Volume Licensing Quick Reference Guide - Operational Resources

LAR Website	http://www.microsoft.com/australia/partner/resellers/lar/default.aspx	This is an Australian website developed for LARs only. It contains monthly eCard newsletters and resources training and events, quick links, what's new, promotions, sales and operational resources.
Explore.MS	https://www.explore.ms/navigation.aspx	Content includes access to the current price lists, contracts, customer agreement information and VLComm for EA, Select and Open License Value agreements. You will need to register to access this site follow the steps at: https://www.explore.ms/content.aspx?src=/Common/FAQ*.1033.DSI.XML#How%20does%20a%20Microsoft%20employee%20register%20for%20explore.ms?
Microsoft Volume License Service (MVLS)	https://licensing.microsoft.com	The Microsoft Volume Licensing Services site is an online resource to help Open License Value, Select and EA customers manage their Microsoft Licensing Agreements and access their licensing information and purchase history. From this site they can view licensing information easily and in one place, including details about Volume License Agreements, License orders, and Volume License Product Keys. Customers can also find answers to questions, download software and access their Software Assurance Benefits from this site.
eOpen	https://eopen.microsoft.com/EN/default.asp	eOpen allows customers to create and retain personalized views of Open Business and Volume License purchase history information, review license agreement and product use rights, update the license contact information online, view Open License purchases made and access the Volume License Product Keys to install software.
APOC Licensing Questions	aplquest@microsoft.com	An operational post-sales alias for LARs and ADRs i.e.agreement processing, credits and adjustments.
APOC Media & Fulfilment	aplmedia@microsoft.com	Resource alias for LARs and ADRs for all questions relating to Volume Licensing media
Product Activation Centre	Ph: 1800 642 008 More information also at – http://www.microsoft.com/licensing/resources/vol/default.mspx	For assistance with activation of VL software when using Volume License Key's (VLK's). Please note – Each VLK is associated with a particular customer/product.
MVLS Support Hotline	MVLSApac@microsoft.com Ph: 1800 002 691	For any questions pertaining to MVLS including activation of Software Assurance Benefits, VLKs etc Please note for SA eligibility & pre-sales questions please contact your Partner Account Manager & also see below.
MSDN Support	**msdnaus@microsoft.com**	MSDN support alias for queries pertaining to registration, media & product information.
Software Assurance Benefits	http://www.microsoft.com/australia/licensing/sa/benefits.mspx	This link provides a summary of the Software Assurance Benefit options that are available through the Volume License programs. Each SA Benefit offering has a hyperlink for detailed information on that topic.
Volume License Brief Downloads	http://www.microsoft.com/licensing/resources/volbrief.mspx	Licensing briefs are a series of documents you may download to get up-to-date, accurate information on specific Microsoft licensing topics
CAL User guide	http://www.microsoft.com/resources/sam/lic_cal.mspx	Client Access License (CAL) licensing can be complicated. This link provides information to help determine the need for CALs. There is also a section on "Per Seat", "Per Server", or "Per Processor" licensing.
ASIC Website	http://www.edge.asic.gov.au/gns001.html	This site is useful for confirming the legal entity name of customers which is required on all documents. There is a search functionality which is useful.
Operations Contacts	Donal Barry Katrina Sheeran Jim Lee	Channel Operations Manager Channel Operations Manager Regional Channel Operations Manager

Volume Licensing Quick Reference Guide - Sales & Marketing		
Microsoft Australia Licensing Home	http://www.microsoft.com/australia/licensing/default.aspx	Public licensing homepage
Product Licensing Web	http://www.microsoftvolumelicensing.com/userights/	This Web site is designed to provide access to licensing terms, conditions and supplemental information relevant to the use of products licensed through Microsoft Volume Licensing Programs. This information is taken from the Microsoft Licensing Product Use Rights and the Microsoft Product List for Volume Licensing and includes general and product specific use rights, product point information, and product notes. You will find supplemental materials designed to help you better understand how Microsoft licenses each product.
Directions On Microsoft	http://www.directionsonmicrosoft.com/	**Directions on Microsoft** is the only INDEPENDENT organisation in the world devoted exclusively to tracking Microsoft. **Directions** provide weekly news and analysis; product roadmaps, in-depth Research Reports on key technologies and trends, an Organisational Chart of the top 1000+ Microsoft executives; and briefing and advisory services.
Software Asset Management	http://www.microsoft.com/resources/sam/default.mspx	The Microsoft Software Asset Management (SAM) site will provide you with a wealth of resources to help you implement SAM in your customer's organisation including a step by step guide to implement a SAM program.
Anti-Piracy Hotline	Ph: 1800 63 99 63 Report online by visiting www.microsoft.com.au/piracy/report	The best way to protect honest customers from software piracy is to report it. To assist with anti-piracy and obtain more information relating to Software Asset Management, help is only a phone call or click away. All reports are confidential and can be made anonymously.
Contact Us	contactus@microsoft.com.au Ph: 13 20 58	For all pre-sales support. Includes technical support, general enquiries, product activations and partner assistance
Licensing Hotline	ausl@microsoft.com Ph: 13 20 58 (option 5, option 1)	Dedicated LAR hotline for assistance with all Volume Licensing pre-sales program and product questions
Licensing Sales Director	Phil Carrier	
Licensing Partner Executives	Malcolm Fraser Julanne Saltiel	Algar Burns, Data #3, Dimension Data, Kaz Technology Services Pty Ltd, Simply International, Insight Comstra, Computelec, Hewlett Packard, Commander/Volante, Corporate Express
Licensing Specialists	David Triston-Rattay Laura McMenamin Craig Martyn Bob Williams Andrea McDonald Katie Mortimer Shalini Anand Anthony Kola (maternity backfill for Katie Mortimer)	Government - ACT, VIC, SA, TAS Government - NSW, QLD, NT, WA Commercial/FSI/Telco - VIC, SA, TAS Commercial/FSI/Telco - NSW, QLD, NT, WA Academic – National Mid Market – National Mid Market – National Mid Market - National
Licensing Program Support	Thomas Kablau Antony Parzakonis Ainslie McNamara	Licensing Marketing Manager Licensing Training & Support Licensing Communications Manager