

# Important CSP Customer Announcement: All legacy CSP subscriptions will move to New Commerce Experience at renewal, starting January of 2024.

Since 2016, CDW has partnered with Microsoft to be a cloud solution provider (CSP) for our customers looking for a more flexible way to purchase Microsoft 365 products while adding value. For those with Legacy CSP subscriptions, customers could make an annual upfront payment or be billed monthly. Seat counts on subscriptions could be increased or decreased at any given time and, in addition to this, subscriptions could be cancelled at any time regardless of payment term (customers were credited back for annual commits they cancelled mid-term).

In March of 2022, all net new commercial Microsoft 365 subscriptions purchased through CDW's CSP program were put on Microsoft's New Commerce Experience. New Commerce Experience directly relates to the term and billing policies surrounding those subscriptions. New Commerce Experience CSP subscriptions have two term options: annual commits and monthly commits. Customers under annual commit contracts can still choose to be billed upfront or monthly. However, seat decreases and cancellations can only occur at the subscriptions anniversary date (otherwise known as the renewal date). Annual commit subscriptions have a strict seven-day cancellation policy after the subscription is active. Customers that purchase monthly commit subscriptions can decrease seat count monthly but still may only do so on their monthly anniversary term date. Monthly commit subscription's come at an additional cost on the license itself. This additional cost is per Microsoft and not CDW. For both annual and monthly commit subscriptions, seat increases may still happen at any time.

Microsoft has allowed customers with active Legacy CSP subscriptions to auto-renew if customers wished to, and CDW had honored this ability as well. However, come **January 1st of 2024**, all Legacy CSP subscriptions will be migrated to New Commerce Experience CSP subscriptions at the time of renewal as per a decision from Microsoft. This will include commercial, non-profit, and education subscriptions. CDW asks that customers reach out to their account manager to schedule their migration, whether prior to renewal or at the renewal date, and to set their commit and billing term. Any subscription that is not proactively scheduled will be renewed into a monthly commit New Commerce Experience subscription. CDW has chosen to do this to ensure our customers are not thrown into a strict annual commit they did not agree to while ensuring they face no service disruptions. Please note that customers who move to the New Commerce Experience prior to their Legacy subscription anniversary will receive credit for their Legacy subscription and face no penalties for doing so.

While the change from Legacy CSP to New Commerce Experience CSP policies will be an adjustment for some customers, the following will not change when getting your Microsoft 365 subscription through a CSP agreement with CDW:

1. CDW remains the first stop for your tier 1-3 break/fix admin cloud support on the products purchased via CSP. This support is 365x24x7 and U.S.-based.
2. Your billing still comes directly from CDW, with the ability to pay via credit card or terms.
3. Provisioning assistance for Microsoft 365 subscriptions can be done through your CDW.com customer portal or with the assistance of your account manager.

**Any questions? Please reach out to your CDW account manager. They will be able to assist with your migration to Microsoft's New Commerce Experience, and can also provide access to our licensing resources for more in-depth conversations.**