

Microsoft Open Value Subscription Customer Welcome

Thank you for choosing Microsoft Software through Microsoft Open Value Subscription.

Congratulations. By subscribing to software, you've taken a great step in reducing licensing costs and ensuring licensing assets are easier to manage. There are a number of important steps you'll need to take to make sure your agreement is set up correctly **and** to ensure you get the most value from your agreement. We've created this document to help you out. Please take the time to read through it. If you need any advice please ask your Microsoft Reseller for guidance.

Agreement set up

- The Open Value Subscription agreement is signed electronically.
- The customer must provide information to their Reseller including:
 - Full legal name of the company. The customer name needs to be a registered company or partnership in New Zealand.
 - Physical or street address, including postal code. Phone number and fax number.
 - Authorised signatory information. Contact name and contact email address of a person from within the customer organisation authorised to sign the Open Value Subscription Agreement, and alternative contact information (if applicable) of the individual who will administrate the agreement and download the software.
- The person authorised to sign the Open Value Subscription agreement is extremely important - they become the default "Notices Contact" for the agreement, and will receive important information about the agreement that ensures it is set up correctly. **Note: The Reseller may NOT (legally) sign the agreement.**

Affiliates

Microsoft Open Programs (Microsoft Open License, Open Value and Open Value Subscription) allow customers to share price levels with their legal affiliates throughout a geographic territory. **The term *affiliate* is defined as follows:** any legal entity that a party owns, that owns a party, or that is under its common ownership. "Ownership" means control of more than 50% interest in an entity.

New Zealand is included in the "Asia Pacific" territory. The Asia Pacific Territory only includes the following countries: New Zealand, Australia, Bhutan, Brunei, Indonesia, Korea, Malaysia, Maldives, Philippines, Singapore, Thailand, and Vietnam.

Agreement Activation

- **Products can NOT be ordered on the agreement until it is activated by the customer.**
- The Reseller provides the customer information to their Distributor who then creates the Open Value Subscription agreement. Once this is done an email is sent to the customer with a link to log on to a secure site in order to check the agreement details, accept the terms & conditions of the agreement, then sign it accordingly (all online).
- To accept the agreement online you'll need to have (or create) a "Windows Live ID" for the email address that was used for the 'Notices Contact'. To do this click on the first link in the email you received, which will take you to create a live ID, then will take you onto the next steps to sign the Open Value Subscription agreement.
- Once the customer has signed the agreement it's it routed to Microsoft to sign and activate.
- The customer will then receive an agreement confirmation via email which will indicate Microsoft's acceptance of the agreement.

Should there are issues with agreement activation

- If you have used any other Windows Live ID on your computer to sign into other sites, please go and clear your cache, cookies and temp files before you start this process.
- If you have any problems please capture your screen shots and contact your Microsoft Reseller, who will escalate any issues to their Distributor.

Ordering Products

- Once a Microsoft Open Value Subscription agreement is accepted, it generally takes 48-72 hours to go live.
- At this point, confirmation is sent to both the 'Notices Contact' within the customer organisation **and** the Reseller confirming the agreement is now active.
- **At this point products may be ordered.**
- After the Reseller places the customer's first order, the customer will receive an order confirmation.
- *Note: The agreement will be terminated if the Customer fails to place an order with in 30 days of the agreement confirmation.*

Payments during the agreement

Important note: The customer must submit an annual purchase order each year through its Reseller even if there is no change to the products licensed or quantities of products the customer is running. The annual order can be placed up to 30 days prior to the agreement anniversary.

Enterprise Products:

- The qualified desktop count can fluctuate from year to year based on the qualified desktop count, but cannot fall below the minimum of five desktops.
- Enterprise Products can be deployed as required and reported at the next agreement anniversary date.

Additional Products:

- For additional products ordered at the start of the agreement, these can be deployed as required and reported at the next agreement anniversary date.
- For additional products ordered AFTER the commencement of the agreement, the customer must place orders in the month in which that software is first deployed, and will pay for the first year at that time of order.

Volume Licensing Service Centre (VLSC)

The Volume Licensing Service Centre (VLSC) is the single location for Microsoft Volume Licensing customers to:

- Calculate current Microsoft License Statements to view an easy-to-understand, comprehensive license summary across Volume Licensing programs and agreements.
- View license purchases and licenses purchased to date, including expired agreements.
- View and request Microsoft Volume Licensing Product Keys (VLKs) and download licensed products based on your Volume Licensing entitlements.
- Activate and use Microsoft Software Assurance benefits.
- Manage access rights for internal staff and Software Assurance administrators.

The VLSC is available at <https://www.microsoft.com/licensing/servicecenter/home.aspx>. Customers who have been set up as the Primary Contract or Notices contact for an Open Value Subscription agreement, will automatically be granted Administration rights to this agreement on the VLSC site. These two roles can then grant access to the agreement to other people in their organisation and their Reseller.

To log into the site you will need a Windows Live ID, if you do not have one you will be directed create one from the link above. When registering your Windows Live ID onto the VLSC site you will be asked for your Business Email address. This is the email address that you supplied to your Reseller as part of your contact information for this agreement. If you are not sure which email address you supplied, please check with your Reseller prior to entering anything into VLSC.

Resellers can provide customers with a number of Cheat Sheets and Demos on how to use the most common feature of this site (available through their Distributor).

Media

An Open Value Subscription Agreement grants the customer permission to legally copy and use multiple copies of the licensed products chosen, as per the terms of the agreement.

Media is available to download free of charge off the secure Volume Licensing Service Centre (VLSC) web site. Customers also have the option to purchase physical media from the VLSC site. Any media is shipped from Singapore and can take up to five working days to arrive.

Software Assurance Benefits

Software Assurance (SA) Benefits can equate to **thousands of dollars worth of valuable business benefits** and (depending on what a customer has purchased). Benefits can include free training days, e-learning, free technical support, home use rights. A customer can find out what SA Benefits they have by visiting the secure VLSC web site or talking with their Microsoft Reseller.

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Please contact your Microsoft account manager or reseller for the most current version of this information.