CHECKLIST · TECHNOLOGY

Microsoft 365 changes: prices, Copilot billing and what's being switched off

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- [ ] **If the outage hit your staff, claim a service credit.** Ask your admin or reseller this week; Microsoft must receive direct claims by 31 December 2026.
- [ ] **List everything that emails with a password.** Check printers, scanners, websites and apps that use SMTP AUTH, and ask your IT provider to move them to OAuth before the end of December.
- [ ] **Ask your apps' suppliers about EWS.** Get a date for each one to move off it before 1 April 2027.
- [ ] **Get the Copilot credit price in writing.** Before any new Copilot Business order through a reseller, ask the Australian-dollar price per credit and who sets the spending limit.
- [ ] **Decide on the Copilot Business offer by 31 December.** The A$26.91 first-year price is for existing Business plan customers and is paid yearly.
- [ ] **Ask when the 4% cut reaches you.** Your reseller or Microsoft should say whether it applies on 1 January or at your next renewal.
- [ ] **Find your old Publisher files.** Search for .pub files and export them to PDF on a PC that still has a bought-outright copy of Publisher.
- [ ] **Plan to replace any Office 2021 copies.** Microsoft's support for them ended on 13 October 2026.

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.