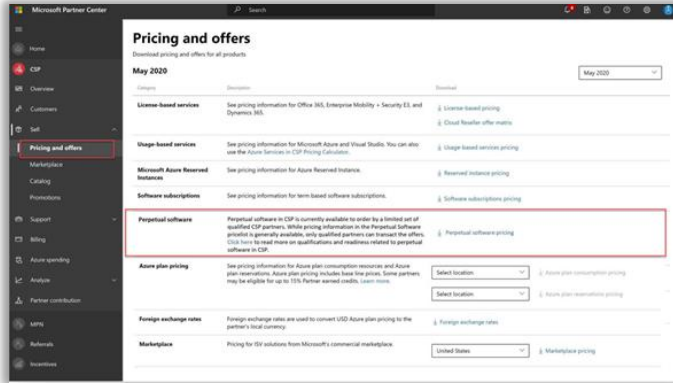


Transacting on-premises products in CSP

Ordering perpetual licenses for software

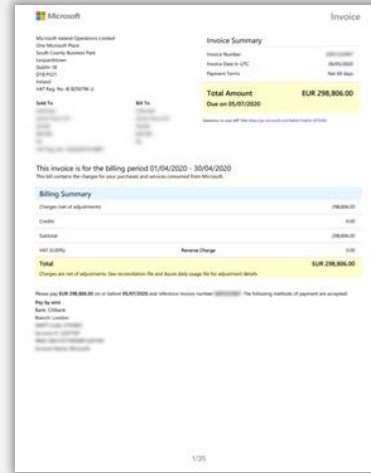
Price lists

- 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 with access to Partner Center can view the price list



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



Supporting customers

Technical support requirements

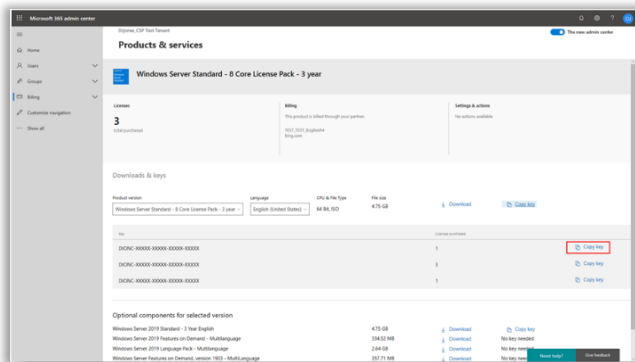
A partner is not required to provide technical support for perpetual software products in CSP.

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



Cancelling software orders

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

