

Understanding Your Agreement

Overview

What are the benefits of the Enterprise Agreement?

The Enterprise Agreement Volume Licensing program offers large organizations a cost-effective way to acquire the latest Microsoft technology to help standardize their IT infrastructure and simplify license management.

How do I know if the Enterprise Agreement is right for my organization?

Tools and resources are available to assist you through the Volume Licensing decision-process, including the following:

[Volume Licensing Recommendation Tool](#)

Use this recommendation tool to determine which Volume Licensing program may be the right choice for your organization.

[Compare Volume Licensing Options](#)

This simple chart makes it easy for you to compare the benefits and features of Microsoft Volume Licensing programs.

[Microsoft Product Licensing Advisor](#)

This online tool provides Volume Licensing program comparisons and guidance, simplifies Microsoft product selection through a series of questions, and produces a downloadable report and estimated retail price (ERP) or recommended retail price (RRP) quote in Microsoft Word or Microsoft Excel spreadsheet software.

[Additional Resources](#)

Information about the Enterprise Agreement can be found in the program guide located on the Volume Licensing site.

How to Buy

How do I purchase software licenses through the Enterprise Agreement?

To purchase software licenses through the Microsoft Enterprise Agreement in the United States or Canada, contact your Microsoft Large Account Reseller (LAR) or Enterprise Software Advisor (ESA). To find a Microsoft LAR or ESA near you, call (800) 426-9400 in the United States or (877) 568-2495 in Canada.

[Find an authorized Microsoft reseller online.](#)

If you are outside the United States and Canada, Volume Licensing contacts for your area are listed on your regional Microsoft Volume Licensing Web site.

[Find the Microsoft Volume Licensing Web site for your region.](#)

Enrollment Terms & Conditions

How many desktop PCs do customers need to qualify for an Enterprise Agreement?

You must have 250 or more desktop PCs per enrollment to qualify for an Enterprise Agreement.

Once the Enterprise Agreement enrollment is signed, how are customers notified of their enrollment?

You will receive an acceptance letter in the mail informing you of your enrollment.

What is the length of the Enterprise Agreement enrollment term?

The enrollment begins the day Microsoft signs the enrollment (the effective date) and ends at the end of the Enterprise Agreement enrollment term. The Enterprise Agreement enrollment term is three years with the option to renew.

Who should enter into an Enterprise Agreement?

The Enterprise Agreement is available for large organizations with 250 or more desktop PCs that want a cost-effective way to standardize their IT infrastructure and simplify license management. It is available for corporate, government, and healthcare organizations.

Where do I find information about Product Use Rights?

The Product Use Rights (PUR) document is produced quarterly and provides information about the use rights for products currently offered under the Enterprise Agreement. You can download the most current PUR at the [Product Licensing](#) Web site.

Product Fulfillment

How do I receive my media kit shipments?

You receive media kit shipments by selecting the media kit option on the Enterprise Agreement enrollment. A Welcome Kit and Update Kits are provided to the contacts specified on each Enterprise Agreement enrollment. Customized according to the languages and product groups selected on the Enterprise Agreement enrollment, the Welcome Kit and subsequent Update Kits offer convenience and access to a broad range of business software titles.

How many media kits will I receive?

Each customer will receive one free media kit containing media for each product group and language selected on the Enterprise Agreement enrollment. Update Kits are provided throughout the term of the agreement.

How can I order additional media?

Additional media and media for software products not in the initial order must be obtained separately through a Microsoft Authorized Enterprise Software Advisor or Large Account Reseller at an additional cost.

When are the media kits shipped?

Media kits are shipped approximately every 30 days. Shipments usually take three to five days to arrive in the United States and an additional one to two weeks for all other regions.

Where can I find a list of products available on the media kits?

You can find a complete list of products available in the Enterprise Agreement media kits at [Fulfillment User Guide](#).

Can I cancel additional media subscriptions at any time?

Yes. You can cancel your media subscriptions at any time. Refunds are granted if you cancel the subscription within 90 days of your order.

Software Assurance

What is Software Assurance?

Microsoft Software Assurance is a maintenance program that can help your organization get the most from Microsoft software through a broad range of benefits. The improved Software Assurance program includes Desktop Deployment Planning Services and 24x7 Problem Resolution Support, which provides phone support on all products 24 hours a day, 7 days a week, and online assistance. All this combined with a commitment to deliver new technology, including the Windows Vista Enterprise Edition operating system, Windows Fundamentals for Legacy PCs, and new version rights to products that release during the term of your agreement.

Is Software Assurance included in the Enterprise Agreement?

Yes. Software Assurance is included with the Enterprise Agreement, and you can use it immediately throughout the term of the licensing agreement.

How do I step up to a higher offering?

With an Enterprise Agreement, it is possible to migrate from lower to higher editions while maintaining Software Assurance coverage on a given product. The Step-up License is available to make it easier for you to upgrade from Standard Edition to Enterprise Edition without incurring the full cost of licensing two separate editions of software products. Contact your local Enterprise Software Advisor or Large Account Reseller to step up to a higher offering.

What is Step-up License pricing?

The Step-up License price is the difference between the License and Software Assurance price of the Enterprise Edition software products and the Standard Edition software products.

How do I find out the cost of Step-up License pricing?

Please contact your Microsoft Authorized Enterprise Software Advisor or a Microsoft Authorized Large Account Reseller.

Can I acquire the Step-up License if I licensed the Standard Edition software under a previous agreement and have renewed Software Assurance on a current agreement?

Yes. If you have active Software Assurance on the Standard Edition software License, then you may acquire the Step-up License.

Can I renew Software Assurance on the Enterprise Edition software license acquired through the Step-up License?

Yes. The License and Software Assurance for the Enterprise Edition software license are both acquired under the Step-up License offering. When that Software Assurance coverage expires, you may renew coverage on the Enterprise Edition.

How does the Step-up License work in an Enterprise Agreement during a True-up?

The same rules for a True-up apply. On acquiring the Step-up License, your underlying lower edition software license is considered replaced by the higher edition software license. If you are eligible, you can then True-up on additional copies of Enterprise Edition software during the remaining term of your agreement.

Microsoft Software Products

What software products are available with the Enterprise Agreement?

The Enterprise Agreement offers Microsoft Enterprise Desktop Platform Products, including [Microsoft Office Enterprise 2007](#), [Windows Vista Enterprise](#), and [Microsoft Enterprise Client Access License Suite](#). The agreement also offers Microsoft Professional Platform Products, including [Microsoft Office Professional Plus 2007](#), [Windows Vista Enterprise](#), and [Microsoft Core Client Access License Suite](#). Additional software products are available as needed.

Where do I find information about the additional products available through the Enterprise Agreement?

A complete list of additional products is available on the [Microsoft Product List](#).

Why consider enrolling in the full desktop PC platforms?

Businesses benefit from building both simplicity and flexibility into their information technology infrastructure. For many companies, the first step toward achieving this is to adopt the Microsoft platform as the core of its software infrastructure. If you are a new customer enrolled in the Professional or Enterprise Platform (the Windows Vista Enterprise Edition operating system upgrade, Office Professional Plus 2007 and/or Office Enterprise 2007, and Core CAL Suite or Enterprise CAL Suite), you receive a 15 percent platform discount on top of your already discounted Enterprise Agreement software product.

Ordering Licenses

How do I place an Enterprise Agreement order?

To purchase software licenses through the Microsoft Enterprise Agreement in the United States or Canada, contact your Microsoft Large Account Reseller (LAR) or Enterprise Software Advisor (ESA). To find a Microsoft LAR or ESA near you, call (800) 426-9400 in the United States or (877) 568-2495 in Canada.

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Who receives the order confirmations?

Order confirmations are posted on the Microsoft Volume Licensing Web site.

How do I track my licenses?

You can track your licenses online through the [Microsoft Volume License Services](#) (MVLS) Web site. MVLS is a secure license management tool that makes managing your licenses easier by enabling you to view your license agreements and status, online records, other license information, and Software Assurance benefits.

What are the terms and conditions for renewing the agreement?

The initial term of the Enterprise Agreement enrollment is three years. At the end of the third year, you can renew your Enterprise Agreement enrollment one time for either one

or three years. Renewal pricing for existing desktop PCs is based on Software Assurance only. Contact your Microsoft Enterprise Software Advisor for additional information.

Resources

Where do I go to find additional information about the Enterprise Agreement?

Microsoft offers a variety of information about the [Enterprise Agreement](#) and other Volume Licensing programs on the [Microsoft Volume Licensing Web site](#).