



## Insight's Cloud Care Update

Welcome to Insight's regular Cloud Care update – November 2024

This area is designed to keep you informed on the latest developments from our Cloud Care community, including news, additions, and updates from Microsoft, as well as recent and upcoming changes to our Cloud Commerce platform (CCx), and other valuable information.

We will regularly update this page as news from Microsoft is shared, ensuring you always have the most current information.

Here is an overview of our latest topics:

### **1. Microsoft News & Updates**

- Flexible billing for Microsoft 365 Copilot – Pricing update for annual & triennial term subscriptions with monthly billing
- Price update for Microsoft Teams Phone and Power BI
- Updates related to technical enforcement of end of sale (EOS) for Microsoft 365 and Office 365 Enterprise Suites with Teams in CSP
- A new 15% discounted SKU for eligible nonprofit customers on Microsoft 365 Copilot takes effect November 1, 2024
- Removal of unused Azure subscriptions

### **2. New Commerce Experience (NCE) promotions**

### **3. Cloud Commerce Platform (CCx) – November 2024 improvements, additions and bug fixes**

### **4. Cloud Commerce Platform (CCx) – Upcoming release dates for Q1 2025**

We encourage you to regularly check our Cloud Care update page to stay informed about these important changes. As one of our valued clients, we welcome your thoughts and feedback as we strive to make this page an even more effective resource for you.

If you have any questions or need further assistance, please do not hesitate to contact us.

## Microsoft New & Updates:

- Flexible billing for Microsoft 365 Copilot – Pricing update for annual & triennial term subscriptions with monthly billing:

In response to customer and partner feedback for more flexible payment options, on December 1, 2024, Microsoft introduced a new monthly billing plan for annual subscriptions of **Microsoft 365 Copilot, Microsoft 365 Copilot for Sales, and Microsoft 365 Copilot for Service** on the new commerce platform (NCE).

This new monthly billing option for annual term subscriptions will be priced 5% higher than the annual billing (upfront payment) option for annual term subscription plans for Microsoft 365 Copilot, Microsoft 365 Copilot for Sales, and Microsoft 365 Copilot for Services.

For all other products with per user monthly billing plans for annual & triennial term subscriptions, Microsoft will introduce the same pricing update to standardise the billing structure across Buy Online, CSP, and MCA-E.

**Starting on April 1, 2025, all new and renewing monthly billing plans for annual & triennial term subscriptions will be priced 5% higher than the annual / upfront billing option for annual & triennial term subscription plans.**

Customers who want to keep their existing pricing may choose to switch from monthly billing to annual / upfront billing for their annual & triennial term subscription at their renewal date.

More information can be found [here](#)

- Price update for Microsoft Teams Phone and Power BI:

Microsoft has announced that starting April 1, 2025, pricing for Microsoft Teams Phone Standard, Power BI Pro, and Power BI Premium Per User will be updated.

This marks the first price increase for both standalone products since Microsoft launched Teams Phone in 2017 and Power BI in 2015, reflecting the collective value that has been added to Teams Phone and Power BI over the years.

These price updates will be implemented as follows for new purchases and renewals:

- Teams Phone Standard licences will be \$10 per user per month \*
- Power BI Pro licences will be \$14 per user per month \*
- Power BI Premium Per User licences will be \$24 per user per month \*

*\* MSRP - There might be slight variations in price due to exchange rate fluctuations, local pricing policies, and rounding rules.*

More information can be found [here](#)

- Updates related to technical enforcement of end of sale (EOS) for Microsoft 365 and Office 365 Enterprise Suites with Teams in CSP:

As of October 1, 2024, the EOS of Microsoft 365 E3/E5 and Office 365 E1/E3/E5 Enterprise SKUs with Teams is [technically enforced in CSP](#).

As a reminder, this is in alignment with Microsoft's [prior EOS announcement](#) and policy as of February 1, 2024.

This means that Microsoft 365 E3/E5 and Office 365 E1/E3/E5 Enterprise SKUs with Teams were removed from CSP price lists outside of the European Economic Area (EEA) and Switzerland. After October 1, 2024, all net-new purchases of these EOS SKUs in regions

outside the EEA and Switzerland are no longer technically possible.

These [changes were made to realign Microsoft's global subscription structure](#) following changes made in Europe in 2023. Microsoft 365 E3/E5 and Office 365 E1/E3/E5 Enterprise SKUs with Teams were removed from the CSP price list for net-new purchases in the EEA and Switzerland on February 1, 2024.

For additional information on the original context for the changes in Europe, read [the official announcement on the EU Policy Blog](#) and the accompanying [licensing details on Licensing News](#).

In CY2025, customers with subscriptions of EOS and/or EOSWithConversion SKUs will be able to change their billing frequency at renewal and keep their existing subscription of Microsoft 365/Office 365 Enterprise suites with Teams. More information will come closer to availability.

More information can be found [here](#)

- A new 15% discounted SKU for eligible nonprofit customers on Microsoft 365 Copilot takes effect November 1, 2024:

Microsoft 365 Copilot is now available to eligible nonprofits for \$25.50 (USD) per user per month when purchased for an annual subscription and billing cycle. To purchase Microsoft 365 Copilot, customers must have or purchase a separate licence for a qualifying Microsoft 365 plan. Existing Microsoft 365 Copilot subscriptions aren't eligible for the new pricing until their renewal after November 1, 2024.

More information can be found [here](#)

- Removal of unused Azure subscriptions:

Beginning in November, Microsoft will block and eventually delete unused Azure subscriptions. A subscription is considered unused when there's no activity or consumption for more than 12 months. Subscription owner and service admins of the subscription will be notified via email 30 days before the block is applied. The subscription will be deleted 90 days after the block.

More information can be found [here](#)

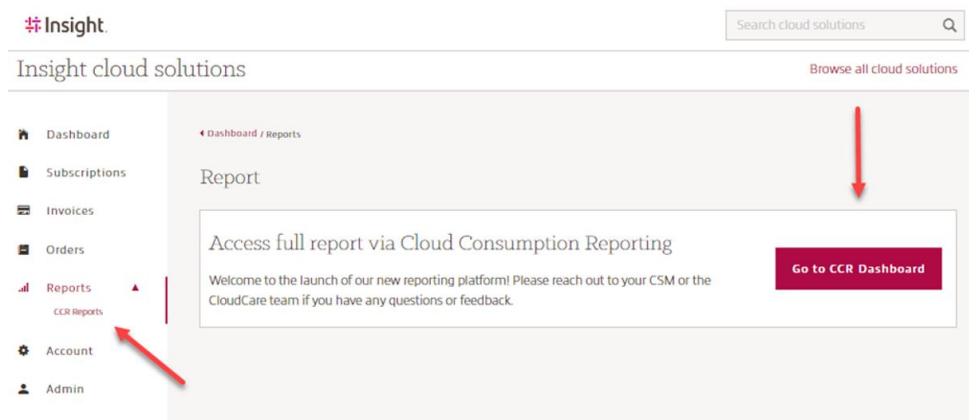
### New Commerce Experience (NCE) promotions:

- Microsoft 365 Copilot CSP Getting Started: 15% valid from September 1, 2024 until December 31, 2024
- New Commerce Transition promotion for nonprofits: Business Applications valid from March 18, 2024 until December 31, 2024
- Nonprofit Modern Work NCE promotion: valid from March 18, 2024 until December 31, 2024
- Bridge to the Cloud 2 promotion valid from February 1, 2023 until December 31, 2024
- Do more with Microsoft 365 E3 Accelerate promotional offer – 15 % valid from July 1, 2024 until June 30, 2025
- Windows 365 CSP – 15% valid from September 1, 2024 until February 1, 2025
- Dynamics 365 Business Central for Microsoft 365 customers – 10 % valid from August 1, 2024 until June 30, 2025

To get more info about the available NCE promotions and the eligibility criteria's, please contact your local account manager.

### Cloud Commerce Platform (CCx) - November 2024 improvements, additions and bug fixes:

- The Power BI reports in CCx have been replaced with the NEW [Cloud Consumption Reporting tool \(CCR\)](#). A link will directly guide you to our CCR landing page (including Single Sign On – SSO).  
We would love to hear your feedback to further enhance your reporting experience. Your input helps us to continue to improve!



- We are enhancing our protocols to bolster the security of your account and verify your identity. For this reason, starting November 9, 2024, multi-factor authentication (MFA) enrolment will be mandatory. You'll be able to set one of these options for the default authentication method: an emailed one-time passcode, your preferred authenticator app, or passkey.
- Credit limit changes: No credit limit checks will be necessary when clients are reducing license quantities.
- Correction to enable save of a PO number for renewal without entering any quantity changes.
- Correction to ensure that the recently viewed products are consistently displayed for all products.

### Cloud Commerce Platform (CCx) – Upcoming release dates for Q1 2025:

- January 04, 2025      14:00 UK / 15:00 CET until 17:00 UK / 18:00 CET
- February 08, 2025    14:00 UK / 15:00 CET until 17:00 UK / 18:00 CET
- March 01, 2025        14:00 UK / 15:00 CET until 17:00 UK / 18:00 CET

Please be aware that this maintenance downtime (typically on the first Saturday of the month) will be used to deploy ongoing improvements and to install new features. During this time, you will see a maintenance page on <https://buy.insight.com/> that will prevent you from accessing the site and make transactions.