Business Central Premium SMB OnPrem Transition Promo
- Dynamics 365 Business Central Premium Trial
- Dynamics 365 Business Central Team Member (Nonprofit Staff Pricing)
- Dynamics 365 Business Central Team Member for Faculty
- Dynamics 365 Business Central Team Member for Students
- Dynamics 365 Operations - Sandbox Tier 4:Standard Performance Testing (36 mo)
- Dynamics 365 Business Central Team Members SMB OnPrem Transition Promo
- Dynamics 365 Commerce
- Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Dynamics 365 Commerce Ratings and Reviews (36 mo)
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Sales Enterprise Edition Device (36 mo)
- Dynamics 365 Sales Enterprise Edition (36 mo)
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer (Qualified Offer)
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer For AX Migration Promo
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer for Faculty (Qualified Offer)
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer for Students (Qualified Offer)
- Dynamics 365 Commerce For AX Migration Promo
- Dynamics 365 Commerce for Faculty
- Dynamics 365 Commerce for Students
- Dynamics 365 Commerce Ratings and Reviews
- Dynamics 365 Operations – Device (36 mo)
- Dynamics 365 Commerce Ratings and Reviews for Faculty
- Dynamics 365 Commerce Ratings and Reviews for Students
- Dynamics 365 Commerce Recommendations
- Dynamics 365 Operations – Activity (36 mo)
- Dynamics 365 Commerce Recommendations for Faculty
- Dynamics 365 Commerce Recommendations for Students
- Dynamics 365 Commerce Scale Unit Basic - Cloud

- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Dynamics 365 Commerce Scale Unit Basic - Cloud for Faculty
- Dynamics 365 Commerce Scale Unit Basic - Cloud for Students
- Dynamics 365 Commerce Recommendations (36 mo)
- Dynamics 365 Commerce Scale Unit Premium - Cloud for Faculty
- Dynamics 365 Commerce Scale Unit Premium - Cloud for Students
- Dynamics 365 Commerce Scale Unit Standard - Cloud
- Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
- Dynamics 365 Commerce Scale Unit Standard - Cloud for Faculty
- Dynamics 365 Commerce Scale Unit Standard - Cloud for Students
- Dynamics 365 Conversation Intelligence AddOn
- Dynamics 365 Conversation Intelligence AddOn (Nonprofit Staff Pricing)
- Dynamics 365 Conversation Intelligence AddOn for Faculty
- Dynamics 365 Customer Engagement Applications Trial
- Dynamics 365 Customer Insights
- Dynamics 365 Customer Insights (Nonprofit Staff Pricing)
- Dynamics 365 Customer Insights Addnl Profiles
- Dynamics 365 Customer Insights Addnl Profiles (Nonprofit Staff Pricing)
- Dynamics 365 Customer Insights Addnl Profiles for Education
- Dynamics 365 Customer Insights Addnl Profiles for Government
- Dynamics 365 Customer Insights Attach
- Dynamics 365 Customer Insights Attach (Nonprofit Staff Pricing)
- Dynamics 365 Customer Insights Attach for Education
- Dynamics 365 Customer Insights Attach for Government
- Dynamics 365 Customer Insights for Education
- Dynamics 365 Customer Insights for Government
- Dynamics 365 Customer Service Chat
- Dynamics 365 Customer Service Chat (Nonprofit Staff Pricing)
- Dynamics 365 Customer Service Chat for Faculty
- Dynamics 365 Customer Service Chat for Government
- Dynamics 365 Customer Service Chat for Students
- Dynamics 365 Customer Service Digital Messaging add-on
- Dynamics 365 Customer Service Digital Messaging add-on (Nonprofit Staff Pricing)
- Dynamics 365 Customer Service Digital Messaging add-on for Faculty
- Dynamics 365 Customer Service Digital Messaging add-on for Government
- Dynamics 365 Customer Service Digital Messaging add-on for Students
- Dynamics 365 Customer Service Enterprise
- Dynamics 365 Operations – Device (36 mo) Cloud Migration Promo
- Dynamics 365 Customer Service Professional (36 mo)
- Dynamics 365 Customer Service Enterprise (Nonprofit Staff Pricing)
- Dynamics 365 Customer Service Enterprise (Qualified Offer) (1000 seat minimum requirement)
- Dynamics 365 Customer Service Enterprise (Qualified Offer) (250 seat minimum requirement)
- Dynamics 365 Customer Service Enterprise (Qualified Offer) (500 seat minimum requirement)
- Dynamics 365 Customer Service Enterprise Attach for Government to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Supply Chain Management (36 mo)
- Dynamics 365 Customer Service Professional (36 mo) Cloud Migration Promo
- Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer (Nonprofit Staff Pricing)
- Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer (Qualified Offer) (100 seat minimum requirement)

- Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Customer Service Enterprise Device
- Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Dynamics 365 Customer Service Enterprise for Faculty
- Dynamics 365 Customer Service Enterprise for Faculty Device
- Dynamics 365 Customer Service Enterprise for Students
- Dynamics 365 Customer Service Enterprise for Students Device
- Dynamics 365 Customer Service Professional
- Dynamics 365 Commerce Scale Unit Basic - Cloud (36 mo)
- Dynamics 365 Supply Chain Management (36 mo) Cloud Migration Promo
- Dynamics 365 Customer Service Professional (Nonprofit Staff Pricing)
- Dynamics 365 Customer Service Professional Attach for Government to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Commerce (36 mo)
- Basic Cloud Scale Unit add-in for Dynamics 365 Supply Chain Management (36 mo)
- Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer (Nonprofit Staff Pricing)
- Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer (Qualified Offer) (100 seat minimum requirement)
- Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Customer Service Professional for Faculty
- Dynamics 365 Customer Service Professional for Government
- Dynamics 365 Customer Service Professional for Students
- Dynamics 365 Customer Service unified routing add-on
- Dynamics 365 Customer Service unified routing add-on (Nonprofit Staff Pricing)
- Dynamics 365 Customer Service unified routing add-on for Faculty
- Dynamics 365 Customer Service unified routing add-on for Students
- Dynamics 365 Customer Service, Enterprise Edition for Government
- Dynamics 365 Customer Voice
- Dynamics 365 Customer Voice (Nonprofit Staff Pricing)
- Dynamics 365 Customer Voice Additional Responses
- Dynamics 365 Customer Voice Additional Responses (Nonprofit Staff Pricing)
- Dynamics 365 Customer Voice Additional Responses for Faculty
- Dynamics 365 Customer Voice Additional Responses for GCC
- Dynamics 365 Customer Voice for Faculty
- Dynamics 365 Customer Voice for GCC
- Dynamics 365 Customer Voice USL
- Dynamics 365 Customer Voice USL (Nonprofit Staff Pricing)
- Dynamics 365 Customer Voice USL for Faculty
- Dynamics 365 Customer Voice USL for GCC
- Dynamics 365 e-Commerce Tier 1 Band 1
- Dynamics 365 e-Commerce Tier 1 Band 1 for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 1 for Students
- Dynamics 365 e-Commerce Tier 1 Band 1 Overage
- Dynamics 365 e-Commerce Tier 1 Band 1 Overage for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 1 Overage for Students
- Dynamics 365 e-Commerce Tier 1 Band 2
- Dynamics 365 e-Commerce Tier 1 Band 2 for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 2 for Students
- Dynamics 365 e-Commerce Tier 1 Band 2 Overage

- Dynamics 365 e-Commerce Tier 1 Band 2 Overage for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 2 Overage for Students
- Dynamics 365 e-Commerce Tier 1 Band 3
- Dynamics 365 e-Commerce Tier 1 Band 3 for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 3 for Students
- Dynamics 365 e-Commerce Tier 1 Band 3 Overage
- Dynamics 365 e-Commerce Tier 1 Band 3 Overage for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 3 Overage for Students
- Dynamics 365 e-Commerce Tier 1 Band 4
- Dynamics 365 e-Commerce Tier 1 Band 4 for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 4 for Students
- Dynamics 365 e-Commerce Tier 1 Band 4 Overage
- Dynamics 365 e-Commerce Tier 1 Band 4 Overage for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 4 Overage for Students
- Dynamics 365 e-Commerce Tier 1 Band 5
- Dynamics 365 e-Commerce Tier 1 Band 5 for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 5 for Students
- Dynamics 365 e-Commerce Tier 1 Band 5 Overage
- Dynamics 365 e-Commerce Tier 1 Band 5 Overage for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 5 Overage for Students
- Dynamics 365 e-Commerce Tier 1 Band 6
- Dynamics 365 e-Commerce Tier 1 Band 6 for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 6 for Students
- Dynamics 365 e-Commerce Tier 1 Band 6 Overage
- Dynamics 365 e-Commerce Tier 1 Band 6 Overage for Faculty
- Dynamics 365 e-Commerce Tier 1 Band 6 Overage for Students
- Dynamics 365 e-Commerce Tier 2 Band 1
- Dynamics 365 e-Commerce Tier 2 Band 1 for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 1 for Students
- Dynamics 365 e-Commerce Tier 2 Band 1 Overage
- Dynamics 365 e-Commerce Tier 2 Band 1 Overage for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 1 Overage for Students
- Dynamics 365 e-Commerce Tier 2 Band 2
- Dynamics 365 e-Commerce Tier 2 Band 2 for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 2 for Students
- Dynamics 365 e-Commerce Tier 2 Band 2 Overage
- Dynamics 365 e-Commerce Tier 2 Band 2 Overage for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 2 Overage for Students
- Dynamics 365 e-Commerce Tier 2 Band 3
- Dynamics 365 e-Commerce Tier 2 Band 3 for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 3 for Students
- Dynamics 365 e-Commerce Tier 2 Band 3 Overage
- Dynamics 365 e-Commerce Tier 2 Band 3 Overage for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 3 Overage for Students
- Dynamics 365 e-Commerce Tier 2 Band 4
- Dynamics 365 e-Commerce Tier 2 Band 4 for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 4 for Students
- Dynamics 365 e-Commerce Tier 2 Band 4 Overage
- Dynamics 365 e-Commerce Tier 2 Band 4 Overage for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 4 Overage for Students
- Dynamics 365 e-Commerce Tier 2 Band 5
- Dynamics 365 e-Commerce Tier 2 Band 5 for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 5 for Students
- Dynamics 365 e-Commerce Tier 2 Band 5 Overage
- Dynamics 365 e-Commerce Tier 2 Band 5 Overage for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 5 Overage for Students
- Dynamics 365 e-Commerce Tier 2 Band 6

- Dynamics 365 e-Commerce Tier 2 Band 6 for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 6 for Students
- Dynamics 365 e-Commerce Tier 2 Band 6 Overage
- Dynamics 365 e-Commerce Tier 2 Band 6 Overage for Faculty
- Dynamics 365 e-Commerce Tier 2 Band 6 Overage for Students
- Dynamics 365 e-Commerce Tier 3 Band 1
- Dynamics 365 e-Commerce Tier 3 Band 1 for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 1 for Students
- Dynamics 365 e-Commerce Tier 3 Band 1 Overage
- Dynamics 365 e-Commerce Tier 3 Band 1 Overage for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 1 Overage for Students
- Dynamics 365 e-Commerce Tier 3 Band 2
- Dynamics 365 e-Commerce Tier 3 Band 2 for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 2 for Students
- Dynamics 365 e-Commerce Tier 3 Band 2 Overage
- Dynamics 365 e-Commerce Tier 3 Band 2 Overage for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 2 Overage for Students
- Dynamics 365 e-Commerce Tier 3 Band 3
- Dynamics 365 e-Commerce Tier 3 Band 3 for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 3 for Students
- Dynamics 365 e-Commerce Tier 3 Band 3 Overage
- Dynamics 365 e-Commerce Tier 3 Band 3 Overage for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 3 Overage for Students
- Dynamics 365 e-Commerce Tier 3 Band 4
- Dynamics 365 e-Commerce Tier 3 Band 4 for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 4 for Students
- Dynamics 365 e-Commerce Tier 3 Band 4 Overage
- Dynamics 365 e-Commerce Tier 3 Band 4 Overage for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 4 Overage for Students
- Dynamics 365 e-Commerce Tier 3 Band 5
- Dynamics 365 e-Commerce Tier 3 Band 5 for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 5 for Students
- Dynamics 365 e-Commerce Tier 3 Band 5 Overage
- Dynamics 365 e-Commerce Tier 3 Band 5 Overage for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 5 Overage for Students
- Dynamics 365 e-Commerce Tier 3 Band 6
- Dynamics 365 e-Commerce Tier 3 Band 6 for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 6 for Students
- Dynamics 365 e-Commerce Tier 3 Band 6 Overage
- Dynamics 365 e-Commerce Tier 3 Band 6 Overage for Faculty
- Dynamics 365 e-Commerce Tier 3 Band 6 Overage for Students
- Dynamics 365 Field Service
- Dynamics 365 Field Service - Resource Scheduling Optimization
- Dynamics 365 Field Service - Resource Scheduling Optimization (Nonprofit Staff Pricing)
- Standard Cloud Scale Unit Overage (36 mo)
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Dynamics 365 Field Service (Nonprofit Staff Pricing)
- Dynamics 365 Field Service (Qualified Offer) (1000 seat minimum requirement)
- Dynamics 365 Field Service (Qualified Offer) (250 seat minimum requirement)
- Dynamics 365 Field Service (Qualified Offer) (500 seat minimum requirement)
- Dynamics 365 Field Service Attach for Government to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Field Service (36 mo) Cloud Migration Promo
- Dynamics 365 Operations - Sandbox Tier 2:Standard Acceptance Testing (36 mo)
- Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer (Nonprofit Staff Pricing)
- Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer (Qualified Offer)

(100 seat minimum requirement)
- Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Field Service Device
- Dynamics 365 Field Service for Faculty
- Dynamics 365 Field Service for Faculty Device
- Dynamics 365 Field Service for Government
- Dynamics 365 Field Service for Government Device
- Dynamics 365 Field Service for Students
- Dynamics 365 Field Service for Students Device
- Dynamics 365 Finance
- Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Dynamics 365 Project Operations Attach (36 mo.)
- Dynamics 365 Finance Attach for Government
- Dynamics 365 Project Operations Attach (36 mo) Cloud Migration Promo
- Dynamics 365 Team Members (36 mo)
- Dynamics 365 Finance Attach to Qualifying Dynamics 365 Base Offer For AX Migration Promo
- Dynamics 365 Finance Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Finance Attach to Qualifying Dynamics 365 Base Offer for Faculty (Qualified Offer)
- Dynamics 365 Finance Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Finance Attach to Qualifying Dynamics 365 Base Offer for Students (Qualified Offer)
- Dynamics 365 Finance For AX Migration Promo
- Dynamics 365 Finance for Faculty
- Dynamics 365 Finance for Government
- Dynamics 365 Finance for Students
- Dynamics 365 Fraud Protection Account Protection
- Dynamics 365 Fraud Protection Account Protection Addon for Faculty Tier 1
- Dynamics 365 Fraud Protection Account Protection Addon for Faculty Tier 2 (Minimum units required)
- Dynamics 365 Fraud Protection Account Protection Addon Tier 1
- Dynamics 365 Fraud Protection Account Protection Addon Tier 2 (Minimum units required)
- Dynamics 365 Fraud Protection Account Protection for Faculty
- Dynamics 365 Fraud Protection Loss Prevention
- Dynamics 365 Fraud Protection Loss Prevention Addon for Faculty Tier 1
- Dynamics 365 Fraud Protection Loss Prevention Addon for Faculty Tier 2 (Minimum units required)
- Dynamics 365 Fraud Protection Loss Prevention Addon Tier 1
- Dynamics 365 Fraud Protection Loss Prevention Addon Tier 2 (Minimum units required)
- Dynamics 365 Fraud Protection Loss Prevention for Faculty
- Dynamics 365 Fraud Protection Purchase Protection
- Dynamics 365 Fraud Protection Purchase Protection Addon for Faculty Tier 1
- Dynamics 365 Fraud Protection Purchase Protection Addon for Faculty Tier 2 (Minimum units required)
- Dynamics 365 Fraud Protection Purchase Protection Addon Tier 1
- Dynamics 365 Fraud Protection Purchase Protection Addon Tier 2 (Minimum units required)
- Dynamics 365 Fraud Protection Purchase Protection for Faculty
- Dynamics 365 Guides
- Dynamics 365 Guides for Faculty
- Dynamics 365 Guides for Faculty Trial
- Dynamics 365 Guides for Students
- Dynamics 365 Guides for Students Trial
- Dynamics 365 Guides GCC
- Dynamics 365 Guides Trial
- Dynamics 365 Human Resources

- Dynamics 365 Business Central Premium (36 mo) Cloud Migration Promo
- Dynamics 365 Human Resources (36 mo) Cloud Migration Promo
- Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Sales Enterprise Edition (36 mo) Cloud Migration Promo
- Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
- Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer (Qualified Offer)
- Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer for Faculty (Qualified Offer)
- Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer for Students (Qualified Offer)
- Dynamics 365 Human Resources for Faculty
- Dynamics 365 Human Resources for Students
- Dynamics 365 Human Resources Sandbox
- Dynamics 365 Sales Professional (36 mo) Cloud Migration Promo
- Dynamics 365 Human Resources Sandbox for Faculty
- Dynamics 365 Human Resources Sandbox for Students
- Dynamics 365 Human Resources Self Service
- Dynamics 365 Human Resources Self Service for Faculty
- Dynamics 365 Human Resources Self Service for Students
- Dynamics 365 Intelligent Order Management
- Dynamics 365 Intelligent Order Management for Faculty
- Dynamics 365 Intelligent Order Management for Students
- Dynamics 365 Intelligent Order Management USL
- Dynamics 365 Intelligent Order Management USL for Faculty
- Dynamics 365 Intelligent Order Management USL for Students
- Dynamics 365 Marketing
- Dynamics 365 Marketing (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Additional Application
- Dynamics 365 Marketing Additional Application (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Additional Application for Faculty
- Dynamics 365 Marketing Additional Application for Students
- Dynamics 365 Marketing Additional Non-Prod Application
- Dynamics 365 Marketing Additional Non-Prod Application (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Additional Non-Prod Application for Faculty
- Dynamics 365 Marketing Addnl Contacts Tier 1
- Dynamics 365 Marketing Addnl Contacts Tier 1 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Addnl Contacts Tier 1 for CE Plan
- Dynamics 365 Marketing Addnl Contacts Tier 1 for CE Plan (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Addnl Contacts Tier 1 for CE Plan for Faculty
- Dynamics 365 Marketing Addnl Contacts Tier 1 for CE Plan for Students
- Dynamics 365 Marketing Addnl Contacts Tier 1 for Faculty
- Dynamics 365 Marketing Addnl Contacts Tier 1 for Students
- Dynamics 365 Marketing Addnl Contacts Tier 2
- Dynamics 365 Marketing Addnl Contacts Tier 2 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Addnl Contacts Tier 2 for Faculty
- Dynamics 365 Marketing Addnl Contacts Tier 2 for Students
- Dynamics 365 Marketing Addnl Contacts Tier 3
- Dynamics 365 Marketing Addnl Contacts Tier 3 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Addnl Contacts Tier 3 for Faculty
- Dynamics 365 Marketing Addnl Contacts Tier 3 for Students
- Dynamics 365 Marketing Addnl Contacts Tier 4
- Dynamics 365 Marketing Addnl Contacts Tier 4 (Nonprofit Staff Pricing)

- Dynamics 365 Marketing Addnl Contacts Tier 4 for Faculty
- Dynamics 365 Marketing Addnl Contacts Tier 4 for Students
- Dynamics 365 Marketing Addnl Contacts Tier 5
- Dynamics 365 Marketing Addnl Contacts Tier 5 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Addnl Contacts Tier 5 for Faculty
- Dynamics 365 Marketing Addnl Contacts Tier 5 for Students
- Dynamics 365 Marketing Attach
- Dynamics 365 Marketing Attach (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Attach (Qualified Offer) (From CE Plan with 10 seats minimum)
- Dynamics 365 Marketing Attach for Faculty
- Dynamics 365 Marketing Attach for Students
- Dynamics 365 Marketing for Faculty
- Dynamics 365 Marketing for Students
- Dynamics 365 Marketing Interactions Add on pack: Tier 1
- Dynamics 365 Marketing Interactions Add on pack: Tier 1 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Interactions Add on pack: Tier 1 for Faculty
- Dynamics 365 Marketing Interactions Add on pack: Tier 1 for Students
- Dynamics 365 Marketing Interactions Add on pack: Tier 3
- Dynamics 365 Marketing Interactions Add on pack: Tier 3 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Interactions Add on pack: Tier 3 for Faculty
- Dynamics 365 Marketing Interactions Add on pack: Tier 3 for Students
- Dynamics 365 Marketing Interactions Add on pack: Tier 4
- Dynamics 365 Marketing Interactions Add on pack: Tier 4 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Interactions Add on pack: Tier 4 for Faculty
- Dynamics 365 Marketing Interactions Add on pack: Tier 4 for Students
- Dynamics 365 Marketing Interactions Add on pack: Tier 5
- Dynamics 365 Marketing Interactions Add on pack: Tier 5 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Interactions Add on pack: Tier 5 for Faculty
- Dynamics 365 Marketing Interactions Add on pack: Tier 5 for Students
- Dynamics 365 Marketing Interactions Add on pack: Tier 2
- Dynamics 365 Marketing Interactions Add on pack: Tier 2 (Nonprofit Staff Pricing)
- Dynamics 365 Marketing Interactions Add on pack: Tier 2 for Faculty
- Dynamics 365 Marketing Interactions Add on pack: Tier 2 for Students
- Dynamics 365 Operations – Activity
- Dynamics 365 Finance (36 mo)
- Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
- Dynamics 365 Operations – Activity For AX Migration Promo
- Dynamics 365 Operations - Database Capacity
- Dynamics 365 Operations - Database Capacity for Education
- Dynamics 365 Operations – Device
- Basic Cloud Scale Unit Overage (36 mo)
- Dynamics 365 Operations – Activity (36 mo) Cloud Migration Promo
- Dynamics 365 Operations – Device For AX Migration Promo
- Dynamics 365 Operations – Device for Faculty
- Dynamics 365 Operations – Device for Students
- Dynamics 365 Operations - File Capacity
- Dynamics 365 Operations - File Capacity for Education
- Dynamics 365 Operations - Sandbox Tier 2:Standard Acceptance Testing
- Dynamics 365 Customer Service Enterprise Device (36 mo)
- Dynamics 365 Operations - Sandbox Tier 2:Standard Acceptance Testing for Faculty
- Dynamics 365 Operations - Sandbox Tier 3:Premier Acceptance Testing
- Dynamics 365 Finance Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
- Dynamics 365 Operations - Sandbox Tier 3:Premier Acceptance Testing for Faculty
- Dynamics 365 Operations - Sandbox Tier 4:Standard Performance Testing
- Dynamics 365 Customer Service Enterprise (36 mo)

- Dynamics 365 Operations - Sandbox Tier 4:Standard Performance Testing for Faculty
- Dynamics 365 Operations - Sandbox Tier 5:Premier Performance Testing
- Dynamics 365 Sales Professional (36 mo)
- Dynamics 365 Operations - Sandbox Tier 5:Premier Performance Testing for Faculty
- Dynamics 365 Project Operations
- Dynamics 365 Finance (36 mo) Cloud Migration Promo
- Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
- Dynamics 365 Project Operations (Qualified Offer) (0-user minimum for Project Service Automation transitions)
- Dynamics 365 Field Service (36 mo)
- Dynamics 365 Project Operations Attach
- Dynamics 365 Commerce (36 mo) Cloud Migration Promo
- Dynamics 365 Customer Service Enterprise (36 mo) Cloud Migration Promo
- Dynamics 365 Project Operations Attach (Qualified Offer) (0-user minimum for Project Service Automation transitions)
- Dynamics 365 Project Operations Attach for Faculty
- Dynamics 365 Project Operations Attach for Faculty (Qualified Offer) (0-user minimum for Project Service Automation transitions)
- Dynamics 365 Project Operations Attach for Students
- Dynamics 365 Project Operations Attach for Students (Qualified Offer) (0-user minimum for Project Service Automation transitions)
- Dynamics 365 Project Operations for Faculty
- Dynamics 365 Project Operations for Faculty (Qualified Offer) (0-user minimum for Project Service Automation transitions)
- Dynamics 365 Project Operations for Students
- Dynamics 365 Project Operations for Students (Qualified Offer) (0-user minimum for Project Service Automation transitions)
- Dynamics 365 Remote Assist
- Dynamics 365 Remote Assist Attach
- Dynamics 365 Remote Assist Attach for Faculty
- Dynamics 365 Remote Assist Attach for Faculty Trial
- Dynamics 365 Remote Assist Attach for Government
- Dynamics 365 Remote Assist Attach for Students
- Dynamics 365 Remote Assist Attach for Students Trial
- Dynamics 365 Remote Assist Attach Trial
- Dynamics 365 Remote Assist for Faculty
- Dynamics 365 Remote Assist for Faculty Trial
- Dynamics 365 Remote Assist for Government
- Dynamics 365 Remote Assist for Students
- Dynamics 365 Remote Assist for Students Trial
- Dynamics 365 Remote Assist Trial
- Dynamics 365 Sales Enterprise Attach for Government to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer
- Electronic Invoicing Add-on for Dynamics 365 (36 mo)
- Dynamics 365 Sales Professional Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer (Nonprofit Staff Pricing)
- Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer (Qualified Offer) (100 seat minimum requirement)
- Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Sales Enterprise Edition
- Sensor Data Intelligence Additional Machines Add-in for Dynamics 365 Supply Chain Management (36 mo)
- Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer (36 mo)

Cloud Migration Promo
- Dynamics 365 Sales Enterprise Edition (Nonprofit Staff Pricing)
- Dynamics 365 Sales Enterprise Edition (Qualified Offer) (1000 seat minimum requirement)
- Dynamics 365 Sales Enterprise Edition (Qualified Offer) (250 seat minimum requirement)
- Dynamics 365 Sales Enterprise Edition (Qualified Offer) (500 seat minimum requirement)
- Dynamics 365 Sales Enterprise Edition Device
- Standard Cloud Scale Unit add-in for Dynamics 365 Supply Chain Management (36 mo)
- Dynamics 365 Sales Enterprise Edition for Faculty
- Dynamics 365 Sales Enterprise Edition for Faculty (Device)
- Dynamics 365 Sales Enterprise Edition for Students
- Dynamics 365 Sales Enterprise Edition for Students (Device)
- Dynamics 365 Sales Enterprise for Government
- Dynamics 365 Sales Enterprise for Government Device
- Dynamics 365 Sales Insights
- Dynamics 365 Sales Insights (Nonprofit Staff Pricing)
- Dynamics 365 Sales Insights for Faculty
- Dynamics 365 Sales Insights for Students
- Dynamics 365 Sales Premium
- Dynamics 365 Sales Premium (Nonprofit Staff Pricing)
- Dynamics 365 Sales Premium for Faculty
- Dynamics 365 Sales Premium for Students
- Dynamics 365 Sales Professional
- Dynamics 365 Operations - Sandbox Tier 3:Premier Acceptance Testing (36 mo)
- Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Dynamics 365 Sales Professional (Nonprofit Staff Pricing)
- Dynamics 365 Sales Professional Attach for Government to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Sales Professional Attach to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Commerce Scale Unit Premium - Cloud (36 mo)
- Dynamics 365 Project Operations (Qualified Offer) (0-user minimum for Project Service Automation transitions) (36 mo.)
- Dynamics 365 Sales Professional Attach to Qualifying Dynamics 365 Base Offer (Nonprofit Staff Pricing)
- Dynamics 365 Sales Professional Attach to Qualifying Dynamics 365 Base Offer (Qualified Offer) (100 seat minimum requirement)
- Dynamics 365 Sales Professional Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Sales Professional Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Sales Professional for Faculty
- Dynamics 365 Sales Professional for Government
- Dynamics 365 Sales Professional for Students
- Dynamics 365 Supply Chain Management
- Dynamics 365 Project Operations (36 mo.)
- Dynamics 365 Finance Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Dynamics 365 Supply Chain Management Attach for Government
- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer
- Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer (36 mo)
- Sensor Data Intelligence Scenario Add-in for Dynamics 365 Supply Chain Management (36 mo)
- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer (Qualified Offer)
- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer For AX Migration Promo
- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer for Faculty
- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer for

Faculty (Qualified Offer)
- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer for Students
- Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer for Students (Qualified Offer)
- Dynamics 365 Supply Chain Management For AX Migration Promo
- Dynamics 365 Supply Chain Management for Faculty
- Dynamics 365 Supply Chain Management for Government
- Dynamics 365 Supply Chain Management for Students
- Dynamics 365 Team Members
- Dynamics 365 Business Central Device (36 mo) Cloud Migration Promo
- Dynamics 365 Project Operations (36 mo) Cloud Migration Promo
- Dynamics 365 Team Members (Nonprofit Staff Pricing)
- Dynamics 365 Team Members for Faculty
- Dynamics 365 Team Members for Government
- Dynamics 365 Team Members for Migration For AX Migration Promo
- Dynamics 365 Team Members for Students
- Education Insights Premium
- Electronic Invoicing Add-on for Dynamics 365
- Dynamics 365 Commerce Scale Unit Standard - Cloud (36 mo)
- Electronic Invoicing Add-on for Dynamics 365 for Faculty
- Electronic Invoicing Add-on for Dynamics 365 for Students
- Enterprise Mobility + Security A3 for Faculty
- Enterprise Mobility + Security A3 for Students
- Enterprise Mobility + Security A3 for Students use benefit
- Enterprise Mobility + Security A5 for Faculty
- Enterprise Mobility + Security A5 for Students
- Enterprise Mobility + Security A5 for Students use benefit
- Enterprise Mobility + Security E3
- Enterprise Mobility + Security E3 (Nonprofit Staff Pricing)
- Enterprise Mobility + Security E5
- Enterprise Mobility + Security E5 (Nonprofit Staff Pricing)
- Enterprise Mobility + Security E5 Trial
- Enterprise Mobility + Security G3 GCC
- Enterprise Mobility + Security G5 GCC
- Exchange Online (Plan 1)
- Exchange Online (Plan 1) for GCC
- Exchange Online (Plan 2)
- Exchange Online (Plan 2) for GCC
- Exchange Online Archiving for Exchange Online
- Exchange Online Archiving for Exchange Online (Nonprofit Staff Pricing)
- Exchange Online Archiving for Exchange Online for GCC
- Exchange Online Archiving for Exchange Server
- Exchange Online Archiving for Exchange Server for GCC
- Exchange Online Kiosk
- Exchange Online Kiosk for GCC
- Exchange Online Protection
- Exchange Online Protection for GCC
- Extended Dial-out Minutes to USA/CAN
- Extended Dial-out Minutes to USA/CAN (Nonprofit Staff Pricing)
- Extended Dial-out Minutes to USA/CAN for faculty
- Extended Dial-out Minutes to USA/CAN for GCC
- Extended Dial-out Minutes to USA/CAN for students
- Extra Graph Connector Capacity
- Extra Graph Connector Capacity for faculty
- Extra Graph Connector Capacity for students
- Intune

- Intune Extra Storage
- Microsoft 365 A1
- Microsoft 365 A3 - Unattended Licence for faculty
- Microsoft 365 A3 - Unattended Licence for students
- Microsoft 365 A3 for faculty
- Microsoft 365 A3 for students
- Microsoft 365 A3 for students use benefit
- Microsoft 365 A5 Compliance for faculty
- Microsoft 365 A5 Compliance for students
- Microsoft 365 A5 eDiscovery and Audit for faculty
- Microsoft 365 A5 eDiscovery and Audit for students
- Microsoft 365 A5 for faculty
- Microsoft 365 A5 for students
- Microsoft 365 A5 for students use benefit
- Microsoft 365 A5 Information Protection and Governance for faculty
- Microsoft 365 A5 Information Protection and Governance for students
- Microsoft 365 A5 Insider Risk Management for faculty
- Microsoft 365 A5 Insider Risk Management for students
- Microsoft 365 A5 Security for faculty
- Microsoft 365 A5 Security for student use benefits
- Microsoft 365 A5 Security for students
- Microsoft 365 A5 without Audio Conferencing for faculty
- Microsoft 365 A5 without Audio Conferencing for students
- Microsoft 365 A5 without Audio Conferencing for students use benefit
- Microsoft 365 Apps for business
- Microsoft 365 Apps for enterprise
- Microsoft 365 Apps for enterprise (Nonprofit Staff Pricing)
- Microsoft 365 Apps for enterprise (Nonprofit Staff Pricing) Trial
- Microsoft 365 Apps for Faculty
- Microsoft 365 Apps for GCC
- Microsoft 365 Apps for Students
- Microsoft 365 Apps for Students use benefit
- Microsoft 365 Audio Conferencing
- Microsoft 365 Audio Conferencing (Nonprofit Staff Pricing)
- Microsoft 365 Audio Conferencing Adoption Promo
- Microsoft 365 Audio Conferencing for faculty
- Microsoft 365 Audio Conferencing for faculty Adoption Promo
- Microsoft 365 Audio Conferencing for GCC
- Microsoft 365 Audio Conferencing for GCC Adoption Promo
- Microsoft 365 Audio Conferencing for India-based Users
- Microsoft 365 Audio Conferencing for students
- Microsoft 365 Audio Conferencing for students Adoption Promo
- Microsoft 365 Business Basic
- Microsoft 365 Business Basic (Nonprofit Staff Pricing)
- Microsoft 365 Business Premium
- Microsoft 365 Business Premium (Nonprofit Staff Pricing)
- Microsoft 365 Business Premium (Nonprofit Staff Pricing) Donation
- Microsoft 365 Business Premium (Nonprofit Staff Pricing) Trial
- Microsoft 365 Business Premium Trial
- Microsoft 365 Business Standard
- Microsoft 365 Business Standard (Nonprofit Staff Pricing)
- Microsoft 365 Business Standard (Nonprofit Staff Pricing) Trial
- Microsoft 365 Business Standard Trial
- Microsoft 365 Business Voice (US)
- Microsoft 365 Business Voice (US) (Nonprofit Staff Pricing)
- Microsoft 365 Business Voice (US) Adoption Promo
- Microsoft 365 Business Voice (without calling plan)

- Microsoft 365 Business Voice (without calling plan) (Nonprofit Staff Pricing)
- Microsoft 365 Business Voice (without calling plan) Adoption Promo
- Microsoft 365 Business Voice (without Calling Plan) for US
- Microsoft 365 Business Voice (without Calling Plan) for US (Nonprofit Staff Pricing)
- Microsoft 365 Business Voice (without Calling Plan) for US Adoption Promo
- Microsoft 365 Domestic and International Calling Plan
- Microsoft 365 Domestic and International Calling Plan for faculty
- Microsoft 365 Domestic and International Calling Plan for GCC
- Microsoft 365 Domestic and International Calling Plan for students
- Microsoft 365 Domestic Calling Plan
- Microsoft 365 Domestic Calling Plan (120 min)
- Microsoft 365 Domestic Calling Plan (120 min) for faculty
- Microsoft 365 Domestic Calling Plan (120 min) for students
- Microsoft 365 Domestic Calling Plan for faculty
- Microsoft 365 Domestic Calling Plan for faculty for US and Canada
- Microsoft 365 Domestic Calling Plan for GCC
- Microsoft 365 Domestic Calling Plan for GCC for US
- Microsoft 365 Domestic Calling Plan for students
- Microsoft 365 Domestic Calling Plan for students for US and Canada
- Microsoft 365 Domestic Calling Plan for US and Canada
- Microsoft 365 E3
- Microsoft 365 E3 - Unattended Licence
- Microsoft 365 E3 (Nonprofit Staff Pricing)
- Microsoft 365 E5
- Microsoft 365 E5 (Nonprofit Staff Pricing)
- Microsoft 365 E5 Compliance
- Microsoft 365 E5 Compliance (Nonprofit Staff Pricing)
- Microsoft 365 E5 eDiscovery and Audit
- Microsoft 365 E5 eDiscovery and Audit (Nonprofit Staff Pricing)
- Microsoft 365 E5 Information Protection and Governance
- Microsoft 365 E5 Information Protection and Governance (Nonprofit Staff Pricing)
- Microsoft 365 E5 Insider Risk Management
- Microsoft 365 E5 Insider Risk Management (Nonprofit Staff Pricing)
- Microsoft 365 E5 Security
- Microsoft 365 E5 Security (Nonprofit Staff Pricing)
- Microsoft 365 E5 without Audio Conferencing
- Microsoft 365 E5 without Audio Conferencing (Nonprofit Staff Pricing)
- Microsoft 365 F1
- Microsoft 365 F1 (Nonprofit Staff Pricing)
- Microsoft 365 F1 Trial
- Microsoft 365 F3
- Microsoft 365 F3 (Nonprofit Staff Pricing)
- Microsoft 365 F5 Compliance Add-on
- Microsoft 365 F5 Security + Compliance Add-on
- Microsoft 365 F5 Security Add-on
- Microsoft 365 G3 - Unattended Licence for GCC
- Microsoft 365 G3 GCC
- Microsoft 365 G5 Compliance GCC
- Microsoft 365 G5 eDiscovery and Audit for GCC
- Microsoft 365 G5 Information Protection and DLP (add-on) for GCC
- Microsoft 365 G5 Information Protection and Governance for GCC
- Microsoft 365 G5 Insider Risk Management for GCC
- Microsoft 365 GCC G5
- Microsoft 365 International Calling Plan
- Microsoft 365 International Calling Plan for SMB
- Microsoft 365 Phone System
- Microsoft 365 Phone System - Virtual User

- Microsoft 365 Phone System - Virtual User for faculty
- Microsoft 365 Phone System - Virtual User for GCC
- Microsoft 365 Phone System - Virtual User for students
- Microsoft 365 Phone System (Nonprofit Staff Pricing)
- Microsoft 365 Phone System for faculty
- Microsoft 365 Phone System for GCC
- Microsoft 365 Phone System for students
- Microsoft Cloud App Security
- Microsoft Cloud App Security (Nonprofit Staff Pricing)
- Microsoft Cloud App Security for Faculty
- Microsoft Cloud App Security for Students
- Microsoft Defender For Endpoint
- Microsoft Defender For Endpoint EDU
- Microsoft Defender for Endpoint Server
- Microsoft Defender for Endpoint Server Edu
- Microsoft Defender for Identity
- Microsoft Defender for Identity (Nonprofit Staff Pricing)
- Microsoft Defender for Identity for Faculty
- Microsoft Defender for Identity for Students
- Microsoft Defender for Office 365 (Plan 1)
- Microsoft Defender for Office 365 (Plan 1) (Nonprofit Staff Pricing)
- Microsoft Defender for Office 365 (Plan 1) Faculty
- Microsoft Defender for Office 365 (Plan 1) GCC
- Microsoft Defender for Office 365 (Plan 1) Student
- Microsoft Defender for Office 365 (Plan 1) Student use benefit
- Microsoft Defender for Office 365 (Plan 2)
- Microsoft Defender for Office 365 (Plan 2) (Nonprofit Staff Pricing)
- Microsoft Defender for Office 365 (Plan 2) Faculty
- Microsoft Defender for Office 365 (Plan 2) GCC
- Microsoft Defender for Office 365 (Plan 2) Student
- Microsoft Intune (Nonprofit Staff Pricing)
- Microsoft Intune Device
- Microsoft Intune for Education for Faculty
- Microsoft Intune for Education for Students
- Microsoft Intune for Education for Students use benefit
- Microsoft Intune for Government
- Microsoft MyAnalytics for faculty
- Microsoft MyAnalytics for students
- Microsoft Stream for GCC
- Microsoft Stream Plan 2 for Office 365 Add-On
- Microsoft Stream Plan 2 for Office 365 Add-On (Nonprofit Staff Pricing)
- Microsoft Stream Plan 2 for Office 365 Add-On for faculty
- Microsoft Stream Plan 2 for Office 365 Add-On for students
- Microsoft Stream Storage Add-On (500 GB)
- Microsoft Stream Storage Add-On (500 GB) (Nonprofit Staff Pricing)
- Microsoft Stream Storage Add-On (500 GB) for faculty
- Microsoft Stream Storage Add-On (500 GB) for students
- Microsoft Teams Calling Essentials for US and Canada
- Microsoft Teams Calling Essentials for US and Canada (Nonprofit Staff Pricing)
- Microsoft Teams Calling Essentials for US and Canada for faculty
- Microsoft Teams Calling Essentials for US and Canada for students
- Microsoft Teams Calling Essentials for US GCC
- Microsoft Teams Commercial Cloud Trial
- Microsoft Teams Rooms Standard
- Microsoft Teams Rooms Standard for faculty
- Microsoft Teams Rooms Standard for faculty Promo
- Microsoft Teams Rooms Standard for GCC

- Microsoft Teams Rooms Standard for GCC Promo
- Microsoft Teams Rooms Standard for GCC without Audio Conferencing Promo
- Microsoft Teams Rooms Standard for students
- Microsoft Teams Rooms Standard for students Promo
- Microsoft Teams Rooms Standard Promo
- Microsoft Teams Rooms Standard without Audio Conferencing
- Microsoft Teams Rooms Standard without Audio Conferencing for faculty Promo
- Microsoft Teams Rooms Standard without Audio Conferencing for students Promo
- Microsoft Teams Rooms Standard without Audio Conferencing Promo
- Minecraft: Education Edition (per user)
- Office 365 A1 for faculty
- Office 365 A1 for faculty (for Device)
- Office 365 A1 for students
- Office 365 A1 for students (for Device)
- Office 365 A3 for faculty
- Office 365 A3 for students
- Office 365 A3 for students use benefit
- Office 365 A5 for faculty
- Office 365 A5 for students
- Office 365 A5 for students use benefit
- Office 365 A5 without Audio Conferencing for faculty
- Office 365 A5 without Audio Conferencing for students
- Office 365 A5 without Audio Conferencing for students use benefit
- Office 365 Advanced Compliance for GCC
- Office 365 Data Loss Prevention
- Office 365 Data Loss Prevention for GCC
- Office 365 E1
- Office 365 E1 (Nonprofit Staff Pricing) - Volunteer
- Office 365 E1 for mid-market
- Office 365 E3
- Office 365 E3 (Nonprofit Staff Pricing)
- Office 365 E3 (Nonprofit Staff Pricing) Trial
- Office 365 E3 Trial
- Office 365 E5
- Office 365 E5 (Nonprofit Staff Pricing)
- Office 365 E5 (Nonprofit Staff Pricing) Trial
- Office 365 E5 Trial
- Office 365 E5 without Audio Conferencing
- Office 365 E5 without Audio Conferencing (Nonprofit Staff Pricing)
- Office 365 E5 without Audio Conferencing Trial
- Office 365 Extra File Storage
- Office 365 Extra File Storage (Nonprofit Staff Pricing)
- Office 365 Extra File Storage for faculty
- Office 365 Extra File Storage for GCC
- Office 365 F3
- Office 365 F3 (Nonprofit Staff Pricing) - Volunteer
- Office 365 F3 GCC
- Office 365 G1 GCC
- Office 365 G3 GCC
- Office 365 G5 GCC
- Office 365 GCC G5 without Audio Conferencing
- OneDrive for business (Plan 1)
- OneDrive for business (Plan 1) for GCC
- OneDrive for business (Plan 2)
- OneDrive for business (Plan 2) for GCC
- Power Apps and Power Automate capacity add-on
- Power Apps and Power Automate capacity add-on (Nonprofit Staff Pricing)

- Power Apps and Power Automate capacity add-on for Faculty
- Power Apps and Power Automate capacity add-on for Government
- Power Apps per app plan
- Power Apps per app plan (Nonprofit Staff Pricing)
- Power Apps per app plan (Nonprofit Staff Pricing) donation - Eligible nonprofits can get Power Apps free for up to 10 seats.
- Power Apps per app plan for Faculty
- Power Apps per app plan for Government
- Power Apps per app plan for Government promotion (200 seat min)
- Power Apps per app plan for Students
- Power Apps per app plan promotion (200 seat min)
- Power Apps Portals login capacity add-on
- Power Apps Portals login capacity add-on (Nonprofit Staff Pricing)
- Power Apps Portals login capacity add-on for Faculty
- Power Apps Portals login capacity add-on for Government
- Power Apps Portals login capacity add-on Tier 2 (10 unit min)
- Power Apps Portals login capacity add-on Tier 2 (10 unit min) (Nonprofit Staff Pricing)
- Power Apps Portals login capacity add-on Tier 2 (10 unit min) for Faculty
- Power Apps Portals login capacity add-on Tier 2 (10 unit min) for Government
- Power Apps Portals login capacity add-on Tier 3 (50 unit min)
- Power Apps Portals login capacity add-on Tier 3 (50 unit min) (Nonprofit Staff Pricing)
- Power Apps Portals login capacity add-on Tier 3 (50 unit min) for Faculty
- Power Apps Portals login capacity add-on Tier 3 (50 unit min) for Government
- Power Apps Portals login capacity add-on Tier 4 (250 unit min)
- Power Apps Portals login capacity add-on Tier 4 (250 unit min) (Nonprofit Staff Pricing)
- Power Apps Portals login capacity add-on Tier 4 (250 unit min) for Faculty
- Power Apps Portals login capacity add-on Tier 4 (250 unit min) for Students
- Power Apps Portals login capacity add-on Tier 5 (1000 unit min)
- Power Apps Portals login capacity add-on Tier 5 (1000 unit min) (Nonprofit Staff Pricing)
- Power Apps Portals login capacity add-on Tier 5 (1000 unit min) for Faculty
- Power Apps Portals login capacity add-on Tier 5 (1000 unit min) for Students
- Power Apps Portals page view capacity add-on
- Power Apps Portals page view capacity add-on (Nonprofit Staff Pricing)
- Power Apps Portals page view capacity add-on for Faculty
- Power Apps Portals page view capacity add-on for Government
- Power Automate per flow plan
- Power Automate per flow plan (Nonprofit Staff Pricing)
- Power Automate per flow plan for Faculty
- Power Automate per flow plan for Government
- Power Automate per user plan
- Power Automate per user plan (Nonprofit Staff Pricing)
- Power Automate per user plan for Faculty
- Power Automate per user plan for Government
- Power Automate per user plan for Students
- Power Automate per user with attended RPA plan
- Power Automate per user with attended RPA plan (Nonprofit Staff Pricing)
- Power Automate per user with attended RPA plan for Faculty
- Power Automate per user with attended RPA plan for Government
- Power Automate per user with attended RPA plan for Government Limited Time Offer (Min of 5000 seats)
- Power Automate per user with attended RPA plan for Students
- Power Automate per user with attended RPA plan Limited Time Offer (Min of 5000 seats)
- Power Automate unattended RPA add-on
- Power Automate unattended RPA add-on (Nonprofit Staff Pricing)
- Power Automate unattended RPA add-on for Faculty
- Power Automate unattended RPA add-on for Government
- Power Automate unattended RPA add-on for Students

- Power BI Premium EM3 (Nonprofit Staff Pricing)
- Power BI Premium P1
- Power BI Premium P1 (Nonprofit Staff Pricing)
- Power BI Premium P1 for Faculty
- Power BI Premium P1 for Government
- Power BI Premium P1 for Students
- Power BI Premium P2
- Power BI Premium P2 (Nonprofit Staff Pricing)
- Power BI Premium P2 for Faculty
- Power BI Premium P2 for Government
- Power BI Premium P2 for Students
- Power BI Premium P3
- Power BI Premium P3 (Nonprofit Staff Pricing)
- Power BI Premium P3 for Faculty
- Power BI Premium P3 for Government
- Power BI Premium P3 for Students
- Power BI Premium P4
- Power BI Premium P4 for Government
- Power BI Premium P5
- Power BI Premium P5 for Government
- Power BI Premium Per User
- Power BI Premium Per User (Nonprofit Staff Pricing)
- Power BI Premium Per User Add-On
- Power BI Premium Per User Add-On (Nonprofit Staff Pricing)
- Power BI Premium Per User Add-On (Nonprofit Staff Pricing) (Office)
- Power BI Premium Per User Add-On for Faculty
- Power BI Premium Per User Add-On for GCC
- Power BI Premium Per User Add-On for GCC (Office)
- Power BI Premium Per User Add-On for Students
- Power BI Premium Per User for Faculty
- Power BI Premium Per User for Government
- Power BI Premium Per User for Students
- Power BI Pro
- Power BI Pro (Nonprofit Staff Pricing)
- Power BI Pro for faculty
- Power BI Pro for Government
- Power BI Pro for students
- Power Virtual Agent
- Power Virtual Agent (Nonprofit Staff Pricing)
- Power Virtual Agent for Faculty
- Power Virtual Agent User Licence
- Power Virtual Agent User Licence (Nonprofit Staff Pricing)
- Power Virtual Agent User Licence for Faculty
- Power Virtual Agents for GCC
- Power Virtual Agents User Licence for GCC
- Pro Direct Support for Dynamics 365 Operations
- Pro Direct Support for Dynamics 365 Operations for Faculty
- Pro Direct Support for Dynamics 365 Operations for Students
- Pro Direct Support for Dynamics 365 Operations Promo
- Project Online Essentials
- Project Online Essentials (Nonprofit Staff Pricing)
- Project Online Essentials for faculty
- Project Online Essentials for students
- Project Plan 1
- Project Plan 1 Trial
- Project Plan 3
- Project Plan 3 (Nonprofit Staff Pricing)

- Project Plan 3 for faculty
- Project Plan 3 for GCC
- Project Plan 3 for students
- Project Plan 3 Trial
- Project Plan 5
- Project Plan 5 (Nonprofit Staff Pricing)
- Project Plan 5 for faculty
- Project Plan 5 for GCC
- Project Plan 5 for students
- Scheduler
- Scheduler (Nonprofit Staff Pricing)
- Scheduler for faculty
- Scheduler for students
- Sensor Data Intelligence Additional Machines Add-in for Dynamics 365 Supply Chain Management
- Dynamics 365 Business Central Essentials (36 mo) Cloud Migration Promo
- Sensor Data Intelligence Additional Machines Add-in for Dynamics 365 Supply Chain Management for Faculty
- Sensor Data Intelligence Additional Machines Add-in for Dynamics 365 Supply Chain Management for Students
- Sensor Data Intelligence Scenario Add-in for Dynamics 365 Supply Chain Management
- Dynamics 365 Business Central Team Members (36 mo) Cloud Migration Promo
- Sensor Data Intelligence Scenario Add-in for Dynamics 365 Supply Chain Management for Faculty
- Sensor Data Intelligence Scenario Add-in for Dynamics 365 Supply Chain Management for Students
- SharePoint (Plan 1)
- SharePoint (Plan 1) for GCC
- SharePoint (Plan 2)
- SharePoint (Plan 2) for GCC
- SharePoint Syntex
- SharePoint Syntex (Nonprofit Staff Pricing)
- SharePoint Syntex for faculty
- SharePoint Syntex for GCC
- SharePoint Syntex for students
- Skype for Business Plus CAL
- Skype for Business Plus CAL for faculty
- Skype for Business Plus CAL for students
- Standard Cloud Scale Unit add-in for Dynamics 365 Supply Chain Management
- Dynamics 365 Human Resources Sandbox (36 mo)
- Standard Cloud Scale Unit add-in for Dynamics 365 Supply Chain Management for Faculty
- Standard Cloud Scale Unit add-in for Dynamics 365 Supply Chain Management for Students
- Standard Cloud Scale Unit Overage
- Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
- Standard Cloud Scale Unit Overage for Faculty
- Standard Cloud Scale Unit Overage for Students
- Stream Storage Add-On for Office 365 for GCC (500 GB)
- Teams Rooms Premium
- Teams Rooms Premium (USA/CAN)
- Teams Rooms Premium (USA/CAN) Promo
- Teams Rooms Premium for faculty
- Teams Rooms Premium for faculty (USA/CAN)
- Teams Rooms Premium for faculty (USA/CAN) Promo
- Teams Rooms Premium for faculty Promo
- Teams Rooms Premium Promo
- Teams Rooms Premium without Audio Conferencing

- Teams Rooms Premium without Audio Conferencing for faculty
- Teams Rooms Premium without Audio Conferencing for faculty Promo
- Teams Rooms Premium without Audio Conferencing Promo
- Universal Print
- Universal Print Additional Capacity (10k) - Windows
- Universal Print Additional Capacity 10K - Microsoft 365
- Universal Print Additional Capacity for Faculty (10k) - Windows
- Universal Print for faculty
- Universal Print for students
- Universal Print volume add-on (500 jobs) - Microsoft 365
- Universal Print volume add-on (500 jobs) - Windows
- Universal Print volume add-on (500 jobs) for faculty - Microsoft 365
- Universal Print volume add-on (500 jobs) for faculty - Windows
- Visio Plan 1
- Visio Plan 1 (Nonprofit Staff Pricing)
- Visio Plan 1 (Nonprofit Staff Pricing) Trial
- Visio Plan 1 for faculty
- Visio Plan 1 for GCC
- Visio Plan 1 for students
- Visio Plan 1 Trial
- Visio Plan 2
- Visio Plan 2 (Nonprofit Staff Pricing)
- Visio Plan 2 (Nonprofit Staff Pricing) Trial
- Visio Plan 2 for faculty
- Visio Plan 2 for GCC
- Visio Plan 2 for students
- Visio Plan 2 Trial
- Viva Topics
- Viva Topics (Nonprofit Staff Pricing)
- Viva Topics for faculty
- Viva Topics for students
- Windows 10 Enterprise A3 for faculty
- Windows 10 Enterprise A3 for students
- Windows 10 Enterprise A3 for students use benefit
- Windows 10 Enterprise A5 for faculty
- Windows 10 Enterprise A5 for student use benefits
- Windows 10 Enterprise A5 for students
- Windows 10 Enterprise E3
- Windows 10 Enterprise E3 (Nonprofit Staff Pricing)
- Windows 10 Enterprise E3 Trial
- Windows 10 Enterprise E3 VDA
- Windows 10 Enterprise E5
- Windows 10 Enterprise E5 (Nonprofit Staff Pricing)
- Windows 365 Business 1 vCPU, 2 GB, 64 GB
- Windows 365 Business 1 vCPU, 2 GB, 64 GB (with Windows Hybrid Benefit)
- Windows 365 Business 2 vCPU, 4 GB, 128 GB
- Windows 365 Business 2 vCPU, 4 GB, 128 GB (with Windows Hybrid Benefit)
- Windows 365 Business 2 vCPU, 4 GB, 256 GB
- Windows 365 Business 2 vCPU, 4 GB, 256 GB (with Windows Hybrid Benefit)
- Windows 365 Business 2 vCPU, 4 GB, 64 GB
- Windows 365 Business 2 vCPU, 4 GB, 64 GB (with Windows Hybrid Benefit)
- Windows 365 Business 2 vCPU, 8 GB, 128 GB
- Windows 365 Business 2 vCPU, 8 GB, 128 GB (with Windows Hybrid Benefit)
- Windows 365 Business 2 vCPU, 8 GB, 256 GB
- Windows 365 Business 2 vCPU, 8 GB, 256 GB (with Windows Hybrid Benefit)
- Windows 365 Business 4 vCPU, 16 GB, 128 GB
- Windows 365 Business 4 vCPU, 16 GB, 128 GB (with Windows Hybrid Benefit)

- Windows 365 Business 4 vCPU, 16 GB, 256 GB
- Windows 365 Business 4 vCPU, 16 GB, 256 GB (with Windows Hybrid Benefit)
- Windows 365 Business 4 vCPU, 16 GB, 512 GB
- Windows 365 Business 4 vCPU, 16 GB, 512 GB (with Windows Hybrid Benefit)
- Windows 365 Business 8 vCPU, 32 GB, 128 GB
- Windows 365 Business 8 vCPU, 32 GB, 128 GB (with Windows Hybrid Benefit)
- Windows 365 Business 8 vCPU, 32 GB, 256 GB
- Windows 365 Business 8 vCPU, 32 GB, 256 GB (with Windows Hybrid Benefit)
- Windows 365 Business 8 vCPU, 32 GB, 512 GB
- Windows 365 Business 8 vCPU, 32 GB, 512 GB (with Windows Hybrid Benefit)
- Windows 365 Enterprise 1 vCPU, 2 GB, 64 GB
- Windows 365 Enterprise 2 vCPU, 4 GB, 128 GB
- Windows 365 Enterprise 2 vCPU, 4 GB, 256 GB
- Windows 365 Enterprise 2 vCPU, 4 GB, 64 GB
- Windows 365 Enterprise 2 vCPU, 8 GB, 128 GB
- Windows 365 Enterprise 2 vCPU, 8 GB, 256 GB
- Windows 365 Enterprise 4 vCPU, 16 GB, 128 GB
- Windows 365 Enterprise 4 vCPU, 16 GB, 256 GB
- Windows 365 Enterprise 4 vCPU, 16 GB, 512 GB
- Windows 365 Enterprise 8 vCPU, 32 GB, 128 GB
- Windows 365 Enterprise 8 vCPU, 32 GB, 256 GB
- Windows 365 Enterprise 8 vCPU, 32 GB, 512 GB
- Dynamics 365 Human Resources Self Service (36 mo)
- Dynamics 365 Business Central Device
- Dynamics 365 Business Central Device (36 mo)
- Dynamics 365 Business Central Essential
- Dynamics 365 Business Central Essentials (36 mo)
- Dynamics 365 Business Central Premium
- Dynamics 365 Business Central Premium (36 mo)
- Dynamics 365 Business Central Team Member
- Dynamics 365 Business Central Team Member (36 mo)
- Dynamics 365 Sales Enterprise Edition (Nonprofit Staff Pricing) donation

Appendix B: Available Google Licences and Subscriptions

Google Licences
- Actifio   - Apigee   - Data Dog   - Looker   - Security Command Center (SCC)