

Services Provider License Agreement

Microsoft | Volume Licensing

Program Overview

Overview

The Services Provider License Agreement (SPLA) Program enables services providers and independent software vendors (ISVs) to license Microsoft® licensed products on a monthly basis, over a three-year agreement term, and use these products to provide software services and hosted applications to your customers.

While other Microsoft Volume Licensing programs, such as the Enterprise Agreement, Select License, and Open License programs do not allow commercial hosting of Microsoft licensed products, the Services Provider License Agreement Program does give you the right to license Microsoft products for commercial hosting.

Services providers offer a variety of services to customers. Specifically, you are a services provider if you provide the following services to your customers:

- Your organization provides your customers with direct or indirect access to Microsoft licensed products such as hosted websites or line-of-business (LOB) applications through Microsoft server licensed products.
- Your organization provides your customers with software services that interact with Microsoft licensed products. In this scenario, you, not the end customer, are the licensee.
- Your organization facilitates your customer's business, including business transactions with third parties, through software services that interact with Microsoft licensed products.
- Your organization provides your customers with access to, and use of any application, Microsoft or otherwise, and the application is running on a server and interacts with a Microsoft licensed product on that server.

Software services are services that you provide to your customers that make licensed products available and that display, run, access, or otherwise interact with Microsoft licensed products. You provide these services from one or more data centers through the Internet, a telephony network, or a private network on a rental, subscription, or services basis, whether or not you receive a fee.

Program Benefits

The SPLA can benefit services providers by allowing you to enrich your solution and give your customers a fast, easy way to access fully licensed Microsoft licensed products. Among the benefits of the SPLA are:

- **Ability to deliver a customized service.** You have greater flexibility when licensing Microsoft products to your customers in a dedicated hosting environment or shared hosting environment. You can manage the services and Microsoft product use rights for your customers.

- **Flexible cost structure.** With a monthly use-based licensing payment structure, you pay for only what you authorized your customers to use the previous month. Plus, there are almost no start-up costs and no monthly commitment.
- **Wide selection of current product versions.** You have access to a wide range of Microsoft licensed products, including server and desktop PC applications.
- **Worldwide distribution.** You can use Microsoft licensed products to sell your services to customers in any part of the world.
- **Rental rights.** The SPLA now includes rental rights that allow you the ability to rent desktop PCs with certain Microsoft licensed products installed.
- **Evaluation and testing of Licensed Products.** You may internally test and evaluate the Microsoft licensed products for up to 90 days before offering them to your customers as a service.
- **Customer facility installations.** You can install Microsoft licensed products on devices you own or lease and that are located on your customer's premises.
- **Data center outsourcing.** The SPLA allows you to install Microsoft licensed products on servers under the day-to-day management and control of an outsourcing company.
- **Customer evaluations.** You may use the licensed products to provide software services to your prospective customers on a trial basis for up to 60 days.

Licensing Models Available

Licenses acquired under the SPLA are monthly non-perpetual licenses that can be used during the three-year agreement term. There are two licensing models, and your customer's licensed product needs determine the license type. Please note that not all products are available in both license models. For a list of licensed products available for each license model, visit <http://www.microsoftvolumelicensing.com/userights/DocumentHome.aspx>.

- **Per Subscriber:** A Subscriber Access License (SAL) is required for each unique individual user or device that is authorized to access or otherwise use the licensed products. When using the SAL option, there is no need for a separate Server License. Examples of products licensed with a SAL: Microsoft Windows Server®, Microsoft SQL Server™, Microsoft Exchange Server, Microsoft Office, and Microsoft Dynamics™ business software.
- **Per Processor:** Each Processor License allows an unlimited number of users to access the licensed product that is installed on that processor for products licensed through a per processor model. Examples of products licensed through a per processor model: Microsoft Windows Server, Microsoft SQL Server, Microsoft SharePoint® Server, and Microsoft Office.

Eligibility and Program Requirements

The Microsoft SPLA program is a worldwide software licensing program for services providers. The following are key requirements for participation in the SPLA. For the full list of program requirements, please see the *Services Provider License Agreement Program Guide*.

- **Enroll in the Microsoft Partner Program.** You must be either a Microsoft Certified Partner or a Registered Member of the Microsoft Partner Program. If you are a Registered Member, you must also enroll in the Microsoft Hosting Program.

- **Designate a licensed products reseller.** Unless you have a direct agreement with Microsoft, work with a SPLA reseller to complete the Services Provider License Agreement, collect your monthly use report, zero use report, and payment for the licenses used during the previous month, and provide assistance on all aspects of the SPLA program. Select a licensed products reseller from the list of SPLA resellers at <http://www.microsoft.com/licensing/programs/spla/resellers.aspx>.
- **Provide monthly reporting on software licenses.** Submit a monthly use report on all licenses that you, your affiliates, and software services resellers authorized your customers to use during the preceding calendar month. If the end customer generated more than US\$1,000 per month in revenue, you need to include their name and address. If you did not use any of the licensed products to provide software services to your customers, you need to submit a zero use report.
- **Comply with the Services Provider Use Rights (SPUR).** The SPUR describes the product use rights for products licensed under the SPLA. The SPUR specifies use rights and conditions applicable to a customer's use of the licensed products. Microsoft may revise the SPUR at any time. The SPUR is located at <http://www.microsoft.com/volumelicensing.com/userights/DocumentSearch.aspx?Mode=3&DocumentTypeId=2>.
- **Provide technical support.** You are responsible for providing technical product support for the Microsoft licensed products you deliver to your customers. You are required to obtain a minimum of 10 pre-paid incidents either under a separate agreement with Microsoft or through a third-party support services provider.

Pricing

Indirect Agreements

To find out the price you are charged for each Microsoft licensed product offered through the Services Provider License Agreement, please contact your SPLA reseller.

Direct Agreements

Prices for the Microsoft licensed products are stated in the price list through explore.ms.

Academic pricing on selected products is available when you deploy services to qualified education customers.

Microsoft may decrease the price in the price list at any time. Microsoft may increase the price in the price list only once each calendar year on January 1 and at any time to offset exchange rate fluctuations for prices other than U.S. dollars. If Microsoft increases the price of a particular version of a licensed product after you sign your agreement, you are invoiced at the price in effect for that particular licensed product at that time.

Enrolling in the Services Provider License Agreement

To participate in the SPLA program, follow these key procedures:

- Meet one of the following two requirements:
 - Enroll in the Microsoft Certified Partner Program at: <https://partner.microsoft.com/US/program/programoverview/certifiedpartner>
 - Enroll as a Registered Member in the Microsoft Partner Program and enroll in the Microsoft Hosting Program:

<https://partner.microsoft.com/US/program/programoverview/registeredmember>
<https://partner.microsoft.com/global/program/competencies/40011651>

- Enroll in the SPLA program.
 - Contact a SPLA reseller if you have an indirect agreement or are new to the SPLA program.
 - Contact your Microsoft Account Manager if you currently have a direct agreement with Microsoft.

For a list of Microsoft software products available through the Services Provider License Agreement, visit <http://www.microsoftvolumelicensing.com/userights/DocumentHome.aspx>.

Additional Resources

Microsoft Volume Licensing

www.microsoft.com/licensing

Service Provider License Agreement Program

www.microsoft.com/licensing/programs/spla/default.aspx

SPLA Training with the Microsoft Partner Learning Center

<https://training.partner.microsoft.com/plc/register.aspx?publisher=3&courseid=1166>

Program Inquiries and Contract Questions:

Australia:

splaaus@microsoft.com

Europe, Middle East, and Africa:

<http://www.microsoft.com/serviceproviders/licensing/acquirespla/en-us/acquirespla.aspx>

New Zealand:

splanz@microsoft.com

Rest of Asia Pacific and Latin America:

spla@microsoft.com

United States and Canada:

Aspquest@microsoft.com or asp_faq@microsoft.com

Japan (contact a SPLA reseller):

- Hitachi Electronics Services Co., Ltd. - opss_license@hitachi-densa.co.jp
- Hewlett-Packard Japan, Ltd. - jpn_ccs_sa@hp.com
- NTT-IT Corporation - spla@opj.ntt-it.co.jp
- Softbank BB Corp. - licenseinfo@bb.softbank.co.jp
- Uchida Spectrum Inc. - contact@spectrum.co.jp

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