

Customer Services and
Support Policy Guide

Microsoft Dynamics



Partner Version
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The Enhancement Plan for Microsoft Dynamics® is a maintenance plan available worldwide to customers of Microsoft Dynamics AX, Microsoft Dynamics C5, Microsoft Dynamics CRM, Microsoft Dynamics GP, Microsoft Dynamics NAV, Microsoft Dynamics SL, Microsoft Dynamics POS, Microsoft Dynamics RMS, and Microsoft Dynamics Retail Realm Essentials™ powered by Microsoft Dynamics.

The Enhancement Plan helps your customers maximize the ongoing value of their Microsoft Dynamics solution. It helps protect their investment by equipping them with tools and resources to add significant value and enhance employee productivity.

This document includes pricing and policy information in the following areas:

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General Information

1. Overview of the Enhancement Plan

What is the Enhancement Plan?

The Enhancement Plan is a maintenance plan for Microsoft Dynamics customers worldwide. The Enhancement Plan helps customers drive greater value as they plan, deploy, and use their Microsoft Dynamics solution.

Who can enroll in the Enhancement Plan?

The Enhancement Plan is available to new and existing customers with the following products:

- Microsoft Dynamics AX
- Microsoft Dynamics CRM
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics SL
- Microsoft Dynamics C5
- Microsoft Dynamics RMS
- Microsoft Dynamics POS
- Retail Realm Essentials™ powered by Microsoft Dynamics

Why should my customers enroll in the Enhancement Plan?

The Enhancement Plan is essential to your customers' ongoing success with your Microsoft Dynamics solutions, helping their business stay ahead of the competition.

- Help your customers take advantage of new version rights. By staying on the leading edge of technology, they have access to new features and capabilities that help keep their businesses flexible through growth and change.
- Help protect customers' investment with a 5+5-year Support Lifecycle, Transition Investment Credit, and critical updates. During Mainstream Support, these periodic updates include tax and regulatory releases to keep customers' organizations compliant, along with the latest system updates to keep your solutions running at peak performance.
- Provide key Enhancement Plan benefits—including self-support tools, unlimited access to online training courses, and the powerful resources of the Microsoft Dynamics Community—through a one-stop customer portal, CustomerSource, available 24x7. Customers will be able to solve issues quickly and cost-

effectively, enable mutual learning, and connect them with their peers, partners, and other industry experts. Customers are able to solve issues quickly and cost-effectively, enable mutual learning, and connect with peers, partners, and other industry experts.

2. Pricing and Policies

Do customers receive a contract when they purchase the Enhancement Plan? Is it paper or electronic? Must the customer sign it?

The [Microsoft Electronic Services Agreement \(MESA\)](#) is a stand-alone global agreement for Microsoft Dynamics “broad” service plans, which includes the Enhancement Plan. The MESA is an agreement between Microsoft and the customer. The [Customer Services Guide](#) is incorporated by reference and can be attached as an exhibit to the MESA.

Partners are required to deliver an electronic, read-only copy of the MESA to their customers. However, upon customer request, you may provide a non-negotiable hard-copy version of the MESA. You must return the customer-signed original to us for our counter signature. The Microsoft regional operation center in your region will process and store the customer-signed, hard-copy versions and return a counter-signed original to the customer. Where a local language is not available, please use the Global English version.

When is revenue credited for a customer’s enrollment?

Enhancement Plan revenue is credited at the time of invoice. Adjusted revenue recognition begins with the contract start date.

How can customers renew their Enhancement Plans?

Customers should work with their partners to renew their Enhancement Plan.

How far in advance can I order the Enhancement Plan renewals for my customers?

There is no restriction as to when the renewal order can be placed for customers that are already on an active Enhancement Plan. After the renewal order has invoiced, the new Enhancement Plan will have a pending status until the current active Enhancement Plan has expired.

When does a customer’s Enhancement Plan renewal order need to be processed to avoid lapse fees and a lapse in benefits?

To ensure a customer’s continuation of benefits (access to new version rights, updates, CustomerSource), their annual renewal order must be processed by the

expiration date of the customer's Enhancement Plan. Late renewals will result in lapse fees being applied.

Is the first year of the Enhancement Plan enrollment mandatory?

Yes. Microsoft Dynamics solutions have a requirement of one year of enrollment in the Enhancement Plan for the first year of purchase. Microsoft Dynamics GP and Microsoft Dynamics SL customers in North America are required to purchase the Microsoft Dynamics Advantage Plan the first year.

If a customer is no longer on an Enhancement Plan, can they receive new version rights, service packs, or hotfixes that were released when they were current on an Enhancement Plan?

Customers are entitled to the version released while they were active on a plan. Alapse in their Enhancement Plan enrollment means the customer is no longer entitled to receive Microsoft Dynamics releases from you or from Microsoft Corporation.

If customers agree to purchase an Enhancement Plan, can they receive product releases before making a payment?

Customers must have paid and be active on the Enhancement Plan before receiving product releases, service packs, and hotfixes.

How long is an Enhancement Plan contract?

The standard contract length for the Enhancement Plan is a minimum of 365 or 1,095 days. Partners have the capability to modify the plan end date to align customer's plan dates. The plan must be greater than 365 days in length, or 1,095 days for a three-year plan.

What if a partner is on credit hold when they place an Enhancement Plan order?

If a partner is on credit hold when they place a renewal order and the order was modified or deleted and reordered, the partner will be required to pay penalties and back pay if the customer lapses. An order will remain on hold in Order Central for 90 days. If the order is still on hold after 90 days, the order will be deleted and the partner will be required to place a new order via My Messages.

What is Embedded Maintenance?

Embedded Maintenance is the plan that gives your customers the option to upgrade to future versions of SQL Server Runtime unified with their then current Microsoft Dynamics product, whereas the Microsoft Dynamics Enhancement Plan entitles your customers to upgrade to future versions of their Microsoft Dynamics product. The right to upgrade is limited to new SQL Server Runtime versions released during the Embedded Maintenance coverage period. Coverage must be renewed annually during the agreement's term without lapse or the right to upgrade is voided.

What is the Autobill Program?

The Autobill Program is a program by which Microsoft will automatically renew your customer for their Enhancement Plan, unless you tell us that they do not intend to renew. All customers are opted in to Autobill by default. Partners will have until 10 days prior to the renewal to "opt-out" the customer. If you opt a customer out of Autobill and then renew that customer's Enhancement Plan manually, the customer will automatically be re-enrolled in Autobill for the next quote period. In this situation an email communication is not sent out confirming this change. It is very important that you review your list of customers enrolled in Autobill. This information is displayed in the My Messages area of PartnerSource. If your customer remains opted-in, you will be sent an invoice 10 days prior to the renewal. For more details on this program click [here](#).

Is my customer required to notify me if they do not intend to renew their Enhancement Plan?

Yes. We require that your customers notify their partner 90 days in advance of the contract end date to reveal their renewal intentions. Please reference the [Customer Services Guide](#) for additional details.

What is the Enhancement Plan Revenue Recapture Rate?

The Enhancement Plan Revenue Recapture Rate (EPRRR) measures a partner's Enhancement Plan *revenue* that *did* renew versus that which *should* renew. The SPRRR is calculated as (Actual Renewed Revenue + Re-enrollment Revenue) ÷ (Scheduled Renewal Revenue + Re-enrollment Revenue) for the prior fiscal 12 months. For more information on the SPA discounts, click [here](#).

What is the Renewal Rate?

Renewal Rate measures the percentage of customers that *did* renew versus those that *should* renew. It is similar to the Enhancement Plan Revenue Recapture Rate, but measures the number of customers, not revenue.

Three-Year Plans

Can customers purchase a three-year contract? Do they have to pay the full three years up front?

Microsoft offers a three-year enrollment option for customers. A three-year enrollment plan can be paid in annual installments or up front.

If I order a three-year plan with the annual installment payment option on behalf of my customer, what is my obligation to pay the second and third years?

If a partner orders a multiyear contract for a customer with the option to pay in annual installments, the partner is responsible for payment each year. With annual installments, the *partner's* payment terms will be billed 10 days prior to the expiry of the second/third installment.

What if the customer doesn't pay me for the second and third years?

If a partner purchases a multiyear, annual installment plan they are responsible for payment each year, whether the payment is collected from the customer or not. It is suggested that you have a contract in place with your customer to ensure you receive payment for subsequent years.

What happens if a customer purchases new users during a three-year contract?

If a customer paid for the three-year plan up front, the customer will need to pay for the additional users for the remaining time of the three-year Enhancement Plan enrollment contract. If the customer committed to a three-year enrollment with an annual payment, the customer will need to pay enhancement for the additional users for the time remaining in their current year. The subsequent annual payments will include the additional users in the calculation.

Can customers who have purchased a three-year contract change their plan level during the course of the contract? Do they have to renew on the same level each year of the three-year contract?

Customers are not able to downgrade their service plan. All three years of the contract must be renewed at the same level.

What happens to a three-year Enhancement Plan when a customer changes their partner of record?

When a customer has purchased a three-year Enhancement Plan and decides to change their "partner of record" in PartnerSource Business Center *per the change of partner agreement*, we will bill the new partner of record for the remaining payments due to Microsoft. It is the partner's responsibility to verify which plan their new customer is on. They are fully accountable for years two and three.

3. Re-enrollment Pricing and Policies

What if customers allow their Enhancement Plans to lapse and choose to re-enroll now?

Lapsed customers will need to pay the new re-enrollment pricing to enroll in the Enhancement Plan. The back pay plus future years are based on the price of the Enhancement Plan at the time of the re-enrollment.

Is the re-enrollment based on the customer's Protected List Price, or is it based on the current list price?

Customers will base their re-enrollment on the higher of the current list price or Protected List Price.

How does the Enhancement Plan re-enrollment fee work? How much is it?

If a customer has allowed their Enhancement Plan to lapse, they must do the following to renew their enhancement plan:

- Pay current one-year Enhancement Plan pricing +3 percent for the period of time the customer has lapsed.
- Pay for a future year of the Enhancement Plan.

The calculation for re-enrollment fees is as follows:

Back pay + re-enrollment fee + future year

Example in dollars:

- List price is \$10,000. Lapsed 300 days.
- $\$10,000 \times (16\% + 3\%) \div 365 = \5.21 per day.
- $\$5.21 \times 300 \text{ days} + (16\% \times \$10,000) = \$ 3,160$.

Example in euro:

- List price is €10,000. Lapsed 420 days.
- $\text{€}10,000 \times (16\% + 3\%) \div 365 = \text{€}5.21$ per day.
- $\text{€}5.21 \times 420 \text{ days} + (16\% \times \text{€}10,000) = \text{€}3,788.20$.

4. New Version Rights and Updates

What localizations and/or translations does Microsoft Dynamics support?

Microsoft extends the business process functionality of its Microsoft Dynamics enterprise resource planning applications by developing features to address certain language or nationwide financial regulatory requirements in countries where Microsoft makes these applications generally commercially available.

Because laws and regulations that affect companies are different in each country, the Microsoft Dynamics applications are not supported in terms of localizations, languages, or technical support in all countries. For more information about the various countries and regions where Microsoft makes locations and/or translations generally commercially available for Microsoft Dynamics applications, click [here](#).

Are partner-created localizations or translations of Microsoft Dynamics software included in the Enhancement Plan?

No. Microsoft partners may offer solutions that meet specific regulatory requirements that are unique to cities, states, provinces, or industries in a particular country. However, these partner-created localizations or translations are not included in the Enhancement Plan.

Note: You will require a separate agreement to get a license in order to create your own localizations.

Does Microsoft provide any warranties or guarantees for partner-created localizations or translations?

No. Microsoft does not provide any warranties (expressed, implied, statutory, or otherwise) that partner-created solutions comply with local business, tax and regulatory, legal, or other applicable requirements.

How does Microsoft address tax and regulatory updates?

Microsoft understands that local laws, market conditions, and support requirements differ around the world. As a result, Microsoft provides tax and regulatory releases, on an as-needed basis, at the support service pack level, for designated current and future versions of Microsoft Dynamics applications during the Mainstream Support phase of the Support Lifecycle for Microsoft Dynamics applications. In some instances, regulatory updates may require upgrading to the latest service pack of the support version of the Microsoft Dynamics application. For more information on support versions of Microsoft Dynamics software, click [here](#) to access Microsoft Support Lifecycle information.

Note: Microsoft is not responsible for implementation costs related to new version rights, product updates, service packs, or hotfixes.

5. CustomerSource

CustomerSource is a password-protected learning and engagement center available to customers who have a current Enhancement Plan, and serves as a one-stop shop for all their benefits. The easy-to-access CustomerSource self-support tools and resources help boost customer productivity and minimize the number of support

calls you receive from your customers, allowing your organization to focus on the higher-value-add services for your customers.

Can customers get started using their Enhancement Plan benefits right away? How can I help my customers get full value of the Enhancement Plan?

Customers who enroll will receive a confirmation email outlining the benefits and how to access them. They will also receive instructions on how to access CustomerSource.

How do customers access CustomerSource?

1. Customers can ask their organization's CustomerSource administrator to grant them access to the site. If they don't know their CustomerSource administrator or if their organization does not have a CustomerSource administrator, the customer should contact you or email itmbssup@microsoft.com for assistance.
2. Log in options:
 - a. **Organizational account:** Customers sign in with the account provided by their employer. The customer needs to contact their Organization account administrator to add them to the company's Organizational account.
 - b. **Microsoft account:** Customers sign in with the Microsoft account they use for OneDrive, Outlook.com, Hotmail or other Microsoft services. If they do not have a Microsoft account, one can be obtained by visiting the [Microsoft account](#) web site.
3. The first time the customer uses CustomerSource, they will link their CustomerSource profile with a Microsoft or Organizational account. After their CustomerSource administrator creates a CustomerSource user account, a system generated email will be sent to the user from the email address of itmbssup@microsoft.com. The user must open the email and click on the link to associate the user's Microsoft/Organizational Account to the user's CustomerSource account.
4. Sign into [CustomerSource](#)

How can I add or modify user information on CustomerSource?

1. Sign in to [CustomerSource](#).
2. Navigate to and click on the User Menu (commonly containing the name of CustomerSource User) found in the upper right-hand side of the page.
3. Select [Our CustomerSource Accounts](#) from the User dropdown menu
4. Click the Add New Professionals button.
5. Enter the required profile information.
6. Check the box at the bottom of the form to send invitation e-mail to this CustomerSource user to associate their Microsoft Account to this profile.
7. Click Save.

Does a customer have to be on an Enhancement Plan to get access to CustomerSource?

Yes. CustomerSource access is only provided to customers who remain current on an Enhancement Plan (and/or Software Assurance for Microsoft Dynamics CRM or Microsoft Dynamics AX purchased through Volume Licensing). As a Microsoft partner, you also have access to CustomerSource with the same Microsoft account you use to access PartnerSource. [To learn more about CustomerSource click here for help and how-to resources.](#)

Does CustomerSource contain license or service plan pricing?

Customers in North America are able to see our license and service plan pricing based on their applicable system list price. All other customers will be able to see information on the products they own, their enrollment information, and expiration date. They do not have access to partner pricing.

Does CustomerSource allow customers to renew their Enhancement Plan online via My Messages?

My Messages is a tool on CustomerSource that enables customers to receive alerts about their upcoming service plan renewal. Only North America customers can renew online today. All other customers must place their renewal orders through their Microsoft partner.

6. Support Lifecycle Policy

The Support Lifecycle Policy provides customers with clear and predictable support information for all Microsoft products including their Microsoft Dynamics solution. With this policy, customers can plan effectively for their future software requirements based on long-term awareness of the support lifecycle for Microsoft products.

The Mainstream Support period for Microsoft Dynamics products is five years. During the Mainstream Support period, customers enrolled in the Enhancement Plan will have access to the following benefits:

- Request to change product design and features
- Online product information and self-support materials
- Security updates
- Ability to request non-security hotfixes, including tax and regulatory releases
- Paid Technical Support options

For Support Lifecycle Policy information regarding a specific product, service pack support policies, Extended Support phase, and end-of-support timelines, visit the [Microsoft Support Lifecycle](#) website.

How are tax and regulatory updates generally handled?

Microsoft understands that local laws, market conditions, and support requirements differ around the world and by industry sector. Therefore, Microsoft may offer tax updates beyond the description listed here. Tax and regulatory updates will generally be released each tax season, or on an as-needed basis, during the Mainstream Support phase at the [supported service pack level](#) of each product version, for current and future versions of the following products: Microsoft Dynamics AX, Microsoft Dynamics GP, Microsoft Dynamics NAV, Microsoft Dynamics SL.

For all other supported product versions of Microsoft Dynamics products, tax and regulatory updates generally will be released each tax season at the supported service pack level for the most current version and one version prior.

7. Transition Investment Credit

What is Transition Investment Credit? How do customers benefit from it?

Transition Investment Credit gives customers the flexibility and security in their Microsoft Dynamics ERP solution choice; should their needs change, customers have access to any of the other Microsoft Dynamics ERP solutions that will best fit their new requirements.

Customers may make any of the following types of transitions:

- **Product Line Transition:** Any move from one ERP product line code base to a different ERP product line code base.
- **Edition Transition:** Any edition change within the same product line and licensing model.

- **License Model Transitions:** Any move from the Module-Based Licensing model to the Business Ready Licensing model, remaining within the same product line. To learn more about the different types of transitions, click [here](#).

Do customers need to enroll in the Enhancement Plan after they transition?

Yes. Regardless of the type of transition, an additional year of enrollment in the Enhancement Plan after the transition is required.

Can customers use the balance to purchase additional functionality?

Yes. If the credit amount customers receive from the current license exceeds the entire cost of the transition, they may use the balance toward more functionality and/or users at the time of transition. However, the balance cannot be:

- Refunded.
- Reserved for future license purchases.
- Used for the Enhancement Plan, support, training, or any other service offering.

How often can customers make a transition?

Customers are allowed to make one transition, as long as they are current on the Enhancement Plan, every 12 months. There are exceptions to this, such as upgrading to a new version.

Will the remaining credit on support or training be carried over to my customer's next solution?

Yes. Regardless of the type of transition, the credit for any support and/or training value remaining on the current plan will be applicable to any service offering plan for the next solution at the time of transition.

Does the Enhancement Plan transfer over to the next product? How is the credit calculated?

The credit will be prorated based on the value of the Enhancement Plan amount and the number of days remaining on the customer's current Enhancement Plan.

The calculation for remaining value is as follows:

Example in dollars:

- List price of the old solution is \$12,000, with 90 days remaining on the customer's Enhancement Plan.
- Value of full year of the Enhancement Plan: $\$12,000 \times 16\% = \$1,920$
- Daily value of the Enhancement Plan: $\$1,920 \div 365 = \5.26
- Credit available for days remaining on your enrollment: $90 \times \$5.26 = \473.40

Example in euro:

- List price of the old solution is €10,000, with 90 days remaining on the customer's Enhancement Plan.
- Value of full year of the Enhancement Plan: €10,000 × 16% = €1,600
- Daily value of the Enhancement Plan: €1,600 ÷ 365 = €4.38
- Credit available for days remaining on your enrollment: 90 × €4.38 = €394.20

Can my customer use the credit received for support to purchase additional functionality?

No. The credit from support and/or training can be only applied toward the new Enhancement Plan, new support, and/or training at the time of transition.

For more information on the Microsoft Dynamics Transition Policy, click [here](#).

8. Protected List Price

What is Protected List Price? How does it work?

Protected List Price (PLP) is a feature of the Enhancement Plan that allows customers to budget more predictably for their Enhancement Plan renewal year after year. Microsoft enables customers to protect their system list price as the basis of future renewals. Protected List Price will only change if the customer conducts an activity outlined in the policies so the renewal amount can be predicted based on the customers' actions.

A customer's Protected List Price is affected if the customer or Microsoft conducts an activity that falls within one of these Protected List Price policies.

What happens when a customer's Enhancement Plan expires?

Customers who do not renew their Enhancement Plan by their plan expiration date lose their Protected List Price benefit. If a customer chooses to re-enroll at a later date, their re-enrollment fee will be based on the higher of the current list price or Protected List Price. In addition, the customer will pay a re-enrollment fee that reflects the amount of time they have been lapsed. A lapsed customer may have module adjustments when renewing, which may impact the overall price to get back on plan.

What is system list price?

System list price represents how functionality is currently priced and licensed. The Microsoft Dynamics price lists posted to PartnerSource contain all current pricing and licensing and are updated regularly in accordance with the Solution Provider Agreement (SPA).

What happens when customers add software or user licenses to their system?

The value of any additional licenses acquired after the customer's initial software acquisition will be added to the customer's Protected List Price. The customer's Protected List Price is increased by the Microsoft Dynamics system list price of the additional licenses acquired (additional licenses acquired at a discounted price will increase the customer's Protected List Price by the suggested list price amount, not the discounted amount). This new total then becomes the customer's new Protected List Price for the calculation of future renewals.

What happens when customers deactivate software or user licenses?

Customers who deactivate users keep the Protected List Price benefit for their remaining users if they remain current on an Enhancement Plan. This policy also applies to the deactivation of count-based licenses—modules/granules that are based on users, employees, or lanes.

For deactivated users or count-based products, the amount the Protected List Price will be reduced by taking the protected value of all users or count-based products and dividing by the total number of users or count-based products to come up with an average user/product price. That per-user/product price is multiplied by the remaining users/products. If the prorated amount results in a figure ending in a fraction, the system will round to the nearest whole number.

When customers deactivate non-count-based modules/granules such as Receivables Management, Payables Management, Sales Order Processing, or Inventory, their Protected List Price is reduced by the value of the module(s) in PartnerSource Business Center at the time of deactivation.

Customers who want to reactivate modules/granules or users later are subject to reactivation fees, plus a prorated Enhancement Plan on those licenses.

What happens when a customer migrates to a new product?

Protected List Price only applies within the same Microsoft Dynamics product line. A customer who moves to a new product will have their Protected List Price reset and have their new Enhancement Plan calculated on the license list price of the new product.

Protected List Price would no longer apply in the following migration example:

- When a customer makes a horizontal move from one Microsoft Dynamics product to another: For example, a customer moves from Microsoft Dynamics NAV to Microsoft Dynamics GP.

What happens when Microsoft discontinues support of a product?

If Microsoft discontinues support of a module/granule, existing customer accounts will continue to list the module/functionality but the value will no longer be reflected in their Protected List Price. This is applicable when support for all versions of a product are discontinued, not a particular version as outlined in the Support Lifecycle Policy.

What happens when Microsoft acquires or adds a product?

When Microsoft acquires or adds functionality, the impact to customers' Protected List Price may vary depending on the situation. For example, Microsoft may acquire a module or functionality from an independent software vendor. A number of Microsoft customers may already license that software, so Microsoft may opt to add the product registration information to a customer's account at no charge. In that case, the current list price of the software may be added to that customer's Protected List Price, and future Enhancement Plan renewals will be based on the new Protected List Price. If the former company's historical list prices are made available with the acquisition, that value may be used instead of current list prices.

In another example, Microsoft may add functionality to its suite of modules and give the license for that software to customers at no charge, either proactively or at the customer's request. That additional license will affect the customer's Protected List Price by the current list price of the software. There may be cases where Microsoft does not increase the customer's Protected List Price. Microsoft has the ability to establish different values based on the date the license was obtained for a given product.

Customers will be notified in these situations if their renewal amounts will change as a result of Microsoft acquiring or adding a product.

What happens when Microsoft reconfigures software functionality?

A customer's Protected List Price benefit will remain intact if Microsoft makes any changes to how software modules or granules are configured. For example, if Microsoft changes the configuration of a currently shipping product by splitting one module/granule into multiple modules/granules or by consolidating multiple modules/granules into a single module/granule, a customer's Protected List Price will not be affected.

If a module/granule is reconfigured, Microsoft will adjust a customer's license information listed on PartnerSource Business Center for partners and employees and CustomerSource for customers.

What happens when Microsoft changes the pricing currency for my region?

The currency will be converted from the old to new currency using the monthly foreign exchange rate based on the quote creation date from their last Enhancement Plan renewal as previously determined by Microsoft. Going forward the customer will have the new currency as their locked-in Protected List Price for future years.

Partners will select the PLP currency for new EU/EFTA customers from one of the six supported EU/EFTA currencies (CHF, DKK, EUR, GBP, NOK, SEK) regardless of the partner's location.

What happens to a customer's Protected List Price when Microsoft removes a module/granule from the price list but does not replace it with like functionality?

If Microsoft discontinues a module/granule, existing customers will still show it on their account but the value of the module will no longer be reflected in their Protected List Price.

9. Additional Modules, Licenses, and Systems

What happens to the Enhancement Plan price if customers add a module or user to their solution?

If your customer is enrolled in the Enhancement Plan and purchases additional functionality or user licenses, the Enhancement Plan covering these additional modules/users will be prorated to the day to match the anniversary date of their current contract.

How is the cost of adding a functionality or user calculated?

The cost of adding a functionality or user is calculated as follows:

$(\text{Value of the addition} \times 16\%) \div (365 \times \text{number of remaining days on the Enhancement Plan})$.

Example in dollars:

You added one additional user 90 days before the expiration of the customer's Enhancement Plan.

- Value of additional user license is \$7,000.
- Value of full year of the Enhancement Plan: $\$7,000 \times 16\% = \$1,120$.
- Daily value of the Enhancement Plan: $\$1,120 \div 365 = \3.07 .
- Value of 90 days of the Enhancement Plan on additional user licenses:
 $90 \times \$3.07 = \276.30 .

Example in euro:

You added one additional user 184 days before the expiration of the customer's Enhancement Plan.

- Value of additional user license is €5,000.
- Value of full year of the Enhancement Plan: €5,000 × 16% = €800.
- Daily value of the Enhancement Plan: €800 ÷ 365 = €2.19.
- Value of 90 days of the Enhancement Plan on additional user licenses:
184 × €2.19 = €402.96.

Is Enhancement Plan enrollment required to purchase additional modules or system user licenses for existing customers?

Yes, enrollment is required to purchase additional modules or system user licenses for all Microsoft Dynamics products.

Note: This excludes database expansion for Microsoft Dynamics C5 customers.

Can customers purchase additional functionality or user licenses for unsupported products?

Customers enrolled in the Enhancement Plan may choose to purchase licenses for unsupported products that we make available for purchase at our sole discretion. However, by definition, Microsoft will not support these licenses. For a list of Microsoft Dynamics products that are currently supported, go to the Microsoft Support Lifecycle [website](#).

10. License Mobility

What is License Mobility for Microsoft Dynamics?

You may reassign your ERP Solution Licenses, for which you are under a current Enhancement Plan, to (i) any servers running physical or virtual OSEs dedicated to you and located within the same Server Farm as often as needed, or (ii) from one Server Farm to another, but not on a short-term basis (i.e., not within 90 days of the last assignment).

11. Disaster Recovery Rights

What Disaster Recovery Rights for Microsoft Dynamics? If you are under a current Enhancement Plan, for each instance of eligible server software you run in a physical or virtual OSE on a licensed server, you may temporarily run a backup instance in a physical or virtual OSE on a server dedicated to disaster recovery. The license terms for the software and the limitations contained in the Software License

Terms (SLT) apply to your use of software on a disaster recovery server.

12. Unified Service Desk

What Rights do I have with Unified Service Desk for Microsoft Dynamics CRM?

Each Microsoft Dynamics CRM 2015 Professional Use Additive CAL with an active Enhancement Plan provides you the right to install and use Unified Service Desk (USD). The right to use USD is limited to the user or device to whom the qualifying CAL is assigned. You may not access or use USD after your Enhancement Plan contract expires.

13. Unlimited Access to Online Training

How much online training content is available? How will it be accessed by customers?

There are hundreds of learning and training material titles to help your customers increase their productivity; many are offered in multiple languages. The inventory is constantly being updated with new training materials that support new product versions and revisions. This content can be accessed by customers through CustomerSource.

Why isn't instructor-led classroom training included in the Enhancement Plan?

Instructor-led training is delivered through Microsoft Certified Partners for Learning Solutions and is not purchased directly through Microsoft. Microsoft Certified Partners for Learning Solutions are the only organizations authorized by Microsoft to deliver instructor-led training on Microsoft products and technologies. These partners charge a fee for their instructor-led training services.

How do I or my customers order printed courseware training manuals?

Partners can order printed training materials for their customers through a Microsoft Certified Partner. To find a Microsoft Certified Partner for learning solutions, visit the [Microsoft Resource Directory](#).

In what format are the online training materials available? Can I customize the manuals?

The training materials are in PDF format. Depending on your partner service plan, eligible partners can customize the materials and distribute to their customers.

14. Direct Communications to Customers

Does Microsoft send email communications directly to customers?

Yes. The Enhancement Plan email strategy is intended to bring additional awareness of a customer's Enhancement Plan benefits and renewal date by sending welcome

and reminder emails to the partner and customer. This helps ensure that the customer understands their benefits and renews on time, receiving uninterrupted access to their Enhancement Plan benefits and avoiding any re-enrollment fees later. Additionally, this will help streamline the partners' efforts in driving renewals, saving them time and money.

Are all products and countries included in this program?

Yes, all products and countries are included in this program.

Who is sent the renewal email for customers and partners?

For both customers and partners, the email will be sent to professionals with the Service Plan Contact role. If there are no professionals identified with Service Plan Contact, the email will be sent to those with the Billing Contact role.

Can partners opt out their customers from the renewal email program altogether?

No, partners are not able to opt out.

What if a customer has paid their partner prior to t+5 but the partner hasn't yet placed the order?

The customer will still receive the t+5 email reminder.

Where can I send my questions about the Enhancement Plan?

Please send your questions to [Operations Support](#).