

## CSP NCE FAQ's

Here are a few FAQ's that we feel will help you understand the CSP New Commerce Experience. If you have any further questions, please speak to your sales representative.

**Q:** We deal with a lot of temporary workers (Volunteers / Students), as well as having our full time staff – can we have a mixture of annual and monthly commitment licenses?

**A:** Yes, you can have as many subscriptions as you like – each will have a different end date and cost though (as the monthly commit licenses are 20% higher than the annual)

**Q:** When we add additional licenses to an existing subscription, what happens to the end date and cost?

**A:** As you are adding licenses to an existing subscription, the new licenses will have the same end date as the existing ones (co-terminated). Regarding cost, as you've locked in the price for the full term on that subscription (1 month or annual) it will be worked out as follows:

$$\frac{\text{Days left}}{\text{Total days}} \times \text{Unit cost} \times \text{Number of licenses}$$

**Q:** What are the benefits for signing up to an annual commitment now?

**A:** If you sign up for an annual commitment between January and March, then you will lock in a 5% discount for the term. An annual commitment also represents 16.7% saving on the 1-month licenses over a year.

**Q:** Can I reduce the number of licenses I have in a subscription?

**A:** Yes, but you only have a 72hr window (from point of adding the first license) to remove any. Once the 72hr window has passed, you'll be unable to make changes till the subscription is renewed (so either monthly or yearly).

**Q:** If I decide 4 months into an annual commitment that I don't want any licenses anymore, can I cancel them?

**A:** Yes, but as you are in an annual commitment, you will be charged for the full term.

**Q:** We have Office 365 E3 licenses on an annual commitment but decide we want to upgrade some or all users to Office 365 E5 licenses during the term – is this allowed?

**A:** Yes, you can upgrade at any point, however you can only downgrade when the subscription auto-renews.

**Q:** Can I still get trial licenses?

**A:** Yes, you can get up to 25 licenses for 30 days for some products. The trial licenses can't be cancelled during the 30 days and auto renew is automatically on, so after the trail has ended the licenses will convert into paid licenses that are on an annual commitment (unless the auto renew is switched off). If you're interested in trialing any of the Microsoft products, please speak to your account manager who can advise.

**Q:** Can we manage renewal changes before the renewal date?

**A:** Yes, we can change license types / quantity / term and billing frequency before the renewal date, but these changes will only come into effect upon subscription renewal date

**Q:** I will need to flex some of my licenses throughout the year due to having contract staff – can I have a mixture of fixed and flex licenses?

**A:** Yes, we can provide you with both fixed term and monthly subscriptions for your licensing needs. Please discuss this with your sales representative, so we can help you make the right decision for your business.