# Frequently Asked Questions



Program and Tool Updates

Volume Licensing Simplified

**Program and Tool Updates**

Volume Licensing Simplified

## Overview

**What Microsoft Volume Licensing programs and tools are releasing?**

The Volume Licensing programs and tools releasing include:

* **Agreement Updates**―simplifying the program contracts by improving the readability as well as providing consistency across all programs, making it easier for customers to buy product licenses
* **Fulfillment Changes** ―improvements to the monthly product subscription kits to include only the most widely-used products for Enterprise Agreement and Select License customers
* **Volume Licensing Service Center (VLSC)**―a new user interface for three new benefits available through Microsoft Volume License Services (MVLS)
* **Pricing Language Simplification**―simplifying the language for stock-keeping units (SKUs) and reducing the number of price points and SKUs for each program

## Agreement Updates

*Effective: September 3, 2007*

**Which programs do the Agreement updates affect?**

Microsoft is updating the Enterprise Agreement (EA), Enterprise Subscription, Select License, Open Value (OV), Open Value Subscription (OVS), and Open License (OL) agreements to make it easier for you to buy product licenses.

**What are the agreement updates?**

The agreement length has been reduced by 10 to 50 percent, depending on the program. The language and content flow in each agreement have been updated for consistency across all Volume Licensing agreements. A new table of contents, summary titles, and a revised signature page that requires only one signature for the entire agreement has greatly improved navigation.

**Language:**

* Contract terms rewritten in a simple language for clarity and consistency
  + “You,” “we,” and “us” changed to “Customer” and “Microsoft”
* Glossary of defined terms created and referenced under definitions
* Online Services language added
* Disaster recovery language added

**Formatting Changed for Improved Readability:**

* Contract sections reordered for consistency across programs
* Table of contents added
* Summary titles included that provide a description of section content

**Process:**

* Signature block removed from all agreements and signature form enables single signing event (by program)

**Why is Microsoft updating the agreements?**

The agreement updates are the result of Microsoft’s review process to evaluate the language and readability of the Volume Licensing contracts. Microsoft revised and simplified the contracts to improve the flow of the document as well as the readability. The agreements were also updated with some programmatic changes (e.g., online services and transfer language). The agreement updates should make it easier to buy product licenses, and simplify the signature process through the one signing event.

**By how much were the agreement lengths reduced?**

The document length reduction includes:

* 6.5 EA agreement = 13 pages   
  New 6.6 EA agreement = 12 pages
* 6.5 EA direct enrollment = 8 pages  
  New 6.6 EA direct enrollment = 4 pages
* 6.5 EA indirect enrollment = 8 pages  
  New 6.6 EA indirect enrollment = 4 pages

**What are the changes to the contract terms?**

The contract terms were primarily rewritten for clarity, with only minor changes in program rules. Microsoft rearranged the order of terms to flow more logically, and the sequence of the terms will now apply to all programs where possible. For example, Section 4 will be the License Grant section in an Enterprise agreement and a Select agreement.

**How does the single signature work?**

All program contracts and forms (except Open and Open Value/Open Value Subscription) are signed through one signature form.

**When is a signature form required?**

The signature form is required for signing an agreement, enrollment, and some optional forms. Note: You can use the signature form for tracking/recording documents associated with a single deal but not all optional forms require a signature form.

**What is the role of the signature form?**

The signature form replaces the signature block on individual documents and consolidates the signature of all documents associated with a customer’s program. You can use one signature form for multiple enrollments on a single program type when a single customer representative can sign all enrollments. Each program type (e.g., Enterprise Agreement, EAS) requires a separate signature form. Separate representatives require separate signature forms.

**Where can I find the new contracts?**

You can find the new contracts on [www.explore.ms](http://www.explore.ms).

**What new terms have been added to the agreements?**

Microsoft has added the following new terms to the agreements this year:

* **Microsoft Financing:** Enterprise Agreement Extended Payment Terms provides flexible payment terms for you. It is available in some countries through the Enterprise and Enterprise Subscription agreements.
* **Online Services:** You can purchase software services through Volume Licensing on an annual basis.
* **Disaster Recovery:** Microsoft will make resources available to customers who need assistance during a natural disaster.
* **Device and User Based Pricing:** Definitions added.
* **License Transfer:** The language has been clarified to note that the resale of licenses is “expressly prohibited.”

**What academic-specific changes have been made?**

For Academic Select customers, language has been added permitting you to use volume licensing media to install products for users licensed via Student Select. Additionally, the Student Enrollment has been decoupled from the institutional enrollment and student licenses now count toward the Academic Select forecast.

**What is Extended Payment Terms?**

Extended Payment Terms is a financing option that you can use to purchase licenses for the software, hardware, and services you need now. The option allows you to pay for licenses during an extended period of time. It is conveniently integrated into the Enterprise Agreement.

**How do I benefit from choosing Extended Payment Terms?**

Customers benefit using Extended Payment Terms because it does the following:

* Offers you more flexible payment terms - monthly, quarterly, semiannual, or customized - making it a standard alternative to annual payments for their EA licenses, true-ups, and supplemental orders without having to arrange for financing.
* Allows payments to be structured to fit within your budget.
* Expands available IT financial resources so that you can afford a more comprehensive solution today and pay over time.
* Extended Payment Terms are created through a one-page Amendment to the Enterprise Agreement and does not complicate the documentation process

**What are the new online services?**

The new online services will streamline the process and broaden availability of tools to manage licenses. New online services language has been added to all program agreements (except Open License). Some additional forms relating to online services have also been created (e.g. opt in/out out form, subscription termination form).

**What financing language was added to the Enterprise Agreement and Enterprise Agreement Subscription?**

The following language was added: “Extended payment terms. Depending on your country, customers may elect to extended payment terms with their initial order, at the anniversary date or when placing true-up and Additional Product orders; pricing for extended terms will differ from the annual payment price.”

## Volume Licensing Fulfillment Changes

*Effective September 1, 2007*

**What are the fulfillment changes?**The Volume Licensing monthly product subscription kits have been simplified to meet customer expectations. Research shows that major Volume Licensing customers have pain related to the volume and frequency of the Volume Licensing program updates they receive, including the time lag between update availability and their disk kits arriving each month. The result is to change the monthly product subscription kits to include discs containing only the most widely used Microsoft products for Enterprise Agreement and Select License customers. Updates for all other products will be available either by download from the Microsoft Volume Licensing Services Web site <https://licensing.microsoft.com> or by purchasing media (CDs/DVDs) from a Microsoft Reseller.

**Why is this change being made to media shipments?**

Every year, Microsoft ships millions of CDs with software media to customers around the world. Microsoft is reducing the size of its media shipments for Enterprise Agreement and Select License customers with active media subscriptions to reduce overall packaging and recycled waste and to create a better customer experience.

**Which Volume Licensing programs are affected by this change?**

The change in the monthly product subscription kits will only affect Enterprise Agreement and Select License customers with active media subscriptions. This includes Select License for Academic customers.

**Which Volume Licensing programs are not affected?**

Open License, Open Value, and Campus and School Agreement programs are not affected by this change.

**What products will be included in the monthly product subscription kits?**

For a list of the most widely used products, please visit the Microsoft Volume Licensing site at <http://www.microsoft.com/licensing/fulfillment.mspx>.

**Which existing products will continue to be included in the monthly product subscription kits?**

The popular product families include Microsoft Exchange Server, Microsoft Operations Manager Server, the 2007 Microsoft Office system, Microsoft Office SharePoint® Server, Microsoft Project, Microsoft SQL Server™, Microsoft System Management Server Enterprise Edition, Microsoft Visio® drawing and diagramming software, Microsoft Visual Studio® development system, Microsoft Windows Server®, and the Windows Vista® operating system. For a complete list of the product families that will be included in monthly disk kits or available for download only, plus other details about this change, please visit the Microsoft Volume Licensing site at <http://www.microsoft.com/licensing/fulfillment.mspx>.

**How do I acquire products that are no longer in the monthly product subscription kits?**

Products that are not in Microsoft’s best-selling product families are considered “download” products. Updates for these products will be available by download from the Microsoft Volume Licensing Services Web site at [https://licensing.microsoft.com](https://licensing.microsoft.com/) or by purchasing media (CDs/DVDs) from a Microsoft reseller.

**Can I receive updates for only the Volume Licensing products I have ordered?**

No. Current Volume Licensing fulfillment processes cannot accommodate this scenario for Enterprise Agreement and Select License customers.

**What will an Enterprise Agreement or Select License customer receive after September 1, 2007?**

Enterprise Agreement and Select License customers will receive updates to the most widely used Microsoft products in their monthly product subscription kits.

**What if I do not want to download updates? Can I still get disk kits (CDs/DVDs) with the licensed product updates?**

Yes. Customers who would like to receive updates on disk kits (CDs/DVDs) can purchase them from their Microsoft reseller.

**How will I know if a product needs to be updated if it is no longer in the monthly product subscription kits?**

Volume Licensing customers can get the list of the newest product updates each month by visiting the “News” section in the Microsoft Volume Licensing Fulfillment User Guide site at <http://selectug.mslicense.com/L1033/currentnews.aspx>.

**How do I cancel my monthly product subscription kits?**

Volume Licensing customers can cancel their monthly product subscription kits by contacting their Microsoft reseller.

**Will the Microsoft Volume Licensing Welcome Kit for new Volume Licensing subscribers change?**

No. Volume Licensing Welcome Kits will remain unchanged.

**Where can I find additional information on the fulfillment changes?**

You can find additional information at [www.microsoft.com/licensing](http://www.microsoft.com/licensing).

## Pricing Language Simplification

*Effective October 1, 2007*

**What are the pricing language simplification updates?**

The pricing updates include:

* Individual language SKUs with the same pricing will change to “Single Language.”
  + English SKUs will be rebranded to Single Language; for example, “SQL Server English” will now read “SQL Server Single Language.”
  + Other individual language SKUs will be removed from the price list.
* The number of price points for each program will be reduced by the following:
  + Select License by 51 percent
  + Open License by 32 percent
  + Open Value by 50 percent
* The number of SKUs for each program will be reduced by the following:
  + Select License by 72 percent
  + Open License by 33 percent
  + Open Value by 51 percent

**Why were the pricing updates made?**

The pricing updates will help simplify the purchase experience. They will also improve price list consumption because the more simple language terms create less confusion in finding the right price point. The pricing updates will help you more easily find product price information with the reduced number of price points and SKUs per Volume Licensing program.

**Does this change how I get products?**

These changes do not affect media fulfillment SKUs or how customers get licensed products. Additionally, these pricing updates do not impact English/Multilanguage User Interface (MUI), Non-Specific, and All Language SKUs.

**Are prices changing?**

No prices will change as a result of the pricing updates.

**Which programs are affected by this change?**

This pricing update only affects program areas where no agreement or a contract change is required. This will apply to all product families currently offered in Open License (Commercial and Academic only), Select License, Select Local, Select Government, Select License for Academic (EMEA only), U.S. Government, and Open License Value.

**Which programs are NOT affected by this change?**

Programs that do not have individual languages are not affected, including Open Government, Enterprise Agreement, Campus and School Agreement, Services Provider License Agreement, and the ISV Royalty Licensing Program.

**What SKUs are NOT affected by this change?**

* All Language and English/Multi-User Interface SKUs
* SKUs with ‘Non-Specific’ as the language
* Listed Language and European Language SKUs
* All SKUs within Open Government and Government Open License offerings
* Fulfillment SKUs are not impacted and will continue to be offered in individual languages

**What Languages will remain on the price list?**

The chart below details the languages remaining on the price list.

|  |  |  |  |
| --- | --- | --- | --- |
| **Open License** | **Select License** | **Open Value** | **U.S. Government** |
| Single Language  Bulgarian  Chinese Simplified  French  Japanese  Localized  Portuguese  Romanian  Russian  Ukrainian  Non Specific  All Languages  English/Multilanguage | Single Language  Chinese Simplified  Czech  Estonian  Hungarian  Japanese  Latvian  Lithuanian  Polish  Romanian  Slovak  Slovenian  All Languages  English/Multilanguage  Non Specific | Single Language  Bulgarian  Chinese Simplified  French  Japanese  Portuguese  RAB  Romanian  Russian  Turkish  Ukrainian  All Languages  Listed Language  English/Multilanguage  Non Specific | Single Language  Listed Language  English/Multilanguage  All Languages |

**What Languages will NOT remain on the price list (but will still be active and orderable)?**The chart below details the languages no longer on the price list.The languages listed here will still be active and orderable, except English because it is being rebranded to Single Language.

|  |  |  |  |
| --- | --- | --- | --- |
| **Open License** | **Select License** | **Open Value** | **U.S. Government** |
| Arabic  Brazilian  Chinese Traditional  Chinese Traditional (HK)  Croatian  Czech  Danish  Dutch  English  Estonian  Finnish  German  Greek  Hebrew  Hungarian  Indic (Indian Languages)  Italian  Korean  Latvian  Lithuanian  Norwegian  Pan-Chinese  Polish  Serbian  Slovak  Slovenian  Spanish  Swedish  Thai  Turkish | Arabic  Bulgarian  Chinese Traditional  Chinese Traditional (HK)  Danish  Dutch  English Farsi  Finnish  French  German  Greek  Hebrew  Indic (Indian Languages)  Italian  Korean  Latin America  Norwegian  Portuguese  Spanish  Swedish  Thai  Turkish  Unlisted | Chinese Simplified  Chinese Traditional  Chinese Traditional (HK)  Czech  English  French  Indic  Korean  Serbian Latin  Portuguese  Spanish  Thai  Turkish  Unlisted | English  Unlisted |

**What are the changes for Open License?**

All languages currently offered in the Open License program will be replaced by Single Language except for the languages listed above. The languages listed above are offered at a lower or higher price than in English and will continue to be offered in individual languages.

**How will the price lists change?**

* For Select License, the average price list will go from 22,500 to 11,000 price points.
* For Open License, the average price list will go from 6,100 to 4,100 price points.
* For Open Value, the average price list will go from 6,100 to 3,000 price points.

**When will the new price lists be available?**

Price lists will be available for download on October 1, 2007. For SKUs that are being removed, this change will be visible on September 1, 2007.

## Microsoft Volume Licensing Service Center

*Effective September 6, 2007*

**What is the Volume Licensing Service Center?**

The Microsoft Volume Licensing Service Center (VLSC) is a new user interface for three new benefits available through Microsoft Volume License Services (MVLS). These benefits include downloads, product activation, and online Microsoft license statements (MLS). The VLSC will provide customers with an improved user interface and faster product downloads.

**Why did Microsoft introduce the VLSC?**Microsoft introduced the VLSC in response to direct customer feedback that the MVLS licensing system is complex and it is difficult to find information. Customer feedback was obtained from worldwide customer satisfaction surveys that requested information about the clarity and transparency of Microsoft licensing and pricing options. Microsoft provides VLSC as an online resource to make it easier for you to manage your volume licensing relationship with Microsoft.

**How will customers benefit from the VLSC?**

The VLSC provides convenient online solutions for Volume Licensing customers to easily manage licensing agreements and products. With the VLSC, Volume Licensing customers can:

* Easily find and download licensed products available under their Volume License Entitlements.
* View and request Product Keys for software in their license entitlements.
* Calculate current License Statements to view an easy-to-understand, comprehensive license summary across programs and agreements.

**Does VLSC replace MVLS?**You will still access these benefits through MVLS. The MVLS site will act as a portal to all of your Volume Licensing needs and you will be redirected to the Volume Licensing Service Center to access the appropriate benefits.

**How do I access the VLSC?**

Your entry point to access these benefits is through MVLS. Once you have logged in to MVLS and access the benefits, you will be redirected to the new Volume Licensing Service Center site that has a new user interface.

**Who are the primary users of VLSC?**VLSC is for Volume Licensing customers who access their current License Statements using an existing MVLS and eOpen account.

**Who can use VLSC?**VLSC is available to registered MVLS and eOpen users only through the existing MVLS and eOpensites. If you are not registered, you can do so at the MVLS (<https://licensing.microsoft.com/>) or eOpen (<https://eopen.microsoft.com>) site to take advantage of the benefits these sites offer.

**Will the VLSC be localized?**

Yes. The VLSC will be localized in the following 24 languages:Bulgarian, Chinese Simplified, Chinese Traditional, Czech, Danish, Dutch, English, Finnish, French, French (Canada), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Portuguese (Brazil), Russian, Slovak, Spanish, Spanish (Latin America), and Swedish versions. Additional languages are planned for a future release.

**What kind of Microsoft customer support is available for VLSC?**Customer support for VLSC is available by e-mail, phone, and chat sessions. For more information, visit the existing MVLS and eOpen sites.

**Will I need a support incident to be connected to the Call Center Support through VLSC?**No. You do not need a support incident to be connected to the Call Center Support.

This FAQ is provided solely for informational purposes. It is intended to help you understand Microsoft’s Volume Licensing programs and customers’ acquisition of licenses and use of software under those programs. Customers should refer to their agreements for a full understanding of their rights and obligations under Microsoft’s Volume Licensing programs.  Microsoft software is licensed, not sold. The value and benefit gained through use of Microsoft software and services may vary by customer. Customers with questions about differences between this material and the agreements should contact their reseller or Microsoft account manager.  Microsoft does not set final prices or payment terms for licenses acquired through resellers.  Final prices and payment terms are determined by agreement between the customer and its reseller. We will work to keep the information in this FAQ consistent with the governing volume license documentation, but in the case of conflicting content, customers should refer to the terms and conditions of their agreements. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information provided after the date of this presentation.  MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION.