

Unified Support Partner Broker Program Pricing Model & Price Transparency



Unified Support Pricing

How does Unified Support Broker pricing work?

The price for Unified Support is calculated by the Microsoft Unified Support pricing team and pricing tool

- The Microsoft Support Specialist evaluates the price calculation and negotiates the Unified Support price with the customer
- Standard Microsoft Unified Support pricing policies apply (discounting, customer investment, etc.)



Not To Exceed Price (NTE)

What is Not To Exceed (NTE) price?

The NTE price is the price reached between Microsoft's Support Specialist and the customer

- The NTE price is the Unified Support price the Partner Broker will be paying to Microsoft
- The Partner Broker cannot charge their customer more than the NTE price for Unified Support but can charge less
- The Partner Broker can charge transactions & services fees related to Unified Support as separate line items



Contracting

Microsoft is not directly involved in the contract and pricing between the customer and Partner Broker, but the following conditions apply to Broker transactions:

- Flow through terms & additional minimum terms are required
- Unified Support should appear as a unique line item in the Partner Broker's agreement with the customer (i.e., transaction & services fees must be separate line items)
- Microsoft has the right to disclose NTE (Agreed price) to the customer

Compliance & Monitoring

Acceptable evidence to verify that NTE price has been adhered to is required as detailed below

Acceptable Evidence of Price Transparency from Broker



① Valid Purchase Order (PO)

- PO is issued from the End Customer's software system to the broker, or must be manually or digitally signed by an authorized signatory of the Customer
- PO references the Unified Services to be delivered and their pricing
- PO to have a date of Order and Order Number
- PO details to have key customer information including entity name (e.g., letterhead)
- PO is shared by using the end-customer's official organization email id / email domain only

or

② Signed Contract

- First page of the contract outlining the parties involved in the contract
- Contract signature page with signatory parties and date of execution
- Contract services pricing table which includes Microsoft provided services
- There must be evidence that the price table provided is part of the customer contract. For example, a consistent reference number in the footer or header.