

# Frequently asked questions: Product Terms site

## Contents

Summary.....	1
General FAQs.....	1
Product Terms site.....	1

## Summary

The [Product Terms site](#) has replaced the downloadable Microsoft Word document versions of the Product Terms (PT) and Online Service Terms (OST) into a single web-based viewing experience. The site provides users with improved capabilities, including a dynamic browsing experience, up-to-date content, and improved transparency related to use rights changes. The shift to a web-based experience allows you to filter content and review only the use rights and conditions relevant to your needs. The Product Terms site also includes the ability to print and export to Microsoft Word.

As of February 1, 2021, Microsoft no longer publishes the downloadable versions of the PT and OST Microsoft Word documents. You can view prior version use terms from July 1, 2020 on the Product Terms site. For versions before July 2020, the archived Microsoft Word document versions of the PT and OST will continue to be available for download.

## General FAQs

### Product Terms site

---

**Q1:** Which product use rights will be included in the Product Terms site?

**A:** The Product Terms site provides current and prior version use rights terms for Microsoft software and online services products starting from July 1, 2020.

**Q2:** When should I start using the new Product Terms site and when did it launch?

**A:** Start using the Product Terms site immediately! The Product Terms site launched on July 1, 2020. To help transition users to the new web-based experience, we have continued to publish the downloadable Microsoft Word document versions of the PT/OST through January 2021.

**Q3:** How have the use rights terms changed as a result of shifting to the Product Terms site?

**A:** This update is a change to how Microsoft publishes use rights terms. There are small (non-substantive) changes to account for differences in formatting and layout. There are not changes to use rights other than normal changes associated with new or changed Microsoft products.

**Q4:** Why was the publication format changed? How does the update impact me or my business?

**A:** The Product Terms site delivers flexibility and transparency to customers conducting business with Microsoft and represents an improved experience from the downloadable Microsoft Word document versions of the PT and OST. The site merges Microsoft's two use rights terms documents (PT and OST) into one document, provides dynamic filtering capabilities, and allows users to view and print only the portions of the use rights terms relevant to them.

**Q5:** How does this differ from the previous versions of the Microsoft PT and OST documents?

**A:** The Product Terms site makes it easier to filter by program and product, so users view only the relevant use rights terms. By combining the PT and OST documents, users can now access all use rights terms in a consolidated, up-to-date view. Users may also view use rights terms in local languages through a built-in translation option.

**Q6:** How do I navigate the Product Terms site?

**A:** You can filter content by Microsoft product, program, date, and language to view the terms relevant to your organization. By default, the site will show the most current terms, but content will be filterable based on publication date. The in-site search feature can also be used to search for products, and/or key words. For use rights terms predating July 1, 2020, users should refer to the archived PT and OST Microsoft Word documents. Please review the [Product Terms site Welcome page](#) for more details.

**Q7:** Can I search content on the Product Terms site?

**A:** The Product Terms site includes a search bar in the left-hand navigation that provides the ability to search for products and/or terms across the entire Product Terms site.

**Q8:** What is the "Compare with current" functionality?

**A:** The Compare with current option is shown when users choose an Effective Date in the past. The feature allows users to track changes made to the use rights terms after July 1, 2020 and compare them to the current use rights terms. For use rights terms predating July 1, 2020 users should refer to the archived Microsoft Word document versions of the PT and OST.

**Q9:** Can the view be automatically customized based on my specific Microsoft purchases?

**A:** No. All content on the Product Terms site is available to the public without requiring any customer-specific login or data. The site does allow customers the ability to filter by product, program, and publish date to view relevant use rights terms.

**Q10:** How often will the Product Terms site be updated?

**A:** The Product Terms site will update on an ongoing basis, at minimum on the 1<sup>st</sup> of each month. Users have access to a complete update history via the Effective Date selector and the [Summary of Changes](#). Your Microsoft license agreement determines the use rights terms that govern Microsoft product(s) purchased through your agreement.

**Q11:** How do I see what was published on my enrollment effective date or license acquisition date?

**A:** Customers can use the “Compare with current” functionality to view and compare use rights terms over the selected period of time. For use rights terms predating July 1, 2020, users should refer to the archived Microsoft Word document versions of the PT and OST.

**Q12:** Will Microsoft continue publishing downloadable Microsoft Word document versions of the PT and OST?

**A:** Microsoft has discontinued publishing the downloadable Microsoft Word versions of the PT and OST February 1, 2021. However, the Product Terms site provides an option for users to print all or portions of the use rights published on the site via a customizable Microsoft Word document. Existing document versions of the PT and OST will remain accessible as archives on the Microsoft [Licensing site](#).

**Q13:** Will I be able to print a hardcopy of the use rights?

**A:** Yes. The Product Terms site will allow you to print Microsoft Word document versions of the use rights directly from the site. You will be required to select a program and a language, and you will have the option of selecting and printing only portions of the use rights terms.

**Q14:** My organization’s Volume Licensing agreement does not reference the Product Terms site. How can the new Product Terms site apply to how we license, deploy, and use products?

**A:** The Product Terms site is backward compatible with existing Volume Licensing agreements. The Product Terms site states that it replaces the Product Terms and Online Services Terms documents. All references to the Product Terms and/or Online Services Terms in the customer’s licensing agreements refer to the applicable sections of the Product Terms site.

**Q15:** In which languages is the Product Terms site available?

**A:** The Product Terms site is available in the same languages as the Product Terms and Online Services Terms documents were offered. Language selections can be made on the fly at the top of the site.

**Q16:** What about other terms documents such as the Online Services Data Protection Addendum (DPA), Services Provider Use Rights (SPUR), and Consolidated Service Level Agreements (CSLA)? Will these terms be included in the Product Terms site?

**A:** No. The Online Services Data Protection Addendum (DPA), Services Provider Use Rights (SPUR), Consolidated Service Level Agreements (CSLA), and Independent Software Vendor (ISV) Product List and EULAs will continue to be published as individual downloadable Word documents on the Microsoft [Licensing site](#).

© 2021 Microsoft Corporation. All rights reserved. This document is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT. This information is provided to help guide your authorized use of products you license; it is not your agreement. Your use of products licensed under your volume license agreement is governed by the terms and conditions of that agreement. In the case of any conflict between this information and your agreement, the terms and conditions of your agreement control. Prices for licenses acquired through Microsoft resellers are determined by the reseller.