

# Change Billing Frequency Capability within the Cloud Solution Provider (CSP) program

## Frequently Asked Questions (FAQ)

# Revision Sheet

## Change Record

Date	Author	Version	Change Reference

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# 1 Introduction

Microsoft is excited to announce a new capability which enables partners to change the billing frequency of all license-based subscriptions in the Cloud Solution Provider (CSP) program. The following are frequently asked questions related to the availability of this capability.

## 1.1 Why is Microsoft implementing a capability to change the billing frequency?

This new capability is in response to feedback received from partners that the ability to change the billing frequency of a subscription should be intuitive and available within Partner Center Dashboard and Partner Center APIs. Partners can now change the billing frequency themselves without having to contact Microsoft support.

## 1.2 When will this new capability be available?

October 24, 2018.

## 1.3 Who is this capability available to?

This capability is available to all license-based offers for partners transacting in the Cloud Solution Provider (CSP) program.

## 1.4 Is this capability also available via Partner Center APIs?

It is possible to change the billing frequency of a subscription via Partner Center APIs. For more information please review the [developer scenarios page](#).

# 2 Billing FAQs

The following are frequently asked questions related to billing.

## 2.1 Is there a limit to how many times I can change the billing frequency on a subscription?

There is no limit.

## 2.2 How will changing my billing frequency effect my billing?

When a partner chooses to change their billing frequency, they will receive a pro-rata credit and a new monthly or annual charge for the subscription depending on which billing frequency has now been chosen.

## 2.3 How will changes be reflected on my invoice & recon files?

A pro-rata credit and a new monthly or annual charge will be visible on the following invoice & recon file depending on which billing frequency has now been chosen.

# 3 Pricing & Pricelist FAQs

The following are frequently asked questions related to pricing and the pricelist.

## 3.1 The SKU on my subscription is no longer available on the pricelist. Can I still change the billing frequency?

It is not possible to change the billing frequency on SKUs which are no longer available on the pricelist.

## 3.2 Will the price of my subscription remain the same?

A new monthly or annual charge is applied based on the current pricelist at the point of changing the billing frequency.

## 3.3 Will my promotions or discount be affected?

If a promotion was available or a discount applied at the point the subscription was originally purchased, changing the billing frequency will remove these.

### 3.4 Are there any penalties for changing the billing frequency on a subscription?

There are no penalties for changing the billing frequency. A new monthly or annual charge is applied based on the current pricelist at the point of changing the billing frequency.

## 4 Subscriptions FAQs

The following are frequently asked questions related to subscriptions.

### 4.1 Will my subscription GUID be affected?

Changing the billing frequency will not affect the subscription GUID. After the billing frequency is changed, the subscription GUID will remain the same.

### 4.2 How will my subscription term be affected?

Once a partner has changed the billing frequency of a subscription the term will immediately reset to 12 months.

### 4.3 When in my subscription term is it possible to change the billing frequency?

Changing the billing frequency is available at any point in a subscription term.

### 4.4 What if my original order included multiple subscriptions, can I change the billing frequency of just one subscription?

The ability to change the billing frequency is only available at the order level. If multiple subscriptions are included within one order, any change to one subscription is reflected in all other subscriptions included in that order.

Additionally, if one subscription within an order has been disabled it is not possible to change the billing frequency of any other subscriptions included within the original order.

## 4.5 If my order includes a trial, can I change the billing frequency of my paid subscriptions?

It is not possible to change the billing frequency of paid subscriptions if the original order contains a free trial.

## 4.6 What happens if my subscription has an add-on?

When the billing frequency of a subscription is changed, all add-ons associated to the subscription are subsequently changed also.

## 4.7 How does the concurrency rule impact the ability to change the billing frequency of a subscription?

The concurrency rule limits the number of active subscriptions a customer can have at any one time. Changing the billing frequency does not increase or decrease the number of active subscriptions a customer has, therefore there is no impact on the concurrency rule. Instead, changing the billing frequency is performed on an existing subscription. Please refer to the offer matrix to identify which offers are subject to the concurrency rule.

# 5 How-to FAQ

The following are frequently asked questions related to Partner Center Dashboard.

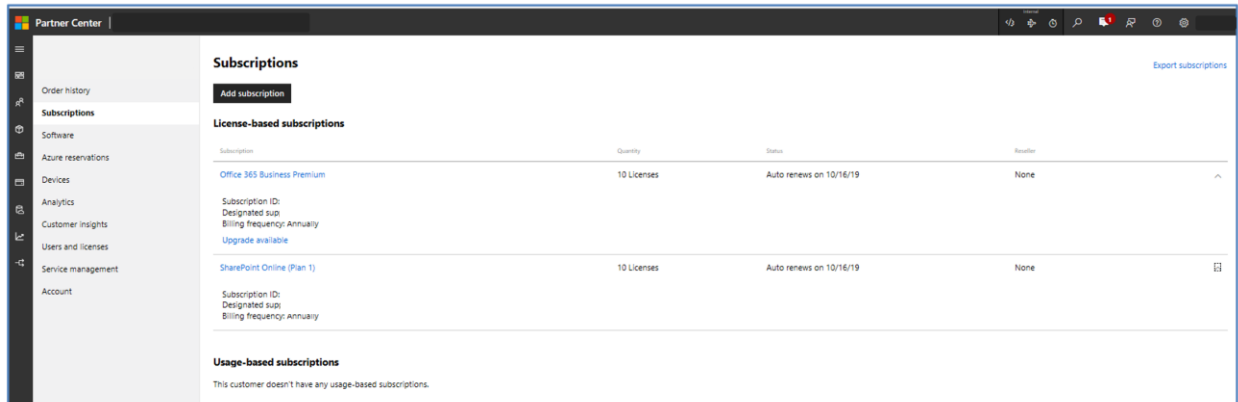
## 5.1 How do I change the billing frequency of a subscription within Partner Center Dashboard?

The following is a hypothetical example of how to change the billing frequency of a subscription.

### 5.1.1 Make an order

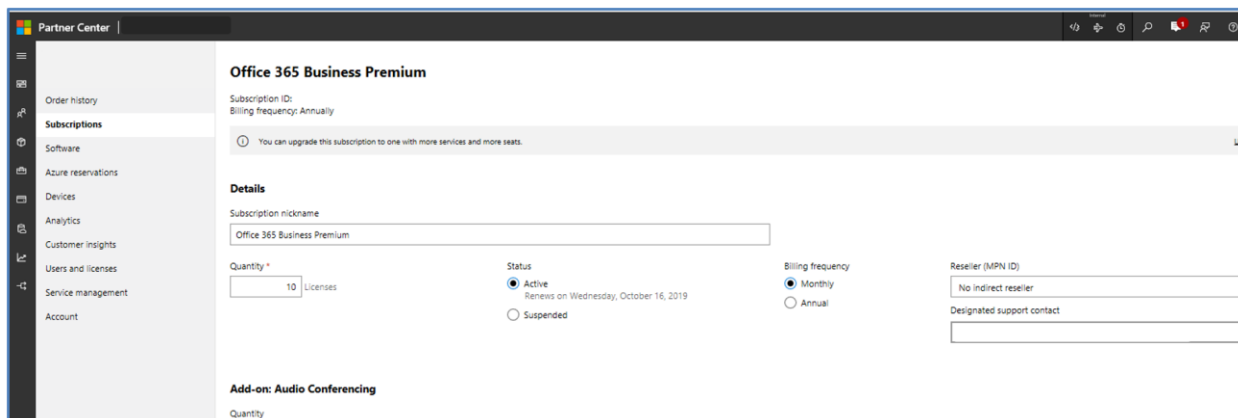
Within Partner Center Dashboard, purchase Office 365 Business Premium and SharePoint Online Plan 1 in the same order. Select "annual" billing.



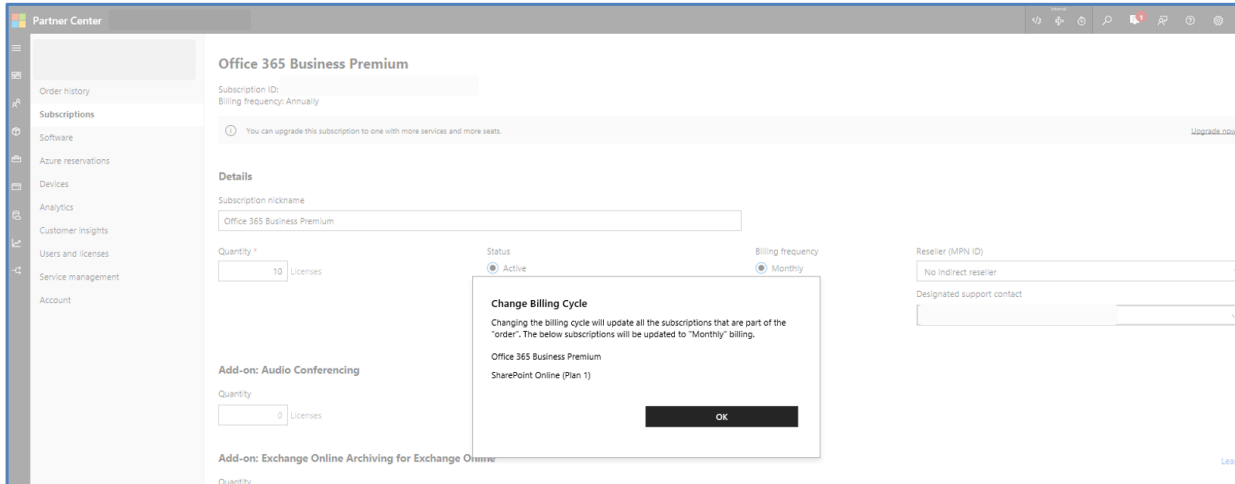


## 5.1.2 Change billing frequency

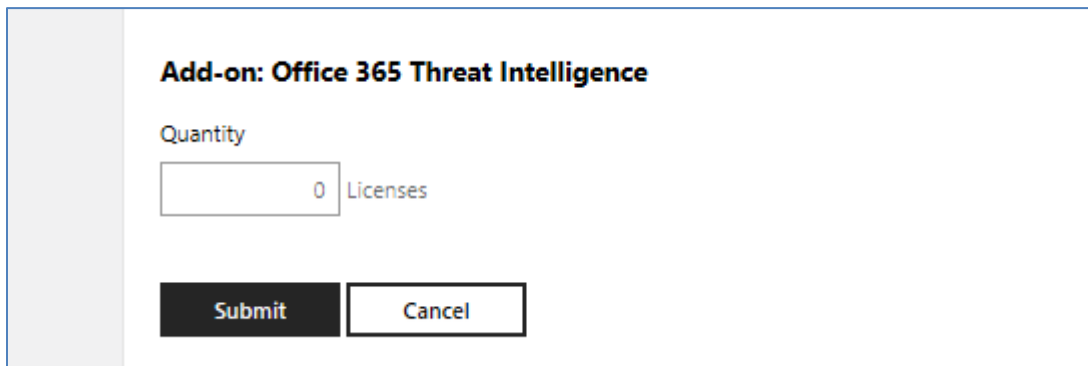
Within Partner Center Dashboard, open the Office 365 Business Premium subscription. Select “monthly” billing.



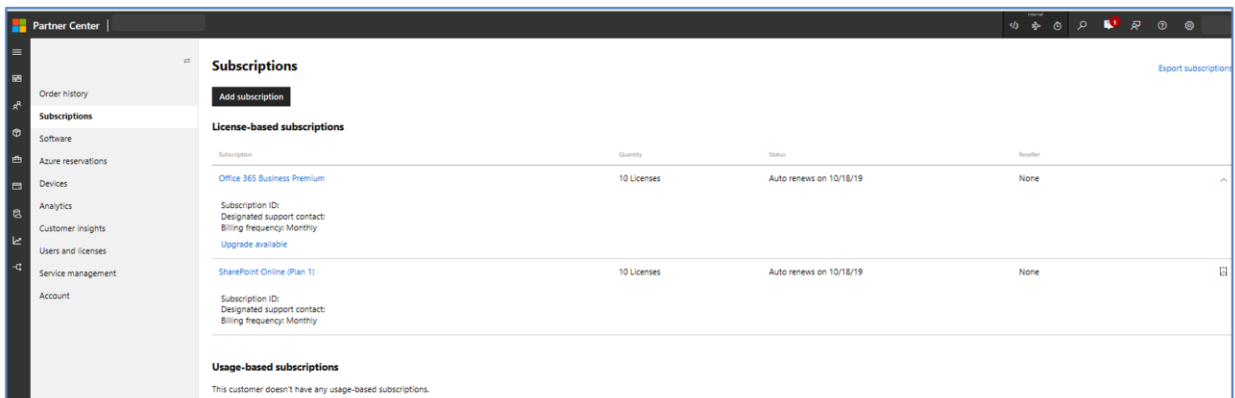
Partner is reminded that all subscriptions included within the original order will also have their billing frequency changed to monthly billing. Select “OK”.



Select "Submit". Failure to do so will result in the billing frequency remaining as it was before.



Subscriptions will now show as "Billing Frequency: Monthly" and the auto-renew date will also reset to 12 months.



### 5.1.3 Invoice and recon file

All billing lines are visible. The “Subscription Start Date” and “Subscription End Date” have changed. The “Charge Type” shows a credit for the original subscription billing frequency and a new charge for the new billing frequency.

Offer Name	Subscription Start Date	Subscription End Date	Charge Start Date	Charge End Date	Charge Type	Unit Price	Quantity	Amount
Office 365 Business Premium	10/17/18	10/17/19	10/17/18	10/16/19	Prorate fees when purchase	120	10	1200
Office 365 Business Premium	10/17/18	10/17/19	10/18/18	10/16/19	Prorate fees when convert to a new offering	-119.67	10	-1196.71
Office 365 Business Premium	10/18/18	10/18/19	10/18/18	11/17/18	Prorate fees when convert away from current offering	10	10	100
SharePoint Online (Plan 1)	10/17/18	10/17/19	10/17/18	10/16/19	Prorate fees when purchase	48	10	480
SharePoint Online (Plan 1)	10/17/18	10/17/19	10/18/18	10/16/19	Prorate fees when convert to a new offering	-47.86	10	-478.68
SharePoint Online (Plan 1)	10/18/18	10/18/19	10/18/18	11/17/18	Prorate fees when convert away from current offering	4	10	40

## 5.2 How do I change the billing frequency of a subscription via Partner Center APIs?

It is possible to change the billing frequency of a subscription via Partner Center APIs. For more information please review the [developer scenarios page](#).