

TO: Dear client

Microsoft NCE for 365 - Terms and Conditions:

What is the New Commerce Experience (NCE)?

Microsoft has recently announced a change in how customers purchase and manage their licenses through their Cloud Solution Provider (CSP) Program.

In January 2022, Microsoft launched New Commerce Experience (NCE). This change will impact the way you purchase Microsoft 365 licenses. But fear not. Microsoft has launched the NCE intending to reduce complexity and provide cost savings for long term commitments, whilst introducing additional features to make CSP a comparable alternative to the longstanding Enterprise Agreement (EA).

But this isn't the only announcement from Microsoft. In addition to the NCE, there will be a price increase that will take effect from 1st March 2023 for the following licenses:

Microsoft Business Basic

Microsoft 365 Business Premium

Office 365 E1, E3 and E5

Microsoft 365 E3

When does NCE launch?

Here are some of the key dates that you should be aware of:

10th January 2022 – The New Commerce Experience (NCE) launches, and Microsoft will release their introductory promotions. It's advised that you look at committing to the new subscriptions to leverage the discounts available.

1st March 2022 – the price increases across Microsoft 365 licences come into place. From March all new and renewing subscriptions will be purchased through NCE.

1st October 2022 – All customers will now have to purchase through NCE.



012 809 1800



sales@20squared.co



www.20squared.co



60 Sneeuwberg, Equestria Estate, 2115 Cura Ave, Equestria, Pretoria, 0184



Monthly subscription

With the NCE you will have the ability to purchase your Microsoft 365 licenses on a monthly basis without an annual commitment. Microsoft is now offering this to provide flexibility to customers that need to make monthly changes to their Microsoft 365 or Office 365 licenses plans and seat count. This subscription does come at a 20% price increase across all license plans.

12-month subscription

Through the NCE, you'll have the opportunity to commit to your licenses through a 12-month subscription. Unlike the legacy CSP model customers who consume on a 12-month subscription, you will have the option to be billed on a monthly or annual basis.

With the 12-month subscription, your pricing will be locked in for the entire term allowing you to benefit from the additional cost savings of any price increases due in that time. This subscription will allow you to increase but not decrease the seat count.

36-month subscription

Microsoft is introducing a Multi-Year Pricing to the NCE, allowing you to secure a 3-year pricing for longer term licensing commitments. With this subscription, you'll have the option to be billed monthly, annually, or upfront. This subscription will allow you to increase but not decrease the seat count.

Upon purchasing any of the Microsoft Products, the client accepts and fully understand the commitment outlined by the Microsoft Partner Agreement and accepted the commitment as the end user.

In order to resell these products, the Microsoft Partner needs to have accepted and fully understood the commitments outlined in the Microsoft Partner Agreement and in turn communicated these commitments with the end customer.

There are terms relating to Microsoft NCE for 365 that apply restrictions which limit: the reduction of seat count, downgrading and/or cancellation of the service to a 72-hour window, post the placing of the order is accepted on the Microsoft platform successfully.

Once this 72-hour window has passed the subscription will not be allowed to be reduced, down-graded or cancelled for the full duration of the subscription period.

The subscription period will be either 1 month, 1 year, or 3 years depending on the option that you have selected.

During this subscription period only the increase of seat count and/or the upgrading of the service (for all or some users) will be permitted.



012 809 1800



sales@20squared.co



www.20squared.co



60 Sneeuwberg, Equestria Estate, 2115 Cura Ave, Equestria, Pretoria, 0184

Subscriptions will not be allowed to be transferred between any direct or indirect CSP Providers for the duration of the subscription period.

Tarsus on Demand will offer rand pricing that is linked to the ROE at the time of the order being placed and the follow terms will be affected:

Monthly Commit, Monthly Billing – ZAR price will fluctuate each month.

Yearly Commit, Monthly Billing – ZAR price will be fixed for the term of the subscription, but we will review the ZAR rate at 6 months and reserve the right to change the ZAR price at this point should it be significantly higher or lower than the rate at that time.

Yearly commit, upfront billing – ZAR price will be fixed for the term.

An extract of the terms, that can be found in the Microsoft Partner agreement, that pertain to this service specifically can be found below:

Seat-based OLS Subscriptions

i) For seat-based OLS Subscriptions that are indicated as “New Commerce”, Company will have seventy-two (72) hours from placing an order for a new seat-based OLS

Subscription, from a renewal of an existing seat-based OLS Subscription, or from an increase of seats to an existing seat-based OLS Subscription, to submit a cancellation re-quest for such. Company may be able to re-request (i) total cancellation of the seat-based OLS Subscription or (ii) a partial cancellation in order to reduce the seats of the seat-based OLS Subscription. If Company submits a cancellation request within the initial seventy-two (72) hours period, then Company will receive a prorated refund, calculated on a daily basis, which will be displayed on its next invoice. No refund will be provided in connection with a cancellation request submitted after the initial seventy-two (72) hours period has passed.

(ii) For seat-based OLS Subscriptions that are not indicated as “New Commerce”, Company may place a cancellation request at any time during the term of the Subscription. A cancellation request will result in a prorated refund.



012 809 1800



sales@20squared.co



www.20squared.co



60 Sneeuwberg, Equestria Estate, 2115 Cura Ave, Equestria, Pretoria, 0184