



# Microsoft commerce experience

Frequently asked questions

## 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?**

Microsoft is refreshing the purchase experience to better support all customers, whether you're beginning a digital transformation or securing your place in a competitive market. We've introduced 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 Microsoft Store for Business purchases, and is now available for buying and managing Azure services. You can add Azure Plan for pay-as-you-go purchasing with no upfront commitment.

### **What's the process for purchasing Azure services?**

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

1. Work with a Microsoft sales representative to choose the Azure services you need.
2. Accept the 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

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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.

### **What are the benefits of buying Azure through 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 processing and digital acceptance of the agreement
- Accept your terms once, and the agreement updates dynamically as you add products
- Customer agreement that doesn't expire so you can continue to add services
- Intuitive portal for account and cost management, billing, and invoicing

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

If you have existing Azure services and 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.

If you're new to Azure, talk with your Microsoft representative about whether this is the best option for your Azure services needs.

### **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).

### **How will I receive the Microsoft Customer Agreement?**

When you receive a proposal from your Microsoft representative, it will include a link to the Microsoft Customer Agreement. View the terms, including any discounts or credits, during the transaction checkout process and click to accept the proposal. You can also see the agreement at <https://aka.ms/customeragreement>.

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## **If I'm an existing customer, will I work with Microsoft directly to transition to the Microsoft Customer Agreement?**

Your partner will continue to work with you to help you get the most from your Microsoft products and services. A Microsoft sales representative will be responsible for pre-sales and transaction activities previously done by a partner, as we manage the transaction process. Your licensing partner can participate 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?**

If you're already purchasing Azure services through an Enterprise Agreement, it won't change who you get your invoice from. 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. If you buy directly from Azure.com, or with the help of a Microsoft representative, you're covered by the same agreement.