Microsoft Software Assurance Benefits Overview
Access valuable resources at each stage of the software lifecycle

Plan

NEW VERSION RIGHTS
Rights to new software version releases help you lower the costs associated with software acquisition while simplifying procurement and forecasting. This helps protect your organization’s investment while providing upgrades to the latest software available.

STEP-UP LICENSE AVAILABILITY
Migrate your software from a lower-level software edition to a higher-level edition of certain products. Available at any time during the term of your Software Assurance coverage, at no additional cost.

SPREAD PAYMENTS
Take advantage of greater flexibility in managing technology expenditures with the option to make annual payments instead of one up-front payment. Helps reduce initial costs and forecast annual software budget requirements up to three years in advance.

Deploy

PACKAGED SERVICES
Plan and prepare for an efficient and successful deployment by taking advantage of comprehensive services delivered through pre-qualified deployment partners.

Desktop Deployment Planning Services
Helps lower the cost and complexity of deploying the latest Microsoft® Office and Windows® desktop software.

SharePoint® Deployment Planning Services
Access customized consulting to help lower the cost and complexity of deploying Microsoft Office SharePoint Server.

Exchange Deployment Planning Services
Provides product information, guidance, best practices and hands-on deployment training for a Microsoft Exchange implementation.

Business Value Planning Services
Helps customers realize a greater return on an Office system technology investment by identifying and designing improvements to business processes.

Use

WINDOWS VISTA® ENTERPRISE
Supports lower IT costs and improved IT efficiency. The Windows Vista Enterprise operating system is optimized for mid-size and large organizations, with exclusive features that include data protection to help safeguard lost or stolen PCs, tools for application compatibility and virtualization, and the ability to deploy a single image with different interface languages for users around the world.

MICROSOFT DESKTOP OPTIMIZATION PACK (MDOP)
Helps reduce the total cost of ownership (TCO) of your Windows desktop by accelerating operating system and application management and enhancing IT responsiveness and user uptime. Available exclusively to Software Assurance customers, the MDOP is an add-on subscription license that uses innovative technologies to help better control the desktop, accelerate and simplify desktop deployments and management, and create a dynamic infrastructure by turning software into centrally-managed services.

TRAINING VOUCHERS
Receive vouchers for technical training on select courses from Microsoft Certified Partners for Learning Solutions, the authorized worldwide training channel for Microsoft technology products and services. Training vouchers provide your IT staff with direct access to in-depth, instructor-led training using Official Microsoft Courseware from the Microsoft technology experts.

E-LEARNING
Provide your employees with access to flexible and convenient self-paced learning developed by Microsoft technology experts. Available 24 hours a day, seven days a week, Official Microsoft E-Learning delivers a rich and interactive learning experience featuring audio, games, learning assessments, and hands-on exercises.

HOME USE PROGRAM
Supports increased employee productivity and helps maximize the value of Microsoft Office by enabling employees to work from home. Eligible software includes the most widely-used Microsoft Office desktop programs.

MICROSOFT OFFICE MULTI-LANGUAGE PACK (MLP)
Enables IT to deploy a single Office 2007 image with support for 37 languages, while also supporting individuals who create or edit content in multiple languages.

EMPLOYEE PURCHASE PROGRAM
Give employees discounts on the retail pricing of some of Microsoft’s most popular productivity and consumer products. Using the same software at home and at work provides employees with flexibility, while great consumer products offer fun and excitement.

ENTERPRISE SOURCE LICENSING PROGRAM
Access Microsoft Windows source code for internal development and support. Eligible customers with 1,500 or more licensed desktops can make adjustments and improvements to systems and related applications, implement improved debugging to help maintain security, and help protect against viruses and other computer hazards.

Maintain

24X7 PROBLEM RESOLUTION SUPPORT
Receive business-critical support with 24x7 Problem Resolution phone support and unlimited Web support during business hours for Standard and Enterprise edition servers. 24x7 allows you to select the right level of support. Customers with Premier contracts can apply support incidents earned through Software Assurance towards Premier support for higher service levels.

COLD BACKUPS FOR DISASTER RECOVERY
Be prepared with complimentary “cold” backup server licenses for disaster recovery. To qualify for this Software Assurance benefit, you must have a Microsoft server license and all corresponding Client Access Licenses (CALs)—if required by the software—enrolled in active Software Assurance.

TECHNET BENEFITS THROUGH SOFTWARE ASSURANCE
Give IT staff easy access to experts and technical information to help improve service levels, control costs, solve mission-critical and day-to-day problems, and keep skills sharp.

Transition

EXTENDED HOTFIX SUPPORT
Enter into Extended Hotfix Support Agreements (EHSA) as hotfix issues arise. Annual fees associated with EHSAs are included in the Software Assurance agreement—helping to increase peace of mind and reduce support cost. To qualify for this benefit you must have a Premier or Essential Support Agreement.

WINDOWS FUNDAMENTALS FOR LEGACY PCS
Get the security and manageability of the Windows XP SP2 operating system and experience a smooth migration path to the latest hardware and the Windows Vista operating system.
## How Software Assurance benefits apply across specific Volume Licensing program offerings.

<table>
<thead>
<tr>
<th>BENEFIT</th>
<th>OPEN LICENSE</th>
<th>SELECT LICENSE / SELECT PLUS</th>
<th>OPEN VALUE</th>
<th>OPEN VALUE COMPANY-WIDE / SUBSCRIPTION</th>
<th>SELECT LICENSE SAH / SELECT PLUS SAH, ENTERPRISE AGREEMENT / SUBSCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Version Rights</td>
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<tr>
<td>Step-Up License Availability</td>
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<tr>
<td>Spread Payments</td>
<td>N/A</td>
<td></td>
<td></td>
<td>Payments for License and Software Assurance can be spread into equal annual payments.</td>
<td></td>
</tr>
<tr>
<td>Packaged Services</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td>Qualified customers receive a number of Packaged Services days based on the number of qualifying Office Application licenses and the number of Core CAL suites and Enterprise CAL suites for which Software Assurance is acquired. Refer to the Microsoft Product List at <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a> for more details.</td>
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<tr>
<td>Windows Vista® Enterprise</td>
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<td></td>
<td>For every Windows Client License covered under Software Assurance, you are entitled to 1 Windows Vista Enterprise License.</td>
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<tr>
<td>Microsoft Desktop Optimization Pack (MDOP) for Software Assurance</td>
<td>N/A</td>
<td></td>
<td></td>
<td>Available as an add-on subscription license for those with Software Assurance coverage on Windows. Refer to <a href="http://www.windowsvista.com/optimizeddesktop">www.windowsvista.com/optimizeddesktop</a> for more information.</td>
<td></td>
</tr>
<tr>
<td>Training Vouchers</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td>Office: For every 50 Office Application Licenses covered with SA, you are entitled to 2 days of training (up to 20 days). Windows: For every 50 Windows Client Licenses covered with SA, you are entitled to 1 day of training (up to 10 days). The number of eligible training days is based on the number of licenses. The ratio of days to licenses varies between Office Application products and Windows Client products. Refer to the Microsoft Product List for more information: <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a>.</td>
<td></td>
</tr>
<tr>
<td>E-Learning</td>
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<td>The number of users who can access courses is based on the number of licensed copies of qualifying products enrolled in Software Assurance. Qualifications vary by product pool (Applications, Systems, Servers). Refer to the Microsoft Product List at <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a>.</td>
<td></td>
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<tr>
<td>Home Use Program</td>
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<td></td>
<td>For each Office Application License covered with Software Assurance, a user of the licensed device is entitled to 1 copy of that product for use at home.</td>
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<tr>
<td>Microsoft Office Multi-Language Pack (MLP) for Software Assurance</td>
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<td>All Software Assurance customers with qualifying licenses in the Application Pool have access to MLP.</td>
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<tr>
<td>Employee Purchase Program</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td>Entitled to extend access company-wide.</td>
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</tr>
<tr>
<td>Enterprise Source Licensing Program</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td>Entitled to extend access company-wide.</td>
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</tr>
<tr>
<td>24x7 Problem Resolution Support</td>
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<td>1,500 desktop minimum.</td>
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<tr>
<td>Cold Backups for Disaster Recovery</td>
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<td>For each Server License covered with Software Assurance, you are entitled to run 1 instance of the software on a &quot;cold&quot; server for disaster recovery purposes.</td>
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<tr>
<td>TechNet Benefits through Software License</td>
<td>N/A</td>
<td></td>
<td></td>
<td>Number of IDs available is dependent upon type and level of agreement and product pools purchased. For more details please go to <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a>.</td>
<td></td>
</tr>
<tr>
<td>Extended Hotfix Support*</td>
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<td>Client: Not eligible. Server: 90-day enrollment not required. Annual contract fees for Microsoft Exchange Server, MOM, SMS, SQL Server™, and Windows Server™ are included as part of Software Assurance.</td>
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<tr>
<td>Windows Fundamentals for Legacy PCs</td>
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<td></td>
<td>For each Windows Client License covered under SA, you are entitled to install 1 copy as the Windows Client License.</td>
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</tbody>
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1. Can convert unused training days to increase the level of service. Please refer to the Microsoft Product List to see eligible conversion options at [www.microsoft.com/licensing/userights/](http://www.microsoft.com/licensing/userights/).  
2. A Premier or Essential Support Agreement is a prerequisite for eligibility. Not applicable to Open License customers. Web support is for low severity (Severity C) cases only. Any call-back via phone will be decremented against the customer’s Software Assurance or Premier phone incident balance.  
3. 24x7 support is for Severity A cases only. Default language after business hours will be English. Translation services will be used where available. SA incidents will be eligible to be exchanged for Premier incidents on a 1:1 basis. Transfer incidents for Premier Problem Resolution hours will be allowed. The conversion ratio will depend on local Premier list prices and will vary by country.  
4. The indicated currency is U.S. dollars only. Cost varies based on currency. Microsoft provides this material solely for informational purposes. Customers should refer to their agreements for a full understanding of their rights and obligations under Microsoft’s Volume Licensing programs. Microsoft software is licensed, not sold. The value and benefit gained through use of Microsoft software and services may vary by customer. Customers with questions about differences between this material and the agreements should contact their reseller or Microsoft account manager. Microsoft does not set final prices or payment terms for licenses acquired through resellers. Final prices and payment terms are determined by agreement between the customer and its reseller. Eligibility for Software Assurance benefits varies by offering and region and is subject to change. The Terms and Conditions of your Volume License Agreement and the Terms and Conditions under which any specific Software Assurance benefits are offered will take precedence in the case of any conflict with the information provided here. For eligibility criteria and current benefit program rules, see the Microsoft Product List at [http://www.microsoftvolumelicensing.com/](http://www.microsoftvolumelicensing.com/). Part No. 098-111033