Dear Valued Customer,

As the coronavirus (COVID-19) continues to evolve rapidly around the world, organizations are adjusting how they manage their daily work and their workforce in the face of extraordinary changes in their professional and personal lives. Today, we want to share an update on the steps Microsoft has taken to adapt to the current environment and what that means for you as our valued customer.

Increased Microsoft cloud demand impact on classes and hands-on labs

In Microsoft Azure's recent blog post the company outlines its ongoing commitment for cloud services continuity, in response to the current, difficult situation our society faces:

> *"As demand continues to grow, if we are faced with any capacity constraints in any region during this time, we have established clear criteria for the priority of new cloud capacity. Top priority will be going to first responders, health and emergency management services, critical government infrastructure organizational use, and ensuring remote workers stay up and running with the core functionality of Teams."*

The unprecedented demand for cloud computing capacity and the priorities outlined above, have led to a temporary restriction of new Azure promotion subscriptions. This means that activating hands-on labs as part of Azure technical training is not possible in the foreseeable future. We appreciate your understanding as Microsoft prioritizes the health and well-being of communities during this difficult time.

Microsoft, together with our learning partners, is adapting to the current environment to ensure that all of you can continue to learn and get certified on Microsoft technologies, while staying safe. We have made updates, as outlined below, to our training and certifications programs to best support your learning efforts during this tumultuous time.

Retirement of MCSA, MCSD, MCSE certifications and related exams extended

We know many of you and your employees are working toward completing your Microsoft Certified Solutions Architect (MCSA), Microsoft Certified Solutions Developer (MCSD), or Microsoft Certified Solutions Expert (MCSE) certification(s) by the original retirement date of June 30, 2020. Microsoft has extended the retirement date for these specific certifications to January 31, 2021 to give you more time to complete the exams and earn your certification.

Expiring role-based certifications extended

If you have a role-based certification that is expiring between now and December 31, 2020, we are extending your certification by six months. So, for example, if your certification is set to expire September 30, 2020, it will now expire on March 30, 2021. Your certification expiration date will be automatically updated, and no action is required on your part. You will be able to view your updated expiration date in your [certification dashboard](#) within the next 30 days.

Exam voucher and discount offer expiration dates extended

If you have a Pearson VUE delivered certification exam voucher or discount offer that is expiring between March 26 and August 31, 2020, it will be extended until January 31, 2021.

This is an unprecedented time for all of us and we are committed to supporting your learning journey as the global situation around the coronavirus (COVID-19) evolves. Microsoft Worldwide Learning will provide regular updates on any program adjustments or changes through our [Microsoft Learning blog](#) and Twitter ([@MicrosoftLearn](#)). We appreciate your partnership and understanding during this time.

Sincerely,

Microsoft Worldwide Learning