

## Microsoft 365 Subscription Management Options 03/2022

Action	Legacy (Current) experience	NCE (1) Annual Term	NCE Monthly Term	Details
Suspend / pause subscription	Yes	Yes	Yes	Pause in NCE means no services are available to users and data is only accessible by admins. Billing continues after suspension in NCE. Only to be used in for dunning.
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 72 hours after term begins.	Yes, within first 72 hours after term begins.	Cancellation in NCE follows data retention policy described here.
Cancel in first 72 hours	No	Yes	Yes	After 72 hours, no cancellation in NCE.
Cancel after 72 hours	No (cancellation not available in legacy)	No	No	
Full Refund	Yes (annual term)	Yes, in first 72 hours of term.	Yes, in first 72 hours of term.	
Billing pause upon suspension	Yes	No	No	Suspension can remain in effect indefinitely in NCE; subscription will automatically cancel 90 days after the expiration period in legacy.
Increase seats mid-term	Yes	Yes, at any time of term.	Yes, at any time of term	Seat additions can be cancelled during first 72 hours after addition is made.
Decrease seats mid-term	Yes	Self-serve decrease of seats allowed during cancellation window (i.e., within the first 72 hours of the subscription term, upon either initial purchase or renewal).	Self-serve decrease of seats allowed during cancellation window (i.e., within the first 72 hours of the subscription term, upon either initial purchase or renewal).	No seat reduction allowed outside of the first 72 hours of the term (either initial purchase or renewal).
Decrease seats at renewal	Yes	Yes	Yes	Seat reduction in NCE allowed within the first 72 hours after purchase and at renewal via self-serve.
Mid-term change in billing frequency	Yes	No	No	
Schedule changes (SKU upgrade/downgrade, seat quantity, billing frequency, term) at renewal	No	Yes, can be done in advance	Yes, can be done in advance	
Mid-term SKU upgrade within same product category (e.g. E3 to E5)	Yes, for 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 alert message in M365 Admin Center warning of risk of being non-compliant.

### Notes

(1) NCE= New Commerce Experience