



# Microsoft commerce experience

Frequently asked questions for customers

## Overview

Microsoft is evolving the purchase experience to better support your digital transformation. As Microsoft continues to streamline and improve your experience, we're introducing changes to how you buy Microsoft Azure services, featuring a new, simplified agreement—the Microsoft Customer Agreement—and an improved billing and management process.

Please note that if you haven't been contacted by a Microsoft sales representative to acquire Azure services through this new purchasing and management experience, your organization's Azure purchases may not yet be eligible for this process due to geography or the customized terms and conditions of your organization's purchasing agreement. This is currently available in Argentina, Australia, Canada, Chile, France, Germany, Greece, Puerto Rico, South Africa, the United Kingdom, the United States, and all Western Europe.

### **What's the new Azure purchasing experience and the Microsoft Customer Agreement?**

We're introducing the Microsoft Customer Agreement as the primary way to buy Azure services for corporate and enterprise customers that currently buy through an Enterprise Agreement. The new way to buy gives you a better buying experience with a fully digital agreement and the ability to customize for specific purchases.

The Microsoft Customer Agreement is a perpetual contract that doesn't expire for transactional purchases. The agreement is already used for purchases made via the Microsoft Store for Business. It'll now also be used for Azure transactions completed directly with Microsoft. You can add Azure Plan for pay-as-you-go purchasing with no upfront commitment.

### **What's changing in how I purchase Azure services?**

For Azure-only purchases, we're simplifying your buying process through three easy steps:

1. Work with your Microsoft sales representative to choose the Azure services you need.
2. Accept the streamlined Microsoft Customer Agreement.
3. Start building with Azure.

Eligible customers can move Azure purchases to the Microsoft Customer Agreement and Azure portal at their enrollment's renewal. New customers that want to purchase only Azure services will also do so with the help of a Microsoft sales representative through the Microsoft Customer Agreement. Your Microsoft representative will be your primary contact for purchasing Azure services through this new way to buy. Your partner will support your organization with value-added services and post-sale solutions and consumption management for your Azure services.

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## **What are the benefits of the new process for buying Azure and the Microsoft Customer Agreement?**

The Microsoft Customer Agreement offers an efficient experience with flexible billing and policy management to manage at a department or organization level. Microsoft is also improving the tools and systems that support all transactions through the agreement. This means there's less administrative work necessary to buy Azure services, you can purchase and start using Azure services faster through the Microsoft Customer Agreement, and consumption tracking is more accurate and consistent.

- Automated, digital purchase experience
- Customer agreement that doesn't expire so you can continue to add services without a new signing event
- Intuitive portal for account and cost management, billing, and invoicing
- Easily add third party offers from the Azure marketplace to your agreement

## **How do I know if I'll be asked to transition to purchasing Azure through the Microsoft Customer Agreement?**

If you're eligible to transition your Azure services to the Microsoft Customer Agreement, the administrator of your Azure services will get an email from Microsoft to invite your organization to transition purchases when your licensing agreement is up for renewal. Your organization representative will also be contacted by a Microsoft sales representative when agreement renewal discussions begin.

## **Will there be a service interruption as I transition?**

Azure services in your subscription keep running without any interruption. We only transition the billing relationship for your subscription. There won't be an impact to existing resources, resource groups, or management groups. When the transition is complete, your enterprise hierarchy and billing for Azure subscriptions and reservations are transitioned. Please note you can't access them through your previous billing account, and you can't revert to your previous account.

## **What products are covered by the Microsoft Customer Agreement?**

All Microsoft products and services available in the [Microsoft Store for Business](#) catalog are covered by the Microsoft Customer Agreement (a separate purchasing process from this Azure purchasing experience).

## **Where can I see the new Microsoft Customer Agreement?**

The Microsoft Customer Agreement is presented in your proposal as a hyperlink. You can view the agreement terms, including any discounts or credits that apply, during the transaction checkout process and click to accept the proposal.

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## **Will I work with Microsoft directly to transition to the Microsoft Customer Agreement?**

Your partner will continue to work with you along with Microsoft to help get the most from your Microsoft products and services. You may have a new Microsoft sales contact when moving from the Server and Cloud Enrollment to the Microsoft Customer Agreement as the transaction process is managed by Microsoft. A Microsoft sales representative will be responsible for pre-sales and transaction activities previously done by a partner. Your licensing partner can also be included in these discussions at your invitation for pre and post-sales support.

## **Will transitioning to the Microsoft Customer Agreement change who I get my invoice from?**

Not if you have already been purchasing Azure services through an Enterprise Agreement, as both the Enterprise Agreement and the Microsoft Customer Agreement are contracts between you and Microsoft (in the countries listed above), so you get a bill from Microsoft in both cases.

## **Are there options if I don't want to transition Azure services to the Microsoft Customer Agreement?**

If you want a partner-managed service instead of managing them yourself, or if you want additional partner services or tools, consider purchasing through a Cloud Solution Provider partner. If you want to buy directly online, you can do that through Azure.com.