

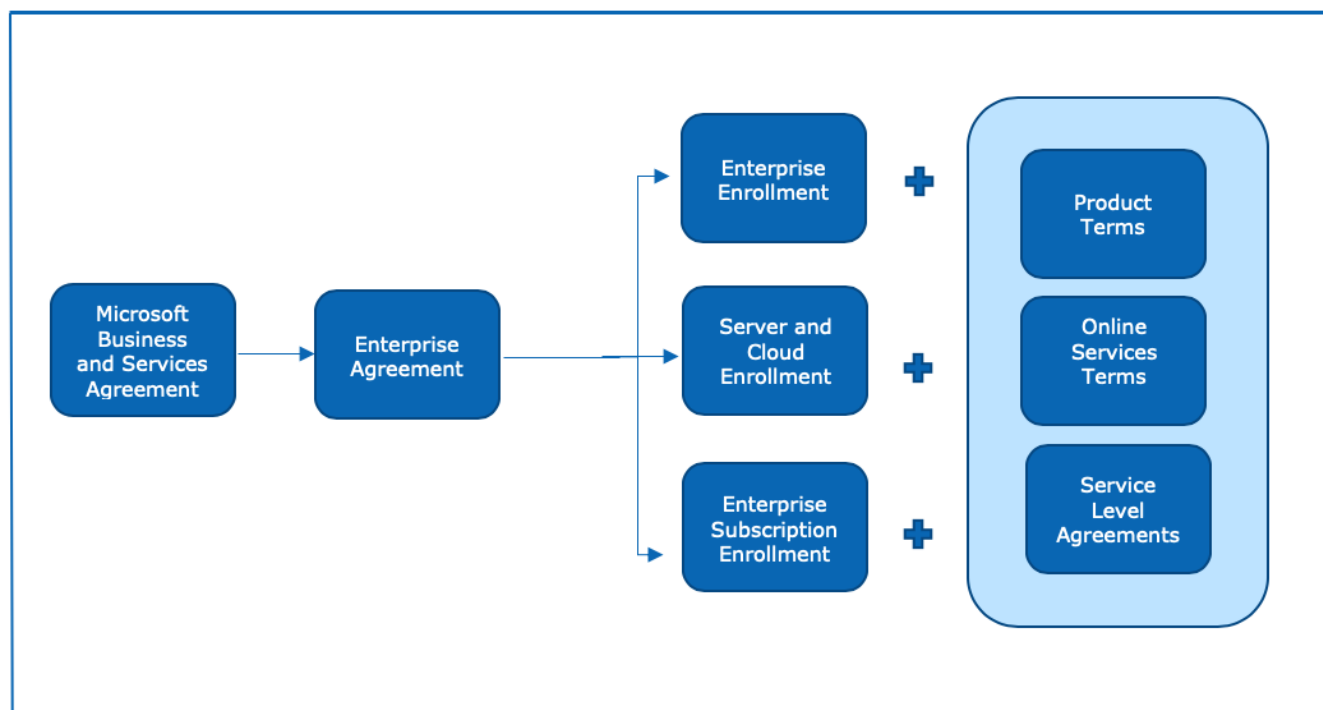


Microsoft Contracts Explained: Volume Licensing for Enterprises

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Overview

The following chart gives an overview of the standard documents Microsoft uses for Enterprise Volume Licensing.



Below you can find an explanation of all contracts contained in the chart. To learn more about Microsoft’s Volume Licensing for enterprises, you can also visit our [Enterprise Agreement Program Guide](#).

1. Microsoft Business and Services Agreement

The Microsoft Business and Services Agreement (the “MBSA”) is a Master Services Agreement used by Microsoft for Volume Licensing Agreements. It contains general contract terms (e.g. confidentiality, warranties, liability, term and termination etc.) to regulate the contractual relationship between the parties. The Microsoft Business and Services Agreement is entered between Microsoft and the Customer.

2. Enterprise Agreement

The Enterprise Agreement (the “EA”) is concluded between Microsoft and the Customer. It contains the licensing terms that regulate the rights and obligations of the Customer with regard to all on-premises software and (cloud) online services licensing and updates provided by Microsoft. The Enterprise Agreement enables other companies within Customer’s organization which commit to the Enterprise Agreement by entering into an enrollment with Microsoft (“Committed Customers”) to use Microsoft’s products and services based on the provisions in the Microsoft Business and Services Agreement and the Enterprise Agreement.

3. Enterprise Enrollment

The Enterprise Enrollment (the “EA-Enrollment”) is concluded between Microsoft and the Committed Customer or an Affiliate. It enables the Committed Customer or the Affiliate to get licenses for both on-premise products and online services. The Committed Customer or the Affiliate can maintain a mix of such on-premise and online services products and is able to move from on-premise licensing to an equivalent online service (e.g., Microsoft 365).

4. Server and Cloud Enrollment

The Server and Cloud Enrollment (the “SCE”) is concluded between Microsoft and the Committed Customer or an Affiliate. The SCE allows the Committed Customer or the Affiliate to standardize broadly on one or more key server(s) and cloud technologies from Microsoft. It is the standard solution for using Microsoft Azure within the organization.

5. Subscription Enrollment

Based on the Enterprise Subscription Agreement, the Subscription Enrollment enables the Committed Customer or an Affiliate to subscribe to, rather than purchase, Microsoft products. This provides similar usage advantages as the other enrollments. However, in contrast to the Enterprise Enrollment and the Server and Cloud Enrollment in which the Committed Customer or an Affiliate retains perpetual use rights for the purchased licenses, the right to run and access to Microsoft’s software is generally valid only as long as the subscription is maintained.

6. Product Terms

The Product Terms (the “PT”) contain the terms and conditions for the software licenses for products and online services available through Microsoft Volume Licensing programs. They are published on the [Microsoft Licensing Terms](#) and are updated monthly.

7. Online Service Terms

The Online Service Terms (the “OST”) contain the additional terms and conditions that apply to the use of online services. They are published on the [Microsoft Licensing Terms](#) and are updated monthly.

8. Service Level Agreement

The Service Level Agreement (the "SLA") specifies the minimum service level with regard to availability and connectivity of Microsoft's online services. They are published on the [Microsoft Licensing Terms](#).