

MICROSOFT 365 PRICE INCREASES: YOUR FREQUENTLY ASKED QUESTIONS

If you haven't already heard, Office 365 and Microsoft 365 prices have gone up. That means your customers are paying a few quid more for each of their packages. Microsoft also launched New Commerce Experience earlier this year.

We know you likely have a ton of questions for us on this, so we took a moment to answer the most common queries we've been getting about this historic price hike.

Can you cancel an upgrade within 7 days of performing the upgrade?

An upgrade has a source subscription and a target subscription. Once the target plan has been reached ie. the upgrade has been done you may only cancel if the original (source) subscription is still within the 7 day window. If the 7 day window on the source subscription has passed you cannot cancel the upgraded subscription.

Can you co-term when doing an upgrade?

Yes, you can co-term to an existing subscription that is the same type as the one you are upgrading to, or you can start a new subscription with it's own commitment. For example, if you have 10 business basic licences on an annual commitment and 5 business standard also with an annual commitment, if you choose to upgrade the 10 business basic to business standard you may choose to co-term them to the existing 5 so you would have 15 business standard all ending at the same time. Alternatively, you could choose not to co-term them.

If we add additional seats to an existing subscription, will it extend the original end date or will it co-term?

If you increase the quantity of an existing subscription, you have the option to co-term to the original subscription or start a new subscription term for the same plan. The original subscription end date will not be extended.

Are there reports to view all the renewal dates?

In the Westcoast Cloud marketplace there is a report called "Price Protected Services" which can be used to view all subscriptions coming to the end of their price protection, ie. their renewal date. To view this report, the user should log into the Westcoast Cloud marketplace and navigate to reports in the bar at the top.

What happens in terms of billing when a subscription is added mid-month?

If you add a subscription mid-month, for example on the 15th November, your next bill would show a charge for the period 15th November to 15th December.

Is there a cancellation period with NCE?

If a subscription is started, you have 7 days from the start of the commitment period to cancel or amend. Once the commitment for that subscription has ended, you can cancel completely or reduce the quantity as needed. For example, if you sign up for a 12 month commitment on 15th November 2022, you have until 22nd November to change your mind. Once this window has closed it would not open again for cancellations until 15th November 2023.

Can I auto renew my subscription?

By default, your subscription is set to automatically renew on the same commitment term. Once the subscription is renewed you have 7 days to make any changes, ie. terminate the subscription or reduce the quantity. If the subscription auto renews and you do nothing the same commitment term will apply.

Do we need to wait until the end of their commitment to cancel and move over?

The end user is tied to the partner they bought from for the term of the subscription. If the end user buys a subscription from one partner with monthly billing for an annual commitment, they can only be billed by the original partner each month, it cannot be switched to another provider. Once the 1 year or 1 month commitment has ended, the end user may renew the subscription with the partner they choose. The partner is also tied to the Indirect provider/Distributor. New subscriptions can be taken through any partner, the end user doesn't have to have all services with one provider and a partner can use multiple distributors.

Is there a team at Westcoast who can help maximise opportunities, benefits, or promotions within the NCE?

Yes, the Amplify team can help with this. They can be contacted at amplify@westcoastcloud.co.uk

Who should I contact with anymore questions?

The Modern Workplace team will be able to help with further questions. They can be contacted at microsoft@westcoastcloud.co.uk