



Microsoft® Online Subscription Program Licensing and Policy Guide for Customers International Launch

Updated April 2009

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UPDATES FROM PREVIOUS VERSION

Microsoft® Online Subscription Program Licensing and Policy Guide for Customers October 2008 U.S. Launch is now called **Microsoft® Online Subscription Program Licensing and Policy Guide for Customers International Launch April 2009**

Chapter What is the Microsoft Online Subscription Program contains new information on Benefits of the Microsoft Online Subscription Program, and International availability.

The new chapter Online Services Offerings through the Microsoft Online Subscription Program contains new information on Business Productivity Online Standard Suite, Business,Productivity Online Deskless Worker Suite, Individual Service Offerings , and Language Offerings for Online Services.

Chapter Licensing and Business Policies contains new information on Customer Information about Online Services, Customer Trial Experience, Customer Purchase Experience, Customer Activation, Additional Orders, and Cancellation Policy.

Frequently Asked Questions have been updated with new information on International Roll-out, Multinational Use, Sales and Pricing, Billing Options, Auto Renewals, Cancellation Policy, Partners, and Data Centers

Appendix B New appendix contains information on Enterprise Agreement Customers

Appendix C New appendix contains information on Campus and School Agreement Customers

Appendix D New appendix contains information on Additional Information and Links

INTRODUCTION

This guide can help prospective and current customers of Microsoft® Online Services (OLS) better understand the licensing and business policies for purchasing Online Services through the new Microsoft Online Subscription Program (MOSP). By using the MOSP, customers can purchase Online Service subscriptions using the Microsoft Online Customer Portal (MOCP) at <https://mocp.microsoftonline.com/>. The Microsoft Online Subscription Program is available in 19 countries in April 2009.

You can learn about licensing Online Services through the Microsoft Online Subscription Program at www.microsoft.com/online. For information about purchasing Online Services outside of MOSP through existing Volume License agreements, please see the [Online Services Guide for Volume Licensing](#).

WHAT IS THE MICROSOFT ONLINE SUBSCRIPTION PROGRAM?

Program Overview

For organizations with more than five users, Microsoft now offers easy subscription to Microsoft Online Services. Organizations can integrate services with Microsoft products they have already licensed. With the new MOSP, customers can quickly subscribe online, rapidly deploy services, and manage their licenses using an online management tool. Microsoft manages the IT infrastructure and activates the software so that within minutes, you can deploy the services. By using this next-generation computing, you need only minimal IT staffing resources to deploy. So organizations can reallocate their resources to other business-critical projects. Organizations can also react quickly to business growth and maintain a competitive edge with the latest software and productivity tools. You can subscribe to online services through the Microsoft Online Subscription Program on the [Microsoft Online Services](#) Web site.

NOTE: We advise existing Enterprise Agreement (EA) and Campus and School Agreement (CASA) customers to place orders through their channel partners.

Benefits of the Microsoft Online Subscription Program (1 of 2 pages)

Subscribe Online	Rapid Deployment	Simple Online License Management	Add Online Services to Your Existing Software Investment
<p>Try Before You Buy</p> <ul style="list-style-type: none"> • Trial offer of 30 days is available and includes 20 users. <p>Add Users and Services</p> <ul style="list-style-type: none"> • With flexible subscription options, customer can purchase and deploy more services or users at any time. • Optimize spend by purchasing subscriptions and quantities that map to company IT needs. • Microsoft has a new online tool at www.microsoft.com/online for ordering Microsoft Business Productivity Online Standard Suite (BPOSS) and Microsoft Office Live Meeting. • Subscribe quickly and easily through the MOSP by using an online shopping cart. 	<p>Activate the Services Right Away</p> <ul style="list-style-type: none"> • Customers can activate the services right away once they have subscribed to them and been approved, making deployment simple and quick. <p>Configuration and Management of Services</p> <ul style="list-style-type: none"> • Microsoft manages the IT infrastructure and activates the software, so customers can quickly deploy the services. • Users can securely access the service without a virtual private network (VPN) connection. • Only a PC, Internet connection and browser are required for activation. 	<p>Licensing Experience Is Seamless</p> <ul style="list-style-type: none"> • Managing licenses is simple because customers can view all of their license subscriptions online. • Administrators can manage subscriptions and configure all Online Services in one place. • Automatic subscription renewal on an annual basis. • Online Services are subscription-based and licensed on a per-user basis. • Just click to accept the subscription with a digital signature. • If customers have Microsoft SharePoint® Server or Microsoft Exchange Server deployment, Online Services users can use those systems. • No paper agreement to sign makes it quick and easy to subscribe online. 	<p>Partner Value</p> <ul style="list-style-type: none"> • Quickstart Partners—more than 2,100 trained and knowledgeable partners can assist with ordering, providing a quote, or offering additional services. <p>Interoperability</p> <ul style="list-style-type: none"> • Microsoft Online Services runs seamlessly with existing enterprise-class software. <p>Combination of On-Premise and Online Subscriptions</p> <ul style="list-style-type: none"> • For customers with Enterprise Agreements (EAs) or Campus and School Agreements (CASAs), Microsoft recommends purchasing Online Services through an existing Volume Licensing agreement to obtain optimized price advantages for volume purchases.

Benefits of the Microsoft Online Subscription Program (2 of 2 pages)

Subscribe Online	Rapid Deployment	Simple Online License Management	Add Online Services to Your Existing Software Investment
<p>Pricing Is Affordable</p> <ul style="list-style-type: none"> • Price advantages for volume seat purchases. • With online services, up-front IT expenses are greatly reduced and cash flow is predictable. • Manage IT investment by licensing only what customers need. • Guaranteed price during the 12-month subscription term provides predictable cost management. • Predictable monthly costs help customers manage financial resources more effectively. <p>Easy to Purchase</p> <ul style="list-style-type: none"> • Credit card and invoice options are available. • Low threshold to entry beginning with only five users. • Electronic payment makes it fast and simple for the customer. 	<ul style="list-style-type: none"> • When users access the services, they are the most current versions. • Quick deployment helps IT positively impact business value by giving employees the latest software for communicating and collaborating. • With minimal IT staff required to deploy the services, resources can be used for business-critical projects. • Latest software means employees have the latest productivity tools. 	<ul style="list-style-type: none"> • Microsoft Online Administration Center (MOAC) tool used by technical administrator for service management such as resetting passwords or creating user accounts. 	<ul style="list-style-type: none"> • For customers that purchase licenses through Microsoft Open License, Open Value, Select License, and Select Plus, Microsoft recommends to evaluate and determine how subscribing to Microsoft Online Services can support customer's IT strategy. • Manage software licenses through the existing VLSC and MOSP. • For customers planning to migrate from a different platform; Online Services allows the organization to slowly migrate users without the high up-front hardware costs.

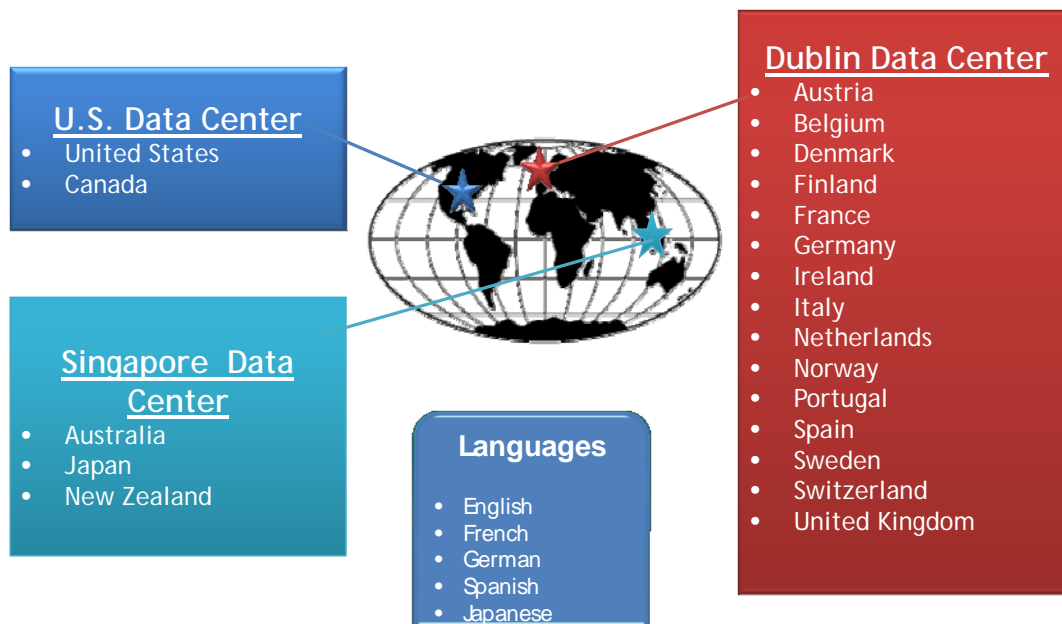
International Availability

The Microsoft Online Subscription Program launched in the United States market in November 2008.

The Microsoft Online Subscription Program is available to the following international markets as of April 2009¹:

International Roll-Out

Country Availability—April 2009



¹In Australia, EA customers can purchase Online Services via their EA Large Account Reseller (LAR). Non-EA Australian customers can purchase Online Services via Telstra.

ONLINE SERVICES OFFERINGS THROUGH THE MICROSOFT ONLINE SUBSCRIPTION PROGRAM

The following services are available through the Microsoft Online Subscription Program as of the April 2009 International Launch. These Online Service offerings may be purchased as a part of a suite or individually.²

Business Productivity Online Standard Suite

The Business Productivity Online Standard Suite (BPOSS) is a group of enterprise products delivered as a subscription service, hosted by Microsoft and sold with partners. The BPOSS is designed for customers with managed IT needs. The following are services to be included in the Business Productivity Online Standard Suite:

- **Microsoft Exchange Online Standard** for desktop PC and mobile e-mail and calendars with Microsoft Outlook® Web Access and full Microsoft Office Outlook messaging and collaboration client integration
- **Microsoft SharePoint® Online Standard** for portals, collaboration, search, and customized team sites
- **Microsoft Office Live Meeting Standard** for Web conferencing and videoconferencing
- **Microsoft Office Communicator Online** for instant messaging (IM) and presence (may require additional products)

Office Communications Online service access: requires Microsoft Office Communicator 2007 R2 (separate purchase required)* * Limited Time Offer: Receive one licensed copy of Office Communicator 2007 R2 at no cost with each trial or paid subscription license to Office Communications Online. The software may only be used with Office Communications Online, and all rights to use the software will terminate upon expiration of the underlying subscription license or release of the next major new version of Office Communications Online, whichever comes first.

Business Productivity Online Deskless Worker Suite

The Business Productivity Online Deskless Worker Suite is for users who spend 5 to 10 percent or less of their time on a PC and generally share a terminal. Examples of deskless workers include manufacturing line workers, retail stock clerks, and mail couriers.

Services to be included in the Business Productivity Online Deskless Worker Suite at launch are:

²For additional information about purchasing licenses for the Microsoft Business Productivity Online Standard Suite or Business Productivity Online Deskless Worker Suite through an existing Enterprise Agreement or Campus or School Agreement, please see the Appendix.

- **Microsoft Exchange Online Deskless Worker:** Provides e-mail, calendars, global address lists, antivirus and antispam filters, and Outlook Web Access Light for access to company e-mail.
- **Microsoft SharePoint Online Deskless Worker³:** Provides easy access to the SharePoint Server portal and team sites and search functionality, giving employees read-only access to important information such as company policies, training, and benefits.

Individual Service Offerings

Customers may also choose to order the following individual services through the MOSP:

- Exchange Online Standard
- SharePoint Online Standard
- Office Live Meeting Standard
- Office Live Meeting Professional
- Exchange Online Deskless Worker
- SharePoint Online Deskless Worker
- Exchange Online Extra Storage
- SharePoint Online Extra Storage

For more information about the service offerings, please the [Microsoft Online Services](#) Web site.

Language Offerings for Online Services

The following languages are supported in the Online Services Offerings as of April 2009. Please note that only the countries approved for [International Availability](#) can purchase Online Services.

SharePoint Online Standard and Business Productivity Online Deskless Worker	English, French, German, Japanese, Spanish
Exchange Online Standard and Business Productivity Online Deskless Worker	See list at http://technet.microsoft.com/en-us/library/bb123979.aspx .
Office Live Meeting Online Standard and Office Live Meeting Online Professional	Chinese (Traditional and Simplified), Danish, Dutch, English, Finnish, French, German, Italian, Japanese, Korean, Portuguese (Brazil), Spanish, Swedish
Office Communications Online Standard	Arabic, Bulgarian, Chinese (Hong Kong), Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, Estonian,

³The customer must purchase at least one license of SharePoint Online Standard or one license of the Business Productivity Online Standard Suite (which includes SharePoint Online Standard) to post content to SharePoint Online for viewing with SharePoint Online Deskless Worker.

	French, Finnish, German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish, Ukrainian
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The online shopping experience and licensing agreement is localized in English, French, German, Japanese, and Spanish.

LICENSING AND BUSINESS POLICIES

The high-level customer experience with the Microsoft Online Subscription Program begins with **learning** about Microsoft Online Services, followed by **trying** Online Services, **buying** Online Services, and **managing** Online Services.

Customer Information about Online Services

You can learn about Online Services and the new Microsoft Online Subscription Program in the following ways:

- You can visit the [Microsoft Online Services](#) Web site. This site is the key starting point for customers to learn about MOSP, featuring the latest information about services offered and the trial and purchase process.
- Your partners can introduce you to the features and benefits of the new Online Services offered through MOSP and assist customers with their order placement, deployment, and management of these services as part of a long-term relationship.

Customer Trial Experience

You may conduct a 30-day free trial of certain online offerings. Information about these trial offerings is available at the [Microsoft Online Services](#) Web site. You are required to sign a trial agreement before receiving a free 20-user trial. Partners can also learn about trials at <https://partner.microsoft.com/online/>.

IMPORTANT: Free trials are available for the Business Productivity Online Standard Suite and Business Productivity Online Deskless Worker Suite. However, not all individual components of the suite are available for trial. Customers are given a default fixed 20-user trial order.

If the customer decides to make a purchase after their free trial, they can easily convert their trial to a purchase through the [Customer Purchase Experience](#) as described below.

Customer Purchase Experience

Microsoft Online Services Customer Portal

All orders for Online Services offered through the Microsoft Online Subscription Program are placed through the Microsoft Online Services Customer Portal (MOCP) on the [Microsoft Online Services](#) Web site.

The MOCP user interface (UI) is available in the following languages for customers: English, French, German, Japanese, and Spanish⁴. You can choose to modify your UI language at anytime from the drop-down visible on every page.

The partner can assist the customer with their order through the following methods:

- **On-site Assistance:** The partner assists the customer with order entry on-site at the customer's location.
- **Customer Order:** The customer places their order directly through the MOCP. The partner can suggest order configuration details in advance to assist the customer.

Figure 1: MOCP



⁴The Online Services is available in a larger list of languages, please see [Language Offerings for Online Services](#).

Microsoft Online Subscription Agreement

All online purchases for Microsoft Online Services are placed using an online shopping experience. Customers are encouraged to work with a qualified Microsoft Online Services partner to configure a solution that best meets their specific business needs.

All customers are considered new to the MOSP and must sign the Microsoft Online Subscription Agreement during purchase. The Microsoft Online Subscription Agreement covers all Online Services sold through MOSP. The agreement is signed online through a simple signature screen on the Microsoft Online Services Customer Portal.

Existing Microsoft Volume Licensing Customers

All customers with existing Volume Licensing agreements must sign the Microsoft Online Subscription Agreement to complete their purchase. The agreement is not linked to their existing Volume Licensing program agreement.

NOTE: Enterprise Agreement and CASA customers are advised to purchase Online Services through their existing Volume Licensing agreement. For additional information on EA and CASA, please see the **Appendix**.

Trial Customers

The customer must sign the Microsoft Online Subscription Agreement prior to the purchase of services. If the customer has conducted a trial of the services, they must still accept the Online Subscription Agreement terms to complete their purchase.

Geographic Availability

Online services are available worldwide in a phased approach as depicted in the Wave 1 diagram below. The customer location will be determined by the country provided in their user profile on initial registration. The Service Usage Address and Bill-To addresses must match this country for the customer to place the order.

Customers with an address outside of the country list below are not eligible to purchase through this program initially. For example, if the customer's company headquarters is in Russia, but has a U.S. subsidiary, only the U.S. subsidiary may purchase using its U.S.-based address.

International Roll Out

Europe, Middle East, and Africa (EMEA) (Dublin Data Center):

Austria
Belgium
Denmark
Finland
France
Germany
Ireland
Italy
Netherlands
Norway
Portugal
Spain
Sweden
Switzerland
United Kingdom

Asia Pacific (APAC) (Singapore Data Center):

Australia⁵
Japan
New Zealand

North America (U.S. Data Center):

Canada
United States

Data Centers

All users under a subscription are assigned to the data center associated with the country identified on the MOSP agreement. (See [International Availability](#) for a list of countries and their associated data centers.)

Regional Data Centers: It is important to note that a customer that places an order based in one of the countries above will have a regional data center. For example, a customer that places an order from Italy has their online services provisioned and accessible through the Dublin Data Center.

Multi-National Users: If a company has users located in different countries or that travel around the world, those users continue to be serviced from their local data center. For example, a customer with a Service Usage Address based in Italy who travels around Europe and Canada always has their Online Services provisioned and accessed out of the Dublin Data Center.

⁵Australian prospects interested in either Business Productivity Online Standard Suite or Business Productivity Online Standard Deskless Worker Suite are required to work with Telstra unless they currently have either an EA or CASA Agreement.

Minimum Order Requirements

A **five-user minimum** is required for the initial order. No minimum is required for additional quantities purchased of the same service.

Subscription Term

The subscription term length for all services is **12 months**.

The following scenarios are exceptions to the subscription length for:

- When additional users are added to an existing service for the same subscription.
- For the purchase of extra storage for an existing service.

Please see the [Maintain: Additional Orders](#) section of this guide for detailed information on purchasing additional seats.

Licensing

The principle licensing model is on a per-user basis through a User Subscription License (USL).

User Subscription Licenses

A USL provides non-perpetual rights to the online service and, in some cases, non-perpetual client access rights for on-premise server equivalents (server license purchase required). See the Server/Client Access License (CAL) section of the Microsoft Product Use Rights (PUR) for online services and their corresponding on premise servers. USLs include rights to the latest Microsoft Online software updates and upgrades as long as the customer is current on their subscription.

User Subscription Licenses for Software Assurance (USL for Software Assurance)

A USL for Software Assurance is similar to a USL except that it may be assigned to users who have also been assigned a qualifying CAL with active Software Assurance or to those who use a device to which a qualifying Device CAL with active Software Assurance has been assigned. See the Microsoft [Online Services Product Use Rights](#) for more information on how they may be assigned and reassigned and for which online services they apply.

Pricing

Prices for the Business Productivity Online Suite services are listed at <https://mocp.microsoftonline.com/> when a customer adds a service to their online shopping cart. Customer prices are the same whether or not the purchase is made with or without the assistance of a partner.

Price Discounts

Price discounts are available for volume orders and are determined for each individual service subscription (not an aggregate of all service subscriptions).

Price Levels are based on the quantities listed below for all Online Services. For actual prices, you must add services to your shopping cart at <https://mocp.microsoftonline.com/>.

Quantity	Price Level
0 to 249	1
250 to 2,399	2
2,400 to 5,999	3
6,000 to 14,999	4
15,000 and above	5

The price discount for high-volume orders is based on the total quantity of users purchased for an individual service subscription. For example, if a customer purchases 100 seats of the Business Productivity Online Standard Suite and 300 seats of Exchange Online Standard, then the price level for Business Productivity Online Standard Suite is based on the 100 seats (Price Level 1), and the price level for Exchange Online Standard is based on the 300 seats (Price Level 2).

For more information about how to add seats to an order, please see [Maintain: Additional Orders](#).

Price Promotions

A price promotion is only available during the stated promotion period. If a promotion has expired, additional purchases do not receive the price promotion discount.

At the time of purchase, the customer needs to acknowledge that promotion prices are available for a limited time and are valid for the related subscription term.

Currency

Licenses for the Business Productivity Online Suite and Business Productivity Online Deskless Worker Suite are available to purchase in these 11 currencies:

- Australian Dollar
- British Pound
- Canadian Dollar
- Danish Krone
- Euro
- Japanese Yen
- New Zealand Dollar
- Norwegian Kroner
- Swedish Krona
- Swiss Franc

- U.S. Dollar

Payment Options

Credit card payment is available to all customers.

Payment via check, wire transfer, or automated clearing house is also available, based on Microsoft approval, for customers that receive electronic invoices.

Billing

- **Monthly Billing** is available for the 12-month subscription term.
- **Electronic Invoice:** Customers can either receive an electronic invoice (option in MOCP during order entry) if the total of the customer's subscription exceeds \$500 per month. If customers choose this option, then they receive a monthly electronic invoice by e-mail for each order placed. Note: Each order can have multiple service subscriptions.
- **Electronic Statement:** An Electronic Statement (eStatement) is produced when an invoice is sent or after a credit card is charged. Customers can view the eStatement on MOCP (not available via e-mail). An eStatement is consolidated at the order level and is available per order, per month.
- **Purchase Order Number:** Customers can provide a purchase order (PO) number in MOCP for reference on all of their invoices and eStatements. Customers can also modify the PO number as needed through MOCP at any time.
- The **language** (English, French, German, Japanese, or Spanish) that the user sets up in their MOCP User Profile determines the language in which they receive invoices, eStatements, and notifications.

Customer Activation

After purchasing the online service, the customer activates the service by completing the information via the Microsoft Online Services Customer Portal at <https://mocp.microsoftonline.com/>. Renewals of existing service subscriptions do not require re-activation. Activation and provisioning notifications are sent to the customer and partner (if applicable).

Additional Orders

Additional Orders of Same Service

The customer has two ways to order additional licenses to an existing subscription through MOCP:

1. Addition to Existing Subscriptions

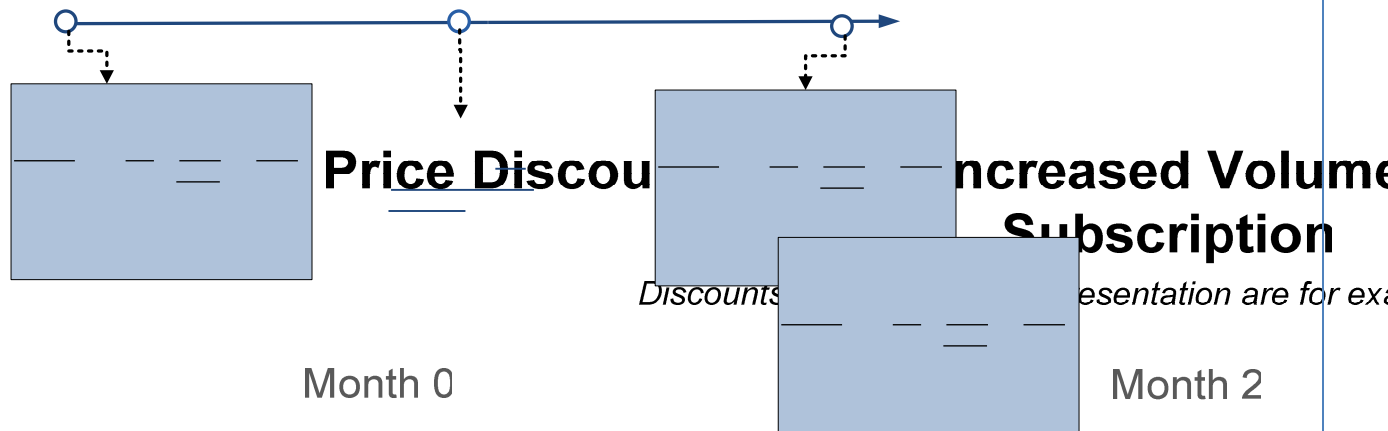
Individual New Subscriptions

The customer can place a separate order **for a new subscription** of the same service. In this case, the subscription term is 12 months and is managed separately from any other orders. The new subscription is not consolidated into the monthly eStatement from the original order and has a separate eStatement.

PRICING: If the additional ordered quantity is purchased as a separate subscription under the same agreement, the price level is based on the quantity ordered for that **individual** subscription. Price levels are determined at the subscription level and not consolidated with any previous subscription orders.

EXAMPLE: If a customer purchases 75 seats of Exchange Online and two months later purchases 200 additional seats of Exchange Online as a new individual order (separate from the original order), the price level for the next bills are based separately on the 75 seat order and 200 seat order.

Figure 3: Price Discount Example for Additions to a Separate Subscription



Upgrades/Downgrades Initial Purchase – Month 0

If a customer chooses to upgrade from an individual service component to the suite, or downgrade from a suite to an individual service component, they can do so at the end of their subscription.

A discount is not available to customers that already have individual service component licenses when upgrading to the full suite.

Service	Qty	Price	Price Level
BPOS	75	1	\$15/User

Customer purchases 200 additional BPOS licenses under a separate subscription order.

EXAMPLE: A customer has already purchased 50 licenses for SharePoint Online Standard, and later in the first subscription term decides to purchase licenses for the entire Business Productivity Online Standard Suite for their 50 users. In this situation, the customer needs to purchase 50 additional licenses for the suite. If it is within the 30-day cancellation period, the customer can cancel the original order for SharePoint Online Standard and purchase a license for the suite separately. If it is after the cancellation period, the customer needs to wait until the end of the subscription term to cancel SharePoint Online Standard and still needs to purchase the suite license separately.

Orders of Add-On Services

An Add-on Service is a service purchased to enhance another Online Service. The Add-on Service depends on a pre-requisite service that the customer has already purchased. At launch, the following Add-On Services will be available:

- Exchange Online Extra Storage—depends on Exchange Online or the Business Productivity Online Standard Suite

- SharePoint Online Extra Storage—depends on SharePoint Online or the Business Productivity Online Standard Suite

When an order for Extra Storage is submitted after the original order of Exchange Standard Online or SharePoint Standard Online, the subscription term for the Add-On Service is aligned with the original order term length.

EXAMPLE: If SharePoint Online is purchased on January 1 2009 with a 12-month subscription term ending December 31, 2009, and the SharePoint Online Extra Storage is purchased on May 1, 2009; then the subscription term for the SharePoint Online Extra Storage will end on December 31 2009 to align with the original purchase.

Renewing Orders

All subscriptions automatically renew at the end of each subscription term for another 12-month term. No action is necessary on the part of the customer to auto-renew. The renewed subscription maintains the same number of users, term length, billing, and payment options. The customer can also change the PO number at renewal (or at anytime) as needed. Renewal prices are determined at the time of auto-renewal. The customer can **opt in** or **opt out** of auto-renewals via MOCP at <https://mocp.microsoftonline.com/> for each individual service. Auto renew is the default option for all subscriptions.

The customer receives notifications about renewals prior to the renewal date. The customer is responsible to opt out prior to the auto-renewal subscription term regardless of the receipt of any notifications. If the customer has chosen not to auto-renew or not manually renew their subscription, the service is terminated.

Cancellation Policy

To cancel a subscription, the customer must contact Microsoft customer care.

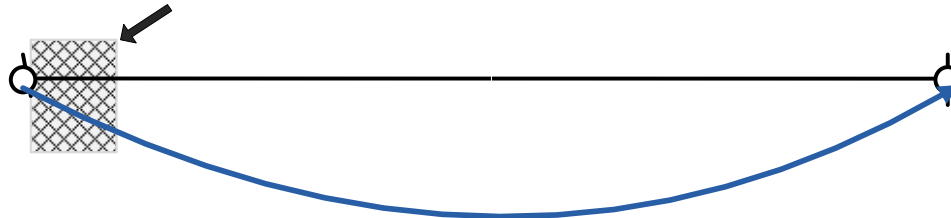
Cancellation Policy for Subsequent Subscription Terms

After the renewal of the first subscription term, you can cancel at any time with a minimum of one-month advance notice. After giving notice, your service continues to be available for the remainder of that month and all of the following month, and you are charged for that period of time.

30-Day Cancellation Period During the First Subscription Term

Customers have 30 days to cancel a subscription after they initially order for the first year. If customers cancel the initial subscription **during** the 30-day cancellation window, they receive a refund for the entire subscription minus the first month. If customers choose to terminate the initial subscription **after** the 30-day cancellation window during the initial subscription term, they are not entitled to a credit or refund for that subscription term.

- **Figure 4: Cancellation During the First Subscription Term**



Cancellation Policy During First Subscription Term

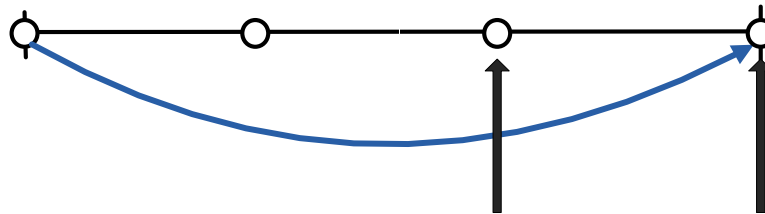
Cancellation Policy for Subsequent Subscription Terms

After the renewal of the first subscription term, customers can cancel at any time with a minimum of one month advance notice. After giving notice, service must be available for the remainder of that month and all of the following month, and customers are charged for that period of time.

30 Day Cancellation Window

Year 1

Figure 5: Cancellation During Subsequent Subscription Terms



Cancellation Impact on Add-On Subscriptions

If a subscription is cancelled and has a dependent add-on subscription, then the add-on subscription is also cancelled. For example, if a customer cancels SharePoint Online but also has the Add-on Extra Storage for SharePoint, both are cancelled.

Cancellation Policy During Second Subscription Term

FREQUENTLY ASKED QUESTIONS

Licensing

Do I need to purchase licenses for every SharePoint Online user?

Yes. You must purchase a license for every user.

Do I need to purchase licenses for an external Microsoft Office Live Meeting user?

You do not need to purchase licenses for external users who attend a Live Meeting. If an external user needs to schedule a Live Meeting, conduct a Live Meeting, or use the Easy Assist feature in Live Meeting, they do need a license.

Are there any other types of license offerings besides a USL?

No. All licensing is on a per-user basis through a USL (with the exception of the add-on Subscription License for Extra Storage). Device licensing (DSL), SSL, and other licensing types are not supported.

Do Microsoft Online Services qualify as an enterprise product compatible with the Platform EA?

Microsoft Online Services are classified as “Additional Products.” This means that they do not qualify for the server piece of the Platform Enterprise Agreement. To qualify for a Platform EA, a customer must continue to purchase either the Core CAL Suite with Software Assurance or the Enterprise CAL (ECAL) Suite with Software Assurance.

Can customers “buy out” their subscription licenses similar to how buyouts are done today with on-premise licenses if they want to own perpetual license rights?

No. Customers cannot buy out their Online Subscription licenses that are hosted by Microsoft.

Does a customer have to purchase the license separately from the service?

No. The customer purchases the USL, which includes both the non-perpetual rights to the software as a part of acquiring the service.

Do I need to purchase Software Assurance for my Online Services Licenses?

No. Unlike on-premise licenses where customers need to buy Software Assurance to cover maintenance and upgrades, the user subscription licenses include rights to the “latest and greatest” versions of the online services software hosted on Microsoft data centers for as long as the customer continues to pay their subscription service fees.

Can a customer add users to their existing subscription at any time?

Yes. Customers can add users to their existing subscription at any time.

Are there taxes and/or accounting ramifications to subscriptions versus licensing?

Customers are advised to check with their company CPA or accounting department for guidance related to all tax questions. From the partner standpoint, fees received through the Microsoft Online Services Program are income, which has no offsetting expense.

Can my customer purchase licenses for the Business Productivity Online Standard Suite or Business Productivity Online Deskless Worker Suite through standard licensing programs?

The Business Productivity Online Standard Suite and Business Productivity Online Deskless Worker Suite offerings are available to customers only through the MOSP. Customers purchasing through their EA or CASA are advised to purchase the Business Productivity Online Standard Suite and Business Productivity Online Deskless Worker Suite through their existing Volume Licensing programs.

Can the customer choose which version of an online service is used?

The customer cannot choose which service version to use. The online service provided from Microsoft's data centers is always the most up-to-date version.

Which services are included when customers sign up for the service from Microsoft? Are optional services available from a partner?

Microsoft hosts, provisions, maintains, and conducts billing and account maintenance for Online Services. A partner plays a key role in building a successful Online Services program and can provide value-added services, such as:

- Support
- Application integration
- Migration
- Consulting
- Testing
- On-site deployment work
- Managed services

What happens if a customer's domain name changes?

The customer needs to contact Customer Service.

Who does the customer need to contact if the person who had access to MOCP is no longer valid? How do they set up a new user as the administrator?

The customer needs to contact Customer Service.

Is the 1-GB extra storage per stock-keeping unit (SKU) per user pooled/shared across all users?

Extra storage is pooled/shared across all users.

Is it true that the Online Service USL also counts as an on-premise CAL? If a customer purchases a USL through MOSP, but has an EA, Select License, or

Open Value Agreement, does that USL count as a CAL under their Volume Licensing agreement?

Yes. The USL is a dual license for use with the online service and to access a corresponding on-premise server. However, the USL does not grant perpetual rights. Customers still have to buy any additional CALs associated with accessing the server. For example, an Exchange Online Standard USL can act as an Exchange Standard CAL, but customers still need to buy a license for the Windows Server® CAL.

See the Product Use Rights (PUR) for specific rights and specific CALs corresponding to USLs.

What is the difference between the CAL rights granted by the USL and a CAL?

The difference is that USLs for Software Assurance must always be assigned to a user or a device with a CAL and must be reassigned at the same time. See the PUR for more information.

Can I change my user profile country after initial registration?

The customer cannot change their user profile country after initial registration.

International Roll-out**How were the international countries selected?**

Marketing, Finance, and Microsoft International worked together to assess market opportunity and finalize the list of fiscal year 2009 (FY09) markets. Below are a few of the many factors that went into the decision:

- PC install base
- Broadband penetration
- Active Exchange licenses
- Subsidiary size and revenue
- Ability to use the five BPOS languages
- Ability to use the three BPOS data centers

My country is not included in the FY09 release, when can I sell Online Services? What about trials?

Another major Online Services release will happen in FY10, which could include more countries and languages.

Why are few countries included? What does it take to launch Online Services into a new country?

The international expansion of hosted services is more complicated than traditional software. Before we can launch into a new country, three major work streams must be completed for **each** country.

- **Legal and Regulatory Review:** This review includes all applicable areas, including Telco, privacy, data handling, tax, billing, and data center regulations. This research may drive additional engineering and operations work necessary to comply with the unique laws and regulations of each country.
- **Engineering Work:** In addition to the work necessary to comply with local laws and regulations, engineering must write code specific to each country. This includes the ability for customers in that country to purchase licenses through the Microsoft Online Customer Portal (MOCP), and to provision users in that country via the Microsoft Online Administration Center (MOAC).
- **Data Centers:** To ensure a good user experience without substantial latency, we require two data centers within an acceptable distance of each country. For more information, please refer to the questions in the data centers section of this document.

Multinational Use

Can a multinational with employees in both approved and non-approved countries purchase Online Services?

Any customer with a Service Usage Address in one of the Approved Countries may purchase Online Services. When a customer logs onto the MOCP, they must choose their company's country (based on Service Usage Address), and only SKUs that are available in that country appear. Please refer to the next question for details on how the provisioning process works for multinationals with employees throughout the world.

Can a customer in the Approved Countries provision users outside of the Approved Countries?

When provisioning users in the MOAC, the customer's IT Generalist must select a "usage location" for each user. This field automatically defaults to the company's country (based on Service Usage Address), but can be changed by the IT Generalist at any time. When changing a user's usage location, the IT Generalist can choose from a drop-down list with all of the countries Approved for Provisioning.

Is the service the same in every approved country?

The service is not necessarily the same in each of the Approved Countries due to legal and regulatory requirements. Based on which Approved Country is selected for a particular user, certain features and/or services may be blocked or limited. For example, users in certain Approved Countries might have the Voice over Internet Protocol (VoIP) feature in Live Meeting disabled. For more information on your country's specific legal requirements, please contact your local Legal and Corporate Affairs (LCA).

If a user located in an approved country is on a trip to a non-approved country, can they still use the service?

Yes. Incidental or nomadic use as in where a user based in Approved Country travels to or through a non-Approved Country is permissible.

Can there be multiple “Service Usage Addresses” for a single subscription?

Only one Service Usage Address is allowed per subscription.

I have a multinational company, how should I place my order?

The customer must set up a single Service Usage Address per subscription. All users (even if in different countries) are served by the data center assigned to the subscription country.

For example, if a Japanese country purchases 100 seats under a service subscription, all 100 seats are provisioned out of the Singapore data center. Within the Microsoft Online Admin Console, the customer could subsequently assign seats to people in the United States or a European country; the service would still be provided out of Singapore for all users. Slow response due to data transmission latency is a risk when users are located far away from the data center within which the company is provisioned. The risk is greater for SharePoint Server than it is for Exchange Server, because most SharePoint Server functions involve real-time data transmission and the core Exchange function (e-mail) is handled via non-real-time data synchronization.

Sales and Pricing**As a partner, our legal department requires new purchase orders every year, and the new PO must show on the invoice. Can Microsoft handle that? Can I align the PO with my customer’s fiscal year?**

The customer can change their Purchase Order number in MOCP at anytime. However, they are not permitted to change the invoice number.

Can Microsoft bill against a customer’s PO?

Yes. Currently, each invoice represents what was included in an order. Each order must have a single PO number assigned. However, the order placement process in MOCP does not have a check in place if the customer enters the same PO number on multiple orders because this is a free text field.

Can you show a new PO every year?

We can show a PO number on the customer’s invoice, but we do not currently have a way to ensure that the customers put in a new PO number every year. However, customers can update their PO numbers at anytime.

How do I give a quote to my customer?

Partners can create a quote for their customers as soon as May 2009. Until then, customers need to use their shopping cart at the Microsoft Online Services Customer Portal at <https://mocp.microsoftonline.com/>.

For large (greater than 5,000 users) or complex Business Productivity Online Standard Suite or Business Productivity Online Deskless Worker Suite projects, please e-mail bposales@microsoft.com.

If my customer places an additional order and the price has increased, do my customers pay what they originally paid?

Yes. If the customer places an additional quantity order for an existing service during the term of the subscription they pay the same price as the initial order for that service during that term (Price Period Protection). For example, a customer buys 10 licenses for Business Productivity Online Standard Suites for \$15 on day one. They then want to add users three months later. They pay \$15 per desktop PC at that time, even if the price of the SKU is now \$20. However, if the customer wants to add users a year later, after the original 12-month service term is renewed, then they pay the prevailing price for the SKUs during the new term.

Note: The customer must place the order for additional quantity under their existing subscription, not a new subscription, to obtain the pricing of the original subscription.

If my customer places an additional order (for example, additional seats for the same service) and the price has decreased, does their price decrease for the entire subscription? Does the price decrease for the additional number of seats?

No support for price reductions is available at this time. However, if the customer places an additional quantity order for an existing service, Price Period Protection does apply. This is the same as above. Price protection works both ways: price increase or price decrease.

My customer is considering Business Productivity Online Standard Suite but the competitive service that they now use is 20 percent lower. Is there anything that Microsoft can do to match the lower rate?

Additional pricing discounts are not offered in MOSP beyond the published volume discounts. More seats can always be purchased to obtain a lower price level.

Can prices be negotiated? I have some unique circumstances that need attention and may warrant a better price.

Pricing listed on MOCP is not negotiable. However, licenses for the Business Productivity Online Suite can also be bought through the EA and CASA, which do allow agreement terms to be more customized.

Can my customer sign a three-year term length instead of a one year?

Currently, MOSP only allows for 12-month subscription term lengths.

Can my customer's subscription period align to their Open Value Agreement?

No. This is a new offering in the market, and it is not reliant on any existing agreements. Because it is a new agreement, it does not tie to the Open Value or other Volume Licensing agreement contract dates.

If my customer is automatically renewing, does the price remain the same?

No. The subscription is renewed at the current price and not the previous subscription price. The customer is notified prior to the renewal that the price has changed.

What training/certification is required to become an authorized partner? Are you going to let every registered partner into the program? Is there some exclusivity?

Training is required but no limit exists for the number of partners who can register.

What capabilities do I (as a partner) have to use to see the status of each of my customers?

None at this time. These types of order status capabilities are added in a later revision.

If my customer places an order for 200 seats of Exchange Online and 100 seats of Business Productivity Online Standard Suite, is Business Productivity Online Standard Suite priced at the 100 level or 200 level, assuming that a price break exists?

A volume level pricing based on seat commitments is available and set by the volume of the **individual** service, not the highest level of the total of all services.

When the introductory discount is offered, is Microsoft bound to that until the next renewal or can it end before that?

The customer receives the introductory discount until the end of the subscription term for that quantity purchased.

When a customer signs up for a trial, a minimum of 20 seats is required. What if they decide to go ahead but only need 5 seats? Because they have prepaid for 20 seats, do you then credit back the unused 15 seats? Is there a simple way to downgrade to 5 seats from the original 20 seats?

Trials are free. No prepayment is required. After a trial, at the time of purchase, the customer needs to specify the exact number of users for the services they subscribe to. This can be a lower or higher number of users than they had during the trial.

Can orders placed using multiple Windows Live™ IDs by a customer organization in MOCP be consolidated?

The customer can consolidate orders by contacting Customer Service.

How were international prices determined?

Prices were determined based on a number of key factors, including the cost of hosting the service in different geographic regions, competitive offerings, and the current volume licensing rates and spot FX rates for applicable currencies.

How often are international prices reviewed and updated?

Pricing is reviewed annually to evaluate material changes in costs of hosting the service, competitive analysis, local costs of operations, and spot FX rates. We understand that maintaining consistent pricing is important to our customers, and changes are only made when necessary.

Why are additional currencies *not* offered on the price list?

Available currencies are consistent with the currencies currently approved and published in Volume Licensing.

Billing Options

As a partner, how can I audit the invoices sent to my customers?

Unless the customer grants their partner access to their company's secured information, Microsoft will not make this available to the partner.

We use electronic data interchange (EDI) to process invoices to our customers.

Many of our customers are EDI only. How does Microsoft handle these situations?

Microsoft bills customers directly in MOSP. EDI is not supported at the time of launch for MOSP-based purchases. Purchases of BPOS in the EA and CASA programs use all existing tools and processes.

As a partner, how do we know when our customers are past due?

Since billing is direct to the customer from Microsoft, partners do not have access to the customer's billing information unless the customer gives the partner access to this information.

As a partner, what happens if my customer's service is discontinued?

Once a customer's service is discontinued, the partner's payments are discontinued as well. A partner will not receive any Net Add for a customer who begins to pay their bill again and has their service reinstated.

When is a customer's service discontinued?

Service is discontinued at 30 days past due.

What collection methods does Microsoft use?

Microsoft owns the relationship with the customer. We have a process for credit card and invoice transactions with a third-party vendor that allows the customer multiple opportunities to become current on their bill commitment. Customer bills are available in MOCP.

Can a customer select annual billing?

At this time, only monthly billing is available through MOSP.

My customer is qualified for a tax exemption. How can the tax be removed from their bill?

The customer can do this through Customer Service.

Auto Renewals

If a customer does not respond to renewal requests, what happens? Do we not need a formal statement declining the renewal? Does billing continue? Who has the responsibility for following up?

If the subscription is set to automatic renewal, the subscription automatically renews under the same Terms and Conditions, billing, and subscription term lengths. Prices are determined at the time of the renewal.

If a subscription is set to non-automatic renewal, the customer receives multiple notifications directly from Microsoft to manually renew their subscription(s). If the customer does not renew the subscription at the end of the subscription term, the service is deactivated.

If a customer wants to opt out of their auto-renew relationship, they can easily do so in the MOCP. If a subscription is set to automatically renew, then billing continues, and the subscription automatically renews. Billing does not continue if the subscription is set to non-auto renew and if no action is taken by the customer to renew their subscription. The customer is responsible for managing their subscriptions. Microsoft automatically delivers notifications to the customer.

If a customer adds seats to a Microsoft Online Service, does the service then renew 12 months from the initiation of that additional order?

No. The additional quantity order syncs subscription term end dates with the original order of the same service.

If an order automatically renews, can the customer change the PO?

The customer can change their PO number at any time in MOCP, before or after renewal. Customers continue to be billed with the same PO number if they choose not to update the PO in the billing details.

If a customer wants to automatically renew, do they still get end of subscription notifications?

Notifications are sent to the customer prior to the end of the subscription term if they have chosen not to auto-renew, if the Microsoft Online Subscription Agreement has been revised, or if prices have changed.

Can I set up all of my customers to NOT automatically renew?

No. Only the customer can change their auto-renewal settings through the Microsoft Online Services Customer Portal.

Cancellation Policy

What is the cancellation policy if a customer has conducted a free 30-day trial?

If the customer participates in a trial, they can cancel without penalty within the first 30 days of making a **purchase**.

Support

What type of support is available?

Customers can request support at <https://mocp.microsoftonline.com/Site/Support.aspx>. Customers can choose to submit a service request at this site or call a Customer Support Representative.

Partners

What is Quickstart for Microsoft Online Services?

This is a Microsoft program that can help partners become Online Services resellers. The program has an on-boarding experience of a comprehensive resource center, step-by-step guidance for enrollment, and support for sales activation.

Quickstart includes the following three pillars:

- **Discover:** Partners can get sales resources explaining the business model, partner incentive fees, and technical training to help with migration, coexistence, and customization of Microsoft Online Services.
- **Enroll:** Partners can be authorized to sell licenses for the Business Productivity Online Standard Suite in two steps: Sign the Online Services Partner Agreement and pass the Online Services Assessment.
- **Activate:** Partners can promote their services within Solution Finder, Marketplace and start selling Online Services to customers.

For more information on Quickstart for Online Services, please visit <http://www.quickstartonlineservices.com/discover/> or the Microsoft Partner Program portal.

What role do partners play in Microsoft Online Services?

Partners play a key role in building a successful Online Services program. All Microsoft Online Services deals require a significant amount of preparation and migration activities, ranging from infrastructure consulting (network, Active Directory® directory service, etc.), application rationalization and testing, on-site deployment work, and support. We believe partner opportunities for business engagements exist in all of these different areas.

What are the benefits of Microsoft Online Services to my business? To my customers?

Microsoft Online Services provide new opportunities for partners to reliably extend value to their customers.

Partner benefits include the following:

- **Expand Reach** by reaching new customers and market segments, providing new opportunities for your business.
- **Help Grow Revenue** through adding new services and expanding recurring revenue and up-sell opportunities.
- **Increase Velocity** with improved capacity and scale and reallocate resources for gains in efficiencies.

Customer benefits include the following:

- **Streamlined Communication** by bringing together different modes of communication into a seamless experience with a single sign-on; users can stay productive no matter where they are.

- **Simplified Management** with quick activation and no additional equipment or software to procure, configure, and manage, helping companies to free IT professionals to focus on other projects.
- **Security and Reliability** datacenters run on a 99.9% scheduled uptime. Data exchanged between datacenters and the end users are secured with encryption.

Can partners in non-approved countries sign up to be Quickstart partners?

Yes.

Can a global/regional partner be an “adviser” under Quickstart in one country, and then sell as a strategic partner in another country?

Yes.

The partner fees earned are based on the order (12 percent for the initial order). What happens if a customer orders 10 additional seats one month after their original order? Does the Partner of Record then get the 12 percent on those 10 seats?

Yes. Partners are compensated at 12 percent on the initial order in addition to 12 percent on additional seats.

Are partners charging our customers for bringing them online with Business Productivity Online Suite (BPOS), or is the partner compensation meant to cover that expense?

The partner compensation model is for the sale of BPOS to the customer. Partners may choose to sell additional services to the customer (data transfer, provisioning) for an additional fee.

Can the service be ordered without working with/or mentioning a partner? Does the customer always have to select a partner?

A customer is not required to designate a partner.

What happens if a partner does not show up on the list of “Partners of Record” in MOCP?

Only authorized Microsoft Online Services partners are listed. Partners need to register through the Quickstart program at <http://www.quickstartonlineservices.com/discover/> to be listed on MOCP.

Is the “Partner of Record” sent a notification when they are listed on a sale in MOCP?

Yes. Partners are notified if they are identified as the Partner of Record.

Can the customer switch the partner after starting the service?

Yes. The customer can change their Partner of Record at any time. The new partner receives all fees and notifications going forward.

Does the commission vary by partner level (certified/registered/gold)?

No. The commission is based on a customer designating a partner as part of their order for services. Visit <http://www.quickstartonlineservices.com/discover/> to learn more about becoming an Online Services partner. Existing partners need to enroll; they are not automatically eligible to sell Online Services.

Can we become a Partner of Record after a customer has purchased direct from Microsoft?

You can enroll to become an Online Services Partner at anytime. The customer can add a partner designation to their order at any time (even after the original order is completed).

What determines the order in which the partners appear?

Partners are listed in the following order in MOCP for the following three search types:

1. By Name: a) Organization Name, b) Customer Reference Count, c) Program Level
2. Postal Code & Proximity: a) Distance from Postal Code Area, b) Customer Reference Count, c) Program Level
3. Country & State, or county: Customer Reference Count

What is happening to SPLA prices and when?

Customers can buy a Subscriber Access License (SAL) for Software Assurance, and then the Services Provider License Agreement (SPLA) partner gets a discount that they would presumably pass on to the customer.

What other changes are happening to SPLA?

Customers who have on-premise Exchange Server and SharePoint Server with Software Assurance can get a credit by presenting evidence of their ECAL, Core CAL, Exchange CAL, SharePoint CAL, or Office Communications Server CAL.

We are a SPLA partner. Can we license SPLA for a customer on Windows Server? Then if they want Exchange Online, can we be the partner of reference and sell them the online subscription?

If a SPLA partner signs the MOSP partner agreement, they can be listed as the partner of record on orders. However, if they are selling under their SPLA Agreement, then they would be selling as a SPLA partner.

Data Centers

Where are the data centers located? Can a customer request a particular data center?

For FY09, Microsoft uses primary data centers located in the United States, Dublin, and Singapore with a back-up data center in Amsterdam and an additional location in APAC. Customers are automatically provisioned in the primary data center closest in geographic proximity to the company's Ship-To address.

Please see [Data Centers](#) for more information.

Can you ensure that a customer's data never leaves the data center assigned to them?

Microsoft cannot guarantee that data stays in a single jurisdiction, but it does comply with all applicable laws regarding cross-border data transfer, including the European Union (EU) and U.S. Safe Harbor requirements. We have many reasons for why we cannot provide this type of assurance. Most important, Microsoft must be able to manage our services and move data as necessary to provide our customers with the best possible service. Also, we may be required to move data outside of a data center to the extent necessary to respond to a lawful request for the production of documents from law enforcement authorities.

What is Microsoft's data center strategy?

Our strategy is to cover 95 percent of the market opportunity worldwide from geo-redundant data centers (for example, Dublin and Singapore) with less than 100ms latency. Our plan is to do this by the end of FY10, assuming budgets and regulatory issues are addressed. We are also looking at new approaches that allow us to quickly drop data center capacity into a particular country for competitive, regulatory, and market reasons.

APPENDIX

Appendix A - Glossary

Agreement: Any active Volume Licensing Agreement.

Auto Renewal: Refers to the act of automatically renewing a subscription.

Business Productivity Online Suite: The Microsoft Business Productivity Online Suite is a family of services that delivers rich collaboration and communications capabilities. Services can be purchased individually or as part of the suite. See [Current Service Offerings](#).

Business Productivity Online Standard Suite: A Microsoft Business Productivity Online Suite offering available to 20 countries as of April 2009. For details, see [Current Service Offerings](#).

Business Productivity Online Deskless Worker Suite: A Microsoft Business Productivity Online Suite offering available to 20 countries as of April 2009. For details, see [Current Service Offerings](#).

Cancellation Policy: This policy provides a 30-day window in the initial subscription term where a customer can cancel their subscription and only has to pay for the first 30 days.

Dependent Service: An add-on service, such as Extra Storage, that depends on implementing another service, such as SharePoint Online.

Microsoft Online Subscription Agreement: An agreement signed through the Microsoft Online Services Customer Portal (<https://mocp.microsoftonline.com/>), which covers all Online Services sold via the program.

Microsoft Online Administration Center (MOAC): The Web site where a customer manages users, manages licenses, and configures their Online Services at <https://admin.microsoftonline.com/>.

Microsoft Online Services Customer Portal (Customer Portal): The customer Web site at <https://mocp.microsoftonline.com/> where a customer purchases and activates their Online Services through the Microsoft Online Subscription Program. Customers are linked to this site when visiting the Microsoft Online Services Web site at www.microsoft.com/online.

Microsoft Online Subscription Program: A new Microsoft Volume Licensing program that enables business customers to purchase, activate, provision, and maintain a new generation of Microsoft Online Services.

Service Activation: The initial provisioning of a service. It represents the state in which the service is available for use and administration by the customer organization.

Service Offering: The specific online services that are offered to customers.

Service Subscription: An ongoing obligation to provide a specific service and items associated with the purchase of an Online Service SKU. Entitlement rules dictating the terms and details of the subscription are specific to the Online Service purchased, but overarching rules exist for all services.

Subscription Renewal: Refers to the renewal of the subscription, which occurs automatically at the end of the subscription term unless the customer opts out of automatic renewal at <https://mocp.microsoftonline.com/>.

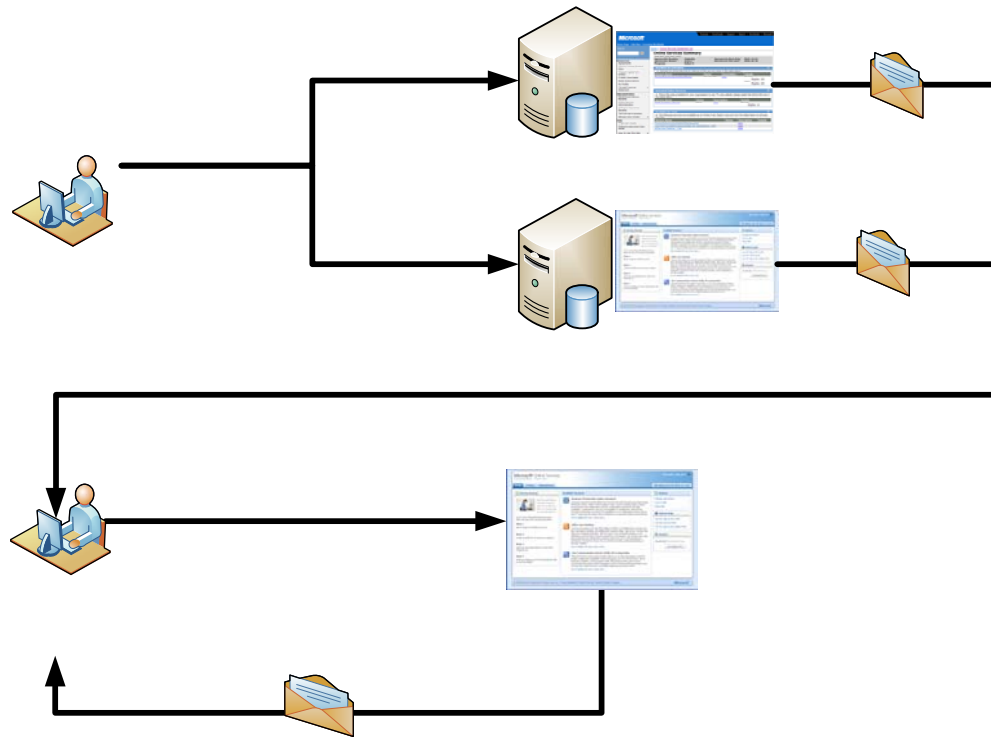
Appendix B - Enterprise Agreement Customers

Enterprise Agreement (EA) customers can purchase licenses for the Business Productivity Online Standard Suite or Business Productivity Online Deskless Worker Suite via their Enterprise Software Advisor (ESA) with no change in process as it exists today.

Specific business policy rules to consider:

- **Pricing:** Existing EA customers benefit from their current Microsoft investment by being eligible to purchase a Step-up License (discount USL) for the Business Productivity Online Standard Suite. EA customers must have an active **Core CAL** or **ECAL** with active Software Assurance to qualify for the EA Suite Step-Up License. Business Productivity Online Deskless Worker Suite does not require a CAL.
- **Subscription Term:** The Business Productivity Online Standard Suite Step-up License and Business Productivity Online Deskless Worker Suite are only made available as a **coterminous/aligned** subscription term length. The software is licensed for the same period as the customer's existing Enterprise Agreement. A 12-month subscription term length is not made available in the EA program.
- **Offering Details:** The Business Productivity Online Standard Suite or Business Productivity Online Deskless Worker Suite components are not available to be licensed **individually** in the EA program. If a customer would like to purchase an individual component service (for example, Exchange Online, SharePoint Online, etc.), they may do so through the new Microsoft Online Subscription Program. Only the suite licenses can be purchased through EA.
- **Add-On Services:** There are currently two add-on services for Business Productivity Online Standard Suite that require a pre-requisite suite subscription to be usable. The services are Exchange Online Extra Storage (Add-on USL to Exchange Standard Online) and SharePoint Online Extra Storage (Add-on USL to SharePoint Standard Online). In both cases, storage is pooled across all users.
- **Applicable License Programs:** Licenses for the Business Productivity Online Standard Suite and Business Productivity Online Deskless Worker Suite are only available for purchase via an Enterprise Agreement, Campus and School Agreement, or the new Microsoft Online Subscription Program. At the time of launch in November 2008 in the United States, these suites are not offered in any of the following programs: Select License, Select Plus, Open License, Open Value, or Open Value Subscription.
- **Available Geographies:**

- **United States:** The Business Productivity Online Standard Suite is available to customers only in the United States as of November 2008 in EA. The Business Productivity Online Deskless Worker Suite will be available in the United States in April 2009.
- **Wave 1 International Countries:** The Business Productivity Online Standard Suite and Business Productivity Online Deskless Worker Suite are available to EA and CASA customers in the same international countries as MOSP as of April 2009⁶. See [International Availability](#) for the full country list.
- **Activation:** Activation for the Business Productivity Online Standard Suite occurs through MOCP (Microsoft Online Customer Portal). The administrator is directed to MOCP through Microsoft Volume License Services (MVLS) and also receives e-mails about Activation directing them to MOCP.
- **Purchase & Activation Process:** The diagram below describes the partner and customer process for purchasing, activating, and provisioning the Business Productivity Online Suite licensed purchased through the EA.



- **Enterprise Subscription Agreement (EAS) License:** Licenses for the Business Productivity Online Standard Suite and Business Productivity Online Deskless

⁶For CASA, all countries included in the April 2009 launch will be supported except Australia.

EA or CASA buyer works with software advisor or reseller to place an order for Business Productivity Online Standard or Deskless Worker Suite

Worker Suite can also be purchased through an EAS. The key business policy difference between purchasing licenses for the suite through an EA versus an EAS is that the EAS allows for license quantity adjustments on an annual basis. For example, the number of licenses can be reduced or increased at every agreement anniversary date. The EA does not allow for decreases in licenses quantity at the agreement anniversary.

Appendix C - Campus and School Agreement Customers

The same business rules apply to Campus and School Agreement (CASA) customers as EA customers, with the following exceptions for the April 2009 release:

- CASA customers can also purchase licenses for the Business Productivity Online Deskless Worker components (for example, SharePoint Deskless) as well as the full suite.
- In June 2009, CASA customers can also purchase licenses for the Business Productivity Online Standard Suite components (for example, Exchange Online) as well as the full suite.
- In June 2009, CASA customers can purchase licenses for a full version of Business Productivity Online Suite and components that do not require an existing component CAL, Core CAL, or ECAL.
- Rather than estimated full-time equivalent (FTE) user counts used for software and CAL licensing in CASA, BPOS, and Business Productivity Online Deskless Worker subscriptions must match the actual number of users whether they are full-time or part-time users.

Appendix D - Additional Information and Links

Business Productivity Online Standard Suite

For more information about the Business Productivity Online Standard Suite or Business Productivity Online Deskless Worker Suite, please also see the links in the chart.

Microsoft Online Services Licensing and Offerings

Online Services outside of Business Productivity Online Suite services continue to be available through the existing Volume Licensing programs after the launch of the Microsoft Online Subscription Program. For more information about all of Microsoft's Online Services offerings and licensing programs, please see the links in the chart.

Link	Description
https://partner.microsoft.com/online/	Explains partner opportunity with Online Services
www.microsoft.com/online	Customer information about Business Productivity Online Suite services

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