

User guide Extended Service Terms (EST)

Last update: May 13, 2026
Intcomex Cloud Operations





User guide —

Extended Service Terms (EST)

Introduction

Intcomex Cloud Operations





Extended Service Terms (EST): Introduction

Extended Service Terms (EST) is a new status for partners who need additional time to decide whether to cancel or renew a subscription.

Starting May 2026, Microsoft eliminates the grace period. Instead of the grace period, eligible subscriptions may move to EST if the renewal status is modified in the platform, which implies:

- The service continues without interruptions.
- The subscription switches to monthly billing.
- A price surcharge is applied:
 - +3% over the standard monthly price.
 - Up to +23% if the SKU does not have a monthly plan available.
- The EST status remains active until the partner decides to renew or cancel the subscription.

Microsoft introduces three possible states at the end of the term:

- Renew
- Cancel at the end of the period (Terminate)
- Move to EST





User guide—

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Procedure

Intcomex Cloud Operations





Extended Service Terms (EST): Procedure

As a first step, select the customer account.

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" (offering a new support platform), "Eventos Webinars" (inviting users to live webinars), and "Recursos de Apoyo" (listing various support resources like manuals and training). At the bottom, there are three more tiles: "Portafolio Servicios", "ICPS" (Intcomex Cloud Professional Services), and "Programas Marketing".

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): Procedure

Select the subscription

< 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): Procedure

On the right-hand side of the screen, under the “Auto-renew” option, select “Extended Service Terms.”

< All companies

Filter subscriptions and users

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

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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)
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▼ 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): Procedure

Then select the check button and save.

< All companies

Filter subscriptions and users

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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

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▼ 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.

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

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Licenses available for reductionTotal quantity: 0

▼ PARTNER CENTER ORDER DETAILS

Subscription statusActive

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AlternateId75609b6c6b1e

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): Procedure

Once the "Extended Service Terms" option is configured, for this example it means that when the contract renews on June 12, 2026 at 00:00 UTC, the billing type will change to **Extended Service Term – P1M**, and the customer will be charged the monthly price + 3% surcharge, until the partner decides to either terminate the service or renew it again.

Filter subscriptions and users

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COMMITMENT DETAILS

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About cancellation	Subscription cancellation is only allowed within 7 days from purchase moment or subscription renewal.
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+ NEW

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RENEW

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Extended Service Terms (EST): Procedure

Please consider the following:

- The EST status remains active until the partner decides to renew or cancel the subscription.
- If no modification is made in the ICP platform, the subscription will continue with its current status: **Renew** or **Terminate**.
- If the subscription is **renewed** and the 7-day cancellation window passes, it **cannot** be moved to EST.
- If the subscription is in **Terminate** status, it **will not renew**, the line will be removed from ICP, and the customer will immediately lose access to the service.
- If a customer wants to continue using the service, the partner must actively renew the subscription **before** the expiration date.



