



Microsoft® Software Assurance

## Customer Guide

Information for Benefits Administrators

*\*My* Software Assurance  
*More benefits / Maximum value*

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Thank you for purchasing Microsoft® Software Assurance, a comprehensive maintenance offering that helps people in business—from chief information officers and purchasing decision makers, to IT professionals and information workers—get the most out of Microsoft software at every stage of software management.

We are committed to extending the value of Software Assurance (SA) beyond that of a typical maintenance program that includes only support and upgrades. Customers can rely on SA for tangible benefits and convenience, with no additional costs. SA benefit offerings include a significant technology investment via Windows Vista® Enterprise operating system, problem resolution support with 24x7 phone support, and valuable packaged services that Microsoft partners deliver to ensure successful technology deployment.

Software Assurance benefits can help your organization stay connected with Microsoft, assess business value, successfully deploy and use Microsoft applications, train IT professionals, improve productivity, or transition to the next platform.

I encourage you to communicate these benefits across your organization—to the IT team, human resources team, and employees who need software or training to be more productive. This guide provides the information and resources you need to get started. Your partner or account manager can also help with questions as they relate to the unique needs of your organization.

Best wishes for continued success!



JOE MATZ

VICE PRESIDENT, WORLDWIDE LICENSING AND PRICING  
MICROSOFT CORPORATION

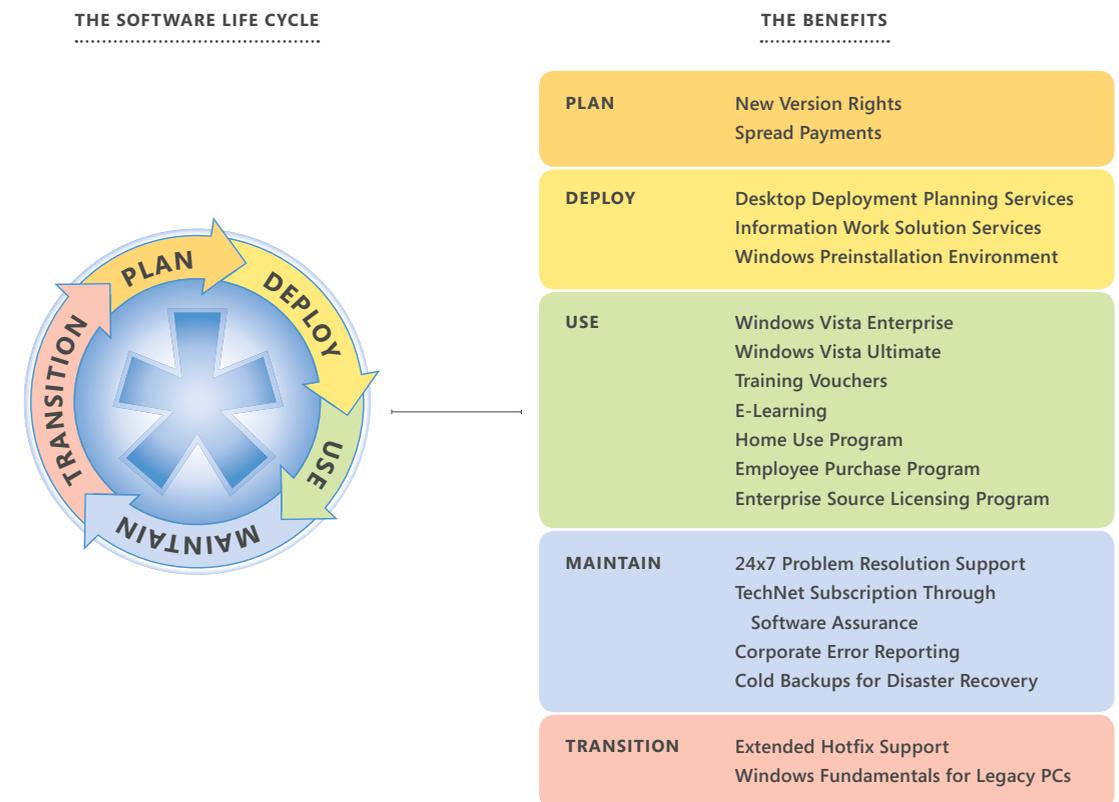
SECTION 1

Software Assurance Overview

## The Software Life Cycle

Microsoft Software Assurance (SA) is a comprehensive maintenance offering that helps organizations get the most value from Microsoft software through a broad range of benefits. This program combines more than 15 benefits, including the latest software with 24x7 support, partner services, training, and IT tools that help customers plan, deploy, use, maintain, and transition their software solutions. New version rights to software and new technology enable businesses to ensure seamless software migrations, minimize downtime or support issues, better control IT planning and costs, and empower people in the organization to be more productive.

In working with customers and industry analysts, Microsoft learned that each customer is unique and has varying needs in managing their software solutions. The new and existing benefits in Software Assurance map to five common software life cycle phases to help customers solve business problems or proactively manage IT:



# The Software Life Cycle

Continued

LIFE CYCLE PHASE	DESCRIPTION	POTENTIAL VALUE
<b>PLAN</b>	Whether you are buying new technology or renewing your existing agreement, managing and controlling costs is top-of-mind. Benefits such as New Version Rights grant access to the latest version of Microsoft software when you need it and the spread payment option assists with budget planning over the term of the agreement.	<ul style="list-style-type: none"> <li>• Lower operating expenses including support, training, and deployment costs</li> <li>• Easier license management</li> <li>• Predictable payments and budgeting</li> <li>• Standardized desktop</li> <li>• Lower initial cash outlay</li> <li>• Predictable budgeting for three years</li> <li>• Savings on cost of capital</li> </ul>
<b>DEPLOY</b>	Upgrade and use Microsoft Office and the Windows® operating system with prescriptive deployment guidance. Packaged services from Microsoft partners or Microsoft Consulting Services offer predetermined deployment services to qualified customers.	<ul style="list-style-type: none"> <li>• Save fees spent on consultants</li> <li>• Deploy current desktop at much lower cost using need-based tools such as Business Desktop Deployment (BDD) Solution Accelerator</li> <li>• Lower cost infrastructure</li> <li>• Improved IT security</li> <li>• Increased operational agility</li> <li>• Automated, faster deployments</li> <li>• Gain productivity from expert planning and architecture designers</li> </ul>
<b>USE</b>	During this phase, your organization and its people are leveraging technology to create, manage, and drive business growth. Access to Windows Vista Enterprise, training, E-Learning, employee discounts on software, or use-rights for PCs at home are just a few of the benefits that help keep your organization running.	<ul style="list-style-type: none"> <li>• Reduces additional cash outlay for training</li> <li>• Increased productivity, easier migrations, and lower support costs</li> <li>• Build skills and employee satisfaction</li> <li>• Save the full cost of an Office Work-at-Home license (estimated retail value U.S.\$250) per employee</li> </ul>

LIFE CYCLE PHASE	DESCRIPTION	POTENTIAL VALUE
<b>MAINTAIN</b>	When a business-critical incident occurs, or your IT professionals need a reliable resource, your team is covered. 24x7 phone support for all products, Web support during business hours, and access to TechNet are services you can count on for better peace of mind.	<ul style="list-style-type: none"> <li>• Support value is based on usage</li> <li>• Improved productivity</li> <li>• Lower downtime and support costs</li> <li>• Save the full cost of a license plus SA for each server back-up</li> <li>• Save \$1,000 per year for media kit and \$350 per year for each TechNet Plus ID</li> </ul>
<b>TRANSITION</b>	There are going to be times when your business needs to run legacy software or hardware, or needs support beyond mainstream product support. Benefits such as Windows Fundamentals for Legacy PCs and Extended Hotfix Support (EHFS) are there when you need them.	<ul style="list-style-type: none"> <li>• Continue receiving support for older technologies: EHFS provides peace of mind and critical fixes</li> <li>• Access EHFS support when you need it, and only pay at the time of enrollment</li> <li>• Delay hardware upgrades</li> <li>• Save on support costs</li> <li>• Increase productivity</li> <li>• Access security and management resources for migration to the latest OS</li> </ul>

### QUALIFYING FOR SOFTWARE ASSURANCE BENEFITS

Software Assurance is selected at the time of purchase. When your organization signed a Microsoft Volume Licensing Agreement, it purchased the software licenses and Software Assurance, or Software Assurance as a stand-alone offer. Your organization can begin using qualifying benefits immediately and over the term of the license agreement.

Each benefit within Software Assurance corresponds to the type of product your company has purchased. The number of incidents and service benefits your organization receives are dependent upon how much your organization has invested in those products that include coverage with Software Assurance under your agreement.

Please refer to the Microsoft Product List for details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

## SECTION 2

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# Software Assurance Benefits: Descriptions Across the Software Life Cycle

## PLAN

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Preparing to buy or renew your software solutions can take time and extensive planning with your IT team. What kind of licenses do you need? How do you manage costs and manage the budget over a certain period of time? What happens when new technology becomes available? To help you predict and manage this important part of the decision-making process, Microsoft offers two key benefits:

New Version Rights

Spread Payments

**BENEFIT:**

## New Version Rights

Take advantage of the latest technology.

Microsoft is always making software innovations to improve how customers work and live. You can get new software versions that are released during the term of your Software Assurance coverage—at no additional charge to your organization. Knowing that you can plan for the next software release makes forecasting more predictable, simplifies the procurement process, and allows your company to deploy the technology when it is needed.

For customers with Software Assurance coverage on the Windows desktop operating system, Software Assurance provides exclusive access to Windows Vista Enterprise. For more information, see Windows Vista Enterprise on page 20.

**ELIGIBLE CORPORATE AND GOVERNMENT CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:****SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS**

- Open License
- Open Value
- Open Value Company-wide and Subscription

**ENTERPRISE CUSTOMERS: 250+ DESKTOPS**

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

**ELIGIBLE PRODUCTS:**

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance.

**ACTIVATION:**

No activation required.

**BENEFIT:**

## Spread Payments

Reduce initial purchase costs and pay for software over the term of your agreement.

The Spread Payments benefit for Software Assurance offers a more flexible way to manage technology expenditures by enabling you to spread payments annually over the duration of your coverage. With this benefit you can reduce initial software expenditures and forecast annual software budget requirements up to three years in advance.

**ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:****SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS**

- Open Value
- Open Value Company-wide and Subscription

**ENTERPRISE CUSTOMERS: 250+ DESKTOPS**

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

**ELIGIBLE PRODUCTS:**

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance.

**BUSINESS REQUIREMENTS:**

For purchases made later during the life of your Software Assurance contract, payment may be split into equal payments with subsequent payments due on the anniversary of your contract. If your purchase is during the second year of your contract, you may split into two equal payments. The Spread Payments benefit is not available for purchases made in the last year of your contract.

**ACTIVATION:**

No activation required.

# DEPLOY

It's essential to have an effective deployment strategy and the best tools and expertise to implement the latest software. But how do you effectively plan with the resources you have? What solutions will help your organization continue to innovate and grow? What is the best way to configure the software to fit your specific needs? Customers receive packaged consulting services delivered by a qualified Microsoft partner, or by Microsoft Consulting Services (MCS). Whether you have a small-, medium-, or large-sized organization, Software Assurance provides benefits to help with your software evaluation and deployment.

Desktop Deployment Planning Services  
Information Work Solution Services  
Windows Preinstallation Environment

## BENEFIT:

# Desktop Deployment Planning Services

Free up resources, reduce deployment costs, leverage expertise from partners and consulting services, and implement a secure and well-managed infrastructure.

Microsoft Desktop Deployment Planning Services provides deployment planning services to help you lower the cost and complexity of deploying new software and achieve the most cost-effective desktop environment.

The services, provided by a Microsoft certified partner or Microsoft Consulting Services (MCS), will introduce you to the most advanced techniques, processes, and tools for your company. Your consultant will work with you to identify your unique business needs and create a comprehensive deployment plan that offers a more secure and well-managed desktop environment, helping you extend the business value of your Microsoft Office or Windows software upgrade.

Microsoft Desktop Deployment Planning Services offers one to fifteen days of deployment planning services, based on the amount of Microsoft Software Assurance purchased on Microsoft products in the applications pool. The Software Assurance spend is calculated at the initial sales and increases with additional purchases with Software Assurance until the benefit is activated.

Desktop Deployment Planning Services utilize the Solution Accelerator for Business Desktop Deployment and Zero Touch best practices from Microsoft. The Zero Touch solution allows network and desktop administrators to automate the deployment process—removing cost and errors.

### ZERO TOUCH SAVES TIME AND MONEY

These proven techniques leverage the network and server infrastructure, reducing process complexity by:

- Fully automating desktop builds
- Automatically migrating user data
- Streamlining typically recurring maintenance processes

Zero Touch helps reduce desktop deployment costs and complexity, frees up IT resources, and lowers the total cost of ownership (TCO) of desktop solutions. This innovative Software Assurance benefit also helps you achieve a secure and well-managed infrastructure environment that:

- Reduces the costs associated with maintaining PCs
- Improves your ability to respond to security challenges
- Limits complexities with desktop operating systems
- Keeps your network up-to-date with current desktop applications
- Sets the foundation for improved information worker productivity

By employing the Zero Touch concept, you are virtually guaranteed uniformity across all configurations, and you will require less help desk or IT support when implementing a solution.

# Desktop Deployment Planning Services

Continued

The **discovery session** takes the pre-engagement questionnaire a step further, with a full assessment of your desktop environment. This helps the consultant understand your environment and leverage best practices and tools from Microsoft.

A **customer presentation** will introduce Zero Touch and other Microsoft technologies and processes that lead to successful desktop deployment.

The **architecture design session** guides implementation by outlining critical technical aspects of desktop deployment such as security, software, and network designs, and how new technology will integrate with the existing environment.

A **strategy briefing and technical drilldown session** defines the vision for achieving technical and business goals. Your consultant demonstrates the value of migrating applications and lowering costs through automated deployment and desktop management. At the end of the session, your team will have a clear understanding of the issues you will encounter, supported by fundamental planning decisions.

A **Proof of Concept Lab** demonstrates the possible outcomes through automation and is included in five, ten and fifteen-day engagements. As a last step, the Customized Deployment Plan summarizes the entire process and outcomes.

ENGAGEMENT LENGTH:	1 DAY	3 DAYS	5 DAYS	10 DAYS	15 DAYS
Preflight Questionnaire					
Preflight Conference Call					
On-Site Delivery	optional				
DDPS Presentation Deck					
Demos					
Technical Drilldowns					
Proof of Concept Lab(s)					
Post-Engagement Summary					
Survey					

■ Included    □ Not included

## ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

### ENTERPRISE CUSTOMERS: 250+ DESKTOPS

- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

Enterprise Agreement and Select SAM customers that have purchased more than U.S.\$60,000 of Software Assurance on Microsoft Office applications will receive at least one day of Desktop Deployment Planning Services (DDPS).

The Software Assurance spend is calculated at the initial purchase and increases with additional purchases with Software Assurance until the benefit is activated. The Microsoft Volume Licensing Services site (<https://licensing.microsoft.com>) will indicate which portion of a purchase is for the license and Software Assurance by product. The Software Assurance spend on Office applications will be totaled to determine which voucher (1, 3, 5, or 10 days) your company is eligible to receive.

SOFTWARE ASSURANCE SPEND ON OFFICE APPLICATIONS*	ESTIMATED NUMBER OF OFFICE STANDARD LICENSES WITH 3 YEARS OF SOFTWARE ASSURANCE**	NUMBER OF DDPS DAYS***
\$60,000 – 149,999	150	1 (optional)
\$150,000 – 599,999	500	3 (onsite)
\$600,000 – 1,249,999	2,000	5 (onsite)
\$1,250,000 +	4,000	10 (onsite)

\* The indicated currency is U.S. only. Spend varies based on currency.

\*\* Customers with Office Professional may qualify with fewer licenses.

\*\*\* Customers may increase the service level to as many as 15 days by applying training days (e.g., upgrade a 10-day voucher to a 15-day voucher by trading a specific number of training days). Customers are entitled to one Desktop Deployment Planning Service during the length of their Software Assurance coverage.

## ELIGIBLE PRODUCTS:

Customers with active coverage qualify based upon Software Assurance spend from the Microsoft Office system application product list. Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance.

All products covered by Software Assurance must be renewed within 30 days of expiration to continue benefits.

# Desktop Deployment Planning Services

Continued

## BUSINESS REQUIREMENTS:

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to download the service levels, or consult the "Resources" section in this guide. Qualified customers receive one voucher during the term of their Software Assurance coverage to utilize this service. Based on the amount of the Software Assurance spend for eligible products, customers qualify for 1-10 days of service. Customers may increase service levels to 15 days by converting unused training days. Service levels are determined by the total amount of scheduled billings over the term of the agreement or enrollment.

- Desktop Deployment Planning Services are not available in all languages.
- Desktop Deployment Planning Services vouchers can be redeemed only by the customer who qualified for the benefit.
- Desktop Deployment Planning Services vouchers may not be exchanged for cash, monies, or other valuable considerations.
- Customers who are interested in acquiring additional services beyond those covered by this SA benefit may pay their provider outside this program.
- Reduction of Software Assurance spend as a result of returns and other billing adjustments, where allowed, may lower the customer's Desktop Deployment Planning Services service level eligibility.
- Vouchers are only valid with Qualified Providers for the specific service type for which the voucher is being redeemed.
- Vouchers that have not been reserved by a Qualified Provider will expire at the expiration of Software Assurance coverage.
- Microsoft is not responsible for lost, stolen, misplaced, or misused vouchers.
- Services provided under vouchers are provided under an agreement between Customer and the Qualified Provider; Microsoft is not responsible for any work or failure on the part of the Qualified Provider related to the Desktop Deployment Planning Services.
- By accepting a Desktop Deployment Planning Services engagement, customers acknowledge that they will receive a survey upon completion of the engagement for quality assurance purposes.
- Completed deliverables submitted by the Qualified Provider at the end of the engagement to Microsoft may be used by Microsoft for quality assurance purposes.
- ▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

## ACTIVATION:

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.mspx](http://www.microsoft.com/licensing/programs/sa/activate.mspx) or the Simple Steps to Activation in the "Resources" section of this guide.

Vouchers or conversion to training days are created by the Benefits Administrator through the online tool at <https://licensing.microsoft.com>. Redeem this benefit through a local qualified DDPS partner or through Microsoft Consulting Services. Visit <http://directory.partners.extranet.microsoft.com/psbproviders> for an updated list of qualified providers in your region.

## BENEFIT:

# Information Work Solution Services

Collaboration has never been easier.

Information work is any activity in your organization that requires the use, transformation, consumption, and management of information. If you are a business decision maker or IT professional, you have the same challenges. You are faced with new technologies everyday and must determine which ones will deliver the largest cost savings and productivity increases for employees. Microsoft Information Work Solution Services (IWSS) help manage information and employees more effectively.

Looking for the highest impact from your productivity investments? Microsoft Information Work Solution Services provide a direct and focused approach for increasing the effect that individuals, teams, and organizations have on your business. The services are delivered by a qualified Microsoft partner of your choice. You can view a complete list of available partners here: <http://directory.partners.extranet.microsoft.com/psbproviders/>.

The one-day **Information Work Value Discovery Workshop** helps business decision makers develop a prioritized list of projects that will have the greatest impact on, and lowest risk to, your business. The two-day **Information Work Architecture Design Session** gives the IT staff and technical decision makers a clear understanding of the architecture required to implement the highest value information work projects into the IT environment.

Based on your specific business needs, you and your consultant may choose from the following scenarios:

- **Optimize business processes with electronic forms.** Improve the efficiency of your business by enabling your team to collect, validate, store, and re-use information with electronic forms.
- **Streamline document creation and management.** Enable your employees, teams, and customers to work together more effectively. They'll produce documents in less time by integrating information and implementing document management principles.
- **Enable employees to access important information.** Save time, increase customer service, reduce errors, and make it easier for your team to access information from multiple systems—directly from within the documents and spreadsheets they're creating.
- **Protect confidential information.** Learn how to protect documents and e-mail, while keeping critical information out of the wrong hands.
- **Activate employee self-service with portals.** Increase productivity by connecting your team to the day-to-day information they need most, such as policies and regulations, corporate directories, and frequently used forms.

Increasing productivity with minimal time and expense is easier than you think. Microsoft Information Work Solution Services identify where and how to add immediate value to your organization's productivity, enabling you to more fully utilize the capabilities of your IT infrastructure.

# Information Work Solution Services

Continued

## FEATURES AND BENEFITS INCLUDE:

- Assistance in using one of the most popular tools for information work, the Microsoft Office system. When used in combination with e-mail and document management applications, portals, and connections to line-of-business systems, you'll gain more impact from your technology investment.
- Expertise to help you align your business and IT strategy in three steps:
  1. Evaluate your business issues and current technology.
  2. Identify and prioritize the information work solutions that will best help you meet your goals.
  3. Design a solutions architecture that is based on your IT infrastructure. You'll get practical information tailored to your specific business and technology needs, along with a plan and blueprint that can be acted on immediately.

## SUMMARY OF ADVANTAGES:

- Align business and IT strategy with minimal investments.
- Get more from existing information worker investments.
- Business Decision Makers: Achieve your business goals by getting the most from your information worker productivity investments.
- Technical Decision Makers: Quickly improve your company's information worker productivity with solutions designed for your infrastructure.

## ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

### SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS

- Open Value
- Open Value Company-wide and Subscription

## ELIGIBLE PRODUCTS:

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and all products available with Software Assurance. All products covered by Software Assurance must be renewed within 30 days of enrollment expiration to continue benefits.

## BUSINESS REQUIREMENTS:

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to learn about eligibility by licensing program, or consult the "Resources" section in this guide.

## INFORMATION WORK VALUE DISCOVERY WORKSHOP

The Information Work Value Discovery Workshop will be delivered to the customer by qualified Microsoft Partners. Customers can view the list of Qualified Providers here: <http://directory.partners.extranet.microsoft.com/psbproviders/>.

- Information Work Value Discovery Workshops are not available in all languages.
- Information Work Value Discovery Workshops can only be redeemed by customers who qualified for the benefit.
- Information Work Value Discovery Workshop vouchers may not be exchanged for cash, monies or other valuable considerations.
- Customers who are interested in acquiring additional services beyond those covered by this SA benefit may pay their provider outside this program.
- Reduction of number of licenses for which Software Assurance is acquired as a result of returns and other billing adjustments, where allowed, may lower the customer's available Training Vouchers, impacting their ability to create an Information Work Value Discovery Workshop voucher.
- Vouchers are only valid with Qualified Providers for the specific service type for which the voucher is being redeemed.
- Vouchers that have not been reserved by a Qualified Provider will expire at the expiration of Software Assurance coverage.
- Microsoft is not responsible for lost, stolen, misplaced or misused vouchers.
- Services provided under vouchers are provided under an agreement between Customer and the Qualified Provider; Microsoft is not responsible for any work or failure on the part of the Qualified Provider related to the Information Work Value Discovery Workshop.
- By accepting an Information Work Value Discovery Workshop engagement customers acknowledge that they will receive a survey upon completion of the engagement for quality assurance purposes.
- Completed deliverables submitted by the Qualified Provider at the end of the engagement to Microsoft may be used by Microsoft for quality assurance purposes.

## INFORMATION WORK ARCHITECTURE DESIGN SESSION

Open Value, Open Value Company Wide and Open Value Subscription customers with Software Assurance in the Application Pool are eligible for this benefit. Qualified customers are eligible to receive an unlimited number of Information Work Architecture Design Session vouchers during the term of their Software Assurance coverage. To receive Information Work Architecture Design Session vouchers, customers

## ACTIVATION:

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.aspx](http://www.microsoft.com/licensing/programs/sa/activate.aspx) or the Simple Steps to Activation in the "Resources" section of this guide. Vouchers or conversion to training days are created by the Benefits Administrator through the online tool at <https://licensing.microsoft.com>. Redeem this benefit through a local qualified deployment partner or through Microsoft Consulting Services (MCS). Visit <http://directory.partners.extranet.microsoft.com/psbproviders/> for an updated list of qualified providers in your region.

must convert unclaimed training days from Training Voucher benefit. Four converted Training Vouchers equal one Information Work Architecture Design Session voucher.

The Information Work Architecture Design Session will be delivered to the customer by qualified Microsoft Partners. Customers can view the list of Qualified Providers here: <http://directory.partners.extranet.microsoft.com/psbproviders/>.

- Information Work Architecture Design Sessions are not available in all languages.
- Information Work Architecture Design Sessions vouchers can only be redeemed by customers who qualified for the benefit.
- Information Work Architecture Design Session vouchers may not be exchanged for cash, monies or other valuable considerations.
- Customers who are interested in acquiring additional services beyond those covered by this SA benefit may pay their provider outside this program.
- Reduction of number of licenses for which Software Assurance is acquired as a result of returns and other billing adjustments, where allowed, may lower the customer's available Training Vouchers, impacting their ability to create an Information Work Architecture Design Session voucher.
- Vouchers are only valid with Qualified Providers for the specific service type for which the voucher is being redeemed.
- Vouchers that have not been reserved by a Qualified Provider will expire at the expiration of Software Assurance coverage.
- Microsoft is not responsible for lost, stolen, misplaced or misused vouchers.
- Services provided under vouchers are provided under an agreement between Customer and the Qualified Provider; Microsoft is not responsible for any work or failure on the part of the Qualified Provider related to the Information Work Architecture Design Session.
- By accepting an Information Work Architecture Design Session engagement customers acknowledge that they will receive a survey upon completion of the engagement for quality assurance purposes.
- Completed deliverables submitted by the Qualified Provider at the end of the engagement to Microsoft may be used by Microsoft for quality assurance purposes.

► Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

**BENEFIT:**

## Microsoft Windows Preinstallation Environment

Build customer solutions and speed deployment through automation.

The Microsoft Windows Preinstallation Environment (Windows PE) makes IT professionals more productive by providing powerful preparation and installation tools for Microsoft Windows XP Professional and Windows Server 2003. A new version of this technology, called the Windows Automated Installation Kit (Windows AIK), is designed to help prepare for deployment of Windows Vista.

With Windows PE and Windows AIK, IT staff can build custom solutions that speed deployment through automation, enabling them to spend less time and effort keeping desktops updated.

**WINDOWS PE AND WINDOWS AIK HELP IT PROFESSIONALS TO DO THE FOLLOWING:**

- **Be more prepared:** IT professionals can more easily prepare to deploy and support Windows desktops and servers. Recovery efforts are less time-consuming and more productive.
- **Save time and focus on critical tasks:** Engineers have the ability to inject mass-storage, networking, audio, video, and other types of device drivers directly into an existing copy of Windows PE or Windows AIK. As a result, IT professionals no longer need to customize disks that are bootable by using MS-DOS.
- **Streamline processes:** IT professionals can format disks with the NTFS file system without using third-party utilities.
- **Maintain easy network access:** Windows PE and Windows AIK provide network access comparable to the full Windows operating system.
- **Customize easily:** IT professionals are already familiar with the techniques and tools used to customize Windows PE and Windows AIK. They can customize it for a variety of scenarios, including deployment, test and diagnostic, recovery, and other support-related tasks.

**ACTIVATION:**

Both Windows Preinstallation Environment and Windows Automated Installation Kit are available for download at the Microsoft Download Center: <http://www.microsoft.com/downloads/>.

## USE

Getting the most out of your software means creating solutions that maximize your technology investment and increasing the skills and knowledge of your IT professionals and end users. What is the best way to deploy and use the technology? How can you train and ready your frontline? How can the entire organization use software to be more productive? With Software Assurance benefits such as Windows Vista Enterprise, training, E-Learning, and the Home Use Program—your organization can confidently stay current and maximize value.

Windows Vista Enterprise

Windows Vista Ultimate

Training Vouchers

E-Learning

Home Use Program

Employee Purchase Program

Enterprise Source Licensing Program

## BENEFIT:

## Windows Vista Enterprise

Optimize your organization's desktop operating system.

Windows Vista Enterprise is available exclusively to Software Assurance customers. This premium desktop operating system is optimized for medium-sized and large organizations and delivers solutions for myriad challenges, from protecting sensitive data and improving legacy application compatibility, to simplifying IT deployment and management.

Windows Vista Enterprise dramatically improves company-wide application compatibility, streamlines the creation, deployment, and management of multiple desktop configurations, and supports mobile workforces while protecting corporate data. In addition to all the features and benefits included in the Business edition of Windows Vista, Windows Vista Enterprise offers differentiating features to address the unique technical challenges of medium-sized and large organizations: Windows BitLocker™ Drive Encryption to protect data, Virtual PC Express to aid in migration, Subsystem for UNIX-based Applications (SUA), Multi-lingual User Interface (MUI), and Remote Boot for Diskless Workstations. In addition, to help extend the value of Windows Vista Enterprise, two add-on subscription licenses are available exclusively to Software Assurance customers: Microsoft Desktop Optimization Pack (MDOP) and Microsoft Windows Vista Enterprise Centralized Desktop (VECD).

### DATA PROTECTION

**Situation:** Laptops containing valuable company information get lost or stolen every day. A thief can easily access the data on a laptop by booting another operating system or running a hacking tool. Even desktop PCs pose a security risk—data on hard drives can be compromised if not handled correctly during recycling or refurbishment.

**Solution:** Windows BitLocker Drive Encryption effectively locks out unauthorized users, keeping them from accessing sensitive data and intellectual property. It achieves this by providing real-time encryption and decryption of all data stored on the hard drive, reducing the risk associated with lost or stolen PCs, and reducing costs incurred by stolen data on recycled or refurbished PCs. Windows BitLocker Drive Encryption provides robust real-time encryption and decryption of all data stored on the full system volume, including:

- Windows operating system files
- documents
- hibernation files
- registry data
- applications
- temporary files
- pagefile

The key required to encrypt and decrypt data is protected using specialized yet readily-available cryptographic hardware called a Trusted Platform Module (TPM) 1.2 chip, a microcontroller that stores keys, passwords, and digital certificates, and is typically affixed to the motherboard of a PC. It ensures stored information is more secure from external software attacks and physical theft.

Windows BitLocker Drive Encryption provides encryption of the full Windows volume and also protects the integrity of the Windows boot process. During this process, the keys that unlock the encrypted Windows partition are released from the TPM

chip only when the booting operating system veracity has been established, assuring that no offline system tampering or attempts to boot an alternate operating system occurred.

**Transparent to the end user:** Windows BitLocker Drive Encryption is nondisruptive to the end user. It does not require any additional user authentication other than standard logon procedure.

**Key recovery mechanism:** Setup will automatically escrow keys and passwords into Active Directory® directory service for centralized key storage and management.

### MIGRATION

Organizations face a dilemma—they would like to migrate to the latest operating system and take advantage of the latest technology and improved security, but some legacy applications might not be compatible with the new operating system (OS), and can therefore create some significant migration concerns for IT professionals. Windows Vista Enterprise combines features and licensing rights that make migration seamless. Windows Vista Enterprise provides improved application compatibility with features like Virtual PC Express, and Subsystem for UNIX-based Applications (SUA), and additional licensing rights. With Windows Vista Enterprise, organizations can now utilize the latest desktop platform while cost-effectively using legacy applications.

Virtual PC Express allows users to conveniently run two operating systems on a single computer through a virtual machine: while the latest OS version (e.g., Windows Vista Enterprise or Windows XP Professional, or Windows XP Tablet PC Edition) runs as a host, the other OS (e.g., any of the previous Windows Professional operating system versions as well as MS-DOS 6.22 and OS/2 Warp) runs as a guest in the virtual machine. Virtual PC Express virtualizes, with software, a complete hardware system—from processor to network card. Virtual PC Express lets Software Assurance customers take full advantage of their licensing use rights and does not require any additional license for the virtual machine. Virtual PC Express addresses the need for certain users to temporarily maintain mission-critical legacy applications that might be working well with an older OS version while the IT department is migrating to the new OS.

### SUBSYSTEM FOR UNIX-BASED APPLICATIONS (SUA)

SUA is a Windows component, providing platform services for UNIX-based applications. This component eases integration between Windows and UNIX/Linux environments. By recompiling UNIX-based applications on Windows, SUA helps organizations leverage their in-house UNIX skills and overcome as many barriers as possible in moving their workloads to the Windows platform. SUA is the next generation of Microsoft's Portable operating system Interface (POSIX) subsystem and Interix systems that shipped with Services for UNIX. SUA includes 64-bit support and database connectivity libraries (ODBC and OCI). Additional utilities and SDK are available as a Web download. **Note:** Virtual PC Express Early Release, available to our Software Assurance customers since December 2005, supports Windows XP Professional Tablet PC Edition, and Windows 2000 Professional as the "Host" operating system.

# Windows Vista Enterprise

## Continued

Mobile and globally distributed workforces complicate the IT infrastructure and increase the costs of deployment, most often requiring the creation and management of multiple disk images. Windows Vista Enterprise is the solution. With Windows Vista Enterprise, not only can a single image be deployed across all PC form factors, but also across all user interface languages, which greatly reduces cost and complexity.

### MULTI-LINGUAL USER INTERFACE (MUI)

MUI enables IT professionals to configure a single worldwide image by including any user interface language their global business operations may need. A total of 35 languages are available for Windows Vista Enterprise customers. With multiple language configurations on their desktops, Windows Vista Enterprise end users can toggle between languages.

### REMOTE BOOT FOR DISKLESS WORKSTATIONS

A diskless PC is simply a PC that runs Windows but does not store Windows or data locally because it does not have a hard drive. This gives you the ability to move your Windows data and applications and operating system to centralized storage hardware such as a Storage Area Network (SAN), while still maintaining the local computing characteristics and experience of a PC.

### MICROSOFT DESKTOP OPTIMIZATION PACK FOR SOFTWARE ASSURANCE

Customers with Software Assurance coverage on the Windows desktop operating system are also eligible to acquire an optional subscription license for the Microsoft Desktop Optimization Pack for Software Assurance (MDOP), a suite of technologies available exclusively to SA customers that helps you reduce application management costs, instantly deliver virtualized applications as services, and better control desktop environments. When combined with Vista Enterprise, it delivers the Optimized Desktop—the most cost-effective, flexible means for managing Windows desktops.

### MICROSOFT WINDOWS VISTA ENTERPRISE CENTRALIZED DESKTOP

Microsoft provides several alternatives for deploying Windows. For customers looking to centralize storage or execution of Windows, Microsoft offers Windows Vista Enterprise Centralized Desktop (VECD). Part of the Windows Vista Enterprise family, VECD is a flexible, subscription-based option for enterprise customers and early adopters wanting to deploy Windows Vista in virtual machines on server hardware.

### ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

#### SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS

- Open License
- Open Value Company-wide and Subscription

#### ENTERPRISE CUSTOMERS: 250+ DESKTOPS

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

### ELIGIBLE PRODUCTS:

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance. All products covered by Software Assurance must be renewed within 30 days of enrollment expiration to continue benefits. Every desktop with Software Assurance coverage on the Windows desktop operating system has rights to install and run Windows Vista Enterprise, Windows Vista Business, or Windows Vista Ultimate.

### BUSINESS REQUIREMENTS:

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to learn about eligibility by licensing program, or consult the “Resources” section in this guide.

- Customers are entitled to one Windows Vista upgrade License for every Windows Client License covered under SA.
- Customers are entitled to one Virtual PC Express License for every Windows Client License covered under SA.
- Virtual PC Express is available only to Software Assurance customers that are entitled to run two copies of the operating system. Software Assurance customers can therefore take full advantage of their licensing use rights and do not need to acquire any additional license for their virtual machine.
- Customers can receive a media kit for Windows Vista Enterprise by activating the benefit on MVLS, alternatively;
- Customers with SA for Windows are entitled to download Windows Vista Enterprise via Microsoft’s existing trust model to access volume licensing products within MVLS.
- Customers may install and use one copy of the software on one device.
- Customers may access and use the software remotely from another device as described below:
  - **Primary user.** The single primary user of the device hosting the remote desktop session may access and use the software remotely from any other device. No other person may use the software under the same license at the same time, except to provide support services.
  - **Non-primary users.** Any user may access and use the software remotely from a separately licensed device.
  - **Remote assistance.** Customers may allow other devices to access the software to provide employees with support services. Customers do not need additional licenses for this access.
- Both Microsoft Desktop Optimization Pack and Microsoft Windows Vista Enterprise Centralized Desktop are subscription-based options available to enterprise customers with Software Assurance.
  - ▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

### ACTIVATION:

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.mspx](http://www.microsoft.com/licensing/programs/sa/activate.mspx) or the Simple Steps to Activation in the “Resources” section of this guide. A Virtual PC Express kit and updates will be shipped to Benefit Contacts as soon as the benefit is activated and the list of contacts is validated by the Benefits Administrator. These will be available as CD-ROM kits. Virtual PC Express will also be available for download from the Microsoft Volume Licensing Services (MVLS) downloads page by Benefits Administrators.

To enter the MVLS system and download the Virtual PC Express program, visit <https://licensing.microsoft.com>. Log on to the site using passport authentication and click Product Downloads under the “Resources” menu in the left-hand navigation. The downloadable bits will be offered in one kit that will include the following languages:

- English
- German
- Japanese
- French
- Italian
- Spanish

## BENEFIT:

## Windows Vista Ultimate

Windows Vista Ultimate is a premium consumer operating system for home and small business users. Although designed for home and small business use, Microsoft offers Windows Vista Ultimate to Software Assurance customers as part of their agreement.

Windows Vista Ultimate adds value in the enterprise in specific settings, such as in conference rooms or media-related set-ups for a very limited number of PCs. It does, however, have some limitations in an enterprise environment. These limitations, as well as availability through Software Assurance, are outlined below:

### LIMITATIONS OF WINDOWS VISTA ULTIMATE IN AN ENTERPRISE ENVIRONMENT:

- **Deployment & activation:** As a consumer offering, Windows Vista Ultimate has consumer activation technology. It is activated with the same technology available in retail packaged product. Volume licensing keys are not supported. This means that each installation requires individual activation.
- **Manageability:** Windows Vista Ultimate contains consumer features, such as Windows Media Center, that are not manageable via group policy.
- **Support:** Windows Vista Ultimate is a consumer product and is supported under the terms of the consumer support lifecycle. Windows Vista Ultimate will be supported through standard support channels for either a minimum of 5 years from the date of the product's general availability, or for 2 years after the successor product is released, whichever is longer. Extended support is not offered for Windows Vista Ultimate.

### AVAILABILITY THROUGH SA, FULFILLMENT, AND LICENSING DETAILS:

- **Eligibility:** Customers with Software Assurance in the systems product pool as of November 1, 2006 are eligible for this benefit during the term of their Software Assurance coverage. For each Windows license covered under Software Assurance, customers are eligible to run Windows Vista Ultimate on a desktop covered under Software Assurance during the term of their Software Assurance coverage.
- **License keys:** Customers with Software Assurance coverage for Windows can receive license keys for Windows Vista Ultimate from their Software Assurance call centers (not their activation call centers). Contact information for their Software Assurance call center, is available to customers via Microsoft Volume License Services.
- **Media fulfillment:** Software Assurance customers can acquire Windows Vista Ultimate only via physical media. To receive physical media for Windows Vista Ultimate, customers must activate their Windows Vista Ultimate Software Assurance benefit on Microsoft Volume License Services. Once this benefit is activated, a physical Software Assurance entitlement media kit will be shipped to the address they provide.
- **Licensing differences with OEM versions:** Windows Vista Ultimate is also available through original equipment manufacturers (OEMs). In addition to support differences mentioned earlier, there are two additional key differences in license rights between the OEM version, and the license rights provided via Software Assurance. The OEM version does not include re-imaging rights, which allow you to install a standard corporate image instead of using the OEMs' pre-installed OS. Finally the OEM license also does not provide downgrade rights to operating system versions Windows 2000 and earlier.

## BENEFIT:

## Training Vouchers

Maximize your organization's technology use.

With the Training Vouchers benefit, Microsoft Software Assurance customers receive vouchers for training courses designed to help IT Professionals and Developers deploy, manage and support your organization's infrastructure. Training is instructor-led and delivered by Microsoft Certified Partners for Learning Solutions (CPLS), the premier authorized training channel for delivering learning products and services on Microsoft technology. Use the Training Vouchers to do the following:

- Support your software investment by preparing your IT staff to efficiently deploy, maintain, and support new technologies.
- Provide your developers with the technical expertise to build line of business applications for your organization.

You can convert unused training days and apply them towards the Desktop Deployment Planning Services or Information Work Solution Services Software Assurance benefit from Microsoft certified Partners, providing services related to deployment, migration, and management of Microsoft technologies.

### EXAMPLE COURSES

- First Look: Microsoft Windows Vista for Developers
- Designing Microsoft SQL Server 2005 Databases
- Managing Messaging Security using Microsoft Exchange Server 2007
- Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- Deploying and Managing Business Process and Integration Solutions Using Microsoft BizTalk Server 2006

For a complete list of courses, visit the Microsoft Learning website.

### ABOUT MICROSOFT CERTIFIED PARTNERS FOR LEARNING SOLUTIONS

Microsoft Certified Partners for Learning Solutions are independently-owned and managed learning organizations that, through their direct partnership with Microsoft, can help you not only solve everyday business needs, but also gain a competitive edge.

- **Experience:** Since 1992, Microsoft CPLS have been delivering high-quality learning consultation, skills assessment, and skills-based training on Microsoft products and technologies in more than 70 countries and to more than 4 million Microsoft customers worldwide.
- **Customer Satisfaction:** Microsoft CPLS are required to guarantee 100 percent customer satisfaction with any Microsoft technology course delivered using Official Microsoft Learning Products (courses and workshops).
- **Flexibility:** Whether you want an intensive skills development program for a specific project, or to train an entire IT staff to plan and manage the rollout of a new Microsoft operating system platform worldwide, Microsoft CPLS are ready to build a plan designed to meet your needs.

# Training Vouchers

Continued

- **Depth:** Microsoft CPLS focus on building high-quality learning solutions that can include skills assessment, hands-on classroom and customer onsite training, online courses, certification exam preparation, and much more. Many Microsoft CPLS also offer software consulting services and integration expertise.
- **A Leading Edge:** Through their direct partnership with Microsoft, Microsoft CPLS have the inside track on Microsoft technology and customer program developments that can help your organization gain a competitive edge. Microsoft Certified Trainers (MCTs) frequently help Microsoft develop and test our next-generation products.

To locate a participating Microsoft Learning Solutions Partner near you, use the Microsoft Resource Directory. NOTE: Microsoft Certified Partners for Learning Solutions that honor Software Assurance (SA) Training Vouchers are indicated as “Additional Value-add Training Service(s): Software Assurance Training Voucher Program.”

## ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

### SMALL TO MID-SIZE CUSTOMERS: 50+ DESKTOPS

- Open Value
- Open Value Company-wide and Subscription

### ENTERPRISE CUSTOMERS: 250+ DESKTOPS

- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

## ELIGIBLE PRODUCTS:

Please visit [www.microsoft.com/learning/sa/training.asp](http://www.microsoft.com/learning/sa/training.asp) for the list of courses available in your region. The number of days per license varies based on Software Assurance coverage for Microsoft Office system applications and systems products. Please consult with your Microsoft Certified Partner for Learning Solutions or account manager for more information. To locate a participating Microsoft Certified Partner for Learning Solutions, please visit [www.microsoft.com/learning/sa/providers/default.asp](http://www.microsoft.com/learning/sa/providers/default.asp).

## BUSINESS REQUIREMENTS:

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to learn about eligibility by licensing program, or consult the “Resources” section in this guide.

- Number of days awarded varies by program and number of qualifying licenses covered by Software Assurance. The minimum number of licenses needed for voucher eligibility varies by program and coverage by Software Assurance.
- Open Value and Open Value Company-wide and Subscription customers receive two training days (up to a max. of 10 training days) for every 50 Office Application Licenses covered with Software Assurance, and one training day (up to a maximum five training days) for every 50 Windows Licenses covered with Software Assurance.

- Enterprise customers with Select, Select License SAM, Enterprise Agreement, or Enterprise Agreement Subscription receive the following based on a full three-year enrollment or agreement:

License Pools	Units	1–249	250–2,399	2,400–5,999	6,000–14,999	15,000–29,999	30,000–49,999	50,000–99,999	100,000–199,999	200,000–399,999	400,000–599,999	600,000+
Information Worker	Days	2 per 50	20	Plus 10 (total 30)	Plus 20 (total 50)	Plus 60 (total 110)	Plus 50 (total 160)	Plus 90 (total 250)	Plus 150 (total 400)	Plus 200 (total 600)	Plus 200 (total 800)	Plus 600 (total 1400)
Client OS		1 per 50	10	Plus 5 (total 15)	Plus 10 (total 25)	Plus 30 (total 55)	Plus 25 (total 80)	Plus 45 (total 125)	Plus 75 (total 200)	Plus 100 (total 300)	Plus 100 (total 400)	Plus 300 (total 700)

- Not all courses available in all languages.
- Local policies established by the Microsoft CPLS apply.
- Benefit Administrators have the ability to revoke or un-reserve a voucher up to the class cancellation date.
- Any course days not covered by the voucher will need to be paid by the person who receives the training.
- Any voucher days in excess of the amount of days applied to a particular class will be returned to the pool of days available to be assigned by the benefit administrator.
- The voucher is only redeemable for days of instructor-led training at Microsoft CPLSs only for courses within the list available within the Software Assurance voucher program.
- Vouchers may only be redeemed by the individual they have been assigned to.
- Vouchers may not be exchanged for cash, monies or other valuable considerations.
- The voucher will expire upon the earlier of (a) expiration of Software Assurance coverage, or (b) 6 months (180 days) from issue date.
- Vouchers may be used to reserve training at only one Microsoft CPLS at a time.
- The Microsoft CPLS reserves the right to cancel a class according to local cancellation policy.
- Vouchers are valid only at participating Microsoft CPLSs. Participation may vary.
- Microsoft is not responsible for lost, stolen, misplaced or misused vouchers.
- Reduction of number of qualifying licenses for which Software Assurance is acquired as a result of returns and other billing adjustments, where allowed, may lower the customer’s Training Vouchers service level eligibility.
- The table above shows training credits available based on a full 3 year enrollment or agreement. Customers who do one year renewals or extensions will receive one third of the stated number of training credits. Customers who do two year renewals or extensions will receive two thirds of the stated number of training credits.
- ▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

## ACTIVATION:

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.aspx](http://www.microsoft.com/licensing/programs/sa/activate.aspx) or the Simple Steps to Activation in the “Resources” section of this guide.

## BENEFIT:

## E-Learning

Get your employees up to speed in record time.

The E-Learning benefit for Software Assurance provides self-paced online courses designed for maximum skills-transfer in minimal time.

Official Microsoft E-Learning courses are designed to provide maximum learning in minimal time. These courses, available to Software Assurance customers on the Microsoft E-Learning Online site, offer a visually engaging, guided learning experience with highly interactive features, including user-selected learning style, assessments, rich simulations, hands-on labs for practice, audio, and multimedia. With the Microsoft E-Learning benefit, you get accurate, relevant, and engaging learning on Microsoft technologies. With the Microsoft E-Learning Web site, you get the added benefit of hands-on virtual lab technology that enables IT professionals to get real experience without the risk. No need to deploy, manage, update, or host courses—Microsoft will do it for you.

E-learning helps you get the maximum value for your software investment by:

- **Lowering training costs while increasing productivity:** E-learning avoids the time and expense associated with off-site training, and provides flexibility so users can take courses at their own pace, anywhere and anytime.
- **Preparing end users for deployments:** By learning new software before it is deployed, end users don't waste time fumbling through new applications, which means fewer help-desk calls and greater productivity.
- **Preparing IT professionals for new projects:** E-learning can help prepare your IT staff to successfully deploy, manage, and support Microsoft technologies for your organization.

Microsoft Software Assurance E-Learning Applications, Systems, and Server customers can access Software Assurance E-Learning via the Internet on Microsoft E-Learning Online. Applications and Systems customers with their own Learning Management System (LMS) can take advantage of the option to download or order media kits for SCORM-compliant content and integrate into their LMS for behind-the-firewall training.

### MICROSOFT E-LEARNING COURSES AVAILABLE THROUGH SOFTWARE ASSURANCE

Microsoft Software Assurance offers select Microsoft E-Learning courses in multiple languages for some of the most popular products: Microsoft Windows client operating systems, Information Worker applications, and server products such as SQL, Exchange as well as Windows Server. E-Learning courses focused on server products include hands-on virtual labs to enhance the learning experience.

View the E-Learning course list for Software Assurance

<http://www.microsoft.com/licensing/sa/benefits/elearning.mspix>

### ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

#### SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS

- Open License
- Open Value
- Open Value Company-wide and Subscription

#### ENTERPRISE CUSTOMERS: 250+ DESKTOPS

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

### ELIGIBLE PRODUCTS:

For more information about what courses are covered under the E-Learning benefit, visit the Benefits Administrator activation page at [www.microsoft.com/licensing/programs/sa/activation](http://www.microsoft.com/licensing/programs/sa/activation).

### BUSINESS REQUIREMENTS:

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to learn about eligibility by licensing program, or consult the "Resources" section in this guide.

- Desktop Software Assurance (SA) E-Learning eligibility:
  - For each Office Application License covered with Software Assurance, you are entitled to related Applications E-Learning courses.
  - For each Windows Client License covered with Software Assurance, you are entitled to related Systems E-Learning courses.
- Server Software Assurance E-Learning eligibility:
  - For each Server License covered with Software Assurance, you are entitled to related Server E-Learning courses.
  - Server Software Assurance courses contain virtual labs that need to be hosted on the Microsoft web site, and therefore these courses cannot be integrated into your own LMS. The Server courses are accessible online via [www.microsoftlearning.com](http://www.microsoftlearning.com).
- ▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).
- The following business requirements apply to Information Worker and Client SA E-Learning offerings that are deployed behind the firewall:
  - Customers' deployment and use of the Microsoft E-Learning media is subject to the terms and conditions of their license agreement.
  - SCORM-compliant content-only files for Microsoft Applications and Systems Pool courses can be integrated into a Learning Management System (LMS). You may download SCORM-compliant Content-only files from MVLS or order CDs from your reseller.
  - Content-only files are available on CD or by direct download from <https://licensing.microsoft.com>.

### ACTIVATION:

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.mspix](http://www.microsoft.com/licensing/programs/sa/activate.mspix) or the Simple Steps to Activation in the "Resources" section of this guide.

**BENEFIT:**

# Home Use Program

Use the same software at home as you do at work.

The Home Use Program is designed to help increase employee productivity and satisfaction, while also maximizing the value of your Microsoft Office desktop investment. It is used by your employees, and benefits your organization's bottom line. Eligible employees may obtain a licensed copy of most Microsoft Office desktop programs to install and use on a home computer.

Below are some of the ways your organization can benefit from the Home Use Program:

**Reduce your IT burden.** Home Use Program customers have found that since employees have more opportunities to improve their software skills at home, help desk calls have been reduced. What's more, employees become familiar with the look and feel of new versions, which helps lower the cost of deployment.

**Improve employee satisfaction and productivity.** This benefit can help boost employee satisfaction because they can use the same software at home as they do at work. It can also help your organization extend flexible work and commute options to your staff, and help your employees be more productive.

**ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:****SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS**

- Open License
- Open Value
- Open Value Company-wide and Subscription

**ENTERPRISE CUSTOMERS: 250+ DESKTOPS**

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

**ELIGIBLE PRODUCTS:**

QUALIFYING DESKTOP APPLICATION	CORRESPONDING HOME USE PROGRAM LICENSE
Office Standard 2007 Office Professional Plus 2007 Office Enterprise 2007 Office Small Business Edition 2007 Office 2004 for Mac Standard Edition Office 2004 for Mac Professional	Office Enterprise 2007 HUP or Office Professional 2003 HUP or Microsoft Office 2004 for Mac or Microsoft Office X for Mac
Access 2007 Excel 2007 PowerPoint 2007 InfoPath 2007 OneNote 2007 Publisher 2007 Word 2007	Office Enterprise 2007 HUP or Office Professional 2003 HUP or Microsoft Office 2004 for Mac or Microsoft Office X for Mac
SharePoint Designer 2007	SharePoint Designer 2007 HUP or FrontPage 2003 HUP
Visio Standard 2007 Visio Professional 2007	Visio Professional 2007 HUP or Visio Professional 2007 HUP
Project Standard 2007 Project Professional 2007	Project Standard 2007 HUP or Project Standard 2007 HUP

**Languages:** English, German, French, Japanese, Spanish, Italian, Brazilian Portuguese, Simplified Chinese, Traditional Chinese, Swedish, Dutch, and Korean. Availability of a specific product or language is subject to individual product localization plans and schedule, and are subject to change.

**BUSINESS REQUIREMENTS:**

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to learn about eligibility by licensing program, or consult the "Resources" section in this guide.

- Customers' eligibility to participate in the Home Use Program ends with expiration or termination of Software Assurance coverage on qualifying desktop applications. We may terminate a customer's participation in the Home Use Program immediately and without notice in connection with unauthorized access to or licensing through the Home Use Program website in connection with that customer's program code.
- The number of Home Use Program licenses that may be acquired for any given desktop application is limited to the number of licenses for the corresponding qualifying desktop application(s) for which the customer acquires Software Assurance. Under the Home Use Program, an employee's usage rights are tied to continued employment with the Customer, and end with termination of employment, termination or expiration of Software Assurance coverage for the copy of the corresponding desktop application that employee uses at work, the employee is no longer a user of the licensed copy of the software, or upon the employee's installation and use of any prior or later version of that desktop application pursuant to a Home Use Program license.
- Customers are not responsible for their individual employees' compliance with the Home Use Program end use license terms. Those terms are between Microsoft and the customer's individual employees. We do require that customers limit the Home Use Program access to employees and inform employees of when they should discontinue use of the Home Use Program software in conjunction with a lapse in Software Assurance coverage or employment termination.
- The list of qualifying desktop applications is subject to change at anytime without notice, and varies by region or offering. The availability of Home Use Program software is subject to change at anytime without notice and varies by region, offering, application, version and language.
- Home Use Program software availability varies by region, offering and language. For more information, including information on the future availability of additional Home Use Program software, please refer to <http://www.microsoft.com/licensing>.
- Customers who are eligible for the Home Use Program between November 1, 2006 and June 30, 2007 have the option to allow qualified users remote access from a home device to a copy of the qualifying desktop application installed on a network device in lieu of installing the 2007 Home Use Program media on the home device, provided that they acquire the corresponding 2007 Home Use Program media not later than July 1, 2007. This temporary allowance does not change the licensing requirements associated with remote access technologies; additional licenses may be required. (For example, if the remote access is provided using Windows Server Terminal Services, you would need Windows Server and Terminal Services device CALs for the home device or user CALs for the user of that device.)
- ▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

**ACTIVATION:**

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.aspx](http://www.microsoft.com/licensing/programs/sa/activate.aspx) or the Simple Steps to Activation in the "Resources" section of this guide.

Employees can shop and purchase products at <https://epp.microsoft.com>.

**BENEFIT:**

## Employee Purchase Program

Offer a new benefit to your employees that can help improve productivity and satisfaction.

The Microsoft Employee Purchase Program (EPP) gives your employees significant discounts on the retail pricing of Microsoft's most popular productivity and consumer products, including Xbox® software and Zune™. Using the same software at home and at work provides employees flexibility; great consumer products offer fun and excitement. This program is a positive addition to your organization's work/life initiatives. Employees can order discounted products directly through a secure, Microsoft-hosted e-commerce site.

**ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:****ENTERPRISE CUSTOMERS: 250+ DESKTOPS**

- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

**ELIGIBLE PRODUCTS:**

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance.

**BUSINESS REQUIREMENTS:**

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to download the service levels, or consult the "Resources" section in this guide.

- Includes many of Microsoft's most popular retail products (including Xbox® software and Zune™). Product availability varies by country.
- The Benefits Administrator enrolls their organization on the Microsoft Volume Licensing Services (MVLS) website <http://licensing.microsoft.com> and communicates the benefit to employees.
- Software is sent to the shipping address listed by the employee.
- Software acquired through the EPP Web site has a 30-day return policy and standard product support of retail products.
- Technical support is available at the EPP Web site.
- Languages: English, French, German, Spanish, Japanese.
- Microsoft may terminate a customer's participation in EPP immediately and without notice in connection with unauthorized access to, or licensing through the EPP Web site in connection with that customer's program code.
- The maximum number of EPP licenses that each employee may acquire for any given software title is three.
- End user license terms for software products acquired through EPP are between Microsoft and the individual employee.
- Customers are requested to make a good faith effort to limit access to the EPP program codes and information on where to purchase, including communicating to their employees that the information should remain confidential and not be shared.

- If Microsoft finds that the customer's code has been leaked and is being exploited, it will first work with the customer to cancel that code and provide them with a new one, as well as try to provide them with additional guidance to help improve their communication around the sensitivity of that information. If the abuse continues, Microsoft will take into consideration whether it makes sense to remove the customer's access to this benefit.
- Eligible employees log on to the Web site with e-mail address, company name, and unique organization program code provided to the Benefits Administrator upon enrollment.
- Before an employee order can be completed, the system will conduct the following:
  - Validate the program code.
  - Validate that the e-mail address provided has an authorized domain for that program code. For example, if the customer states that their employees should have an e-mail address ending in irs.org, the system will check for that e-mail address and the matching program code from MVLS.
  - Confirm that the e-mail address is valid.
- ▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

**ACTIVATION:**

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.mspx](http://www.microsoft.com/licensing/programs/sa/activate.mspx) or the Simple Steps to Activation in the "Resources" section of this guide.

Employees can shop and purchase products at <https://epp.microsoft.com>.

#### BENEFIT:

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## Enterprise Source Licensing Program

Access to Windows source code for internal development and support.

With the Enterprise Source Licensing Program (ESLP), eligible customers with 1,500 or more licensed desktops can access Microsoft Windows source code for internal development and support. IT staff can make adjustments and improvements to systems and related applications, and implement improved debugging to help maintain security and protect against viruses and other computer hazards. Eligibility and areas of availability are subject to Microsoft terms and conditions.

#### ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

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##### ENTERPRISE CUSTOMERS: 1,500+ DESKTOPS

- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

#### ELIGIBLE PRODUCTS:

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Please visit [www.microsoft.com/resources/sharedsource/Licensing/Enterprise.mspxt](http://www.microsoft.com/resources/sharedsource/Licensing/Enterprise.mspxt).

#### BUSINESS REQUIREMENTS:

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Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to download the service levels, or consult the “Resources” section in this guide.

- Application form can be downloaded from the Microsoft Volume Licensing Services (MVLS) website <http://licensing.microsoft.com>.
  - Eligibility and areas of availability are subject to Microsoft terms and conditions.
  - ESLP is not available in all countries.
  - ESLP is not available in all languages.
- Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

#### ACTIVATION:

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For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.aspx](http://www.microsoft.com/licensing/programs/sa/activate.aspx) or the Simple Steps to Activation in the “Resources” section of this guide.

## MAINTAIN

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24x7 Problem Resolution Support  
TechNet Subscription Through Software Assurance  
Corporate Error Reporting  
Cold Backups for Disaster Recovery

**BENEFIT:**

# 24x7 Problem Resolution Support

Microsoft gives you peace of mind 24x7.

The 24x7 Problem Resolution Support benefit is designed to help your IT staff reduce downtime for problem resolution, which can lower support costs and free up IT resources to deploy additional projects.

This Software Assurance support benefit provides phone support 24 hours a day, 7 days a week, and extended product support coverage. This comprehensive support offering helps give you the peace of mind of a direct connection to Microsoft any time a support need arises for any product.\*

**ABOUT 24X7 PROBLEM RESOLUTION SUPPORT**

**Support available 24 hours a day, 7 days a week:** You get around-the-clock phone support for business-critical issues. The number of phone incidents available depends on your Software Assurance investment.

**Extended product support coverage:** You get phone support for all Microsoft server, Microsoft Windows, and Microsoft Office System products and editions\*, even if the specific license requiring support does not have Software Assurance coverage.

**Unlimited online support:** You get Web support during business hours\*\* for all Standard and Enterprise edition server products covered by Software Assurance. For more information about how to submit a Web incident, visit Microsoft Services Support.

**Premier customers receive additional value:** Premier customers have the option to transfer phone incidents earned through Software Assurance to Premier Support. Premier Support provides you with a higher level of support that includes faster response times and managed incident escalation, enabling increased IT productivity within your organization. For more information about Premier Support, visit Microsoft Services Support.

**ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:**

**SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS**

- Open License\*\*\*
- Open Value
- Open Value Company-wide and Subscription

**ENTERPRISE CUSTOMERS: 250+ DESKTOPS**

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

\*\*\* Not eligible for Web support or complimentary phone support incidents.

\* Products available through Volume Licensing and that are currently in Mainstream Support as set forth in Microsoft's Support Lifecycle Policy are eligible for 24x7 Problem Resolution Support. Product eligibility for phone support is tied to availability of Software Assurance offering for that product. Prior versions of products that are currently in Mainstream Support that customers choose to use in lieu of the current licensed version are also eligible. Developer Edition of all servers, home and entertainment products, and products that give customers Microsoft Developer Network (MSDN) as their Software Assurance benefit are excluded.

\*\* Business hours may vary by country or region. For more information, contact the Microsoft Volume Licensing Site support center for your country or region.

**ELIGIBLE PRODUCTS:**

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance.

**BENEFIT CALCULATION:**

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to download the service levels, or consult the "Resources" section in this guide.

**CALCULATING YOUR SOFTWARE ASSURANCE PHONE INCIDENT AWARDS:**

The number of incidents you receive is based on the purchase amount of Software Assurance for your server products and desktop applications that accumulates under your Microsoft Volume Licensing Agreement.†

- For every U.S.\$20,000 spent on Software Assurance for Microsoft server products and/or Server Client Access Licenses (CALs), you receive one phone incident††, plus,
- For every U.S.\$200,000 spent on Software Assurance for desktop applications (Microsoft Office or Windows), you receive one phone incident. Please review the business requirements section for full details.
- One complimentary 24x7 phone support incident is granted (except two-year Open agreements); with a minimum of one Software Assurance covered server.
- Software Assurance support incidents are awarded based on payment schedules.
  - If you pay for your software licenses up front in one payment, or you have an Open or Open Value agreement, you will be awarded 100 percent of your issued incidents at the time of first invoice.
  - If you choose a flexible payment schedule, you will receive a percentage of your qualifying incidents on the annual anniversary date of your agreement.

†All Software Assurance benefits are awarded at the enrollment level.

††Spend levels and complimentary incidents are subject to change.

# 24x7 Problem Resolution Support

Continued

## BUSINESS REQUIREMENTS:

### UNLIMITED WEB SUPPORT

Available to customers when at least one Standard or Enterprise edition server is covered with SA. For customers with an Enterprise Agreement, Select Agreement, or Open Value Agreement, unlimited Web support is included for all servers covered with Software Assurance (SA). Customers are eligible for one contact who can initiate support requests. Enterprise Agreement/ Subscription customers are eligible for additional contacts based upon the number of desktops included in their agreement. Web support requests can be submitted 24x7, and response is typically within one business day.

PHONE SUPPORT	
<b>HOURS OF SUPPORT</b>	<ul style="list-style-type: none"> <li>24x7</li> </ul> <p><b>Note:</b> Access to local phone support is available during business hours. After hours, phone support may be provided through regional and international support centers.</p>
<b>PHONE SUPPORT INCIDENTS</b>	<ul style="list-style-type: none"> <li>1 complimentary incident, if 1+ server covered with SA (Open Agreement customers are not eligible), plus</li> <li>1 incident per \$20K SA Server/CAL spend, plus</li> <li>1 incident per \$200K of SA Desktop (Office+Windows) spend</li> </ul>
<b>PRODUCT COVERAGE</b>	<ul style="list-style-type: none"> <li>Expanded to all Volume Licensing products, Standard and Enterprise Edition Servers, Windows, and Office Applications, eligible even if product with support need does not have SA coverage.</li> <li>The product must be in the mainstream phase of the product life cycle and eligible for SA benefits. Developer tools, Developer editions of Server, or Home and Entertainment products are not included.</li> </ul>
<b>PROGRAMS ELIGIBLE</b>	<ul style="list-style-type: none"> <li>EA, Select, Open Value</li> <li>Open Agreement (not eligible for complimentary incident and Web support)</li> </ul>
<b>TIMING OF PHONE INCIDENT AWARDS</b>	<ul style="list-style-type: none"> <li>Annual allocations to match payments: EA and Select, unless pay up front</li> <li>Upon purchase: Open, Open Value, EA/Select that pay up front</li> </ul>
<b>TRANSFER SA PHONE INCIDENTS TO PREMIER</b>	<ul style="list-style-type: none"> <li>Yes</li> </ul>
<b>SUPPORT AVAILABILITY</b>	<ul style="list-style-type: none"> <li>24x7 support for business critical issues</li> <li>Business hours for all severities</li> </ul>
<b>CONSUMPTION AUTHORIZATION</b>	<ul style="list-style-type: none"> <li>SAID required to consume phone and Web incidents</li> <li>Benefits Administrator and authorized contacts receive SAID via e-mail when they activate the support benefit</li> </ul>

<b>AUTHORIZED CONTACTS</b>	<ul style="list-style-type: none"> <li>Number of authorized phone contacts are "as needed"</li> <li>A Benefits Administrator can assign as many authorized contacts as needed</li> <li>Contracted third parties can be named as an authorized contact and are allowed to redeem an incident on customer's behalf</li> </ul>
<b>GEOGRAPHIC AVAILABILITY</b>	<ul style="list-style-type: none"> <li>Global</li> <li>Incidents can be used by authorized contacts anywhere in the world, irrespective of where the agreement is signed</li> </ul>
<b>EXPIRATION</b>	<ul style="list-style-type: none"> <li>All SA incidents expire with the agreement term; e.g., remaining incidents cannot be rolled over to renewed agreement</li> <li>Any incidents transferred to Premier, expire with the Premier agreement</li> </ul>
<b>ADDITIONAL INCIDENTS</b>	<ul style="list-style-type: none"> <li>Purchase 24x7 Professional incidents</li> <li>Purchase Enterprise Support Agreement; e.g., Essential or Premier</li> </ul>
<b>REPORTING FOR INCIDENT USAGE</b>	<ul style="list-style-type: none"> <li><a href="https://licensing.microsoft.com">https://licensing.microsoft.com</a> (MVLS)—bank statement type summary with transaction history</li> </ul>

► Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights).

## ACTIVATION:

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.aspx](http://www.microsoft.com/licensing/programs/sa/activate.aspx) or the Simple Steps to Activation in the "Resources" section of this guide. Additional help is available by calling Support Customer Care: (800) 936-3500 (U.S. and Canada only).

**BENEFIT:**

# TechNet Subscription Through Software Assurance

TechNet provides resources and support that helps your IT staff be effective.

TechNet Subscription Through Software Assurance gives you convenient online access to Microsoft experts and information about software and technology. With this comprehensive support resource, you can keep technical skills sharp, solve mission-critical and day-to-day issues, maintain security more easily, and evaluate new Microsoft technologies without time limits.

Depending on your Volume Licensing program and the products covered by Microsoft Software Assurance, you may be entitled to TechNet Software Assurance Subscription Services or TechNet Plus Direct.

**TECHNET SUBSCRIPTION SERVICES**

TechNet Software Assurance Subscription Services provides multiple user IDs so that your IT staff can access Online Concierge Chat and Managed Newsgroups.

**TECHNET PLUS DIRECT**

TechNet Plus Direct provides IT Professionals with fast and convenient online access to the IT resources they need to do their job. Through an online subscriber-only benefits portal\* subscribers receive access to all of the following:

- **All Microsoft full-version commercial software for evaluation**—with no time or feature limits (this includes all server, client and application software titles)
- **Two complimentary† Professional Support incidents**—valued at approximately \$900 each (may vary by country or region)
- **Beta software**—the latest releases available prior to public release
- **Unlimited TechNet Managed Newsgroup support** with next business day response—guaranteed
- **Microsoft E-Learning**—Access to a quarterly selection of courses for free
- **Online Concierge Chat**—your virtual librarian to help find technical resources and get answers to non-technical questions
- **TechNet Plus Library**—the latest content, tools, security, user documents and support Knowledge Base updated regularly

**NOTE:** TechNet Plus Direct is licensed for one person only. Benefits cannot be shared. If more than one IT Professional in your company would like access to the benefits above, additional TechNet Plus Direct subscriptions can be purchased from a Microsoft Authorized Partner or from Microsoft at <http://www.microsoft.com/licensing>.

\*TechNet Plus media subscriptions are available for purchase from a Microsoft Authorized Partner or from Microsoft at <http://www.microsoft.com/licensing>.

†Toll charges may apply.

**ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:**

**SMALL TO MID-SIZE CUSTOMERS: 5+ SERVERS**

- Open Value
- Open Value Company-wide and Subscription

**ENTERPRISE CUSTOMERS: 250+ DESKTOPS**

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

**ELIGIBLE PRODUCTS:**

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance.

**BUSINESS REQUIREMENTS:**

Customers with Select License, Open Value, Open Value Company-Wide and Subscription, Select License SAM, or an Enterprise Agreement/Subscription are eligible to take advantage of TechNet Plus. The chart below provides an overview of Software Assurance agreement qualifications by the type of benefit. For more details, please contact your Microsoft Volume Licensing Sales Representative or go to the Microsoft Volume License Services website. For email or phone support in your country, visit <https://licensing.microsoft.com/eLicense/L1033/Overview.asp>.

See the chart below for requirements by TechNet Program.

TYPE OF TECHNET SUBSCRIPTION BENEFIT	SA AGREEMENT REQUIREMENTS
TechNet Plus Direct	<ul style="list-style-type: none"> <li>• 1 subscription per enrollment</li> <li>• Minimum 5 server licenses covered under Software Assurance (SA) for Open Value agreements</li> <li>• Only 1 server license covered under SA required for Enterprise Agreement and Government or Corporate Select</li> </ul>
TechNet SA Subscription Services	<ul style="list-style-type: none"> <li>• 1-20 user IDs per enrollment depending on type of licensing program and number of servers covered under SA</li> </ul>

**ACTIVATION:**

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.mspx](http://www.microsoft.com/licensing/programs/sa/activate.mspx) or the Simple Steps to Activation in the "Resources" section of this guide.

**BENEFIT:**

## Corporate Error Reporting

With Corporate Error Reporting, you get more control and better systems visibility.

Corporate Error Reporting (CER) gives IT professionals a clear and easy way to monitor and review error information so they can control deployment of fixes and resolutions. It provides the ability for applications and the operating system to collect and report data to the IT Administrator so they can better manage error reports and messages created by the clients. CER can then provide the end user with a Microsoft solution or custom solution to rectify the issue.

CER enables IT professionals to map solutions to system errors by helping them do the following:

- Identify which systems are failing and why
- Connect to up-to-date knowledge and fixes
- Determine next steps when escalation of an issue is required

**ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:**

**SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS**

- Open Value Company-wide and Subscription

**ENTERPRISE CUSTOMERS: 250+ DESKTOPS**

- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

**ELIGIBLE PRODUCTS:**

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance.

**BUSINESS REQUIREMENTS:**

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to download the service levels, or consult the “Resources” section in this guide.

- Customers with Software Assurance are eligible to use the Corporate Error Reporting tool during the term of their Software Assurance coverage.
- Customers qualifying on the basis of Software Assurance Membership in the server product pool must acquire Software Assurance coverage for a minimum of one server software license per Open Value agreement or Select or Enterprise enrollment.
- Eligible customers will receive a subscription kit that includes the CER software. Customers’ use of CER software is subject to the terms and conditions of their license agreement.
- Languages: English, French, German, Japanese, Spanish, Italian, Brazilian Portuguese, Traditional Chinese, Simplified Chinese, Dutch, and Swedish. Other languages may also become available.

**ACTIVATION:**

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.mspx](http://www.microsoft.com/licensing/programs/sa/activate.mspx) or the Simple Steps to Activation in the “Resources” section of this guide.

**BENEFIT:**

## Cold Backup for Disaster Recovery

Protect your business—respond quickly to a disaster with an online backup server.

With the “Cold” Backups for Disaster Recovery benefit, you can have peace of mind knowing that mission-critical IT solutions are protected and preserved in disaster recovery situations. In the event of a disaster, your organization receives complimentary “cold” backup server licenses for every production license with Microsoft Software Assurance coverage. If a disaster arises, “cold” servers (those that are turned off until an emergency situation requires them to be activated) can be moved into production mode so that users can continue to access critical data and applications.

**ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:**

**SMALL TO MID-SIZE CUSTOMERS: 5+ DESKTOPS**

- Open License
- Open Value
- Open Value Company-wide and Subscription

**ENTERPRISE CUSTOMERS: 250+ DESKTOPS**

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

**BUSINESS REQUIREMENTS:**

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to download the service levels, or consult the “Resources” section in this guide.

- Deployment and use of software under the Disaster Recovery license is subject to the terms and conditions of their license agreement.
- The following limitations apply to the customer’s use of software on a disaster recovery server:
  - The server must be turned off except for 1) limited software self-testing and patch management; or 2) disaster recovery.
  - The server may not be in the same cluster as the production server.
  - Customers may run the backup and production instances at the same time only while recovering the production instance from a disaster.
  - The customer’s right to run the backup instances end when their Software Assurance coverage ends.
- The backup server on which the software is run must be turned off except for:
  - Limited disaster-recovery testing of and patch management on the software; or
  - In the case of an actual disaster.

**ACTIVATION:**

No activation required.

# TRANSITION

## Extended Hotfix Support Windows Fundamentals for Legacy PCs

### BENEFIT:

## Extended Hotfix Support

You have peace of mind knowing you can get non-security hotfixes even during Extended Support.

The Extended Hotfix\* Support benefit available through Microsoft Software Assurance makes it easier for customers with a Premier or Essential Support contract to get the support they need as their software transitions from Mainstream Support to Extended Support.

If you are a Software Assurance customer with Premier or Essential Support, you can enroll in Extended Hotfix Support and take advantage of the following:

- **Greater savings:** With annual fees for the Extended Hotfix Support benefit included in the Software Assurance program, you pay only the per-hotfix fee for new, non-security hotfixes when you need them.
- **Peace of mind and flexibility:** As a Software Assurance customer, you can enroll in the Extended Hotfix Support program (on selected products\*\*) at any time during the Extended Support phase in order to request new, non-security hotfixes.

As always, security fixes are automatically available to all customers during the Mainstream and Extended Support phases.

TYPE OF SUPPORT	MAINSTREAM SUPPORT PHASE	EXTENDED SUPPORT PHASE
Request to change product design and features	<b>AVAILABLE</b>	<b>NOT AVAILABLE</b>
Security updates	<b>AVAILABLE</b>	<b>AVAILABLE</b>
Other non-security hotfixes	<b>AVAILABLE</b>	<b>AVAILABLE</b> <sup>†</sup>
Complimentary support <sup>††</sup> included with license, licensing program <sup>†††</sup> , and other no-charge support programs	<b>AVAILABLE</b>	<b>NOT AVAILABLE</b>
Paid support (including pay-per-incident Premier and Essential applicability)	<b>AVAILABLE</b>	<b>AVAILABLE</b>
Product category applicability	Applies to all products	Applies to business and developer software only

<sup>†</sup> Available only with purchase of Extended Hotfix Support Agreement    <sup>††</sup> Refers to phone support and online support options

<sup>†††</sup> For example, support incidents acquired through the Software Assurance program for server products

### ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

#### SMALL TO MID-SIZE CUSTOMERS—SERVER ONLY

- Open License
- Open Value
- Open Value Company-wide and Subscription

#### ENTERPRISE CUSTOMERS: 250+ DESKTOPS/SERVER

- Select License
- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

\* A hotfix is a single cumulative package composed of one or more binaries used to address a change in a product. Hotfixes are designed to address a specific customer situation and may not be distributed outside the customer organization without written legal consent from Microsoft.

\*\*The Software Assurance Extended Hotfix Support benefit covers Microsoft Office Professional, Microsoft Windows, Microsoft Exchange Server, Microsoft Operations Manager (MOM), Microsoft SQL Server, Microsoft Systems Management Server (SMS), and Microsoft Windows Server.

# Extended Hotfix Support

Continued

## ELIGIBLE PRODUCTS:

- Extended Hotfix Support Agreements apply to currently supported Service Packs only (e.g., Windows 2000 Server at the Service Pack 4 level only).
- Customer must have Software Assurance coverage on product hotfix requested.
- The following products are eligible for the Extended Hotfix Support benefit (please review the licensing eligibility rules):
  - Microsoft Exchange Server
  - Microsoft Operations Manager (MOM)
  - Microsoft Systems Management Server (SMS)
  - Microsoft SQL Server™
  - Windows Server
  - Windows Client
  - Microsoft Office Professional

Please visit [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights) for the latest product list and information on all products available with Software Assurance.

## BUSINESS REQUIREMENTS:

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to download the service levels, or consult the “Resources” section in this guide.

Microsoft provides a minimum of five years of Mainstream Support and five years of Extended Support for business and developer products.

During the Mainstream Support phase, all support options, including all paid and complimentary support options, are available. Security updates and non-security hotfixes are provided at no additional charge.

During the Extended Support phase, paid support options continue to be available and security updates continue to be provided at no additional charge. However, customers who want new, non-security hotfix support during the Extended Support phase need to sign up for Extended Hotfix Support.

The Extended Hotfix Support benefit for Software Assurance customers includes the annual fee for Extended Hotfix Support on specific Software Assurance covered products. Customers are not required to sign up for the Extended Hotfix Support agreement within 90 days of a product's transition from Mainstream to Extended Support; rather, they can enroll at any time during the Extended Support phase for select products on which they have SA coverage.

For more information, visit the Microsoft Support Lifecycle Web site.

## ACTIVATION:

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.mspx](http://www.microsoft.com/licensing/programs/sa/activate.mspx) or the Simple Steps to Activation in the “Resources” section of this guide. Your Technical Account Manager can also be of assistance.

## BENEFIT:

# Windows Fundamentals for Legacy PCs

Your legacy hardware can be as secure as your new PCs.

Older computers are expensive to maintain and represent an inherent security risk. They often have problems that lead to lost productivity and are a drain on your IT resources. While it is more cost-effective in the long run to replace legacy PCs, buying new hardware for a department or your entire business is not always a financially viable option. Microsoft Windows Fundamentals for Legacy PCs improves the total cost of ownership by extending the life of older hardware with improvements to security and manageability. It reduces the strain on IT, improves end-user productivity, and closes security gaps.

Windows Fundamentals for Legacy PCs is based on Windows XP Embedded Service Pack 2. By implementing Windows Fundamentals for Legacy PCs, you are upgraded to the security and stability of the Windows XP platform, easing the transition to Windows Vista Enterprise when your PCs are eventually refreshed. Your IT department can also increase desktop manageability by using functionality from the Windows XP platform such as Group Policy objects and automated deployment of patches.

Windows Fundamentals for Legacy PCs is not a general-purpose operating system. It is designed to work with the Microsoft Remote Desktop Connection client or third-party clients such as the Citrix ICA client. In addition, it allows for a limited number of workloads to be executed locally, including security software, management software, terminal emulation software, document viewers, and the .NET Framework.

Your goal is to decrease the total cost of ownership of your older PCs. Windows Fundamentals for Legacy PCs makes it possible, with the added security benefits so important today. You'll extend the life of your PCs while making them a highly manageable part of your day-to-day workload and software upgrade plans. Benefits include:

### REDUCE THE COST OF OWNING LEGACY PCs

- Repurpose older hardware as terminal services clients.
- Move line-of-business and productivity applications to the server.
- Run a fully supported Windows operating system.
- Install only the components your organization requires minimizing on-disk footprint.
- Reduce help desk calls by delivering the same end user experience to your entire organization.

### IMPROVE THE MANAGEABILITY OF LEGACY PCs

- Use the latest management tools with legacy hardware.
- Bring old PCs into your well-managed environment.
- Reduce the number of operating systems your organization must support.

# Windows Fundamentals for Legacy PCs

Continued

## IMPROVE THE SECURITY OF LEGACY PCs

- Use the latest security tools with legacy hardware.
- Lock down your desktops.
- Reduce the attack surface of all of your PCs.

## BRIDGE THE GAP BETWEEN HARDWARE UPDATES WITH SOFTWARE

For features and hardware requirements, visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) for full details.

## ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

### ENTERPRISE CUSTOMERS: 250+ DESKTOPS

- Select License SAM (Software Assurance Membership)
- Enterprise Agreement/Subscription

## BUSINESS REQUIREMENTS:

Please visit [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa) and click the Benefits Comparison Chart link in the right-hand navigation pane to download the service levels, or consult the “Resources” section in this guide.

- Entitled to install one copy as the Windows Client License for each Windows Client License covered under Software Assurance. Customer use of Windows Fundamentals for Legacy PCs is subject to the terms and conditions of their license agreement.
- Customers may use the software only to run the types of applications listed below:
  - Security management
  - Terminal emulation
  - Remote desktop and similar technologies
- Customers may choose not to install the media player. If so, the sections of the desktop operating system section listed below do not apply to the customer’s use of the software.
  - Windows Media® Digital Rights Management
  - Windows Media Player
  - Notice About the MPEG-4 Visual Standard
- Customers may use the software on a device other than the one on which it was first installed if they move the corresponding Software Assurance coverage to that other device.

## ACTIVATION:

For information on how to activate this benefit, visit [www.microsoft.com/licensing/programs/sa/activate.mspx](http://www.microsoft.com/licensing/programs/sa/activate.mspx) or the Simple Steps to Activation in the “Resources” section of this guide.

## SECTION 3

# Resources

## Simple Steps to Activation

The following table explains the steps you need to complete in order to activate your Microsoft Software Assurance benefits. Many benefits are activated through <https://licensing.microsoft.com>, an online resource you can use to manage your Microsoft licensing agreements and to access your licensing order information and purchase history.

**NOTE:** Not all Software Assurance benefits are available for all Volume Licensing program offerings.

BENEFITS:	ACTIVATION STEPS:
New Version Rights	No additional steps are required to activate.
Spread Payments	
Windows Preinstallation Environment	
BENEFIT:	ACTIVATION STEPS:
Desktop Deployment Planning Services	<p><b>STEPS FOR THE NOTICES CONTACT:</b></p> <ol style="list-style-type: none"> <li>1. Sign the Microsoft Volume Licensing Agreement.</li> <li>2. Microsoft will send you a welcome e-mail message that introduces you to Microsoft Volume Licensing Services (MVLS), a dedicated customer Web site you can use to manage your benefits and licensing agreements.</li> <li>3. Go to <a href="https://licensing.microsoft.com">https://licensing.microsoft.com</a>.</li> <li>4. Sign in to the Microsoft Passport Network. If you do not have credentials for the Passport Network, click Sign Up Now and follow the instructions on your screen to sign up.</li> <li>5. Create an MVLS account.</li> <li>6. Assign a Benefits Administrator to manage the Software Assurance benefits for your company. Microsoft will send a welcome e-mail message to the Benefits Administrator.</li> <li>7. After the Benefits Administrator registers on MVLS, assign permissions to manage specific Software Assurance benefits.</li> </ol> <p><b>STEPS FOR THE BENEFITS ADMINISTRATOR:</b></p> <ol style="list-style-type: none"> <li>1. Ensure that you have administrative rights to activate Packaged Services, or contact your Notices Contact or Benefits Administrator.</li> <li>2. Go to <a href="https://licensing.microsoft.com">https://licensing.microsoft.com</a>.</li> <li>3. Sign in to the Microsoft Passport Network. If you do not have credentials for the Passport Network, click Sign Up Now and follow the instructions on your screen to sign up.</li> </ol>

### BENEFIT:

#### Desktop Deployment Planning Services

### ACTIVATION STEPS:

4. Go to the Software Assurance Benefits Summary page.
5. Select the Desktop Packaged Services benefit.
6. Assign the Desktop Deployment Planning Services voucher to a project manager within your organization.
7. The project manager will receive an e-mail message that provides information about the benefit. The e-mail message will also include a link to a list of local Microsoft partners or Microsoft Consulting Services so that the project manager can schedule an engagement.

**OPTIONAL:** Increase the number of days for Desktop Deployment Planning Services by applying training days. This may require approval from your Benefits Administrator.

### BENEFIT:

#### Information Work Solution Services

### ACTIVATION STEPS:

#### STEPS FOR THE NOTICES CONTACT:

1. Sign the Microsoft Volume Licensing Agreement.
2. Microsoft will send you a welcome e-mail message that introduces you to Microsoft Volume Licensing Services (MVLS), a dedicated customer Web site you can use to manage your benefits and licensing agreements.
3. Go to <https://licensing.microsoft.com>.
4. Sign in to the Microsoft Passport Network. If you do not have credentials for the Passport Network, click Sign Up Now and follow the instructions on your screen to sign up.
5. Create an MVLS account.
6. Assign a Benefits Administrator to manage the Software Assurance benefits for your company. Microsoft will send a welcome e-mail message to the Benefits Administrator.

#### STEPS FOR THE BENEFITS ADMINISTRATOR:

1. Use the link in your MVLS invitation e-mail message to access MVLS, or obtain your company's agreement number and go to <https://licensing.microsoft.com>.
2. Sign in to the Microsoft Passport Network. If you do not have credentials for the Passport Network, click Sign Up Now and follow the instructions on your screen to sign up.
3. Create an MVLS account and request access to your company's agreement, if necessary.
4. Go to the Software Assurance Benefits Summary page.
5. Choose the IWSS workshop for which you want to use your training vouchers:
  - The one-day Information Work Value Discovery Workshop helps business decision-makers develop a prioritized list of projects that will have the greatest impact on their business, with the lowest risk.
  - The two-day Information Work Architecture Design Sessions gives IT staff and technical decision makers a clear understanding of the architecture required to implement the highest-value information work projects into their IT environment.

BENEFIT:	ACTIVATION STEPS:
<p>Information Work Solution Services</p>	<ul style="list-style-type: none"> <li>• Transfer training vouchers or request a transfer from the training voucher administrator.</li> </ul> <p><b>Note:</b> the Microsoft Volume Licensing Site Demonstration on the CD in this resource kit will provide a step-by-step overview on how to do this, or visit <a href="http://www.microsoft.com/licensing/programs/sa">www.microsoft.com/licensing/programs/sa</a> to link to the demo online.</p> <ul style="list-style-type: none"> <li>• To locate a provider in your area that can deliver Information Work Solution Services, go to the partner directory at <a href="http://directory.partners.extranet.microsoft.com/psbproviders/">http://directory.partners.extranet.microsoft.com/psbproviders/</a>.</li> </ul> <p><b>Note:</b> A training voucher must be activated to use this benefit. Benefits Administrator approval may be required.</p>

BENEFITS:	ACTIVATION STEPS:
<p>Training Vouchers by Microsoft Learning</p> <p>Microsoft E-Learning</p> <p>Home Use Program</p> <p>Employee Purchase Program</p> <p>Enterprise Source Licensing Program</p> <p>Corporate Error Reporting</p> <p>TechNet Plus</p>	<p><b>STEPS FOR THE NOTICES CONTACT:</b></p> <ol style="list-style-type: none"> <li>1. Sign the Microsoft Volume Licensing Agreement.</li> <li>2. Microsoft will send you a welcome e-mail message that introduces you to Microsoft Volume Licensing Services (MVLS), a dedicated customer Web site you can use to manage your benefits and licensing agreements.</li> <li>3. Go to <a href="https://licensing.microsoft.com">https://licensing.microsoft.com</a>.</li> <li>4. Sign in to the Microsoft Passport Network. If you do not have credentials for the Passport Network, click Sign Up Now and follow the instructions on your screen to sign up.</li> <li>5. Create an MVLS account.</li> <li>6. Assign a Benefits Administrator to manage the Software Assurance benefits for your company. Microsoft will send a welcome e-mail message to the Benefits Administrator.</li> <li>7. After the Benefits Administrator registers on MVLS, assign permissions to manage specific Software Assurance benefits.</li> </ol> <p><b>STEPS FOR THE BENEFITS ADMINISTRATOR:</b></p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://licensing.microsoft.com">https://licensing.microsoft.com</a>.</li> <li>2. Sign in to the Microsoft Passport Network. If you do not have credentials for the Passport Network, click Sign Up Now and follow the instructions on your screen to sign up.</li> <li>3. Create an MVLS account.</li> <li>4. Go to the Software Assurance Benefits Summary page.</li> <li>5. Click <b>enroll</b> next to the name of the benefit to access.</li> <li>6. Assign a user to receive the media.</li> <li>7. Promote the benefits within your organization to the IT, HR, and training groups.</li> </ol> <p><b>TIP:</b> Click <b>RoboHelp</b> for additional assistance.</p> <p><b>Note:</b> Some benefits require acceptance of terms and conditions before usage. Please review and accept this information when applicable.</p>

BENEFIT:	ACTIVATION STEPS:
<p>24x7 Problem Resolution Support</p>	<p><b>STEPS FOR THE NOTICES CONTACT:</b></p> <ol style="list-style-type: none"> <li>1. Sign the Microsoft Volume Licensing Agreement.</li> <li>2. Microsoft will send you a welcome e-mail message that introduces you to Microsoft Volume Licensing Services (MVLS), a dedicated customer Web site you can use to manage your benefits and licensing agreements.</li> <li>3. Go to <a href="https://licensing.microsoft.com">https://licensing.microsoft.com</a>.</li> <li>4. Sign in to the Microsoft Passport Network. If you do not have credentials for the Passport Network, click Sign Up Now and follow the instructions on your screen to sign up.</li> <li>5. Create an MVLS account.</li> <li>6. Assign a Benefits Administrator to manage the Software Assurance benefits for your company.</li> <li>7. Assign a Benefits Administrator for the 24x7 Problem Resolution Support benefit.</li> <li>8. Microsoft will send a welcome e-mail message to the Benefits Administrator.</li> </ol> <p><b>STEPS FOR THE BENEFITS ADMINISTRATOR:</b></p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://licensing.microsoft.com">https://licensing.microsoft.com</a>.</li> <li>2. Sign in to the Microsoft Passport Network. If you do not have credentials for the Passport Network, click Sign Up Now and follow the instructions on your screen to sign up.</li> <li>3. Create an MVLS account.</li> <li>4. Go to the Software Assurance Benefits Summary page.</li> <li>5. Click <b>enroll</b> next to the 24x7 Problem Resolution Support benefit to access your company's benefits.</li> <li>6. Review and accept terms and conditions.</li> <li>7. Activate the new benefit.</li> <li>8. Set up a list of users approved to submit support incidents.</li> <li>9. Promote the benefit to your IT team and help desk.</li> </ol> <p><b>TIP:</b> Click <b>RoboHelp</b> for additional assistance.</p>

BENEFIT:	ACTIVATION STEPS:
<p>Cold Backups for Disaster Recovery</p>	<p>No formal action is required for eligible customers to activate or use this benefit.</p>

**BENEFIT:**

**Cold Backups for Disaster Recovery**

**ACTIVATION STEPS:**

For each Server License for which a customer has active Software Assurance, the customer has the right to install the same software on a cold backup server. Use of any server software under this Software Assurance disaster recovery benefit is subject to the use rights for that software (including, for example, any requirement to license each processor or copy separately) and to the terms and conditions associated with the disaster recovery benefit. The number of disaster recovery licenses for which a customer qualifies correlates directly to the number of licenses for which the customer has active Software Assurance. Customers may use their Volume Licensing media to install their cold backups.

The product condition note regarding Cold Disaster Recovery Rights in the Microsoft Volume License Product List at [www.microsoft.com/licensing/userights](http://www.microsoft.com/licensing/userights), together with the proof of license and Software Assurance coverage for the production server software (and required CALs), are evidence of the right to the cold disaster recovery server licenses.

**BENEFIT:**

**Extended Hotfix Support**

**ACTIVATION STEPS:**

After it is determined, typically by a Support Engineer, that the resolution to a customer-reported issue will likely require a hotfix for a product in the Extended phase of the support life cycle, contact your Technical Account Manager (TAM). The TAM will work with the appropriate problem resolution team to initiate the process of creating the hotfix.

After it is confirmed that a hotfix can be created and provided to you, the TAM will work with you to sign you up for an Extended Hotfix Support Account (EHSA) or add coverage to your existing EHSA for the affected product.

**BENEFIT:**

**Windows Fundamentals for Legacy PCs**

**ACTIVATION STEPS:**

Available through the download tool at <https://licensing.microsoft.com>.

**BENEFIT:**

**Windows Vista Enterprise**

**ACTIVATION STEPS:**

Please contact a Volume Licensing Specialist at <http://www.microsoft.com/licensing/contact/default.aspx> or your preferred Microsoft Reseller, or locate one here <http://www.microsoft.com/products/info/render.aspx?view=22&type=mn&content=22/licensing>.

Need to learn more about Windows Vista Enterprise? Go here <http://www.microsoft.com/windows/products/windowsvista/enterprise/default.aspx>

## Microsoft Software Assurance Benefits Entitlement Chart

For additional information, contact your Microsoft partner or account manager.  
To activate your benefits, go to the Microsoft Volume Licensing site at <https://licensing.microsoft.com>.

### Microsoft Software Assurance for Volume Licensing

**BENEFITS ENTITLEMENT CHART:**

- 1 Virtual PC Express is an early release of a component of Windows Vista Enterprise that runs on Windows XP.
  - 2 A Premier or Essential Support Agreement is a prerequisite for eligibility.
  - 3 Not applicable to Open License customers. Web support is for low severity (Severity C) cases only. Any call-back via phone will be decremented against the customer's Software Assurance or Premier phone incident balance.
  - 4 24x7 support is for Severity A cases only. Default language after business hours will be English. Translation services will be used where available. SA incidents will be eligible to be exchanged for Premier incidents on a 1:1 basis. Transfer incidents for Premier Problem Resolution hours will be allowed. The conversion ratio will depend on local Premier list prices and will vary by country.
- \* The indicated currency is U.S. dollars only. Cost varies based on currency.  
\*\* Available upon product release.

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## SECTION 4

# Glossary

## Software Assurance Benefits: Interactive Chart

COMMERCIAL AND GOVERNMENT OFFERINGS



### HOW TO USE THE INTERACTIVE CHART

THE CHART TO THE RIGHT COMPARES THE SOFTWARE ASSURANCE BENEFITS.

TO VIEW THE DETAILS OF EACH BENEFIT, PLACE THE MOUSE CURSOR OVER THE CHECK MARKS.

✓ = BENEFITS AVAILABLE

FOR ADDITIONAL INFORMATION, CLICK THE BENEFIT HYPERLINKS.

WHEN YOU PRINT THIS DOCUMENT, YOU WILL SEE ALL SOFTWARE ASSURANCE BENEFITS AS THEY APPLY ACROSS LICENSING PROGRAMS.

FOR ADDITIONAL INFORMATION, CONTACT YOUR MICROSOFT PARTNER OR ACCOUNT MANAGER.

TO ACTIVATE YOUR BENEFITS, GO TO THE MICROSOFT VOLUME LICENSING SITE AT:  
[HTTPS://LICENSING.MICROSOFT.COM](https://licensing.microsoft.com)

BENEFIT	PLAN		DEPLOY		USE		MAINTAIN		TRANSITION					
	INFO WORK SOLUTION SERVICES	TECHNET PLUS	TRAINING VOUCHERS	elicensing	Home Use Program	Employee Purchase Program	Enterprise Source Licensing Program	24x7 Problem Resolution Support	Corporate Error Reporting	"Cold" Backups for Disaster Recovery	TechNet Plus Managed Newsgroup	TechNet Plus Subscription Media	Windows Fundamentals for Legacy PCs	Extended Hotfix Support*
	OPEN LICENSE	SELECT LICENSE	OPEN VALUE	OPEN VALUE	COMPANY-WIDE AND SUBSCRIPTION	SELECT LICENSE SAM, ENTERPRISE AGREEMENT / SUBSCRIPTION								
New Version Rights	✓		✓		✓									
Spread Payments		✓			✓									
Desktop Deployment Planning					✓									
Information Work Value Discovery Workshop					✓									
Information Work Architecture Design Session					✓									
Windows Preinstallation Environment					✓									
Windows Vista Enterprise	✓		✓		✓									
Virtual PC Express*	✓		✓		✓									
Office Training Vouchers					✓									
Windows Training Vouchers					✓									
elicensing		✓			✓									
Home Use Program		✓			✓									
Employee Purchase Program					✓									
Enterprise Source Licensing Program														
24x7 Problem Resolution Support			✓		✓									
Corporate Error Reporting					✓									
"Cold" Backups for Disaster Recovery			✓		✓									
TechNet Plus Managed Newsgroup			✓		✓									
TechNet Plus Subscription Media			✓		✓									
Windows Fundamentals for Legacy PCs														✓
Extended Hotfix Support*			✓		✓									✓

#### COLOR KEY

New! Available Upon Product Release!

Enhanced! Available March 2006!

New! Available March 2006!

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**Affiliate**

A company or legal entity which owns, is owned by, or is under common ownership with, the customer. Ownership is defined as more than 50 percent ownership.

**Agreement Number**

The unique number assigned to the customer by Microsoft after receiving an initial order in a Microsoft Volume Licensing program.

**Client Access License (CAL)**

A license required for devices accessing certain Microsoft server products.

**Cold Backups for Disaster Recovery**

Be prepared with complimentary cold backup server licenses for the purpose of disaster recovery. To qualify for this Software Assurance benefit, a customer must pay for a Microsoft server license as well as all corresponding CALs (if required by the software) enrolled in active Software Assurance.

**Corporate Error Reporting (CER)**

Gives a clear and easy way to monitor and review error information in order to control the deployment of fixes. CER enables IT administrators to manage error reports and error messages created by clients included in Microsoft Windows and other Microsoft programs. CER then provides the end user with a Microsoft solution or custom solution to rectify the issue.

**CPLS** (See Microsoft Certified Partners for Learning Solutions)

**Desktop Deployment Planning Services**

Customers can execute a thorough desktop deployment project with the fundamental analysis, business case, process management planning, and technical procedures needed. Customers can redeem this benefit through their deployment partner as well as through Microsoft Consulting Services (MCS).

**EA** (See Enterprise Agreement)

**Effective Date**

The date on which the term of a licensing agreement commences—typically the date on which Microsoft accepts the agreement.

**E-Learning**

Individual or on-demand Microsoft software courses delivered in an online or offline format. Includes simulations, hands-on exercises, and learning assessments.

**Eligible Products**

Those products to which the Software Assurance benefit or feature currently applies.

**Employee Purchase Program (EPP)**

Gives employees significant discounts on the retail pricing of Microsoft's most popular productivity and consumer products. Using the same software at home and at work provides flexibility, while great consumer products offer fun and excitement.

**Enrollment**

A Microsoft document which allows qualifying affiliates to acquire software under the terms of a Select License or Enterprise Agreement.

**Enterprise Agreement (EA)**

The Enterprise Agreement is a premium agreement offered through Microsoft Volume Licensing designed for large customers with 250 desktops or more that have or desire a centralized purchasing department and are interested in making a strategic decision to deploy Microsoft technology across their enterprise, enabling IT standardization. For more information about this program, visit [www.microsoft.com/licensing](http://www.microsoft.com/licensing).

**Enterprise Source Licensing Program**

Access Microsoft Windows source code for internal development and support. Eligible customers with 1,500 or more licensed desktops can make adjustments and improvements to systems and related applications, implement improved debugging to help maintain security, and protect against viruses and other computer hazards. Eligibility and availability are subject to Microsoft terms and conditions.

**Enterprise Subscription Agreement**

The Enterprise Subscription Agreement is a Microsoft Volume Licensing program designed for corporate customers with 250 or more desktops who prefer to subscribe to—rather than purchase—Microsoft software licenses. A Microsoft Enterprise Subscription Agreement helps customers standardize their IT choices across the enterprise, simplify license management, and provide maintenance benefits, ensuring they maintain a competitive advantage and increase employee productivity.

**EPP** (See Employee Purchase Program)

**Extended Hotfix Support**

Enter into Extended Hotfix Support Agreements (EHSA) as hotfix issues arise. Annual fees and required sign-up periods associated with EHSA are included in the Software Assurance agreement—increasing peace of mind and reducing support cost. A Premier or Essential Support agreement is a prerequisite for eligibility.

**Full Packaged Product (FPP)**

Offered through the distribution channel. FPP typically consists of physical, shrink-wrapped boxes, with one license per box. Contains media such as a floppy disk or CD for the licensed product, printed materials such as a user's guide or product manual, and an End User License Agreement (EULA).

**Home Use Program (HUP)**

Increase employee productivity and maximize the value of Microsoft Office by enabling employees to work from home. The Home Use Program allows employees to get a licensed copy of Microsoft Office programs for use on their home computer. Eligible software includes the most widely used Microsoft Office desktop programs.

**Information Work Solution Services (IWSS)**

Helps customers get the most out of their productivity investment. Information Work Solution Services provide a direct approach for increasing the impact of individuals, teams, and organizations. One- and two-day planning workshops focus on business value and architecture infrastructure and are delivered by Microsoft partners.

**License**

Any one of those offerings identified in the Microsoft Product List (including standard licenses and upgrades for desktop operating systems) that provides the right to run the version of the product for which it is ordered.

**License and Software Assurance (L/SA)**

License and Software Assurance for any product ordered.

**Managed Newsgroups**

Online forums, monitored by Microsoft personnel for accuracy, that TechNet Plus customers can access to collaborate with industry peers in IT.

**Media**

Materials such as a floppy disk or CD-ROM for a licensed software product. May also include printed materials such as a user's guide or product manual. Microsoft customers receive media for licensed products in their welcome kit and with update shipments for products licensed in the initial order. They can order additional media during the agreement term for a charge.

**Microsoft**

Microsoft Corporation or the contracting Microsoft affiliate that executes Microsoft Volume Licensing agreements.

**Microsoft Certified Partners for Learning Solutions (CPLS)**

Third-party training companies qualified by Microsoft to deliver instructor-led courses and online training on Microsoft technology to IT professionals and developers.

**Microsoft Consulting Services**

Work with a global network of more than 775,000 partners with support from Microsoft Services to help evaluate technology for your business and deploy solutions. For more information, visit [www.microsoft.com/microsoftservices](http://www.microsoft.com/microsoftservices).

**Microsoft Core Client Access License**

The current version consists of Client Access Licenses for the following components: Microsoft Windows Server products, Exchange Server products, Microsoft Systems Management Server, and Microsoft SharePoint® Portal Server products.

**Microsoft Platform**

The standard platform of enterprise products includes Microsoft Windows Desktop operating system Upgrade and Microsoft Office Professional. The current version includes the following components: Microsoft Office Word, Microsoft Office Excel spreadsheet, Microsoft Office PowerPoint presentation graphics program, the Microsoft Office Outlook® messaging and collaboration client, and Microsoft Office Access.

**Microsoft Volume Licensing Services (MVLS)**

A password-protected Web site that serves as a license management tool for customers. It displays a customer's license status, agreement numbers, online records, and other license information.

**OEM** (See Original Equipment Manufacturer)

**Open**

Open is an agreement offered through Microsoft Volume Licensing designed for small- to mid-sized organizations with less than 250 desktops. Open is a simple, flexible, and affordable way to acquire Microsoft technology, sized right for their organization's needs and procurement procedures.

- **Open Business** offers savings on estimated retail prices when you place an initial order for five or more licenses or one server processor license. This program is ideal for organizations that prefer to pay as they go, helping to ensure the flexibility to grow with increasing business needs.
- **Open Volume** provides greater cost savings for organizations that require a larger initial up front order in one or more product pools (applications, systems, servers).

**Open Value**

Open Value is a premier agreement offered through Microsoft Volume Licensing for small to mid-size organizations with less than 250 PCs to use and manage Microsoft software licenses under a single agreement. Open Value offers simplified license management, better control over the investment, and better management of software costs. For more information about this program, please visit [www.microsoft.com/licensing](http://www.microsoft.com/licensing).

- **Open Value Company-Wide** is a comprehensive program that enables customers to reduce up-front costs by spreading payments for licensing and Software Assurance annually.

With this offering, customers can choose to pay a single price per desktop (five desktop minimum) to deploy Microsoft technology as the standard across their organization. This option can provide significant price savings and predictable costs on Microsoft technology with three-year spread payments.

- **Open Value Non-Company-Wide** is best suited for customers that do not want to standardize their desktop software yet, but require the flexibility to spread payments annually. With this offering, customers have access to the rights to run the software for as long they need, through a perpetual option.
- **Open Value Subscription** is a non-perpetual three-year offering designed for customers that want access to the latest Microsoft technology. With this offering, customers have access to the rights to run the software only during the term of the agreement with Microsoft, referred to as a subscription option. Subscription options are currently not available in the United States or Canada.

#### Original Equipment Manufacturer (OEM)

A company that is authorized by Microsoft to pre-load Microsoft products onto computers prior to shipment to the customer.

#### Pools

Microsoft products available through some Volume Licensing programs are categorized in the following pools: Applications, Systems, and Servers. Prices are established according to the volume levels acquired in each pool.

#### Product List

The statement published periodically by Microsoft (which may vary by region) which identifies the products available under the program and any product-specific conditions or limitations on the acquisition of licenses for the product.

#### Product Use Rights

Use of any product that is licensed by Microsoft is governed by product use rights specific to each product and version.

#### Qualified Desktop

The personal desktop computers, portable computers, workstations, and similar devices, which are used by, and for the benefit of, an enterprise customer (affiliates included), and which meet the minimum requirements for running any of the enterprise products. Qualified desktops do not include computers designated as a server and not used as a personal computer, any system dedicated to run only line-of-business software such as an accounting program used by an accountant, or any system running an embedded operating system (e.g., Windows 9x or Windows XP Embedded).

#### Renewal Period

Upon expiration of a licensing agreement, customers have the option to renew for up to three additional years.

**SA** (See Software Assurance)

**SAM** (See Software Assurance Membership)

#### Secondary Use Rights

The right to install a second copy of certain application software products on a portable computer that extends exclusively to the primary user of the original copy.

#### Select License

Select is a transactional agreement offered through Microsoft Volume Licensing designed for medium and large organizations, with 250 desktops or more that have mixed software requirements. The Select License program is based on the forecast licensing model, in which consumption is measured against the forecast. This program offers a flexible and affordable way for large customers to make licensing purchases on a pay-as-they-go basis.

#### Server

A computer specifically designated to perform centralized data processing, file and print services, etc. A server license is the license to install and run a specific Microsoft product on a particular server.

#### Service Providers

Service Providers supply their customers with access to Microsoft software products through their services. They include Web host application service providers, messaging and collaboration service providers, platform infrastructure providers, streaming media service providers, Web and Internet service providers, and independent software vendors with hosted applications running on Microsoft technologies.

#### Software Assurance (SA)

A comprehensive maintenance program that supports Microsoft products. Provides the right to run the latest version of licensed products and the ability to spread payments annually. Also includes technology, tools, support, training, and other benefits.

#### Software Assurance Membership (SAM)

Software Assurance Membership (SAM) is established at the signing or renewal of an enrollment or agreement. SAM is available to customers who agree to acquire Software Assurance with all Licenses acquired within a particular product pool under their enrollment or agreement. The Select enrollment has a check box for selecting SAM. SAM is automatically included in Open Value and the Enterprise Agreement as Software Assurance is included with all Licenses acquired under these two programs. SAM is not available under Open Business or Open Volume.

#### Spread Payments

Take advantage of greater flexibility in managing technology expenditures with the option to make annual payments instead of one up front payment. Reduce initial costs and forecast annual software budget requirements up to three years in advance.

#### TechNet Plus—Managed Newsgroups and Subscription Media

Tap into TechNet Online Concierge Chat and post messages in Managed Newsgroups. IT professionals can access TechNet Plus Subscription content. The TechNet Subscription Media also includes access to beta release candidate software and evaluation copies of the latest applications.

#### Training Vouchers

Vouchers, delivered by Microsoft Certified Partners for Learning Solutions, on select courses that are instructor-led, online, or self-paced courses.

#### 24x7 Problem Resolution Support

Continuously connect with Microsoft for business-critical support needs. 24x7 Problem Resolution phone support for all products, in addition to unlimited business-hour Web support for Standard and Enterprise edition servers, allows customers to select the right level of support. Customers with Premier contracts can apply incidents earned through Software Assurance towards Premier Support to receive higher service levels.

#### Version Rights

New software version releases help customers deploy at their own pace. This protects a company's investment while providing access to the most advanced software available. Reduce the costs associated with acquiring new version releases and immediately utilize the latest technology.

#### Windows Fundamentals for Legacy PCs

Get the same security and manageability as Windows XP SP2 and benefit from a smooth migration path to the latest hardware and operating system. Windows Fundamentals for Legacy PCs is a Windows-based operating system solution designed for customers with legacy PCs running legacy operating systems, who are not in a position to purchase new hardware. (Available in June 2006)

#### Windows Preinstallation Environment (WinPE)

Build custom solutions that speed up deployment through automation. WinPE is a version of Microsoft Windows XP Professional that replaces MS-DOS and can run Windows setup, scripts, and imaging applications. IT staff will spend less time and effort keeping desktops updated.

#### Windows Vista Enterprise

Windows Vista Enterprise is designed to help upper mid-market and larger organizations lower IT costs and improve IT efficiency. Windows Vista Enterprise includes Windows BitLocker Drive Encryption, which enhances the protection of sensitive data. It also supports advanced application compatibility scenarios with Virtual PC Express and the Subsystem for UNIX-based Applications (SUA). Windows Vista Enterprise takes that capability one step further by including all Windows user interface languages for integration into a single worldwide system image, for no additional cost. Windows Vista Enterprise is available exclusively to Software Assurance (SA) customers.

#### Windows Vista Ultimate

Windows Vista Ultimate is a premium consumer operating system for home and small business users. Although designed for home and small business use, Microsoft offers Windows Vista Ultimate to Software Assurance customers as part of their agreement. Windows Vista Ultimate adds value in the enterprise in specific settings, such as in conference rooms or media-related set-ups for a very limited number of PCs. It does, however, have some management and support limitations in an enterprise environment and therefore we do not recommend deploying Windows Vista Ultimate throughout your organization.

Activate your Software Assurance benefits today.

<https://licensing.microsoft.com>

Microsoft<sup>®</sup>  
**Software Assurance**  
for Volume Licensing

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