

§ Manual de Usuario Extended Service Terms (EST)

Última actualización: 13 mayo 2026
Intcomex Cloud Operations





Manual de Usuario—

Extended Service Terms (EST)

Introducción

Intcomex Cloud Operations





Extended Service Terms (EST): Introducción

Extended Service Terms (EST) es un nuevo estado para socios que necesitan más tiempo para decidir entre cancelar o renovar una suscripción.

A partir de mayo de 2026, Microsoft elimina el periodo de gracia. En lugar del periodo de gracia, las suscripciones elegibles pueden pasar a EST, si se modifica el estado de la renovación en la plataforma, lo que implica:

- El servicio continúa activo sin interrupciones.
- La suscripción pasa a facturación mensual.
- Se aplica un recargo sobre el precio:
 - +3 % sobre el precio mensual estándar.
 - Hasta +23 % si el SKU no tiene plan mensual disponible.
- El estado EST se mantiene hasta que el partner decida renovar o cancelar la suscripción.

Microsoft incorpora tres estados posibles al final del término:

1. Renovar
2. Cancelar al finalizar el período (Terminate)
3. Mover a EST





Manual de Usuario—

Extended Service Terms (EST)

Procedimiento

Intcomex Cloud Operations





Extended Service Terms (EST): Procedimiento

Como primer paso seleccionamos la cuenta del cliente

The screenshot displays the Intcomex Cloud Platform (ICP) interface. On the left, a sidebar titled "COMPANY HIERARCHY" lists various resellers and companies. The "CLOUDY TEAM" is currently selected. The main content area features a large banner for a "Microsoft 365 update starting July 1, 2026", highlighting new pricing and features for Business and Enterprise plans. Below the banner, there are three promotional tiles: "PREMIER CLOUD SUPPORT" (support platform), "Eventos Webinars" (live webinars), and "Recursos de Apoyo" (support resources). At the bottom, there are three more tiles: "Portafolio Servicios" (service portfolio), "ICPS" (Intcomex Cloud Professional Services), and "Programas Marketing" (marketing programs).

COMPANY HIERARCHY

Filter resellers and companies

- ABBIE BOX S.A.C.
 - AIR WICK
 - Cloudy Ops
 - CLOUDY TEAM**
 - Dupla Mix SA
 - ERITECH PERU S.A.
 - Giga
 - Global access Digital
 - Global Access P
 - KIOSK STORE
 - LAIN AIRLINES SAC
 - MAGICDUST BOX
 - TRANSBER S.A.C.
 - uv defender anti fotoenvejecimiento anti brillo loreal paris interna
 - uv defender anti fotoenvejecimiento anti brillo loreal paris interna

ICP
Intcomex Cloud Platform

Microsoft 365

Microsoft 365 update starting July 1, 2026
New pricing and features for Business and Enterprise plans

Prepare in advance to support your customers through this change.
Which subscriptions are affected?

Office 365 E1, E3, and E5.
Microsoft 365 Business Basic,
Business Standard, and Business Premium

Contact us if you need support:
Modernwork@intcomex.com

PREMIER CLOUD SUPPORT
Conoce nuestra nueva plataforma de Soporte. Si tienes dudas, necesitas ayuda sobre nuestros productos o servicios, puedes acceder y hacer seguimiento a tus tickets.
[Conoce más](#)

Eventos Webinars
¡Accede a nuestros eventos webinar en vivo!
[Descubre más](#)

Recursos de Apoyo
En Intcomex Cloud hemos dispuesto para ti los siguientes recursos:
[Manual del Administrador](#)
[Manual de usuario de Billing](#)
[Plataforma de capacitación](#)
[Entrenamiento personalizado](#)

Portafolio Servicios

ICPS
Intcomex Cloud Professional Services

Programas Marketing



Extended Service Terms (EST): Procedimiento

Seleccionamos la suscripción.

< All companies

Filter subscriptions and users

CLOUDY TEAM

(NCE) Exchange Online Kiosk (1)

(NCE) Microsoft 365 Business Basic (1)

admin.cloudy@cloudyteam.com

Azure Plan (Demo Room)

Microsoft Organization tenant (cloudypresaleteam.onmicrosoft.com)

INTCOMEX PERU S.A.C. > ABBIE BOX S.A.C. > CLOUDY TEAM > (NCE) Microsoft 365 Business Basic (636117)

(NCE) Microsoft 365 Business Basic

Cost6.22 \$ Monthly fee ⓘ
6.22 \$ Per 1 month(s) ⓘ

Sales price6.25 \$ Monthly fee ⓘ
6.25 \$ Per 1 month(s) ⓘ

CONFIGURATION SERVICE INFO AVAILABLE SERVICES PROVISIONING AUDIT LOG SPECIAL DEAL

ORDER DETAILS

Subscription Name	(NCE) Microsoft 365 Business Basic
Quantity	1
Billing Type	Monthly (with 1-month commitment) - P1M
Microsoft Tenant Id	17b05a83-3de9-4d6a-9b44-06f687011259
MPN ID (Reseller)	
OfferId	CFQ7TTC0LH18:0001:Commercial
Segment	Commercial
Product type	Base subscription

BILLING

Billing start date	2026-05-12 21:49 (UTC)
Is billable	true
Contract ID	
Purchase Order Number	

COMMITMENT DETAILS

Auto-renew ⓘ	Renew
Contract end date	2026-06-12 00:00 (UTC)

CANCELLATION

About cancellation	Subscription cancellation is only allowed within 7 days from purchase moment or subscription renewal.
Cancel until	2026-05-19 21:49 (UTC)

LICENSE REDUCTION

About license reduction	License reduction is only allowed within 7 days of purchasing new licenses on the subscription. View the total quantity currently eligible for reduction and the specific cancellation windows below.
Licenses available for reduction	Total quantity: 0

PARTNER CENTER ORDER DETAILS

Subscription status	Active
OrderId	75609b6c6b1e
AlternateId	75609b6c6b1e
CartId	18c51ea3-e8dd-4e2e-a6f2-344f08bfbdaf
OcpSubscriptionId	881d60bc-f13c-4ebb-dfef-1fdf47d5bd8f
Provisioning Id	3b555118-da6a-4418-894f-7df1e2096870

+ NEW

RECREATE PROVISIONING NEW SERVICE TERMINATE RESET PRICE PROTECTION MOVE CHANGE STATUS RENEW UPGRADE



Extended Service Terms (EST): Procedimiento

En la pantalla de la derecha en la opción "Auto-renew", seleccionamos "Extended Service Terms."

< All companies

Filter subscriptions and users

▼ CLOUDY TEAM

(NCE) Exchange Online Kiosk (1)

(NCE) Microsoft 365 Business Basic (1)

admin.cloudy@cloudyteam.com

▶ Azure Plan (Demo Room)

Microsoft Organization tenant (cloudypresalesteam.onmicrosoft.com)

INTCOMEX PERU S.A.C. > ABBIE BOX S.A.C. > CLOUDY TEAM > (NCE) Microsoft 365 Business Basic (636117)

(NCE) Microsoft 365 Business Basic

Cost6.22 \$ Monthly fee ⓘ
6.22 \$ Per 1 month(s) ⓘ

Sales price6.25 \$ Monthly fee ⓘ
6.25 \$ Per 1 month(s) ⓘ

CONFIGURATION

SERVICE INFO

AVAILABLE SERVICES

PROVISIONING

AUDIT LOG

SPECIAL DEAL

Billing Type	Monthly (with 1-month commitment) - P1M
Microsoft Tenant Id	17b05a83-3de9-4d6a-9b44-06f687011259
MPN ID (Reseller)	
Offerid	CFQ7TTC0LH18:0001:Commercial
Segment	Commercial
Product type	Base subscription

▼ BILLING

Billing start date	2026-05-12 21:49 (UTC)
Is billable	true
Contract ID	
Purchase Order Number	

▼ COMMITMENT DETAILS

Auto-renew ⓘ
'Renew' automatically renews the subscription once Prepaid Period End Date is reached, while 'Terminate' automatically terminates the subscription and permanently deletes all the related data as well.

Renew

Extended Service Terms

Renew

Terminate

Contract end date	2026-06-12 00:00 (UTC)
Full refund end date	2026-05-13 21:49 (UTC)

Cancel until	2026-05-19 21:49 (UTC)
--------------	------------------------

▼ LICENSE REDUCTION

About license reduction	License reduction is only allowed within 7 days of purchasing new licenses on the subscription. View the total quantity currently eligible for reduction and the specific cancellation windows below.
Licenses available for reduction	Total quantity: 0

▼ PARTNER CENTER ORDER DETAILS

Subscription status	Active
OrderId	75609b6c6b1e
AlternateId	75609b6c6b1e
CartId	18c51ea3-e8dd-4e2e-a6f2-344f08bfbdaf
OcpSubscriptionId	881d60bc-f13c-4ebb-dfef-1fdf47d5bd8f
Provisioning Id	3b555118-da6a-4418-894f-7df1e2096870



Extended Service Terms (EST): Procedimiento

Luego seleccionamos el botón de check y guardamos.

< All companies

Filter subscriptions and users

▼ CLOUDY TEAM

(NCE) Exchange Online Kiosk (1)

(NCE) Microsoft 365 Business Basic (1)

admin.cloudy@cloudyteam.com

▶ Azure Plan (Demo Room)

Microsoft Organization tenant (cloudypresalesteam.onmicrosoft.com)

INTCOMEX PERU S.A.C. > ABBIE BOX S.A.C. > CLOUDY TEAM > (NCE) Microsoft 365 Business Basic (636117)

(NCE) Microsoft 365 Business Basic

Cost6.22 \$ Monthly fee ⓘ
6.22 \$ Per 1 month(s) ⓘ

Sales price6.25 \$ Monthly fee ⓘ
6.25 \$ Per 1 month(s) ⓘ

CONFIGURATION

SERVICE INFO

AVAILABLE SERVICES

PROVISIONING

AUDIT LOG

SPECIAL DEAL

Microsoft Tenant Id17b05a83-3de9-4d6a-9b44-06f687011259

MPN ID (Reseller)

OfferidCFQ7TTC0LH18:0001:Commercial

SegmentCommercial

Product typeBase subscription

▼ BILLING

Billing start date2026-05-12 21:49 (UTC)

Is billabletrue

Contract ID

Purchase Order Number

▼ COMMITMENT DETAILS

Auto-renew *
'Renew' automatically renews the subscription once Prepaid Period End Date is reached, while 'Terminate' automatically terminates the subscription and permanently deletes all the related data as well.

Extended Service Terms

Setting the "Auto-Renew" status to 'Extended Service Terms' will renew the subscription on the Contract End Date for the next 30 days with autorenewal. Subscription can be terminated with charges applicable, or by using the 'Renew' button, renewed under regular terms. If no actions are applied, the subscription will be renewed under the EST for an unlimited time.

Contract end date2026-06-12 00:00 (UTC)

Full refund end date2026-05-13 21:49 (UTC)

▼ LICENSE REDUCTION

About license reductionLicense reduction is only allowed within 7 days of purchasing new licenses on the subscription. View the total quantity currently eligible for reduction and the specific cancellation windows below.

Licenses available for reductionTotal quantity: 0

▼ PARTNER CENTER ORDER DETAILS

Subscription statusActive

OrderId75609b6c6b1e

Alternateld75609b6c6b1e

Cartid18c51ea3-e8dd-4e2e-a6f2-344f08bfbdaf

OcpSubscriptionId881d60bc-f13c-4ebb-dfef-1fd47d5bd8f

Provisioning Id3b555118-da6a-4418-894f-7df1e2096870

+ NEW

SAVE

SAVE W/O PROVISIONING

CANCEL



Extended Service Terms (EST): Procedimiento

Una vez configurada dicha opción "Extended Service Terms". Para este ejemplo, significa que al momento de renovarse el contrato el día 12 junio 2026 0 hr UTC. Cambiara el billing type por **Extended service term - P1M** y se le cobrara el precio mensual + 3% de incremento, hasta que decida terminar el servicio o bien renovarlo nuevamente.

Filter subscriptions and users

CLOUDY TEAM

(NCE) Exchange Online Kiosk (1)

(NCE) Microsoft 365 Business Basic (1)

admin.cloudy@cloudyteam.com

Azure Plan (Demo Room)

Microsoft Organization tenant (cloudypresalesteam.onmicrosoft.com)

INTCOMEX PERU S.A.C. > ABBIE BOX S.A.C. > CLOUDY TEAM > (NCE) Microsoft 365 Business Basic (636117)

(NCE) Microsoft 365 Business Basic

Cost6.22 \$ Monthly fee6.22 \$ Per 1 month(s)

Sales price6.25 \$ Monthly fee6.25 \$ Per 1 month(s)

CONFIGURATION SERVICE INFO AVAILABLE SERVICES PROVISIONING AUDIT LOG SPECIAL DEAL

ORDER DETAILS

Subscription Name	(NCE) Microsoft 365 Business Basic
Quantity	1
Billing Type	Monthly (with 1-month commitment) - P1M
Microsoft Tenant Id	17b05a83-3de9-4d6a-9b44-06f687011259
MPN ID (Reseller)	
OfferId	CFQ7TTC0LH18:0001:Commercial
Segment	Commercial
Product type	Base subscription

BILLING

Billing start date	2026-05-12 21:49 (UTC)
Is billable	true
Contract ID	
Purchase Order Number	

COMMITMENT DETAILS

Auto-renew	Extended Service Terms
Contract end date	2026-06-12 00:00 (UTC)
Full refund end date	2026-05-13 21:49 (UTC)

CANCELLATION

About cancellation	Subscription cancellation is only allowed within 7 days from purchase moment or subscription renewal.
Cancel until	2026-05-19 21:49 (UTC)

LICENSE REDUCTION

About license reduction	License reduction is only allowed within 7 days of purchasing new licenses on the subscription. View the total quantity currently eligible for reduction and the specific cancellation windows below.
Licenses available for reduction	Total quantity: 0

PARTNER CENTER ORDER DETAILS

Subscription status	Active
OrderId	75609b6c6b1e
AlternateId	75609b6c6b1e
CartId	18c51ea3-e8dd-4e2e-a6f2-344f08bfbdaf
OcpSubscriptionId	881d60bc-f13c-4ebb-dfef-1fd47d5bd8f
Provisioning Id	3b555118-da6a-4418-894f-7df1e2096870

+ NEW

RECREATE PROVISIONING

NEW SERVICE

TERMINATE

RESET PRICE PROTECTION

MOVE

CHANGE STATUS

RENEW

UPGRADE



Extended Service Terms (EST): Procedimiento

Tomar en cuenta:

- El estado EST se mantiene hasta que el partner decida renovar o cancelar la suscripción.
- En caso de no realizar una modificación en la plataforma ICP, la suscripción continuara con el estado actual **Renew** o **Terminate**.
- Si se **renueva la suscripción** y pasan los 7 días de ventana de cancelación, ya **no** podrá poner en estado EST.
- Si la suscripción esta con **terminate**, esta **no se renueva**, por lo tanto se elimina la línea en ICP y el cliente pierde el acceso inmediato al servicio.
- Si un cliente desea continuar con el servicio, el partner deberá renovar la suscripción activamente **antes** de la fecha de expiración.



