



# Enterprise Agreement Program Guide



# Executive Summary

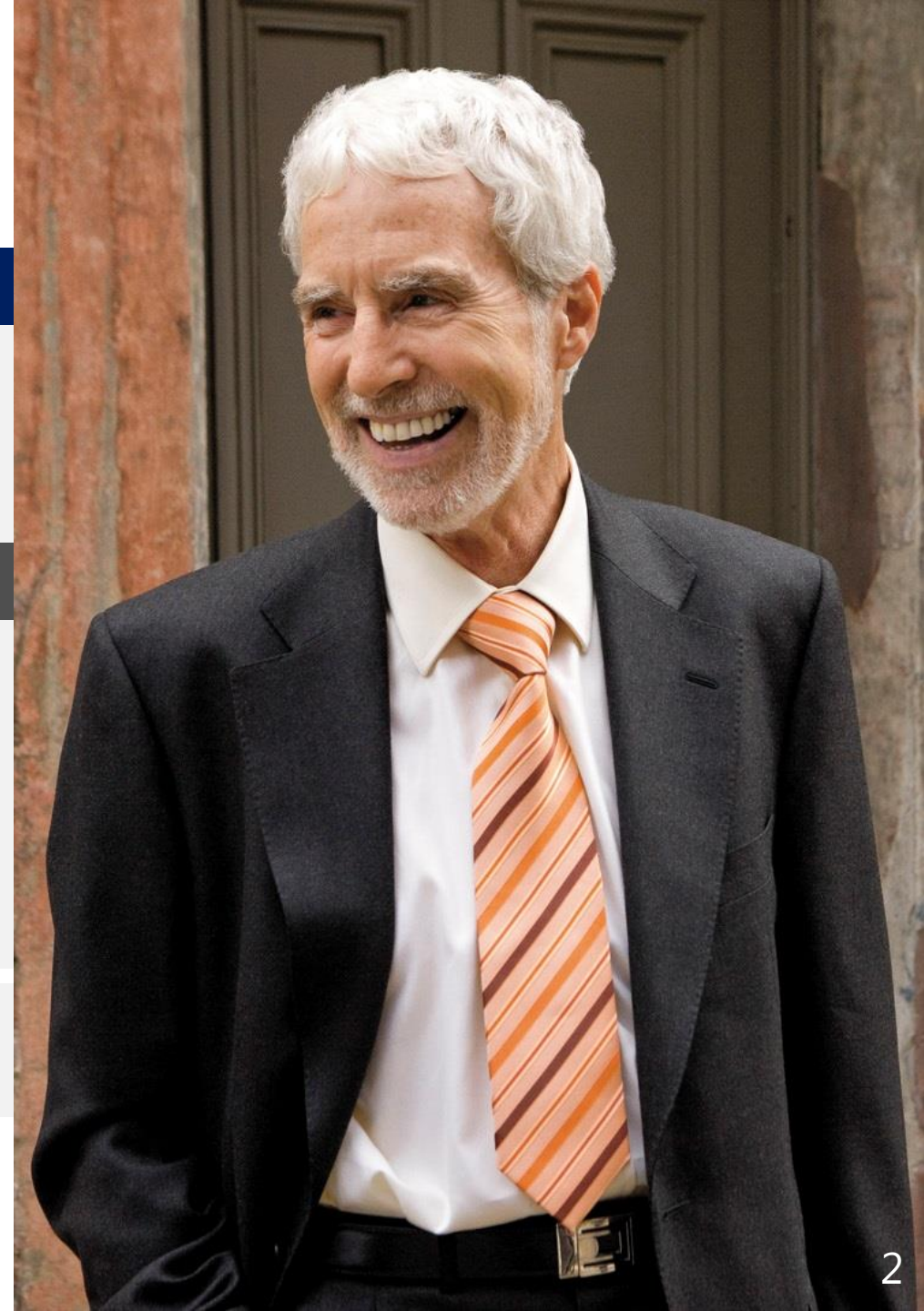
## What is this guide?

This program guide provides an in-depth overview of the Enterprise Agreement (EA) and how it works. It is designed to be an ongoing resource to customers throughout the lifecycle of their EA.

## Who is this guide intended for?

- Customers who are considering buying an EA and are looking for more details about how it works
- Customers who have just bought an EA and are looking for guidance on how to manage their agreement over the lifecycle of the EA
- Customers who have an EA who have specific questions about aspects of the agreement

**Please note:** This program guide will be updated periodically. Please check back frequently to get the latest version.





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## Enterprise Agreement

The rapid pace of technological change creates both opportunities and challenges for today's organizations. This change is driving organizations around the world to make decisions about whether they will embrace the cloud as a reality today, empower the flexible work styles employees are demanding, or work on a strategy to harness the rapidly growing volume of data that is available to help drive organizational decisions.

Microsoft understands that technology licensing can help or hinder organizations who need the agility to respond to these technological opportunities. That is why the Microsoft Enterprise Agreement offers the best value to organizations who want a manageable volume licensing program that gives them the flexibility to buy cloud services and software licenses under one agreement in response to the changing technology landscape.

\* [Learn](#) more about Government eligibility

### Best value

**Maximize your investment in Microsoft technologies with best pricing and benefits.**

- Get the best savings by deploying a common IT platform across the organization.
- Get 24x7 technical support, planning services, end-user and technical training as well as unique technologies with Software Assurance.
- Minimize up-front costs and budget more effectively by locking in pricing and spreading payments over three years.

### Flexible

**Respond to the changing technological landscape by accessing the latest versions of cloud and on-premises software.**

- Meet the unique requirements of your organization based on its size and technology needs.
- Automatically access the latest software and technologies with Software Assurance.
- Choose from Microsoft cloud services, on-premises software, or a mix of both and migrate on your own terms.

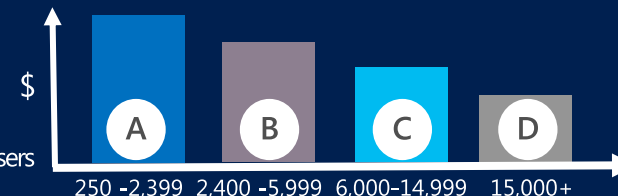
### Manageable

**Streamline license management with a single organization-wide agreement.**

- Simplify purchasing with predictable payments via a single agreement for cloud services and/or software.
- Track purchases centrally and manage licenses with online management tools.
- Manage licensing throughout the life of your agreement with the help of a Microsoft Certified Partner or representative.

Discount levels for all  
Enterprise Products and  
Enterprise Online Services

Discounts - devices / users

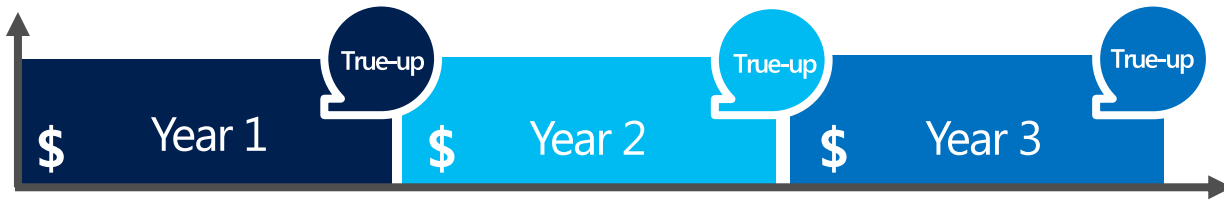


The EA offers savings ranging  
from 15% - 45% off Select  
Plus pricing

\*Eligible Government customers  
receive level D pricing

## Term and structure

The Enterprise Agreement is designed for organizations with at least 250 users and/or devices who want to license software and cloud services for a minimum three-year period.



The EA is three-year agreement that allows you to forecast software technology costs up to three years in advance. You can also take advantage of greater flexibility in managing technology expenditures with the option to make three annual payments instead of one up-front payment. This option helps reduce initial costs and helps you forecast annual software budget requirements.

### True-up

The True-up supports organizational growth by giving you the flexibility to add cloud services, software, users, and devices to the EA when needed, at pre-agreed terms and pricing, without having to report or order each time. The True-up is an annual inventory of products, services, users and devices added during the year.

### Built-in savings

The program offers savings ranging from 15% to 45% as well as comprehensive Software Assurance benefits. You get additional savings and benefits if you buy one or more EA Enrollments.

### New product versions

With your EA, you automatically gain access to new software versions of licensed products 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 at a low cost. Rather than pay full cost for the higher-level software edition, Step-ups allow you to pay only the pricing difference and still take advantage of enhanced features and technologies with premium editions.

## Agreement structure

Microsoft Business & Services Agreement

Enterprise Agreement

Enterprise Enrollment

Server & Cloud Enrollment

## Eliminate budget constraints with 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 purchases and match payments to align with your organizational 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 6 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, while ramping down 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.

## Enterprise Agreement enrollments

Enrollments are a cost-effective way to license Microsoft solutions to meet organizational objectives and offer additional savings and benefits.

The enrollment structure includes additional built-in discounts and allows for the easy addition of new products, services and licensing options to better support future licensing and deployment scenarios.

**Enterprise Enrollment:** Get the best value when you buy Microsoft end-user technologies on a per user, per device, or hybrid basis. You can also simplify license management and get true per user licensing when you add the Enterprise Cloud Suite (ECS).

**Server and Cloud Enrollment (SCE):** Commit to one or more server and cloud technologies from Microsoft and receive best pricing, cloud-optimized licensing options, and simplified license management.

**Subscription Enrollment:** For companies that want to subscribe to, rather than buy, Microsoft product licenses

## Enterprise Enrollment (page 1 of 3)

Server & Cloud Enrollment

Subscription Enrollment

# The Enterprise Enrollment

The Enterprise Enrollment allows committed customers to standardize broadly on the latest versions of Office, Windows, and/or Client Access License (CAL) Suites. In return for making an enterprise-wide commitment, you receive a range of benefits, including best pricing and terms, user/device or hybrid licensing options, and simplified license management. Moreover, the Enterprise Enrollment lets you choose whether to deploy cloud services and/or on-premises software across your organization.

You also have the flexibility to maintain a mix of on-premises and online services to suit user needs, and can move from on-premises licensing to equivalent online services such as the Enterprise Cloud Suite as organizational 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. Get additional savings when you buy an Enterprise Platform and the Enterprise Cloud Suite within the Enterprise Enrollment.

## Enterprise Enrollment products and platforms

Enterprise Products include on-premises licenses for Microsoft's core PC and device products, namely Windows operating system, Office Professional Plus, and applicable Client Access Licenses in the form of CAL Suites. With the EA, Enterprise Products must be licensed on an organization-wide basis and may be ordered as separate products, or in groups of products known as the Enterprise Platform. The Enterprise Cloud Suite is now also available as a User Subscription License (USL) or as an Add-on the Enterprise Platform.

**Enterprise Platform**  
Per device/hybrid

**Enterprise Cloud Suite**  
Per user

Office Professional Plus  
Enterprise CAL Suites  
Windows Enterprise

Office 365 E3  
Enterprise Mobility Suite  
Windows Software Assurance per User

**Note:** All Windows operating system licenses provided under the EA 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.

## CAL Suites

A Client Access License (CAL) grants 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 you license CAL Suites through your EA, you do so on an organization-wide basis.

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.

## Enterprise CAL Suite

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

\*Includes Data Loss Prevention and Exchange Online Protection

# Enterprise Cloud Suite (ECS)

Enterprise Enrollment  
(page 2 of 3)

Server & Cloud Enrollment

Subscription Enrollment

In the modern workplace, employees are always connected and always moving. They have more devices with more data and they expect tools to support ubiquitous collaboration. IT needs a solution to protect data, manage the growing number of mobile devices, unify environments that span operating systems, and enable seamless collaboration for workers across all their devices.

IT manageability



Enterprise Mobility Suite

Office 365

Windows Enterprise

Devices

ECS brings together Office 365 E3, Enterprise Mobility Suite, and Windows Software Assurance per User and is available as a User Subscription License (USL) or an Add-on to the Enterprise Platform. The combination of these three offerings empowers users with best-in-class productivity across devices while providing IT security and control. Today's Enterprise Platforms are a hybrid user/device licensing model. In reality, many EAs are device-based, but ECS represents a move to a new user-based model.

With ECS, the Enterprise Platforms become user-centric, which simplifies how you can give your users access to Office 365, Enterprise Mobility Suite (EMS), and Windows across multiple devices in a more flexible way. With the arrival of EMS and Windows, the EA truly enables fully per user, cloud-first licensing

**When you buy ECS, the following are included:**

- **Windows Software Assurance per User** – Gives you flexibility to decide how to deploy and access Windows Enterprise across devices and simplifies Windows licensing and management. [Learn more about Windows Software Assurance per User.](#)

## ECS components

### Enterprise Desktop Platform

#### User/device hybrid

Office Professional Plus

CAL Suites

Exchange OL Archiving  
Exchange Server Ent. CAL  
Lync Server Ent. CAL  
SharePoint Server Ent. CAL  
System Center CM  
Windows Server CAL  
Windows RMS

Windows Enterprise (Device)

### Enterprise Cloud Suite

#### True per User

Office 365 E3

Office 365 Pro Plus  
Exchange Online  
Lync Online  
SharePoint Online  
Yammer

EMS

System Center CM  
Windows Server CAL  
Azure Rights Management  
Microsoft Intune  
Azure AD Premium

Windows SA Per User

- **Office 365 E3** – Users get the latest full Office across most devices, plus a wide range of integrated collaboration services coupled with advanced compliance features and full IT power. Office 365 Enterprise E3 includes Office 365 ProPlus for up to five PCs or Macs, five tablets, and five smartphones. It also includes Exchange Online, SharePoint Online, Lync Online, and Yammer Enterprise—along with access rights to equivalent on-premises server workloads. [Learn more about Office 365 E3.](#)
- **Enterprise Mobility Suite** – Meet your consumerization of IT and BYOD challenges by enabling hybrid identity management through Azure Active Directory Premium, mobile device and application management through Microsoft Intune, and information protection through Azure Rights Management Services. [Learn more about the Enterprise Mobility Suite.](#)

# How to buy ECS

The following three licensing options are available:

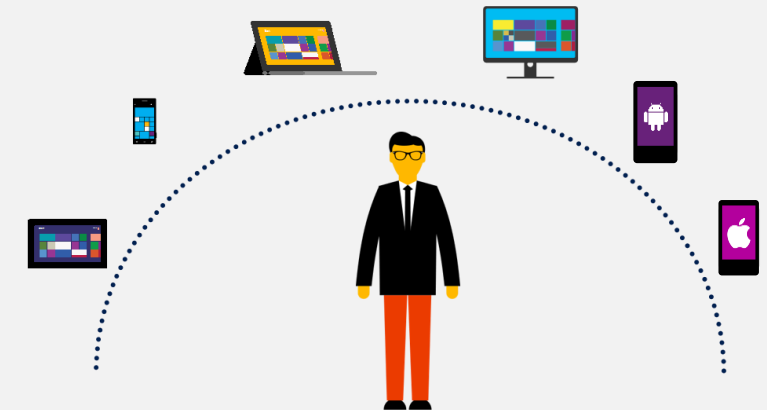
| License                                              | Who it's for                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Orderable at                         |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Enterprise Cloud Suite USL                           | <ul style="list-style-type: none"> <li>New EA/EAS customers who want to license the Enterprise Platform as cloud services on a per user basis</li> <li>Existing EA/EAS customers who:               <ul style="list-style-type: none"> <li>Are not currently licensed for Office Professional Plus, CAL Suites, and Windows Enterprise Upgrade (Enterprise Platform) and want to license it as cloud services on a per user basis; <i>or</i></li> <li>Want to license net new users for the Enterprise Platform as cloud services on a per user basis</li> </ul> </li> </ul> <p><b>Note:</b> Alternatively, these customers may buy licenses and Software Assurance (L+SA) for Office Professional Plus, CAL Suites, and Windows Enterprise Upgrade, and then add the Enterprise Cloud Suite Add-on</p> | Mid-term, anniversary, or renewal    |
| Enterprise Cloud Suite Add-on                        | <p>Existing EA/EAS customers who:</p> <ul style="list-style-type: none"> <li>Are currently paying for licenses and Software Assurance (L+SA) for Office Professional Plus, CAL Suites, and Windows Enterprise Upgrade (Enterprise Platform), <i>and</i></li> <li>Want to license existing users for the Enterprise Platform as cloud services on a per user basis, <i>and</i></li> <li>Want to maintain their existing on-premises licensing position</li> </ul>                                                                                                                                                                                                                                                                                                                                        | Mid-term, anniversary, or renewal    |
| Enterprise Cloud Suite "From Software Assurance" USL | <p>Existing EA/EAS customers who:</p> <ul style="list-style-type: none"> <li>Have fully-paid licenses for Office Professional Plus, CAL Suites, and Windows Enterprise Upgrade (Enterprise Platform), <i>and</i></li> <li>Are currently paying for Software Assurance only, <i>and</i></li> <li>Want to transition to licensing existing users for the Enterprise Platform as cloud services on a per user basis</li> </ul>                                                                                                                                                                                                                                                                                                                                                                             | Renewal (recommended) or anniversary |

Review the [ECS Licensing Brief](#) for specific licensing scenarios.

## Windows Software Assurance per User

Windows Software Assurance per User is a new way to license Windows, putting users at the center of their devices. With Windows Software Assurance per User, Windows Enterprise Edition can be delivered across the user's devices, and customers have the flexibility to decide how to deliver Windows Enterprise across devices.

You can also choose to deliver Windows Enterprise edition through local install, Virtual Desktop Infrastructure (VDI), or Windows To Go. This provides simpler license management by allowing you to count just users with primary PCs, instead of every single device.



Windows Enterprise Edition

If you do not have users with primary devices running Windows Pro (or a qualified OS), VDA per User is available. VDA per User does not require the primary device to have a qualified OS.

# Server and Cloud Enrollment (SCE)

SCE is an enrollment under the Microsoft EA that enables you 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.

**Best value:** Get the best pricing and terms for server and cloud products, including discounts on new licenses, Software Assurance and Microsoft Azure. You get full Software Assurance benefits for all deployed licenses including new version rights. Unlimited Problem Resolution Support is included for qualifying customers.

**Flexible:** SCE offers an easy on-ramp to the cloud because Microsoft Azure is automatically available when enrolling in any of the other three components and it can also be licensed standalone. Application license mobility to the cloud is available through Software Assurance. SCE also includes new, subscription-based licensing to give you more flexibility when you need to retire workloads, consolidate, or migrate to the cloud.

**Manageable:** Take advantage of simplified licensing management through standardization to streamline overall deployment and management. SCE also offers standardized terms, conditions and discounts as well as a standardized management platform across on-premises and Microsoft Azure when you commit to the Core Infrastructure Suite (CIS) in SCE.

## SCE components:

| Core Infrastructure  | Application Platform  | Developer Platform  | Microsoft Azure  |
|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Products</b><br>CIS SKUs (Windows Server + System Center)                                          | <b>Products</b><br>SQL Server                                                                          | <b>Products</b><br>Visual Studio Ultimate and Premium                                                  | <b>Products</b><br>All Microsoft Azure Cloud Services                                               |
| <b>Requirements</b><br>CIS coverage for all Windows Servers                                           | <b>Requirements</b><br>Full Software Assurance coverage                                                | <b>Requirements</b><br>Full Software Assurance coverage                                                | <b>Available automatically</b><br>Can also be licensed standalone                                   |
| + Access to Microsoft Azure                                                                           |                                                                                                        |                                                                                                        |                                                                                                     |

## 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 Enrollment, allowing you to more easily support 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.

## Commitment on use

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 EA 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 buy products via your EA.

## How it works

To enroll, an installed base-wide commitment, or a monetary commitment in the case of Microsoft Azure, is required to one or more of the four SCE components. The following are also required:

- **EA:** Although you need to sign an EA, an Enterprise Enrollment for Desktop is not needed to qualify.
- **Annuity coverage:** 100% Software Assurance or Subscription coverage is required on your installed base for each product family that you commit to. This includes those licenses that were not covered by Software Assurance when you entered the program.

Learn more about SCE by downloading the [SCE Program Guide](#).

# EA Subscription Enrollment

The Enterprise Agreement includes a Subscription Enrollment option for organizations that want to subscribe to, rather than buy, Microsoft product licenses.

The Subscription Enrollment provides similar advantages as the other EA 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 other EA Enrollments where you retain perpetual use rights for the licenses you buy, with the Enterprise Subscription Enrollment, 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 perpetual licenses through the Enrollment's "buy out" option.

Enterprise Enrollment

Server &amp; Cloud Enrollment

Subscription Enrollment

## Cloud Services

With respect to your EA, 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 Microsoft Intune and EMS, by moving 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, rules have been established to help you move users to Office 365 and EMS services, and help assure that you do not pay twice for similar capabilities.

Finally, if at a future date you wish to move users back to on-premises software bought 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 buy through your Enrollments as needed, similar to how you buy 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 basis.

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 data centers. As such, Microsoft Azure offers a range of cloud computing, data management and networking services which utilize consumption-based, per-unit billing models. When bought through your EA, volume pricing discounts are available and apply to both your initial annual monetary commitment level and any additional Azure service capacities you may add throughout your EA.

# Software Assurance

Software Assurance is included with the EA and provides a range of benefits to help you take full advantage of your investments in IT. A comprehensive program that includes a unique set of technologies, services, and rights to help deploy, manage, and use Microsoft products efficiently, Software Assurance keeps you up to date and ready to respond quickly to changes, new challenges, and opportunities. Read more about the range of [Software Assurance benefits](#).

Key advantages of Software Assurance include:

- Rights to new software releases and cost-efficient upgrades to help reduce software and services costs
- Structured consulting engagements to plan for deployment of new, on-premises and cloud-based IT initiatives
- Access to unique technologies and use rights to help support improved operational efficiency
- Instructor-led technical training for IT pros and online learning for end-users to boost productivity
- Ways to spread payments over time to help align budgets

## Software Assurance benefits at a glance

| Training                             | Deployment and Management                  |                                                       |
|--------------------------------------|--------------------------------------------|-------------------------------------------------------|
| Training Vouchers                    | Planning Services                          | Windows 8.1 Enterprise Sideloading                    |
| Online E-Learning                    | Microsoft Desktop Optimization Pack (MDOP) | Enhanced Edition Benefits<br>Windows/Windows Embedded |
| Home Use Program                     | Windows Software Assurance per User Add-on | Enterprise Source Licensing Program                   |
| Support                              | Windows Virtual Desktop Access Rights      | License Mobility Through Software Assurance           |
| 24x7 Problem Resolution Support      | Windows RT Companion VDA Rights            | Passive Secondary Instance for SQL Server             |
| Extended Hotfix Support              | Windows To Go Use Rights                   | Office Multi-Language Pack                            |
| System Center Global Service Monitor | Windows Roaming Use Rights                 | Office Roaming Use Rights                             |
| Back-up for Disaster Recovery        | Windows Thin PC                            |                                                       |

# Support and consulting services

## Premier Support Services

Gain the most benefit from your IT infrastructure by pairing your organization with Microsoft Services Premier Support. Our dedicated support teams provide continuous hands-on assistance and immediate escalation for urgent issues, which speeds resolution and helps you keep your mission-critical systems up and running. We help you evaluate your IT health and provide the training and tools your teams need to “get healthy and stay healthy.”

The EA allows you to add a variety of Microsoft Premier Support offerings to provide the optimum level of proactive 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.

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 bought as needed to supplement your particular level of Service. Using Premier Support is a matter of contacting your assigned Microsoft Services Representative(s).

## Enterprise Strategy Services

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

ESP provides you 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 offerings (Connect, Foundation, and Portfolio) but no concept of a True-up for ESP. Instead, additional capacity may be bought through a Capacity Add-on option.

# Managing your EA

## Adding cloud services & products

Throughout your EA 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 [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, Exchange Server, SQL Server, SharePoint Server, and 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 the [MAP Toolkit](#).)

## Product fulfillment through the 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 EA purchases with:

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

- **Licensing Summary.** You can use VLSC to view current and past Microsoft License Statements across programs and agreements.
- **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) subscriptions.

**Help.** Access information about the VLSC site, an FAQ, and contact details for the Support Center.

# Managing your EA

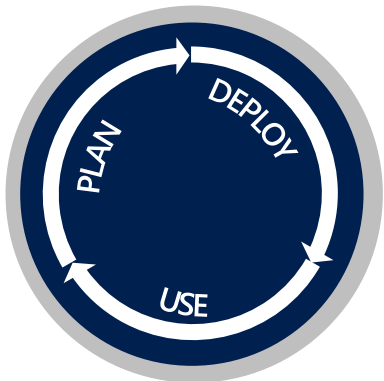
## Managing cloud services

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



- Use the Microsoft Account for Organizations Portal to administer your Office 365, Microsoft Intune, EMS, and 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 plan for upcoming deployments, get 24x7 support, or give employees access to training, you will need to claim your Software Assurance 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. A guide for claiming and using each benefit is posted on the Software Assurance website. (See [Software Assurance](#) 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,.

## Requirements

- EA Enrollments (perpetual licenses) 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 payments are not prorated
- No termination of original/initial Software Assurance 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 is 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

# Managing your EA

## True-up: 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 Enterprise Subscription Enrollment, 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 30 to 60 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.

### 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 Enterprise Subscription Enrollment, 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.

# Why True-up

## Buy only what you need and use what you have

- When needed, buy additional quantities of software and services at pre-negotiated pricing and terms.
- Pay only for what you need rather than potentially overestimating what is needed just to be safe.
- Reduce procurement costs by issuing only one purchase order a year.

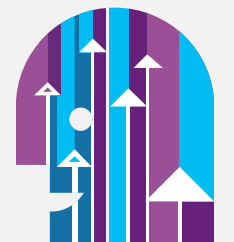
## Respond to changing needs by accessing the latest technologies from Microsoft when needed

- Respond to growth by adding or removing\* software, devices, and users as needed without having to place individual purchase orders.
- Easily provision new online services as needed via License Reservation and reconcile annually.
- Optimize your licensing program and plan more strategically for future investments.

## Simplify purchasing and license management via a single annual order

- Make an annual self-assessment to identify licenses and services in use and identify new needs.
- Easily manage compliance by ensuring that licensing is current and accurate each year.
- Work with your account team or Microsoft Certified Partner as they help define the best solutions for your organization and help manage your agreement.

\*Available with the Enterprise Subscription Enrollment



Year 1

True-up

Year 2

True-up

Year 3

Renew

Year 1

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.

# 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 EA.
- 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](http://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* on previous page.

## Buying, renewing, or adding to the EA

To buy, renew, or add products and services to your EA, contact your Microsoft Authorized Enterprise Software Advisor (ESA) or Licensing Solutions Provider (LSP)

- 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 Volume Licensing [www.microsoft.com/licensing](http://www.microsoft.com/licensing)
- Microsoft Online Services [www.microsoft.com/licensing/online services](http://www.microsoft.com/licensing/online services)
- Software Assurance [www.microsoft.com/softwareassurance](http://www.microsoft.com/softwareassurance)
- Microsoft Volume Licensing Service Center [www.microsoft.com/licensing/existing-customers/manage-my-agreements.aspx](http://www.microsoft.com/licensing/existing-customers/manage-my-agreements.aspx)
- Payment Solutions [www.microsoft.com/licensing/how-to-buy/financing.aspx](http://www.microsoft.com/licensing/how-to-buy/financing.aspx)



## GLOSSARY OF LICENSING TERMS

**Add-on:** Subscription for an Online Service that supplements a customer's on-premises license.

**Additional Product:** Any product identified as such in the Product List and chosen by Enrolled Affiliate under this Enrollment.

**Country of usage:** Enrolled Affiliate must specify the countries where licenses will be used on its initial order and on any additional orders.

**Customer:** The entity that has entered into an Enterprise Agreement with Microsoft and its affiliates.

**Customer Price Sheet:** The written statement provided to Enrolled Affiliate for the initial and any subsequent orders. The Software Advisor or Microsoft Account Manager will provide Enrolled Affiliate with a Customer Price Sheet. This will contain Enrolled Affiliate's Product and Services initial order, pricing, and billing terms.

**Effective date:** If Enrolled Affiliate is renewing Software Assurance or Subscription Licenses from one or more previous Enrollments or agreements, then the effective date will be the day after the first prior Enrollment or agreement expires or terminates. Otherwise, the effective date will be the date this Enrollment is accepted by Microsoft. Any reference to "anniversary date" refers to the anniversary of the effective date each year this Enrollment is in effect.

**Enrolled Affiliate:** An entity, either the customer or any one of customer's affiliates, that has entered into an Enrollment under the EA.

**Enrollment:** The document that an Enrolled Affiliate submits under the EA to place orders for Products and Services.

**Enterprise:** The Enrolled Affiliate and the Affiliates it chooses to include on its Enrollment.

**Enterprise Cloud Suite Add-on USL:** Subscription for an Online Service that supplements a customer's on-premises license. It includes EMS, Office 365, and Windows per User subscription.

**Enterprise Cloud Suite USL:** A per-user suite including EMS, Office 365, and Windows per User subscription.

**Enterprise Commitment:** If ordering any Enterprise Products, Enrolled Affiliate's order must include coverage for all Qualified Users or Qualified Devices, depending on the license type, of one or more Enterprise Products and the corresponding Enterprise Online Services.

**Enterprise Mobility Services (EMS):** A suite of Online Services consisting of Intune, RMS Online, Azure Active Directory Services, Windows Server CAL, and System Center Configuration Manager.

**Enterprise Online Service:** Any Online Service designated as an Enterprise Online Service in

the Product List and chosen by Enrolled Affiliate under this Enrollment. Enterprise Online Services are treated as Online Services, except as noted.

**Enterprise Product:** Any Desktop Platform Product that Microsoft designates as an Enterprise Product in the Product List and chosen by Enrolled Affiliate under this Enrollment. Enterprise Products must be licensed for all Qualified Devices and Qualified Users on an Enterprise-wide basis under this program.

**Expiration Date:** The date upon which the Enrollment expires.

**Extended Payment Terms:** Payment terms that allow for monthly, quarterly, semi-annual, or customized structured payments, as well as modified payment timing on standard payment terms. Depending on Enrolled Affiliate's location, Enrolled Affiliate may have the ability to request Extended Payment Terms for an order.

**Extended Term:** If Enrolled Affiliate does not renew prior to the Expiration Date, access to the Online Services will automatically continue month-to-month in accordance with the terms of the Enrollment ("Extended Term"). Online Services will be invoiced monthly at the then-current published price for Enrolled Affiliate's price level as of the Expiration Date plus a 3% administrative fee for up to one year. If Enrolled Affiliate does not want an Extended Term, Enrolled Affiliate must submit a request to Microsoft. Microsoft must receive the request not less than 30 days prior to the Expiration Date.

**Product:** All products identified on the Product List, such as all software, Online Services, and other web-based services, including pre-release or beta versions.

**Product Selection Form:** A required form which indicates the quantities and types of Enterprise Products/Enterprise Online Services the customer is purchasing, as well as the price level that applies.

**Industry Device:** Any device that: (1) is not useable in its deployed configuration as a general purpose personal computing device (e.g., personal computer), a multi-function server, or a commercially viable substitute for one of these systems; and (2) only employs an industry or task-specific software program (e.g., a computer-aided design program used by an architect or a point of sale program) ("Industry Program"). The device may include features and functions derived from Microsoft software or third-party software. If the device performs desktop functions (e.g., email, word processing, spreadsheets, database, network or Internet browsing, scheduling, or personal finance), then the desktop functions: (1) may only be used for the purpose of supporting the Industry Program functionality; and (2) must be technically integrated with the Industry Program or employ technically enforced policies or architecture to operate only when used with the Industry Program functionality.

## GLOSSARY OF LICENSING TERMS

**L+SA:** A license with Software Assurance for any product ordered.

**License:** The right to download, install, access and use a product. For certain products, a license may be available on a fixed term or subscription basis. Licenses for Online Services will be considered Subscription Licenses.

**License Reduction:** Enrolled Affiliate may reduce the quantity of Subscription Licenses at the enrollment anniversary date on a prospective basis if permitted in the Product List.

**Office 365:** A suite of Online Services including Office 365 Pro Plus, Exchange, SharePoint, Lync, and Yammer.

**Qualified Device:** Any device that is used by or for the benefit of Enrolled Affiliate's Enterprise and is: (1) a personal desktop computer, portable computer, workstation, or similar device capable of running Windows Professional locally (in a physical or virtual operating system environment), or (2) a device used to access a virtual desktop infrastructure ("VDI"). Qualified Devices do not include any device that is: (1) designated as a server and not used as a personal computer, (2) an Industry Device, or (3) not managed (as defined in the Product List at the start of the applicable initial or renewal term of the Enrollment) as part of Enrolled Affiliate's Enterprise. At its option, the Enrolled Affiliate may designate any device excluded above (e.g., Industry Device) that is used by or for the benefit of the Enrolled Affiliate's Enterprise as a Qualified Device for all or a subset of Enterprise Products or Online Services the Enrolled Affiliate has selected.

**Qualified Government Entity:** Microsoft offers government pricing to eligible public sector organizations. Subject to such additional eligibility requirements as may be set forth in a particular volume licensing agreement, eligible organizations qualify to receive (1) price level D under the Enterprise, Enterprise Subscription, Select, or Select Plus volume licensing programs or (2) other discounts that may be available under other Microsoft volume licensing programs.

**Qualified User:** A person (e.g., employee, consultant, contingent staff) who: (1) is a user of a Qualified Device, or (2) accesses any server software requiring an Enterprise Product Client Access License or any Enterprise Online Service. It does not include a person who accesses server software or an Online Service solely under a license identified in the Qualified User exemptions in the Product List.

**QuickStart Reservation:** A License Reservation for an Online Service on which a customer has not already locked pricing and/or customer is not cloud-ready with appropriate Online Service terms and conditions included in their agreement.

**Reseller:** Large account representative authorized by Microsoft to resell licenses under the EA and engaged by an Enrolled Affiliate to provide pre- and post-transaction assistance related to the EA.

**Reserved License:** For an Online Service identified as eligible for True-ups in the Product List, the license reserved by Enrolled Affiliate prior to use and for which Microsoft will make the Online Service available for activation.

**Software Advisor:** An entity authorized by Microsoft and engaged by an Enrolled Affiliate to provide pre- and post-transaction assistance related to this agreement.

**Software Assurance:** An offering by Microsoft that provides new version rights and other benefits for products as further described in the Product List.

**Step-up License:** Enrolled Affiliate may move to a higher edition or suite by purchasing a Step-up License which is generally priced at the difference of their original license and the higher edition or suite.

**Subscription License:** For certain products, a license may be available on a fixed term or subscription basis.

**Transition:** The conversion of one or more license(s) to or from another license(s). Products eligible for Transition and permitted Transitions are identified in the Product List.

**Transition Period:** The time between the Transition and the next Enrollment anniversary date for which the Transition is reported.

**True-up Eligible:** Over the life of an EA, customers can equip additional hardware, devices, or users with software and online services they have already licensed, and then account for these changes through an annual reconciliation process known as True-up. The Product List indicates which products and services are allowed to be reconciled through the True-up process.

**Update Statement:** An update statement must be submitted instead of a True-up order if, as of the initial order or last True-up order, Enrolled Affiliate's Enterprise: (1) has not changed the number of Qualified Devices and Qualified Users licensed with Enterprise Products or Enterprise Online Services; and (2) has not increased its usage of Additional Products. This update statement must be signed by Enrolled Affiliate's authorized representative. The update statement must be received by Microsoft between 60 and 30 days prior to the Enrollment anniversary date. The last update statement is due within 30 days prior to the Expiration Date.

**USL:** User Subscription License, usually for an Online Service.

**Windows per User:** A Subscription License for Windows per user.

## ENTERPRISE AGREEMENT FREQUENTLY ASKED QUESTIONS

### What is the Enterprise Agreement?

The Microsoft Enterprise Agreement offers the best value to organizations with 250 or more devices who want a manageable Volume Licensing program that gives them the flexibility to purchase cloud services and software licenses under one agreement in response to the changing technological landscape.

### How is the EA structured?

The EA is a three-year agreement that allows you to forecast software technology costs up to three years in advance.

### What do I buy with an EA?

With the EA, you can purchase Microsoft's end-user products and online services as well as server and cloud technologies. Take advantage of enrollments within your EA:

- Enterprise Enrollment: Get the best pricing, per user/device or hybrid licensing options and simplified license management for end-user technologies from Microsoft.
- Server and Cloud Enrollment (SCE): Get the best pricing, cloud-optimized licensing options, and simplified license management when buying one or more server and cloud technologies from Microsoft

### How much flexibility do I have to make changes to my EA during the term?

The EA gives you the flexibility to add or remove\* additional cloud services and software at pre-agreed terms and pricing to the agreement when needed without having to report or order each time.

### How do I account for these changes?

The Annual True-up allows you to take an inventory of additional products and services used during the year without having to report or order each time.

### What happens at the end of the three-year term?

At the end of the third year, you will work with Microsoft to renew your EA for another three years. Renewing a Microsoft Enterprise Agreement gives you the best value while allowing you to build on existing investments, respond to a changing technological landscape, and maintain a higher level of engagement with Microsoft.

### May I sign up to an OLS-only EA?

Yes, you may establish an OLS-only EA with a minimum of 250 Subscription Licenses of an Enterprise Online Service.

### Must I include all of my affiliates under an EA, or can I select which affiliates will be part of the EA for purposes of defining the enterprise?

No, when formulating your enterprise for purposes of an EA, you define which entities will be included.

### When purchasing Additional Products under an EA, are there any minimum quantity requirements?

No, when purchasing Additional Products under an EA, there are no minimum quantities required. You may purchase any quantity.

### May I spread payments for my initial order, or do I have to pay for the initial order all upfront?

For your initial order under your EA, you have the option to pay for it all upfront, or pay for it in installments

### When are my True-up orders required?

Your first two True-up orders are required 60-30 days prior to your EA enrollment anniversary, and your final True-up order is required within 30 days of your enrollment end date.

### If I currently have an EA with Office, Windows, and Core CAL, and I am interested in purchasing some OLS licenses for Office 365 for one department, do I have to purchase the OLS on a organization-wide basis?

No, in this case you may purchase incremental additional OLS licenses and still maintain your initial Professional Desktop commitment.

### When I renew my Enterprise Enrollment, what do I own?

Once your final payment(s) has been made for your licenses and Software Assurance, you will own perpetual licenses to the then-latest version of the software. When you renew, you will then be paying for Software Assurance-only for that license.

\* Available with the Enterprise Subscription Enrollment

## ENTERPRISE CLOUD SUITE FREQUENTLY ASKED QUESTIONS

### What is the Enterprise Cloud Suite (ECS)?

The Enterprise Cloud Suite (ECS), now available as part of the Enterprise Enrollment, brings together Office 365 E3, Enterprise Mobility Suite and Windows Software Assurance per User. The combined power of these three offerings empowers users with best-in-class productivity across devices while providing IT security and control.

### What are the benefits of ECS?

Licensing benefits include:

- **Flexible licensing:** ECS is available as both an Add-on license for existing Software Assurance users and a Full USL for new users
- **Built-in savings:** Great pricing when buying these solutions through ECS
- **Simplified cloud licensing:** Eliminate the need to count devices via a pure per user licensing model

### What products are included with ECS?

The following products are included:

- **Office 365 E3:** Office 365 Pro Plus, Exchange Online, SharePoint Online, Lync Online, Yammer
- **Enterprise Mobility Suite:** Microsoft Intune, Microsoft Azure Rights Management Service, Microsoft Azure Active Directory Premium, Win Server CAL, System Center Configuration Manager CAL, System Center Endpoint Protection CAL
- **Windows Software Assurance per User** - Windows Enterprise (requires licensed user to be the primary user of at least one device licensed with Windows Pro)

### What is the licensing model of the Enterprise Cloud Suite?

The Enterprise Cloud Suite is licensed with a User Subscription Model.

### What type of USLs are available for the Enterprise Cloud Suite?

Add-on USLs (for customers wanting to add the Enterprise Cloud Suite services to their existing desktop platform), From Software Assurance USLs (for customers wanting to transition to the Enterprise Cloud Suite services from their existing desktop platform), and Full USLs (for customers signing a new EA, or for customers adding net new users into an existing EA).

### What is the difference between the different USLs?

- Includes Enterprise Products and Enterprise Online Services
- You retain existing licenses
- Software Assurance benefits earned through underlying On-Premises Software Assurance Full USLs
- Includes Enterprise Products and Enterprise Online Services
- For users who have no existing fully paid licenses with active Software Assurance and need Online Services
- No Software Assurance benefits

### Does the Enterprise Cloud Suite need to be taken enterprise-wide?

No.

### Does the Enterprise Cloud Suite replace the Professional Desktop Platform and Enterprise Desktop Platform?

No, it is an alternative offering for customers who want cloud services and a user-based licensing model for their Enterprise Agreement.

### May I simply add on or transition to a component of the Enterprise Cloud Suite?

Yes.

### Which customers are eligible for From Software Assurance USLs?

If a perpetual EA customer has fully owned licenses and active Software Assurance, they are eligible to transition to the From Software Assurance USLs. If a subscription EA customer has had a subscription to a license for three or more years with no break in the coverage, then they are eligible to transition that license to the From Software Assurance USLs too.

### Can the Enterprise Cloud Suite From Software Assurance USLs be used mid-term—that is, between anniversaries?

No.

### Is there a limit as to how many times I may renew From Software Assurance USLs?

No. Customers may renew existing From Software Assurance USLs with From Software Assurance USLs.

### What is the licensing model for the Enterprise Mobility Suite?

The Enterprise Mobility Suite is licensed with either a Full User Subscription License or an add-on subscription license for existing CoreCAL and ECAL customers.

## ENTERPRISE CLOUD SUITE FREQUENTLY ASKED QUESTIONS

### What is User Licensing for Access to Windows?

User licensing for access to Windows comes in two types: Windows Software Assurance per User and Windows VDA per User. Both are an entirely new way to license Windows and put users at the center of their devices.

With Windows Software Assurance and VDA per User, Windows Enterprise edition can be delivered across a user's multiple devices. You also have the flexibility to decide how to deliver Windows Enterprise across devices through local install, Virtual Desktop Infrastructure (VDI), or Windows To Go. This provides simpler license management by allowing you to count just users with primary PCs, instead of every single device.

### How is Windows Software Assurance per User different from Windows in the Enterprise Platform?

- **Enterprise Platform:** As part of the Enterprise Platform, Windows Software Assurance is licensed per device, and each one of these devices requires Windows Pro or another underlying qualified OS. With this license, you only get local install rights of Windows Enterprise on a single device, VDI rights from a single device, and MDOP must be purchased for each device.
- **Windows Software Assurance per User:** This license is available as an add-on or a full USL and is assigned only to Primary Users whose primary work devices are already licensed with Windows 7/8/8.1 Pro or Enterprise.

### Does the Windows Software Assurance per User Full USL replace the Windows 8.1 Enterprise Upgrade license with Software Assurance?

No, the Windows Software Assurance per User Full USL is a new offering for customers who want to license Windows by user. The Windows 8.1 Enterprise Upgrade license remains as a device licensing option for customers.

### What are the underlying qualifying licenses required to purchase the Windows Software Assurance per User Add-on?

The Windows Software Assurance per User Add-on must be added on to a Windows 8.1 Enterprise Upgrade license with Software Assurance, or a Windows VDA Device Subscription License. In addition, the Add-on must be purchased for the user who is the primary user of the device with the qualifying underlying license.

### Can a Windows Software Assurance per User Full USL be purchased for any user in an organization?

A Windows Software Assurance per User Full USL can be purchased for any user who has a Windows 7/8 Pro licensed device as their primary work device.

### What is the definition of a user's primary work device? Does it matter who owns that device?

A primary work device is the device that a user uses for most or all of their work, and it can be owned by anyone.

### What happens if the user does not have a primary device running Windows 7/8/8.1 Pro or Enterprise?

For customers who do not have Primary Users with primary devices running Windows 7/8/8.1 Pro or Enterprise, there is the Windows VDA per User USL available. Windows VDA per User does not require the primary device to have a qualified OS nor does it require the user to be the primary user of a device. Windows VDA per User allows VDI or Windows To Go access on any device, and local install rights on any device the licensed user uses that is already licensed with Windows 7/8/8.1 Pro or Enterprise.

### How do I buy E4 instead of E3 in Enterprise Cloud Suite?

If you want the advanced Lync Voice capabilities of Office 365 E4 within ECS, you can buy the Lync Voice addition to E3. This premium addition grants the additive functionality of Lync Voice in E4 while preserving the existing structure of ECS. This SKU can be used for Enterprise Cloud Add-ons, From Software Assurance USLs, and Full USLs, but requires that the customer maintains their ECS licensing to continue to use Lync Voice functionality.

### What should I do if I have an Enterprise Platform that includes one of the Enterprise Cloud?

You replace the Office 365 E3 Add-on with the ECS Add-on at anniversary and earn a significant suite discount on ECS. This allows you to experience a smooth transition from the Office 365 E3 Add-on.

### Does ECS require any Bridge CALs?

No Bridge CALs are needed when buying the entire ECS. If you choose to transition to only Office 365 E3 From Software Assurance or only EMS From Software Assurance at anniversary, you will need to buy the corresponding Bridge CAL to maintain coverage of your remaining CAL Suite components.

## SERVER AND CLOUD ENROLLMENT FREQUENTLY ASKED QUESTIONS

### What is the Server and Cloud Enrollment (SCE)?

The Server and Cloud Enrollment (SCE) is a new licensing vehicle under the Microsoft Enterprise Agreement that enables customers to standardize on one or more Microsoft Server and Cloud technologies.

To enroll in an SCE, customers make an installed base-wide commitment to one or more components. This means committing to full Software Assurance coverage across the installed base of an SCE component.

### How does SCE work?

#### Enrolling in SCE requires the following:

- Enterprise Agreement: Although you need to sign an EA, an Enterprise Enrollment for Desktop is not needed to qualify.
- Annuity Coverage: 100% Software Assurance or Subscription coverage is required on your install base for each product family that you commit to. This includes those licenses that were not covered by Software Assurance when you entered the program.

#### With SCE, the following occurs:

- For licenses with continuous Software Assurance coverage, Software Assurance can be renewed upon entrance to the program at a discount.
- For the licenses that did not have Software Assurance, you can subscribe to the most current version of the product.
- For incremental licenses bought during the agreement term, you receive additional price savings on L+SA.

### What does SCE mean for ECI customers?

These changes do not impact an ECI customer during the term of the Enrollment. For Core Infrastructure (ECI) With an installed base-wide commitment to the Core Infrastructure Suites (CIS) through SCE, ECI customers will retain access to the best pricing, new subscription options, new Microsoft Azure benefits, and access to the latest technologies. New benefits like System Center Azure management rights and the ability to qualify for unlimited support are also included. SCE provides a 15% discount on License + Software Assurance and 5% on Software Assurance for Core Infrastructure Suite (CIS) Standard and Datacenter (SE and DC).

These discounts are in addition to the discounts already provided for CIS SKUs in non-SCE programs.

Customers who only want to partially cover their environments with CIS can very easily do so through other volume licensing programs, with no dedicated contracts or unit minimums. Existing ECIs can be renewed into the CIS SKU in other programs, such as Select Plus or Additional Products in the EA Enterprise Enrollment.

### What does this mean for Enrollment for Enterprise Platform (EAP) customers?

EAP customers can continue their installed base-wide commitment to SQL Server, Visual Studio, BizTalk Server and SharePoint Server in the SCE. Customers will see some small pricing changes as we standardize and simplify discounts.

### If I have existing licenses without Software Assurance, how should I add those into the SCE Agreement?

For all licensed deployments of products that must be covered as part of an installed-based commitment to SCE that are not current with Software Assurance, you can choose to add them as subscription or to add them as L+SA at signing.

### Can licenses without Software Assurance be added as Software Assurance only with the SA Prior L SKU?

The "Deferred License" approach through the SA Prior L SKU that was available in the EAP is being replaced in SCE with a more flexible subscription option.

### How is subscription different than traditional L+SA?

Subscription options in SCE are available for the components that require an installed-base commitment. If workloads are retired or moved to the cloud, subscription license quantities can be reduced annually. Within a selected component, you can selectively choose to own/maintain perpetual units with full term commitments of three years or have some as subscription.

### Can I buy a subscription for new units?

Yes, you can select whether units you add at signing of SCE or license at True-up (based on deployments) will be subscription or perpetual (L+SA). You can choose based on your individual workload requirements.

