

# Subscription-management scenarios for Microsoft 365, Dynamics 365, and Windows 365 in Cloud Solution Provider (CSP) new commerce experience (NCE)

Action	Legacy experience	NCE annual term	NCE monthly term	Details
Suspend subscription	Yes	Yes	Yes	Billing continues after suspension in NCE
Resume subscription	Yes	Yes	Yes	No change from legacy
Cancel subscription	No, only suspend with deletion 90 days after expiration period ends	Yes, within first 168 hours (seven days) after term begins	Yes, within first 168 hours (seven days) after term begins	
Cancel in first seven days	No	Yes	Yes	After seven days, no cancellation in NCE
Cancel after seven days	No (cancellation not available in legacy)	No	No	
Prorated refund	Yes, if suspended more than 30 days after order or renewal	Yes, in first 168 hours (seven days) of term (proration calculated daily)	Yes, in first 168 hours (seven days) of term (proration calculated daily)	
Billing pause upon suspension	Yes	No	No	
Increase seats midterm	Yes	Yes, at any time of term	Yes, at any time of term	Seat additions can be canceled or reduced during the first 168 hours after addition is made.
Decrease seats midterm	Yes	Self-serve decrease of seats is allowed during the cancellation window (that is, within the first 168 hours of term, either initial purchase or renewal). Decrease of seats added midterm is available via self-serve within the 168 hours of addition.	Self-serve decrease of seats is allowed during the cancellation window (that is, within the first 168 hours of term, either initial purchase or renewal). Decrease of seats added midterm is available via self-serve within the 168 hours of addition.	No seat reduction is allowed outside of the first 168 hours of the term (either initial purchase or renewal) or the first 168 hours following midterm addition of seats.
Decrease seats at renewal	Yes	Yes	Yes	Seat reduction in NCE allowed within the first 168 hours after purchase and at renewal via self-serve
Midterm change in billing frequency	Yes	No	No	
Schedule changes (SKU upgrade, seat quantity, billing frequency, and term) at renewal	No	Yes, can be done in advance	Yes, can be done in advance	
Midterm SKU upgrade within same product category (for example, E3 to E5)	Yes, for Small and Medium Business (SMB) SKUs	Yes, for SMB and Enterprise SKUs	Yes, for SMB and Enterprise SKUs	No enforcement of duration within which customer must reassign licenses from E3 to E5, but customer would see an alert message in Microsoft 365 Admin Center, warning of risk of being noncompliant

# Subscription-management scenarios for Microsoft 365, Dynamics 365, and Windows 365 in CSP NCE

Action	Legacy experience	NCE annual term	NCE monthly term	Details
Full upgrade (at higher seat quantity) with auto seat assignment	Yes, for SMB SKUs	No	No	This requires a second step in NCE to increase seat count after upgrade.
Full upgrade (at same seat quantity) with auto seat assignment	Yes, for SMB SKUs	Yes, for SMB and Enterprise SKUs	Yes, for SMB and Enterprise SKUs	
Partial upgrade (at lower seat quantity)	No	Yes, without license assignment	Yes, without license assignment	Manual seat assignment is required in NCE.
Autorenew toggle	No, autorenew by default with no toggle or suspend	Yes, autorenew can be toggled off for manual renewal or expiration at end of term.	Yes, autorenew can be toggled off for manual renewal or expiration at end of term.	
When autorenew is on	N/A; this is the default behavior.	Subscription goes to next term, and 168-hour cancellation window restarts.	Subscription goes to next term, and 168-hour cancellation window restarts.	
When autorenew is off	N/A	Subscription moves into 30-day expired state at end of term, in which customer can access services and data. After 30 days, subscription moves into disabled state in which admins can access data, but no services can be accessed.	Subscription moves into 30-day expired state at end of term, in which customer can access services and data. After 30 days, subscription moves into disabled state in which admins can access data, but no services can be accessed.	
Free trial autoconvert to paid equivalent SKU by default	No	Yes	Yes	In NCE, toggle autoconversion to paid option is also available.
Free trial midterm conversion to paid SKU with same seat count	Yes	Yes	Yes	
Free trial midterm conversion to paid SKU with different seat count	Yes	No	No	
Free trial cancellation or seat count change	No	No	No	
Schedule a free trial subscription to renew at different seat count, billing frequency, or term	No	Yes	Yes	

NOTE: Commercial offers only in new commerce currently; addition of government, education, and nonprofit offers to new commerce TBD.