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## 1 Microsoft NCE

In January 2022, Microsoft will introduce the Microsoft 365 New Commerce Experience (NCE) program. This program will replace the current CSP program.

Microsoft wants to make things simpler and more manageable with this new program. The most significant change is that the possibility to cancel per month will become more expensive, namely 20% for a premium license. The annual licenses will be introduced at the current CSP prices.

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## 2 What is the impact of the changes?

The current CSP program will be phased out in steps until it stops in **July 2023**.

<b>Starting March 1, 2022</b>	there will be a price increase (separate from NCE)
<b>Starting March 10, 2022</b>	new licenses can only be ordered in NCE
<b>Starting July 1, 2022</b>	active CSP licenses cannot be renewed upon expiration

Active CSP licenses can still be changed in numbers during the term.

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## 3 Frequently asked questions

From when is the NCE program available?

- ✓ From the beginning of February 2022, it is possible to order licenses in the New Commerce Experience.

What are the durations in NCE?

- ✓ Monthly, annual (12 months), and triennial (36 months). Initially, we only support monthly payments. The three-year licenses are not currently available.

What are the new monthly terms?

- ✓ Monthly terms will have a 20% price surcharge.

Are the prices fixed during the terms?

- ✓ Prices are fixed during the terms, so one year or three-year terms will have a one year or three-year price lock, and one-month terms will have a one-month price lock.

What about the licenses which expire before 01-03-2022. Can they still be renewed through the current CSP, and is that immediately for another year?

- ✓ Above are the steps on how the current CSP program will be phased out. Until July 1, 2022, licenses in the current CSP program can be renewed at current conditions.

As of July 1, 2022, active licenses within the current CSP cannot be renewed. Will these then go out, even if there is still an existing contract?

- ✓ No, only if the term of a current CSP license falls after July 1, 2022, will it no longer be automatically renewed, and the only option is to order in NCE.

If I do nothing, can I continue to work after March 1?

- ✓ Yes, just no more adding new licenses; this must be done through NCE.

At one-year or three-year terms, is there an upgrade to licenses available?

- ✓ To higher SKUs, this is possible, vice versa not.

How is a one or three-year term handled if the customer wants to leave NDI?

- ✓ According to Microsoft guidelines, all partners, including NDI, will have to hold the customer to the one-year or three-year contract, or the customer will have to buy out the contract.

What are the terms for three-year terms (prices)?

- ✓ Pricing has not yet been made public. As soon as there is communication from Microsoft, we will let you know.

Can terms be combined?

- ✓ Yes, it is possible to combine both monthly and annual contracts.

For one-year or three-year terms, can the numbers be adjusted?

- ✓ Numbers can only be adjusted upwards.

## 4 Price changes

### 4.1 CSP price changes

Separate from NCE, Microsoft has announced a price increase effective March 1, 2022, for the following CSP licenses.

MBK SKUs	Current price	New price
Microsoft 365 Business Basic	€ 4.20	€ 5.04
Microsoft 365 Business Premium	€ 16.90	€ 18.59

Enterprise SKUs	Current price	New price
Office 365 E1	€ 6.70	€ 8.38
Office 365 E3	€ 19.70	€ 22.60
Office 365 E5	€ 34.40	€ 37.35
Microsoft 365 E3	€ 31.50	€ 35.44

\*Subject to change by Microsoft

### 4.2 NCE rates (duration one year)

When the switch to NCE is made, the following rates will apply

MKB SKUs	Price up to 1 March 2022	Price after 1 March 2022
Microsoft 365 Business Basic	€ 3.99	€ 5.04
Microsoft 365 Business Premium	€ 16.06	€ 18.59

Enterprise SKUs	Price up to 1 March 2022	Price after 1 March 2022
Office 365 E1	€ 6.37	€ 8.38
Office 365 E3	€ 18.72	€ 22.66
Office 365 E5	€ 32.68	€ 37.32
Microsoft 365 E3	€ 29.93	€ 35.44

Depending on your situation, we will provide you with tailored advice. Some practical examples are given below.

## 5 Examples from practice

Customer A has 100x Microsoft 365 Business Premium for € 16.90. His tenant expires on June 30, 2022. His price in May 2022 is still € 16.90. He has not received a price increase.

- ✓ The above example is correct. Microsoft respects the legacy CSP agreements, which state that the prices are fixed during one year.

Customer B has 100x Microsoft 365 Business Premium for € 16.90. His tenant expires on June 30, 2022. His price in June 2022 is still € 16.90. In July, he starts paying the higher price of € 18.59 for the annual licenses.

- ✓ The above example is correct. As of March 1, the price for Microsoft 365 Business Premium is increased from € 16.90 to € 18.59.

Customer C has 100x Microsoft 365 Business Basic for € 4.20. He wants to take advantage of the 5% discount by switching to NCE annual licenses by March 1. He will benefit from the lower price of € 3.99 for one year.

- ✓ The above example is correct. Microsoft is offering a 5% promo on NCE annual licenses through March. In addition, the customer commits to this price for one year by agreeing to a one-year term.

Customer D has 100x Microsoft 365 Business Basic for € 4.20. He decides to switch to Microsoft NCE as of April 10 because the CSP program is ending. He will pay the new price of € 5.04 for his annual license.

- ✓ The above example is correct. As of March 1, the price increase goes into effect for Microsoft 365 Business Basic, among others.

Customer E has 100x Microsoft 365 Business Basic for € 4.20. He decides to switch to Microsoft NCE on July 10 and wants 50x monthly and 50x annual licenses. The monthly licenses are more expensive.

- ✓ The above example is correct. In this case, he pays € 5.04 for his annual licenses and € 6.05 for his monthly licenses. Microsoft's promos expired in July.