Microsoft®

Microsoft® Software Assurance
Customer Guide
Information for Benefits Administrators

*My Software Assurance
More benefits / Maximum value

Table of Contents

Software Assurance Benefits Overview

A quick guide to Software Assurance Benefits

LICENCE TYPE/BENEFITS *For FPP and OEM see below**	OPEN LICENCE 2-50 PCs	SELECT LICENCE 250+ PCs	OPEN VALUE 5-250 PCs	OPEN VALUE COMPANY-WIDE/SUBSCRIPTION 5-250	SELECT LICENCE, SAM, ENTERPRISE AGREEMENT/SUBSCRIPTION 250+ PCs	ACTIVATION REQUIRED
USE						
New Version Rights	●	●	●	●	●	✗
Spread Payments		●	●	●	●	✗
DEPLOY						
Desktop Deployment Planning Services					●	✓
Information Work Value Discovery Workshop			●	●		✓
Information Work Architecture Design Session			●	●		✓
Windows® Pre-Installation Environment				●	●	✓
USE						
Windows Vista™ Enterprise	●	●	●	●	●	✓
Virtual PC Express	●	●	●	●	●	✓
Office Training Vouchers			●	●	●	✓
Windows Training Vouchers			●	●	●	✓
E-Learning	●	●	●	●	●	✓
Home Use Programme	●	●	●	●	●	✓
Employee Purchase Programme				●	●	✓
Enterprise Source Licensing Programme					●	✓
MAINTAIN						
24x7 Problem Resolution Support	●	●	●	●	●	✓
Corporate Error Reporting			●	●	●	✓
Cold Back-Ups for Disaster Recovery	●	●	●	●	●	✗
TechNet Plus Managed Newsgroup		●	●	●	●	✓
TechNet Plus Subscription Media		●	●	●	●	✓
TRANSITION						
Windows Fundamentals for Legacy PCs					●	✓
Extended Hotfix Support	●	●	●	●	●	✓

* Software Assurance may be purchased on top of an FPP and OEM licence, but it must be contained in a separate Volume Licence Agreement.
FPP: SA is available with systems and server purchases, not applications.
OEM: Reassignment rights, re-imaging rights and Microsoft Infopath™ are not included with an OEM licence unless you purchase Software Assurance.

Your Software Assurance Benefits explained

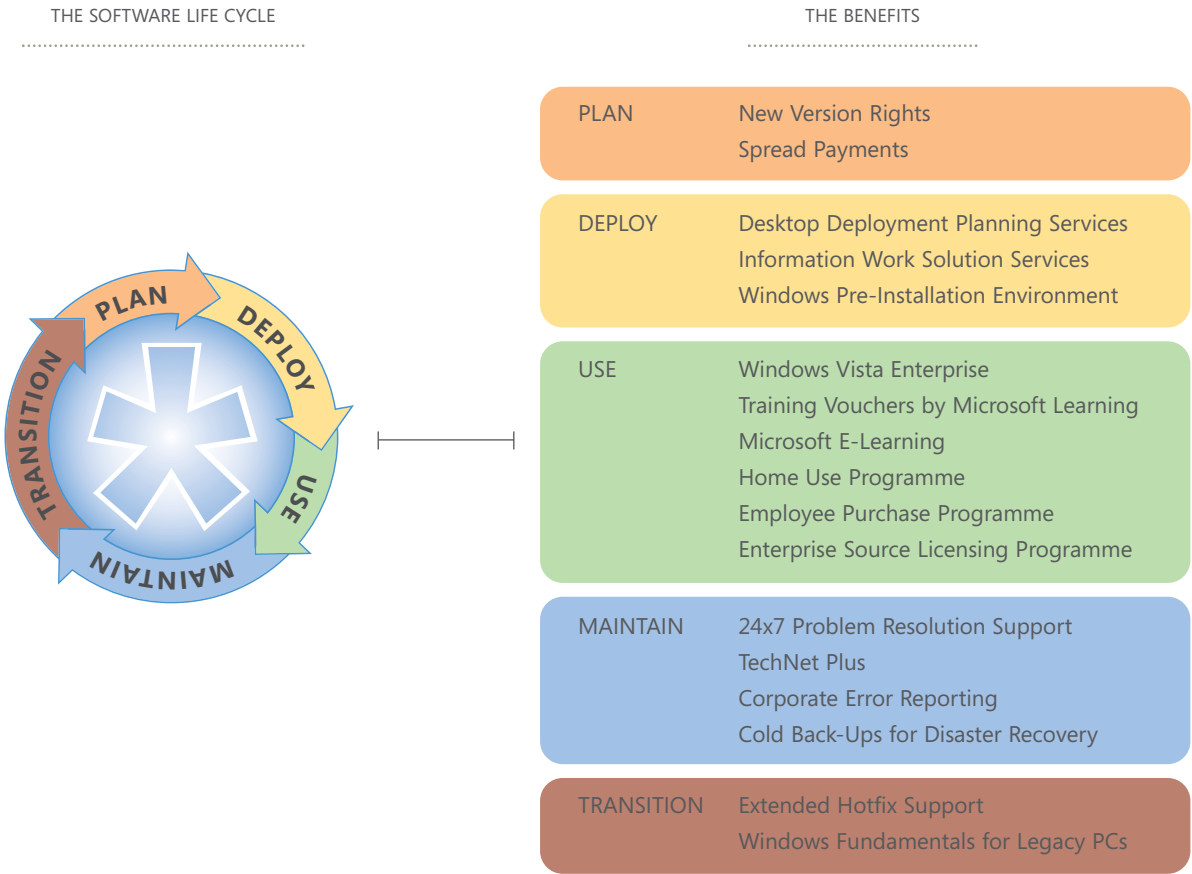|	BENEFIT	OPEN LICENCE	SELECT LICENCE	OPEN VALUE	OPEN VALUE COMPANY-WIDE/SUBSCRIPTION	SELECT LICENCE SAM, ENTERPRISE AGREEMENT/SUBSCRIPTION
USE	New Version Rights	Every Licence covered under Software Assurance may be upgraded to the newest software version.				
	Spread Payments	Payments for Licence and Software Assurance can be spread into equal annual payments.				
DEPLOY	Desktop Deployment Planning Services					Microsoft Office apps spend* = Length of engagement days:1 $60k = 1 day; $150k = 3 days, $600k = 5 days, $1.25M = 10 days
	Information Work Value Discovery Workshop				You may convert 2 training vouchers to receive this 1-day service.	
	Information Work Architecture Design Session				You may convert 4 training vouchers to receive this 2-day service.	
	Windows Pre-Installation Environment				to receive 1 media kit.	For every company-wide enrolment that includes Windows Client or Windows Server® Licences with Software Assurance, you are eligible
USE	Windows Vista™ Enterprise	For every Windows Client Licence covered under Software Assurance, you are entitled to 1 Windows Vista Enterprise Upgrade Licence.				
	Virtual PC Express	For every Windows Client Licence covered under Software Assurance, you are entitled to 1 Virtual PC Express Licence.				
	Office Training Vouchers			For every 50 Office Application Licences covered with Software Assurance., you are entitled to 2 days of training (up to 10 days).		Minimum number of SA Licences = Number of training days awarded: 250 = 20 days; 2,400 = 30 days; 6,000 = 50 days; 15,000 = 110 days; 30,000 = 160 days; 50,000 = 250 days; 100,000 = 400 days; 200,000 = 600 days; 400,000 = 800 days; 600,000 = 1,400 days
	Windows Training Vouchers			For every 50 Windows Client Licences covered with Software Assurance, you are entitled to 1 day of training (up to 5 days).		Minimum number of SA Licences = Number of training days awarded: 250 = 10 days; 2,400 = 15 days; 6,000 = 25 days; 15,000 = 55 days; 30,000 = 80 days; 50,000 = 125 days; 100,000 = 200 days; 200,000 = 300 days; 400,000 = 400 days; 600,000 = 700 days
	E-Learning	• For each Office Application Licence covered under Software Assurance, you are entitled to 1 Licence for Information Worker Software Assurance E-Learning. • For each Windows Client Licence covered under Software Assurance, you are entitled to 1 Licence for Client Software Assurance E-Learning. • For each Server Licence covered with Software Assurance, you are entitled to 1 Licence for Server Software Assurance E-Learning.				
	Home Use Programme	For each Office Application Licence covered with Software Assurance, a user of the licensed device is entitled to 1 copy of that product for use at home.				
	Employee Purchase Programme				Entitled to extend access company-wide.	Entitled to extend access company-wide.
	Enterprise Source Licensing Programme					1,500 desktop minimum.
MAINTAIN	24x7 Problem Resolution Support	Server: For every U.S.$20K* Software Assurance spend for servers and CALs, you are entitled to 1 phone incident. Additionally, a complimentary phone incident is awarded to customers who have at least 1 Server Licence covered with Software Assurance. Unlimited Web support is included for all servers covered with Software Assurance. Premier customers will be able to transfer their SA incident into their Premier contracts. Desktop: For every U.S.$200K* of Software Assurance spend for Microsoft Office Applications and Windows Client, you are entitled to 1 phone incident.				
	Corporate Error Reporting			You are entitled to 1 media kit per enrolment.		
	Cold Back-Ups for disaster recovery	For each Server Licence covered with Software Assurance, you are entitled to run 1 instance of the software on a 'cold' server for disaster recovery purposes.				
	TechNet Plus Managed Newsgroup	For each Server Licence covered with Software Assurance, you are entitled to 1 user ID. Open Value requirements: A minimum of 5 Server Licences covered with Software Assurance must be acquired. IDs are received by customer starting with the fifth server.				A minimum of 5 Server Licences covered with Software Assurance
	TechNet Plus Subscription Media	You are entitled to 1 kit and user ID per enrolment for use company-wide when at least 1 Server Licence is covered under Software Assurance. Open Value requirements: A minimum of 5 Server Licences with Software Assurance must be acquired to receive TechNet Subscription Media.				
TRANSITION	Windows Fundamentals for Legacy PCs					For each Windows Client Licence covered under Software Assurance, you are entitled to install 1 copy as the Windows Client Licence.
	Extended Hotfix Support	Server: 90-day enrolment not required. Annual contract fees for Microsoft Exchange Server, MOM, SMS, SQL Server™, and Windows Server are included as part of Software Assurance. Desktop: Not eligible.				Server: 90-day enrolment not required. Annual contract fees for Exchange Server, MOM, SMS, SQL Server, and Windows Server are included as part of SA. Desktop: 90-day enrolment not required. Annual contract fees for Windows Client and Office Professional are included as part of SA.

Software Assurance Overview

The Software Life Cycle

Microsoft® Software Assurance (SA) is a comprehensive maintenance programme that helps organisations get the most value from Microsoft software through a broad range of benefits.

This programme 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 make the transition between their software solutions. New Version Rights to software and new technology enable businesses to ensure seamless software migrations, minimise downtime or support issues, improve control IT planning and costs, and empower people in the organisation 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

THE BENEFITS

| PLAN | New Version Rights |
| | Spread Payments |

DEPLOY	Desktop Deployment Planning Services
	Information Work Solution Services
	Windows Pre-Installation Environment

USE	Windows Vista Enterprise
	Training Vouchers by Microsoft Learning
	Microsoft E-Learning
	Home Use Programme
	Employee Purchase Programme
	Enterprise Source Licensing Programme

MAINTAIN	24x7 Problem Resolution Support
	TechNet Plus
	Corporate Error Reporting
	Cold Back-Ups for Disaster Recovery

| TRANSITION | Extended Hotfix Support |
| | Windows Fundamentals for Legacy PCs |

The Software Life Cycle

Continued

THE SOFTWARE LIFE CYCLE	DESCRIPTION	POTENTIAL VALUE
PLAN ▶	Whether you are buying new technology or renewing your existing agreement, managing and controlling costs is front-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.	• Lower operating expenses including support, training and deployment costs • Easier licence management • Predictable payments and budgeting • Standardised desktop • Lower initial cash outlay • Predictable budgeting for three years • Save on cost of capital
DEPLOY ▶	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.	• Save fees spent on consultants • Deploy current desktop at much lower cost using need-based tools such as Business Desktop Deployment (BDD) Solution Accelerator • Lower cost infrastructure • Improved IT security • Increased operational agility • Automated, faster deployments • Gain productivity from expert planning and architecture designers
USE ▶	During this phase, your organisation and its people are leveraging technology to create, manage, and drive business growth. Access to Windows Vista Enterprise, training, Microsoft E-Learning, employee discounts on software or use-rights for PCs at home are just a few of the benefits that help keep your organisation running.	• Reduces additional cash outlay for training • Increased productivity, easier migrations and lower support costs • Build skills and employee satisfaction • Save the full cost of an Office Work-at-Home licence (estimated retail value U.S.$250) per employee

THE SOFTWARE LIFE CYCLE	DESCRIPTION	POTENTIAL VALUE
MAINTAIN ▶	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.	• Support value is based on usage • Improved productivity • Lower downtime and support costs • Save the full cost of a licence +SA for each server back-up • Save $1,000 per year for media kit and $350 per year for each TechNet Plus ID
TRANSITION ▶	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.	• Continue receiving support for older technologies: EHFS provides peace of mind and critical fixes • Access EHFS support when you need it, and only pay at the time of enrolment • Delay hardware upgrades • Save on support costs • Increase productivity • Access security and management resources for migration to the latest OS

QUALIFYING FOR SOFTWARE ASSURANCE BENEFITS

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

Each benefit within Software Assurance corresponds to the type of product your company has purchased. The number of incidents and service benefits your organisation receives are dependent upon how much your organisation 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**

Software Assurance Benefits: Descriptions across the Software Life Cycle

PLAN

....

Preparing to buy or renew your software solutions can take time and extensive planning with your IT team. What kind of licences 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

New Version Rights

Take advantage of the latest technology.

Microsoft is always developing new versions of software to improve how customers work and live. During the term of your licensing agreement, this benefit provides access to newly released software by lowering the costs associated with acquiring it. 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.

ELIGIBLE CORPORATE AND GOVERNMENT CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 50+ DESKTOPS
• Open Licence Agreement
• Open Value
• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS
• Select Agreement
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

Please visit **www.microsoft.com/licensing/userights** for the latest product list and information on all products available with Software Assurance.

ACTIVATION:

No activation required.

Spread Payments

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

Manage your technology expenditures by spreading payments for your software purchases annually over the term of your agreement. This allows your organisation to reduce initial up front costs and forecast annual software requirements up to three years in advance. Purchases made later, during the life of the contract, may allow for one, two, or three payments depending on the program and time of purchase.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 5+ DESKTOPS
• Open Value
• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS
• Select Agreement
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

Please visit **www.microsoft.com/licensing/userights** for the latest product list and information on all products available with Software Assurance.

BUSINESS REQUIREMENTS:

Initial payment due at the time of order. The balance is split in equal amounts to be paid at the start of year two and year three of the agreement term.

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 organisation 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). This new Software Assurance benefit is available to both small and large customers.

Desktop Deployment Planning Services

Information Work Solution Services

Windows Pre-Installation Environment

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.

Your organisation can execute a thorough desktop deployment project with the fundamental analysis, business case, process management planning and technical procedures needed. One to 15 days of deployment planning services are provided based on the amount of Software Assurance purchased on Microsoft Office software. This service introduces the most advanced techniques, processes and tools for your company, based on your unique needs, helping you achieve the most cost-effective desktop environment. Desktop Deployment Planning Services (DDPS) sessions are collaborative, comprehensive and based on best practices from Microsoft. Your dedicated consultant will create a detailed blueprint for a seamless transformation of your business and technical environment.

Desktop Deployment Planning Services utilise 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, including Microsoft Application Compatibility Toolkit and User State Migration Toolkit.

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. Topics include application compatibility, software and hardware inventory and other transformation considerations.

A strategy briefing and technical drilldown session defines the vision for achieving technical and business goals. The consultant demonstrates the value of migrating applications and lowering costs through automated deployment and desktop management, and discusses the features and business benefits of deploying Windows® XP Professional and the Microsoft Office system to increase collaboration. 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 5-, 10-, and fifteen-day engagements. As a last step, the Customised Deployment Plan summarises 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)	*(not included)*	*(not included)*			
Post-Engagement Summary					
Survey					

☐ Included   ☐ Not Included

ENTERPRISE CUSTOMERS: 20+ DESKTOPS
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• 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 licence and Software Assurance by product. The Software Assurance spend on Office applications will be totalled to determine which voucher (one, three, five, or ten days) your company is eligible to receive.

SOFTWARE ASSURANCE SPEND ON OFFICE APPLICATIONS*	ESTIMATED NUMBER OF OFFICE STANDARD LICENCES 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)

* Chart varies by local currency.

** Customers with Office Professional may qualify with fewer licences.

*** Customers may increase the service level to as many as 15 days by applying training days (e.g. upgrade a ten-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 enrolment.

ELIGIBLE PRODUCTS:

Customers with active enrolments qualify based upon SA spend from the Microsoft Office system application product list. Please visit **www.microsoft.com/licensing/userights** for the latest product list and information on all products available with Software Assurance.

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

Desktop Deployment Planning Services

Continued

Please visit **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 utilise this service. Based on the amount of the Software Assurance spend for eligible products, customers qualify for one to ten 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 enrolment.

- 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.
- Once a voucher is created, the service level can't be changed unless the voucher is revoked. If revoked, the service level is subject to change based on qualified spend or the conversion of unused training days.
- 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 programme.
- Reduction of SA 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 valid only 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 same time as Software Assurance coverage.

- Microsoft is not responsible for lost, stolen, misplaced or misused vouchers.
- 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.
- This benefit will be activated upon the initial creation of a Desktop Deployment Planning Services voucher.
- Converting training days to increase the service level requires that:
  - Customers are eligible for training benefits
  - The training voucher has been activated
  - There are available unclaimed training days eligible for conversion
  - A Desktop Deployment Planning Services voucher has not been created
  - The service level is not at the highest available level

▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to **www.microsoft.com/licensing/userights**.

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** 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 as well as through Microsoft Consulting Services. Visit **http://directory.partners.extranet.microsoft.com/psbproviders** for an updated list of qualified providers in your region.

Information Work Solution Services

Collaboration has never been easier.

Information work is any activity in your organisation 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 organisations have on your business. The services are delivered by a qualified Microsoft Partner of your choice.

The one-day Information Work Value Discovery Workshop helps business decision makers develop a prioritised 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:

- **Optimise 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 email, 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 organisation's productivity, enabling you to more fully leverage 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 email 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 prioritise 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 MEDIUM-SIZED CUSTOMERS: 5+ DESKTOPS
- Open Value
- Open Value Company-Wide and Subscription

ELIGIBLE PRODUCTS:

Please visit **www.microsoft.com/licensing/userights** for the latest product list and all products available with Software Assurance. All products covered by SA must be renewed within 30 days of enrolment expiration to continue benefits.

Please visit **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 Open Value agreements and at least two unused training days through Software Assurance are eligible to convert training days for Information Work Solution Services.
- Two training days can be converted for a one-day Information Work Value Discovery Workshop.
- Four training days can be converted for a two-day Information Work Architecture Design Session.
- Information Work Value Discovery Workshops are not available in all languages.
- Information Work Value Discovery Workshops can be redeemed only 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 programme.
- Vouchers are valid only 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 same time Software Assurance coverage expires.
- Microsoft is not responsible for lost, stolen, misplaced or misused vouchers.

- 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.
- A voucher can be cancelled only if its status is 'assigned'.
- A provider can cancel its reservation of a voucher only if the status is 'reserved'. If a provider cancels its reservation of a voucher, the voucher goes back to 'assigned' status.
- This benefit will be activated upon the initial creation of an Information Work Value Discovery Workshop voucher.
- Qualified customers are eligible for an unlimited number of Information Work Value Discovery Workshop vouchers during the term of their Software Assurance coverage.
- Because customers are eligible for an unlimited number of IWSS vouchers based on the number of unused training days that they have available, it is possible that a customer may initially opt for a one-day Information Work Value Discovery Workshop engagement to gain an understanding of the solutions that will have the greatest impact on their business, then later follow up with a two-day Information Work Architecture Design Session engagement to dive into the technical requirements to implement the solutions discussed in the one-day engagement.
- ▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to **www.microsoft.com/licensing/userights**

For information on how to activate this benefit, visit **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 deployment partner as well as through Microsoft Consulting Services (MCS). Visit **http://directory.partners.extranet.microsoft. com/psbproviders** for an updated list of qualified providers in your region.

Microsoft Windows Pre-Installation Environment

Build customer solutions and speed deployment through automation.

Microsoft Windows Pre-Installation Environment (WinPE) allows IT staff to build custom solutions that speed up deployment through automation so you spend less time and effort keeping desktops updated. With WinPE, IT professionals can leverage the latest technology available, giving your company a business edge by building custom solutions. WinPE is a minimal version of the Windows XP and the Windows Server 2003 operating systems that replaces MS-DOS®. It can run Windows setup, scripts, and imaging applications that also aid in productivity gains.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 0+ DESKTOPS
• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 20+ DESKTOPS
• Select Licence Software Assurance Membership (SAM)
• Enterprise Agreement and Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

This benefit currently covers the Desktop Professional (EA/Open Value), Windows Professional (EA/Open Value), Core CAL (EA/Open Value), Systems (Select), and Server (Select) products covered by Software Assurance.

BUSINESS REQUIREMENTS:

Please visit **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.

• Every company-wide enrolment that includes a Windows Client or Windows Server Licence with SA is eligible to receive one media kit.
• Customers' use of WinPE is subject to the terms and conditions of their licence agreement.
• Customers may install any number of copies of the software on a single device for their internal use. However, customers may not use the software as a general operating system, as a thin client, or as a remote desktop client.

• The language selected by the Benefits Administrator when activating the benefit will be the language in which the media kit is sent. The Benefits Administrator will not be able to change this language once the benefit is activated.
• This benefit is offered in English only to help deploy software 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**

ACTIVATION:

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

USE

....

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

Windows Vista Enterprise

Training Vouchers by Microsoft Learning

Microsoft E-Learning

Home Use Programme

Employee Purchase Programme

Enterprise Source Licensing Programme

Windows Vista Enterprise

Available in 2006

Windows Vista Enterprise is available exclusively to Software Assurance customers. This premium desktop operating system is optimised for medium-sized and large organisations 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 benefits to address the unique technical challenges of medium-sized and large organisations: Windows BitLocker™ Drive Encryption, Virtual PC Express, Subsystem for UNIX-based Applications (SUA) and Multi-lingual User Interface (MUI).

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 OS 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 unauthorised 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 specialised 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 non-disruptive 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 centralised key storage and management.

MIGRATION

Organisations 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 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, Subsystem for UNIX-based Applications (SUA) and additional licensing rights. With Windows Vista Enterprise, organisations can now utilise 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, Windows XP Professional or even 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 virtualises, 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 licence 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 organisations 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.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 0+ DESKTOPS
• Open Licence Agreement
• Open Value Company-Wide and Subscription

ELIGIBLE PRODUCTS:

Please visit **www.microsoft.com/licensing/userights** for the latest product list and information on all products available with Software Assurance. All products covered by SA must be renewed within 30 days of enrolment 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** 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 are entitled to one Windows Vista Upgrade Licence for every Windows Client Licence covered under SA.
• Customers are entitled to one Virtual PC Express Licence for every Windows Client Licence 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 licence 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 the Microsoft 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 licence 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 licences for this access.

- ► Upon availability of Windows Vista Enterprise, customers will receive all associated additional premium features.

- ► Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to **www.microsoft.com/licensing/userights**.

ACTIVATION:

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** 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 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 down-loadable bits will be offered in one kit that will include the following languages:

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

Training Vouchers by Microsoft Learning

Maximise your organisation's technology use.

Microsoft develops training for professionals who support, implement and develop solutions using Microsoft technologies. Official Microsoft Learning Products offered by Microsoft Certified Partners for Learning Solutions (CPLS) deliver comprehensive training for professionals who develop and deploy real-world solutions using Microsoft technologies.

With the Software Assurance training voucher benefit, available to qualified Microsoft software licensing subscription holders, organisations of all sizes can realise greater efficiency through instructor-led training at any one of more than 1,000 Microsoft CPLS worldwide. Get your IT staff up to speed on the latest Microsoft operating systems, enterprise-ready applications and software development tools with training from the learning solutions providers authorised by Microsoft.

HOW IT WORKS
Qualifying organisations receive technical training credits from Microsoft. Each training credit can be redeemed for one free day of training at a participating Microsoft CPLS. Credits are issued to the training department, human resources department, or IT team by the Benefits Administrator in the form of an email voucher, and can be applied to any Official Microsoft Learning Product that Microsoft offers worldwide in a classroom environment through a Microsoft CPLS.

ABOUT MICROSOFT CERTIFIED PARTNERS FOR LEARNING SOLUTIONS
Microsoft Certified Partners for Learning Solutions are independently-owned and managed learning organisations 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 per cent customer satisfaction with any Microsoft technology course delivered using Official Microsoft Learning Products (courses and workshops).
- **Flexibility:** Whether you want an intensive skills development programme 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.
- **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 programme developments that can help your organisation gain a competitive edge. Microsoft Certified Trainers (MCTs) frequently help Microsoft develop and test our next-generation products.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 50+ DESKTOPS

• Open Value

• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS

• Select Software Assurance Membership (SAM)

• Enterprise Agreement

• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

Please visit **www.microsoft.com/learning/sa/training.asp** for the list of courses available in your region. The number of days per licence 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**

BUSINESS REQUIREMENTS:

Please visit **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.

• Number of days awarded varies by programme and number of qualifying licences covered by Software Assurance. The minimum number of licences needed for voucher eligibility varies by programme and coverage by Software Assurance.

• Open Value and Open Value Company-Wide and Subscription customers receive two training days (up to a maximum of ten training days) for every 50 Office Application Licences covered with SA, and one training day (up to a maximum five training days) for every 50 Windows Licences covered with SA.

• Enterprise customers with Select, Select SAM, EA, or EA Subscription receive the following based on a full three-year enrolment or agreement:

Licence 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)

Training Vouchers by Microsoft Learning

Continued

- Not all courses are available in all languages.
- Local policies established by the Microsoft CPLS apply.
- Benefits 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 Benefits Administrator.
- The voucher is redeemable only for days of instructor-led training at a Microsoft CPLS for courses included in the Software Assurance voucher programme.
- Vouchers may be redeemed only 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) six months (180 days) from issue date. If the voucher is not used in that time period (and is not revoked or cancelled), the training days are returned to the pool as long as the agreement has not expired.
- Vouchers may be used to reserve training at only one Microsoft CPLS at a time.
- A Microsoft CPLS reserves the right to cancel a class according to local cancellation policy.
- Vouchers are valid only at a participating Microsoft CPLS. Participation may vary.
- Microsoft is not responsible for lost, stolen, misplaced or misused vouchers.
- Reduction of the number of qualifying licences 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.
- Training credits available are based on a full three-year enrolment 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.

- Once the voucher is created, it cannot be changed. To change the recipient of the voucher or the number of training days, you must revoke the voucher and create a new one.
- Vouchers can be created only if there are enough training days available for assignment.
- Available training days expire at the end of the agreement (although vouchers issued before the end of the agreement that have an assigned or reserved status are still valid).
- Trainees cannot use each other's personalised email to book a course at the CPLS.
- Each voucher ID is unique and tied to the trainee's name.
- The voucher expiration date cannot be extended unless the Benefits Administrator revokes the voucher and re-assigns it.
- A voucher can be revoked only if the agreement has not expired.
- The courses conducted by a Microsoft CPLS vary by partner, by city and by country. You may not necessarily find the course at the Microsoft CPLS nearest you and may need to contact other locations to find the course you are looking for.
- If the trainee feels that he or she needs to travel abroad to another city or country to take the course, it is done at the trainee's or organisation's expense.
- If a trainee signs up for a class that is longer than voucher days (three-day voucher for a five-day class), he or she is responsible for the additional cost of the course. If the customer wants to change the number of days on the voucher (so that all class days are covered), they will be required to revoke the voucher and issue a new one.
  - Only one voucher can be used for a particular class, so creating a supplemental voucher of two days (rather than revoking the original and creating a new voucher) is not a valid option in this case.
- If a trainee takes a class that is shorter than the voucher days (five-day voucher for a three-day class), the extra days will be returned to the training days available in the assignment pool once the voucher has been marked as paid.
- Each training day is equivalent to one day. One or more training days can be used to create a training voucher.

▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to **www.microsoft.com/licensing/userights**

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

Microsoft E-Learning

Get your employees up to speed in record time.

Microsoft E-Learning courses are designed for maximum skills-transfer in minimal time; providing accurate, relevant and engaging learning on Microsoft technologies direct from the source. Microsoft E-Learning is an excellent way to educate staff to deploy and use new technology. It also eliminates time and location boundaries so your staff can study when and where it's convenient. Software Assurance features select Microsoft E-Learning courses. Microsoft E-Learning provides a visually engaging, guided learning experience with unique, highly interactive features including: user-selected learning style, assessments, rich simulations and hands-on labs for practice and audio and multimedia. Microsoft E-Learning helps your employees acquire greater skills so they can accomplish more in less time with the software tools you provide. In addition, boosting employee skills can reduce the time IT staff spend on help-desk calls and end-user training.

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

• **Lowering training costs:** Increase staff productivity while avoiding the time and expense associated with off-site training.
• **Preparing IT professionals for deployment:** Prepare your IT staff to successfully deploy, migrate and support Microsoft technologies for your organisation.
• **Preparing end-users for deployments:** Learn new software before it is deployed. End-users do not waste time fumbling through new applications, which means fewer help desk calls and greater productivity.

Software Assurance customers receive courses via CD delivery or direct download. In the last quarter of 2006, you will also have the option of sending users to **www.microsoft.com/uk** to experience courses online.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 5+ DESKTOPS
• Open Licence
• Open Value
• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS
• Select Licence
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

For a complete list of courses, visit the Benefits Administrator activation page at **www.microsoft.com/licensing/programs/sa**

Microsoft E-Learning

Continued

Please visit **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.

- Desktop Software Assurance E-Learning eligibility:
  - The number of desktops on which the courses can be installed or accessed is limited to the number of qualifying Software Assurance application or Software Assurance system licences purchased. Desktop benefits include all Client and Information Worker Software Assurance E-Learning courses.
  - Customers are entitled to one Licence for Information Worker SA E-Learning for each Office Application Licence under SA.
  - Customers are entitled to one Licence for Client SA E-Learning for each Windows Client Licence under SA.
- Server Software Assurance E-Learning eligibility:
  - The number of users who can access server courses is limited to the number of qualifying Software Assurance Server Licences purchased. Client Access Licences (CALs) do not qualify. Server benefits include all server Software Assurance courses listed in this guide.
  - Customers are entitled to one Licence for Server SA E-Learning for each Server Licence under SA.

  ▸ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements. Go to **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 Training Kit is subject to the terms and conditions of their licence agreement.
  - No network connectivity is required to access Microsoft E-Learning modules.
  - Open Licence customers must purchase kits at their regional fulfilment centre.
  - Customers will receive a perpetual licence for Software Assurance E-Learning but no content updates upon licence expirations.
  - One set of courseware per agreement/enrolment.
  - Customers may make additional copies of media as needed in order to install Microsoft E-Learning courses on licensed machines.
  - Customers may order a different language version of the training library than they elected in the agreement if it's available, and pay the associated media costs.
  - Courses are available on CD or by direct download from **https://licensing.microsoft.com or www.microsoftelearning.com**

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

Home Use Programme

Enhanced productivity for employees who work at home.

Help increase employee productivity and maximise the value of your Microsoft Office investment by enabling your employees to work at home. The Home Use Programme (HUP) allows employees to get a licensed copy of select Microsoft Office desktop programs to license and install on a work computer and home computer.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 5+ DESKTOPS

• Open Agreement
• Open Value
• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS

• Select Licence
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

QUALIFYING DESKTOP APPLICATION:	CORRESPONDING HOME USE PROGRAMME LICENCE
Microsoft Office Standard for Windows Microsoft Office Professional for Windows Microsoft Office Small Business Edition for Windows Microsoft Office Professional with FrontPage® for Windows Microsoft Office Professional with FoxPro for Windows Microsoft Office Premium for Windows Office Developer for Windows Microsoft Office 2004 for Mac Standard Edition Microsoft Office 2004 for Mac Professional	Microsoft Office Professional for Windows (Windows XP and Windows Server 2003) Microsoft Office Standard for Mac (X and 2004)
Microsoft Office Access for Windows Microsoft Office Excel for Windows Microsoft Office PowerPoint® for Windows Microsoft Office Word for Windows Microsoft Office Visio® Standard for Windows	Same individual products listed to the left (Windows XP and Windows Server 2003)
Microsoft Office Visio Standard for Windows Microsoft Office Visio Professional for Windows Microsoft Office Visio Technical for Windows Microsoft Office Visio Enterprise for Windows	Microsoft Office Visio Professional for Windows (Windows XP and Windows Server 2003)

Home Use Programme

Continued

QUALIFYING DESKTOP APPLICATION:	CORRESPONDING HOME USE PROGRAMME LICENCE
Microsoft Office Project for Windows Microsoft Office Project Professional for Windows	Microsoft Office Project Standard for Windows (Windows XP and Windows Server 2003)
Microsoft Office Publisher for Windows Microsoft Office Small Business Edition for Windows Microsoft Office Premium for Windows	Microsoft Office Publisher for Windows (Windows XP and Windows Server 2003)
Microsoft Office FrontPage for Windows Microsoft Office Developer for Windows Microsoft Office Premium for Windows Microsoft Office Professional for Windows	Microsoft Office FrontPage for Windows (Windows XP and Windows Server 2003)
Microsoft Office InfoPath for Windows	Microsoft Office InfoPath for Windows (Windows Server 2003)
Microsoft Office OneNote for Windows	Microsoft Office OneNote for Windows (Windows Server 2003)

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 localisation plans and schedule, and are subject to change.

BUSINESS REQUIREMENTS:

Please visit **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.

- The user of the licensed copy of Microsoft Software covered under a Microsoft Volume Licence Agreement with active SA is entitled to one copy of the product for use at home.
- Home Use Programme software availability varies by region, offering, and language. For more information, including information on the future availability of additional Home Use Programme software, please refer to **www.microsoft.com/licensing**
- Customers are not responsible for their individual employees' compliance with the Home Use Programme end-user licence terms. Those terms are between Microsoft and the customer's individual employees. Microsoft requires that customers limit the Home Use

Programme access to eligible employees and inform employees of when they should discontinue use of the Home Use Programme software in conjunction with a lapse in Software Assurance coverage or employment termination.
- Customers' eligibility to participate in the Home Use Programme ends with expiration or termination of Software Assurance coverage on qualifying desktop applications.
- Microsoft may terminate a customer's participation in the Home Use Programme immediately and without notice in connection with unauthorised access to, or licensing through, the Home Use Programme Website in connection with that customer's programme code.

- Under the Home Use Programme, 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 the employee uses at work, or upon the employee's installation and use of any prior or later version of that desktop application pursuant to a Home Use Programme licence. The employee is no longer the user of a licensed copy of the software under a Microsoft Volume Licence Agreement with active Software Assurance.

- The list of qualifying desktop applications is subject to change at any time without notice, and varies by region or offering. The availability of Home Use Programme software is subject to change anytime without notice and varies by region, offering, application, version and language.

- The back-end system that supports HUP builds in a ten per cent overage on the number of licences for which the customer technically qualifies, to allow for employee turnover. If the customer has a higher turnover rate, or if their employees originally purchased Office XP and later purchase Office 2003, they can contact the MVLS SA Support Centre to request a onetime threshold increase.

- Individual employees cannot use each other's personalised email to place orders for HUP.

- The limit to the organisation purchasing HUP is linked to the number of Information Worker L/SA or SA licences purchased. The ratio is 1:1. For example, if an organisation has 1,000 Office Professional L/SA, this means that 1,000 employees within their organisation are entitled to purchase Office Professional.

- The versions of Office available for purchase include the latest version and the version prior to that.

- Each employee is entitled to purchase one copy of each version.

- Products available under HUP are Microsoft Office Suite Professional, the individual Office products (Word, Excel, etc.), FrontPage, Visio, Publisher and OneNote.

- Delivery of the HUP shipment takes up to two working weeks.

- Payment is by credit card only.

- Customers are requested to make a good faith effort to limit access to the HUP 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.

- Before an employee order can be completed, the system will conduct the following:
  - Validate the programme code.
  - Validate that the email address provided has an authorised domain for that programme code. For example, if the customer states that their employees should have an email address ending in irs.org, the system will check for that email address and the matching programme code from MVLS.
  - Confirm that the email 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**

ACTIVATION:

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

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

Employee Purchase Programme

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

The Microsoft Employee Purchase Programme (EPP) gives your 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 employees flexibility; great consumer products offer fun and excitement. This programme is a positive addition to your organisation'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 Software Assurance Membership (SAM)
- Enterprise Agreement
- Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

Please visit **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** 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). Product availability varies by country.
- The Benefits Administrator enrols their organisation on the MVLS and communicates the benefit to employees.
- Software is sent to the shipping address listed by the employee.
- Software acquired through the EPP Website has a 30-day return policy and standard product support of retail products.
- Technical support is available at the EPP Website.
- Languages: English, French, German, Spanish and Japanese.

- Microsoft may terminate a customer's participation in EPP immediately and without notice in connection with unauthorised access to, or licensing through, the EPP Website in connection with that customer's programme code.
- The maximum number of EPP licences that each employee may acquire for any given software title is three.
- End user licence 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 Website with email address, company name and unique organisation programme code provided to the Benefits Administrator upon enrolment.

- Before an employee order can be completed, the system will conduct the following:
  - Validate the programme code.
  - Validate that the email address provided has an authorised domain for that programme code. For example, if the customer states that their employees should have an email address ending in irs.org, the system will check for that email address and the matching programme code from MVLS.
  - Confirm that the email 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**

ACTIVATION:
....

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

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

Enterprise Source Licensing Programme

Access to Windows source code for internal development and support.

With the Enterprise Source Licensing Programme (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:

ENTERPRISE CUSTOMERS: 1,500+ DESKTOPS
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

Please visit **www.microsoft.com/resources/sharedsource/Licensing/Enterprise.mspxt**

BUSINESS REQUIREMENTS:

Please visit **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 MVLS.
• 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**.

ACTIVATION:

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

MAINTAIN

24x7 Problem Resolution Support

TechNet Plus

Corporate Error Reporting

Cold Back-Up for Disaster Recovery

24x7 Problem Resolution Support

Microsoft gives you peace of mind 24x7.

24x7 Problem Resolution Support enables you to stay continuously connected with Microsoft. Prior to March 2006, customers with Software Assurance received problem resolution support that included business-hour phone support for enterprise edition server products and Web support for standard and enterprise edition servers. The enhanced version, released in March 2006, includes more comprehensive support coverage than ever before.

SUPPORT EXTENDED FROM BUSINESS HOURS TO 24X7:

• Around-the-clock phone support for business-critical issues.

• Expanded product support coverage: Support is available on all Microsoft server, Microsoft Windows, and Microsoft Office system products and editions* even if the specific licence requiring support does not have Software Assurance coverage.

• Unlimited online support: Web support for all server products* covered by Software Assurance during business hours.

• The option to convert Software Assurance Problem Resolution Support to Premier Support: This gives you a higher level of support with faster response and managed incident escalation, enabling better IT productivity within your organisation.

These enhancements give you the freedom to decide what level of support is best for each issue, to maximise your direct connection to Microsoft, and help lower your total cost of support over time. You are no longer required to track Software Assurance coverage by licences to use phone support, making it easier for you to enjoy this benefit.

Microsoft Services Premier Support is our most comprehensive support service, and it is designed to meet your most complex support needs. As a Premier Support customer, you are entitled to flexible support, including:

• A comprehensive selection of services aimed at maximising the productive use of your software, such as code and supportability reviews, health checks, knowledge transfer workshops and root cause analysis.

• A personalised support relationship through your Technical Account Manager, who speaks your language and understands your IT environment and your business, ensuring delivery of services tailored to meet your unique needs.

• Preferred access to Microsoft technical experts with onsite support available at no extra cost.

• Proactive planning to help avoid outages and data loss.

• Time-based escalation to senior Microsoft technical experts and management until your critical issues are resolved.

• Localised 24x7 support.

• Coverage for products in extended support phase.

*Software Assurance support covers any product in mainstream support except Developer tools, Developer editions of Server or Home Entertainment products.

Premier Support customers realise additional value from their Software Assurance investment with an option to convert unmanaged support incidents to managed Premier Support incidents as a one-to-one exchange. On the following page are guidelines for converting Software Assurance awarded incidents to Premier Problem Resolution Support incidents. For information about customer support for Premier Support customers, visit: **www.microsoft.com/services/microsoftservices/srv_prem.mspx**

Your organisation's investment in Software Assurance determines the number of phone support incidents you are eligible to receive. Your Microsoft Account Manager or Microsoft Partner can help you calculate the number of incidents you will receive. Once you have acquired the software, the Microsoft Volume Licensing site at https://licensing.microsoft.com will display the number of phone incidents awarded and used daily.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 5+ DESKTOPS
• Open Agreement*
• Open Value
• Open Value Company-Wide and Subscription

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

ENTERPRISE CUSTOMERS: 250+ DESKTOPS
• Select Licence
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

Please visit **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** 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 Client Access Licences (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.

**All Software Assurance benefits are awarded at the enrolment level
***Spend levels and complimentary incidents are subject to change.

24x7 Problem Resolution Support

Continued

- 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 licences up front in one payment, or you have an Open or Open Value agreement, you will be awarded 100 per cent 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.

BUSINESS REQUIREMENTS:

UNLIMITED WEB SUPPORT

Available to customers when at least one Standard or Enterprise edition Enterprise Agreement, Select Agreement, or Open Value Agreement, unlimited with 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 be submitted 24x7, and response is typically within one business day.

PHONE SUPPORT	
HOURS OF SUPPORT	• 24x7 **Note:** Access to local phone support is available during business hours. After hours, phone support may be provided through regional and international support centres.
PHONE SUPPORT INCIDENTS	• 1 complimentary incident, if 1+ server covered with SA (Open Agreement customers are not eligible), plus • 1 incident per $20K SA Server/CAL spend, plus • 1 incident per $200K of SA Desktop (Office+Windows) spend
PRODUCT COVERAGE	• Expanded to all Volume Licensing products, Standard and Enterprise Edition Servers, Windows, and Office Applications, eligible even if product with support does not have SA coverage. • 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 Entertainment products are not included.
PROGRAMMES ELIGIBLE	• EA, Select, Open Value • Open Agreement (not eligible for complimentary incident and Web support)

TIMING OF PHONE INCIDENT AWARDS	• Annual allocations to match payments: EA and Select, unless pay up front • Upon purchase: Open Value, EA/Select that pay up front
TRANSFER SA PHONE INCIDENTS TO PREMIER	• Yes
MIGRATION	• Existing customers have choice of current or new programme • SA spend will be prorated to calculate phone incidents • Promotion from March 13, 2006 to June 30, 2006 • Promotion: Prorating will go back to September 15, 2005 (or agreement start date if signed between September 15, 2005 and March 13, 2006) instead of 'migration' date
SUPPORT AVAILABILITY	• 24x7 support for business critical issues • Business hours for all severities
CONSUMPTION AUTHORISATION	• SAID required to consume phone and Web incidents • Benefits Administrator and authorised contacts receive SAID via email when they activate the support benefit
AUTHORISED CONTACTS	• Number of authorised phone contacts are 'as needed' • A Benefits Administrator can assign as many authorised contacts as needed • Contracted third parties can be named as an authorised contact and are allowed to redeem an incident on customer's behalf
GEOGRAPHIC AVAILABILITY	• Global • Incidents can be used by authorised contacts anywhere in the world, irrespective of where the agreement is signed
EXPIRATION	• All SA incidents expire with the agreement term; e.g. remaining incidents cannot be rolled over to renewed agreement • Any incidents transferred to Premier, expire with the Premier agreement
ADDITIONAL INCIDENTS	• Purchase 24x7 Professional incidents • Purchase Enterprise Support Agreement; e.g. Essential or Premier
REPORTING FOR INCIDENT USAGE	• https://licensing.microsoft.com (MVLS) – bank statement type summary with transaction history

▶ Appendix 4 of the Microsoft Product List provides details on Software Assurance benefits and business requirements.
   Go to **www.microsoft.com/licensing/userights**

ACTIVATION:
....

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

TechNet Plus

Unlimited technical support, featured resources and full-version evaluation software to support your IT pros.

Customers with Microsoft Software Assurance for server licences have access to TechNet Managed Newsgroups and TechNet Plus subscription media. These benefits provide IT professionals with the resources they need to quickly address their technical issues. With TechNet Plus, access:

• Unlimited technical support in more than 100 TechNet Managed Newsgroups.

• TechNet Plus subscription media, featuring resources such as the Microsoft Knowledge Base, software updates, utilities, technical training and how-to articles.

• Additional premium TechNet Plus subscription media benefits, including full-version evaluation software without time limits, pre-release versions of Microsoft products, two complimentary technical support incidents and access to TechNet Plus Subscriber Online Services.

TechNet Plus gives your team access to answers directly from the people who made the product. You get the right answers quickly, without unwanted marketing content – and TechNet Plus costs less than other product support options.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 5+ SERVERS
• Open Value
• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS
• Select Licence
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

Please visit **www.microsoft.com/licensing/userights** for the latest product list and information on all products available with Software Assurance.

Please visit **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.

TECHNET MANAGED NEWSGROUPS
- Entitled to one User ID for each Server Licence covered with SA.
- Open Value options: A minimum of five Server Licences covered with SA must be acquired. IDs are received by customers starting with the fifth server.

TECHNET PLUS: SUBSCRIPTIONS
- Entitled to one kit and User ID per enrolment for use companywide when at least one Server Licence is covered under SA.
- Open Value option: A minimum of five Server Licences with SA must be acquired to receive TechNet Subscription Media.

- Each User ID entitles an individual to register and obtain access to the Subscriber-only online services site, including but not limited to: Online Concierge Chat, Managed Newsgroups, and premium content.
- Customers' use of TechNet Plus software is subject to the terms and conditions of their licence agreement.
- One TechNet Plus Subscription Media per agreement, with unlimited installation on servers within a customer's organisation, to be accessed only by administrator, employees and contractors.
- Customers must acquire at least five qualifying SA licences.
- Microsoft support.

ACTIVATION:

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

Corporate Error Reporting

An easy view of corporate error data in order to improve fixes.

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 on crashes in the system. IT staff have the ability to control the types of reports that are sent to Microsoft. CER lets IT professionals map solutions to crashes by helping them:

• Identify which systems are failing and why.
• Connect to up-to-date knowledge and fixes.
• Determine actionable information when escalation is required.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 5+ DESKTOPS
• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

ELIGIBLE PRODUCTS:

Please visit **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** 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.

• 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 licence 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/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

Cold Back-Up for Disaster Recovery

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

A cold server is a server that is turned off until a disaster strikes; no other processing or production is done on this server. This Cold Back-Up for Disaster Recovery (DR) benefit enables a second server licence by which a customer is capable of deploying the same products to a second server so they can immediately bring a server online in the event of a disaster. This helps minimise the overall impact of the disaster to the customer's systems and helps protect business information.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS: 5+ DESKTOPS
• Open Licence
• Open Value
• Open Value Company-Wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS
• Select Licence
• Select Software Assurance Membership (SAM)
• Enterprise Agreement
• Enterprise Agreement Subscription

BUSINESS REQUIREMENTS:

Please visit **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 DR licence is subject to the terms and conditions of their licence 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

Extended Hotfix Support

Pay when you need the Hotfix.

Microsoft offers a minimum of ten years support (five years of mainstream and five years of extended support) for business products. 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.

TYPE OF SUPPORT	MAINSTREAM SUPPORT PHASE	EXTENDED SUPPORT PHASE
Request to change product design and features	AVAILABLE	NOT AVAILABLE
Security updates	AVAILABLE	AVAILABLE
Other non-security hotfixes	AVAILABLE	AVAILABLE*
Complimentary support** included with licence, licensing programme***, and other no-charge support programmes	AVAILABLE	NOT AVAILABLE
Paid support (including pay-per-incident Premier and Essential applicability)	AVAILABLE	AVAILABLE
Product category applicability	Applies to all products	Applies to business and developer software only

*Available only with purchase of Extended Hotfix Support Agreement

**Refers to phone support and online support options

***For example, support incidents acquired through the Software Assurance programme for server products

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

SMALL TO MEDIUM-SIZED CUSTOMERS – SERVER ONLY

• Open Agreement

• Open Value

• Open Value Company-wide and Subscription

ENTERPRISE CUSTOMERS: 250+ DESKTOPS/SERVER

• Select Licence

• Select Software Assurance Membership (SAM)

• Enterprise Agreement

• Enterprise Agreement Subscription

Extended Hotfix Support

Continued

• Extended Hotfix Support Agreements apply to currently supported Service Packs only
  (e.g. Windows 2000 Server at the SP 4 level only).
• Customer must have SA coverage on product Hotfix requested.
• The following products are eligible for the EHSA benefit (please review the licensing eligibility rules):

• Microsoft Exchange Server
• Microsoft Systems Management Server (SMS)
• Windows Server
• Microsoft Office Professional

• Microsoft Operations Manager (MOM)
• Microsoft SQL Server
• Windows Client

Please visit **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** 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.

• The 90-day sign-up requirement is now waived for ALL customers
  (enrolment is automatic for SA customers).
  ◦ SERVER: Annual contract fees for Exchange Server, MOM, SMS, SQL Server, and Windows Server are included as part of SA.
  ◦ DESKTOP: Annual contract fees for Windows Client and Office Professional are included as part of SA.

• The annual fee is paid as part of SA.
  ◦ Customer must be current on SA.
  ◦ First Hotfix is not included.
• Customers are required to sign an EHSA and accept the terms and conditions when requesting the Hotfix and pay a fee for each Hotfix received.
• Only Premier Support offerings provide support on products in the extended phase of the product life cycle.

ACTIVATION:

For information on how to activate this benefit, visit **www.microsoft.com/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide. Your Technical Account Manager can also be of assistance.

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 SP2. 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.

Additionally, new capabilities of Windows Fundamentals, such as Windows Managed Desktop Service, allow added security including: Automated Login, Disk Protection and Desktop Customisation. Users can also run Web browsers, terminal emulation software, security software and other light workloads locally. All other applications will run on a server and will be accessed using the Remote Desktop Client or Citrix's ICA client.

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 organisation requires minimising on-disk footprint.
• Reduce help desk calls by delivering the same end user experience to your entire organisation.

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 organisation 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** for full details.

ELIGIBLE CUSTOMERS THAT PURCHASE THROUGH MICROSOFT VOLUME LICENSING:

ENTERPRISE CUSTOMERS: 250+ DESKTOPS

• Select Licence Software Assurance Membership (SAM)

• Enterprise Agreement

• Enterprise Agreement Subscription

BUSINESS REQUIREMENTS:

Please visit **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 Licence for each Windows Client Licence covered under SA. Customer use of Windows Fundamentals for Legacy PCs is subject to the terms and conditions of their licence 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/uk/licensing/software-assurance/access** or the Simple Steps to Activation in the 'Resources' section of this guide.

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 programme offerings.

BENEFITS:	ACTIVATION STEPS:
New Version Rights Spread Payments	No additional steps are required to activate.

BENEFITS:	ACTIVATION STEPS:
Desktop Deployment Planning Services	**STEPS FOR THE NOTICES CONTACT:** 1. Sign the Microsoft Volume Licensing Agreement. 2. Microsoft will send you a welcome email message that introduces you to Microsoft Volume Licensing Services (MVLS), a dedicated customer website 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 email message to the Benefits Administrator. 7. After the Benefits Administrator registers on MVLS, assign permissions to manage specific Software Assurance benefits. **STEPS FOR THE BENEFITS ADMINISTRATOR:** 1. Ensure that you have administrative rights to activate Packaged Services, or contact your Notices Contact or Benefits Administrator. 2. Go to **https://licensing.microsoft.com** 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. 4. Go to the Software Assurance Benefits Summary page. 5. Select the Desktop Packaged Services benefit.

ACTIVATION STEPS:

**Desktop Deployment
Planning Services**
(continued)

6. Assign the Desktop Deployment Planning Services voucher to a project manager within your organisation.

7. The project manager will receive an email message that provides information about the benefit. The email 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.

BENEFITS:

ACTIVATION STEPS:

**Information Work
Solution Services**

STEPS FOR THE NOTICES CONTACT:

1. Sign the Microsoft Volume Licensing Agreement.

2. Microsoft will send you a welcome email message that introduces you to Microsoft Volume Licensing Services (MVLS), a dedicated customer website 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 email message to the Benefits Administrator.

STEPS FOR THE BENEFITS ADMINISTRATOR:

1. Use the link in your MVLS invitation email 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 Benefit 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 prioritised 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.

Information Work Solution Services

- Transfer training vouchers or request a transfer from the training voucher administrator.

  Note: 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 **www.microsoft.com/licensing/programs/sa** to link to the demo online.

- To locate a provider in your area that can deliver Information Work Solution Services, go to the partner directory at **http://directory.partners.extranet.microsoft.com/psbproviders/**

  Note: A training voucher must be activated to use this benefit. Benefits Administrator approval may be required.

Windows Pre-Installation Environment

Training Vouchers by Microsoft Learning

Microsoft E-Learning

Home Use Programme

Employee Purchase Programme

Enterprise Source Licensing Programme

Corporate Error Reporting

TechNet Plus

STEPS FOR THE NOTICES CONTACT:

1. Sign the Microsoft Volume Licensing Agreement.

2. Microsoft will send you a welcome email message that introduces you to Microsoft Volume Licensing Services (MVLS), a dedicated customer Website 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 email message to the Benefits Administrator.

7. After the Benefits Administrator registers on MVLS, assign permissions to manage specific Software Assurance benefits.

STEPS FOR THE BENEFITS ADMINISTRATOR:

1. 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.

4. Go to the Software Assurance Benefits Summary page.

5. Click enrol next to the name of the benefit to access.

6. Assign a user to receive the media.

7. Promote the benefits within your organisation to the IT, HR and training groups.

   TIP: Click **RoboHelp** for additional assistance.

   Note: Some benefits require acceptance of terms and conditions before usage. Please review and accept this information when applicable.

BENEFITS:	ACTIVATION STEPS:
24x7 Problem Resolution Support	**STEPS FOR THE NOTICES CONTACT:** 1. Sign the Microsoft Volume Licensing Agreement. 2. Microsoft will send you a welcome email message that introduces you to Microsoft Volume Licensing Services (MVLS), a dedicated customer website 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. 7. Assign a Benefits Administrator for the 24x7 Problem Resolution Support benefit. 8. Microsoft will send a welcome email message to the Benefits Administrators. **STEPS FOR THE BENEFITS ADMINISTRATOR:** 1. 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. 4. Go to the Software Assurance Benefits Summary page. 5. Click enrol next to the 24x7 Problem Resolution Support benefit to access your company's benefits. 6. Review and accept terms and conditions. 7. Activate the new benefits. 8. Set up a list of users approved to submit support incidents. 9. Promote the benefits to your IT team and help desk. **TIP:** Click **RoboHelp** for additional assistance.

BENEFITS:	ACTIVATION STEPS:
Cold Back-Ups for Disaster Recovery	No formal action is required for eligible customers to activate or use this benefit.

For each Server Licence 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 licences for which a customer qualifies correlates directly to the number of licences for which the customer has active Software Assurance. Customers may use their Volume Licensing media to install their cold back-ups.

The product condition note regarding Cold Disaster Recovery Rights in the Microsoft Volume Licence Product List at **www.microsoft.com/licensing/userights** (first published in June 2004), together with the proof of licence and Software Assurance coverage for the production server software (and required CALs), are evidence of the right to the cold disaster recovery server licences.

BENEFITS:	ACTIVATION STEPS:
Extended Hotfix Support	After it is determined, typically by a Support Engineer, that the resolution to a customer reported issue is likely to 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.

BENEFITS:	ACTIVATION STEPS:
Windows Fundamentals for Legacy PCs	Available in June 2006 through the download tool at **https://licensing.microsoft.com**

BENEFITS:	ACTIVATION STEPS:
Windows Vista Enterprise	Scheduled for release in late 2006.

SECTION 5

Glossary

Affiliate

A company or legal entity that 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 programme.

Client Access Licence (CAL)

A licence required for devices accessing certain Microsoft server products.

Cold Back-Ups for Disaster Recovery

Be prepared with complimentary cold backup server licences for the purpose of disaster recovery. To qualify for this Software Assurance benefit, a customer must pay for a Microsoft server licence 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 programmes. 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 Programme (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.

Enrolment

A Microsoft document which allows qualifying affiliates to acquire software under the terms of a Select Licence 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 centralised purchasing department and are interested in making a strategic decision to deploy Microsoft technology across their enterprise, enabling IT standardisation. For more information about this programme, visit **www.microsoft.com/licensing**

Enterprise Source Licensing Programme

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 programme designed for corporate customers with 250 or more desktops who prefer to subscribe to – rather than purchase – Microsoft software licences. A Microsoft Enterprise Subscription Agreement helps customers standardise their IT choices across the enterprise, simplify licence management, and provide maintenance benefits, ensuring they maintain a competitive advantage and increase employee productivity.

EPP (See Employee Purchase Programme)

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 licence 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 Licence Agreement (EULA).

Home Use Programme (HUP)
Increase employee productivity and maximise the value of Microsoft Office by enabling employees to work from home. The Home Use Programme 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 organisations. One and two-day planning workshops focus on business value and architecture infrastructure and are delivered by Microsoft partners.

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

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

Microsoft Core Client Access Licence
The current version consists of Client Access Licences 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 website that serves as a licence management tool for customers. It displays a customer's licence status, agreement numbers, online records and other licence information.

OEM (See Original Equipment Manufacturer)

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

- **Open Business** offers savings on estimated retail prices when you place an initial order for five or more licences or one server processor licence. This programme is ideal for organisations 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 organisations 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 medium-sized organisations with less than 250 PCs to use and manage Microsoft software licences under a single agreement. Open Value offers simplified licence management, better control over the investment, and better management of software costs. For more information about this programme, please visit **www.microsoft.com/licensing**

- **Open Value Company-Wide** is a comprehensive programme 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 organisation. 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 standardise 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 authorised by Microsoft to pre-load Microsoft products onto computers prior to shipment to the customer.

Pools
Microsoft products available through some Volume Licensing programmes are categorised 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 programme and any product-specific conditions or limitations on the acquisition of licences 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 Licence
Select is a transactional agreement offered through Microsoft Volume Licensing designed for medium-sized and large organisations, with 250 desktops or more that have mixed software requirements. The Select Licence programme is based on the forecast licensing model, in which consumption is measured against the forecast. This programme 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 centralised data processing, file and print services, etc. A server licence is the licence 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 programme 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 enrolment or agreement. SAM is available to customers who agree to acquire Software Assurance with all Licences acquired within a particular product pool under their enrolment or agreement. The Select enrolment 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 Licences acquired under these two programmes. 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 utilise 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. (this was available from June 2006)

Windows Pre-Installation 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 organisations lower IT costs and improve IT efficiency. Windows Vista Enterprise includes Windows BitLocker Drive Encryption, that 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. (Available by December 2006)

Activate your Software Assurance benefits today.
https://licensing.microsoft.com

Microsoft®
Software Assurance
for Volume Licensing