FAQ: Sky's the Limit - Triple Play

PROGRAM DETAILS

Q: How is this program different from the previous Skys the Limit program that ended August 31, 2019?
A: Sky's the Limit – Triple Play is an extension of the previous program, with an expanded scope, giving Partners the option to earn across all three clouds – Azure, O365 and D365.

Q: How long does this program run?
A: The Azure term begins October 1, 2019 and ends June 30, 2020. The O365/D365 terms begin November 1, 2019 and end March 31, 2020. Note, program registration closes on January 31, 2020.

Q: My organization is headquartered outside the US, is my organization eligible?
A: If your organization has an active US MPN ID, your organization is eligible. Purchases must be made by US commercial customers.

Q: What is the definition of an eligible Azure customer?
A: A new or existing customer who has not consumed more than $500 of Azure in a single month in any of the 12 months prior to the program term start date. I.e. any time after October 1, 2018.

Q: What is the definition of an eligible O365 new customer add?
A: A new or existing customer with no Office 365 >$250/month in the trailing twelve months (TTM).

Q: What is the definition of an eligible D365 new customer add?
A: A new or existing customer with no combined Dynamics 365 >$1k/month in TTM, meaning the total of Dynamics 365 Sales and Dynamics 365 BC cannot >$1k/month.

Q: If a customer is using a trial prior to the term start date and purchases during the term, are they considered a new customer add?
A: Yes, if the customer add is within the definition of new.

Q: If a customer has an O365/D365 tenant via a different licensing motion (i.e. Open, PAYG) and shifts to CSP, are they considered a new customer add?
A: Yes, if the customer add is within the definition of new.

Q: Is the new customer revenue threshold verified at the tenant or TPID level?
A: The new customer revenue threshold is verified at the TPID level.

Q: Is the new customer revenue threshold verified across all channels?
A: Yes, the new customer revenue threshold is verified across all channels.

Q: What if a customer meets the Azure revenue threshold during the first month of the program term, drops below the threshold for the remaining program term and then in June goes above the threshold; is the customer considered eligible?
A: Customers need to cross the revenue threshold in a single month during program period and have >$0 ACR as of June 30, 2020.

Q: During the program term, if my organization has a new customer add under one Indirect Provider then our organization moves to another Indirect Provider, will the customer add still be considered eligible for the program?
A: When a participating Partner changes Indirect Providers, a new subscription is created for the customers.   Customer adds will be considered eligible for the program if they meet the definition of new, unless the new subscription has a created date after the post program validation period end date of April 30, 2020 for O365/D365 and June 30, 2020 for Azure.

Q: Are customers, who are transitioned from GoDaddy to their own company owned tenant, considered an eligible customer add?
A: As long as it is an eligible CSP customer add within the definition of new, then it would be considered eligible.

Q: Are there any competency requirements for the program?
A: There are no competency requirements for Sky's the Limit: Triple Play program.

Q: Are there any limitations with combining this program with other funding programs?
A: No

Q: Can the customer be on the master account list (MAL)?
A: Yes, if they are a commercial customer.

Q: Is there a minimum seat count for a customer to be considered eligible?
A: No, a customer with 1 seat is considered eligible as long as all other eligibility criteria has been met.

Q: What happens if the customer buys additional seats during the term?
A: Any seats sold to a qualifying new customer during the term, will count towards the calculation, as long as they remain active 30 days after the end of the term.

Q: Are new customers added in the term included in the payout if they cancel?
A: No, only customers and seats still active 30 days after the end of the term will be included in the payout calculation.

Q: Are new customers added in the term included in the payout if they decrease their seat count?
A: If they are still active 30 days after the end of the term, they will be included in the payout calculation. The calculation will be based on the seat count taken 30 days after the end of the term.

Q: Are academic, non-profit and government SKUs eligible for program payouts?
A: This is a commercial customers program. Therefore, non-profit, education and government SKUs are excluded.

Q: What segments are eligible for the program?
A: All commercial segments including Small Medium Business (SMB), Small Midmarket (SMC), Corporate (C) and Enterprise (EOU).

Q: What are the eligible SKUs?
A: The eligible SKUs purchased via CSP are as follows:

Offer Display Name	Pay Rate per seat
Microsoft 365 Business	$50.00
Microsoft 365 E3	$50.00
Microsoft 365 E5	$50.00
Microsoft 365 E5 without Audio Conferencing	$50.00
Office 365 Enterprise E5	$50.00
Office 365 Enterprise E5 without Audio Conferencing	$50.00
Office 365 Business Premium	$35.00
Office 365 Enterprise E3	$35.00
Office 365 Business Essentials	$10.00
Office 365 Enterprise E1	$10.00
Microsoft 365 F1	$10.00
Exchange Online (Plan 1)	$10.00
Exchange Online (Plan 2)	$10.00
Office 365 Business	$10.00
Office 365 ProPlus	$10.00

Dynamics 365 SKU	Pay Rate per Seat
Dynamics 365 for Sales Enterprise	$225
Dynamics 365 for Sales Enterprise (36 mo)	$225
Dynamics 365 for Sales Enterprise From SA From VL/DPL	$150
Dynamics 365 for Sales Professional	$150
Dynamics 365 for Sales Professional (36 mo)	$150
Dynamics 365 for Sales Professional (SMB Offer)	$125
Dynamics 365 for Sales Professional From SA From VL/DPL	$100
Dynamics 365 Business Central Premium	$300
Dynamics 365 Business Central Premium (36 mo)	$300
Dynamics 365 Business Central Premium from DPL or Bus Ed (Qualified Offer)	$200
Dynamics 365 Business Central Essential	$200
Dynamics 365 Business Central Essential (36 mo)	$200
Dynamics 365 Business Central Essential from DPL or Bus Ed (Qualified Offer)	$125

REGISTRATION

Q: How long does my organization have to register for the program?
A: Registration is open from November 4th, 2019 through January 31st, 2020.

Q: How do I register for the program?
A: Your organization's MPN Partner Admin (PC) or Global Admin (PMC) will need to visit the Sky's the Limit – Triple Play program page at https://aka.ms/STLTriplePlay. Click on "Sign in and sign up", login then review and accept the T&Cs.

Q: Is the program retroactive to the start date of the program regardless of our registration date?
A: Yes, the program is retroactive to October 1, 2019 for Azure and November 1, 2019 for O365 and D365.

Q: Why are there two T&Cs for the one program?
A: The T&Cs vary based on the products included in the program and therefore there are two T&Cs. When you accept the T&Cs, you are accepting for both.

Q: What is the responsibility of the Global Admin (PMC) or the MPN Partner Admin (PC) for my organization?
A: Responsibilities include 1) registration by accepting the T&Cs, 2) program education, 3) performance updates, and 4) banking information submission.

Q: Is there a guide to assist with registration?
A: Yes, you can download the program registration guide from the Sky's the Limit – Triple Play program page at https://aka.ms/STLTriplePlay.

TARGETS / PERFORMANCE

Q: How do I know what my targets are?
A: Targets are posted to MPN Insights (where the T&Cs were accepted) on the "Sky's the Limit: Triple Play" tab.

Q: How can I track my performance?
A: Performance will be tracked in MPN Insights (where the T&Cs were accepted). Performance data will be updated once per month after final month end close around ~15 of the month.

Q: Who can login to view targets and performance data?
A: Only the person who registered your organization for the program; the MPN Partner Admin (PC) or Global Admin (PMC).

Q: How were targets set or determined?
A: Targets were based on each Partner's prior performance. If no prior history, a minimum target was per product. O365 and D365 sales is 3; D365 Business Central is 1 and Azure is 0.

Q: If the target is five, for example, will we be paid on the fifth customer onwards?
A: Yes, the target provided will be the number at which the first calculation will start and actual customers included in the payout will be based on the largest to smallest potential earning and not the chronological order of customers.

Q: Does my organization have to participate in all product offerings that are part of the program, to be eligible for a payout?
A: No, each target can be achieved independent of each other.

Q: Should we hold the largest customers until we meet the target to maximize payout?
A: No, because for payouts we stack rank the adds based on the largest to smallest potential earning of the customers and not the chorological order they were setup.
Q: What date is used to track eligible customer or seat adds?
A: The date that the subscription is provisioned.

Q: Our performance data is not showing all customer adds during the term, why?
A: Customer adds are reflected based on a combination of customer add date, organization or Indirect Provider CSP bill date, subscription payment date and the monthly refresh date.

Q: We have eligible customer adds showing as "no" for "considered for payout", why?
A: Customer adds are not considered eligible until you reach one of your targets. Meaning, the target provided is the number at which eligibility begins and the first calculation will start.

Q: When is my organization's performance data refreshed?
A: Performance data will be refreshed around the 15th of each month. For Direct Resellers it will be reflective of your organization's Microsoft CSP bill date for the prior 30-day period. If you are an Indirect Reseller, your bill date will be dependent on your Indirect Provider.

Q: How do I resolve the following message when I attempt to view performance data?
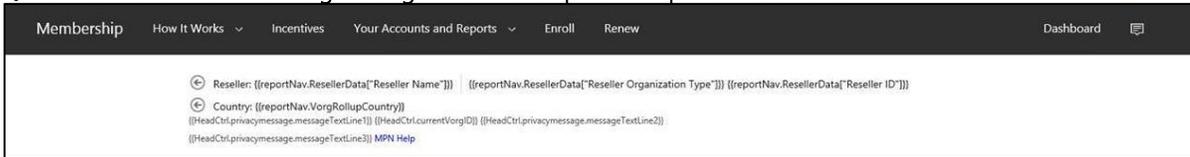
A: The recommended browsers are Edge or Chrome. If you are using Edge or Chrome already, try the following:

MPN account managed through Partner Center (PC):
- Clear your browser cache and cookies and/or use InPrivate or another browser to resolve auto-logins.
- Login to Partner Center with your MPN Partner Admin account to verify it is 1) the correct login and 2) it is a MPN Partner Admin account. Choose "Work or School Account" instead of "Personal Account" when asked.
- If your browser auto populates the login, clear all stored browser info including visited sites and passwords.
- Try MPN Insights by opening another tab within the same browser and paste MPN Insights in that tab.

MPN account managed through Partner Membership Center (PMC):
- Clear your browser cache and cookies and/or use InPrivate or another browser to resolve auto-logins.
- Login to Partner Membership Center with your Global Admin account to verify it is 1) the correct login and 2) it is a Global Admin account. Choose "Personal Account" instead of "Work or School Account" when asked.
- If your browser auto populates the login, clear all stored browser info including visited sites and passwords.
- Try MPN Insights by opening another tab within the same browser and paste MPN Insights in that tab.

CALCULATIONS AND PAYMENTS

Q: The T&Cs state we must be enrolled in Partner Center by the end of the term in order to receive payment, why?
A: Incentive payment processing is moving to Partner Center; therefore, Partners need to migrate to receive a payout.

Q: Can we earn on Sky's the Limit: Triple play and CSP incentives both, or is it one or the other?
A: Sky's the Limit earnings are in addition to any earnings as part of the New Customer Accelerators, within the CSP incentive programs.

Q: Which customers are included in the payout calculation?
A: For O365/D365, new customers added by March 31, 2020, however final payouts are based on seats as of April 30, 2020. For Azure, new customers added by June 30, 2020; customers need to cross the revenue threshold in a single month during program period and have >$0 ACR as of June 30, 2020.

Q: How is it determined which O365/D365 customer adds are included in payout?
A: For O365/D365, at the end of the term, all customers are stack ranked from largest to smallest based on their potential earnings. That order is used to identify the customers used for the payout calculation. In other words, the highest potential earnings customers will be included in the payout, if the target is met or exceeded, irrespective of when they added within the program term.

Q: If an Azure customer goes above $500 in more than one month within the program term, does my organization get paid for each month for that customer?
A: No, Partners are only paid once per customer for the term of the program

Q: What date is the final payout reporting pull?
A: For O365/D365, data will be pulled mid-May. For Azure, data will be pulled mid-July.

Q: If I qualify for payment, will I be notified?
A: No, you will not be notified. You must login to Partner Center and check your dashboard.

Q: When can I expect to receive payment if I qualify?
A: There will be a single payment made after final calculations are complete and banking details have been provided. Payouts should begin within 90 days after the end of the campaign and complete within six months after payout process begin.

Q: How do I ensure my organization is set up to receive payout via Partner Center?
A: Reference the Partner Center Incentives Enrollment Guide for more information regarding the incentive enrollment process in Partner Center.

Q: What happens if we miss providing our banking details?
A: If you've migrated to Partner Center, and you're earning incentives via Partner Center, your banking details would have been entered at the time you migrated. **Reference the** Partner Center Incentives Enrollment Guide **for more information regarding the incentive enrollment process in Partner Center.**

Q: What happens if our banking details are incorrect?
A: You may correct banking details within Partner Center. **Reference the** Partner Center Incentives Enrollment Guide **for more information regarding the incentive enrollment process in Partner Center.**

Q: What if there is a discrepancy with the payout amount?
A: You must report any issues, errors or disputes in writing within 30 days of your pay-out date, otherwise your organization will be deemed to have accepted the calculation or payment.

Q: How are payments calculated?
A: See the following examples for each offering included in the program:
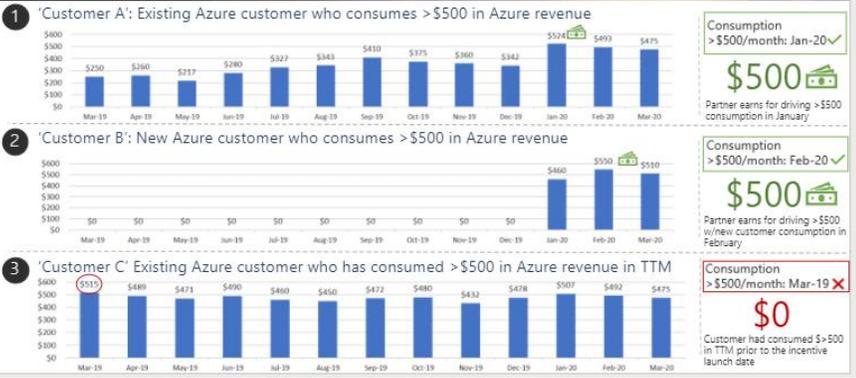
SUPPORT

Q: If I have a program question, where do I go?

A: Reach out to your Partner Development Manager (managed Partners), Indirect Provider or email stlpromo@microsoft.com.