

Commercial terms and billing

Action	Legacy CSP	New Commerce	Details
Annual term offers	Annual Term with annual billing Annual Term with monthly billing	Annual term with monthly billing Annual term with annual billing Multi-year term with annual billing	<ul style="list-style-type: none">Price protection within term.Currently Microsoft does not bill suspended seats in legacy.
Monthly term offers	Not available*	Monthly Term offer at premium price +20% (aligned to web-direct purchase motion)	<ul style="list-style-type: none">No price protection.Currently Microsoft does not bill suspended seats in legacy.
Billing Cut Date	Day 12 of calendar month	Day 1 of calendar month	
Billing (Microsoft to Tech Data)	Day 14 of calendar month	Day 8 of calendar month	
Billing (Tech Data to Partner)	Day 20 of calendar month	Day 15 of calendar month	
Mid-term change in billing frequency	Yes	No	
Cancellation Policy	30 days	72 hours	
Full refund	Within 30 days	Within 72 hours	
Prorated refund	Yes, anytime during term	Within 72 hours	<ul style="list-style-type: none">Currently Microsoft does not bill suspended seats in legacy
Billing pause upon suspend	Yes	No	<ul style="list-style-type: none">Billing continues after suspension in NCE.