

# Software Assurance Benefits: Entitlement Summary

## COMMERCIAL AND GOVERNMENT OFFERINGS

### TO USE THE INTERACTIVE CHART:

USE THIS CHART TO COMPARE SOFTWARE ASSURANCE BENEFITS ACROSS MICROSOFT® VOLUME LICENSING PROGRAMS.

CLICK ON ANY SOFTWARE ASSURANCE BENEFIT NAME OR VOLUME LICENSING PROGRAM FOR A BRIEF DESCRIPTION.

ROLL OVER THE ✓ TO SEE ENTITLEMENT DESCRIPTIONS FOR INDIVIDUAL BENEFITS.

### FOR A TAILORED DESCRIPTION OF SOFTWARE ASSURANCE BENEFITS:

USE THE MICROSOFT LICENSING ADVISOR FOR A DESCRIPTION OF SOFTWARE ASSURANCE BENEFITS BASED ON YOUR PURCHASE OR RENEWAL PLANS. THIS IS A FREE ONLINE TOOL. ([WWW.MICROSOFT.COM/LICENSING/MLA](http://WWW.MICROSOFT.COM/LICENSING/MLA))

IF YOU ALREADY HAVE SOFTWARE ASSURANCE COVERAGE, VISIT THE VOLUME LICENSING SERVICE CENTER FOR THE MOST ACCURATE STATEMENT OF YOUR CURRENT BENEFITS. YOU MUST BE REGISTERED TO USE THIS TOOL. ([WWW.MICROSOFT.COM/LICENSING/VLSC](http://WWW.MICROSOFT.COM/LICENSING/VLSC))

### FOR MORE ON SOFTWARE ASSURANCE BENEFITS:

VISIT MICROSOFT SOFTWARE ASSURANCE OR CONTACT YOUR MICROSOFT VOLUME LICENSING RESELLER. ([WWW.MICROSOFT.COM/SOFTWAREASSURANCE](http://WWW.MICROSOFT.COM/SOFTWAREASSURANCE))

	BENEFIT	OPEN LICENSE	OPEN VALUE NON COMPANY-WIDE	OPEN VALUE COMPANY-WIDE AND SUBSCRIPTION	SELECT LICENSE / SELECT PLUS	SELECT LICENSE SAM / SELECT PLUS SAM	ENTERPRISE AGREEMENT / SUBSCRIPTION
	Typical Size (# PCs)	5-250	5-250	5-250	>250	>250	>250
	Software Assurance	Optional	Included	Included	Optional	Included	Included
NEW PRODUCTS	New Product Versions	✓	✓	✓	✓	✓	✓
	Step-Up Licensing Availability		✓	✓	✓	✓	✓
	Microsoft Desktop Optimization Pack (MDOP)		✓	✓	✓	✓	✓
	Windows® 7 Enterprise	✓	✓	✓	✓	✓	✓
DEPLOYMENT	Planning Services		✓	✓		✓	✓
	Windows Virtual Desktop Access	✓	✓	✓	✓	✓	✓
	Office Roaming Use Rights	✓	✓	✓	✓	✓	✓
	TechNet Benefits through Software Assurance	✓	✓	✓	✓	✓	✓
TRAINING	Microsoft Office Multi-Language Pack	✓	✓	✓	✓	✓	✓
	Training Vouchers		✓	✓		✓	✓
	E-Learning	✓	✓	✓	✓	✓	✓
	Home Use Program	✓	✓	✓	✓	✓	✓
SUPPORT	24x7 Problem Resolution Support		✓	✓	✓	✓	✓
	Extended Hotfix Support	✓	✓	✓	✓	✓	✓
SPECIALIZED	Cold Backups for Disaster Recovery	✓	✓	✓	✓	✓	✓
	Windows Fundamentals for Legacy PCs					✓	✓
	Enterprise Source Licensing Program					✓	✓
	Spread Payments		✓	✓	✓	✓	✓

1. You can convert unused training days to increase the level of service. Please refer to the [Microsoft Product List](#) to see eligible conversion options. 2. The indicated currency is U.S. dollars only. Costs vary based on currency. 3. Web support is for medium severity (Severity C) cases only. Phone call back will be decremented against the customer's Software Assurance or other support agreement. After hours support is for critical incidents (Severity A) only. Default hours after business will be English. Translation services can be used where available. 4. The transfer of Software Assurance 24x7 Problem Resolution phone incident to Premier Problem Resolution Services is allowed. The conversion ratio will depend on local Premier list prices and can vary by country.

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## SOFTWARE ASSURANCE BENEFITS: ENTITLEMENT SUMMARY COMMERCIAL AND GOVERNMENT OFFERINGS

	BENEFIT	BENEFIT SUMMARY	ELIGIBILITY SUMMARY
NEW PRODUCTS	New Product Versions	Provides new software version releases so you have access to the latest technology.	Every license covered under Software Assurance may be upgraded to the newest version.
	Step-Up Licensing Availability	Enables you to migrate your software from a lower-level edition to a higher-level edition, such as Office Standard to Office Professional Plus, at a low cost.	To get a Step-up license, you need a license for the qualifying, lower-level product. For current details, refer to the Microsoft Product List at <a href="http://www.microsoft.com/licensing/productlist/">http://www.microsoft.com/licensing/productlist/</a> .
	Microsoft Desktop Optimization Pack (MDOP)	Provides a set of technologies to help manage PCs and improve application deployments. Includes application virtualization, asset and policy management, and diagnostic tools.	You may purchase MDOP as an add-on subscription license when you have Software Assurance coverage on Windows.
	Windows® 7 Enterprise	Helps organizations increase desktop productivity by enabling standardization, improved security features, and multi-language support.	For every Windows license covered under Software Assurance, you are eligible for one Windows 7 Enterprise license.
DEPLOYMENT	Planning Services	Provides structured planning services from Microsoft partners to enable efficient deployments, covering desktop (Office and/or Windows), SharePoint, Exchange, and Business Value Planning Services.	You receive a number of Packaged Services Days based on the number of qualifying Office Application licenses, Core CAL suites and Enterprise CAL suites with Software Assurance coverage. <b>(1)</b>
	Windows Virtual Desktop Access	Allows a licensed device to access virtual desktop infrastructure and allows the single, primary user to remotely access their desktop from third-party devices such as home or contractor-owned PCs.	You may utilize Windows Virtual Access Use Rights when you carry Software Assurance for Windows on qualified devices.
	Office Roaming Use Rights	Allows the primary user of a licensed device to remotely access Office, Project, and/or Visio via a virtual environment from a third-party device such as a home or contractor-owned PC.	You may utilize roaming use rights when you carry Software Assurance for Office, Project, and/or Visio on qualified devices.
	TechNet Benefits through Software Assurance	Gives IT staff access to experts, technical information, plus beta and final versions of products for testing and evaluation.	For each eligible server product with Software Assurance one person within your organization gains access to TechNet's Online Concierge Chat and Managed Forums. You also receive a single complimentary subscription to TechNet Professional Subscription.
TRAINING	Microsoft Office Multi-Language Pack	Enables IT to deploy a single Office 2010 image with support for 37 languages.	You may use the latest version of the Office Multi-Language Pack for the Office system products you have with Software Assurance.
	Training Vouchers	Provides in-depth technical classroom training for IT professionals and developers.	You receive a number of Training Days based on the number of qualifying Office and/or Windows licenses covered with Software Assurance.
	E-Learning	Offers self-paced interactive training designed for end-users and IT professionals, delivered via Internet or Intranet.	For every qualifying license (such as Office Word or Windows 7) covered by Software Assurance, one person in your organization may access E-Learning courses for that product.
	Home Use Program	Provides employees with the latest version of Microsoft Office for their home computer, via low cost download.	For each Office Application you have covered with Software Assurance, a user of the licensed PC or device may acquire at low cost one copy of that product for use at home.
SUPPORT	24x7 Problem Resolution Support	Around-the-clock phone and Web incident support for Microsoft server and desktop products.	The number of phone incidents available depends on your Software Assurance investment. When you have at least one server license covered with Software Assurance you get a complimentary phone support incidence, plus unlimited Web support for all the servers covered with SA. You are also eligible for an additional phone support incident for every US\$200K spent on system and application SA <b>(2)</b> , and for every US\$20K spent on server and Client Access License (CAL) SA <b>(3)</b> . Premier customers may transfer their SA incidents into their Premier Support contracts. <b>(4)</b>
	Extended Hotfix Support	Provides specific product fixes on a per customer incident basis, beyond the standard product support terms and releases.	While annual fees normally charged as part of an Extended Support agreement are waived, to receive this benefit you must have SA coverage for the related product pool (Systems, Servers, or Applications) and a Premier or Essential Support Agreement in place.
	Cold Backups for Disaster Recovery	Provides licensing for servers used as offline ("cold") backups for disaster recovery purposes.	For each qualifying server license you have with Software Assurance and related CALs, you may run one instance of the software on a "cold" server for disaster recovery purposes.
SPECIALIZED	Windows Fundamentals for Legacy PCs	Allows continued use of old "legacy" PCs, while improving management and security, by providing a small-footprint Windows-based operating system solution.	To receive this benefit you must have SA coverage for all of your purchases under the systems product pool – also referred to as Software Assurance Membership (or SAM).
	Enterprise Source Licensing Program	Provides access to Microsoft Windows source code for internal development and support.	To receive this benefit you must have SA coverage for all of your purchases under the systems product pool – also referred to as Software Assurance Membership (or SAM) – and have at least 1500 desktops covered with SA.
	Spread Payments	Payment for license and Software Assurance may be spread across three equal, annual sums.	Available on all Volume Licensing programs, except Open License.

FOR MORE ON SOFTWARE ASSURANCE REFER TO THE MICROSOFT SOFTWARE ASSURANCE WEBSITE  
([WWW.MICROSOFT.COM/SOFTWAREASSURANCE](http://WWW.MICROSOFT.COM/SOFTWAREASSURANCE)) OR CONTACT YOUR MICROSOFT VOLUME LICENSING RESELLER

Microsoft  
**Software Assurance**  
for Volume Licensing