

FastTrack Rooms Offer Partner Terms and Conditions

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Summary

If customers meet the eligibility requirements detailed in the "Customer Eligibility" section below, they may request the FastTrack Rooms Limited Time Offer to install **customer-provided** Microsoft Teams Rooms (MTR) compliant devices in up to 2 rooms at 1 physical location only.

Customer Eligibility

1. Customers with 150+ paid commercial or education user licenses of Microsoft 365 or Office 365 that include Microsoft Teams are eligible.

Note: Offer **excludes** Office 365 GCC, GCC High, and DoD SKUs.

2. Customer must provide 2 of their own Microsoft Teams Rooms licenses, one license for each deployed room. They can be paid or trial licenses and can be either MTR-Standard or MTR-Premium licenses.

3. Customer must provide their own certified Microsoft Teams Rooms hardware kit (BYOD - Bring Your Own Device) as listed on the [Teams Rooms Marketplace](#) for either a small, midsize, or large meeting room space.

4. Customer who participated in the FY19 FastTrack Rooms offer, or FY20 Managed Rooms Trial program are not eligible for this offer.

5. Customer is responsible for all necessary security clearances, background checks (where legally permitted) and access to data, including, but not limited to, any additional costs (USD) associated with said security requirements. In the event the FastTrack Rooms Offer cannot meet specific security requirements, Microsoft may unilaterally revoke the offer of the FastTrack Rooms Offer at no cost and liability to Microsoft.

Offer Details

1. This offer is for 2 rooms in 1 physical location only.
2. Locations are limited to:
 - a. United States;
 - b. Canada;
 - c. European Union;
 - d. Australia;
 - e. Singapore;
 - f. New Zealand;

- g. United Kingdom;
- h. Botswana;
- i. India;
- j. Kenya;
- k. Malaysia;
- l. Mauritius;
- m. Mozambique;
- n. Namibia;
- o. Nigeria;
- p. Norway;
- q. South Africa;
- r. Switzerland;
- s. Tanzania;
- t. Vietnam;
- u. Zambia; and
- v. Zimbabwe.

Note: Geographic availability may expand over time.

3. Selected rooms must conform to the following standard sizes and should not exceed these parameters:
 - a. Small – 150 sq. ft / 13.5 sq. m, up to 5-7 people;
 - b. Medium – 300 sq. ft / 27 sq. m, up to 11 people; or
 - c. Large – 420 sq. ft / 39 sq. m, up to 18 people

*For additional information regarding room sizes please refer to the [SI Playbook](#).
4. The customer must request the offer between October 1, 2020 and June 30, 2021 ("Offer Period"). Requests which are submitted and scheduled for installation before the expiration of the Offer Period must be completed even if the project extends beyond the end of the Offer Period. For installations that continue past the Offer Period, there must not be a pause or stop of the project activities for more than 2 consecutive weeks during the project.
5. The offer is limited to the first 2,500 eligible customers.

Offer Execution

Offer execution will be provided by one of Microsoft's designated Systems Integrators ("SI"). Customer **must** work with Microsoft's designated SI **even if they have an existing relationship** with a different SI or Audio-Visual System Integrator ("AVI"). The SI will act as a project manager and key point of contact for the eligible customer until the equipment is successfully deployed.

The following **will be supported by the Customer and will not be provided or supported** by Microsoft as part of this Limited Time Offer:

1. display hardware, input switching, or custom AV control devices;
2. ongoing account administration;
3. additional room modifications, such as: cabling, drilling holes in the wall for mounting, physical installation of mounts, display; and
4. Extra-Large Rooms, Multi-Purpose Rooms, Executive Board Rooms, Bespoke/Custom Rooms, Carts and Labs.

Exhibit A – Program Benefits

Definitions

"BYOD" means Bring Your Own Device and refers to a Microsoft customer offer of on-site Microsoft Teams Rooms deployment of customer provided equipment.

"Customer Provided Equipment" means meeting room audio visual equipment provided by the Customer to be used for this offer. This equipment must be *Teams Rooms Certified* and on the list of supported equipment for the BYOD offer. Microsoft reserves sole discretion to approve customer provided equipment for deployment.

"Deployment" means the installation of Microsoft Teams Rooms Solution Kits in a conference room at a customer location.

"Managed Rooms Coordinator" (MRC) means a Microsoft appointed representative managing initial assessment of, and follow up with, the Customer after deployment of the MTR rooms.

"Microsoft Meeting Rooms Hardware Exception" has a goal of accelerating the deployment and usage of Microsoft Teams Rooms (MTRs). Microsoft will select strategic customers ("Customers") to participate, each receiving Solution Kits free-of-charge for the typical two (2) meeting rooms in one (1) location. Microsoft will provide a set of Solutions Kit specifications for select room types (e.g., small meeting rooms, midsize meeting rooms, and large meeting rooms).

"Microsoft Field" means the Microsoft employee that is assigned to the Customers to ensure the Customer's successful deployment and usage of Microsoft 365. This person will

vary per company, but typically will be a Customer Success Manager (CSM), Account Technical Specialist (ATS), or Global Black Belt (GBB).

“Program” means the FastTrack Rooms Offer program, pursuant to Microsoft helping qualified customers deploy two (2) rooms on-site, provided by specialized Microsoft Partners at no charge.

“Solution Kits” means hardware bundles with the equipment necessary to run Microsoft Teams Meetings in meeting rooms reliably and effectively. Each Solution Kit supports one (1) meeting room and includes: compute, console, audio and video peripherals, installation hardware, ingest, and associated cabling.

Each Solution Kit is designed for a given room size, type, layout with Teams certified hardware from one or more OEM’s.

“Solution Kit Sponsor” means the Original Equipment Manufacturer (OEM) which makes the touch console display for the Microsoft Teams Room hardware bundle The Solution Kit Sponsor will be invited to customer calls when they have funded Solution Kits as part of the Microsoft Meeting Rooms hardware exception.

“System Integrator” (SI) means the specialized Microsoft Partner with AV installation experience, and O365 or M365, and Azure platform deployment experience that serves as the key point of contact for Participant during the Program and throughout deployment.

The System Integrator acts as Microsoft’s “remote hands” to provide initial assessment, equipment consultation, logistics, deployment, and training for the deployed MTR devices.

“Value Added Distributor” (VAD) means acquires all components directly from OEMs, end-to-end tests, assembles and packages the components into Solution Kits, ships and imports the Solution Kits to the Customer location. The VAD is trained and funded by Microsoft.

Description of Services

Pursuant to, and in conformance with any standards, guidelines, and/or specifications which may be provided by Microsoft to Systems Integrator from time to time; Systems Integrator will perform or deliver to Microsoft under these terms and conditions as a work made for hire as the “remote hands” of Microsoft for performing customer presentations called an Assessment Workshop and Deployment Services (collectively to be known as the “Services”).

As part of the Services, the Systems Integrator will serve as the key point of contact and project manager for Customers. The detailed steps required to deliver the Services are available in the [SI Playbook](#). Each Customer engagement will operate across three phases, lasting approximately 2 – 4 weeks:

1. Pre-Assess Phase
 - a) Receive and accept referrals from Microsoft via Microsoft’s preferred method of communication.

- b) Engage referred customers to schedule assessment kickoff call.
2. Assessment Phase
- The Systems Integrator will follow the instructions in the [SI Playbook](#) regarding:
- a) Customer Provided Equipment
 - i. Performing remote *or* on-site assessment of the Customer Provided Equipment and corresponding Rooms selections per the instructions in the [SI Playbook](#).
 - ii. Consulting with the Customer using materials provided in advance by Microsoft via the [Join.Rooms](#) Portal.
 - b) Microsoft and OEM Provided Equipment
 - i. Perform remote *or* on-site assessment of the Customer designated rooms to determine room archetype per the instructions in the [SI Playbook](#).
 - ii. Present all Solution Kits from participating OEMs designed for the targeted room archetype(s) using Microsoft supplied templates.
 - iii. Consult with the Customer using materials provided in advance by Microsoft in the [Join.Rooms](#) Portal.
 - iv. Assist Customer to select one (1) Solution Kit per room, up to two (2) rooms. **Note:** All kits will be chosen from the *same* OEM Sponsor.
 - v. Arrange a meeting between the OEM Sponsor, the Customer, and Microsoft Field stakeholders.
 - vi. Place the Customer's Solution Kit order via Microsoft following the instructions in the [SI Playbook](#).
 - c) Complete Assessment Phase
 - i. Obtain signed Assessment Proof of Execution (POE) using the web form in the [Join.Rooms](#) Portal
3. Deployment Phase
- The Systems Integrator will follow the instructions in the SI Playbook regarding:
- a) Customer Provided Equipment
 - i. Deploy the customer supplied MTR device(s)
 - ii. Configure the deployed MTR device(s)
 - iii. Train customer to use the deployed MTR device(s)
 - iv. Validate that customer:
 - a) Sees their deployed room(s) in a healthy and usable state
 - i. Customer has successfully booked a meeting for each deployed room
 - ii. Customer has successfully performed one touch or proximity join for a scheduled meeting in each deployed room
 - b) Understands how and when to access the Teams Room Managed Services (MMR) portal (if licensed for it)
 - c) Understands how and when to request support through the O365 Admin portal when appropriate

- d) Understands how and when to contact OEM for hardware warranty issues
 - e) Understands that they retain full ownership of the MTR devices at the end of the program
4. Microsoft and OEM Provided Equipment
- a) Inspect and prepare supplied MTR device(s)
 - i. Any equipment issues detected should be resolved through direct communication with VAD and escalation to Microsoft via processes defined in Return Merchandize Authorization (RMA) process section of the [SI Playbook](#).
Note: Failure to follow this process may lead to SI being billed by the VAD for damaged equipment.
 - ii. Document damage with photographs
 - b) Deploy the supplied MTR device(s)
 - c) Configure the deployed MTR device(s)
 - d) Train customer to use the deployed MTR device(s)
 - e) Validate that customer:
 - i. Sees their deployed room(s) in a healthy and usable state
 - 1. Customer has successfully booked a meeting for each deployed room
 - 2. Customer has successfully performed one touch or proximity join for a scheduled meeting in each deployed room
 - ii. Understands how and when to access the Teams Room Managed Services (MMR) portal
 - iii. Understands how and when to request support through the O365 Admin portal
 - iv. Understands how and when to contact OEM for hardware warranty issues
 - v. Understands that they retain full ownership of the MTR devices at the end of the program
 - a) Schedule post deployment OEM meeting to discuss deployment and expansion.
5. Project Completion and Proof of Execution
- a) Ensure all items of the [Completion Checklist](#) are finished.
 - b) Obtain signed Deployment Proof of Execution using the web form in the [Join.Rooms](#) Portal.
 - c) Coordinate customer handoff to the Managed Rooms Coordinator

SI Participant Expectations

1. Read the [SI Playbook](#) to ensure understanding of the expected workflow, procedures, and best practices for participant SI's to deliver the required FastTrack Rooms Offer program outcomes.
2. Attend and complete [online training](#) provided by Microsoft.

3. Refer to the [SI Playbook](#) for the latest details on how to engage with customers and deploy Microsoft Teams Rooms (MTR) equipment.
4. Provide a fully resourced team (Squad) comprised of the following roles for each Customer engagement:
 - a) **Project Manager** - Responsible for all scheduling and coordination between the customer, the OEM distributor, and Microsoft for the length of the engagement. May be split across multiple squads (4 max).
 - b) **Technical Expert** - This person is an expert on Microsoft Teams, Teams Rooms, Conference Room Environmental Considerations (e.g., light, sound quality, impact of ambient noise), Firewall Issues, Network Performance Diagnoses, and Issues Remediation, onboarding deployed rooms to the MMR Service, Conference room display/projector configuration, and resolving MTR hardware issues with OEM and/or Microsoft support.
 - c) **Technical Evangelist** - This person will help sell the, *move to Teams and Microsoft Teams Rooms*, share the roadmap and address customers non-technical related concerns about deployment.
5. Be the sole point of contact for Customers until the Deployment phase is complete.
 - a) Refer Customers to Microsoft for assistance, if contacted, after Deployment Phase is complete.
 - b) Keep a journal of activities for all FastTrack Teams Rooms Offer engagements as defined in the Customer Tracking section of the [SI Playbook](#).
 - c) Submit all required digital evidence specified in the [SI Playbook](#) after deployment is successfully complete.
 - d) Adhere to the following Service Level Agreements (SLAs) when acting as program SI.

Service	Service Level Agreement (SLA)
Customer outreach for assessment kickoff call	Within 2 business days after receiving referral from Microsoft
Initiate Deployment	Within 5 business days of customer has complete kit for 2 rooms, the Systems Integrator should arrive onsite and begin deployment
Room Installation Time	SI's will remain on-site for one full business day (min 7 hours per day) per planned room deployment and remedy any post deployment issues with the room(s).

Successful Deployment & Training	On the final day of deployment this should be completed prior to leaving the customer location , unless approved by the customer and Microsoft.
Upload Digital Evidence	Within 5 business days of deployment , all required digital evidence specified in https://aka.ms/playbook (e.g., MMR portal screen shots, photos, successful meeting join videos, etc.) will be submitted to Microsoft.

- e) Adhere to these additional Service Level Agreements (SLAs) when acting as program SI on Microsoft or OEM funded hardware exception.

Service	Service Level Agreement (SLA)
Schedule OEM sponsor meeting	Within 2 business days after initial Solution Kit decision by customer
Place Order for Customer	Within 2 business days after final Solution Kit decision by customer
Initiate Deployment	Within 5 business days of delivery at Customer location, the Systems Integrator should arrive onsite and begin deployment
Invite OEM Sponsor to participate in Deployment	Within 1 business day after the time the customer selects an OEM Solution Kit Sponsor

Payment

Assessment and deployment payments are considered separately to allow for scenarios where a customer decides not to proceed past the Assess Phase with the program SI.

Payments for Assessment and Deployment Phases are inclusive of all SI expected activities. There will be no additional payments for expenses such as travel, extra onsite days, etc.

Phase	Payment	Note
Assessment	\$3,000	Per customer engagement
Deployment	\$2,500	Per room, max of 2 rooms per customer engagement

- Assess Phase: Completed on-site *or* remote assessment as described in the [SI Playbook](#) and confirmed by submission of the Assessment POE.
 - If the Customer decides to stop participating or use a different integrator for deployment, the assessment phase will be considered concluded and the SI will be compensated.

- Deployment Phase: completed on-site *or* remote MTR deployment(s), as described in the [SI Playbook](#) and confirmed by submission of the Deployment POE.
 - Submit Deploy phase request for payment via the [Join.Rooms](#) Portal.
 - Total payment not to exceed \$8,000 per customer engagement.

Other

- a) Participant SI will be solely responsible for all expenses incurred while performing the Services unless Microsoft otherwise consents in writing.
- b) Participant SI will plan with Microsoft and the Customer to have any parts needed on site shipped and on the Customer site prior to visiting the Customer.
- c) Microsoft will own all IP, trade secrets and processes developed or collected as part of executing the FastTrack Rooms Offer program.
- d) All Services shall be treated as Microsoft Confidential Information unless otherwise designated by Microsoft.