


# New Commerce Experience Service Changes

Originally launched in 2019 to provide improvements to the partner and customer experience with Azure subscription services, the New Commerce Experience was expanded to include Microsoft 365, Dynamics, and Power Platform in 2021. The goal is to provide reduced licensing complexity and costs while remaining flexible to support a range of client scenarios, with changes including:

-  New subscription terms
-  Consistent cancellation policies
-  Easier subscription management
-  Subscription ownership enforcement

## Key Dates and Promotions

**March 10  
2022**

**All New  
Subscriptions Must  
Use NCE Plans**

**June 30  
2022**

**Renewals Must  
Use NCE Plans**

**Jan. 1  
2023**

**Microsoft Incentives  
Move to NCE Plans**

**July 1  
2023**

**All Customers  
Must Be On NCE**

**Expires  
March 31  
2022**

**Annual Subscription:  
5% discount  
versus list price**

**Expires  
June 30  
2022**

**Monthly Subscription:  
16.7% discount vs. list price  
(matches legacy annual)**

## Frequently Asked Questions

**When will Lunavi migrate customers to the new plans?**

We are notifying customers as renewal dates approach, but you can upgrade at any time.

**Can we combine monthly and annual subscriptions for the same service?**

Yes.

**Can we still pay monthly for a 12- or 36-month subscription?**

Yes, but the contract term is enforced, so customers may not cancel mid-term.

**Do agreements need to be re-signed for NCE?**

Depending on individual circumstances, new or updated agreements may be required.

**Can we cancel or reduce seats mid-term?**

Only within 72 hours of the transaction. (Legacy cancellation policy was 30 days.)

**Can we continue using our legacy subscription, including adding seats?**

Yes, until the end of the subscription term or June 30th, 2023.

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## Legacy vs. NCE Plan Adjustments

	Legacy	NCE
<b>Invoice date</b>	Varies	End of the 8th calendar day
<b>Billing cycle</b>	Varies	Calendar month
<b>Pricing: Office 365 E1</b>	\$8 / seat	\$10 / seat
<b>Pricing: Office 365 E3</b>	\$20 / seat	\$23 / seat
<b>Pricing: Office 365 E5</b>	\$35 / seat	\$38 / seat
<b>Pricing: M365 Business Basic</b>	\$5 / seat	\$6 / seat
<b>Pricing: M365 Business Premium</b>	\$20 / seat	\$22 / seat
<b>Pricing: Microsoft 365 E3</b>	\$32 / seat	\$36 / seat

## NCE Plan Details

	1 Month Subscription	12 Month Subscription	36 Month Subscription
<b>Billing terms</b>	Monthly	Monthly upfront	Monthly, annual, upfront
<b>Pricing</b>	+20% price premium	Same as CSP	Same as CSP
<b>Cancellation</b>	Cancellation after 72 hours will be billed for the full month	Cancellation after 72 hours will be billed for the full year	Cancellation after 72 hours will be billed for the full year
<b>Price lock</b>	1 month	1 year	3 years
<b>Mid-term seat additions</b>	Allowed	Allowed	Allowed
<b>Mid-term seat removal</b>	Allowed	Not allowed - changes must be made after term completion	Not allowed - changes must be made after term completion