

FY26 Frontline Worker Teams Program Terms and Conditions

January 6, 2026

OVERVIEW

These terms and conditions (“**Terms and Conditions**”) contain the requirements to participate in the Frontline Worker Teams Program (“**Program**”), which is currently in a pilot phase. By accepting Microsoft’s invitation to participate in the Program, or by continuing to participate in the Program after an update to these Terms and Conditions, you agree to these Terms and Conditions. If you are entering into these Terms and Conditions on behalf of an entity, you represent that you have the legal authority to agree to do so. You further agree the Microsoft may disclose that you are a participant in the Program to Microsoft device and channel partners as well as other Program Partners (defined below).

Program Summary

The Program is an opportunity for Program Partners focused on helping “**Eligible Customers**” (as defined in [Exhibit A](#)) accelerate Teams Frontline Worker (“**FLW**”) engaged usage and FLW Microsoft AI solutions deployed and used in Teams. The Program runs from April 3, 2025, through June 30, 2026 (“**Program Term**”).

By participating in the Program, submitting information to Microsoft in connection with the Program, accepting any payments from Microsoft as a result of the Program, or by continuing to participate in the Program after an update to these Terms and Conditions, you agree to and accept these Terms and Conditions.

PROGRAM TERMS AND CONDITIONS

A. MICROSOFT AGREEMENT

To participate in the Program, a partner must have entered into the Microsoft AI Cloud Partner Program Agreement (“**Microsoft AI Cloud Partner Program Agreement**”) with Microsoft and such Microsoft AI Cloud Partner Program Agreement must remain in force for the duration of the Program Term. Partners meeting such requirements shall be deemed to have an “**Active Microsoft AI Cloud Partner Program Membership**.” By participating, partners agree to all rules, terms, and policies contained within the Microsoft AI Cloud Partner Program Agreement.

Pursuant to Section 1(e) of the Microsoft AI Cloud Partner Program Agreement, this Program shall be considered a Microsoft AI Cloud Partner Program to which (unless stated otherwise herein) the Program Partner’s Microsoft AI Cloud Partner Program Agreement will govern. Except as otherwise set forth in these Terms and Conditions, terms defined in the Microsoft AI Cloud Partner Program Agreement will have the same meanings when used in these Terms and Conditions.

For the purposes of this Program and any related notices, “**Microsoft**” means, and the Microsoft contracting entity is:

Microsoft Corporation
One Microsoft Way
Redmond, Washington 98052 USA

B. PARTNER ELIGIBILITY

To be eligible for consideration for the Program, partners must have an Active Microsoft AI Cloud Partner Program Membership and meet the requirements listed below for FY25 (“**Eligibility Requirements**”).

Program Partner Eligibility Requirements:

1. Be a partner eligible to deliver End Customer Investment Fund (“**ECIF**”) Projects (“**ECIF Supplier**”).
2. Establish and maintain an active Microsoft Partner Network (“**MPN**”) ID and Partner Center Account.
3. Be a Teams FLW Partner Advisory Council member or a FY25 FLW Elevate Partner located in the ANZ or UK regions.
4. Agree to complete Payment Central onboarding and profile setup.

This Program is by invitation only based on the Eligibility Requirements being met for FY25.

C. PROGRAM ENROLLMENT

Eligible Partners may be invited by Microsoft to join the Program. Such an invitation will be at Microsoft’s sole discretion taking into consideration Eligible Partner’s level of performance against the Eligibility Requirements, Eligible Partner location, Eligible Partner expertise, and the Program’s limited capacity of 35 Program Partners. “**Program Partner**” means those Eligible Partners who have accepted Microsoft’s invitation to participate in the Program.

D. PROGRAM PERFORMANCE REQUIREMENTS

Program Partner Responsibilities

Program Partners are responsible for identifying and engaging with Eligible Customers and completing necessary operational requirements to assist in deploying and adopting Frontline Worker (“**FLW**”) Teams and FLW Copilot in Teams by:

1. Submitting customers to participate in the program through Partner Community Portal [Customer Registration](#) tool (as described in [Exhibit B](#));
2. Ensuring registered customers have Frontline Worker licenses (F SKU – Microsoft 365 F1, Microsoft 365 F3, Office 365 F3); and
3. Ensuring registered customers meet the minimum requirements for user adoption growth as follows:
 - a. Pilot options:
 - i. Minimum user adoption growth threshold of 200 MEU Teams F; *and/or*
 - ii. Minimum user adoption growth threshold of 100 MEU Teams F AI.
 - b. Full Deployment options:
 - i. A minimum user adoption growth threshold of 4,000 MEU for Teams F; *and/or*

- ii. A minimum user adoption growth threshold of 2,000 MEU for Teams F AI.
Note: If a customer's use-case involves Microsoft's AI-based products or services ("**AI Scenarios**"), the following rules apply:
 - If the customer's AI Scenario requires an M365 Copilot license, the customer must have at least 2,000 M365 Copilot licenses to qualify for the Program.
 - If the customer's AI Scenario does not require an M365 Copilot license, the Program Partner will detail the customer's use-case in the Statement of Work submission. (Examples: pay as you go AI licenses are owned by the tenant for declarative agents or Copilot Studio agents or Teams AI toolkit will be used for AI Scenario.)
4. Ensuring the Eligible Customer is enabled for Frontline Worker Teams and/or Teams FLW AI workloads.
5. Completing Payment Central onboarding and profile setup.

Program Partners are encouraged to register Eligible Customers through [Online Services Usage Claim Partner of Record](#) ("**CPOR**") or other Microsoft identified processes to identify customer and partner association. Registrations are used to measure Program Partner impact, and CPOR registrations allow Program Partners to gain visibility into customer usage data.

Program Non-Compliance

Non-compliance with any of these Program Partner responsibilities may lead to removal from the Program.

If negative feedback regarding Program Partner performance is received by Microsoft from customers, the Microsoft field, or Microsoft subject matter experts ("**SMEs**"), Program Partner may be removed from the Program.

E. PROGRAM INCENTIVES

Program incentives are set forth in [Exhibit B](#) and are available to Program Partners in compliance with the Program performance requirements listed above. Incentives and incentive requirements may be updated from time to time during the Program Term.

F. PROGRAM PARTNER PARTICIPATION

1. **Costs.** Participation in this Program and any incentive opportunity shall be at Program Partner's cost. Program Partner acknowledges and accepts that the payments associated with this Program may or may not cover the full cost of achieving payment milestones or engaging in any particular incentive and that Microsoft shall in no way be liable for the difference between the payments received and the Program Partner's costs.
2. **Taxes.** Neither party is liable for any taxes the other is legally obligated to pay that relate to any transactions contemplated under these Terms and Conditions.
3. **No obligation.** Program Partner acknowledges that it is under no obligation to participate in this Program and does so voluntarily.

G. RELATIONSHIP MANAGEMENT AND COOPERATION

1. **Required contacts.** Program Partners are required to provide and maintain a minimum of two (2) contacts for Program communications. Microsoft will communicate Program changes via email to the Primary Contact and Accounting Contact (as defined below) designated by the Program Partner. **“Primary Contact”** means the person responsible for day-to-day Program participation and success. **“Accounting Contact”** means the person responsible for tracking and managing payments accruing from Program participation. The same individual may be the contact for both roles.
2. **Cooperation.** Each party will share appropriate information and make commercially reasonable efforts to help the other party meet its performance obligations under this Program.

H. PROGRAM COMMUNICATIONS

1. Microsoft will send Program communications via email, including automated email distribution systems, and the Partner Community Portal. These communications will include commercial information concerning the Program and associated services and technologies. This commercial information may consist of Program participation requirements, Eligibility Requirements, product roadmap and feature updates, best practices and guidelines, and training opportunities related to the Program software and devices.
2. Microsoft will distribute via automated email distribution systems, no more than four (4) times per year, Partner satisfaction survey invitations to contacts associated with Program Partners. The purpose of this survey is to gauge partner satisfaction with various elements of the Program and solicit partner feedback to improve the Program. Participation in such surveys is voluntary but encouraged.
3. Microsoft may provide Program Partners with an opportunity, no more than four (4) times a year, to share input and feedback directly during small group discussions.
4. Microsoft will distribute, via email, in event session or Viva Engage, event satisfaction surveys to all participants in the Partner Program hosted or sponsored training events whether conducted in person or on-line. Participation in such surveys is voluntary but encouraged.

I. LIMITATION OF LIABILITY

1. Without prejudice to any terms of the Microsoft AI Cloud Partner Program Agreement, Microsoft’s maximum aggregate liability to Program Partner for any loss or damage in respect of the Program whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the aggregate amount paid by Microsoft to the Program Partner in respect of the Program at the time the loss or damage arose. This **Section I** shall survive the termination and expiry of this Program.

J. TERMINATION, EXPIRY AND CHANGES TO PROGRAM

1. **Program Term.** This Program and these Terms and Conditions will automatically expire at the end of the Program Term on June 30, 2026. All accrued rights and liabilities of either party and any other provisions stated to survive expiry or termination of these Terms and Conditions and all other provisions of these Terms and Conditions that, in order to give effect to their meaning need to survive their termination, shall remain in full force and effect after termination or expiration.

2. **Program Partner's Termination Rights.** Program Partners may end their participation in the Program at any time by providing notice via entering a ticket in the Partner Support Tool at <https://aka.ms/PXPartnerSupport>. In such event, Microsoft shall pay such Program Partner any incentive payments due in accordance with the applicable terms set forth for such incentive in **Exhibit B** but shall not be required to make any further payments hereunder. Program Partner will work with Microsoft in good faith to ensure the successful offboarding of any customers that Program Partner is working with at that time.
3. **Updates; Termination.** Microsoft may update, change, or remove any portion of the Program in accordance with Microsoft AI Cloud Partner Program Agreement and shall have no liability to a Program Partner under these Terms and Conditions in the event that any such withdrawal or change means that a Program Partner is no longer able to qualify for, or continue to earn, payment for Program activities.
4. **Microsoft Payment Obligations.** In the event Microsoft terminates Program Partner participation in the Program, Microsoft shall pay any incentive payments due which accrued prior to the date of notice of termination in accordance with the applicable terms set forth for such incentive in **Exhibit B** but shall not be required to make any further payments hereunder.

K. PRIVACY AND PROTECTION OF PERSONAL INFORMATION

1. **Your privacy is important to us.** Please read the [Microsoft Privacy Statement](#) (the "**Privacy Statement**") as it describes the types of data we collect from you and your devices, how we use that data, and the legal bases we have to process that data. The Privacy Statement also describes how Microsoft uses the submissions, comments, ratings or reviews of the services, communications, files, photos, documents, audio, digital works, livestreams, videos and any other content that you upload, store, broadcast or share through the services, (collectively, "**Your Content**"). Where processing is based on consent and to the extent permitted by law, by agreeing to these Terms and Conditions, you consent to Microsoft's collection, use and disclosure of Your Content and data as described in the Privacy Statement. In some cases, we will provide separate notice and request your consent as referenced in the Privacy Statement.
2. **Public user information and Your Content.** The user information you provide (including your username, display name, avatar image, biography, your job title and organization and your user achievements) may be viewed by others. You are only required to provide a username and display name in order to use the tech profile. All other fields are optional. You may update your username and display name at any time. Microsoft may also collect and publicly display the date that you registered with tech profile and your affiliation with Microsoft.
3. **Any Content you post publicly may also be viewed by others.** You may be able to delete certain types of Your Content after they have been posted, but not all types of Your Content can be deleted after they have been posted publicly.

L. MISCELLANEOUS

1. Program Partner will comply with applicable laws, regulations and Microsoft policies, including Microsoft's Anti-Corruption Policy available at <https://www.microsoft.com/enus/legal/compliance/anticorruption>.
2. Program Partner will not engage in any unfair or deceptive advertising, trade practices or activities. Program Partner represents and warrants that its entry into and performance under this Program, including receipt and retention (if applicable) of any consideration, does not and will not conflict with the terms of any agreement between Program Partner or any third party (including any Program Partner customer), or violate any duty owed by Program Partner or to any third party (including any Program Partner customer).
3. Each party will be solely responsible for selling and contracting its own offerings directly with its customers. Nothing in these Terms and Conditions obligates either party to sell, license, or contract with any third party, and either party may refuse to engage, or withdraw from discussions or negotiations, with any third party at any time for any reason or no reason.

FY25 Frontline Worker Teams Program

Program Guide

Exhibit A - Program Definitions

DEFINITIONS

- a. **"Eligible Customers."** Small, Medium and Commercial Corporate ("**SMCC**") and Enterprise customers that are licensed for a minimum of 4,000 Paid Available Units of the Frontline Worker licenses (F SKU – Microsoft 365 F1(MF1), Microsoft 365 F3(MF3), Office 365 F3(OF3)) ("**Eligible Licenses**") meeting the minimum requirements for user adoption growth:
 - i. Pilot option;
 - a. Minimum user adoption growth threshold of 200 MEU Teams F; *and/or*
 - b. Minimum user adoption growth threshold of 100 MEU Teams F AI.
 - ii. Full Deployment option:
 - a. Minimum user adoption growth threshold of 4,000 MEU for Teams F *and/or*
 - b. Minimum user adoption growth threshold of 2,000 MEU for Teams F AI. Please note:
 - 1 If a customer's AI Scenario requires an M365 Copilot license, the customer must have at least 2,000 M365 licenses to qualify for this Program.
 - 2 If the customer's AI Scenario does not require a Copilot license, Program Partner will detail the customer's use-case in the Statement of Work. (Examples: pay as you go AI licenses are owned by the tenant for declarative agents or Copilot Studio agents or Teams AI toolkit will be used for AI Scenario.)
 - 3 For the avoidance of doubt, unpaid SKUs and licenses without recognized revenue are not eligible under this Program.
- b. **"Determination."** At the time the Program Partner submits a claim, Microsoft will determine if the claim is eligible.
- c. **"Monthly Engaged Users"** or **"MEU"**. This is the measure, determined from Microsoft system telemetry, of users taking intentional action using an Eligible License.
- d. **"Proof of Execution"** or **"POE."** Verifiable evidence that Program Partner has completed the required activity to achieve a payment milestone. POE is based on Eligible Customer signed Program Partner submitted documentation and Microsoft verified telemetry provided monthly to validate Teams FLW engaged usage and Teams FLW engaged usage of Copilot in Teams.
- e. **"Qualifying Workloads."** Includes Frontline Worker Teams and Frontline Worker Microsoft AI solutions deployed and used in Teams in F SKU (MF1, MF3, OF3).
- f. **"Paid Available Units"** or **"PAU."** This is the measure of paid licenses assigned to a tenant. Paid license means there is revenue associated with the license per Microsoft internal systems.

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Program Guide

Exhibit B – Program Opportunities

1) PILOT PROGRAM OPPORTUNITIES

A. Frontline Worker Teams Partner Program

This section is devoted to the Frontline Worker Teams Partner Program. Under this program, Microsoft provides incentive funding to help approved Eligible Customers accelerate the deployment and adoption of Frontline Worker Teams and Frontline Worker Microsoft AI solutions deployed and used in Teams workloads. The Frontline Worker Teams Partner Program includes:

1. Frontline Worker Teams deployment and adoption – deployment and adoption services incentive to be redeemed for the deployment of Frontline Worker Teams and Frontline Worker Microsoft AI solutions deployed and used in Teams workloads.
 - i) The customer registration incentive value is not fixed and is based on the Frontline Worker Eligible Licenses user adoption growth at the end of Eligible Customer engagement.
 - ii) The incentive amount is:
 1. Pilot Deployment: \$3,000 flat rate per deployment type for a maximum of \$6,000 per customer; up to \$12,000 per Partner.
 2. Full Deployment: up to \$30,000 per customer and up to \$60,000 per Partner.
 - iii) The Eligible Customer must meet the minimum requirements for user adoption growth:
 1. Pilot option:
 - a) Minimum user adoption growth threshold of 100 MEU Teams F AI; *and/or*
 - b) Minimum user adoption growth threshold of 200 MEU Teams F.
 2. Full Deployment option:
 - a) Minimum user adoption growth threshold of 4,000 MEU for Teams F MEU; *and/or*
 - b) Minimum user adoption growth threshold of 2,000 MEU for Teams F AI.
Please note:
 - i. If the customer's AI Scenario requires an M365 Copilot license, the customer must have at least 2,000 M365 Copilot licenses to qualify for the Program
 - ii. If the customer's AI Scenario does not require a M365 Copilot license, the Program Partner will detail the customer's use-case in the Statement of Work. (Examples: pay as you go AI licenses are owned by the tenant for declarative agents or Copilot Studio agents or Teams AI toolkit will be used for AI Scenario.)

B. **Eligible Customer Registration and Workload Claiming.**

Only Program Partners can submit customers to be considered to participate in the program. To be eligible to earn the incentive, Program Partners must identify Eligible Customers and individually submit, and have approved, a claim for each approved Eligible Customer that they wish to have evaluated. This process is as follows:

1. Program Partner will submit the customer registration and upload the Eligible Customer signed [Statement of Work \(SOW\)](#) via the [Customer Registration](#) process.
2. Upon submission of the customer registration, Microsoft will evaluate the customer claim or registration request for eligibility and either approve or deny it. *Note:* Program Partners must submit a [Customer Registration](#) and upload SOW itself for the customer to be associated with the Program Partner.

C. **Payment Eligibility.**

1. Only approved Program Partners with approved registration requests are eligible to earn payment.
2. Program Partner will not receive payment for work provided prior to association or customer registration submission date.
3. Program Partners are not eligible to register or receive payment achieved in their own corporate tenants.
4. A qualifying [Customer Registration](#) will only qualify once for each Eligible Customer.
5. Program Partners shall not condition incentive program engagement and activities on any additional work or agreements. The Partner agrees that incentive program work will proceed regardless of whether the customer decides to engage in additional work or managed services agreements.
6. Payment eligibility is dependent on the rules in effect at the time the incentive is achieved. The Program Partner is not eligible for payment for incentive achieved under different eligibility rules.
7. Once a Program Partner is eligible, has joined the Program and has achieved an incentive; in order to receive the payment, the Program partner must have completed their Payment Central profile setup.

2) **Eligible Customer Claiming.**

- a. **Eligible Customers.** The Program Partner will submit Eligible Customers, then Microsoft will validate and accept or decline the Eligible Customer for participation in the program. The services incentives(s) are to be redeemed through the selected Program Partner.
- b. The Eligible Customers that can be submitted for this Program are listed below:
 - i. SMCC and Enterprise customers that are licensed for a minimum of 4,000 Paid Available Units of the Frontline Worker Eligible Licenses meeting the minimum requirements for user adoption growth:
 1. Pilot option:
 - a. Minimum user adoption growth threshold of 100 MEU Teams F AI; *and/or*
 - b. Minimum user adoption growth threshold of 200 MEU Teams F.

2. Full Deployment option:
 - a. Minimum threshold for Teams F MEU is 4,000 user adoption growth **and/or**
 - b. Minimum threshold for Teams F AI MEU is 2,000 user adoption growth.
Note: AI Scenarios need at least 2,000 M365 Copilot licenses. If your AI Scenario doesn't require a Copilot license, please include the details in your registration. (Examples: pay as you go AI licenses are owned by the tenant for declarative agents or Copilot Studio agents or Teams AI toolkit will be used for AI Scenario.)
- ii. Microsoft approved customers.

3) Milestone Eligibility – Eligible Customers.

- a. The Program Partner will download the Program [Statement of Work \(SOW\)](#) template, complete the template, obtain the approved Eligible Customer's signature, submit a [Customer Registration](#), and upload the Eligible Customer signed SOW.
- b. **NOTE** all registrations require separate SOW and POE submissions.
- c. **NOTE** to be eligible for incentive payment the submitted customer must meet the required Eligible Customer criteria and the Eligible Customer signed SOW must be submitted and accepted and Eligible Customer signed POE must be submitted by June 30, 2026, and subsequently approved and telemetry requirements met.
 - a) **NOTE** customers submitted that do not meet the Eligible Customer criteria will not be accepted.
 - b) **NOTE** SOW must be signed by the Eligible Customer, submitted and approved *before* POE is signed by the Eligible Customer and submitted for approval. *SOW and POE may not have the same Eligible Customer approval date.*
- ii) The Program Partner will download the program [Proof of Execution \(POE\)](#) template, complete the template and obtain the Eligible Customer's signature and submit [payment request](#) for 100% of the incentive, prior to June 30, 2026 (after telemetry data validation).
 - a) **NOTE** all customers require separate SOW and POE and submissions.
 - b) **NOTE** to be eligible for incentive payment the Eligible Customer signed SOW must be submitted and approved and Eligible Customer signed POE must be submitted by June 30, 2026, and subsequently approved and telemetry requirements met.
 - c) **NOTE** SOW must be signed by the Eligible Customer, submitted and approved *before* POE is signed by the Eligible Customer and submitted for approval. *SOW and POE may not have the same Eligible Customer approval date.*
- iii) Microsoft will evaluate the registration. If approved, the Program Partner will receive approval notification and then the funds according to the payment terms below.

4) Determination –Eligible Customers.

- i) The Eligible Customer must be registered by participating Program Partners on or before June 1, 2026.
- ii) Microsoft will evaluate the [Customer Registration](#) for customer eligibility and the signed [Statement of Work \(SOW\)](#) for completeness. If approved by Microsoft, the Program Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.

- iii) Microsoft will evaluate the [Proof of Execution \(POE\)](#) for completeness. If approved by Microsoft, the Program Partner will receive approval notification from FTSpIncentiveClaims@Microsoft.com.
- iv) SOW and POE may not have the same Eligible Customer approval date.
- v) If approved by Microsoft, the payment to the Program Partner will be made.
- vi) These Terms and Conditions apply. Review the [Payment and Dispute guidance](#) if you have any questions.
- vii) Incentive value is based on the amount of Teams F MEU and/or Teams F Microsoft AI solutions deployed and used in Teams MEU user adoption growth.
- viii) Only Program Partners are eligible to participate in the program and all work must be performed by the Program Partner signing the SOW and POE.
- ix) Program Partners shall not condition incentive program engagement and activities on any additional work or agreements. The Partner agrees that incentive program work will proceed regardless of whether the customer consents to engage in additional work or managed services agreements.

5) Payment Milestone

Program Partners may earn incentives based on achieving the following milestone(s) as measured through submission and approval of:

- [Statement of Work \(SOW\)](#)
- [Proof of Execution \(POE\)](#)

6) Deadline

- i) Program deployment and adoption incentive must be claimed by June 30, 2026. For example, the Eligible Customer signed SOW must be submitted by June 1, 2026, and approved, and Eligible Customer signed POE must be submitted by June 30, 2026.
- ii) Program Partners must achieve the Program milestones for MEU needed to earn incentives by June 30, 2026.
- iii) All customer registrations require separate SOW and POE submissions.
- iv) To be eligible for incentive payment, the submitted customer must have met the required Eligible Customer criteria and the Eligible Customer signed SOW must have been submitted and approved by June 1, 2026; and Eligible Customer signed POE must be submitted by June 30, 2026, and subsequently approved.
- v) SOW and POE may not have the same Eligible Customer approval date.
- vi) Only Program Partners are eligible to participate in the program and all work must be performed by the Program Partner signing the SOW and POE.
- vii) The Program incentive cannot be combined with another offer.
- viii) Limit of one customer registration and approval per Eligible Customer Tenant Parent Identification (“**TPID**”). Only the registered and approved customer TPID is eligible for program incentives, these incentives cannot be redeemed by or transferred to another Eligible Customer TPID.

7) Payments

- i) Payment will be paid upon approval of the required documents listed under [Exhibit B, Section 1\(5\) \(Payment Milestone\)](#) of these Terms and Conditions following the standard Program practice, 45 days in arrears of achieving the milestone, and partner completing their Payment Central onboarding.
- ii) Per [Section F \(Program Partner Participation\)](#) of these Terms and Conditions, Program Partners are responsible for any related taxes. The Program will only pay up to the stated incentive amount, all payments are inclusive of any tax obligations.
- iii) If the Program Partner cancels engagement with the Eligible Customer, the Program Partner will not be eligible for the incentive payment.
- iv) If the Eligible Customer cancels the engagement with the Program Partner after the SOW has been signed, the Program Partner will need to submit an exception request to ftspincentiveclaims@microsoft.com for review to determine if any payment should be made.
- v) See rate card below for milestone payment values.

1) PAYMENT TERMS

- a. If an Eligible Customer's subscription expires or is terminated during the Program Term, or customer's subscription otherwise changes to make them ineligible for the Frontline Worker Teams Program incentive (and therefore no longer an Eligible Customer), the Eligible SKUs must be renewed for the Incentive Payments to continue to be calculated against for that customer tenant.
- b. Microsoft will confirm milestone achievement through Eligible Customer signed, submitted and approved SOW and POE and Microsoft internal telemetry prior to approving and paying any Incentive Payment to a Program Partner.
- c. Incentive may be earned one time per Eligible Customer.
- d. Milestone achievements are evaluated and associated earning statements are published within 45 days of the end of the month in which the milestones are achieved.
- e. Incentive earning statements are published to the [Partner Statements](#) section of the Partner Community Portal. These are available to the Primary Contact, Accounting Manager, and anyone else with a 'Program Admin' or 'Statement Admin' portal role.
- f. Payment associated to these statements will be initiated within 5 business days of the earning statement being published.
- g. Payments will be processed via Microsoft Payment Central ("**Payment Central**") and released to the Program Partner in accordance with Payment Central standard processes. Program Partner must have completed Payment Central onboarding to be able to receive payments.
- h. The payments will be made in local currency. The rate of conversion for USD to transaction currency will be based on Microsoft's budgeted exchange rate for the current fiscal year.
- i. Any payments provided under this Program are independent of any other payments due under any other Microsoft payment program.
- j. Changes to Payment Central profile description or contact information may result in failed payments. If Payment Central profile is modified Program Partner should submit a Payment Support ticket at <https://aka.ms/PXPartnerSupport> to notify the Payment Operations Team of the changes.
- k. Failed incentive payments will be held for 180 days. After 180 days, Program Partners will forfeit their incentive earnings if the required bank documentation, tax documentation or other item blocking Payment Central payment has not been resolved.

- I. The Program is unable to provide Act of Acceptance (“**AoA**”) documents. Program Partners doing business in countries requiring AoA documents will need to identify an alternative solution for collecting Program earnings.

2) ADJUSTMENT TO PAYMENTS

- a. A Program Partner must report any errors, issues, disputes, or missing payments regarding the calculation of incentive payments to Microsoft via <https://aka.ms/PXPartnerSupport> (using the Add a Payment Dispute button) within 90 days of statement date from Microsoft. If Microsoft has not received written notice from the Program Partner within the 90-day period, Program Partner will be deemed to have accepted the calculation and payment.
- b. Program Partners removed from Program are not eligible to dispute the final payment statement. The last payment will be considered final, and no correspondence will be entered into.
- c. Microsoft reserves the right at any time to adjust payments to the Program Partner if Microsoft identifies any discrepancy, error, or omission.
- d. Microsoft offers payments under this Program in its sole discretion. In the event of any dispute arising from or in relation to this Program and/or a payment, the decision of Microsoft is final and binding. No correspondence will be entered into.
- e. If Program Partner fails to meet the requirements and milestones for an incentive program after receiving payment, Microsoft may:
 - Withhold incentive earnings from subsequent payments (or any successor agreement), and
 - If the Program Partner does not achieve the requirements for deployments anticipated and therefore receives funds in excess of actual earnings, then Microsoft reserves the right to recover the unearned portion of the payment.

3) PROGRAM RATE CARD

Frontline Worker Teams Program Payment

- Pilot Deployment:
 - Maximum incentive payout per customer is \$6,000
 - Maximum incentive payout per Program Partner is \$12,000
- Full Deployment:
 - Maximum incentive payout per customer is \$30,000
 - Maximum incentive earnings per Program Partner is \$60,000

Workload	Incentive*	Minimum threshold for Teams F MEU	Workloads
Pilot: Teams AI FLW (min. 100 users)	\$3,000	100	Frontline Worker F SKU (Microsoft 365 F1, Microsoft 365 F3, Office 365 F3)

Pilot: Teams FLW (min. 200 users)	\$3,000	200	Frontline Worker F SKU (Microsoft 365 F1, Microsoft 365 F3, Office 365 F3)
Full Deployment: FLW Teams	\$2.50/ MEU growth (not to exceed max cap)	4,000+ MEU growth	Frontline Worker F SKU (Microsoft 365 F1, Microsoft 365 F3, Office 365 F3)
Full Deployment: FLW Microsoft AI solutions deployed and used in Teams	\$5/ MEU growth (not to exceed max cap)	2,000+ MEU growth	Frontline Worker F SKU (Microsoft 365 F1, Microsoft 365 F3, Office 365 F3)

* Not to exceed the maximum customer incentive of \$30,000 or maximum partner program incentive earnings of \$60,000.

Example scenarios for Full Deployment options and for reference purposes only.

- **Scenario 1**- Meeting the minimum MEU growth threshold:
 - An Eligible Customer with 6,000 licenses (MF1, MF3, or OF3) collaborates with a Program Partner to deploy FLW Teams to 4,000 users. Deployment completes with 4,000 users adopting FLW Teams.
 - Minimum threshold met and incentive is earned.
 - Incentive Payment: \$10,000
 - Calculation: $4,000 * \$2.50 = \$10,000$
- **Scenario 2**: Does not meet the minimum MEU growth threshold
 - Eligible Customer has 5,000 licenses (of MF1 or MF3 or OF3). Program Partner and Eligible Customer agree to deployment of 4,000 users on FLW Teams. Deployment completes with 3,000 users adopting FLW Teams.
 - Minimum threshold not met – must deploy minimum of 4,000+ user MEU growth
 - Incentive Payment: incentive not earned; no payment made
- **Scenario 3**: Meets minimum MEU growth threshold and exceeds max cap
 - Eligible Customer has 7,000 licenses (MF1, MF3, or OF3). Program Partner and Eligible Customer deploy 6,500 users on FLW Microsoft AI solutions in Teams. Deployment completes with 6,500 users adopting the solutions.
 - Minimum threshold met; incentive earned.
 - Incentive Payment: \$30,000
 - Calculation: $6,500 * \$5 = \$32,500$, capped at \$30,000 per customer.
- **Scenario 4**: Customers meet minimum thresholds and exceed partner incentive earning cap
 - Program Partner engages with 4 customers achieving minimum MEU growth
 - Eligible Customer A deploys 4,000 on FLW Teams, incentive \$10,000
 - Eligible Customer B deploys 6,000 on FLW Microsoft AI solutions in Teams, incentive \$30,000
 - Eligible Customer C deploys 2,000 on FLW Microsoft AI solutions in Teams, incentive \$10,000

- Eligible Customer D deploys 5,000 on FLW Teams, incentive \$12,500
- Incentive Payment: \$60,000
 - Calculation: $\$10,000 + \$30,000 + \$10,000 + 12,500 = \$62,500$, capped at \$60,000 per Program Partner.