CHECKLIST · AI AT WORK

Free Copilot Chat now has limits Microsoft won't publish

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- [ ] **Tell staff what the Copilot Chat limit notice means.** It isn't an error: the feature comes back later, and the notice says when.
- [ ] **Decide who can buy Copilot licences.** In the Microsoft 365 admin centre, open Settings > Org settings > Services > Self-service trials and purchases. Set each Copilot product to Allow, Allow for trials only or Do not allow.
- [ ] **Name who approves licence requests.** Check the Requests tab under Billing > Licenses, and agree who says yes or no.
- [ ] **Brief your help desk or IT provider.** Microsoft recommends admins tell help desk staff about the limit notices.
- [ ] **Get a written quote before you buy the paid add-on.** Confirm the per-user price, GST, the annual commitment and what happens when the first-year discount ends.

NOTES

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.