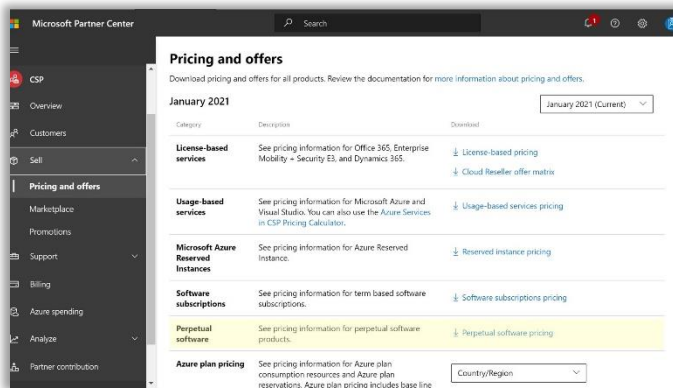


# Transacting on-premises products in CSP

## 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



- The price list is released each month for the current month and there is no preview available for future months

## Supporting customers

### Technical support requirements

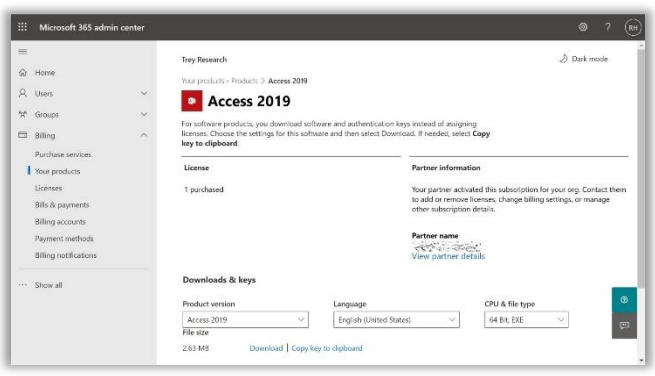
A partner is not required to provide technical support for perpetual software products in CSP.

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

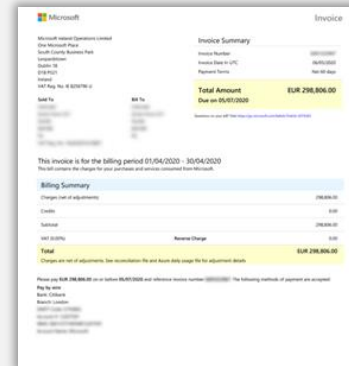
### Software keys and downloads

- A partner is required to assist customers in accessing software keys and downloads, but cannot access these resources directly themselves
- Customers should retrieve their license keys and software from the Microsoft 365 Admin Center



## Billing

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



\* In the Europe region (EU/EFTA/UK) the invoice currency will change to the partner currency during 2021

## Cancelling software orders

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

