

What is the New Commerce Experience?



Microsoft’s New Commerce Experience:

- **Modernizes** Microsoft’s purchasing processes
- **Aligns** with other Microsoft purchase options
- **Provides** new licensing and monthly subscription options
- **Introduces** a premium price for monthly subscriptions

Updated April 21, 2022

Key Takeaways



New Commerce - Available January 10, 2022

1-month Subscription

- Locks pricing during term for current and additional seats
- Allows seat reductions **at end of every month**
- Priced at a **20% premium** over annual or multi-year subscriptions

12-month Subscription

- Locks pricing during term for current and additional seats
- Allows seat reductions **at end of every 12 months**
- Priced the same as legacy options

36-month Subscription

- Locks pricing during term for current and additional seats
- Allows seat reductions **at end of every 36 months**
- Priced the same as 12-month subscriptions
- D365 initially, M365 later in 2022

Note: Currently NCE includes commercial offers only: government, non-profit, and education offers are not included at this time.

Legacy Commerce - End of Sale **March 10, 2022** End of Renewal **July 10, 2022**

12-month Subscription

- Lacks ability to enforce license term commitment, so it **feels like a monthly subscription**
- Locks pricing during term for current and additional seats

Common NCE Questions



Can a customer combine monthly and annual subscriptions for the same service?



Can a customer upgrade from a monthly subscription to a 12- or 36- month subscription?



Can a customer pay monthly for a 12- or 36- month subscription?



Yes, they can!



When will the New Commerce Experience be required for all new subscriptions



March 10, 2022



When will the previously announced Modern Workplace price increases go into effect?



March 1, 2022



When will the New Commerce Experience be required for all subscription renewals?

July 11, 2022

*(last day is July 10)



Only within 7 days of the transaction



Can a customer cancel during a license term?



Can a customer reduce seats during a license term?



Can a customer continue using legacy subscriptions?



Can a customer add seats to existing legacy subscriptions?



Yes, until the end of the existing subscription



For more resources on the New Commerce Experience visit:

[ZIX.COM/MICROSOFT](https://zix.com/microsoft)

[APPRIVER.COM/MICROSOFT](https://appriver.com/microsoft)

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