

# FY26 FastTrack Ready Partner Program

## Terms and Conditions

November 18, 2025

### Overview

These terms and conditions ("**Terms and Conditions**") contain the requirements to participate in the FastTrack Ready Partner ("**FRP**") Program ("**Program**"). 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 these Terms and Conditions on your entity's behalf. You further agree that Microsoft may disclose, under terms of confidentiality, 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 to assist Eligible Customers (as defined in [Exhibit A](#)) in onboarding and adopting Microsoft 365 services. The Program runs from July 1, 2025, through June 30, 2026 ("**Program Term**").

Microsoft will provide various resources to support Program Partners as they assist Eligible Customers with onboarding to, and adoption of, Microsoft 365 services. These include, but are not limited to, access to the FastTrack prescriptive methodology and resources, an assigned Partner Success Manager (PSM), access to technical and process SMEs, customer referrals, and FastTrack Ready Partner only programs and campaigns through the Quick to Market programs.

FastTrack Ready Partners will deliver a Guided Overview of FastTrack Self-Serve Resources, providing customers with information and visibility into the tools available, as outlined in [Exhibit A](#). This experience must be tailored to the customer's needs and include awareness of self-serve resources such as Advanced Deployment Guides (ADGs). If an ADG is not available, alternatives include "[Copilot for Microsoft 365 Admin Centers](#)" or engineering product documentation available on [Learn.microsoft.com](https://learn.microsoft.com).

**By participating in the Program, submitting information to Microsoft in connection with the Program, or by continuing to participate in the Program after an update to these Terms and Conditions, you agree to and accept these updated Terms and Conditions.**

## PROGRAM TERMS AND CONDITIONS

### 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 effect for the duration of the Program Term. Partners with an active Microsoft AI Cloud Partner Program Agreement for the duration of the Program Term shall be deemed to have an "**Active Microsoft AI Cloud**

**Partner Program Membership.** By participating in the Program, partner agrees 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, and (unless stated otherwise herein) shall be governed by the Program Partner's Microsoft AI Cloud Partner Program Agreement. 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

Capitalized terms used but not defined in these Terms and Conditions will have the meaning ascribed to them in the Microsoft AI Cloud Partner Program Agreement.

#### 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 numbered below in this section (together the "**Eligibility Requirements**").

Partners must:

1. Achieve a minimum of one [Specialization](#) through [Microsoft AI Cloud Partner Program](#), limited to those Specializations listed here:
  - Modern Work
  - [Calling for Microsoft Teams](#)
  - [Custom solutions for Microsoft Teams](#)
  - [Meetings and Meeting Rooms for Microsoft Teams](#)
  - [Modernized Endpoints](#)
  - [Microsoft Copilot](#)
  - [Teamwork Deployment](#)
  - Security
  - [Identity and Access Management](#)
  - [Information Protection and Governance](#)
  - [Threat Protection](#)
2. Agree to provide customers with a guided overview of the FastTrack SelfServe Resources (as defined in Exhibit A) at no additional cost for claimed and endorsed workloads,
3. Complete required Guided Overview of FastTrack Self-Serve Resources,
4. Delivery training,

5. Agree to be referral ready, accepting and engaging with referred customers,
6. Agree to complete Payment Central onboarding and profile setup and be invited by Microsoft to join the Program.

Program Partners are nominated by the Microsoft field and if eligible may be invited to join.

Eligibility requirements are based on information in Partner Center

(<https://partner.microsoft.com/dashboard>), identified Microsoft specialist partner programs memberships, and aggregated performance data where partner is listed as the Claiming Partner of Record (“**CPOR**”) for commercial licensed customers, tenants, and services, which excludes education licensed customers, tenants, and services.

A partner with an Active Microsoft AI Cloud Partner Program Membership who meets the Eligibility Requirements is an “**Eligible Partner.**”

#### PROGRAM ENROLLMENT

Participation in the Program is by invitation only. “**Program Partner**” means those Eligible Partners who have accepted Microsoft’s invitation to participate in the Program. An invitation to participate in the Program is 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 250 Program Partners. If the Program is at capacity when an Eligible Partner achieves the Eligibility Requirements, they may be renominated, if eligible, in the next fiscal year. Available Program capacity does not guarantee an invitation to join the Program, and Program capacity may change during Program Term in Microsoft’s sole discretion.

Program Partners who achieve the Eligibility Requirements in additional countries may be added to the public and internal lists of Program Partners. Being added to the list may provide visibility to customers and the Microsoft field and may increase opportunities for co-sell engagements.

Addition to the public and internal lists of Program Partners does not guarantee visibility to customers and the Microsoft field and does not guarantee an increase in opportunities for cosell engagements.

#### PROGRAM PERFORMANCE REQUIREMENTS

### Program Partner Responsibilities

Program Partners are responsible for engaging with Eligible Customers and completing necessary operational requirements to assist in adopting Microsoft 365 services as outlined below.

1. Deliver a Guided Overview of FastTrack Self-Serve Resources, providing customers with information and visibility into tools available. The FastTrack self-serve resources include Advanced Deployment Guides (“**ADG**”), if an ADG is not available alternates include “[Copilot for Microsoft 365 Admin Centers](#)” or engineering product documentation in [Microsoft 365 setup guides by product | Microsoft guides by product](#). The goal is to

ensure the referred customer is aware of available self-serve resources *at no additional customer cost*.

- i Guided Overview of FastTrack Self-Serve Resources are intended to be delivered remotely, which may include a combination of verbal and written assistance. Guided Overview of FastTrack Self-Serve Resources may be delivered in person at the discretion of the Program Partner. ii. Program Partner acknowledges that it will provide the Guided Overview of FastTrack Self-Serve Resources to Eligible Customers at no additional charge for Microsoft 365, Office 365, Microsoft Viva, Enterprise Mobility & Security, and Windows 10/11 subscriptions.
  - ii Program Partner may charge for additional services provided beyond the scope of the Guided Overview of FastTrack Self-Serve Resources but (1) must make it clear to the Eligible Customer when any requested services are not included as part of the Guided Overview of FastTrack Self-Serve Resources, and (2) must enter into an appropriate services contract with Eligible Customer for the provision of the additional services.
  - iii FastTrack migration services, as described in the [Data Migration](#) section of the [FastTrack for Microsoft 365 Benefit](#), are provided by Microsoft to assist Eligible Customers with their data migrations. FastTrack Ready Partners are encouraged to leverage the FastTrack migration services on behalf of their Eligible Customers.
2. Engage with assigned Partner Success Manager (“**PSM**”) and participate in established rhythm of business.
  3. Register Eligible Customers through Claiming Partner of Record (“**CPOR**”), or other Microsoft identified processes to identify customer and partner association.  
  
Registrations are used to measure Program Partner impact, and Program Partners gain visibility to customer usage data through CPOR registrations.
  4. Acknowledge Eligible Customer referrals through required process.
  5. Contact referred Eligible Customers within SLA of referral receipt.
  6. Utilize the M365 Partner Experience AI Business Solution & Security Insights, formerly known as (FPX), to access and operationalize customer insights, prioritize sales opportunities, and execute solution plays in alignment with Microsoft’s Go-to-Market strategies, including but not limited to Copilot, Secure Productivity, and Frontline Worker initiatives.
  7. Complete Payment Central onboarding and profile setup within 4 weeks of program enrollment.
  8. Leverage FastTrack best practices to ensure workload deployment.
  9. Maintain a regular positive 100 MAU (as defined in Exhibit A) monthly growth on average across Microsoft 365 workloads or Teams Phone.

## Program Non-Compliance

Non-compliance with any of the 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 FastTrack SMEs, Program Partner may stop receiving customer referrals from Microsoft, may stop being eligible for Quick to Market programs and/or may be removed from the Program.

## CUSTOMER REFERRALS

One benefit of membership in the FastTrack Ready Partner Program (FRP) is receiving and delivering on customer referrals. Microsoft will identify and select a qualifying Program Partner to receive an Eligible Customer referral based on the Eligible Customer's expressed requirements. Identification and selection of a qualifying Program Partner is in Microsoft's sole discretion and includes the following selection criteria.

1. **Expertise:** Program Partner has earned the appropriate Endorsements (as defined below) for the Qualifying Workload(s) (as defined below) requested by the Eligible Customer. An "**Endorsement**" is a tag or label applied to a Program Partner once they have met the objective criteria that allows Microsoft to infer expertise in deploying one or more workloads. Some workloads expertise will be identified in achieved specializations through Microsoft AI Cloud Partner Program Specializations in either Modern Work and/or Security. Workloads not aligned to a Specialization will be assigned objective criteria including demonstrated active usage and other elements.
2. **Geographic Coverage Area** (also referred to as "**Location**"): Program Partner is able to service Eligible Customers within the country of the Eligible Customer's requested service location as indicated to Microsoft.
3. **Language:** Program Partner has opted to provide support in one or more languages during the FPC onboarding process.
4. **Target Customer Size** (also referred to as "**Seat Size**"): Program Partner has opted into target customer size (seat size) as indicated by the Referral Profile in the FastTrack Partner Community Portal.
5. **Industry:** All Program Partners are automatically matched with commercial Eligible Customers. If a Program Partner has opted in or is qualified to work with Nonprofit, Education or Government Cloud Eligible Customers, Microsoft will consider this when matching with Eligible Customers in these industries as indicated by the Referral Profile in the FastTrack Partner Community Portal.

If a Program Partner has an existing claim with an Eligible Customer, has an Endorsement for the workload being requested, and meets the additional criteria of Language, Location, Industry and Seat Size, that Program Partner will receive the referral and should then complete the CPOR claiming process to be considered the Claiming Partner of Record ("**CPOR**"). If there is an existing claim for the Eligible Customer and the claiming Program Partner does not have an

Endorsement for the workload, the referral will be sent to an endorsed Program Partner rather than the claiming Program Partner to ensure ability to meet customer requirements.

In the case where a single Program Partner does not meet all requirements for a referral request, the referral may be split by workload between multiple Program Partners. All impacted Program Partners will be notified when this scenario occurs.

### **Referral Conditions**

To be qualified to receive Eligible Customer referrals, Program Partners are responsible for the following conditions. Program Partner:

1. will execute on customer referrals sent by the Program,
2. will have a minimum of one (1) workload Endorsement as listed in the FastTrack Community Portal profile,
3. will specify the Languages, Industries, Target Customer Size, and Locations served (beyond home country) within the Referral Profile in the FastTrack Partner Community Portal,
4. will commit to contact the referred Eligible Customer within two (2) business days,
5. must respond to the referral by selecting "Accept" or "Decline" within the referral record in the M365 Partner Experience UX in Partner Center within two (2) business days, and
  - i. Program Partners may choose to pause receiving all referrals for a period of up to one (1) month due to capacity or another reason preventing adequate referral execution, and
6. may only use Eligible Customer contact information provided by Microsoft to contact Eligible Customers to respond to the referral assistance request.
  - i. Microsoft will have notified the Eligible Customer informing them that their contact information can be shared with qualifying Program Partners receiving the referral.

A detailed description of requirements can be found in the [Referral Knowledge Article](#) in the FastTrack Ready Partner Knowledge Base.

Referral opportunities may be negatively impacted as follows:

1. Program Partners who repeatedly miss the two (2) business day contact period SLA may have their Program membership revoked, and
2. A high referral decline rate could influence the future number of referrals for Program Partner.

### **PROGRAM PARTNER PARTICIPATION**

1. **Costs.** Participation in this Program and any benefit opportunity shall be at Program Partner's cost.
2. **Taxes.** Neither party is liable for any taxes the other is legally obligated to pay and which 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 or any specific benefit and does so is voluntarily.

#### 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.

#### PROGRAM COMMUNICATIONS

1. Microsoft will send Program communications via email, including automated email distribution systems, and the Partner Community Portal, and/or dedicated Microsoft Teams or Viva Engage site. 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 to share input and feedback directly during small group discussions.
4. Microsoft will distribute, via email, in person during the event session, or via 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.

#### LIMITATION OF LIABILITY

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.

## TERMINATION, EXPIRY AND CHANGES TO PROGRAM

5. **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.
6. **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>. 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.
7. **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 qualify for Program activities.

## 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.

## MISCELLANEOUS

1. Program Partner will comply with applicable laws, regulations and Microsoft policies, including Microsoft's Anti-Corruption Policy available at [policies, including Microsoft's Anti-Corruption Policy available at: Commitment to Anti-Corruption and Anti-Bribery | Microsoft Legal](#).
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.
4. Usage of any APIs or integration technologies offered to partners under the FastTrack Program will be governed by the [Microsoft APIs Terms of Use](#).

## **Exhibit A – Program Guide Definitions**

### **FY26 FastTrack Ready Partner Program**

1. **“Eligible Customers.”** Customers deploying and adopting Microsoft Modern Work and Security workloads eligible for Referrals have the FastTrack required minimum number of licensed Paid Available Units for one or more of the services and plans (“Eligible Licenses”) listed in the [Eligible Services and Plans](#) section in the FastTrack for Microsoft 365 Benefit at the time the workload claim is submitted via the Claiming Partner of Record (CPOR) claim process or alternate registration process. For the avoidance of doubt, unpaid SKUs and licenses without recognized revenue are not eligible under this Program.
2. **“Endorsements.”** An endorsement is a tag or label applied to a Program Partner once they have met the objective criteria that allows Microsoft to infer expertise in deploying one or more workloads. Some workloads expertise will be identified in achieved specializations through [Microsoft AI Cloud Partner Program Specializations](#) in either Modern Work and/or Security. Workloads not aligned to a [Specialization](#) will be assigned objective criteria including demonstrated active usage and other elements. The FPC list of endorsements is available <https://aka.ms/EndorsementList>.
3. **“FastTrack Self-Serve Resources.”** Resources include Advanced Deployment Guides (ADG). If an ADG is not available, alternates include “[Copilot for Microsoft 365 Admin Centers](#)” or engineering product documentation in [Microsoft 365 setup guides by product | Microsoft guides by product](#).
4. **“Guided Overview of FastTrack Self-Serve Resources.”** This is the act, performed by Program Partners, of demonstrating to the customer available FastTrack Self-Service Resources (defined in this Exhibit) based on the Eligible Customer’s needs.
5. **“Monthly Active Users” or “MAU.”** This is the measure, determined from Microsoft system telemetry, of users taking intentional action using an Eligible License.
6. **“Monthly Protected Users” or “MPU.”** This is the measure, determined by Microsoft system telemetry, of the count of distinct users protected by a given workload.
7. **“Monthly Protected Users and Devices” or “MPUD.”** This is the measure, determined by Microsoft system telemetry, of the count of distinct users (MPU) plus count of distinct devices (MPD) protected by a given workload.
8. **“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.
9. **“Qualifying Workloads.”** The definitive list is available in the [Eligible Services and Plans](#) section in the [FastTrack Center Benefit for Microsoft 365](#).