

Subscription Management

Action	Legacy CSP	New Commerce	Details
Increase seats mid-term	Yes	Yes	<ul style="list-style-type: none">Pro-rated billing following month.
Decrease seats mid-term	Yes	No. Full cancellation possible within 72 hours only, and repurchase lower seat count.	<ul style="list-style-type: none">No refund for cancellation after 72 hours.Lower seat count can be scheduled at renewal.
Decrease seats at renewal	Yes	Yes	<ul style="list-style-type: none">Lower seat count can be scheduled at renewal.
Schedule changes at term renewal	No	Yes, can be done in advance	<ul style="list-style-type: none">Changes includes SKU Upgrade, SKU downgrade, seat quantity, billing frequency and term.
Mid-term SKU upgrade (e.g. E3 to E5)	Suspend and repurchase	Yes	<ul style="list-style-type: none">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.
Auto-renewal	Subscriptions are renewed by default at end of annual term	Partner can toggle between auto-renewal or manual renewal	<ul style="list-style-type: none">Easier to manage renewals and plan ahead for subscriptions that will be terminating.
Billing pause upon suspend	Yes	No	<ul style="list-style-type: none">Billing continues after suspension in NCE.