



December 13, 2023

Dear Valued Partner:

On April 3, 2023, Tech for Social Impact, part of Microsoft Philanthropies, announced the final discontinuation of the legacy Office 365 E2 grant offer that was provided through the Web Direct channel. *

*** It has come to our attention that due to a technical issue in the offer catalog system, subscriptions of the discontinued Office 365 E2 offer are incorrectly auto-renewing. To address this issue, Microsoft will disable Office 365 E2 subscriptions that have been incorrectly renewed.**

This legacy plan was discontinued by Microsoft in 2013 and will no longer be supported.

The discontinuation of Office 365 E2 won't affect any plans currently available in our nonprofit offer catalog, including 10 granted licenses of Microsoft 365 Business Premium, 300 granted licenses of Microsoft 365 Business Basic, and up to 2000 granted licenses of Office 365 E1 via Enterprise Agreement. We'll continue to provide discounts to nonprofits of up to 75 percent on many Microsoft 365 products.

- At the next renewal on or after October 1, 2023, customers subscribed to this legacy offer may renew into the Office 365 E1 plan, priced at USD \$2.50 per user per month.
- Alternatively, customers can transition up to 300 of their users from the legacy Office 365 E2 nonprofit grant to the Microsoft 365 Business Basic nonprofit grant or can access up to 2000 granted Office 365 E1 licenses through an Enterprise Agreement.

Notifications were sent directly to the Global Admins and Billing Admins on April 3, 2023, and posted through the Tenant Admin Center Alerts.

If any nonprofit customers ask you about this outreach from TSI, please direct them to the [Nonprofit Support team](#) for further assistance. We encourage you to engage



with the customer and support them in making the right decision on what to do and supply the grant or discounted licenses that they need to replace the Office 365 E2 grant licenses.