

Extended service terms

Dec 2025

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1 Overview: Extended service terms (EST) timeline

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October 14, 2025

Notice of EST implementation in April 2026

- Starting **April 1, 2026**, the free grace period for access to services under non-renewed subscriptions will be eliminated. Customers who do not renew can choose to either cancel at expiration and lose service immediately or opt for a paid EST to maintain access while deciding next steps.
- Renewal status column added to subscriptions dashboard in Partner Center Insights.
- [Partner FAQ available here.](#)

2

November 3, 2025

Sandbox resources available

- Partners can experience the new end-of term options (renew, cancel, move to EST) for new subscriptions (purchased after November 3, 2025) in sandbox. Related technical documentation will be released.

3

January 19, 2026

Technical implementation resources available

- Partners can manage and schedule end-of-term options (renew, cancel, move to EST) for all eligible* subscriptions in sandbox and production.
- For subscriptions expiring after April 1, 2026, partners can opt out of EST.

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February 2026

EST SKUs available on price list preview

- EST SKUs available on price list preview so partners can prepare their systems ahead of the effective date.
- Partner Center Insights report for subscriptions is updated to show new end-of-term options (renew, cancel, move to EST) for eligible* subscriptions.

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Live on April 1, 2026

Enforcement of EST

- Effective April 1, 2026, any subscription purchased or renewed on or after April 1, 2025, that also expires on or after April 1, 2026, with auto-renew off will transition to EST at expiration.

*Eligible subscriptions that meet all three of the following conditions will automatically be moved into EST at expiration: purchased or renewed on or after April 1, 2025; expires on or after April 1, 2026; and auto-renew is set to off.

Overview: EST

What is changing?



Effective **April 1, 2026**, the free grace period for accessing services on non-renewed subscriptions will be discontinued. Customers who do not renew must either cancel and lose access immediately or enter a paid EST to continue service.

What is the scope and impact?



The EST and supporting features and policies will be applied to license-based services across all channels (CSP: April 2026; MCA-E and Buy-Online: February 2026), covering all markets. This means that if auto-renew is turned off and a license-based subscription expires, it will move to EST.

How will it work?



Today, after a subscription expires, partners have two options:

- Renew the subscription.
- Turn auto-renew off, which triggers a grace period of free service for a limited time.

In the future state, the free grace period will be eliminated, and partners/customers must choose to:

- Renew the subscription.
- Cancel at expiration.
- Move to EST to continue service, billed at an uplifted rate (monthly term rate + 3% uplift).

Subscription eligibility: License-based services purchased or renewed on or after April 1, 2025, and expiring on or after April 1, 2026, with auto-renew off, will automatically transition to EST upon expiration.

Overview: Understanding your renewal options

EST experience

- Microsoft is introducing an EST that allows customers to maintain service of their subscriptions without a full subscription commitment.
- Before a subscription ends, the partner, on behalf of the customer, can choose to renew or cancel. If canceled, the service will be disabled the day after the subscription end date.
- Applies to subscriptions purchased between April 1, 2025, and April 1, 2026. Customers will have clear options at end of term—renew, cancel, or move to EST. If no choice is made during the decision window, the subscription will default to EST.
- In EST, services will continue and be billed monthly at the current price plus 3% (or 23% if no monthly plan exists).
- Subscription owners can exit EST anytime and will be charged only for days used, billed monthly on a prorated basis.

EST policy

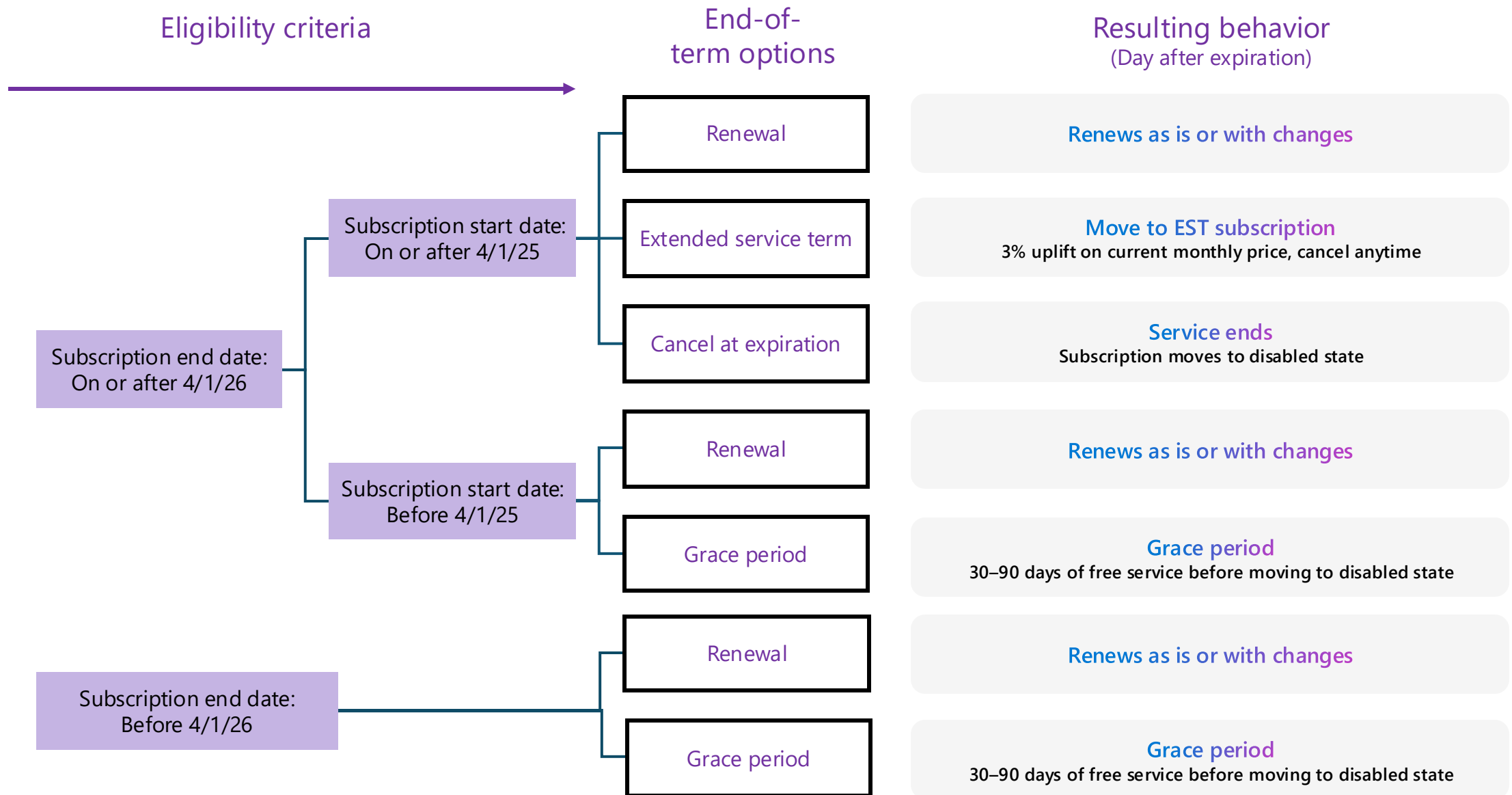
- EST can only be reached when auto-renew is turned off and a subscription expires.
- If customers convert to EST, they must do so at the same seat quantity and service level as their expiring subscription.
- In EST, customers will not be able to add seats, upgrade, or downgrade, but they will be able to assign existing seats.
- When a subscription enters EST, they are charged at the monthly price of the subscription with a 3% uplift.
- Subscriptions may stay in EST indefinitely but will be billed monthly.
- Customers can cancel or convert out of EST at any time. This results in a prorated refund credit based upon the remaining billing period.
- Canceling EST sends the service to disabled state immediately. Data for subscriptions in a disabled state will be retained for 90 days.

Subscription eligibility: License-based services purchased or renewed on or after April 1, 2025, and expiring on or after April 1, 2026, with auto-renew off, will automatically transition to EST upon expiration.

Subscription renewal scenarios

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Subscription renewal options



Subscription behaviors after subscription end date if auto-renew is off

License-based services purchased on or after April 1, 2025, and expiring on or after April 1, 2026, with auto-renew off, will automatically transition to EST upon expiration.

Customer scenarios (illustrative)

#	Subscription term	Subscription start date	Subscription end date		Resulting behavior
1	Any	On or after April 1, 2025	On or after April 1, 2026	>	EST
2	Any	Any date	Before April 1, 2026	>	Free grace period
3	3 year	March 15, 2025	March 14, 2028	>	Free grace period
4	1 year	April 10, 2025	April 9, 2026	>	EST
5	1 month	December 14, 2025	January 13, 2026	>	Free grace period
6	1 month	March 15, 2026	April 14, 2026	>	EST

Once you're in EST, here are the actions that can be taken.

Customer scenarios (illustrative)

#	Options for subscriptions in EST	Resulting action
1	Customer takes no action, stays in EST	EST subscription will renew monthly
2	Customer would like to convert from EST to standard subscription with no changes	Can convert to standard subscription: customer will receive prorated credit refund for EST*
3	Customer would like to convert from EST to standard subscription with changes	Can convert to standard subscription but make changes: customer will receive prorated credit refund for EST*
4	Customer would like to cancel their subscription in EST	Can immediately cancel and lose service: customer will receive prorated credit refund for EST*
5	Customer would like to stay in EST but with changes	Not possible to make changes to subscriptions in EST
6	Customer would like to schedule either cancellation or conversion at end of EST term	Can schedule the desired change to occur at the end of the EST monthly term

*The prorated credit refund will be for the remaining billing period.
Note: EST is billed monthly at the current monthly rate + 3% uplift.