

Frequently Asked Questions

How can I learn more about the promotion?

[Learn more about the offer on Azure.com](#)

Are there any additional offer details or restrictions?

Yes, the following additional terms and restrictions apply to the Offer:

- Customers are eligible to save to up to 30% of the Windows Virtual Desktop computing costs in D-series and Bs-series virtual machines for up to 90 days, for new customers, when using Microsoft's native solution and activated before March 31, 2021. There may be regional variation or differences in the discount based on choice of partner or reseller activating the promotion on your behalf.
- The Offer is only available to new customers that begin using Windows Virtual Desktop for the first time during the Windows Virtual Desktop Promo Offer Period with an Azure subscription.
- This offer is not available to any customers located in China or in connection with deployments with Microsoft's Azure Government services regardless of location. Government customers include all levels of government – national, federal, state, local, etc., and may include educational institutions and hospitals. This offer is available to government customers deploying in Microsoft's commercial Azure services.
- This offer is not available to customers using Windows Virtual Desktop with Citrix or VMware management services.
- Redemption of the Offer is limited to one per organization (as determined by billing scope). If your organization has used Windows Virtual Desktop prior to the availability of the Offer or has redeemed the Offer via another subscription in the same billing scope, then your organization is not eligible for the Offer. You will be charged standard rates for use of Azure if we determine that you are not eligible for the Offer.
- The offer is only valid on Virtual Machines registered with Windows Virtual Desktop service as session hosts. You will be charged standard rates for any other use in Windows Virtual Desktop environment.
- The Offer applies solely to all Bs-series and D-series VMs. The Offer does not apply to any other size VM.
- The Offer applies to usage for the subscription on which you redeemed the Offer.
- All other standard pricing and terms associated with VMs will continue to apply.
- The Offer is nontransferable and may not be sold, assigned or otherwise transferred.
- If you violate any of these Terms, the Offer will be invalid.
- These Terms apply to the maximum extent permitted by local law. If a court or arbitrator holds that Microsoft cannot enforce a part of these Terms as written, those parts shall be deemed replaced with similar terms to the extent enforceable under the relevant law (or where a local court or arbitrator will not amend these Terms, such part will be severed), but the rest of these Terms will remain in effect.
- If you do not accept these Terms, you may not redeem the Offer.
- You may cancel at any time by (i) unregistering your VMs, in which case standard rates will continue to apply for your VMs, or (ii) deleting or deallocating your VMs, in which case you will not incur any

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additional charges for your VMs; however, you will still be obligated to pay Microsoft for any outstanding fees incurred prior to such time that you delete or deallocate your VMs.

Partners activating this on behalf of customers will pass along these terms and conditions to the customers for whom they activate this promotion.

Is there a link to activate the promotion in the Azure Portal?

[Activate the offer for your subscription directly in the Azure portal.](#)

How can I see how much time is remaining on my promotion?

In the Azure portal you will see a banner that indicates the expiration date for the promotion for activated subscription.

Can a partner activate the promotion on my behalf?

Yes, a partner can activate the promotion for a subscription for which they have administration rights.

Is this promotion eligible for a deployment with Citrix or VMware?

No, this promotion is only eligible for Windows Virtual Desktop deployments that connect to the Windows Virtual Desktop management service in the Azure portal or through eligible APIs.

Who is eligible?

The Offer is only available to new customers that begin using Windows Virtual Desktop for the first time during the WVD Promo Offer Period with an Azure subscription

Is this offer eligible for non-paid subscriptions?

No. The offer is not eligible for non-paid subscriptions such as free trials or MSDN.

What Azure roles and permissions are needed to redeem the offer?

Users with [Contributor](#) or [Owner](#) permissions on the Azure subscription can activate the offer.

How do I redeem the Promo?

Promo can be activated using the banner from [Windows Virtual Desktop Overview blade](#) and selecting an eligible subscription for redemption.

What happens post redemption?

30% discount is applied on the usage on D and Bs series VM's post the registration with Windows Virtual Desktop service. Discounts will apply till the promo expiration date for that subscription.

Why do certain subscriptions show ineligible in the portal?

Subscriptions could be deemed ineligible for following reasons:

Promotion may have been redeemed by another subscription in your organization's billing scope. Only one subscription can redeem the promo in a billing scope. Subscriptions in that billing scope have seen WVD usage before the launch of the promotion. Subscription has been newly created and you would need to wait up to 12 hours before you can activate the promo on the same.

Why can't we see the banner on my subscription?

Banner will not show in the scenarios when there is WVD usage before the launch of the promotion or may have been redeemed in all your billing scopes.

How do I know the subscription on which the offer has been redeemed?

If offer has already been redeemed in the billing scope you have access to, the banner on the [WVD Overview page](#) will contain information about the subscription on which it has been redeemed and its expiration date.

How do I get the banner back once dismissed?

Banner is persistent on the [Windows Virtual Desktop Overview blade](#). You could access the Promo details from that location.

I have deployed WVD after promo eligibility date in a wrong subscription by mistake. Can I still avail the discount?

Yes, by either transferring or recreating the resources in the subscription where you have activated the promo.

I have deployed WVD after promo eligibility date but before activating the promo on a subscription. Can I still avail the promo?

Yes, however the discounts would apply on usage from the time of activation of promo till a period of 3 months.

I have deployed wrong VM SKU's; how can I avail the discount?

Promo is only available on B series and D series VM's. You would need to redeploy session hosts on these VM SKU's to avail the discount.

How do I know the expiration date of my promo?

The banner will contain information about when the promo will expire.

How can I validate that promo is being applied?

You can use your [usage details](#) data to verify the discount application.

Each VMs usage record will be split into two records – for 70% and 30% of the usage. The record for 30% of the usage will have free meter (GUID: 657d812c-4f5a-5532-a4cc-791a81f56cec) on it.

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Example: If you use VM1 for 24 hours in a day, the usage for this VM will be split into two records as follows:

Record 1 will be emitted for VM1 and will have usage quantity of 16.8 hours in the day. We will charge for this usage using the existing VM meter applicable to this VM type.

Record 2 will be emitted for VM1 with usage quantity of 7.2 hours in the day. We will charge for this usage using free meter name: "Compute - WVD Promo" and Meter GUID: 657d812c-4f5a-5532-a4cc-791a81f56cec.

The AdditionalInfo section in free usage record will also have the original meter that was consumed.

I have reserved instances; how does that impact my discounts?

The usage that is charged will be eligible for reservation discounts. So, in scenario above, the VM1 will consume only 16.8 hours from an available reservation in a day.

I already have discounts on my usage, will I get additional 30% discounts?

Yes, the WVD promo discount stacks on top of your existing discount.