

## FY26 Elevate Global Training Partner Pilot Program

### Terms and Conditions

March 23, 2026

#### Overview

These terms and conditions (“**Terms and Conditions**”) contain the requirements to participate in the FY26 Elevate Global Training Partner Pilot Program (“**Program**”). 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).

The Program includes Customer incentives for the workshop training, as further detailed in Section 3 of **Exhibit B** to these Terms and Conditions.

**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 and the updated Terms and Conditions.**

#### Program Summary

The Program is an opportunity for Program Partners (as defined below) to assist Eligible Customers (as defined in **Exhibit A**) through the Elevate Global Training Partner Pilot Program (“**Program**”), which offers incentives to eligible and participating Program Partners. The Program runs from March 1, 2026, through June 30, 2026 (“**Program Term**”).

Through the Program, Microsoft will provide educators and administrators (as a secondary audience) who are central to AI adoption within the education industry with training to support the adoption of AI resources. Through the Program’s clear and objective criteria, Eligible Program Partners (as defined below) will rapidly scale product staff training in education accounts to ensure staff can effectively leverage Copilot Chat and/or Microsoft 365 Copilot with their students, to drive greater student outcomes.

The Program aims to scale Microsoft product training for “Elevate” education customers worldwide by offering training incentives to our most capable Global Training Partners. Incentives will be provided via workshops for Microsoft AI products, Copilot Chat and Microsoft 365 Copilot (with specific focus on Teach Module, Study and Learn Agent, Learning Activities, Learning Accelerators) (“**Qualifying Workloads**”). Incentives will not be provided via workshops for non-Elevate, higher education customers (“**Non-Qualifying Workloads**”).

#### 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 effect 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 in the Program, 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, 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

## 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 (“**Eligibility Requirements**”).

### Program Partner Eligibility Requirements

Partner must:

1. Be an enrolled Global Training Partner in good standing,
2. Be invited by Microsoft to join the Program,
3. Have attended the programmatic train-the-trainer webinar, and
4. Agree to complete Payment Central onboarding and profile setup.

Once a partner achieves the Eligibility Requirements, they are eligible for participation in the Program (“**Eligible Partner**”).

## C. 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 100 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 co-sell engagements.

#### D. PROGRAM PERFORMANCE REQUIREMENTS

##### Program Partner Responsibilities

Program Partners are responsible for identifying and completing the necessary operational requirements to help Eligible Customers execute one or more Copilot Chat or Microsoft 365 Copilot training workshops.

After Eligible Customers complete Copilot Chat or Microsoft 365 Copilot training workshops, Program Partners must collect information on participants' satisfaction with the training, how the knowledge and skills gained from the training affect their use of Microsoft Education tools, and whether they plan to participate in additional workshops by completing the following:

1. Submitting customers to the program through an SOW (as described in **Exhibit B**);
2. Ensuring the Eligible Customer is enabled for deployment and adoption services for Microsoft 365 A3/A5 workloads;
3. Completing Payment Central onboarding and profile setup; and
4. Submitting and updating Eligible Customer engagement data as requested.

##### 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 subject matter experts ("**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.

## 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 performance requirements may be updated from time to time during the Program Term.

## F. PROGRAM PARTNER PARTICIPATION

1. **Costs.** Participation in this Program and any benefit 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 an incentive opportunity. Program Partner also acknowledges and accepts 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 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 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, 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.

#### I. 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.

#### 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>. 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 qualify 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

**Your privacy is important to us.** Please read the [Microsoft 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.

#### L. 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](#).

## Elevate Global Training Partner Pilot Program Guide

### Exhibit A - Program Definitions

#### 1) DEFINITIONS

1. **“Determination.”** At the time the Program Partner submits a claim, Microsoft will determine whether the claim is eligible.
2. **“Eligible Customer.”** Any eligible Primary and Secondary Educators with Microsoft 365 licenses, which include Microsoft AI Copilot Chat and Microsoft 365 Copilot, with a specific focus on Teach Module, Study and Learn Agent, Learning Activities, and Learning Accelerators, who can:
  - a. Meet the Elevate the EDU Industry Customer meeting thresholds, and
  - b. Receive training and execute POE by June 30, 2026.
3. **“Participants.”** Eligible Customers who complete at least one Copilot Chat or Microsoft 365 Copilot training.

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## Elevate Global Training Partner Pilot Program Guide

### Exhibit B – Program Incentives

#### 1) Elevate Global Training Partner Pilot Program Terms

These terms apply to customer claiming and registration provided under the Program with an issue date during the Program Term.

The Program activities include:

<b>Activities</b>	<b>Activity Description</b>	<b>Required, Optional</b>
Choose training type <ul style="list-style-type: none"><li>• Copilot Chat</li><li>• M365 Copilot</li></ul>	Select whether the majority of training will cover Copilot Chat or M365 Copilot	Required
Conduct a kickoff meeting with Eligible Customer	Meet with the Eligible Customer to understand their business needs, use cases for Copilot and training needs. Ensure the Eligible Customer understands the Program and get approval from key stakeholders.  Also, ensure that all appropriate Microsoft account teams/staff are made aware (if applicable)	Required
Build and execute a training plan	Create a plan to train on Copilot Chat and/or M365 Copilot. After the plan is created, work with the Eligible Customer and their Microsoft account team (if applicable) to ensure proper deployment of Copilot with key users who will attend training. Ensure that you identify high value scenarios to organize the training	Required

	around. Training sessions should reach an average of 25 Participants.  Training sessions should be a minimum of 60 minutes.	
Issue training satisfaction data from Participants	After the training engagements issue the training satisfaction survey provided by Microsoft.	Required
Deliver change management and training roadmap	Provide recommendations to the Participants for continued learning/training plan.	Required
Post training support/Participant commitment	Position further training services on Copilot Chat/M365 to the Participant so they continue their learning journey. Resulting in direct Participant commitment.	Optional
<b>Post Delivery POE Activities (minimum of 1 required)</b>		
1. Communication Material: Event invitation and agenda/program	Upload attachment evidence with event invitation and agenda or program	Optional (minimum of 1 Post Delivery POE Activity Required)
2. Support Document: Presentation materials.	Upload slide deck used to deliver training	

a. [Eligible Customers and Workloads](#)

Eligible Customers will only be eligible for engagements with a single Program Partner through June 30, 2026.

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 submits customers to participate in the Program through a Statement of Work (SOW).



2. Upon submission of the SOW, Microsoft will evaluate the Eligible Customer claim for eligibility and make a Determination.

Note: Program Partners must submit a SOW for the Eligible Customer to be associated with the Program Partner.

c. [General Incentive Eligibility](#)

1. Only Program Partners with approved registration requests are eligible to earn incentives.
2. Program Partners are not eligible for incentives for work performed prior to Program association or SOW submission date.
3. Program Partners are not eligible to register or receive incentives for work performed in their own corporate tenants.
4. Incentive payment eligibility is dependent on the rules in effect at the time the incentive is achieved. A Program Partner is not eligible for incentive payment for work that does not qualify for incentives under the eligibility rules in effect at the time the work was performed.
5. Program Partner will not be required to reimburse Microsoft if there is a reduction in monthly active users (MAU), or Seats at the Eligible Customer.
6. For a Program Partner to receive payment after achieving an incentive, the Program Partner must have completed set-up of their Payment Central profile.
7. Program Partners shall not condition Program engagement and activities on receipt of additional work or agreements from customers. The Program Partner agrees that Program work will proceed regardless of whether the customer decides to engage in additional work or managed services agreements.

d. [Payment Milestones.](#)

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

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

To be considered for incentive eligibility for this Program, Program Partners must complete the following steps, in order.

1. **Step One.** The Program Partner must download the appropriate SOW template, complete the template, obtain the Eligible Customer's signature, then upload the signed SOW.
  - a) **Note:** All eligibility requests must be submitted by the expiration date identified on the SOW.

2. **Step Two.** Following the completion of the steps in Step One above, and Microsoft's approval of the SOW, the Program Partner will download the Elevated POE template, complete the template, obtain the Eligible Customer's signature and submit the signed POE.
  - a) **Note:** SOW must be signed by the Eligible Customer, submitted, and approved by Microsoft before the POE is signed by the Eligible Customer and submitted for approval. The SOW and POE may not have the same customer approval date.
  - b) **Note:** POE must be approved by both Program Partner and Eligible Customer prior to submission.
- e. **Deadline.** All incentive eligibility requests must be submitted by the expiration date identified on the SOW. For example, if the SOW expiration date is June 30, 2026, the Eligible Customer signed SOW must be submitted and approved BEFORE June 30, 2026; and Eligible Customer signed POE must be submitted BY June 30, 2026 (after obtaining SOW approval) and subsequently approved.
- f. **Limitations.** Only one (1) SOW may be submitted for each Program Partner organization engagement.
- g. **Payment Terms**
  1. **Payment Eligibility**
    1. Only approved Program Partners with approved Eligible Customer registrations are eligible to earn payment.
    2. Program Partner will not receive payment for work provided prior to association or SOW submission.
    3. Program Partners are not eligible to register or receive payment achieved in their own corporate tenants.
    4. A qualifying [SOW](#) 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 Program 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. In order to receive incentive payment, after joining the Program and achieving an incentive, the Program Partner must have completed their Payment Central profile setup.

## 2. Determination & Pay Out.

1. **Customer Registration.** Microsoft will evaluate the SOW that Program Partners have submitted. If approved by Microsoft, the Program Partner will receive approval notification from [FTSplIncentiveClaims@Microsoft.com](mailto:FTSplIncentiveClaims@Microsoft.com).
2. **Payment Determination.** Microsoft will evaluate the [Proof of Execution \(POE\)](#) for completeness. If approved by Microsoft, the Program Partner will receive approval notification from [FTSplIncentiveClaims@Microsoft.com](mailto:FTSplIncentiveClaims@Microsoft.com) and Microsoft will make payment to the Program Partner for 100% of the incentive value.
3. **Timing.** Payment will be paid upon receipt of the required documents listed under **Section 1(d) (Payment Milestones)** of this **Exhibit B**, 45 days in arrears of achieving the milestone, and Program Partners completing their Payment Central onboarding.
4. Program Partners may review the [Payment and Dispute guidance](#) for additional information regarding payments and disputes.
5. **Incentive Value.** Incentive value is based on the value of the Eligible Customer Seat Size, as outlined in Section 3 (Program Rate Card).
6. **Currency.** 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.
7. **Taxes.** Per Section F 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.
8. **Failed Payments.** Failed incentive payments will be held for 180 days. After 180 days, EGPT FRPs will forfeit their incentive earnings if the required bank documentation, tax documentation or other item blocking Payment Central payment has not been resolved.

### h. Engagement Cancellation

1. **Cancellation by Program Partner.** If the Program Partner cancels the stops engagement with the Eligible Customer on an approved SOW, any payment provided was not earned as Eligible Customers must receive the value agreed to in the SOW. The overpayment of the incentives will be recovered from other Eligible Customers by reducing future payments by the overpayment difference. If the overpayment is more than the Program Partner has submitted SOWs, then an invoice for the overpayment difference will be sent to the Program Partner and the Program Partner will pay such invoice.
2. **Cancellation by Eligible Customer.** If the Eligible Customer cancels the engagement with the Program Partner, Microsoft will review eligibility for

incentive payment based on assessment of engagement. Payment is not guaranteed.

i. **Incentive Statements**

1. 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.
2. Incentive earning statements are published to the Partner Statements section of the Partner Community Portal. These are available to the Primary Contact, Accounting Contact, and anyone else with a 'Program Admin' or 'Statement Admin' portal role.
3. Payment associated with these statements will be initiated within 5 business days of the earning statement being published. Any payments provided under this Program are independent of any other payments due under any other Microsoft payment program.
4. 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> (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 Partner's 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:
  1. Withhold incentive earnings from subsequent payments (or any successor agreement), and

2. 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

#### FY26 Elevate Global Training Partner Pilot Program Incentives

Eligible Customer Seat Size	Workshop Training Incentive Amount	Qualifying Workshops
<b>200 – 499 seats of O/M</b>	\$8,000	Deliver at least 12 hours of training and related support for Eligible Customers <ul style="list-style-type: none"> <li>• Training courses should average a minimum of 25 staff</li> </ul>
<b>500 - 999 seats of O/M</b>	\$16,000	Deliver at least 24 hours of training and related support for Eligible Customers <ul style="list-style-type: none"> <li>• Trainings should average a minimum of 25 staff</li> </ul>
<b>1000 – 1499 seats of O/M</b>	\$24,000	Deliver at least 36 hours of training and related support for Eligible Customers <ul style="list-style-type: none"> <li>• Trainings should average a minimum of 25 staff</li> </ul>
<b>1500+ seats of O/M</b>	\$30,000	Deliver at least 48 hours of training and related support for Eligible Customers <ul style="list-style-type: none"> <li>• Trainings should average a minimum of 25 staff</li> </ul>