

# Subscription Enrollment for Schools - United Kingdom Pilot

## Frequently Asked Questions

### What is the Subscription Enrollment for Schools—United Kingdom (U.K.) Pilot enrollment?

- + The Subscription Enrollment for Schools—U.K. Pilot is a new Microsoft® Volume Licensing subscription offer, available 1 July 2009, that gives academic customers in the United Kingdom (U.K.) greater choice and flexibility in how they acquire and use Microsoft products. It does this by providing user- and qualified desktop PC-based pricing options and no institution-wide commitment requirement.

For more details on the Subscription Enrollment for Schools offer, please contact your Authorized Education Large Account Reseller (LAR).

### What are the customer benefits of the Subscription Enrollment for Schools—U.K. Pilot?

- + The Subscription Enrollment for Schools—U.K. Pilot gives academic customers in the United Kingdom increased choice and flexibility in how they license and use Microsoft products to help them respond to the needs of their students. The Subscription Enrollment for Schools—U.K. Pilot includes the following benefits:
  - + **Flexible purchasing options:**
    - + User- and device-based pricing.
    - + No institution-wide commitment required.
    - + Low up-front cost with minimum order requirement.
    - + Subscription term of 12 or 36 months.
    - + Ability to customize the desktop PC to fit specific needs.
  - + **Cost savings:**
    - + Volume pricing for platform commitment for all three enterprise products.
    - + Microsoft Software Assurance including new version rights, Microsoft Home Use Program, and Microsoft E-Learning.
    - + No need to pay for the additional Student option with user-based agreement.
    - + Product Evaluation Rights.
  - + **Better manageability:**
    - + A broad range of benefits to help deploy, manage, migrate, and support their software through Microsoft Software Assurance for Volume Licensing.
    - + Access to Microsoft Online tools to easily track and manage their licences.

## Who qualifies for the Subscription Enrollment for Schools—U.K. Pilot?

- + All primary and secondary academic institutions and local authorities such as school districts that are acting on behalf of a school, that are physically located in the United Kingdom of Great Britain and Northern Ireland.

## Why is the Subscription Enrollment for Schools - U.K. Pilot an enrollment only in the United Kingdom?

- + It is clear that access to technology is more prevalent and increasingly central to ensuring successful learning outcomes. With Information and Communication Technology (ICT) playing an increasing role in U.K. Education both at school and at home, Microsoft recognizes the need for a licensing program that reflects these changing requirements. Therefore, Microsoft has developed a pilot program through which it can better assess how academic institutions use and license their software. This pilot will give Microsoft the insight to develop licensing programs to best fit the needs of its customers.

## How does the Subscription Enrollment for Schools—U .K. Pilot program work?

- + Working with a LAR, you count the number of eligible desktop PCs or users you have. (See below for a definition of an eligible desktop PC and user.) Then choose the application, system, and Client Access License (CAL) products you want to license. You can also individually license server products.
- + Your institution can run the licensed software during a one-year or three-year licensed period. You are licensed for all software upgrades and downgrades during the licensed period. If you have a one-year subscription, your institution can extend the temporary licences each year with an extension order.
- + If you have a three-year subscription, your institution submits an anniversary order at the end of year one and year two. At the end of year three, you can start a new subscription with a new subscription enrollment (SESP or equivalent).
- + If you choose not to extend your subscription, you can either convert your temporary licences to perpetual licences through the buy-out option or remove the software from your desktop PCs. As with School Agreement buy-out option, a reduced buy-out price is available of 1.75 times the annual subscription cost for customers who have licensed the product under a subscription agreement for three or more years.

## What products can I get through the Subscription Enrollment for Schools—U.K. Pilot?

- + With the Subscription Enrollment for Schools—U.K. Pilot, you can license the most current versions of any available Microsoft products. Please refer to the [Microsoft Volume Licensing Product List](http://www.microsoftvolumelicensing.com/userights/) at <http://www.microsoftvolumelicensing.com/userights/> to see these products. You can choose as many products as you want (minimum order requirements apply).

## Are there product requirements to enter the Subscription Enrollment for Schools—U.K. Pilot?

- + No product requirements exist.

### Can I add products during my licensed period?

- + Yes. Under the Subscription Enrollment for Schools—U.K. Pilot, you can add products to your coverage during the licensed period by ordering them from your reseller. The licensed period for your additional products expires when your existing subscription enrollment expires. Also under the Subscription Enrollment for Schools—U.K. Pilot, when you order a new product, you are charged a pro-rated price based on the number of months remaining in your annual term, with a minimum six-month rate. For example, if you add a licensed product at month three, you pay for nine months (.75 times the annual price), and if you order the new product at month nine, you pay for six months (.5 times the annual price).

### What is the pricing for the Subscription Enrollment for Schools—U.K. Pilot?

- + Institutions can choose how their pricing is calculated. The price can be based on the number of qualified desktop PCs running the software (institution-wide or not institution-wide) or by the total number of users that are using the licensed product.
  - The default count for user pricing is based on the total number of all students.
  - Products specifically licensed for faculty and staff are counted in addition to the user (student) count if this option is chosen.
  - Customers cannot count licences based on a combination of users and qualified desktop PCs under one enrollment.
  - Pricing for some Subscription Enrollment for Schools—U.K. Pilot application and system products is tiered and depends on how many eligible desktop PCs or users you have.
  - Server products are priced individually.

For exact pricing, please contact a LAR.

### Can my institution license some products per qualified desktop PC and other products per user under the same enrollment?

- + No. Institutions can select to license products on a per-user OR per-qualified desktop PC basis. This selection applies to all licences under the same agreement.

### What is a Qualified Desktop PC?

- + "Qualified Desktop PC" means any personal desktop computer, portable computer, workstation, or similar device that the institution uses for educational purposes that meets the minimum requirements for running any of the enterprise products. Qualified Desktop PCs do not include: (1) any computer designated as a server and not used as a personal computer, (2) any device dedicated to run ONLY line-of-business (LOB) software (for example, an accounting or bookkeeping program used by an accountant or a computer-aided design program used by an engineer or architect), or (3) any device running an embedded operating system (for example, the Windows Vista® operating system for embedded).

### What is an eligible user?

- + Eligible users include all full- or part-time students enrolled at the institution.
- + Eligible users include the full time equivalent (FTE) faculty and staff members categorized as "employed more than 200 hours per annum." Users such as maintenance, groundskeepers or cafeteria personnel may be excluded.

- + You are not required to count members of the public who access qualified desktops that remain in your open access lab(s) or libraries. You cannot permit remote access to software installed on open access qualified desktop PCs.

### **Is there a minimum requirement to participate in the Subscription Enrollment for Schools—U.K. Pilot?**

- + Yes. The minimum order requirement for the Subscription Enrollment for Schools—U.K. Pilot is 50 license units.

### **Can I have a subscription for servers only?**

- + Yes, if your order meets the server 300-unit minimum requirement. [Get details on calculating your total units](http://www.microsoft.com/Education/sa3overview.msp#totalunits) at <http://www.microsoft.com/Education/sa3overview.msp>.

### **Do I have to license the entire institution?**

- + No. You can order licenses by choosing to enroll either all users or all qualified desktop PCs institution-wide or for a specified clearly defined group of users or clearly defined qualified desktop PCs, “non-institution-wide,” for each non-server product selected.

### **Can I order some products institution-wide and others non-institution-wide under the same enrollment?**

- + Yes. Under the Subscription Enrollment for Schools—U.K. Pilot, customers can choose to license products both institution-wide and other products non-institution-wide under the same agreement. For institution-wide products, you provide the total and enrolled count information for either users or qualified desktop PCs. For example, if an institution selects the non-institution-wide option and chooses to enroll students, the institution must designate the number of enrolled students who will use products on institution-owned desktop PCs and also provide the total count of students at the institution. NOTE: If the enrolled count matches the total count at the institution, the institution qualifies for the institution-wide pricing.

### **What if my license count (either qualified desktop PC or users) increases or decreases during my licensed period?**

- + If Student Users increase when you subscribe institution-wide in user mode or if Qualified Desktops increases when you are subscribing to Qualified Desktops institution-wide you should include new License count in your annual order. When subscribing in User mode, if your qualified desktop PC increases during your licensed period, all new qualified desktop PCs are automatically licensed at no additional charge. When subscribing in Qualified Desktop mode, if your User count increases during your licensed period, all new Users are automatically licensed at no additional charge. If your qualified desktop PC or user count decreases during the term, you do not receive a refund. Include your new qualified desktop PCs or users in your updated eligible count when you submit your next annual order. Note that if you have the three-year subscription, your eligible PC count cannot decrease for years two and three below the year one amount.

## How does the Student Option work and is it offered under the Subscription Enrollment for Schools—U.K. Pilot?

- + Your Subscription Enrollment for Schools—U.K. Pilot program coverage licenses students to use the qualified desktop PCs at your school, such as on classroom and lab desktop PCs. You can also license your students for selected licensed products to use at home by including the Student Option. With this option, you license a set number of students to use selected licensed products on their personal desktop PCs or school-owned desktop PCs for students' exclusive use (for example, a laptop checked out to a student for the school year). [Find out more about the Student Option.](#)

When institutions base their licences on qualified desktop PCs, the Student Option is available through the Subscription Enrollment for Schools—U.K. Pilot. Should an institution choose to base licences on the total number of users, students are included in the user count so the Student Option is not needed.

## Is there a minimum requirement for the Student Option?

- + Yes. The minimum requirement for student orders is 300 units, and you calculate your total units for students the same way you do for your faculty and staff. [Get details on counting and licensing students.](#) At <http://www.microsoft.com/Education/sa3studentoption.mspx>.

## With the Student Option, do I have to license the same products for my students, faculty, and staff?

- + No. You can choose any of the Subscription Enrollment for Schools—U.K. Pilot application, system, or CAL products for your students. The licensed products you select do not have to match your faculty and staff selections under the qualified desktop PC licence option.

## Can I have a subscription for students only?

- + Yes. Under the Subscription Enrollment for Schools—U.K. Pilot, should an institution choose to base licences on the total number of users, students are included in the user count so that the Student Option is not needed. You can license students only using the Student Option without a corresponding faculty and staff enrollment. In this case, your student order must meet the 300-unit minimum requirement.

## How can I license my students who use Macintosh devices?

- + Student CDs for Microsoft Office for Mac editions are available. When you order your student CDs, tell your reseller how many of your users are running the Windows® operating system and how many are using the Mac.

## Can schools charge the cost of the Subscription Enrollment for Schools—U.K. Pilot Student Option to the students?

- + Yes. To recover costs, a school can charge the cost to students (at any price you determine). This is completely up to your school's discretion. Some institutions include this cost as part of the student technology fee.

## If my school purchases product licences based on qualified desktop PCs, can my school add the Student Option at a later time?

- + Yes. Under the Subscription Enrollment for Schools—U.K. Pilot, your institution can add the Student Option at any time during the enrollment's term.

## How can my institution distribute licensed products to students for the Student Option?

- + Schools or districts that acquire the Student Option using the Subscription Enrollment for Schools—U.K. Pilot can distribute licensed products to students in four easy ways:
  1. You can acquire a licence and distribute one copy of each applicable CD-ROM or disk set to each authorized user. Note: You must acquire these CDs or disk sets (known as student media) from your reseller and you cannot duplicate media for students. [Get details about ordering and distributing student CDs.](#)
  2. You can allow controlled download from your secure network server(s) or other storage device(s) using Microsoft Volume Licensing media (such as Starter Kit media) that you licensed and installed on your institution's desktop PCs.
  3. You can manually install licensed products on your users' desktop PCs at a central location that you control using Microsoft Volume Licensing media.
  4. You can control short-term checkout for applicable Microsoft Volume Licensing media just for individual users to install. This option is available only for products that do not require a Volume Licensing Key (VLK) (products that do not include Microsoft Product Activation). You cannot distribute VLKs to students. [Get more information about VLKs and Microsoft Product Activation.](#)

Note: You must acquire all installation media from a Microsoft-approved fulfillment source.

## When students graduate, can they legally keep the software on their own desktop PCs?

- + Yes. If the institution selects to enroll all full time students, they can at any time during the licensed period transfer the right to run the software to a graduating or departing student. The institution must provide each graduating or departing student with a student licence confirmation. In addition, all such graduating or departing students must provide the acceptance of the terms of the student licence confirmation. On acceptance of such terms, their right to run the software identified in the licence confirmation becomes perpetual.

## Are consortia organizations eligible to participate in the Subscription Enrollment for Schools—U.K. Pilot program?

- + Yes, but Microsoft must give special approval for consortia organizations to participate. This primarily helps ensure that these organizations are prepared to give their members the necessary information regarding the terms and conditions of their agreement.

## Can the faculty and staff use the software at home?

- + Yes. For no additional licence cost, you can take advantage of student, faculty and staff Work at Home (WAH) rights for any of the application, system, and CAL products you order for institution-wide use.

With these rights, the primary user of a school desktop PC or licensed user can use the WAH software on a home desktop PC for work. Users are not licensed to use the software at home for personal use. The school may incur some costs for obtaining and distributing the WAH media.

Also, under the Subscription Enrollment for Schools—U.K. Pilot, schools can take advantage of the HUP, a benefit of the Microsoft Software Assurance coverage included with the agreement. With HUP, your students, faculty and staff members can get Microsoft Office software to use on their home desktop PC for both work and personal use at a nominal cost.

Providing the HUP software is easy for the institution. Once your Software Assurance benefits administrator activates the benefit, individual students, faculty, and staff members can order and pay for shipping of their software online. Please note that institutions are not permitted to provide software with the same title to any individual student or faculty or staff member using both HUP and WAH.

If your institution licenses non-institution-wide for a specific group of devices, only the primary users of that specific group of devices are eligible for HUP or WAH.

Students, faculty, and staff are also eligible to acquire specially priced [Academic Edition full packaged products](#) for their personal use.

## How can my school distribute software to faculty and staff?

- + Schools or local authorities that acquire temporary licences using the Subscription Enrollment for Schools—U.K. Pilot can distribute the software to faculty and staff to install on school desktop PCs using the methods described below. You must obtain all media from a Microsoft-approved fulfillment source.
  1. Load the software on a secured site and have eligible faculty and staff download the software to desktop PCs that they manage.
  2. Faculty and staff can bring the desktop PCs that they manage to a central location that the school designates, and then download from the school network or CDs.
  3. Set up a library checkout system for CDs for faculty and staff.
  4. Replicate CDs for faculty and staff.
  5. Acquire individual CDs to distribute to your faculty and staff. CD pricing can be obtained from your reseller. Reseller prices may vary.

You can distribute software for WAH use to faculty and staff only in the following ways only:

1. You can acquire and distribute one copy of each applicable CD-ROM or disk set to each authorized user. You must acquire these CDs or disk sets (known as student media) from your reseller in minimum quantities of 25 per title up to the number of licensed users. You cannot duplicate media for WAH use. [See a list of CDs that are currently available to order from your reseller.](#)
2. You can allow controlled download from your secure network server(s) or other storage device(s) using Volume Licensing media (such as Starter Kit media) that you acquired to install on your institution's desktop PCs.
3. You can manually install licensed products on your users' desktop PCs at a central location that you control using Volume Licensing media.
4. You can control short-term checkout for applicable Volume Licensing media just for individual users to install. This option is available only for products that do not require a VLK (products that

do not include Microsoft Product Activation). You cannot distribute VLKs to users for WAH use. [Find more information in VLKs and Microsoft Product Activation.](#)

### Can my school copy the software?

- + Yes. You can make as many copies as you need to distribute the licensed products to authorized users to install on school desktop PCs. All copies must be true and complete copies (including copyright and trademark notices) and must be made from CD-ROMs, disk sets, or a network source acquired from or made available by a Microsoft approved source. You can also have a third party make and distribute such copies in your place, but you are responsible for the third party's actions the same way you would be if the third party was your employee. You cannot duplicate or replicate software for students for WAH use. [Find an authorized replicator and get detailed guidelines.](#) Student and WAH CDs are only available from your reseller.

### How does my school get installation media for the products in the subscription?

- + You are automatically shipped one complimentary Starter Kit containing CDs for the Subscription Enrollment for Schools—U.K. Pilot products you ordered. You are also registered for one complimentary Update Subscription. With this subscription, you automatically receive a CD or DVD when a product for which you are licensed releases an upgrade or update during your subscription's term. Your complimentary Starter Kit and Update Subscription include media for up to two languages. If you require media for more than two languages, you can order additional Starter Kits and Update Subscriptions from your reseller.
- + Through the Digital by Choice initiative, you can access your licensed software digitally via the Microsoft Volume Licensing Service Center (VLSC) at <https://www.microsoft.com/licensing/servicecenter/>, instead of receiving physical media. By choosing this option, you help Microsoft in our efforts to reduce our carbon footprint by eliminating the need for discs, packaging, and shipping.

### Can I get additional Starter Kits and Update Subscriptions?

- + Yes. You can get additional Starter Kits (called Comprehensive Kits) and Update Subscriptions from your reseller.

### How does my school acquire other Microsoft product licences not covered in the Subscription Enrollment for Schools—U.K. Pilot?

- + [Microsoft School Agreement](#), Microsoft [Open Licence for Academic](#), Microsoft [Select Licence for Academic](#), Microsoft [Select Plus for Academic](#) and Microsoft Academic Edition [full packaged products](#) are still available options for education customers wanting the wide range of other Microsoft products.

### What is the policy for upgrades and downgrades under the Subscription Enrollment for Schools—U.K. Pilot?

- + You can upgrade to the newest versions of your licensed products or use previous versions ("downgrade") throughout your licensed period.

## Can I use my Subscription Enrollment for Schools—U.K. Pilot Windows Upgrade licences and media for installing Windows on a desktop PC that does not currently have an operating system?

- + No. To install the upgrade licence through the Subscription Enrollment for Schools—U.K. Pilot, you must have a fully licensed version of Windows already installed on your desktop PC. For example, if you currently run the Windows XP operating system, your Subscription Enrollment for Schools—U.K. Pilot Windows Upgrade licence lets you upgrade to the Windows Vista operating system. To run any version of a Windows operating system licensed through the Subscription Enrollment for Schools—U.K. Pilot, you or your users must have a valid licence for a Microsoft or Macintosh operating system on each desktop PC that runs the software. Please consult the [Microsoft Volume Licensing Product List](#) for more information about qualifying operating systems.

## How can my school cancel out of the Pilot enrollment subscription?

- + Your school can cancel out of the subscription at any time during the licensed period through the buy-out option. You can do this by purchasing perpetual licences for the products and quantities that you want to continue using. You can only exercise the buy-out option before the licensed period expires.
- + Buy-out pricing is based on “per device” whether or not you licensed per-user or per-desktop PC during the enrollment’s term.
- + As with the School Agreement buy-out option, a reduced buy-out price is available of 1.75 times the annual subscription cost for customers who have licensed the product under a subscription agreement for three or more years. Please check with your LAR for information on buy-out pricing and process.

## Is technical support included with the Subscription Enrollment for Schools—U.K. Pilot?

- + The Subscription Enrollment for Schools—U.K. Pilot does not include technical support. However, several technical support options are available from Microsoft to meet the special needs of education customers. For more information, visit the [Microsoft support Web site](#) or call our U.K. support sales team at 0870 60 10 100.

As part of the Software Assurance membership that you automatically receive by participating in the Subscription Enrollment for Schools—U.K. Pilot, you are eligible for various resources to help you deploy and use your software, such as Microsoft TechNet, E-Learning, and more. For details, visit the [Software Assurance Web site](#).

## Does the Subscription Enrollment for Schools—U.K. Pilot replace any existing Volume Licensing programs?

- + No. Microsoft offers four additional Volume Licensing programs for primary and secondary academic institution customers:
  1. [School Agreement](#) is a subscription licensing program specifically created for primary and secondary schools and districts. The School Agreement makes it easy for you to license all of your computers with the simplicity of counting computers just once per year. The School Agreement is available through all Microsoft Authorized Education Resellers (AERs).

2. [Select Plus for Academic](#) is the newest transactional Volume Licensing program for institutions with 250 or more PCs. The Select Plus for Academic program offers new features like a single customer ID to streamline account management and the ability to add value with a full 36 months of Software Assurance. Select Plus for Academic is available through [Authorized Education Large Account Resellers](#).
3. [Select Licence for Academic](#) provides volume licensing for institutions, ideally with 250 or more PCs, that can forecast their software needs for a three-year period. You receive a special volume price for each pool of products selected (applications, systems, and servers) based on your projected needs. Select Licence for Academic is available through [Authorized Education Large Account Resellers](#).
4. [Open Licence for Academic](#) gives you volume-based pricing for virtually any size school. You can start with as few as five licences, and you will have the advantage of discount pricing for the entire two-year term. Open Licence for Academic is easy to include in a total desktop PC solution and ideal for institutions that want to acquire small quantities of licences. It also has a simple transaction model and great flexibility. Open Licence for Academic is available through all AERs.

### **Do Subscription Enrollment for Schools—U.K. Pilot customers receive the benefits of Software Assurance?**

- + Yes. Microsoft Software Assurance is included with your Subscription Enrollment for Schools—U.K. Pilot coverage. Software Assurance provides product upgrades during the subscription term, resources and tools. These tools include Packaged Services, Training Vouchers, HUP, Windows Vista Enterprise upgrade, TechNet Benefits for Software Assurance and 24x7 Problem Resolution Support. Additionally, Subscription Enrollment for Schools—U.K. Pilot customers with Windows Vista Enterprise get access to the Microsoft Desktop Optimization Pack (MDOP). For details, visit the [Software Assurance Benefits Entitlement Chart – Academic](#).

### **What Volume Licensing program is available for higher education customers (colleges and universities)?**

- + Microsoft [Campus Agreement](#) is available for colleges and universities.

### **Where can I find more information about the Subscription Enrollment for Schools—U.K. Pilot?**

- + For detailed information on the Subscription Enrollment for Schools—U.K. Pilot program please contact a LAR.

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