

Copilot for Microsoft 365 FAQ for Partners

About this document: This FAQ document covers the timing and details of general availability of Copilot for Microsoft 365 in CSP and other important updates along with updated guidance on partner readiness and GTM.

Last update January 16, 2024. Please make sure to review assets here <https://aka.ms/AIFutureOfWorkPartner>

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Copilot for Microsoft 365 recent announcements

What is being announced on January 16, 2024?

In November, we made Copilot for Microsoft 365 available to our Enterprise customers.

Today, we are thrilled to announce that Copilot for Microsoft 365 is now generally available to businesses of all sizes, with no seat minimum, and across all channels. We are also announcing that customers with Office 365 E3 and E5, EDU, A3 or A5 can now purchase Copilot for Microsoft 365 and that we are enabling purchases through Cloud Solution Providers (CSP). We are also announcing Copilot Pro, a consumer subscription designed for individuals (non-commercial).

1. Who can purchase Copilot for Microsoft 365?

Starting January 16, 2024, Copilot for Microsoft 365 is available to more of our commercial and education customers including businesses of all sizes as an add-on to existing subscriptions for \$30 per user per month. Licensing prerequisites include:

- Microsoft 365 E5
- Microsoft 365 E3
- Office 365 E3
- Office 365 E5
- Microsoft 365 Business Standard
- Microsoft 365 Business Premium
- Microsoft 365 A5 for faculty – for EDU customers
- Microsoft 365 A3 for faculty – for EDU customers
- Office 365 A5 for faculty – for EDU customers
- Office 365 A3 for faculty – for EDU customers

2. Through which channels can customers purchase Copilot for Microsoft 365?

Customers can now purchase Copilot for Microsoft 365 through the following channels:

Segment	VL	MCA-E	CSP	Buy Online (NCE)	Web Direct (Legacy)
Commercial	Yes (EA/EAS)	Yes	Yes	Yes	China (CN-Mainland), Germany, Netherlands, and Austria only
Education	Yes (EES)	No	No	No	No

Academic SKUs are eligible for purchase through Enrollment for Education Solutions (EES) only. We plan to gradually extend access and more details will be shared in the coming months.

Partners can sign in to access the price list in the [Partner Center Pricing workspace](#).

3. Does this mean the VL (EA/EAS/EES) and MCA-E SKUs are now public?

Yes, the SKUs are no longer in Lead Status (VL) or “hidden” (MCA-E).

4. Why are we removing the 300 seat license minimum requirement now?

It’s been amazing to see the demand for Copilot for Microsoft 365. Expanding availability today is part of our plan to bring Copilot to even more organizations, and as part of that we are removing the 300 seat license minimum requirement to enable customers of all sizes to

benefit from Copilot for Microsoft 365. We do still recommend that customers cover a critical mass of their Information Workers to experience the full range of Copilot benefits.

5. Why did you have the 300 seat license minimum requirement in the first place?

From the beginning of EAP program, we have recommended that customers cover critical mass of their Information Workers to experience the full range of benefits, which in return creates a flywheel of interest and adoption that accelerates time to value and an organization's ability to measure impact in a meaningful way. We continue to provide this guidance.

6. Can customers now buy 1 license of Copilot for Microsoft 365 if they want to?

Yes, technically with the removal of the 300-seat minimum, customers may purchase in any quantity (up to the total number of qualifying pre-req base licenses). We do recommend that customers cover critical mass of their Information Workers to experience the full range of benefits, which in return creates a flywheel of interest and adoption that accelerates time to value and an organization's ability to measure impact in a meaningful way.

CSP Expansion

7. What are the prerequisites to purchasing Copilot for Microsoft 365 through CSP starting on January 16th?

To purchase Copilot for Microsoft 365, customers must have one of the prerequisite base SKUs: Office 365 E3/E5, Microsoft 365 E3/E5, Microsoft 365 Business Standard, and Business Premium. There are no minimum license purchase size requirements.

A customer will not be able to purchase more licenses of the Copilot for Microsoft 365 add-on than the collective sum of their prerequisite SKUs.

8. What will be the purchase experience through CSP for Copilot for Microsoft 365 beginning on January 16th?

To purchase Copilot for Microsoft 365, Partners can transact Copilot for M365 as a standard add-on in New Commerce. There are no significant additional changes to CSP Partner Experience in transacting the Copilot for M365 add-on SKU vs. transacting any other add-on SKU.

Partners can identify the Copilot for Microsoft 365 SKU via the Partner Center UX by filtering for New Commerce add-ons in the product type dropdown. Prerequisite details are also available in the information icon next to the Copilot for Microsoft 365 add-on SKU.

Partners can also identify the Copilot for Microsoft 365 Add-On and the list of the prerequisites – by reviewing SKU details when getting SKUs via APIs. Add-ons can also be identified in the new commerce offer matrix "*ProductSKUPreRequisites*" column, as add-on SKUs with *ProductSKUPreRequisites* will have values.

[Standard purchasing](#) policies will apply to the Copilot for Microsoft 365 add-on SKU.

9. When and how can I find the SKU details for Copilot for Microsoft 365?

CSP Partners will see Copilot for Microsoft 365 included in the NCE license-based CSP February Pricelist, available in the [Partner Center Pricing Workspace](#) live on February 1st, 2024.

Starting January 16th, partners can call the "getSKU" API or refer to the ["offline" pricelist](#).

10. What purchase and coterminous options are available when transacting Copilot for Microsoft 365?

Copilot for Microsoft 365 will be available exclusively on "Annual Commitment | Annual/Prepaid Billing". Like all add-on subscriptions, CSP customers can align their end date of their Copilot for Microsoft 365 add-on subscription to the same end-date as the base subscription, if the base subscription is also on an "Annual Commitment". Charges will be prorated if the original term is reduced via coterminous settings.

CSP customers cannot co-terminate Copilot for Microsoft 365 with a monthly term base subscription. Partners should also avoid situations where a base product SKU term may end and fail to renew prior to the dependent Copilot subscription's end date, leaving behind an add-on SKU without an eligible subscription.

11. How can a CSP Partner validate if a customer meets the prerequisites to transact Copilot for Microsoft 365?

As mentioned above, the Microsoft Copilot for Microsoft 365 add-on SKU will have prerequisite products that a customer must have in order to transact the add-on SKU. A customer will not be able to purchase more licenses of Copilot for Microsoft 365 add-on than the collective sum of all their valid prerequisite SKUs.

This maximum restriction is a new maximum constraint that Partners must consume. Note that there will be a new error message (Error Code: 10021) available for REST APIs for transactions exceeding the maximum order size of a customer's total prerequisite licenses. Alternatively, Partners transacting through the Partner Center UX will see the following error message of "This addon has a maximum purchase limit of (MaximumPercentOfBaseQuantity) time(s) the cumulative prerequisite number of licenses. This purchase exceeds the current maximum limit of (MaximumAddOnLicenseQuantityAllowed)".

Please view the Partner Center Rest Error Code to learn more: [Partner Center REST error codes - Partner app developer | Microsoft Learn](#)

12. Microsoft announced FX pricing adjustments for select local currencies to align Commercial pricing with the US Dollar in H1 CY 2024. How will this impact Microsoft Copilot for Microsoft 365 pricing?

Microsoft Commercial Cloud software services will align select local currencies global USD levels in H1 Calendar Year 2024. Updated local currency pricing for impacted services, including Microsoft Copilot for Microsoft 365 will be updated automatically through the CSP Pricelist. updated prices will available in the pricelist preview 1-month in advance, and prices will be adjusted automatically in the pricelist.

For a full list of pricing currencies with upcoming adjustments, please visit [here](#)

13. Why are renewals important? How can Microsoft help partners?

On-time renewals of expiring subscriptions are important to ensure uninterrupted access to services, compliance with Product Terms, and to maintain customer satisfaction. CSP Partners should proactively engage with customers to discuss expiring subscriptions and their renewals. CSP partners can now leverage Microsoft 365 Lighthouse to view Upcoming Renewals, which provides partners with a T-90 view of all subscriptions coming up on renewal and associated recommendations.

14. How will partners know which of their customers are coming up on renewal?

In Microsoft 365 Lighthouse, we have released a new Upcoming Renewals experience that provides partners with a T-90 view of all subscriptions coming up on renewal. Partners can sort or filter on license count, subscription, commitment term, or auto-renewal status to prioritize outreach. We also will be adding contextual recommendations to help a partner identify what other opportunities exist for the customer (i.e., churn risk or upsell) to help optimize their renewal conversation.

15. Will partners have access to Copilot for Microsoft 365 opportunities in Microsoft 365 Lighthouse?

Yes, we recently launched a new set of opportunities within Sales Advisor, which will provide partners with a list of customers with eligible prerequisite licenses and have a high or medium propensity to add Copilot for Microsoft 365. To learn more on Microsoft 365 Lighthouse and Sales Advisor go [here](#).

16. How can a Cloud Solution Partner (CSP) quickly ramp up on Copilot for Microsoft 365?

To help partners get ramped up quickly to sell Copilot for Microsoft 365, we have introduced a set of partner readiness, training, and resources.

- [Get AI Ready content and campaign](#)
- [Copilot for Microsoft 365 assets for CSP partners](#)
- Use Lighthouse Sales Advisor to identify renewal and Copilot opportunities. . To learn more on Microsoft 365 Lighthouse and Sales Advisor go [here](#)
- [CSP Masters Training on Copilot for Microsoft 365](#)
- [SMB Briefing for Get AI Ready](#)
- [Resources for Adoption](#)

For updated practice development, offer development guidance, and go-to-market assets for Systems Integrator and Licensing Solutions Partners, we also have updated the [Copilot for Microsoft 365 partner page](#) and recommend you bookmark the [adoption page](#).

The H2 CSP Masters Trainings will include Copilot for M365 digital and in-person trainings. Invite your partners to attend the upcoming digital sales and technical Bootcamps (EMEA/Americas and APAC time zones) using the [partner ready invitation](#). Start executing the new in person series, including a 1-day BDM and sales training and a 1-day technical training, supported by Corp funding to drive field execution. Find the updated training content [here](#).

We also encourage partners to attend the upcoming monthly [bootcamp readiness sessions](#) and join [partner community](#) where we host monthly updates.

Office 365 Expansion and other licensing requirements updates

17. Why are you expanding the licensing eligibility to Office 365 E3/E5 and A3/A5?

We have listened to feedback on Copilot for Microsoft 365 from customers and wanted to ensure that we expand our reach without compromising functionality. We are excited to announce that Copilot for Microsoft 365 is now available to customers who have Office 365

E3/E5 or A3/A5 as prerequisites. This means we're extending Semantic Index for Copilot to Office 365 users with a paid Copilot license.

18. Why is Office 365 E1 not part of the eligible base licenses?

Copilot works best with desktop client apps such as Word, PowerPoint, Excel, and Outlook. OE1 is not included in the eligible base licenses because it does not come with a subscription to Microsoft 365 Apps, which is required to access these applications.

19. What's the security and compliance difference between using Copilot with Office 365 vs. Microsoft E3?

- Copilot for Microsoft 365 works with Office 365 E3's baseline security features like multi-factor authentication and sensitivity labeling in the Office apps that come with that suite.
- **Microsoft 365 suites**, however, take the security controls to the next level by offering comprehensive cloud-enabled management, security, and compliance features. One of the key features is **Conditional Access**, which provides granular control over who can access your information and under what conditions. It takes into account factors like user/group membership, IP location, device state, and the application being accessed. It monitors and controls access in real time. And if a problem is detected, it can prompt the user to reset their password or even block access entirely.
- In addition to Conditional Access, Microsoft 365 E3 also includes endpoint and user device management, and real-time policy enforcement. For more information about how you can secure your tenant with Microsoft 365 E3, check out this [article](#).

Use this customer ready deck for any customer conversations: [Copilot for Microsoft 365 Security & Compliance](#).

Availability, language, and terms and conditions

20. Will the SKU be available in all countries?

Copilot for Microsoft 365 is available globally and across channels.

21. What are the languages supported?

Copilot for Microsoft 365 will be supported in the following languages:

- English (US, GB, AU, CA, IN)
- Spanish (Spain, Mexico)
- Japanese
- French (France, Canada)

- German
- Portuguese (Brazil)
- Italian
- Chinese Simplified

Copilot in Excel is currently only supported in English. We will be extending support to additional languages through the first few months of CY 2024.

We will soon be extending coverage to additional languages – Arabic, Chinese Traditional, Czech, Danish, Dutch, Finnish, Hebrew, Hungarian, Korean, Norwegian, Polish, Portuguese (Portugal), Russian, Swedish, Thai, Turkish, and Ukrainian.

22. Will Microsoft 365 Copilot be available to US Public Sector customers using GCC, GCC High, and DOD environments?

Yes, Microsoft 365 Copilot GCC will be available by Summer of CY2024 and more information will come on GCC High and DOD early 2024. You can point your customers to the [public statement](#).

23. What product terms apply to Microsoft Copilot for Microsoft 365 Copilot?

1. **Universal Terms for Online Services** in the [Microsoft Product Terms](#), which includes:
 - a. **Microsoft Generative AI Services:** included in Universal Terms for Online Services
 - b. **Customer Copyright Commitment:** included in the Universal Terms for Online Services (see also [Introducing the Microsoft Copilot Copyright Commitment](#))
1. **Privacy and Security Terms** in the [Microsoft Product Terms](#), which include:
 - a. **Data Protection Addendum:** <http://aka.ms/DPA>
 - b. **EU Data Boundary Services,** including Microsoft Copilot for Microsoft 365 (see also [Microsoft EU Data Boundary Overview | Microsoft Trust Center](#))

24. Does Copilot for Microsoft 365 adhere to the security, compliance and retention policies and boundaries within a tenant?

Microsoft Copilot for Microsoft 365 is bound by your organization’s data access policies and permissions, which determine what users and Copilot can access. Copilot presents only data that the user can already access using the same underlying controls for data access used in all Microsoft 365 services. [Semantic index](#) for Copilot also honors the user identity-based access boundary so that the grounding process only accesses content that the current user is authorized to access. For more information, see [Data, Privacy, and Security for Microsoft Copilot for Microsoft 365](#).

25. My customer is concerned about oversharing through links. When I create a link for Everyone does that mean the file will show up in search for everyone?

When you create a file sharing link for everyone it does not mean that the file will show up in everyone's search results or Copilot for Microsoft 365 responses. A user must click a link to indicate access to the file, and only after that does it become part of their Graph and Semantic Index. If a link is revoked or the file is deleted, the user no longer has access to the file, and it no longer appears in their search results or Copilot responses.

26. Where does my data go and does my data stay in the Microsoft 365 boundaries?

When you input prompts using Microsoft Copilot for Microsoft 365, the information contained within your prompts, the data they retrieve, and the generated responses remain within the [Microsoft 365 service boundary](#), in keeping with our current privacy, security, and compliance commitments. For more information, see [Data, Privacy, and Security for Microsoft Copilot for Microsoft 365](#).

27. Where are Copilot for Microsoft 365 interactions stored?

Copilot for Microsoft 365 interactions are stored in a hidden folder in the mailbox of the user who runs Copilot. This folder is not directly accessible to users or administrators, but compliance administrators can search with eDiscovery tools, and [retention policies](#) can be applied. Copilot activities are also present in the [Microsoft 365 audit log](#).

28. How do your models ensure data is not exposed to other organizations? How is customer content protected?

Microsoft uses rigorous physical security, background screening, and a multi-layered encryption strategy to protect the confidentiality and integrity of customer content. Multiple forms of protection have been implemented throughout Microsoft 365, including:

- Logical isolation of customer content within each tenant, which is achieved through Entra ID authorization and role-based access control. For more information, see [Microsoft 365 isolation controls](#).
- Service-side technologies that encrypt customer content at rest and in transit, including BitLocker, per-file encryption, Transport Layer Security (TLS), and Internet Protocol Security (IPsec). For specific details about encryption in Microsoft 365, see [Encryption in Microsoft 365](#).
- For content accessed through Copilot plug-ins, encryption can exclude programmatic access, thus limiting the plug-in from accessing the content. For more information, see [Configure usage rights for Azure Information Protection](#).

Your control over your data is reinforced by Microsoft compliance with broadly applicable privacy laws such as the GDPR and privacy standards such as the world's first international code of practice for cloud privacy, ISO/IEC 27018.

29. How do we manage sensitive data with Copilot for Microsoft 365? Does it integrate with MPIP policy?

The permissions model within your Microsoft 365 tenant help ensure that data doesn't unintentionally leak between users, groups, and tenants. Copilot for Microsoft 365 presents only data that a user can access using the same underlying controls for data access used in other Microsoft 365 services. Semantic Index for Copilot honors the user identity-based access boundary so that the grounding process only accesses content that the current user is authorized to access.

Copilot for Microsoft 365 responses inherit the strictest sensitivity label or usage restriction from its input data sources. For example, the Compose capability in Copilot automatically updates a document's sensitivity to the highest level of source sensitivity, and carries over any watermarks, headers, and footers.

Whenever a reference to sensitivity-labeled data is cited by Copilot for Microsoft 365, that citation includes the sensitivity label name from the cited source, and the response automatically has the same sensitivity as the cited source. Within Copilot, a sensitivity label applies to the entire conversation until no data risk exists. In the case where a conversation includes multiple sources that have different sensitivity labels applied, the conversation inherits the highest (most restrictive) sensitivity label among the sources. Sensitivity labels can also be inherited in a scenario where an initial response did not include sensitive content, but subsequent responses did.

There are some limits at GA, however. When a user references a labeled document in a Copilot for Microsoft 365 interaction the responses in the interaction inherit the same sensitivity label as the referenced document. However, if the user edits the chat in Office apps, the label is not applied carried to any newly created document.

When the data has sensitivity labels applied, there's an extra layer of protection:

- When a file is open in Word, Excel, PowerPoint, or an email or calendar item is open Outlook, the sensitivity of the data is displayed to users in the app with the label name and content markings (such as header or footer text) that have been configured for the label.
- When a sensitivity label applies encryption, users must have the Extract usage right, as well as at least View access, for Copilot to access the data.
- This protection extends to data stored outside your Microsoft 365 tenant when it's open in an Office app (data in use). For example, local storage, network shares, and cloud storage.

When you use [Copilot's Microsoft 365 Chat feature](#) that can access data from a broad range of content, the sensitivity of labeled data returned by Microsoft Copilot for Microsoft 365 is made visible to users with the sensitivity label displayed for citations and the items listed in the response. Using the sensitivity labels' priority number that's defined in the Microsoft Purview

compliance portal, the latest response in Microsoft 365 Chat displays the highest priority sensitivity label from the data used for that Copilot chat.

For more information, see [Considerations for protecting and managing Microsoft Copilot for Microsoft 365 interactions with Microsoft Purview](#).

30. What is the Microsoft Copilot for Microsoft 365 data storage and processing commitments and are there any differences to the existing Microsoft 365 storage and processing commitments?

For the latest on Microsoft Copilot for Microsoft 365 Privacy and Data Storage please use the publicly available language under the Microsoft Copilot for Microsoft 365 Data Residency section [here](#). Also please review Microsoft 365 Data Residency Overview and Definitions [here](#).

31. How do the Office Connected Experiences settings impact Copilot for Microsoft 365?

For information about the effect of these policy settings on Microsoft Copilot for Microsoft 365 features, see [Microsoft Copilot for Microsoft 365 and policy settings for connected experiences](#).

32. Will the Copilot copyright commitment apply to output content generated by Copilot plug-ins?

Some Copilots enable the Customer to customize the model using content from third parties (e.g., Thompson Reuters) through plugins that are available on commercial marketplaces. These plugins are directly licensed to the Customer, not Microsoft. Any data or content that the customer provides to Copilot to generate or customize output is an "Input." As such, data or content a Copilot receives from plugins also constitutes Input. The Copilot Copyright Commitment will only apply if the Customer has sufficient rights to use the Input, which includes data from plugins.

[Microsoft announces new Copilot Copyright Commitment for customers.](#)

Partner readiness, co-sell, and GTM

- Leverage the Sales guidance to understand how to share deals and accept leads from the field
- **Secure renewals:** leverage Microsoft 365 Lighthouse Sales Advisor to retain and upsell customers renewing in H2 and inoculate sockets from competition.
- <https://lighthouse.microsoft.com>
- **Attach Copilot for M365:** use Microsoft 365 Lighthouse Sales Advisor to identify customers that can purchase Copilot for Microsoft 365 now! (<https://lighthouse.microsoft.com>)

- **Premium Upsell:** Optimize customers for Copilot security, management, and data governance. Leverage Secure Productivity Solution Play to upsell to BP, ME3 or ME5. (<https://aka.ms/AIFutureOfWorkPartner>)
- **Get AI-ready:** Attend the CSP Masters Copilot for Microsoft 365 Sales and Technical Bootcamps. (<https://aka.ms/M365CSPMastersBootcamp>)
- Build your practice and offerings to monetize the Copilot for M365 opportunity. (<https://aka.ms/CSPCopilot>)

22. Will there be trials available for customer POCs?

We will not have trials available, but now customers and partners of all sizes can purchase the SKU in single digits/as needed.

23. Which customers should partners prioritize?

To help partners identify the customers that are the best candidates to buy Copilot for Microsoft 365, we have defined 3 customer groups: Group 1 is customers that participated in the Early Access Program – these are the highest propensity customers. Group 2 is customers that have Microsoft E3 / E5 (i.e. they meet the base license requirements) and have strong usage of Microsoft 365 services. Group 3 is customers that either have low usage of Microsoft 365 services or do not yet have Microsoft 365 E3 / E5 – these are the customers that still need your help to get AI ready.

Partners targeting customers for Copilot should focus on the following key customer bases

1. Customers with upcoming renewals in the first half of calendar year - Copilot represents an opportunity to drive upsell thru business transformation with AI conversations. Target customer with Office 365, M365, Business & Business Premium SKU customers
2. Customers with existing Copilot licenses – These customers have already acquired some Copilot for Microsoft 365 licenses, drive deployment and usage engagements with these customer to upsell and expand,
3. Customers with no prerequisite base licenses for Copilot for Microsoft 365 – Leveraging Copilot and AI potential productivity gains, target these customers to drive upsell to the prerequisite base licenses and Copilot for Microsoft 365.

33. What resources are available to help partners go to market?

We have a collection of readiness resources, technical guidance, offer development guidance, and customer-ready assets you can leverage on the [Modern Work partner site](#).

34. Is there a Build Intent workshop for Copilot?

A Copilot workshop kit is available on the Modern Work partner site. Partners are encouraged to use this workshop to assess customers' readiness and showcase the value of Copilot. The Copilot for Microsoft 365 workshop consists of two parts: a readiness assessment to ensure technical requirements are met, and an envisioning session to identify use cases that facilitate the creation of an implementation plan. The [content for the workshop](#).

35. How can partners get access to Copilot?

Partners will need to purchase Copilot licenses through EA, EAS, MCA-E, CSP, or Direct. There is no minimum number of seats partners need to purchase.

36. Will Copilot licenses be made available as a benefit in the Microsoft AI Cloud Partner Program?

At this time, Copilot licenses are not available to partners through the Microsoft AI Cloud Partner Program.