

# Acronis Cyber Protect Cloud Licensing and Pricing Changes

## Table of Contents

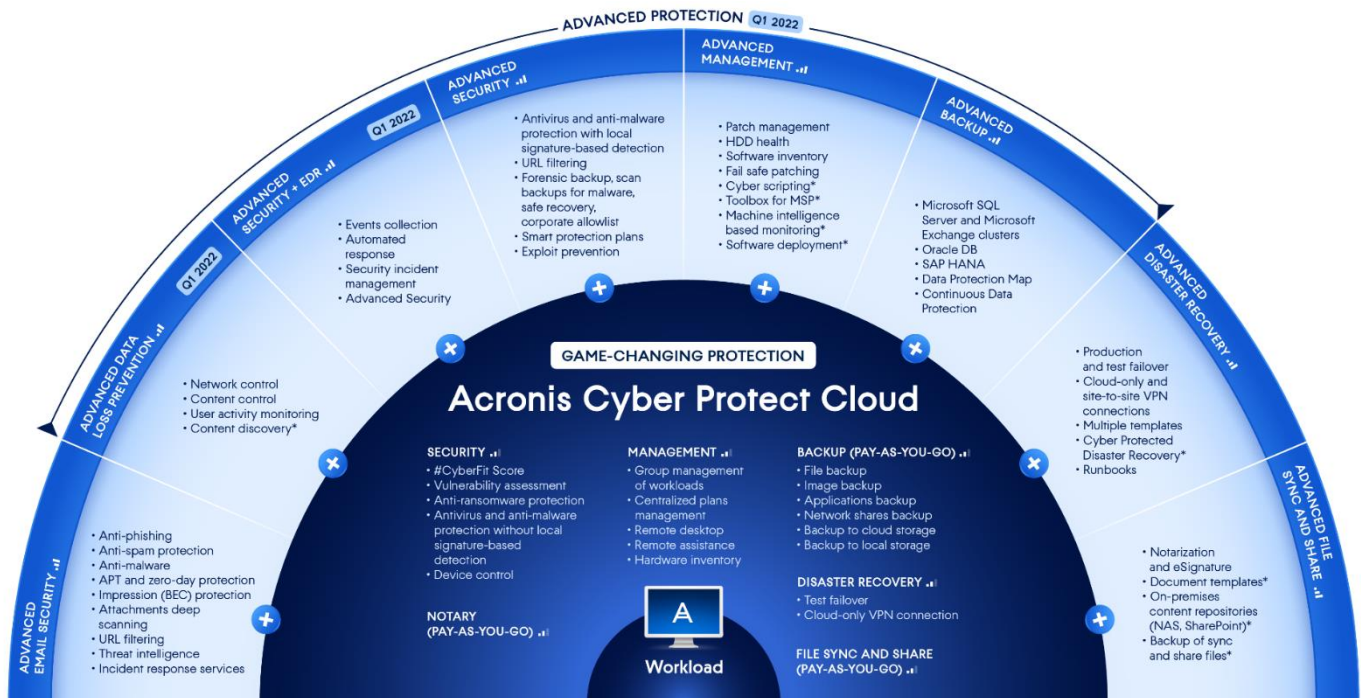
I. General: Licensing and pricing changes .....	2
II. Acronis Cyber Protect Cloud with Advanced packs.....	8
III. Licensing models .....	13
IV. Use cases.....	14
V. Microsoft 365 new licensing.....	16
VI. Google Workspace promo (per-seat model only).....	18

# I. General: Licensing and pricing changes

## 1. Which Acronis Cyber Cloud solutions do the new licensing and pricing changes affect?

The Acronis Cyber Cloud solutions that will be affected by the new licensing and pricing are Acronis Cyber Protect Cloud, Acronis Cyber Backup Cloud, and Acronis Cyber Disaster Recovery Cloud. The changes are as follows:

- Acronis Cyber Protect Cloud** will not be licensed through different editions. The Essentials, Standard, and Advanced editions will exist as legacy editions only. In their place, Acronis is introducing a single solution — Acronis Cyber Protect Cloud. This will offer essential cyber protection functionality, including security, enhanced backup functionality, disaster recovery, management, file sync and share, and notary features. Some features will be part of different advanced packs that can be added to the product in any combination, providing more options for service providers to deliver customized cyber protection by mixing and matching the packs and protection their clients need. Acronis Cyber Protect Cloud and all advanced packs will be licensed on both a per-GB and a per-workload model.



- Acronis Cyber Backup Cloud** will no longer exist as a standalone product. The majority of backup functionalities will be available in Acronis Cyber Protect Cloud, and some advanced features will be available in the Advanced Backup pack that can be added to the main product through both the per-GB and per-workload models with competitive, pay-as-you-go pricing.
- Acronis Cyber Disaster Recovery Cloud** will no longer exist. Essential disaster recovery functionality will be available in Acronis Cyber Protect Cloud and advanced disaster recovery functionality will be available in the Advanced Disaster Recovery pack that can be added easily to the main product through both the per-GB and per-workload models.

Pricing and licensing for partners who use Acronis Cyber Files Cloud, Acronis Cyber Notary Cloud, Acronis Cyber Cloud Physical Data Shipping Service, and Acronis Cyber Infrastructure remain unchanged.

## 2. Will I have to migrate to the new licensing and pricing models?

Yes, all partners who are affected by the licensing and pricing changes will have to migrate to the new model **before October 1, 2021. As of October 1, 2021, Acronis will discontinue legacy licensing in Acronis Cyber Cloud.**

Acronis provides partners with a [migration guide](#) and [Knowledge Base articles](#) for main migration scenarios.

## 3. Will Acronis discontinue legacy licensing any time soon?

Yes, as of October 1, 2021, Acronis will discontinue legacy licensing in Acronis Cyber Cloud. All partners will be required to switch to the new licensing model.

## 4. Will there be a grace period before I'm required to migrate to the new licensing and pricing models?

Yes, the grace period will be seven months, starting from March 31, 2021 until September 30, 2021.

All partners affected by the licensing and pricing changes will need to migrate before October 1, 2021. As of October 1, 2021, Acronis will discontinue legacy licensing in Acronis Cyber Cloud.

## 5. What is the migration process? Will clients automatically switch to the new model after the seven months grace period?

No, the migration isn't automatic. It's up to partners to choose the proper services and advanced packs for their clients. Advanced packs can be managed in the customer tenant settings under the "Configure" menu. Partners should select the client and then apply a pack. There is also a special script for those partners who want to switch multiple clients on the new licensing at once.

All migration scenarios are explained in [these Knowledge Base articles](#).

## 6. What if I'm still using the legacy editions (Acronis Cyber Cloud 9.0)?

All partners who are still using the legacy editions (Standard, Advanced, and Disaster Recovery) can migrate directly to the new licensing model. The grace period will be the same - seven months, starting from March 31, 2021 until September 30, 2021.

Please note that as of October 1, 2021, Acronis will discontinue legacy licensing in Acronis Cyber Cloud.

## 7. How will billing be handled after the change?

Billing will be handled in the same way. Partners will be billed for the items they offer in accordance with their current price tier and minimum monthly commitment terms.

## 8. If I don't want to change licensing models, how long can I keep the legacy pricing?

Legacy pricing will be available for seven months after March 31, 2021 until September 30, 2021. **Partners will need to migrate to the new pricing before October 1, 2021. As of October 1, 2021, Acronis will discontinue legacy licensing in Acronis Cyber Cloud.**

Please note that for most partners the new pricing will be equal or even cheaper, with essential cyber protection and SP-ready management features included at no cost.

## 9. Did Acronis study how these changes will affect partners?

Yes, please refer to the table below to check some example calculations, if using Acronis Hosted storage, Tier 1 with a Minimum Monthly Commitment of USD 250.

#	Workload type + required functionality	Cloud storage usage, GB	Per GB Licenses required	Per Workload						
				Price (1st tier)	Total per license	Total	Licenses required	Price (1st tier)	Total per license	Total
1	Workstation (with security and management protection only)	0	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per GB)	USD 0.00	USD 0.00	<b>USD 0.00</b>	Acronis Cyber Protect Cloud - Workstation	USD 0.00	USD 0.00	<b>USD 0.00</b>
2	Workstation + Advanced Security + Advanced Management	0	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per GB)	USD 0.00	USD 0.00	<b>USD 2.50</b>	Acronis Cyber Protect Cloud - Workstation	USD 0.00	USD 0.00	<b>USD 2.50</b>
			Advanced Security	USD 1.00	USD 1.00		Advanced Security	USD 1.00	USD 1.00	
			Advanced Management	USD 1.50	USD 1.50		Advanced Management	USD 1.50	USD 1.50	
3	Server	400	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per GB)	USD 0.10	USD 40.00	<b>USD 40.00</b>	Acronis Cyber Protect Cloud - Server	USD 22.00	USD 22.00	<b>USD 38.00</b>
			Acronis Cyber Protect Cloud - Acronis Hosted Storage for the Per Workload model (Per GB)	USD 0.04	USD 16.00		Acronis Cyber Protect Cloud - Acronis Hosted Storage for the Per Workload model (Per GB)	USD 0.04	USD 16.00	
4	Virtual machine + Advanced Backup	110	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per GB)	USD 0.10	USD 11.00	<b>USD 15.00</b>	Acronis Cyber Protect Cloud - VM	USD 6.00	USD 6.00	<b>USD 14.40</b>
			Advanced Backup - VM	USD 4.00	USD 4.00		Acronis Cyber Protect Cloud - Acronis Hosted Storage for the Per Workload model (Per GB)	USD 0.04	USD 4.40	
			Advanced Backup - VM	USD 4.00	USD 4.00		Advanced Backup - VM	USD 4.00	USD 4.00	
5	Workstation + Advanced Management	55	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per GB)	USD 0.10	USD 5.50	<b>USD 7.00</b>	Acronis Cyber Protect Cloud - Workstation	USD 3.00	USD 3.00	<b>USD 6.70</b>
			Advanced Management	USD 1.50	USD 1.50		Acronis Cyber Protect Cloud - Acronis Hosted Storage for the Per Workload model (Per GB)	USD 0.04	USD 2.20	
			Advanced Management	USD 1.50	USD 1.50		Advanced Management	USD 1.50	USD 1.50	
6	Server + Advanced Security	400	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per GB)	USD 0.10	USD 40.00	<b>USD 65.00</b>	Acronis Cyber Protect Cloud - Server	USD 22.00	USD 22.00	<b>USD 63.00</b>

+ Advanced Disaster Recovery	Advanced Security	USD 1.00	USD 1.00	Acronis Cyber Protect Cloud - Acronis Hosted Storage for the Per Workload model (Per GB)	USD 0.04	USD 16.00
	Advanced Disaster Recovery - Acronis Hosted Storage (Per GB)	USD 0.06	USD 24.00	Advanced Security	USD 1.00	USD 1.00
				Advanced Disaster Recovery - Acronis Hosted Storage (Per GB)	USD 0.06	USD 24.00

## 10. What is the new licensing metric for Acronis Cyber Protect Cloud?

With the new model, Acronis Cyber Protect Cloud can be licensed both per-GB and per-workload.

## 11. Can I buy per-GB licenses for Acronis Cyber Protect Cloud?

Yes, Acronis Cyber Protect Cloud will be licensed per-GB.

## 12. If Acronis Cyber Backup Cloud is no longer a standalone product what happens to my current clients?

Acronis Cyber Backup Cloud will no longer exist as a standalone product, which means that Acronis will not have a backup-only product in its portfolio. Acronis believes that backup alone is not enough to protect data and clients' protection can be ensured only through an integration of backup, cybersecurity, and management.

Acronis Cyber Backup Cloud's trusted technology and features will not be eliminated though. The majority of backup functionalities such as cloud file-based and image-based backups will be part of Acronis Cyber Protect Cloud and continuous data protection, data protection maps, application-aware SAP HANA, Oracle Database backup, etc. will be a part of the Advanced Backup.

All clients who are using Acronis Cyber Backup Cloud Standard per-GB can switch to Acronis Cyber Protect Cloud per-GB and continue using the same backup functionalities, plus security for the selected workloads, without any price increase.

All clients who are using Acronis Cyber Backup Cloud Standard per-workload can switch to Acronis Cyber Protect Cloud per-workload and continue using the same backup functionalities, plus security features for the selected workloads, without any price increase.

## 13. Currently, Microsoft SQL Server backup is available in Acronis Cyber Backup Cloud Standard. With the new licensing, will partners need to license the Advanced Backup to back up Microsoft SQL Server?

In order to back up Microsoft SQL Server, partners will need to license Acronis Cyber Protect Cloud only. However, backing up Microsoft SQL Server cluster will require the Advanced Backup. This functionality is not supported in Acronis Cyber Backup Cloud Standard either.

## 14. If Acronis Cyber Disaster Recovery Cloud will no longer exist what happens to my current clients?

Acronis Cyber Disaster Recovery Cloud will no longer exist but essential disaster recovery functionality will be available in Acronis Cyber Protect Cloud and advanced disaster recovery functionality will be available in the Advanced Disaster Recovery. If your clients need advanced disaster recovery features, the Advanced Disaster Recovery can be added easily to the main product in both the per-GB and per-workload models. With it, clients can continue access to features such as runbooks, production and test failover, and cloud only and site-to-site VPN connections.

All clients using Acronis Cyber Protect Cloud with the Acronis Cyber Disaster Recovery Cloud Add-on can switch to Acronis Cyber Protect Cloud either per-GB or per-workload, add the Advanced Disaster Recovery, and access advanced disaster recovery features without any price increase.

## 15. How will switching to Acronis Cyber Protect Cloud from Acronis Cyber Backup Cloud affect my costs?

Partners switching from Acronis Cyber Backup Cloud Standard (per-GB or per-workload) to Acronis Cyber Protect Cloud (per-GB or per-workload) will not be negatively affected. There will be no price increase. Partners will continue paying the same while gaining additional security and management features such as cloud signature-based file detection, group management of devices, centralized protection plans, etc.

## 16. What will happen with the application programming interface (API) used by partners for provisioning Acronis Cyber Backup Cloud Standard and Acronis Cyber Protect Cloud (Essentials, Standard, and Advanced editions)?

All partners, including the ones, using the application programming interface (API) will need to migrate to the new pricing before October 1, 2021. **As of October 1, 2021, Acronis will discontinue legacy licensing in Acronis Cyber Cloud.**

Acronis provides partners with a [migration guide](#) and [Knowledge Base articles](#) for main migration scenarios.

## 17. Can I use Acronis Cyber Protect Cloud without the pay-as-you-go features? Will it cost anything?

Yes, partners can leverage Acronis Cyber Protect Cloud without the pay-as-you go features. Acronis Cyber Protect Cloud can be installed on as many machines as partners like and Acronis will not charge if partners don't consume backup, file sync and share, or notary storage. Standard configuration includes paramount cyber protection features to immediately increase the security and manageability of your endpoints at no charge. To better understand what cyber protection functionality is included in Acronis Cyber Protect Cloud, please refer to [this table](#).

## 18. Will there be free Acronis Hosted storage included in Acronis Cyber Protect Cloud offering?

No, there won't be free Acronis Hosted store included in Acronis Cyber Protect Cloud anymore, but this won't lead to any price increase, partners will pay the same.

## 19. Will I get any credit or discount for moving to Acronis Cyber Protect Cloud?

No credit or discounts are planned for partners migrating to Acronis Cyber Protect Cloud and/or using the advanced packs. Instead, partners will get essential cyber protection functionality at no cost and ensure further protection with pay-as-you-go features and/or advanced packs without any price increase.

## 20. Where can I find a new pricelist and SKUs?

The new pricelist and SKUs are available now. Contact your account manager to get the new cloud pricelist and SKUs. If you don't know your Partner Success Manager, please send an email to [sp@acronis.com](mailto:sp@acronis.com).

## 21. When will the regional pricelists be available?

The regional pricelists are available now. Contact your account manager to get the new cloud pricelist and SKUs. If you don't know your Partner Success Manager, please send an email to [sp@acronis.com](mailto:sp@acronis.com).

## II. Acronis Cyber Protect Cloud with Advanced packs

### 22. What functionalities are included in Acronis Cyber Protect Cloud?

Acronis Cyber Protect Cloud includes security and SP-ready management features at no cost. Please check the table below for more detailed information on the features included.

Features		Acronis Cyber Protect Cloud Standard
Security	#CyberFit Score	Included
	Vulnerability assessment	Included
	Anti-ransomware protection: Acronis Active Protection	Included
	Antivirus and Antimalware protection: Cloud signature-based file detection (no local-signature based detection included)	Included
Cyber protection management	Antivirus and Antimalware protection: Pre-execution AI-based file analyzer, behavior-based Cyber Engine	Included
	Group management of devices	Included
	Centralized plan management	Included
	Dashboards and reports	Included
	Remote desktop and remote assistance	Included
Data loss prevention	Hardware inventory	Included
	Device control	Included

### 23. What pay-as-you-go functionalities are available in Acronis Cyber Protect Cloud?

Acronis Cyber Protect Cloud offers pay-as-you-go backup, disaster recovery, file sync and share, and notarization and e-signature features to ensure further protection. Please check the table below for more detailed information on the pay-as-you-go features included.

Features		Acronis Cyber Protect Cloud Standard
Backup	Workstation and server (Windows, Linux, Mac) backup	PAYG
	Virtual machine backup	PAYG
	File backup	PAYG
	Image backup	PAYG
	Standard application backup (Microsoft 365, Google Workspace, Microsoft Exchange, Microsoft SQL)	PAYG
	Network share backup	PAYG
	Backup to local storage	PAYG
	Backup to cloud storage	PAYG
Disaster recovery	Test failover in isolated network environment	32 compute points / month
	Cloud-only VPN connection	PAYG
	Firewall policies management	PAYG
File sync and share	File sync and share functionality	PAYG
Notary	Notarization, e-signature, document templates	PAYG

## 24. The new licensing model includes 32 compute points per month for test failover in an isolated network environment in Acronis Cyber Protect Cloud. Is there any limitation based on the type of virtual machine (VM)?

No, there are no limitations based on virtual machine type. Partners get 32 compute points for test failover that can be used to run several virtual machines of the same or different type. Fewer VMs or less powerful VM types will run for longer.

Let's have a look at a few use cases:

- If a partner runs a VM type F2 (1 vCPU, 4 GB, 2 compute points per hour), they will have 16 hours for test failover, before reaching the 32 compute point limit.
- If a partner runs two VMs type F3 (2 vCPU, 8 GB, 4 compute points per hour), then they will have 4 hours for test failover in total that can be allocated between the two virtual machines.
- If a partner has a VM type F6 (16 vCPU, 64 GB, 32 compute points per hour), then they will have 1 hour for test failover only, as the compute points will be fully consumed.

## 25. Are advanced packs applied to an entire tenant?

No, a customer tenant can leverage multiple advanced packs in both per-GB and per-workload models. This will give partners more flexibility to deliver customized cyber protection in an easy, efficient, and secure way by mixing and matching the packs and protection their clients need.

## 26. Which advanced pack is right for me?

Different advanced packs extend different functionalities for you to offer clients. To choose the right advanced pack, it's important to know the different functionalities available in them. This will allow partners to customize and differentiate their cyber protection offerings for their own partners and clients while providing the specific functionalities that meet their needs and budget.

- **Advanced Backup:** Ensure your client workloads are protected with advanced backup and recovery features
- **Advanced Security:** Ensure your client workloads are protected with next-generation cybersecurity features
- **Advanced Management:** Gain greater control with this SP-ready advanced protection management pack
- **Advanced Disaster Recovery:** Ensure your client workloads are protected with world-class disaster recovery features
- **Advanced Email Security:** Protect your clients' easiest point of entry with advanced email security features
- **Advanced File Sync and Share:** Extend your clients' file sync and share capabilities with secure notarization and e-signature services
- **Advanced Data Loss Prevention (Q1, 2022):** Provide advanced data loss prevention features to your clients and stay ahead of threats
- **Advanced Security + Endpoint Detection and Response (EDR) (Q1, 2022):** Ensure your client workloads are protected with advanced endpoint threat detection, investigation, and response features

- **Advanced Protection (Q1, 2022):** Attractively priced pack that combines Advanced Security, Advanced Backup, Advanced Management, Advanced Data Loss Prevention, and Advanced Security + EDR

## 27. Why are these advanced packs needed? What are the benefits of this approach?

Advanced packs give service providers the opportunity to extend their offerings and provide further protection to their clients. The main benefit of the advanced packs approach is that service providers can maintain simplicity while adding even more flexibility by choosing and applying only features their clients find important.

With the new pack licensing, service providers can improve their offerings with integrated protection and mix and match advanced pack capabilities for optimal protection of every workload.

## 28. What are the functionalities of the different advanced packs?

Yes, please refer to the table below.

Please note that all features marked with an asterisk (\*) will be available at a later date.

Advanced Packs	Features	
Advanced Security	Antivirus and anti-malware protection: local signature-based file detection	Included
	URL filtering	Included
	Forensic backup, scan backups for malware, safe recovery, corporate allowlist	Included
	Smart protection plans (integration with CPOC alerts)	Included
	Exploit prevention	Included
Advanced Backup	Microsoft SQL Server and Microsoft Exchange clusters	Included
	Oracle DB	Included
	SAP HANA	Included
	Continuous data protection backup	Included
	Data protection map	Included
Advanced Management	Patch management	Included
	HDD health	Included
	Software inventory	Included
	Fail safe patching	Included
	Cyber scripting*	Included
	Toolbox for MSPs: processes/services, remote task manager*	Included
	AI-based monitoring*	Included
	Software deployment*	Included
Advanced Disaster Recovery	Runbooks	Included
	Production and test failover	Included
	Cloud only and site-to-site VPN Connection	Included
	Multiple templates	Included
Advanced Email Security	Cyber protected disaster recovery (DR site automatic launch in the event of a cyberattack)*	Included
	Anti-malware and anti-phishing protection, impersonation protection, attachment scanning, content disarm and reconstruction, graph of trust, antispam protection, URL filtering	Included
Advanced File Sync and Share	Notarization and e-signature	Included
	Document templates*	Included
	On-premises content repositories (NAS, SharePoint)*	Included
	Backup of sync and share files*	Included
Advanced Data Loss Prevention (Q1, 2022)	Network control	Included (Q1, 2022)
	User activity monitoring	Included (Q1, 2022)
	Content control	Included (Q1, 2022)
	Content discovery*	Included (Q1, 2022)
Advanced Security + EDR (Q1, 2022)	All Advanced Security features + Endpoint Detection and Response (events collection, automated response, security incident management)	Included (Q1, 2022)
Advanced Protection (Q1, 2022)	All Advanced Security, Advanced Backup, Advanced Management, Advanced Security + EDR, and Advanced Data Loss Prevention	Included (Q1, 2022)

## 29. Functionalities such as patch management, fail safe patching, and remote assistance were included in Acronis Cyber Protect Cloud Essentials edition. Why should I pay more for the same functionalities by licensing the Advanced Management?

Remote assistance is available at no cost in Acronis Cyber Protect Cloud, while patch management and fail-safe patching are indeed part of the Advanced Management. However, with the Advanced Management partners get even more features such as HDD health monitoring, software inventory, cyber scripting, and more in the future – all at a highly competitive price.

## 30. Will Advanced Email Security, powered by Perception Point require an additional agent installation?

No, Advanced Email Security, powered by Perception Point is a cloud-native, API-based deployment that integrates directly in the email system. There's no need to install an additional agent on the top of Acronis' cyber protection agent.

## 31. Will partners still use the Acronis Cyber Protect Cloud console to configure and manage Advanced Email Security, powered by Perception Point?

Advanced Email Security leverages an external management console from Perception Point, but Acronis will continue to integrate alerts and other email security functionalities into the Acronis Cyber Protect Cloud console. Partners can access Perception Point's console via a single sign-on (SSO) from the Acronis Cyber Protect Cloud management console. Please note that for now Perception Point's user interface (UI) is in English only.

## 32. How is Advanced Email Security, powered by Perception Point licensed and priced?

Advanced Email Security is licensed per unique user. Shared and group mailboxes are not charged separately.

## 33. Will there be a 30-day free trial for Advanced Email Security, powered by Perception Point?

Yes, Advanced Email Security free trials are available. Start your 30-day free trial [here](#).

## 34. Will there be an introductory promotional price for the Advanced Email Security pack?

No, no promotions or discounts are planned for the new Advanced Email Security at this time.

### 35. Will Advanced File Sync and Share require an additional agent installation?

No, Advanced File Sync and Share is layered on top of the essential, pay-as-you-go file sync and share service, integrated in Acronis Cyber Protect Cloud. There's no need to install an additional agent on the top of Acronis' cyber protection agent.

### 36. How is Advanced File Sync and Share licensed and priced?

Advanced File Sync and Share is licensed per notarized and/or electronically signed file. Partners pay for the total number of notarized and or/electronically signed files, regardless of the file type or the number of signees.

### 37. If a client has mixed requirements, can they license multiple advanced packs?

Yes, customer workloads can be protected by one, multiple, or all advanced packs in both the per-GB and per-workload licensing models.

### 38. How can I enable or disable an advanced pack?

You can easily enable or disable an advanced pack via the Acronis Cyber Cloud management console.

### 39. Can I add all advanced packs to the functionalities at no cost?

No, not all advanced packs can be added to the security and SP-ready management features. This is because some of the advanced packs extend pay-as-you-go features.

Advanced packs for free cyber protection functionalities or PAYG features	Advanced packs for PAYG features only
<ul style="list-style-type: none"><li>• Advanced Security</li><li>• Advanced Management</li><li>• Advanced Email Security</li><li>• Advanced Data Loss Prevention (Q1, 2022)</li><li>• Advanced Security plus EDR (Q1, 2022)</li></ul>	<ul style="list-style-type: none"><li>• Advanced Backup</li><li>• Advanced Disaster Recovery</li><li>• Advanced File Sync and Share</li><li>• Advanced Protection (Q1, 2022)</li></ul>

## III. Licensing models

### 40. Can I, as a service provider, leverage both models: per-GB and per-workload?

Yes, partners can leverage both per-GB and per-workload models via one management console, and under one commitment.

### 41. Which licensing model is better for me?

To choose the licensing model that is right for your clients consider how each option lets you optimize their costs.

- The per-GB licensing model is beneficial for clients with a high number of workloads that protect a small amount of data per workload.
- The per-workload licensing model is beneficial for clients with a small number of workloads yet larger data sets per workload.

### 42. Can clients leverage both models: per-workload and per-GB?

No, on a customer level, a client can have only one licensing model – either per-GB or per-workload.

### 43. Will advanced packs be available for both the per-workload and per-GB licensing models?

Yes, all advanced packs can be added to both per-GB and per-workload licensing models.

### 44. In the per-GB licensing model, will service providers be charged for an advanced pack based on the workload on which the advanced pack is enabled?

Yes, all advanced packs can be applied to both per-GB and per-workload models, but they will be priced per-workload.

## IV. Use cases

### 45. What are typical migration scenarios?

Please refer to the table below and note that there is a [detailed migration guide](#) with all typical migration scenarios explained.

Please note that all partners who are still using Acronis Cyber Cloud legacy editions will have to migrate to our current licensing model before October 1, 2021.

#	Licensing version	Edition	Licensing model (legacy)	Pack licensing	Licensing model (new) for base functionality
1	9.0	Acronis Cyber Backup Cloud Standard	Per GB/Per Workload	Acronis Cyber Protect Cloud	Per GB/Per Workload
2	9.0	Acronis Cyber Backup Cloud Advanced	Per GB/Per Workload	Acronis Cyber Protect Cloud + Advanced Backup	Per GB/Per Workload
3	9.0	Acronis Cyber Disaster Recovery Cloud	Per GB/Per Workload	Acronis Cyber Protect Cloud + Advanced Disaster Recovery + Advanced Backup (optional)	Per GB/Per Workload
4	9.0	Acronis Cyber Protect Cloud Standard	Per GB/Per Workload	Acronis Cyber Protect Cloud + Advanced Security + Advanced Management	Per GB/Per Workload
5	9.0	Acronis Cyber Protect Cloud Advanced	Per GB/Per Workload	Acronis Cyber Protect Cloud + Advanced Security + Advanced Management + Advanced Backup	Per GB/Per Workload
6	9.0	Acronis Cyber Protect Disaster Recovery Cloud	Per GB/Per Workload	Acronis Cyber Protect Cloud + Advanced Security + Advanced Management + Advanced Disaster Recovery + Advanced Backup (optional)	Per GB/Per Workload
7	C20.08	Acronis Cyber Backup Cloud Standard	Per GB/Per Workload	Acronis Cyber Protect Cloud	Per GB/Per Workload
8	C20.08	Acronis Cyber Protect Cloud Essentials	Per Workload	Acronis Cyber Protect Cloud (non-chargeable features) + Advanced Security + Advanced Management	Per GB/Per Workload
9	C20.08	Acronis Cyber Protect Cloud Standard	Per Workload	Acronis Cyber Protect Cloud + Advanced Security + Advanced Management	Per GB/Per Workload
10	C20.08	Acronis Cyber Protect Cloud Advanced	Per Workload	Acronis Cyber Protect Cloud + Advanced Security + Advanced Management + Advanced Backup	Per GB/Per Workload

46. What if I'm a service provider who uses Acronis Cyber Protect Cloud per-GB and a new client needs Acronis Cyber Protect Cloud with Advanced Backup in the per-workload model? Will my whole service provider (SP) tenant need to switch to the per-workload model?

No, partners can mix the two pricing models – per-GB and per-workload. They can offer Acronis Cyber Protect Cloud per-GB to one client and Acronis Cyber Protect Cloud with Advanced Backup per-workload to another. An SP tenant has all available options.

47. With this change I will need to update the contracts with my clients and every time I do so I risk churn. What should I do?

The contract that a partner has with their clients can be independent of the contract a partner has with Acronis. It's up to the partner to decide how to charge and license their clients.

## V. Microsoft 365 new licensing

### 48. Does the new licensing for Microsoft 365 affect both the per-GB and the per-seat models?

No, the new licensing changes apply to the per-seat model only. The per-GB licensing remains unchanged.

### 49. When will the Microsoft 365 licensing changes be in effect?

Microsoft 365 per-seat licensing changes will be effective as of October 1, 2021.

### 50. How will Microsoft 365 be licensed if using Acronis Hosted cloud storage?

The new Microsoft 365 licensing includes free, unlimited Acronis Hosted cloud storage. Partners will be charged for the number of Microsoft 365 seats only.

### 51. Can I use my service provider cloud storage? Will I pay for that?

Yes, partners can leverage their own service provider cloud storage. The service provider cloud storage is free and unlimited, so if you are using service provider cloud storage, prices for Microsoft 365 seats are lower than if you are using Acronis Hosted cloud storage.

### 52. How will Microsoft 365 be licensed if using Azure or Google Hosted cloud storage?

Partners that choose to use Azure or Google Cloud will be charged for the number of protected Microsoft 365 seats and for the storage used.

### 53. What are the Microsoft 365 items that require a license?

The Microsoft 365 seats that are subject to a per-seat license are:

- Mailbox
- OneDrive
- Public folder
- Mailbox and/or OneDrive with access to backed up SharePoint sites and/or Microsoft Teams. This is applicable to the following types of access: full control, design, edit, contribute, read.

### 54. Are there any Microsoft 365 items that do not require license?

Yes. The Microsoft 365 seats that are *NOT* charged and *DO NOT* require a per-seat license are:

- Shared mailboxes
- Rooms and equipment
- External user(s) with access to backed up SharePoint sites and/or Microsoft Teams

## 55. What if I have a protected Microsoft 365 seat that has access to backed up SharePoint site or Microsoft Teams? Will I pay for two seats?

No, if a partner has one protected Microsoft 365 seat that has access to backed up SharePoint site and/or Microsoft Teams, they will be charged for one seat only.

## 56. What if I have an unprotected Microsoft 365 seat that has access to backed up SharePoint site or Microsoft Teams? Will I pay something then?

Yes, if a partner has an unprotected Microsoft 365 seat that has access to backed up SharePoint site and/or Microsoft Teams, they will be charged for this unprotected seat.

## 57. Is the unlimited Acronis Hosted cloud storage really not limited?

Yes, the free, unlimited Acronis Hosted cloud storage is free and unlimited. The retention rules are also unlimited.

## 58. What if I delete or stop protecting a Microsoft 365 seat, but want to keep the backup archives in the Acronis Cloud? Is this possible? Will it cost me anything?

Partners can store the backup archives from all deleted or non-protected (i.e. with no protection plan) items in the Acronis Cloud, but they will be charged for any used cloud storage. The items subject to such charges are:

- Mailbox
- OneDrive
- Public folder
- Microsoft Teams
- SharePoint sites
- Shared mailboxes

## 59. How can I see which Microsoft 365 seats are licensed and why?

A full list of all licensed Microsoft 365 seats with relevant licensing grounds is available for download via the Acronis Cyber Protect Cloud management console.

## VI. Google Workspace promo (per-seat model only)

### 60. What is the Google Workspace promo?

Our Google Workspace promo includes unlimited cloud storage at no cost for personal data, meaning data generated by a Google Workspace seat (Google Drive and Gmail). Acronis won't charge service providers for the number of protected Google Team Drive drives, but will charge for the storage generated by it.

Please note that this promo is applicable to partners on current licensing only (20.08), it is not available for those still using the legacy editions.

### 61. When will the Google Workspace promo be in effect?

Our Google Workspace promo is effective starting February 1, 2021 and will go through March 31, 2022.

### 62. What will happen to legacy editions if the Google Workspace promo is not applicable to them?

There will be no changes. Partners will be charged for the protected seats (Google Drive and Gmail), plus storage, including the storage generated by Google Team Drive.