

Vodacom Business Microsoft 365 Terms & Conditions

Customers Transacting on NCE

What is MS New Commerce Experience?

- It is a new way of transacting that has been introduced by Microsoft effective 10th March 2022. These changes affect the Modern workplace (Dynamics 365, Microsoft 365, Power Platform, Windows 365 Offers and their associated Add-Ons.

Commit terms

1. Microsoft is offering 3 commit options1 Month commit term
 2. 1 Year commit term
 3. Annual commit term
- Depending on what the customer selects, the longer the commit term, the lower the price per license the customer must pay.
 - Customers can mix the commit terms e.g., 5 users on a monthly commit term, 3 users on a 1-year commit term

Can I modify my subscriptions?

- Seats are prorated to original term e.g., licenses added during the term will follow the original commitment
- You cannot decrease licenses during the term, e.g., 1 year commit licenses need to be reduced at the end of the subscription commit term
- Subscriptions cannot be suspended mid-term, customers who attempt to suspend will be billed until the end of the commit term

Can I upgrade and downgrade my subscription?

- Customers can upgrade their subscriptions mid-term and will be prorated accordingly. For example., customer upgrading their subscription from Business Basics to Business Standard, their business basic licenses will be billed prorate and their upgraded licenses will be billed prorate as well for that month

Customer accidentally adds licenses

- If a customer accidentally adds seats or new subscriptions, they need to use the 72 hours window to make sure that the licenses they have added has been cancelled
 - After the 72 hours has lapsed, cancellations for the subscriptions purchased in error won't be allowed, the customer will be billed for full commit term
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