



Microsoft 365 CSP Licensing

Service Definition

Issue: 1

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Date: January 2026

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1 Document control

Commercial in confidence. Errors and Omissions Excepted (E&OE).

1.1 Principal contact

Primary contact

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2 Service overview

Microsoft 365 CSP Licensing provides subscription-based access to **Microsoft 365** applications and cloud services through the Microsoft Cloud Solution Provider (CSP) programme. The service enables customers to procure, manage, and scale Microsoft 365 licences on a flexible subscription basis.

This service is limited to licence provision and subscription management. It does not include managed configuration, administration, or end-user support unless separately contracted.

3 Service scope

The service provides access to Microsoft 365 services as defined by the selected licence plans, which may include productivity, collaboration, identity, security, and compliance capabilities.

Platform functionality, availability, security controls, and updates are delivered and operated by Microsoft in accordance with Microsoft service terms.

3.1 Key features

- Subscription-based Microsoft 365 licensing via CSP
- Flexible per-user licence assignment and adjustment
- Access to Microsoft-hosted productivity and collaboration services
- Centralised licence management through Microsoft admin portals
- Continuous feature updates delivered by Microsoft

3.2 Service benefits

- Simplifies procurement of Microsoft 365 subscriptions
- Enables rapid onboarding and offboarding of users
- Aligns licensing costs with organisational needs
- Supports modern, cloud-based working practices
- Reduces administrative overhead for licence management

3.3 Service constraints

The service provides licences only and does not include technical configuration, administration, or troubleshooting of Microsoft 365 workloads. Service availability, features, and update schedules are governed by Microsoft. Internet connectivity and supported end-user devices are required. Licence changes are subject to Microsoft CSP terms.

3.4 Support

Support provided under this service is limited to licence provisioning, subscription changes, and billing queries in line with the Microsoft CSP programme. Technical support for Microsoft 365 services is provided by Microsoft or through separately contracted managed services.

3.5 Security and compliance

Microsoft 365 is operated by Microsoft using independently certified security and compliance frameworks, including ISO/IEC 27001 and SOC reporting. The supplier does not host or process customer data and does not operate datacentres.

Supplier organisational security governance aligns to recognised standards, including ISO/IEC 27001.

3.6 Data handling and exit

Customer data remains within the Microsoft 365 tenant at all times. At contract end, licences are cancelled or transferred in line with CSP terms. Customers retain access to their tenant and can export data using Microsoft-provided tools and supported formats.

3.7 Availability and resilience

Service availability and resilience are governed by Microsoft 365 service level agreements. Microsoft provides financially backed uptime commitments and service credits where applicable.

3.8 Pricing basis

Pricing is per user, per subscription period, based on Microsoft CSP licence plans. Charges are confirmed in the Order Form or Customer Quotation and billed monthly or annually as agreed.

3.9 Dependencies

- Active Microsoft 365 tenant
- Internet connectivity
- Supported devices and browsers

3.10 Exclusions

- Managed Microsoft 365 administration
- End-user training or support
- Device management
- Data migration services