Program Guide

Enterprise Agreement
for Government

Enterprise Agreement Program Guide

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The Microsoft Enterprise Agreement for Government

The Enterprise Agreement for Government gives your eligible government organization the flexibility to choose among on-premises software and cloud services to best suit your user needs, and helps you optimize your technology spend as business priorities change.

Microsoft Government Volume Licensing Overview

For government customers who license software in quantity and manage software across multiple computers, Microsoft Volume Licensing programs offer the most cost-effective way to acquire product licenses. While this guide is specific to the Enterprise Agreement for Government and Enterprise Subscription Agreement for Government programs, several other licensing programs are available for government organizations, including Select Plus, Open Value, Open Value Subscription, and Open License. For more information, see www.microsoft.com/licensing.

Note: Program availability may vary by region. Check with your software license reseller about availability for specific programs.

Enterprise Agreement for Government

The Microsoft Enterprise Agreement for Government (EA for Government) provides your eligible government organization with the best overall pricing, the benefits of Software Assurance, as well as simplified licensing management via your organization-wide agreement. And as more organizations implement cloud services, the EA for Government provides a seamless way to license both on-premises software and cloud services all in the same agreement. With a single agreement, you will enjoy the flexibility of being able to choose software and cloud services for different user types, optimize your technology spend to fit your IT and user needs, and streamline software compliance and asset management across all of your Microsoft purchases.

How the Enterprise Agreement Works

The EA for Government is appropriate for your organization if you have more than 250 PCs, devices, and/or users and want to license software and cloud services for your organization for a minimum three-year period.

Purchasing Through Enrollments

With the EA for Government, you can decide whether you want to take advantage of the following EA enrollments:

Enterprise Enrollment
The Enterprise Enrollment enhances manageability and cost savings when equipping your entire organization with the latest versions of the Windows operating system, Office Professional Plus, and/or Client Access License (CAL) Suites to connect users/devices to Microsoft Server products.

Moreover, the Enterprise Enrollment lets you choose whether to run PC and device software and/or cloud services across your organization, with the ability to license both on-premises software and online services such as Office 365 and Windows Intune. You also have the flexibility to maintain a mix of on-premises and online services to suit user needs, and can transition from on-premises licensing to equivalent Online Services as business priorities change. Such organization-wide implementations help you reduce device and user management and support costs, and provide additional pricing advantages above the EA's standard volume pricing levels.

Server and Cloud Enrollment
The Server and Cloud Enrollment is an enrollment under the Microsoft Enterprise Agreement that enables highly committed customers to standardize broadly on one or more key server and cloud technologies from Microsoft. In exchange for making an installed-base commitment to one or more components of Server and Cloud Enrollment, you receive the best pricing and terms, plus other benefits including cloud-optimized licensing options and simplified license management.

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The EA for Government helps you simplify software licensing, budgeting, and administration with a single agreement through which you can manage all of your Microsoft software and cloud services. You decide which software and cloud services to run on-premises or have hosted by Microsoft, based on user requirements and what is most cost-effective for your organization.

Additionally, all on-premises software purchases include Software Assurance benefits that you can use to plan deployments, ready your users for new software, and support Microsoft products and services without incurring additional costs.

Finally, you can choose to either purchase your software licenses via the EA for Government's various Enrollments or subscribe to licenses via optional Enterprise Subscription programs.

Enterprise Agreement for Government Subscription Option

The Enterprise Agreement for Government includes the option to subscribe to, rather than purchase, Microsoft product licenses. This provides similar advantages as Enrollments and give you a lower initial cost based on a three-year subscription, and the ability to increase or decrease subscription counts on an annual basis. This ability to grow or downsize subscription counts can be attractive, especially if you expect significant fluctuations in workforce size and IT requirements. However, unlike the Enterprise Agreement Enrollments, where you retain perpetual use rights for the licenses you purchase, with these subscription programs you gain access to Microsoft software only for as long as you maintain your subscription. If you decide not to renew, you relinquish your rights to run the software, unless you choose to acquire your licenses through the program's "buy out" option.

Software Assurance

Microsoft Software Assurance offers you 24×7 support, deployment planning services, training, and the latest software releases and unique capabilities including flexible use rights as well as Microsoft Desktop Optimization Pack—all through one program. You can improve end-user productivity with online training and home use licenses to help enhance skills and accelerate familiarity with Microsoft software. To help your IT staff efficiently implement and manage Microsoft products and services, Software Assurance provides technical training and access to new software releases when they become available. In addition, Software Assurance supports a greater variety of cloud and hybrid deployment options with extended license rights that let you deploy existing server application licenses in shared datacenters. Finally, newer benefits for Windows 8 enable access to Windows desktop environments from more devices to support bring-your-own-device scenarios and worker preferences. *(See Appendix C for a descriptive listing of Software Assurance benefits.)*

Available Software and Cloud Services

Through your EA for Government, you can choose to order software licenses and cloud services separately, or add Enrollments, which are designed to help your organization license Microsoft solutions, delivered via on-premises licenses and/or cloud services to address common Enterprise IT concerns such as standardizing on PC and device technologies or building and maintaining secure datacenters. As your IT strategy evolves to include the many benefits of cloud computing, the EA for Government can help you extend the capabilities and functionality of your existing technology investments with cloud services (also referred to as online services). Finally, you may decide to add Microsoft Premier Support offerings to complement your product choices.

Enterprise Products and Platforms

Enterprise Products include on-premises licenses for Microsoft core PC and device products, namely Windows operating system, premium edition Office suite, and applicable Client Access Licenses in the form of CAL Suites. With the Enterprise Agreement, Enterprise Products must be licensed on an organization-wide basis and may be ordered as separate products, or in groups of products known as Desktop Platforms.

Desktop Platforms

The **Professional** Desktop Platform includes:

- Windows Enterprise Upgrade, and
- Office Professional Plus, and
- **Core** Client Access License (CAL) Suite

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The **Enterprise** Desktop Platform includes:

- Windows Enterprise Upgrade, and
- Office Professional Plus, and
- **Enterprise** CAL Suite

Note: All Windows operating system licenses provided under the Enterprise Agreement are upgrade licenses. This means you'll need a base Windows operating system (OS) license on those devices for which you plan to use a Windows upgrade license. You can choose to upgrade to Windows Enterprise operating system.

Note: With either Desktop Platform you may add the Microsoft Desktop Optimization Pack (MDOP) to help streamline deployment and device management.

Application Platform Products

Application Platform products, including Microsoft SQL Server, Microsoft Visual Studio, Microsoft SharePoint, and Microsoft BizTalk Server provide a set of integrated tools and technologies to support the rapid development of new applications and help you make significant gains in productivity while decreasing total cost. You may license these products and relevant Client Access License (CALs) through the Enrollment for Application Platform and receive attractive upgrade provisions and product savings when you do so.

Core Infrastructure Suites

Core Infrastructure Suites align the licensing for Windows Server and System Center server management together with a simplified, processor-based licensing model. Through the Server and Cloud Enrollment, you choose whether to license the Core Infrastructure Suite Datacenter or Standard Edition, or a mix of both based on your private cloud processor counts and virtualization requirements.

Additional Products

A broad selection of Microsoft products and services are available as Additional Products. They may be added initially or at any point during the term of your Enterprise Agreement, allowing you to more easily build and maintain departments or divisions with specific needs and still enjoy volume pricing advantages and an annualized payment option. Additional Products may include device-based licenses, user-based licenses, cloud services, professional services and other licenses that support your IT environment such as CALs. *(For more detailed information about CALs and their use in Enterprise IT environments see Appendix B: Client Access License Suites.)*

Commitment on Use Rights

Commitment on Use Rights provides you with the added security of knowing exactly what the use rights are for the products you license under your Enterprise Agreement Enrollment(s). While Microsoft may change Use Rights from time to time, these changes will not impact your Use Rights that are in effect at the time you purchase products via your EA. In other words, as an EA customer you may exercise the Use Rights that were in place at the time of your initial purchase, or if you prefer to do so, you may exercise newer Use Rights, which Microsoft may modify following your original order.

Cloud Services

With respect to your Enterprise Agreement, cloud services will typically fall into two classes, Enterprise Online Services or Additional Online Services. These may be added to your EA using the standard purchasing process, or as in the case of Office 365 and Windows Intune, by transitioning users from Enterprise Products to comparable Enterprise Online Services.

Enterprise Online Services

These are services that are designated as Enterprise Online Services in the [Microsoft Product List](). These typically fall in line with existing on-premises Enterprise Products so that the two may be thought of as equivalents when satisfying organization-wide licensing commitments and establishing volume pricing levels.

With the EA, you can move select on-premises licenses (Enterprise Products) to comparable cloud services (Enterprise Online Services) over the life of the EA. As an example, you might move workers to cloud services in one division or one department at a time. To support this move, transition rules have been established to help you move users to Office 365 and Windows Intune services, and help assure that you do not pay twice for similar capabilities.

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Finally, if at a future date you wish to move users back to on-premises software purchased through your Enterprise Enrollment, you may do so under the program's guidelines.

Additional Online Services

These are services that are designated as Additional Online Services in the [Microsoft Product List](). Additional Online Services include an array of cloud platform and services which you may purchase through your Enrollments as needed, similar to how you purchase Additional Products through your Enrollments today.

With Dynamics CRM Online, organizations get a full-featured CRM application designed to improve marketing effectiveness, boost sales, and enrich customer service interactions on a per-user subscription bases.

With Microsoft Azure, you have an open and flexible cloud platform that enables you to quickly build, deploy, and manage applications across a global network of Microsoft-managed datacenters. As such, Microsoft Azure offers a range of cloud computing, data management, and networking services which utilize consumption-based, per-unit billing models. When purchased through your EA, volume pricing discounts are available and apply to both your initial annual monetary commitment level and any additional Microsoft Azure service capacities you may add throughout your EA.

Support and Consulting Services

Premier Support Services

The EA allows you to add a variety of Microsoft Premier Support offerings to provide the optimum level of pro-active and reactive support for your chosen Microsoft solutions. Premier Support complements your EA with support that maps to your purchasing decisions and may be managed as part of your overall agreement.

Enterprise Strategy Services

The Microsoft Enterprise Strategy Program (ESP) provides you with a dedicated Microsoft Enterprise Architect who will focus on business impact and value by optimizing the use of technology throughout your EA. In addition to supplying access to Microsoft-internal knowledge base and numerous other resources, ESP provides a programmatic approach to help enable business transformation, advance technology thought leadership, foster innovation, and maximize the value of Microsoft products and services.

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Pricing

Volume Licensing Pricing Principles

The annual price-per-license budgeting feature of the Enterprise Agreement is predictable, so you can forecast software technology costs up to three years in advance. A payment (based on your initial order) is due each year on the anniversary of your EA Enrollment. Should you add additional hardware/users during your agreement, the per-license costs remain the same or may be lower given the program's volume pricing levels.

Basic Agreement Terms

The EA for Government is the optimal Volume Licensing program for medium and large government organizations with 250 or more PCs, devices, and/or users. The EA for Government gives the option to standardize on one or several Microsoft Enterprise Products and cloud services, yet retain the flexibility to purchase software and cloud services for different user types. Based on a three-year agreement term, with the ability to add and adjust products and services over time, it offers pricing advantages beyond standard license and subscription pricing and provides comprehensive Software Assurance benefits for on-premises licenses.

The sections following explain key elements of the EA for Government, available Enrollments, and Subscription program options.

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New Product Versions

Arguably, one of the best known aspects of the EA for Government is New Product Versions. With your EA for Government, you automatically gain access to new software versions of licensed product as soon as they are released, and for no additional cost through your Software Assurance benefits.

Step-up Availability

With Step-ups, you can upgrade from a lower- to a higher-level edition, such as Windows Server Standard Edition to Windows Server Pro, at a low cost. Rather than pay full cost for the higher-level software edition, Step-ups allows you to pay only the pricing difference and still take advantage of enhanced features and technologies with premium editions. Step-up pricing may also be available for Premier Support and cloud service offerings. Please contact your Government Partner, Microsoft account representative or other preferred reseller to learn more.

Windows 8.1 Enterprise

The Enterprise Agreement is the most cost-effective way to upgrade existing PCs to Windows 8.1. If PCs are not already covered by Software Assurance, you can purchase upgrade licenses through your Enterprise Agreement to gain access to Windows 8.1 Enterprise.

Software Assurance for Windows

Software Assurance is included when you license Windows 8.1 Enterprise Upgrade through the Enterprise Agreement and Enterprise Subscription option.

Spread Payments

Payments for products and services purchased at signing may be spread over three annual payments mapping to your yearly agreement anniversary. This is a benefit of the EA's Software Assurance coverage and is offered as an optional payment term with no cost-of-money fees.

Microsoft Payment Solutions

Microsoft Payment Solutions helps you expand your IT purchasing power and improve cash flow with easy, flexible, and affordable payment plans. You can apply Payment Solutions to all SCE purchases and match payments to align with your business requirements.

With Microsoft Payment Solutions, you can craft a customized payment plan to meet your needs by selecting from a range of flexible payment options including;

- **Monthly, quarterly, or semi-annual spread payments:** Avoid a large upfront investment by spreading low, equal, and predictable payments over 12 to 60 months.
- **Deferred payments:** Defer making your first payment for up to six months, allowing you to begin deploying and benefitting from your IT investments immediately, and then pay when your budget becomes available.
- **Ramped payments:** Manage cash flow more strategically by matching payments to staged technology deployment—paying less initially and more in the later stages of the roll-out, and ramping down the legacy technology at the same time.

With Microsoft Payment Solutions you can:
- Make software purchases through a payment structure that aligns to your budget, cash flow, or deployment schedule
- Add new products, upgrades, True-Ups, or consulting services to an existing agreement outside of normal budget cycles, at any time
- Take advantage of total solution financing for complete software, services, and hardware solutions including non-Microsoft products.

Note: Microsoft offers Payment Solutions to credit approved customers in specific countries with third-party financing providers under the Microsoft Financing program. Learn more about Microsoft Payment Solutions at www.microsoft.com/financing.

Agreement Anniversary: Annual Reconciliation

Over the life of your EA, you can equip additional hardware, devices, or users with software and online services you've already licensed, and then account for these changes through an annual reconciliation process known as True-Up. If you have an Enrollment with an

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Enterprise Subscription program, this process is known as an Annual Order, through which you can increase or decrease your license subscription counts.

Once a year, you are asked to reconcile your EA licenses to account for the total number of licenses you've added in the previous 12 months. This effort culminates in an order you place (or an Update Statement you submit) that reconciles all the qualified devices, users, and processor units added or used by your organization over the course of the year. Your annual reconciliation order (or Update Statement) is due 60-30 days prior to your Enrollment anniversary, which helps Microsoft ensure you're taking advantage of allowable license transitions or license reductions before issuing your annual invoice. *(See the Enterprise Agreement True-up Guide for more information.)*

Renewing Enrollments

While Microsoft and customers often talk about renewing an EA, technically renewal decisions are made for individual Enrollments. Your EA may contain the Enterprise Enrollment and/or the Server and Cloud Enrollment.

Options for Renewing Your Enrollments

At the end of your three-year Enrollment term, you'll have the option to renew for another three-year cycle. Beyond your initial three-year agreement, renewal pricing for on-premises software licenses is based on Software Assurance only—a moderate percentage of Enterprise Pricing for on-premises licenses.

If you have an Enrollment with an Enterprise Subscription Program this renewal differs in that renewal pricing for on-premises software licenses is based on License plus Software Assurance. Furthermore, a buyout option exists for customers who want to retain perpetual rights to previously licensed on-premises software.

As with the annual reconciliation process, it is important to work with your Microsoft Account Representative or Partner to submit your renewal order 30 days before your agreement term ends in order to avoid losing valuable licensing rights, continuity of cloud services, and other benefits.

Managing Your Enterprise Agreement

Adding Products and Cloud Services

Throughout your Enterprise Agreement term, you may adjust your Microsoft on-premises software and cloud services licenses in two ways:

- If you add new users or devices, you can equip them with software and cloud services you are already using and then account for these changes at your next agreement anniversary through an annual reconciliation process known as True-up.

- If you want new products or cloud services, you can order these through your Microsoft Reseller at any time during your agreement.

Software Asset Management

Software Asset Management (SAM) is an industry best practice that helps you control costs and optimize software investments across your organization. Administered through an ongoing plan, SAM makes it easier to identify what you have, where it's running, and whether redundancy may exist. Microsoft offers several resources that you may use to establish or improve your SAM practices.

The Microsoft SAM site provides a SAM optimization kit, links to several SAM self-service tools to assist with deployment discovery and a list of Microsoft Certified SAM Partners whom you can contact directly, should you wish to have experts help you devise and implement a Software Asset Management plan. *(See the Microsoft Software Asset Management website for more details.)*

Tracking CALs

The Microsoft Assessment Planning (MAP) Toolkit features an IT-based Software Usage Tracker functionality which provides usage reports for the following server products: Windows Server, Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint Server, and Microsoft System Center Configuration Manager.

This automated software asset management-related functionality is designed to be used by Microsoft Volume Licensing customers. The Software Usage Tracker provides you with a view of your actual server usage, which can be valuable for comparing with your purchased CALs, or for True-up and agreement renewal discussions. *(Learn more about CALs in Appendix B: Client Access License Suites. Learn more about MAP Toolkit at www.microsoft.com/map.)*

Product Fulfillment VLSC

The Volume Licensing Service Center (VLSC) is the primary location for Microsoft Volume Licensing customers to view licensing information, download Microsoft software, and manage Volume Licensing benefits and subscriptions.

The VLSC licensing dashboard includes a notification area for site alerts, a Volume Licensing news and announcements section, and links to key tasks. VLSC helps you manage your Enterprise Agreement purchases with:

- Licensing information composed of the Licensing Summary and the Relationship Summary.

  o Licensing Summary. You can use VLSC to view current and past Microsoft License Statements across programs and agreements.
  o Relationship Summary. VLSC includes a report that shows all Volume Licensing agreements associated to a user's profile. You can also view further details about offerings, contacts, licenses, and purchase orders. The Relationship Summary provides a consolidated summary of all Volume Licensing IDs associated with the user's Windows Live ID when accessing VLSC.
- Downloads. Accelerated download speeds and a simple, secure user interface make it easier and safer for you to use VLSC to find the right product, based on your licensing entitlements.
- Product Keys. VLSC makes it easier for you to request product keys for the Windows operating system, enables retrieval of volume license keys for all Microsoft licensed products, and provides access to technical support.
- Software Assurance Benefits Summary. You can view the Software Assurance benefits available across all agreements associated to a user's profile. The Software Assurance Benefits Summary includes the total eligible quantity of benefits across all agreements, benefits that have not yet been used, and benefits that have not yet been activated.
- Online Services. Access details about Microsoft Online Services subscriptions and how to manage them.
- Subscriptions. Access details and management tools for Microsoft Developer Network (MSDN) and TechNet subscriptions.
- Help. Access information about the VLSC site, an FAQ, and contact details for the Support Center.

Managing Cloud Services

While management processes may be modified to accommodate future cloud service offerings, currently there are three principle ways to manage Microsoft cloud services:

- Use the Microsoft Account for Organizations Portal to administer your Office 365, Windows Intune, and Microsoft Dynamics CRM subscriptions. This consolidated portal lets you view your online services subscription licenses as well as provision and manage individual user accounts and administrative privileges (for example manage domain re-delegation, directory synchronization, and single sign-on).

- Similarly, you may use the Microsoft Azure Enterprise Portal to manage your accounts, configure rules and settings for various Microsoft Azure services, and generate reports.

- Use Microsoft System Center to manage both public and private Microsoft cloud implementations. System Center's comprehensive management capabilities enable it to monitor and manage your entire IT infrastructure stack from traditional physical servers, virtualized servers, virtual machines, running workloads and all the way up to service-based cloud components.

Using Software Assurance

Whether you want to get 24x7 Problem Resolution Support or give employees access to Office training, you will need to claim your benefits through the Volume Licensing Service Center (VLSC).

Once you are signed into VLSC, you will follow different steps depending on the specific benefit you want to use. Instructions for claiming and using each benefit are posted on the Software Assurance website. *(See the [Software Assurance website](#) for more details.)*

Software Assurance Credit

Microsoft may choose to provide Software Assurance credit to address an overlap in Software Assurance coverage when renewing Software Assurance from one Enrollment or Registration Form, prior to expiration of that Software Assurance coverage, into a new or existing Enterprise Enrollment. As this credit is applied in terms of a discounted price to the Software Assurance under the new order, a Customer (direct model) or Channel (indirect model) Price Sheet from Microsoft is required. Furthermore, since Software Assurance credit is not programmatic, Microsoft may choose to not provide credit at its discretion.

Requirements

- Enterprise Agreement Enrollments (perpetual) only
- Microsoft must pre-approve
- You must have at least one month of credit
- Credit is applied for same products/versions only
- Credit cannot exceed 35 months
- Only Software Assurance is credited; License is not prorated
- No termination of original/initial SA obligations

How it works

- Microsoft-generated CPS documents pricing
- Amendment required for indirect Enterprise Agreement Enrollments
- Software Assurance prorated monthly based on new Software Assurance net price (after discounts if any)
- All credit applied to year 1 on a per product basis
- Any credit in excess of zero unit price year 1 is applied to year 2 and subsequently to year 3 if applicable

Getting Premier Support

Premier Support provides annually allocated support through the term of your EA Enrollment. There is no concept of a True-up for Premier Support but rather additional hours are purchased, as needed, to supplement your particular level of Service. Using Premier Support is a matter of contacting your assigned Microsoft Services Representative(s).

Getting Enterprise Strategy Services

Enterprise Strategy Program (ESP) provide access to an annually allocated Microsoft Enterprise Architect, and other services throughout the term of your EA, as described in the [Microsoft Product List](#). There are three different service offering (Connect, Foundation, and Portfolio) but no concept of a True-up for ESP. Instead, additional capacity may be purchased through a Capacity Add-On option.

Resources

Online Management Tools and Information

Designated members of your organization gain access to the following online tools to use and manage aspects of your Enterprise Agreement.

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- Volume Licensing Service Center (https://www.microsoft.com/Licensing/servicecenter/default.aspx). Use the Volume Licensing Service Center to download licensed products, access product keys, and manage your Volume Licensing agreements and license acquisition activity—all in one online location.

- Software Assurance Benefits (www.microsoft.com/softwareassurance). Most benefits can be accessed through the Volume Licensing Service Center. The Software Assurance website provides everything you need to know to get started.

Note: When you subscribe to Microsoft cloud services, you gain access to online administration and monitoring tools. See *Managing Cloud Services* section.

Buying, Renewing, or Adding to the Enterprise Agreement

To buy, renew, or add products and services to your Enterprise Agreement, contact your Microsoft Authorized Enterprise Software Advisor (ESA) or Microsoft Authorized Large Account Reseller (LAR).

- In the United States, call (800) 426-9400, or find an authorized reseller.
- In Canada, call the Microsoft Resource Centre at (877) 568-2495.

Academic, Government, and Charitable Organizations

If you are affiliated with an academic, government, or charitable organization, there are additional Volume Licensing programs available to you, which may include additional partner and pricing advantages. Visit the Microsoft Volume Licensing website for more information.

Worldwide

For information about Volume Licensing offerings available in your area, find the Microsoft Volume Licensing website for your country/region.

Where to Learn More

Microsoft Worldwide Volume Licensing www.microsoft.com/licensing

Microsoft Online Services www.microsoft.com/licensing/onlineservices

Software Assurance www.microsoft.com/softwareassurance

Microsoft Volume Licensing Service Center www.microsoft.com/licensing/existing-customers/manage-my-agreements.aspx

Microsoft Financing www.microsoft.com/licensing/how-to-buy/financing.aspx

Appendix A: Enterprise Agreement Structure

Enterprise Agreement Structure

The structure of the Enterprise Agreement consists of three components: the Microsoft Business and Services Agreement (MBSA), Enterprise Agreement, and any Enterprise Agreement Enrollment(s). The MBSA covers multiple Microsoft Volume Licensing programs including the Enterprise Agreement and also Services terms. The Enterprise Agreement governs all Enrollments signed under the EA. Each Enrollment then contains terms that apply only to the specific offers available under that Enrollment, as well as outlines ordering, billing, and pricing terms. The purpose of this agreement structure is to simplify the license agreement process by allowing general governing contract terms to be signed once, without the need to renegotiate terms when you choose to purchase additional licenses through your Enrollment(s).

Agreement Components

A Microsoft Business and Services Agreement is required. This is a master agreement that defines contract terms common to Microsoft Volume Licensing and Services agreement. The MBSA needs to be signed only once with, or prior to, your Enterprise Agreement.

The Enterprise Agreement defines the license terms which apply to all Enrollments. The Enterprise Agreement Enrollments establish the basic information that your organization can use to buy product licenses under the Enterprise Agreement. They define purchasing requirements, ordering rules, billing options and pricing terms. Additionally, they define purchase details like the term of the licensing arrangement, products, and whether or not the Enrollment requires an organization-wide purchase commitment. They also identify the Enrolled Affiliate, included Affiliates, specific Enrollment contacts, and the Enterprise Software Advisor (ESA) or Large Account Reseller (LAR).

Additional Documents

The Microsoft Licensing Product Use Rights (PUR) document, which is updated regularly, has additional details regarding use rights for specific Microsoft licensed products acquired through Volume Licensing programs. Updated monthly, the Microsoft Product List for Volume Licensing provides information about Microsoft software and Online Services licensed through Microsoft Volume Licensing programs. *(For a copy of the current Products Use Rights or Microsoft Product List documents, please go to http://www.microsoft.com/licensing/about-licensing/product-licensing.aspx.)*

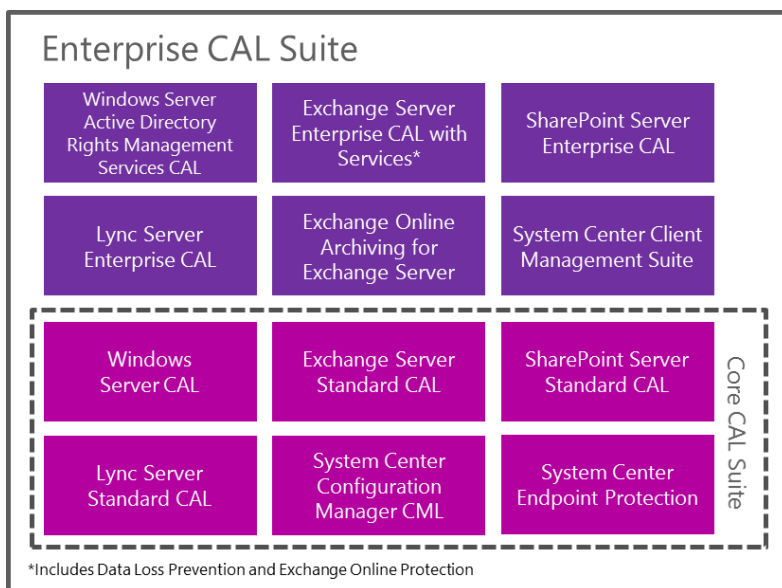| |
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| Microsoft Business and Services Agreement |
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| Enterprise Enrollment |
| Server and Cloud Enrollment |

Appendix B: Client Access License Suites

A Client Access License (CAL) is a license granting access to certain Microsoft server software. CALs are used in conjunction with Microsoft Server software licenses to allow users and devices to access and utilize the services of that server software. When licensing CALs, keep the following in mind:

- Microsoft offers two Client Access License (CAL) Suites, the Core CAL Suite (Core CAL) and the Enterprise CAL Suite (ECAL), which provide access rights to a number of server products and online services. When you license CAL Suites through your EA, you do so on a company-wide basis.

- The Enterprise CAL Suite includes all of the components of the Core CAL Suite, along with other CAL Suite components. *(See chart below for CAL Suite components). **

- You can acquire the Enterprise CAL Suites upfront or as a "Step-up" from the Core CAL Suite. Also, customers acquiring CAL Suites through an EA have Software Assurance, so you can update your CAL licenses as you update your Server products to help ensure proper licensing alignment.**

- Microsoft continues to offer both a per-user and a per-device licensing model when purchasing CALs.

  o With the User CAL, you purchase a CAL for every user who accesses the server to use services such as file storage or printing, regardless of the number of devices they use for that access. Purchasing a User CAL might make more sense if your company employees need to have roaming access to the corporate network using multiple devices, or from unknown devices, or you simply have more devices than users in your organization.

  o With a Device CAL, you purchase a CAL for every device that accesses your server, regardless of the number of users who use that device to access the server. Device CALs may make more economic and administrative sense if your company has workers who share devices, for example, on different work shifts.

Enterprise CAL Suite

Windows Server Active Directory Rights Management Services CAL	Exchange Server Enterprise CAL with Services*	SharePoint Server Enterprise CAL
Lync Server Enterprise CAL	Exchange Online Archiving for Exchange Server	System Center Client Management Suite
Core CAL Suite		
Windows Server CAL	Exchange Server Standard CAL	SharePoint Server Standard CAL
Lync Server Standard CAL	System Center Configuration Manager CML	System Center Endpoint Protection

*Includes Data Loss Prevention and Exchange Online Protection

*CAL Suites component are updated to support features and functionalities of new Microsoft server products and services. Refer to www.microsoft.com/calsuites for the latest CAL Suite product and licensing information.

**Note: CALs must be for the same or a later version of the server software. (For example, to access Windows Server 2008, you need a Windows Server 2008 CAL or a Windows Server 2012 CAL.) There are some exceptions to this rule that are located in the Product Use Rights document, for example, you can access a server running Windows Server 2012 R2 with a Windows Server 2012 CAL.

Appendix C: Summary of Software Assurance Benefits

The table below offers a summary of available Software Assurance benefits for on-premises software organized by type: *New Products*, *Deployment*, *Training*, *Support*, and *Specialized Benefits*. These benefits can vary depending on the volume and type of licenses (for example, Windows, Server, or Office) you have purchased under your Enterprise Agreement.

Benefit	Description	Entitlement Summary
New Product Versions	Provides new software version releases so you have access to the latest technology.	Every license covered under Software Assurance may be upgraded to the newest version.
Step-Up Licensing Availability	Enables you to migrate your software from a lower-level edition to a higher-level edition, such as Office Standard to Office Professional Plus, at a low cost.	To get a Step-up license, you need a license for the qualifying, lower-level product. For current details, refer to the Microsoft Product List at http://www.microsoft.com/licensing/productlist/.
Microsoft Desktop Optimization Pack (MDOP)	Provides a suite of innovative technologies including virtualization, policy control, and diagnostics and recovery tools.	You may subscribe to MDOP when you have active Software Assurance coverage for the Windows desktop operating system.*
Planning Services	Provides structured planning services from Microsoft partners to enable efficient deployments of Microsoft application, system and server products, and cloud services.	You receive a number of Planning Services days based on the number of qualifying Office Application, CAL Suite and Server products with Software Assurance coverage.
License Mobility Through Software Assurance	Enables you to deploy certain server application licenses on-premises or in the cloud by assigning your existing licenses to an authorized service provider's server farm.	You may utilize License Mobility when you carry Software Assurance on eligible server application products.
Windows Virtual Desktop Access Rights	Allows a licensed device to access up to four virtual instances of Windows running on a server, run up to four virtual instances of Windows locally on the licensed device, remotely access one physical instance of Windows running on a server from the licensed device, and run up to two physical instances of Windows.	You may utilize Windows VDA Rights when you have active Software Assurance coverage for the Windows desktop operating system.*
Windows Companion Subscription License	Allows the primary user of the licensed device to access a corporate desktop through VDI or run Windows To Go on up to four personally owned devices or corporate-owned non x86/64 devices when at work.	You may subscribe to Windows Companion Subscription License when you have active Software Assurance coverage for the Windows desktop operating system.*
Windows RT Companion VDA Rights	Allows a corporate-owned Windows RT companion device to access a Windows virtual instance running in the data center.	Allows a corporate-owned Windows RT companion device to access a Windows virtual instance running in the data center.
Windows To Go Use Rights	Enables IT administrators to provide users with a bootable corporate Windows image that can include line of business apps, settings, and corporate data on a compatible USB storage device.	You may utilize Windows To Go Rights on any device with active Software Assurance coverage for Windows desktop operating system.*

Windows Roaming Use Rights	Allows the primary user of the licensed device to access a corporate desktop either remotely through a VDI or via Windows To Go from non-corporate devices such as personally-owned PCs.	You may utilize Windows Roaming Use Rights when you have active Software Assurance coverage for the Windows desktop operating system.*
Enhanced Edition Benefits	Allows you to run current or prior editions of Windows or Windows Embedded Industry (part of the Windows Embedded family of products).	You may utilize the necessary use rights and product keys when you have active Software Assurance coverage for the Windows desktop or Windows Embedded Industry operating system.*
Windows Thin PC	Helps you lower the end point cost for VDI by providing an enterprise ready platform to repurpose existing PCs as thin clients.	You may utilize Windows Thin PC when you have active Software Assurance coverage for the Windows desktop operating system.*
Office Roaming Use Rights	Allows the primary user of a licensed device to remotely access Office, Project, and/or Visio via a virtual environment from a third-party device such as a home or contractor-owned PC.	You may utilize Office Roaming Use Rights when you carry Software Assurance for Office, Project, and/or Visio on qualified devices.
Microsoft Office Multi-Language Pack	Enables IT to deploy a single Office image with support for 37 languages.	You may use the latest version of the Office Multi-Language Pack for the Office system products you have with Software Assurance.
Training Vouchers	Provides in-depth technical classroom training for IT professionals and developers.	You receive a number of Training Days based on the number of qualifying Office and/or Windows operating system licenses covered with Software Assurance.
E-Learning	Offers self-paced interactive training designed for end-users, delivered via Internet or Intranet.	For every qualifying license (such as Office Word or Windows OS) covered by Software Assurance, one person in your organization may access E-Learning courses for that product.
Home Use Program	Provides employees with the latest version of Microsoft Office for their home computer, via low-cost download.	For each Office application license you have covered with Software Assurance, a user of the licensed PC or device may acquire, at low cost, one copy of that product for use at home.
24x7 Problem Resolution Support	Provides around-the-clock phone and web incident support for Microsoft server and desktop products.	Except for Open License Program, when you have at least one server license covered with SA, you get one complimentary phone support incident, plus unlimited web support for eligible server products covered with SA. You are also eligible for an additional phone support incident for every US$200K spent on system and application SA, and for every US$20K spent on server and Client Access License SA.
Extended Hotfix Support	Provides specific product fixes on a per customer incident basis, beyond the standard product support.	While annual fees normally charged as part of an Extended Support agreement are waived, to receive this benefit you must have SA coverage for the related product pool and a Premier Support Agreement in place.

Cold Backups for Disaster Recovery	Provides licensing for servers used as offline ("cold") backups for disaster recovery purposes.	For each qualifying Server license you have with Software Assurance and related CALs, you may run one instance of the software on a "cold" server for disaster recovery purposes.
Enterprise Source Licensing Program	Provides access to Microsoft Windows source code for internal development and support.	To receive this benefit, you must have SA coverage for all of your purchases under the systems product pool and have at least 10,000 desktops covered with SA.
Spread Payments	Payment for License and Software Assurance may be spread across three equal, annual sums.	Available on all Volume Licensing programs, except Open License.

* Indicates benefits that may also be available to customers licensed for Windows Intune and/or Windows VDA subscription.