

Microsoft Licensing Transition: Cancel Your Existing Third-Party Subscription

To ensure a smooth transition of your Microsoft licensing to AppDirect, please arrange for your current Microsoft subscription(s) to be cancelled with your existing third-party provider.

This is an important step to help **avoid duplicate licensing and double billing** once AppDirect begins managing your Microsoft account.

What you need to do

- **Contact your current Microsoft licensing provider** and let them know you are transitioning your licensing to AppDirect.
- Request cancellation or non-renewal of the applicable Microsoft subscriptions under their management.
- **Start this process at least 30 days before** AppDirect is scheduled to take over your account, where possible.

Important considerations

- Cancellation processes, notice requirements, and timelines vary by provider and agreement type.
- Your current provider can confirm the specific steps required, any applicable notice period, and the date your existing subscriptions will end.
- Please ensure there is no unintended gap in licensing coverage during the transition. Coordinate subscription end dates with your AppDirect onboarding or account contact as needed.

Why this matters

If subscriptions remain active with your previous provider after AppDirect begins provisioning the same Microsoft licenses, you may be billed by both providers for overlapping services.

If you have questions about your AppDirect transition date or the licenses being moved, please contact your AppDirect representative or our Technical Support team at help@appdirect.com.