



Microsoft **NCE**

Microsoft CSP

New Commerce Experience

What is NCE?

The New Commerce Experience (NCE) 'per seat' model for Microsoft 365, Dynamics 365, and Power Platform subscriptions is the latest in the evolution of their CSP program. It provides new tools to simplify and manage subscriptions.

Why is it important to your partners?

The changes coming with NCE will potentially require some action. Customers need to be mindful of the changes coming to pricing for monthly vs annual, the price changes coming in March, and the potential license ordering process That will change.



Summary

Following Microsoft's announcement to increase O365 pricing from March 2022. Increases will look as follows

Price increase:

- These will affect particular licensing sets
Not all SKU's affected. Details on following slides

Optional Annual Commitment

- If you still wish to have the flexibility of a rolling month to month commitment on licensing. Microsoft will charge 20% premium. To avoid this a 12 month or 36 month commitment is required

- **Nonprofit, Government, and Education:**

Microsoft is not making changes to these purchasing methods. These subscriptions will remain on CSP Legacy for now.



What does this mean for **Meta Eagle** Customers

Customers on a standard **SMB Workstation** support contract package will be relatively unaffected for the remainder of their contract as we have built the licensing cost into the new pricing model that went live in 2021. We have also been working tirelessly behind the scenes to lock in Legacy pricing.

These subscription types will not be affected by the NCE term agreements and policies.



What does this mean for **Meta Eagle** Customers

Customers whom we bill O365 licensing for separately and partners that purchase licenses from us will see no price rise on existing licensing subscriptions until March 2023

We are one of the few Managed Service Providers that have managed to lock in existing pricing for such an extended period of time.



What does this mean for **Meta Eagle** Customers

One of the benefits of SaaS and Cloud licensing is that it is flexible and scalable when needed. We want to keep that flexibility for our customers.

For this reason on new licensing subscriptions we buy default will quote for 'Monthly' Pricing. If you would prefer the Annual commitment and 20% reduction, then please let us know however the license would need to be paid for up front



What does this mean for **Meta Eagle** Customers

In order to allow you to keep an eye on your licensing we have developed a portal where you can see the amount of licenses you have.

metaeaglelicensing.mycommandconsole.com

If you would like access to the Meta Eagle Licensing portal then please email 'support@metaeagle.co.uk' and our team can create you a user account



M365 Price Increase - US

Effective March, 2022

Please note: Microsoft is NOT changing pricing for Microsoft 365 E5, Microsoft Business Standard, or Non-Profit and the Frontline SKUs.

This price change does impact all public sector customers worldwide.

Enterprise:

Office 365 E1: \$10 (from \$8)

Office 365 E3: \$23 (from \$20)

Office 365 E5: \$38 (from \$35)

Microsoft 365 E3: \$36 (from \$32)

SMB:

Microsoft 365 Business Basic: \$6 (from \$5)

Microsoft 365 Business Premium: \$22 (from \$20)



Subscription Terms in the New Commerce **Experience**

1-Month Subscription

Enable a customer to change number of licenses month to month

20% more expensive than an annual subscription

**Not all SKUs will have a monthly offer

12-Month Subscription

Regular commitment

Billing options:

- Monthly
- Upfront

36-Month Subscription

Enables a customer to lock in pricing for a full 36 months

Billing options:

- Monthly
- Annual
- Upfront

“ Can a customer combine annual and monthly term Subscriptions for the same service? - Yes

“ Can a customer combine annual and monthly term Subscriptions for the same service?

“ Can monthly term Subscriptions be changed to annual term Subscriptions? - Yes

“ Can monthly term Subscriptions be changed to annual term Subscriptions?

NCE for **Partners**

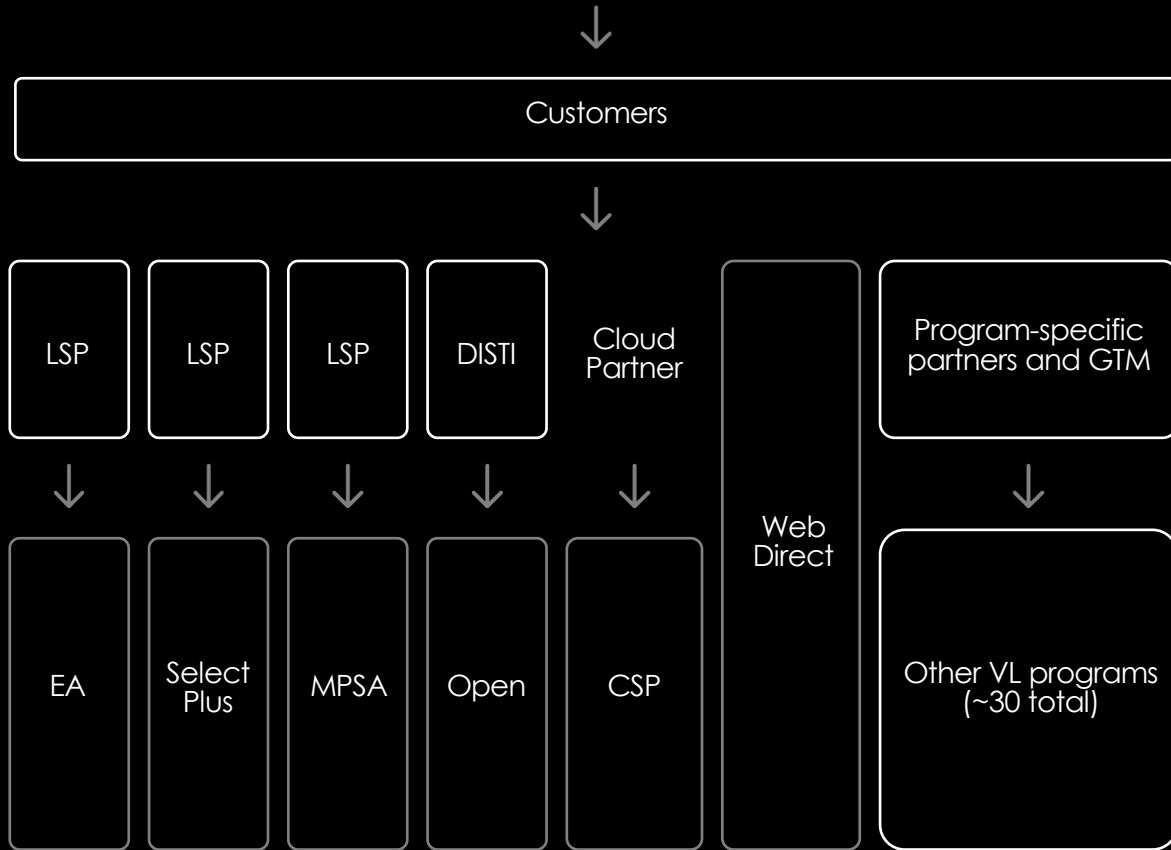
The following information is intended for Partners that buy through Meta Eagle or people purchasing their own licensing as it is somewhat technical

Our customers will not need to consider this as these considerations are all included in the support contract we provide you with.

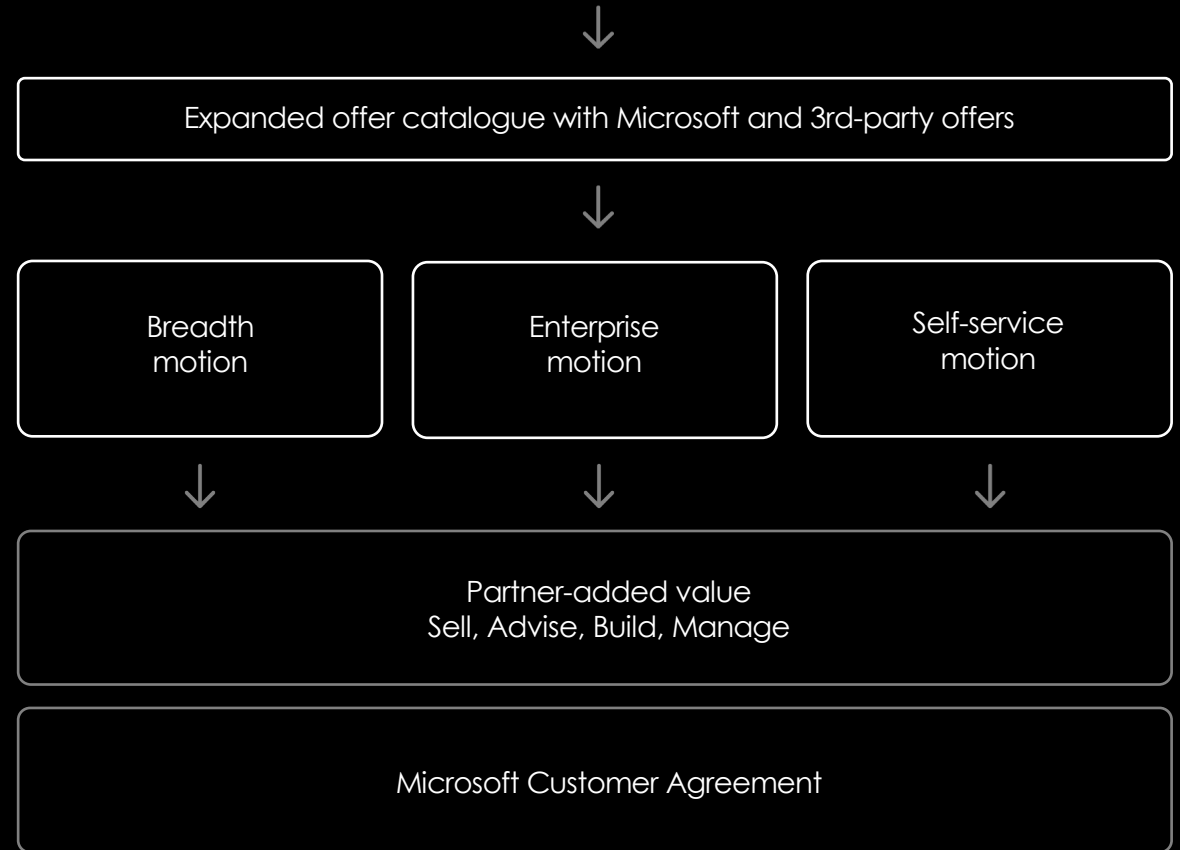


A Single **Connected** Platform Experience

Today's Experience Customers



The New Commerce Experience Customers



What this means for our **Partners**

Greater Agility & Customer Alignment

- Promotional pricing on NCE subscriptions starting January 2022
- Pricing benefits for annual term subscriptions that provide price protection
- Enforced cancellation policy
- Increased upgrade availability

Operational Efficiency & Cost Savings

- Improved subscription management capabilities
- Automated subscription changes at renewal
- Easier price list and reconciliation file processing

More Choices For Customers

- Premium-price monthly term subscriptions that allow cancellations or seat-count reduction as needed
- Easier adoption of new products and add-ons available separately
- Consumption based billing for telco offers



NCE for **Commercial Offers** only

NCE will not be available for Government, Non-Profit, and Educations licenses at this time. These subscription types will remain on CSP Legacy until further notice.

These subscription types will not be affected by the NCE term agreements and policies.



Dates and Deadlines

October 14, 2021

Technical Preview 2 of NCE for Modern Work and Dynamics will be available for all partners.

January 10, 2022

NCE for Modern Work and Dynamics 365 will reach general availability for indirect partners to offer to CSP re-sellers.

March 10, 2022

All subscriptions for Modern Work and Dynamics will be required to be procured through the NCE Platform.

July 1, 2022

All renewals for Modern Work and Dynamics will be required to be renewed on the NCE Platform.

January 1, 2023

Incentives only available for NCE transactions through MCI.

February 1, 2023

All remaining subscriptions must be moved to NCE.

Promotional Offers

January 1, 2022

Microsoft will be offering two time-bound promotions to assist partners with transitioning seat-based offers to the New Commerce Experience Platform.

Annual Subscriptions:

- January – March 2022 will receive a 5% discount for the entire term as well as any increase in quantity counts. This will include existing subscriptions upgraded from Legacy to NCE that have term duration left.

*not all SKUS will be eligible for the promotional offer

Monthly Subscriptions:

- January – June 2022 will be priced at the regular annual subscription price (no premium). This will include existing subscriptions upgraded from Legacy to NCE that have term duration left and any increase in quantity counts.

*not all SKUS will be eligible for the promotional offer

Nonprofit, Government, and Education:

Microsoft is not making changes to these purchasing methods. These subscriptions will remain on CSP Legacy for now.

Management of Tenants



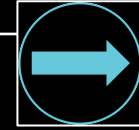
Pause

- Partner continues to be billed
- Subscription immediately enters "Disabled" status:
 - Users can't access services or files
 - Admins can access data until the end of the Subscription term
- Subscription can be made "Active" again



Cancellation

- Licensing will follow the MST time zone for cancellations
- Full refund on Day 1, Pro-rated refund if cancelled on days 2 and 3. NO refunds after the first 3 MST days
- Subscription immediately enters "Disabled" status:
 - Users can't access services or files
 - Admins can access data for 90 days
- Cancellation cannot be reversed



Auto-renew

On:

- Licensing will automatically set auto renew to on
- Subscription renews at the end of the term
- 72-hour cancellation period starts once renewed

Off:

- Subscription does not renew at the end of the term
- Subscription enters "Disabled" status

Add-On Policies

Add-ons are purchased as individual Subscriptions, distinct from the base product Subscriptions. Thus, the end dates may not be the same.

Partners will see errors when attempting to purchase an NCE add-on product when the customer does not have any of the prerequisites.

Add-ons cannot be migrated to NCE using the API Upgrade tool. Add-ons need to be removed from legacy prior to migration and then re-purchased on NCE



Upgrades

For NCE, upgrading means going from one paid subscription to another paid subscription, but you cannot go from a higher paid SKU to a lower paid SKU. In your subscription with Meta Eagle, you will be able to see eligible upgrade options.

Full upgrade

- In-place upgrade
- All seats are upgraded
- The Subscription ID remains the same
- Licenses are automatically assigned
- Upgrade at any time

For example:

Microsoft 365 Business Basic to Microsoft 365 Business Standard

Partial upgrade – Coming soon

- Some of the seats are upgraded
- The Subscription ID of the original Subscription remains the same
- A new Subscription is created which has an end-date that is coterminous with the original Subscription
- License must be manually assigned
- Upgrade at any time

For example:

Microsoft 365 Business Standard to Office 365 E1

Promotions

Many promotions have a maximum of 2,400 seats per subscription. In these cases, a transaction including **more than 2,400** will be submitted at the non-promotion prices.

The seat limits from promotions are enforced across partners.

Promotion eligibility is enforced at the subscription level that the partner is transacting.



Trials

Key facts

- 25 licenses
- 30 days
- Can't be canceled
- Auto-renew is On
- Trials convert automatically to paid offers
- No trial alerts from Microsoft

Automatic trial conversion

- All 25 seats convert to paid offer
- Paid Subscription starts on the next day
- Term duration: will renew on Monthly Terms
- Billing cycle monthly

Manual trial conversion

- Trials can be converted to paid offers at any time during the trial period
- At the conversion point, the 72-hour cancellation period starts when seats can be reduced
- Partners can choose the same SKU or an upgrade



Change of Channels

As NCE stands today, change of channels will not be permitted outside of the subscription term renewal. Channel of Channel is only possible at the term renewal, within the 3-day window.

This includes:

- Customer wanting to purchase through a different partner
- Partner wanting to purchase through a different distributor
- A partner going from direct to indirect

Mergers and acquisitions: Microsoft may allow for mergers and acquisitions to be exempt from the change of channel policy in a future release.



Meta EAGLE Platform – Billing

Commitment Start Date: The date you term agreement for a subscription starts with Microsoft

Commitment Expiration Date: The date your term agreement for a subscription expires with Microsoft

Renew Date: subscriptions will always renew on the first of the month, regardless of term. However, this won't align with MSFT. The MSFT renewal will align with their Meta Eagle subscription commitment term that they select during check out.

If you purchase a NCE subscription mid-month, Meta Eagle will bill the partner for the pro-rated amount of month one plus all of month two on your month two invoice.

Example: An MSP buys E3 on January 15th, 2022.

As an annual payment: On their February invoice they would see 16 days of charge for January (January 15-31 = 16 days), and then a 12-months term where their subscription with Meta Eagle expires 2/21/2023 (even though with MSFT it will expire 1/15/2021). The subscription with MSFT will auto-renew on 1/15/2021 unless the partner cancels. If they cancel, Meta Eagle will refund the 16 days left in their term with Meta Eagle).

As a monthly payment: On their February invoice they would pay for 16 days of January in addition to a full month for February.



Questions

We are here to help any questions you may have. Please call on 0330 043 2092 or email support@metaeagle.co.uk

Resources:

- [Microsoft NCE](#)
- [Microsoft Customer Agreement](#)
- [Microsoft 365 pricing](#)

