



Dear Partner,

Previously we have communicated with you regarding Microsoft introducing Extended Service Terms (EST).

These new options went live on the 4th May 2026. Microsoft has made a change to all subscriptions that were previously set as “Auto Renew OFF” to be set to the Option of “Auto Renew OFF – Renew to EST”.

Partners are encouraged to discuss the end of term options with their customers and where required make the appropriate changes to the subscription(s) end of term status.

Extended Service Terms are new end-of term options for partners that need more time to decide between cancelling a subscription or renewing it. This added flexibility costs 3% above the monthly rate for the stock keeping unit (SKU) (or 23% if no monthly plan exists), but allows for ultimate flexibility of renewing, upgrading, or cancelling at any time.

The previous free grace period for accessing services on non-renewed subscriptions has been discontinued.

EST includes three end of term options, replacing the historic 2 (renew on/off). These three options give partners more control over what happens at the end of term and allows them more options if more time is needed to resolve customer intent.

Previously, after a subscription expires, partners had two options:

- Renew the subscription.

- Turn Auto Renew Off, which triggers a grace period of free service for a limited time.

As of the 4th May, the free grace period has been eliminated, and partners/customers must choose to:

- Renew the subscription works like it always has, supporting scheduled changes or renewing as is.
- Cancel at expiration stops customer's services at the end of the term. Data retention is preserved but can't be recovered or reactivated.
- Renew to EST to continue service, billed at the EST rate (monthly term rate + 3% uplift). This option provides flexibility for further changes.

If not cancelled, where the subscription is eligible for EST, the subscription will automatically transition to EST the day after the subscription date ends.

Partners should prioritise renewal discussions with customers before their subscription's end date and discuss the best option for their business needs before the end of their service to avoid unexpected billing. Partners can update a subscription's end-of-term options any time before the end date.

Ingram Micro is not responsible for charges where a partner has not updated subscription(s) to “Auto Renew OFF – Cancel” if required.

Partners should manage the status of the subscriptions' end of term options via the Ingram Micro Xvantage platform. Xvantage allows you to manage options for your subscriptions on an individual basis or in bulk.

To manage in bulk from the subscription screen, Select “Manage Renewal Options”:



Select the subscriptions you wish to manage in bulk and select “Manage”.

End customer	Subscriptions	Reseller PO	Auto-Renewal	Term / Billing Period	Start date	End Date	Status
☐ Autobot Test 2903 1000486720	Microsoft 365 Business Premium (NCE COM MTH) 2423422 • 1 licenses Growth Opportunity	ESTFEATRE(AUTORED)	Extended service term	Annually / Monthly	03/27/2026	03/27/2027	Active
☐ Basic user 1000439765	Microsoft 365 Business Basic (NCE COM MTH) 2052435 • 2 licenses Growth Opportunity	313B_AUG6_PO_2	Extended service term	Annually / Monthly	06/02/2024	06/02/2026	Active

Make the required change and select “Confirm Renewal Option”

Manage renewal options 2 ×

Update renewal options for the following subscriptions.

2 subscriptions selected

☐ **Enable auto-renew**
The subscription will be renewed based on its billing term.

☐ **Renew to extend service term**
By the end of your billing term, this will become a new SKU with an Extended Service term and convert a monthly term subscription, which impacts the subscription price, and will continue every month until it is changed or cancelled.

☒ **Cancel at end of the term**
These subscriptions will be cancelled at the end of the billing term.

ⓘ The change requires vendor approval and may take several hours to complete.

Cancel

Confirm renewal options

EST isn't a required end-of-term option. If Auto Renew is set to off and the customer doesn't wish to move to EST, partners can select 'cancel at expiration' or 'renew' before the subscription's end date.

Selecting 'cancel' as an end-of-term option means the subscription ends on its expiration date and the customer loses access to the service. No service will be provided after the end of the term if 'cancel' is the selection chosen at subscription end.

Further information on this announcement from Microsoft can be found [here](#).

Microsoft FAQs can be found [here](#).

Disclaimer

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