



# Key policies, benefits, and milestones

*Commercial seat-based offers for new commerce in CSP*

**Microsoft understands that customers have questions about policies, guidelines, and pricing in the new commerce experience in the Cloud Solution Provider (CSP) program, so we've compiled this information as a one-stop resource.**

Policy	How it works	More important details
<b>Cancellation</b>	A new commerce subscription can be cancelled only during the first 72 hours of the subscription term. The only exception is if the cancellation submission failed in the first 72 hours due to Microsoft error. A prorated refund is provided only within the first 72 hours after the order is placed or renewed (proration calculated daily).	In the existing (legacy) CSP experience, an option to cancel was not available. Instead, a partner could suspend a subscription to stop the partner billing for it, and the subscription would expire if not renewed. In new commerce, a seat-based subscription can be cancelled but only within the first 72 hours of the term, with prorated refund (proration calculated daily).
<b>Partner billing after the cancellation period</b>	If the subscription is not cancelled in the term's first 72 hours, the partner will be billed for the remainder of the subscription term.	This policy is in line with standard practice in other Microsoft programs and other industries. Customers that may have difficulty paying for an annual term should be presented with the monthly term option.
<b>Suspension of subscriptions</b>	Suspension of a subscription in new commerce does not stop the billing to the partner for that subscription. Under suspension – which is designed to assist partners with collection from customers delinquent in payment – the customer cannot access the subscription; it can be reactivated at any time in the term, however, and customer access will be restored. If a suspended subscription is not reactivated, it will automatically move to an expired state after the end of the term.	Suspension in new commerce is not a substitute for cancelling a subscription. It's a pausing of the customer's user access to the subscription so that the partner can prevent a non-paying customer from using the subscription for free. Because the partner is still billed for the subscription during suspension, the partner would presumably charge the customer for the days or weeks of suspension.
<b>Addition and reduction of seats</b>	Seat counts can be increased on a subscription at any time, but seat counts can be reduced only within the first 72 hours of the term, or within the first 72 hours after a midterm addition of seats (with the reduction limited to the number of additional seats).	The restriction is a complement to the cancellation policy applied at the seat level.
<b>Exception requests for cancellation</b>	Microsoft will not consider requests from partners or customers for exceptions to the 72-hour cancellation and seat-reduction policy (unless the request involves a cancellation or seat reduction that could not be completed within the first 72 hours of the subscription term due to Microsoft error).	Examples of partner/customer scenarios in CSP new commerce that are not eligible for exceptions: <ul style="list-style-type: none"> <li>• Customer requesting a change of partners midterm due to insufficient service/support or other reasons</li> <li>• Partner or customer mistake in ordering that is identified more than 72 hours after the order</li> <li>• Customer company merger or acquisition</li> <li>• Local, country, or regional regulations allowing more than 72 hours for a consumer to cancel or "return" a product (e.g., the EU Consumer Rights Directive)</li> </ul>



# Key policies, benefits, and milestones

## Commercial seat-based offers for new commerce in CSP

<b>Premium pricing on monthly term offers</b>	<p>A monthly term subscription will be priced 20% higher than the annual term subscription for the same SKU (for example, an annual term subscription seat that costs \$10/month would cost \$12/month for the monthly term option).</p>	<p>This premium pricing is in line with standard practice for short-term subscription commitment in other Microsoft sales motions, among competitors, and in other industries.</p>
<b>Subscription transfer between partners</b>	<p>A customer subscription cannot be transferred between partner tenants midterm. If the customer purchases the same SKU from a different partner before the original subscription on the SKU has reached the end of its term, the original partner will continue being billed for the entire term of the original subscription.</p>	<p>This policy is intended to enforce the subscription term and cancellation policy, because transfer of a subscription in its current term status to the new partner's tenant midterm would stop the billing to the original partner for that original subscription.</p>
<b>New orders and renewals in legacy</b>	<p>As part of the transition from existing (legacy) CSP to new commerce, the ability to place new subscription orders on legacy CSP will be terminated on March 10, 2022. Between March 10 and June 30, 2022, a legacy subscription can be renewed on legacy at the end of its term, and all legacy policies and capabilities and the legacy billing date will remain in effect until the subscription reaches the end of its term. Starting July 1, 2022, any legacy subscription must be renewed in new commerce.</p>	<p>Between March 10 and June 30, 2022, a partner will not be able to repurchase an existing legacy subscription on the same SKU (and then suspend the original subscription) before the end of the term, as this transaction would be blocked as a new subscription order. After June 30, the renewal of a legacy subscription on new commerce will not be made automatically, as Microsoft cannot determine the term, seat count, billing frequency, etc., for the new commerce subscription. The partner must manually renew the legacy subscription on new commerce.</p>