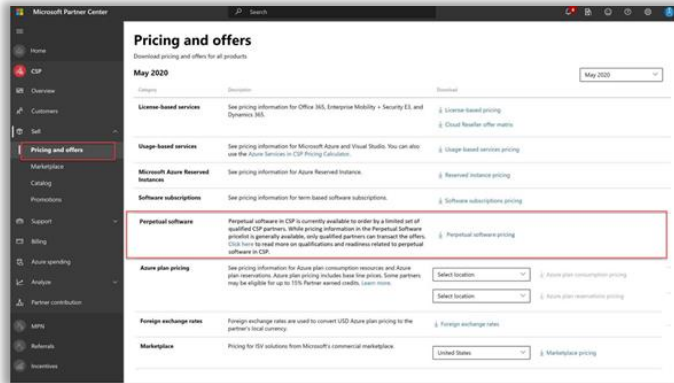


Transacting on-premises products in CSP

Ordering perpetual licenses

Price lists

- The price list for perpetual software is found with the other price lists on the Pricing and Offers page in Partner Center
- Note that these licenses are currently only available to order by a qualified set of CSP partners although all partners can view the price list



Supporting customers

Technical support requirements

A partner is not required to provide technical support for perpetual software products in CSP.

Partners should provide support guidance, and direct a customer to purchase support for technical issues from:

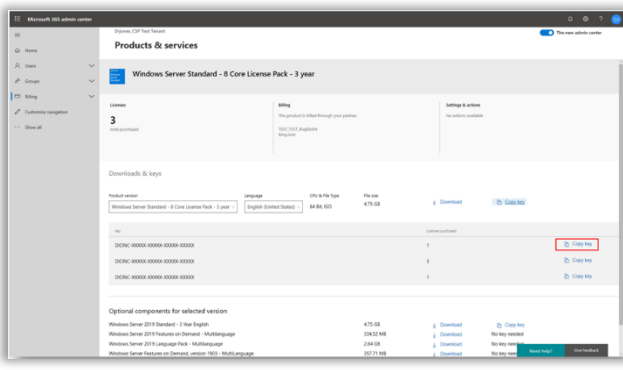
- The partner
- Microsoft support for business
- A third-party organization

Software keys and downloads

A partner is required to assist customers in accessing software keys and downloads.

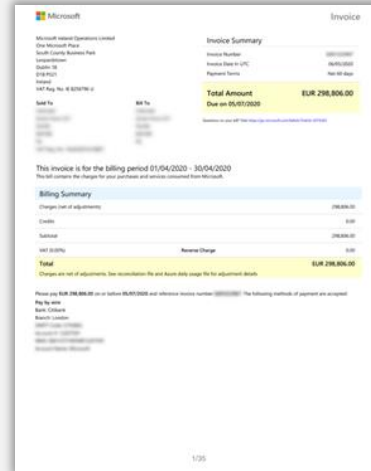
Customers should retrieve their own license keys and software from the Microsoft 365 Admin Center.

Although partners can share keys and downloads via Partner Center, this is not the recommend option.



Billing

- Partners are charged for perpetual licenses via a single, upfront payment
- Invoices are calendar month aligned, and in the end-customer currency, and there is a separate invoice and recon file for each customer currency



Canceling software orders

- Software orders may be cancelled within 60 days for a full refund on the next invoice
- License keys will be deactivated

