Microsoft 365 Copilot General Availability FAQ for Partners

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

Contents

GA announcement

1. When will Microsoft 365 Copilot be generally available?

Microsoft 365 Copilot will reach General Availability for enterprise customers on November 1. Partners are encouraged to work with their interested Microsoft 365 E3/E5 customers to prepare them to begin the purchasing process on November 1. Availability will be worldwide, in the public clouds, and customers will be able to transact via the EA/EAS/MCA-E channels.

Availability and language

2. Will the SKU be available in all countries?

Starting November 1, Microsoft 365 Copilot will be generally available for purchase worldwide in the public clouds. We are still working on our timeline for sovereign clouds.

3. Which channels can customers buy Microsoft 365 Copilot from?

The SKU will be available via the EA, EAS and MCA-E channels. More details on Direct and CSP channel availability will be shared in the coming months.

4. Will Microsoft 365 Copilot have language limitations at GA?

At GA, except for Excel, Microsoft 365 Copilot 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 be extending coverage to additional languages as quickly as we can. The next set of languages – in alphabetical order – are: Arabic, Chinese Traditional, Czech, Danish, Dutch, Finnish, Hebrew, Hungarian, Korean, Norwegian, Polish, Portuguese (Portugal), Russian, Swedish, Thai, Turkish, and Ukrainian.

5. Why are we not making the SKU available in Direct and CSP channels?

Microsoft 365 Copilot is an amazing new technology, but we are all learning together. To ensure a smooth integration process, we've decided to start by introducing it to our Enterprise and SMC-Corporate customers via EA/EAS/MCA-E. This will allow us to provide additional support as they begin to utilize and incorporate it into their business operations. As we gain more insights and experience, we plan to gradually extend access to businesses of varying sizes.

6. What about customers that do not have EA/EAS/MCA-E contracts, will they not be able to buy Microsoft 365 Copilot at this time?

No, customers without an EA/EAS/MCA-E contract will not be able to transact Microsoft 365 Copilot at this time. As we gain more insights and experience, we plan to gradually extend access to other channels.

SKU and transaction details (for Licensing Solution Providers)

7. What is the price for Microsoft 365 Copilot?

Microsoft 365 Copilot will cost $30 USD per user per month and will be available for purchase via "Lead Status," which means that support from a Microsoft Commercial Executive is needed to transact it. Additionally, the minimum purchase size will be 300 seats, and partners will be able to quote the product to customers from November 1 onwards, as there will be no pricing preview in October.

8. Is there a minimum number of seats customers should buy?

Yes, customers must buy at least 300 seats of Microsoft 365 Copilot.

9. What applications will be included in the $30 USD SKU?

On November 1, the Microsoft 365 Copilot SKU will include Copilot in Word, PowerPoint, Excel, Outlook, Teams, Loop, as well as access to Microsoft 365 Chat.

10. What does "Lead Status" mean?

Lead Status means the SKU will not be visible on public/partner pricelists, and deals will need Microsoft Commercial Executive support to quote and transact.

11. Why is the SKU in "Lead Status"?

Microsoft 365 Copilot is an amazing new technology, but we are all learning together. To ensure a smooth integration process, we've decided to start by introducing it to our Enterprise and SMC-Corporate customers via EA/EAS/MCA-E. This will allow us to provide additional support as they begin to utilize and incorporate it into their business operations. As we gain more insights and experience, we plan to gradually extend access to businesses of varying sizes. The "Lead Status" designation for the SKU facilitates this approach by enabling a Microsoft Commercial Executive (CE) to support the purchase process for Microsoft 365 Copilot.

12. Can partners start quoting customers now?

No, the SKU will be available for quotations on 11/1.

13. What are the license pre-requisites for Microsoft 365 Copilot?

Users must be licensed for Microsoft 365 E3/E5 to be eligible for the Microsoft 365 Copilot Add-on. Please review the product [technical requirements](#).

14. What steps do partners need to follow to transact Microsoft 365 Copilot?

Please review the [transaction checklist](#).

15. What will happen to the Early Access Preview when Microsoft 365 Copilot becomes generally available?

The Microsoft 365 Copilot Early Access Program is a paid preview program that will last until GA. Per the terms and conditions, product access and licensing will continue for 12 months. Additional support will continue for three months post their original EAP purchase.

Partner readiness and GTM

16. Will there be trials for Copilot at GA?

We will not have trials available for Copilot at GA.

17. Which customers should partners prioritize?

To help partners identify the customers that are the best candidates to buy Microsoft 365 Copilot, 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.

18. 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](#).

19. 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 Microsoft 365 Copilot 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](#).

20. How can partners get access to Copilot?

Partners will need to purchase Copilot licenses through EA, EAS, or MCA-E. Partners will also need to purchase a minimum of 300 seats.

21. 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.

22. 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.