



1-800-456-8000 x76163
Microsoft-Licensing@Ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.microsoft.com/licensing

Microsoft Open Licensing Program Overview

Simply stated, volume licensing of software makes it easier and more affordable to run software on multiple computers within an organization. By acquiring software licenses through Microsoft Volume Licensing programs, you only pay for the software license. Purchasing in volume often reduces cost and provides more customized purchasing options and improved software management. Depending on the Volume Licensing program you choose, you may receive media, and you have the option to acquire media, documentation and product support separately as needed.

Key Products

Office Suites – Desktop productivity software
Windows Server System – A whole line of server based operating systems
Windows 8.1 Upgrades – Microsoft’s desktop operating system offering
Exchange Server – Server based email and communications messaging software
SQL Server – Server based database application

Software Assurance

Software Assurance for Volume Licensing offers a range of tools and resources to help your company deploy, manage, and maximize your Volume Licensing purchases. The program covers Microsoft technologies and services and includes new product version rights, training, deployment planning, and support. Software Assurance is designed to help improve productivity of IT professionals and end users in your organization, and to help you extend the value of your technology investment. For more details, visit

<http://www.microsoft.com/licensing/software-assurance/>

Media

Media (with the exception of SBS products) is available as a free electronic download on Microsoft’s VLSC website at <https://licensing.microsoft.com> after the purchase of the license is made. Physical media can be purchased from Microsoft directly at 1-800-336-0098.

Authorization Requirements

Microsoft Open Licensing products can be purchased through Ingram Micro by any reseller with an Ingram Micro account. However, authorization is required to purchase licenses in the following programs: Open Academic, Open Charity, Campus Agreement and School Agreement. For academic authorization requirements, please visit <https://aer.microsoft.com/aer/default.aspx>. Microsoft currently is not accepting new applicants to be charity authorized. See <https://aer.microsoft.com/aer/default.aspx> for a list of Microsoft Charity authorized resellers.

Ordering Requirements

The minimum purchase to qualify to initiate a Microsoft Open License Agreement is five licenses.* To assure prompt processing of your software purchase, please be sure to include the following information when placing your order with us:

1. Your PO#
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required

5. End-user contact phone number
6. End-user contact email address
7. A list of the items and quantities of each item being purchased
8. If your order is being added to an existing license agreement, please provide the existing agreement number.

*The five license requirement applies to the following licensing programs: Open Business, Open Government, Open Academic, Open Charity, Open Value 2.0, Open Value for Government, Open Value Subscription, and Open Value Subscription for Government.

Product Delivery

Microsoft Open Licensing orders are sent electronically to the reseller within 24-48 hours of Ingram Micro receiving the order with all required information from the reseller. Media can be downloaded on Microsoft's website* or a physical copy can be purchased from Microsoft directly.

*SBS product media must be purchased from Microsoft directly. For new Open Value agreements, complimentary physical media is sent to the end-user from Microsoft.

Renewal of Software Assurance

The end-user has the option to renew their Software Assurance coverage. The renewal order must be placed within 90 days of the expiration date of the license agreement with the exception of Open Value agreements which must be renewed within 30 days of the agreement expiration date. Please see the renewals management tool within the Click2License website for a list of agreements with active Software Assurance. For quotes to renew expiring Software Assurance, please contact us at 1-800-456-8000 x76163.

Pricing Levels

Microsoft offers limited pricing levels through distribution. For orders for corporate resellers of 500 points or more in a particular product pool (Servers, Applications or Desktop Operating Systems), the end-user qualifies for Open Business 500+ level pricing which offers an approximate 2-3% discount. Government end-users qualify for Open Government or Open Value for Government program pricing which in general provides a discount of approximately 17% compared to the equivalent corporate licensing option. Significant discounts of over 50% are offered to Academic and Charity end-users that qualify.

Program Offerings

Open License 6.0 – Includes Open Business, Open Academic, Open Government, Open Charity and Open Business 500+. Licenses are perpetual and the customer has the option to purchase the licenses with or without 2 years of Software Assurance

Open Value – Includes Open Value 2.0, Open Value Subscription, Open Value for Government, Open Value Subscription for Government, Open Value Level C, and Open Value Subscription Level C. Licenses for subscription based licenses are not perpetual. Licenses for non-subscription based licenses are perpetual. All license agreements in the Open Value program include Software Assurance. Reseller has the option to annualize their payments. Media kits are sent from Microsoft with the purchase of a license.

Program Offerings (continued)

Campus and School Agreement – Licenses are not perpetual. These programs are designed for K-12 schools and universities that want to standardize with Microsoft products campus-wide with fluctuating enrollment from year to year. Minimum requirement is 300 PC's for K-12 schools and 300 faculty members for qualified higher education facilities.

SPLA Agreement – Licensing program available to resellers that host Microsoft solutions to be used by their end-users. Resellers must own the hardware infrastructure and report their monthly end-user usage and are billed on a per month basis.

Special Notes

Quotes for Microsoft Licensing products are only good for the month they are created in since Microsoft updates their pricing to Ingram Micro monthly. Orders for items with expiring promotions or for items

with pricing that will be increasing must be submitted with all necessary information provided no later than 5pm EST on the day of expiration.

Microsoft Open Business and Open Value Licensing Return Policy

Effective November 1, 2014

Microsoft has a **60-day return policy**. All returns requested outside 60 days are deemed to be exception requests and will be considered only in the case of end-customer error. Approval is at Microsoft's sole discretion. Microsoft may require detailed information for any return. Exception return requests submitted and approved after 60 days will be assessed a **5% cancellation fee**. Any request that is greater than 365 days from the original invoice date will be automatically denied by Microsoft.

There are no partial returns for the Open License Program; every item on the order must be returned. Partial returns can be requested for the Open Value Program.

Returns within 60 days will be processed for full credit.

Microsoft-approved exception requests outside 60 days will be assessed a 5% cancellation fee.

Please allow Ingram Micro 2 business days to process your return request. In the event the 2 business-day period causes the request to fall outside 60 days, the return will be considered an exception request and if approved by Microsoft will be processed with the 5% cancellation fee. If this is a potential issue, we recommend that the request be sent prior to the 58th day.

If a return request is sent with incorrect information or insufficient documentation, the request cannot be processed. Requests are processed in the order they are received.

If your return request requires immediate attention please contact us:

Open Business Program

1-800-456-8000 Ext 76163, Option 1 (followed by Option 2) or Microsoft-Licensing@IngramMicro.com

Open Value Program

1-800-456-8000 Ext 76163, option 4 or Open.Value@IngramMicro.com

November 10, 2014