

Microsoft Dynamics CRM 2011 & Microsoft Dynamics CRM Online Licensing & Pricing Guide

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WHAT HAS CHANGED?

Licensing Structure: On-premises

- Updated the use rights of external connector to include support for unlimited read-only access and limited write access
- Update the use rights of limited CAL to include changes to “append” and “append to” rights for custom entities
- Updated the visuals for CAL overview, limited use additive CAL, full use additive CAL, and external connector
- [Feb 2012] Updated the use rights of ESS CAL, limited CAL, and external connector to include guidance on Activity feeds functionality
- [Feb 2012] Updated the use rights matrix with guidance on activity feeds, notes, workflows, dialogs, and dashboards
- [Dec 2012] Updated the use rights of ESS CAL, limited CAL, and external connector to include guidance on Notes, and read-access to lookup records.
- [Dec 2012] Updated the use rights matrix with guidance on notes and read-access.

Licensing Structure: CRM Online

- Updated visuals for licensing overview and USL overview
- [Dec 2012] Included use rights of additional instance add-on and additional storage add-on licenses; updated the guidance on USL and USL for SA

Licensing Structure: SPLA

- Updated the use rights of limited CAL to include changes to “append” and “append to” rights for custom entities
- Added the use rights matrix
- [Feb 2012] Included use rights of ESS SAL and updated use rights of Limited SAL
- [Feb 2012] Updated the use rights matrix with guidance on activity feeds, notes, workflows, dialogs, and dashboards
- [Dec 2012] Updated the use rights of ESS SAL, limited SAL, and external connector to include guidance on Notes, and read-access to lookup records.
- [Dec 2012] Updated the use rights matrix with guidance on notes and read-access.

Geographies: On-Demand CRM Online

- Included details of grace period and data retention period
- [Feb 2012] Included Korea and Russia to the list
- [March 2012] Corrected the number of international geographies

Sales & Distribution Channels

-
- [Feb 2012] Added references to Microsoft Online Services program
 - [Feb 2012] Updated the channels/programs summary table

Pricing Summary: On-Demand Microsoft Dynamics CRM Online

- Included details of grace period and data retention period
- [Feb 2012] updated cancellation policy for Web Self-Service program
- [Dec 2012] Included pricing information for additional instance add-on license

INTRODUCTION

Microsoft Dynamics CRM 2011 is a familiar, intelligent, and connected CRM solution that combines Microsoft® Office applications with powerful CRM software to improve marketing effectiveness, boost sales, and enrich customer service interactions.

Microsoft Dynamics CRM 2011 introduces new server editions, 3-tier CAL licensing, user licensing simplifications, and increased licensing flexibility with User / Device CAL functionality and the CRM Online Step-up SKU license. These licensing changes provide the ability to address additional user scenarios, call center and shift worker scenarios, On-premises to Online migration, and present more affordable options for customer and partner self-service.

Microsoft Dynamics CRM 2011 is available across most Microsoft Channels, including Volume Licensing, Business Ready Licensing, ISV Royalty, Hosting (SPLA), and Microsoft Dynamics CRM Online - providing solutions for a wide range of use scenarios, from small workgroups to large enterprises, and the ability to offer the right solutions to meet Customer's changing business needs.

Pricing for the Microsoft Dynamics CRM 2011 Servers has *not changed* from the Microsoft Dynamics CRM 4.0 version, yet many new product features have been added.

This Guide provides an overview of the licensing structure and options for Microsoft Dynamics CRM 2011. Topics covered include Server editions, Client access licenses and external connector licenses, program availability, sales channels, pricing, and Microsoft Dynamics CRM 2011 upgrade paths, Microsoft Dynamics CRM Online subscription licenses and programs, Software Assurance, Subscriber access licenses, and other important information that will help address Customer queries related to Microsoft Dynamics CRM 2011 licensing.

LICENSING

LICENSING STRUCTURE: ON-PREMISES

SERVER EDITIONS

Every server that runs Microsoft Dynamics CRM 2011 requires a Server License. Two Server Editions are available for Microsoft Dynamics CRM 2011:

MICROSOFT DYNAMICS CRM WORKGROUP SERVER 2011

- Offers the same rich feature set as Microsoft Dynamics CRM Server 2011.
- Includes and supports a maximum of 5 named User licenses
- Licensed as a Specialty Server
- For greater than 5 User support, Customers may purchase a Step-Up to Microsoft Dynamics CRM Server 2011*
- Runs on Windows Server 2008 x64 -based computers and Windows Small Business Server 2008
- On price lists this product SKU appears as: **Dyn CRM Wkgrp Svr**

MICROSOFT DYNAMICS CRM SERVER 2011

- Offers a rich feature set, and supports **multi-tenant** deployments.
- Users are only limited by Server capacity, there is no licensing limit on the number of users
- Licensed under the Server/CAL licensing model
- Users may be added by purchasing Microsoft Dynamics CRM CALs, as outlined below
- Runs on Windows Server 2008 x64 -based computers and Windows Small Business Server 2008
- On price lists this product SKU appears as: **Dyn CRM Svr**

* Step Ups are only available in Open Value, Select, and EA Volume Licensing Programs.

OTHER PRODUCT LICENSES

Please refer to the Microsoft Dynamics CRM Implementation guide for documentation on technical requirements for running Microsoft Dynamics CRM 2011. Licenses for Microsoft Dynamics CRM 2011 do not include licenses for other products that may be required for your installation; product licensing rights for these must be established separately.

View Implementation Guide and System Requirements for Microsoft Dynamics CRM 2011:
<http://technet.microsoft.com/en-us/library/hh699811.aspx>

Microsoft License Advisor tool: <http://www.microsoft.com/licensing/mla/default.aspx>

CLIENT ACCESS LICENSES

Microsoft Dynamics CRM 2011 Servers are licensed under the Microsoft Server/CAL licensing model, meaning that they require a separate Server license for each Server on which the software is installed, plus a User Client Access License (CAL) for every internal user who accesses CRM.

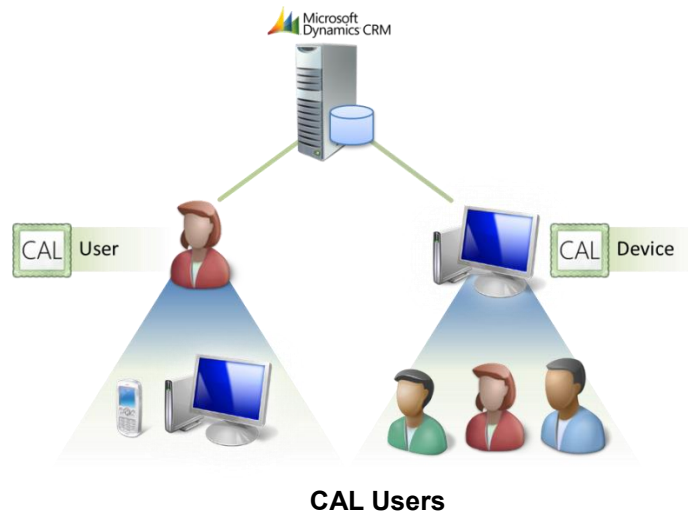
A Microsoft Dynamics CRM User is defined as any user who accesses the Microsoft Dynamics CRM server, files, data content or "Microsoft Dynamics CRM functionality".

“Microsoft Dynamics CRM functionality” is any service or feature of Microsoft Dynamics CRM that allows a user to view, manipulate, input, query, or otherwise structure “live data”.

“Live data” is information that, via user action, dynamically writes to or reads from (or synchronizes with) Microsoft Dynamics CRM, whether it is accessed directly or indirectly. CRM Users are required to have the appropriate client accesses licenses, regardless of their direct or indirect connection to the product.

CALs have the following **usage distinctions**:

- **User CAL** - With a user CAL, each licensed user may access the Server from any device.
- **Device CAL** - With a device CAL, the CAL is assigned to a device and may be shared by non-concurrent users over time, such as in a shift worker or call center scenario.

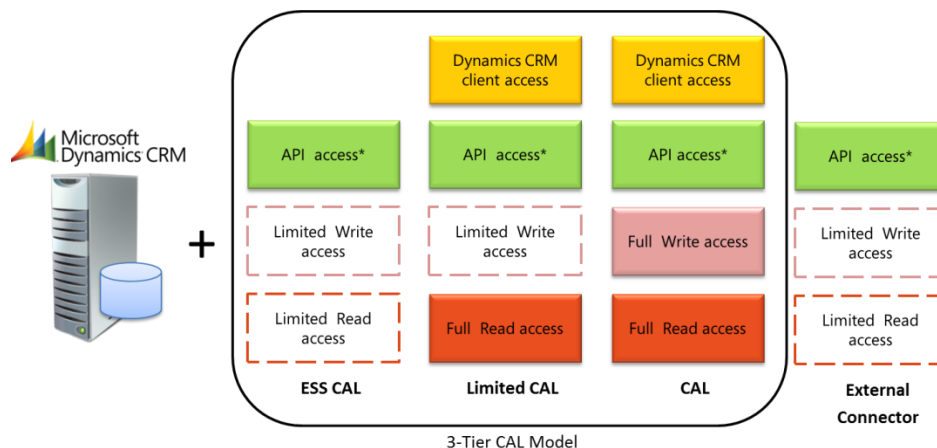
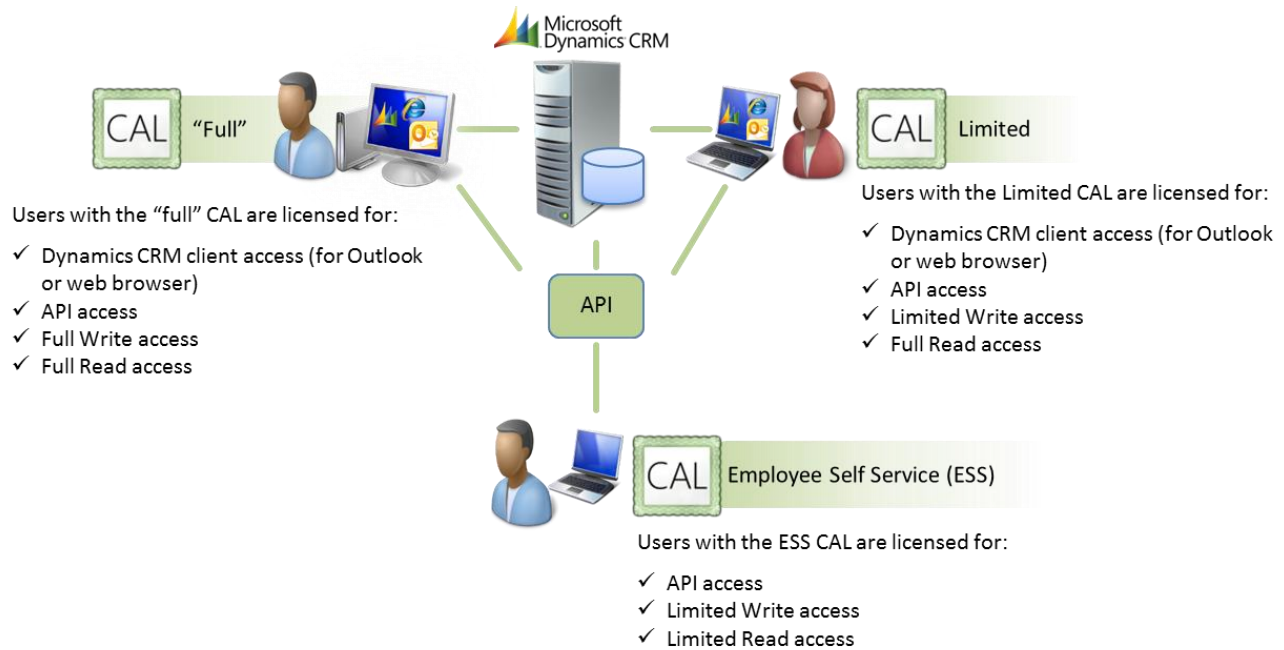


A User is defined as any user or device who accesses the Microsoft Dynamics CRM server, files, data content or “Microsoft Dynamics CRM functionality”, as defined under ‘CAL’ below.

User and Device CALs may be mixed in a deployment and a CAL may have the User or Device distinction.

User and Device CALs are priced the same and may be ordered separately on the price list.

The CAL *functionalities* supported for Microsoft Dynamics CRM Server 2011 are:



- **Employee Self Service CAL** – The Employee Self Service (ESS) CAL provides a user with limited API access and limited read-write access to “Microsoft Dynamics CRM functionality” through any application/graphical user interface (GUI), other than the Microsoft Dynamics CRM client.

“Microsoft Dynamics CRM functionality” means that users may view, manipulate, input, query or otherwise structure CRM ‘live’ data. ‘Live’ data is information that, via use action, dynamically writes to or reads from, or synchronizes with Microsoft Dynamics CRM, whether it is accessed directly or indirectly.

The use rights supported for ESS CAL include:

- Read access to Accounts, Contacts, Cases, Leads, Activities, Notes, and Custom entity records only.

- Data privileges to **create** Accounts, Contacts, Cases, Leads, Activities, Notes, and Custom entity records.
- Data privileges to **append, append to, and update** Accounts, Contacts, Cases, Leads, Activities, Notes, and Custom entity records created by any CRM user.
- Read access to look-up entities for the purpose of creating and updating Accounts, Contacts, Cases, Leads, Activities, Notes, and Custom entity records.
- **Data privileges** to **delete, share, or assign** Notes records created by the same user.
- Data privileges to follow and post activity feeds against Accounts, Contacts, Leads, and Custom entity records created by any CRM user.
- Access to CRM server software and “Microsoft Dynamics CRM functionality” through any application/graphical user interface (GUI), other than Microsoft Dynamics CRM clients.

ESS CAL users cannot use the Microsoft Dynamics CRM 2011 applications & GUIs directly. The ESS CAL SKU will appear on price lists as the **Dyn CRM ESS CAL**.

- **Limited CAL** - The Limited CAL provides a user with full read access (e.g., for reports) and limited write access to “Microsoft Dynamics CRM functionality”. Users may view or query CRM data.

The use rights supported for Limited CAL include:

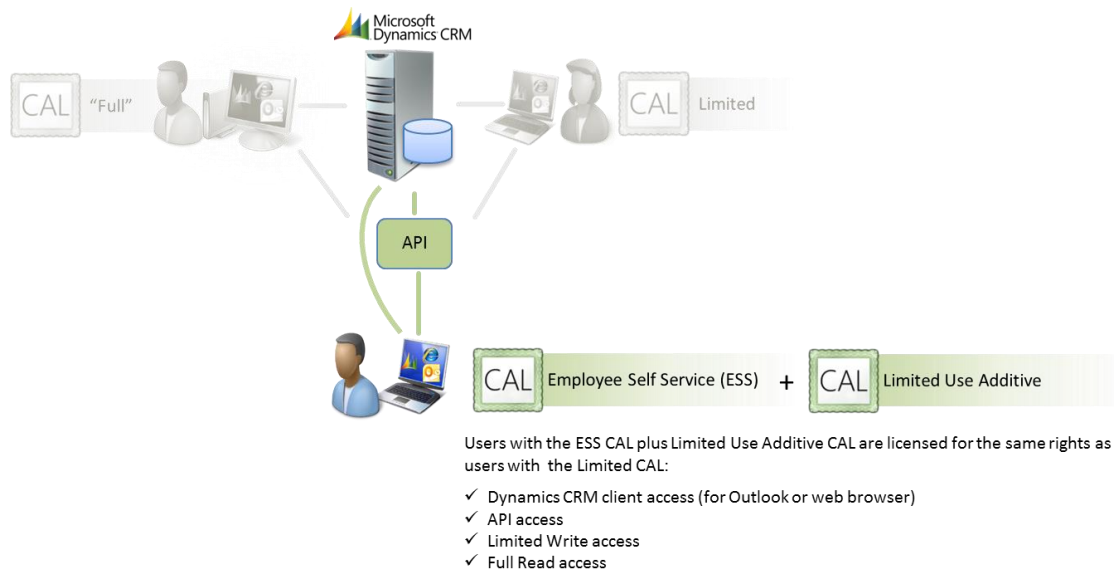
- Data privileges to **create** Accounts, Contacts, Cases, Leads, Activities, and Notes using Microsoft Dynamics CRM clients.
- Data privileges to **append, append to, and update** Accounts, Contacts, Cases, Leads, Activities, and Notes created by any CRM user using Microsoft Dynamics CRM clients.
- Data privileges to **assign, share, and delete** Accounts, Contacts, Cases, Leads, Activities, and Notes **created by the same user** using Microsoft Dynamics CRM clients.
- Data privileges to follow and post activity feeds against Accounts, Contacts, Leads, **Opportunities, and standard entity** records created by any CRM user using Microsoft Dynamics CRM clients.
- Data privileges to **create** custom entity records using API access only.
- Data privileges to **update** custom entity records created by any CRM user using API access only.
- **Append** data privileges using Microsoft Dynamics CRM clients for **custom activity records** created by any CRM user.
- **Append** data privileges **using API access only** for custom entity records (excluding custom activity records) created by any CRM user.
- **Append to** data privileges using Microsoft Dynamics CRM clients for custom entity records created by any CRM user.
- Data privileges to **assign, share, and delete** custom entity records created by the same user using API access only.
- Data privileges to follow and post activity feeds against custom entity records using API access only.
- **No data privileges** to **assign, share, or delete** records created by other CRM users.
- Read access to “Microsoft Dynamics CRM functionality”.

The Limited CAL SKU will appear on price lists as the **Dyn CRM Ltd CAL** and may be purchased separately from a Microsoft Dynamics CAL.

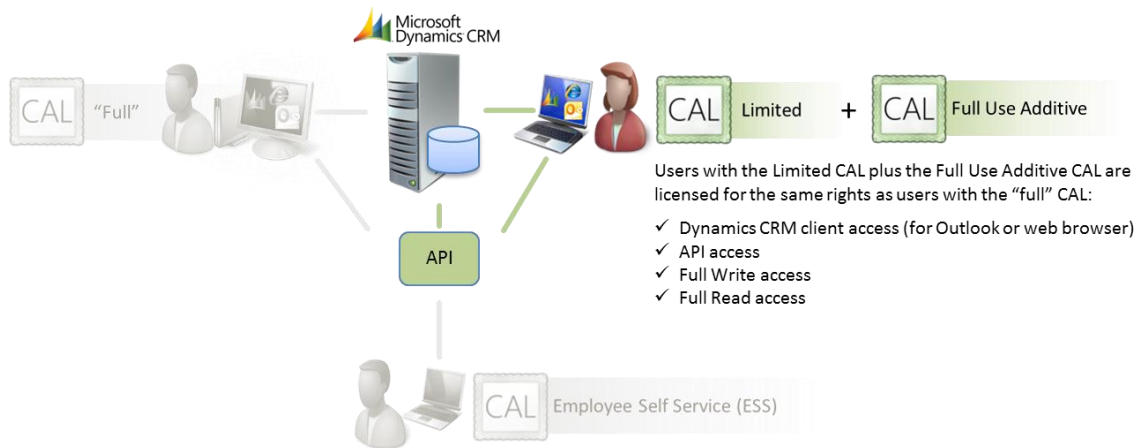
- **CAL** – The CAL provides a user with full read-write access to all capabilities within Microsoft Dynamics CRM 2011 and consists of Employee Self Service CAL, the Limited Use Additive CAL, and the Full Use additive CAL, combined to provide full “Microsoft Dynamics CRM functionality”. “Microsoft Dynamics CRM functionality “ means that users may view, manipulate, input, query or otherwise structure CRM ‘live’ data. ‘Live’ data is information that, via use action, dynamically writes to or reads from, or synchronizes with

Microsoft Dynamics CRM, whether it is accessed directly or indirectly. The 'full' CAL SKU will appear on price lists as the **Dyn CRM CAL**.

- **Limited Use Additive CAL** – The Limited Use Additive CAL provides a user with full read-access and limited write-access functionality using any client, and may only be purchased to supplement an ESS CAL, for Users who may later require full read and limited write access. The limited use additive CAL SKU will appear on price lists as the **DYNAMICSCRMMLTDUSEADDCAL**. Some will also categorize this as a step-up CAL for users who start out with an ESS CAL but want to step-up to a Limited CAL at a later stage.



- **Full Use Additive CAL** – The Full Use Additive CAL provides a user with full write-access functionality, and may only be purchased to supplement a Limited CAL, for Users who may later require full read and write access. The full use additive CAL SKU will appear on price lists as the **DynCRMAddtvCAL**. Some will also categorize this as a step-up CAL for users who start out with a Limited CAL but want to step-up to a full use CAL at a later stage.



CALs, Limited CALs, and ESS CALs may be mixed within an environment. Full Use Additive CALs may never exceed the total number of Limited CALs in an environment or organization, and a user can never have a Full Use Additive CAL without also having a Limited CAL. These two go hand in hand and are both included in the full CAL license. Additionally, Limited Use Additive CALs may never exceed the total number of ESS CALs in an environment or organization, and a user can never have a Limited Use Additive CAL without also having an ESS CAL. These two go hand in hand and are both included in the Limited CAL license.

User can convert CALs from Device CALs to User CALs, or vice versa, on their Software Assurance anniversary date/renewal. If their CALs are not covered under Software Assurance, they cannot switch, because the choice is permanent.

ADMINISTRATIVE USERS

Microsoft Dynamics CRM Server 2011 allows for up to two separate devices or users to access instances of the server software only to administer those instances, which do not consume CALs.

Microsoft Dynamics CRM Workgroup Server 2011 allows for separate management or administrative users of the server software, which do not consume any of the 5 users permitted with Workgroup.

EXTERNAL CONNECTORS

The Microsoft Dynamics CRM 2011 External Connector enables customers to extend Microsoft Dynamics CRM to their external users such as customers, partners, suppliers, and end users who access a copy of the server software (for which a license was acquired), through any application/graphical user interface (GUI), other than the Microsoft Dynamics CRM client. “External Users” are users who are not either (i) your or your affiliates’ employees, or (ii) your or your affiliates’ onsite contractors or agents, External users also does not include hosted-software service users, such as those already licensing via the Microsoft Service Provider License (SPLA).

An External Connector must be purchased for each server that permits access to Dynamics CRM 2011 server software by external users. External users should not be using the Microsoft Dynamics CRM 2011 applications & GUIs directly. The alternative is for every external user to acquire a CAL

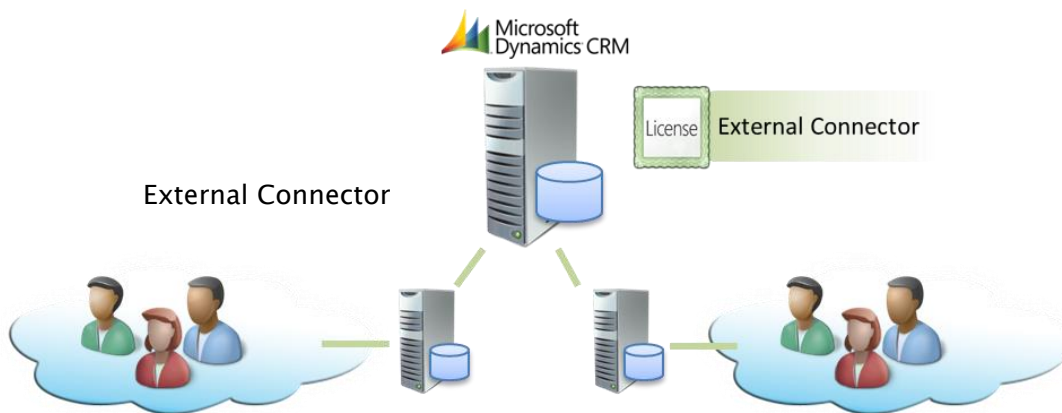
For the Microsoft Dynamics CRM **Server 2011**, there is one External Connector *functionality*:

- **External Connector** – The External Connector provides external users with limited API access and limited read-write access to Microsoft Dynamics CRM 2011 data, such as that provided through any

application/graphical user interface. The External Connector SKU will appear on price lists as the **DynCRMExtConn**.

The use rights supported for External Connector include:

- Read access to “Microsoft Dynamics CRM functionality”.
- Data privileges to **create** Standard and Custom entity records.
- Data privileges to **append, append to, and update** Standard and Custom entity records created by any CRM user.
- **Data privileges to assign, share, or delete** records created by the same CRM user.
- Data privileges to follow and post activity feeds against Accounts, Contacts, Leads, and Custom entity records created by any CRM user.
- Access to CRM server software and “Microsoft Dynamics CRM functionality” through any application/graphical user interface (GUI), other than the Microsoft Dynamics CRM client.



With the External Connector license, external users are licensed for:

- ✓ API access
- ✓ Limited Write access
- ✓ Limited Read access

An External Connector is a license only, and does not include any physical software components, and does not include licensing for any other Microsoft products. If external scenarios integrate with Microsoft SQL Server, Microsoft Office SharePoint or any other product license rights for these must be established separately.

For more information on Microsoft Dynamics CRM 2011 Use Rights under Volume Licensing:

<http://www.microsoftvolumelicensing.com/userights/>

Partners and Customers should work with their Microsoft Licensing Specialist or local Microsoft Representative to ensure their licensing compliance.

Use Right	ESS CAL	Limited CAL	Full CAL	External Connector
Create Accounts using API Access	✓	✓	✓	✓
Create Contacts using API Access	✓	✓	✓	✓
Create Cases using API Access	✓	✓	✓	✓

Create Leads using API Access	✓	✓	✓	✓
Create Activities using API Access	✓	✓	✓	✓
Create Notes using API Access	✓	✓	✓	✓
Create custom entity records using API Access	✓	✓	✓	✓
Update Accounts using API Access	✓	✓	✓	✓
Update Contacts using API Access	✓	✓	✓	✓
Update Cases using API Access	✓	✓	✓	✓
Update Leads using API Access	✓	✓	✓	✓
Update Activities using API Access	✓	✓	✓	✓
Update Notes using API Access	✓	✓	✓	✓
Update custom entity records using API Access	✓	✓	✓	✓
Append Accounts using API Access	✓	✓	✓	✓
Append Contacts using API Access	✓	✓	✓	✓
Append Cases using API Access	✓	✓	✓	✓
Append Leads using API Access	✓	✓	✓	✓
Append Activities using API Access	✓	✓	✓	✓
Append Notes using API Access	✓	✓	✓	✓
Append custom entity records using API Access	✓	✓	✓	✓
Append to Accounts using API Access	✓	✓	✓	✓
Append to Contacts using API Access	✓	✓	✓	✓
Append to Cases using API Access	✓	✓	✓	✓
Append to Leads using API Access	✓	✓	✓	✓
Append to Activities using API Access	✓	✓	✓	✓
Append to Notes using API Access	✓	✓	✓	✓
Append to custom entity records using API Access	✓	✓	✓	✓
Delete Accounts using API Access		✓ ²	✓	✓ ²
Delete Contacts using API Access		✓ ²	✓	✓ ²
Delete Cases using API Access		✓ ²	✓	✓ ²
Delete Leads using API Access		✓ ²	✓	✓ ²

Delete Activities using API Access		✓ ²	✓	✓ ²
Delete Notes using API Access		✓ ²	✓	✓ ²
Delete custom entity records using API Access		✓ ²	✓	✓ ²
Assign Accounts using API Access		✓ ²	✓	✓ ²
Assign Contacts using API Access		✓ ²	✓	✓ ²
Assign Cases using API Access		✓ ²	✓	✓ ²
Assign Leads using API Access		✓ ²	✓	✓ ²
Assign Activities using API Access		✓ ²	✓	✓ ²
Assign custom entity records using API Access		✓ ²	✓	✓ ²
Share Accounts using API Access		✓ ²	✓	✓ ²
Share Contacts using API Access		✓ ²	✓	✓ ²
Share Cases using API Access		✓ ²	✓	✓ ²
Share Leads using API Access		✓ ²	✓	✓ ²
Share Activities using API Access		✓ ²	✓	✓ ²
Share custom entity records using API Access		✓ ²	✓	✓ ²
Create Accounts using Microsoft Dynamics CRM clients ¹		✓	✓	
Create Contacts using Microsoft Dynamics CRM clients		✓	✓	
Create Cases using Microsoft Dynamics CRM clients		✓	✓	
Create Leads using Microsoft Dynamics CRM clients		✓	✓	
Create Activities using Microsoft Dynamics CRM clients		✓	✓	
Create Notes using Microsoft Dynamics CRM clients		✓	✓	
Update Accounts using Microsoft Dynamics CRM clients		✓	✓	
Update Contacts using Microsoft Dynamics CRM clients		✓	✓	
Update Cases using Microsoft Dynamics CRM clients		✓	✓	
Update Leads using Microsoft Dynamics CRM clients		✓	✓	
Update Activities using Microsoft Dynamics CRM clients		✓	✓	
Update Notes using Microsoft Dynamics CRM clients		✓	✓	
Append Accounts using Microsoft Dynamics CRM clients		✓	✓	
Append Contacts using Microsoft Dynamics CRM clients		✓	✓	

Append Cases using Microsoft Dynamics CRM clients		✓	✓	
Append Leads using Microsoft Dynamics CRM clients		✓	✓	
Append Activities using Microsoft Dynamics CRM clients		✓	✓	
Append Notes using Microsoft Dynamics CRM clients		✓	✓	
Append to Accounts using Microsoft Dynamics CRM clients		✓	✓	
Append to Contacts using Microsoft Dynamics CRM clients		✓	✓	
Append to Cases using Microsoft Dynamics CRM clients		✓	✓	
Append to Leads using Microsoft Dynamics CRM clients		✓	✓	
Append to Activities using Microsoft Dynamics CRM clients		✓	✓	
Append to Notes using Microsoft Dynamics CRM clients		✓	✓	
Delete Accounts using Microsoft Dynamics CRM clients		✓ ²	✓	
Delete Contacts using Microsoft Dynamics CRM clients		✓ ²	✓	
Delete Cases using Microsoft Dynamics CRM clients		✓ ²	✓	
Delete Leads using Microsoft Dynamics CRM clients		✓ ²	✓	
Delete Activities using Microsoft Dynamics CRM clients		✓ ²	✓	
Delete Notes using Microsoft Dynamics CRM clients		✓ ²	✓	
Assign Accounts using Microsoft Dynamics CRM clients		✓ ²	✓	
Assign Contacts using Microsoft Dynamics CRM clients		✓ ²	✓	
Assign Cases using Microsoft Dynamics CRM clients		✓ ²	✓	
Assign Leads using Microsoft Dynamics CRM clients		✓ ²	✓	
Assign Activities using Microsoft Dynamics CRM clients		✓ ²	✓	
Share Accounts using Microsoft Dynamics CRM clients		✓ ²	✓	
Share Contacts using Microsoft Dynamics CRM clients		✓ ²	✓	
Share Cases using Microsoft Dynamics CRM clients		✓ ²	✓	
Share Leads using Microsoft Dynamics CRM clients		✓ ²	✓	
Share Activities using Microsoft Dynamics CRM clients		✓ ²	✓	
Create custom entity records using Microsoft Dynamics CRM clients			✓	
Update custom entity records using Microsoft Dynamics CRM clients			✓	

Append privilege for custom activity records using Microsoft Dynamics CRM clients		✓ ³	✓	
Append privilege for custom entity records (excluding custom activity records) using Microsoft Dynamics CRM clients			✓	
Append to privilege for custom entity records using Microsoft Dynamics CRM clients		✓	✓	
Delete custom entity records using Microsoft Dynamics CRM clients			✓	
Assign custom entity records using Microsoft Dynamics CRM clients			✓	
Share custom entity records using Microsoft Dynamics CRM clients			✓	
Customer Care Accelerator Framework		✓	✓	
Create “Advanced Find” Queries		✓	✓	
Save “Advanced Find” Queries		✓	✓	
Personal Views		✓	✓	
Create System Dashboard			✓	
Share System Dashboard			✓	
Create personal Dashboard		✓	✓	
Share personal Dashboard		✓	✓	
Create Workflow			✓	
Update Workflow			✓	
Run an automated workflow		✓ ⁵	✓	✓ ⁵
Run an On-demand workflow			✓	
Create Dialog			✓	
Update Dialog			✓	
Start Dialog		✓ ⁵	✓	✓ ⁵
Create Report		✓	✓	
Run Report		✓	✓	
Perform Mail Merge			✓	
Export data to Microsoft Excel		✓	✓	
Follow and post activity feeds against Accounts, Contacts, Leads, and Custom entity records using API access	✓	✓	✓	✓
Follow and post activity feeds against Dynamics CRM standard entity records using Dynamics CRM clients		✓	✓	

Follow and post activity feeds against custom entity records using Dynamics CRM clients			✓	
Read-Access to complete Microsoft Dynamics CRM functionality		✓	✓	✓ ⁴
Write-Access to complete Microsoft Dynamics CRM functionality			✓	✓ ⁴
<p>(1) Microsoft Dynamics CRM web client, Microsoft Dynamics CRM client for Microsoft Outlook, and Mobile Express for Microsoft Dynamics CRM.</p> <p>(2) Privileges applicable only to records created by the same user.</p> <p>(3) Privileges applicable to custom activities ONLY.</p> <p>(4) Privileges to create records; append, append to, and update records created by any CRM user. <u>Data privileges</u> to assign, share, or delete records created by the same CRM user. API access only.</p> <p>(5) Accounts, Contacts, Cases, Leads, Activities, and Custom entity records only.</p>				

LICENSING STRUCTURE: ON-DEMAND SPLA

The Service Provider License Agreement (SPLA) is a license program designed for Software Services Providers to enable their organization to license Microsoft Software products and to use these products to provide software services to their customers.

Software services are services they provide to their customers that make available licensed products and that display, run, access, or otherwise interact with these licensed products. One or more data centers may provide these services through the Internet, a telephony network, or a private network on a rental or on a subscription or services basis. In addition, the services may be provided whether or not the services provider receives a fee. Software services exclude any services that involve installing a Microsoft licensed product directly on any device to permit a customer to interact with the Microsoft licensed product.

Some examples of Software services providers include Web Hosters, application services providers, messaging and/or collaboration services providers, platform infrastructure providers, business process outsourcers, streaming media Service Providers and ISVs with hosted applications running on Microsoft technologies.

The SPLA license provides 3rd party commercial use rights to Service Providers, who will be the holder of these Microsoft licenses and provide the software service. The end customers receiving the software service are not required to obtain their own Microsoft licenses. End customers receive the right to interact with functionalities of Microsoft software through the Service Provider's SPLA licenses. Service Providers cannot use FPP, Open, Select or EA licenses purchased in their name to provide software services.

Service Providers obtain the **Microsoft Dynamics CRM Service Provider** edition to obtain the software necessary to provide software services to their Customers. This edition offers the functionality and multi-tenancy capabilities of Microsoft Dynamics CRM Server 2011.

LICENSING MODEL

The SPLA licensing program provides user access to software services via a Subscriber Access License (SAL) and a Limited Subscriber Access License. When using the SALs, a separate server license is not required.

SUBSCRIBER ACCESS LICENSES

Microsoft Dynamics CRM 2011 is licensed using "Per subscriber" model. In the SAL model, a SAL is required for each unique named individual who is authorized to use the Microsoft Dynamics CRM software in any given month. Benefits of the Per Subscriber model include:

- Subscribers can use any device to access instances of the server software
- Service providers can "scale out" by deploying as many servers as they need

- Service providers have minimal start-up costs since they only pay based upon the number of subscribers they have each month.

Microsoft Dynamics CRM Service Provider offers the following SAL functionalities:

- **Employee Self Service SAL** – The Employee Self Service (ESS) SAL provides a user with limited API access and limited read-write access to “Microsoft Dynamics CRM functionality” through any application/graphical user interface (GUI), other than the Microsoft Dynamics CRM client.

“Microsoft Dynamics CRM functionality” means that users may view, manipulate, input, query or otherwise structure CRM ‘live’ data. ‘Live’ data is information that, via use action, dynamically writes to or reads from, or synchronizes with Microsoft Dynamics CRM, whether it is accessed directly or indirectly.

The use rights supported for ESS SAL include:

- Read access to Accounts, Contacts, Cases, Leads, Activities, Notes, and Custom entity records only.
- Data privileges to **create** Accounts, Contacts, Cases, Leads, Activities, Notes, and Custom entity records.
- Data privileges to **append, append to, and update** Accounts, Contacts, Cases, Leads, Activities, Notes, and Custom entity records created by any CRM user.
- Read access to look-up entities for the purpose of creating and updating Accounts, Contacts, Cases, Leads, Activities, Notes, and Custom entity records.
- **Data privileges** to **delete, share, or assign** Notes records created by the same user.
- Data privileges to follow and post activity feeds against Accounts, Contacts, Leads, and Custom entity records created by any CRM user.
- Access to CRM server software and “Microsoft Dynamics CRM functionality” through any application/graphical user interface (GUI), other than Microsoft Dynamics CRM clients.

ESS SAL users cannot use the Microsoft Dynamics CRM 2011 applications & GUIs directly. The ESS SAL SKU will appear on price lists as the **Dyn CRM SRVCPVDR SAL ESS** and may be purchased separately from other Microsoft Dynamics CRM subscriber access licenses.

- **Limited SAL** - The Limited SAL provides a user with full read access (e.g., for reports) and limited write access to “Microsoft Dynamics CRM functionality”. Users may view or query CRM data.

The use rights supported for Limited SAL include:

- Data privileges to **create** Accounts, Contacts, Cases, Leads, Activities, and Notes using Microsoft Dynamics CRM clients.
- Data privileges to **append, append to, and update** Accounts, Contacts, Cases, Leads, Activities, and Notes created by any CRM user using Microsoft Dynamics CRM clients.
- Data privileges to **assign, share, and delete** Accounts, Contacts, Cases, Leads, Activities, and Notes **created by the same user** using Microsoft Dynamics CRM clients.
- Data privileges to follow and post activity feeds against Accounts, Contacts, Leads, **Opportunities, and standard entity** records created by any CRM user using Microsoft Dynamics CRM clients.
- Data privileges to **create** custom entity records using API access only.
- Data privileges to **update** custom entity records created by any CRM user using API access only.
- **Append** data privileges using Microsoft Dynamics CRM clients for **custom activity records** created by any CRM user.
- **Append** data privileges **using API access only** for custom entity records (excluding custom activity records) created by any CRM user.

- **Append to** data privileges using Microsoft Dynamics CRM clients for custom entity records created by any CRM user.
- Data privileges to **assign, share, and delete** custom entity records created by the same user using API access only.
- Data privileges to follow and post activity feeds against custom entity records using API access only.
- **No data privileges** to **assign, share, or delete** records created by other CRM users.
- Read access to “Microsoft Dynamics CRM functionality”.

The Limited SAL SKU will appear on price lists as the **Dyn CRM SRVCPVDR SAL Ltd** and may be purchased separately from other Microsoft Dynamics CRM subscriber access licenses.

- **SAL** – The SAL provides a user with full read-write access to all capabilities within Microsoft Dynamics CRM 2011 to provide full “Microsoft Dynamics CRM functionality”. “Microsoft Dynamics CRM functionality” means that users may view, manipulate, input, query or otherwise structure CRM ‘live’ data. ‘Live’ data is information that, via use action, dynamically writes to or reads from, or synchronizes with Microsoft Dynamics CRM, whether it is accessed directly or indirectly. The ‘full’ SAL SKU will appear on price lists as the **Dyn CRM SRVCPVDR SAL**.

The Microsoft Dynamics CRM Service Provider edition enables service providers to offer external user access to their hosted solutions.

For more information on Microsoft Dynamics CRM 2011 Use Rights under SPLA:

<http://www.microsoftvolumelicensing.com/userights/DocumentSearch.aspx?Mode=3&DocumentTypeId=2>

Use Right	ESS SAL	Limited SAL	SAL
Create Accounts using API Access	✓	✓	✓
Create Contacts using API Access	✓	✓	✓
Create Cases using API Access	✓	✓	✓
Create Leads using API Access	✓	✓	✓
Create Activities using API Access	✓	✓	✓
Create Notes using API Access	✓	✓	✓
Create custom entity records using API Access	✓	✓	✓
Update Accounts using API Access	✓	✓	✓
Update Contacts using API Access	✓	✓	✓
Update Cases using API Access	✓	✓	✓
Update Leads using API Access	✓	✓	✓
Update Activities using API Access	✓	✓	✓
Update Notes using API Access	✓	✓	✓

Update custom entity records using API Access	✓	✓	✓
Append Accounts using API Access	✓	✓	✓
Append Contacts using API Access	✓	✓	✓
Append Cases using API Access	✓	✓	✓
Append Leads using API Access	✓	✓	✓
Append Activities using API Access	✓	✓	✓
Append Notes using API Access	✓	✓	✓
Append custom entity records using API Access	✓	✓	✓
Append to Accounts using API Access	✓	✓	✓
Append to Contacts using API Access	✓	✓	✓
Append to Cases using API Access	✓	✓	✓
Append to Leads using API Access	✓	✓	✓
Append to Activities using API Access	✓	✓	✓
Append to Notes using API Access	✓	✓	✓
Append to custom entity records using API Access	✓	✓	✓
Delete Accounts using API Access		✓ ²	✓
Delete Contacts using API Access		✓ ²	✓
Delete Cases using API Access		✓ ²	✓
Delete Leads using API Access		✓ ²	✓
Delete Activities using API Access		✓ ²	✓
Delete Notes using API Access		✓ ²	✓
Delete custom entity records using API Access		✓ ²	✓
Assign Accounts using API Access		✓ ²	✓
Assign Contacts using API Access		✓ ²	✓
Assign Cases using API Access		✓ ²	✓
Assign Leads using API Access		✓ ²	✓
Assign Activities using API Access		✓ ²	✓
Assign custom entity records using API Access		✓ ²	✓
Share Accounts using API Access		✓ ²	✓
Share Contacts using API Access		✓ ²	✓

Share Cases using API Access		✓ ²	✓
Share Leads using API Access		✓ ²	✓
Share Activities using API Access		✓ ²	✓
Share custom entity records using API Access		✓ ²	✓
Create Accounts using Microsoft Dynamics CRM clients ¹		✓	✓
Create Contacts using Microsoft Dynamics CRM clients		✓	✓
Create Cases using Microsoft Dynamics CRM clients		✓	✓
Create Leads using Microsoft Dynamics CRM clients		✓	✓
Create Activities using Microsoft Dynamics CRM clients		✓	✓
Create Notes using Microsoft Dynamics CRM clients		✓	✓
Update Accounts using Microsoft Dynamics CRM clients		✓	✓
Update Contacts using Microsoft Dynamics CRM clients		✓	✓
Update Cases using Microsoft Dynamics CRM clients		✓	✓
Update Leads using Microsoft Dynamics CRM clients		✓	✓
Update Activities using Microsoft Dynamics CRM clients		✓	✓
Update Notes using Microsoft Dynamics CRM clients		✓	✓
Append Accounts using Microsoft Dynamics CRM clients		✓	✓
Append Contacts using Microsoft Dynamics CRM clients		✓	✓
Append Cases using Microsoft Dynamics CRM clients		✓	✓
Append Leads using Microsoft Dynamics CRM clients		✓	✓
Append Activities using Microsoft Dynamics CRM clients		✓	✓
Append Notes using Microsoft Dynamics CRM clients		✓	✓
Append to Accounts using Microsoft Dynamics CRM clients		✓	✓
Append to Contacts using Microsoft Dynamics CRM clients		✓	✓
Append to Cases using Microsoft Dynamics CRM clients		✓	✓
Append to Leads using Microsoft Dynamics CRM clients		✓	✓
Append to Activities using Microsoft Dynamics CRM clients		✓	✓
Append to Notes using Microsoft Dynamics CRM clients		✓	✓
Delete Accounts using Microsoft Dynamics CRM clients		✓ ²	✓

Delete Contacts using Microsoft Dynamics CRM clients		✓ ²	✓
Delete Cases using Microsoft Dynamics CRM clients		✓ ²	✓
Delete Leads using Microsoft Dynamics CRM clients		✓ ²	✓
Delete Activities using Microsoft Dynamics CRM clients		✓ ²	✓
Delete Notes using Microsoft Dynamics CRM clients		✓ ²	✓
Assign Accounts using Microsoft Dynamics CRM clients		✓ ²	✓
Assign Contacts using Microsoft Dynamics CRM clients		✓ ²	✓
Assign Cases using Microsoft Dynamics CRM clients		✓ ²	✓
Assign Leads using Microsoft Dynamics CRM clients		✓ ²	✓
Assign Activities using Microsoft Dynamics CRM clients		✓ ²	✓
Share Accounts using Microsoft Dynamics CRM clients		✓ ²	✓
Share Contacts using Microsoft Dynamics CRM clients		✓ ²	✓
Share Cases using Microsoft Dynamics CRM clients		✓ ²	✓
Share Leads using Microsoft Dynamics CRM clients		✓ ²	✓
Share Activities using Microsoft Dynamics CRM clients		✓ ²	✓
Create custom entity records using Microsoft Dynamics CRM clients			✓
Update custom entity records using Microsoft Dynamics CRM clients			✓
Append privilege for custom activity records using Microsoft Dynamics CRM clients		✓ ³	✓
Append privilege for custom entity records (excluding custom activity records) using Microsoft Dynamics CRM clients			✓
Append to privilege for custom entity records using Microsoft Dynamics CRM clients		✓	✓
Delete custom entity records using Microsoft Dynamics CRM clients			✓
Assign custom entity records using Microsoft Dynamics CRM clients			✓
Share custom entity records using Microsoft Dynamics CRM clients			✓
Customer Care Accelerator Framework		✓	✓
Create “Advanced Find” Queries		✓	✓
Save “Advanced Find” Queries		✓	✓
Personal Views		✓	✓
Create System Dashboard			✓

Share System Dashboard			✓
Create personal Dashboard		✓	✓
Share personal Dashboard		✓	✓
Create Workflow			✓
Update Workflow			✓
Run an automated workflow		✓ ⁴	✓
Run an On-demand workflow			✓
Create Dialog			✓
Update Dialog			✓
Start Dialog		✓ ⁴	✓
Create Report		✓	✓
Run Report		✓	✓
Perform Mail Merge			✓
Export data to Microsoft Excel		✓	✓
Follow and post activity feeds against Accounts, Contacts, Leads, and Custom entity records using API access	✓	✓	✓
Follow and post activity feeds against Dynamics CRM standard entity records using Dynamics CRM clients		✓	✓
Follow and post activity feeds against custom entity records using Dynamics CRM clients			✓
Read-Access to complete Microsoft Dynamics CRM functionality		✓	✓
Write-Access to complete Microsoft Dynamics CRM functionality			✓
<p>(1) Microsoft Dynamics CRM web client, Microsoft Dynamics CRM client for Microsoft Outlook, and Mobile Express for Microsoft Dynamics CRM.</p> <p>(2) Privileges applicable only to records created by the same user.</p> <p>(3) Privileges applicable to custom activities ONLY.</p> <p>(4) Accounts, Contacts, Cases, Leads, Activities, and Custom entity records only.</p>			

LICENSING STRUCTURE: MICROSOFT DYNAMICS CRM ONLINE

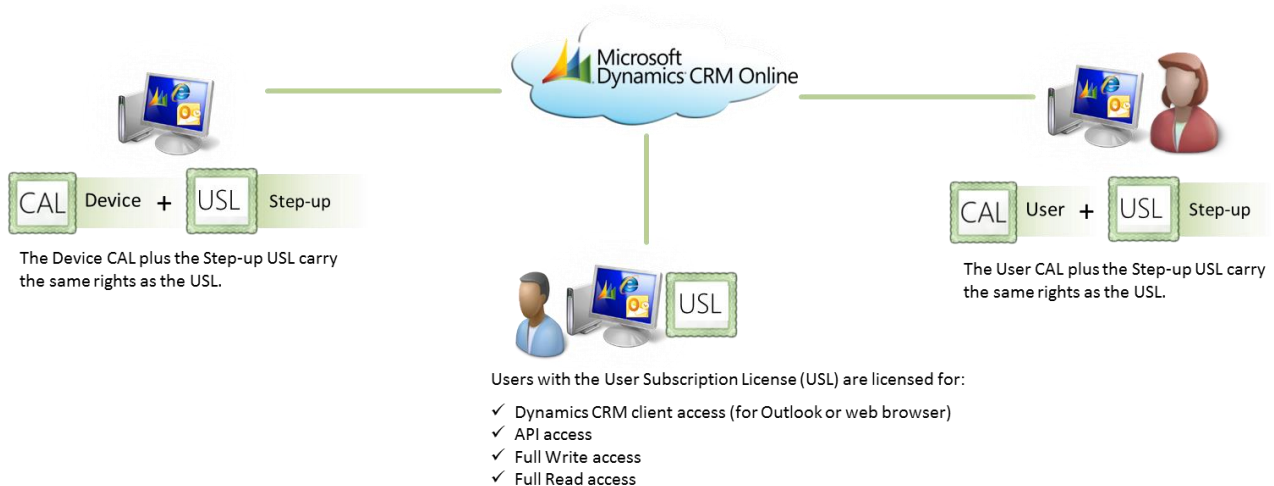
Microsoft Dynamics CRM Online is a software-as-a-service per user subscription based model available in 42 geographies. Microsoft Dynamics CRM Online is a flexible business application that helps organizations increase their business productivity and enhance connections across people, processes, and different enterprise systems. It delivers the same functionality and value as an on-premises deployment, but with the added benefits of:

- Rapid Time to Value: Meet tight time to market requirements that may challenge in-house resources
- Management Simplicity: Minimize your need to manage multiple vendors or internal support resources thanks to ongoing application monitoring and maintenance
- Improved Quality of Service: Obtain reliable performance supported by a financially-backed 99.9 percent service level agreement (SLA)
- Flexibility: Scale the number of users up or down based on your need
- Cost Predictability: Change capital expenditures into predictable operating expenses

The offerings planned for CRM Online are as follows:

- Microsoft Dynamics CRM Online User Subscription License (USL)
 - 5 Gigabytes of storage, a 12 month commitment, and offline Synchronization per subscription
- Microsoft Dynamics CRM Online Step-up User Subscription License (Step-up USL)
 - 5 Gigabytes of storage, a 12 month commitment, and offline Synchronization per subscription
- Microsoft Dynamics CRM Online additional storage add-on
 - 1 Gigabyte of incremental storage (up to 100 GB) per subscription
- Microsoft Dynamics CRM Online additional instance add-on
 - 1 Dynamics CRM Online instance (up to 50 instances) per subscription

USL and Step-up USL are named user licenses while additional storage add-on and additional instance add-on are subscription based licenses. The licensing model does not support device based licenses.



For pricing information for Microsoft Dynamics CRM Online, see the Pricing section.

Use rights information for CRM Online will be detailed in the Terms of Service Agreement (TOS) that Customers accept during sign up.

NOTE: Microsoft Dynamics CRM Online includes use of Bing Maps. Customer's use of Bing Maps is governed by the Bing Maps End User Terms of Use available at <http://go.microsoft.com/?linkid=9710837> and the Bing Maps Privacy Statement available at <http://go.microsoft.com/fwlink/?LinkID=248686>.

NOTE: Subscription licenses for Microsoft Dynamics CRM Online do not include use rights for Yammer or Skype. If your deployment integrates Dynamics CRM Online with any of these products, product licensing rights for Yammer and/or Skype must be established separately. To learn more about Yammer's terms of use, visit <https://www.yammer.com/about/terms/>

USER SUBSCRIPTION LICENSE

The User Subscription License (USL) grants users non-perpetual rights (with no buy-out rights) to the use of Microsoft Dynamics CRM Online service. The license includes access to the default Microsoft Dynamics CRM Online instance included in the subscription, and every Microsoft Dynamics CRM Online additional instance associated with the same subscription account. As long as the customer is current on their subscription payments and adheres to the Terms of Service, the customer will have access to the most up-to-date version of Microsoft Dynamics CRM Online. Since the service provides the latest and greatest features to customers, there is no need for customers to purchase Software Assurance to complement their User Subscription Licenses. The USL SKU will appear on Volume Licensing pricelists as **DynCRMOIn ShrdSvr ALNG SubsVL MVL Restricted PerUsr**



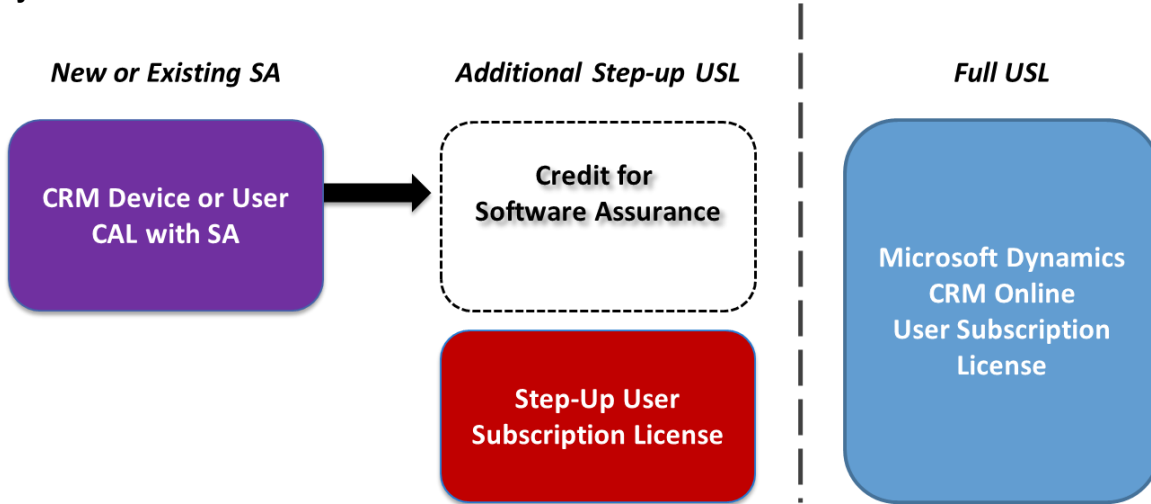
Users with the User Subscription License (USL) are licensed for:

- ✓ Dynamics CRM client access (for Outlook or web browser)
- ✓ API access
- ✓ Full Write access
- ✓ Full Read access

STEP-UP USER SUBSCRIPTION LICENSE

A Step-Up user subscription license (also referred to as USL for SA) allows customers who purchase or have previously purchased perpetual software licenses (Client Access Licenses and Software Assurance) to migrate to Microsoft Dynamics CRM Online. The license includes access to the default Microsoft Dynamics CRM Online instance included in the subscription, and every Microsoft Dynamics CRM Online additional instance associated with the same subscription account. A Step-Up USL allows Microsoft Dynamics CRM On-Premises customers to protect the investments that they have made in Microsoft licensing, and permit them to maintain perpetual rights

for the duration of their service agreement. The Step-Up USL SKU will appear on Volume Licensing pricelists as **DynCRMOnln ShrdSvr ALNG SubsVL MVL Restricted PerUsr forSA**



The Step-Up User Subscription License model includes two parallel agreements:

1. A new or existing Software Assurance agreement that the customer will continue to maintain and renew, and
2. An additional Step-Up User Subscription License Agreement that provides rights to the service.

STEP-UP USL ELIGIBILITY

Microsoft Dynamics CRM Online USL includes read-write access rights to the subscription service. Accordingly, Full CALs current on SA are eligible for a Step-up USL. Each User/Device CAL qualifies for one Step-up USL.

Limited only CALs do not qualify for Step-Up USL. Limited CALs can be combined with Additive CALs to become eligible for Step-Up USLs.

License Type	Active on Software Assurance?	Step-Up USL Eligibility
Microsoft Dynamics CRM User CAL	Yes	Yes
Microsoft Dynamics CRM Device CAL	Yes	Yes
Microsoft Dynamics CRM Limited User CAL + Microsoft Dynamics CRM Additive User CAL	Yes	Yes
Microsoft Dynamics CRM Limited Device CAL + Microsoft Dynamics CRM Additive Device CAL	Yes	Yes
Microsoft Dynamics CRM Limited User CAL only	Not Applicable	No
Microsoft Dynamics CRM Limited Device CAL only	Not Applicable	No

Microsoft Dynamics CRM User CAL	No	No
Microsoft Dynamics CRM Device CAL	No	No
Microsoft Dynamics CRM Limited User CAL +	No	No
Microsoft Dynamics CRM Additive User CAL		
Microsoft Dynamics CRM Limited Device CAL +	No	No
Microsoft Dynamics CRM Additive Device CAL		

Device CALs that are purchased as part of an EA or CASA agreement have a 1:1 relationship with Microsoft Dynamics CRM Online Step-Up USLs: **one Device CAL qualifies for one Step-Up USL.**

If a customer “brings” the Client Access License to the service, the User Subscription License must be used for the same user of the Client Access License. The User Subscription License cannot subsequently be transferred to another user unless the corresponding Client Access License is also transitioned to the new user.

ADDITIONAL INSTANCE ADD-ON LICENSE

Additional Instance add-on licenses provide flexibility for a customer to add one or more production-ready Microsoft Dynamics CRM Online instances to an existing Microsoft Dynamics CRM Online subscription. Each additional instance add-on license includes 1 unit of Microsoft Dynamics CRM Online instance only.

The license is well suited for multi-instance deployments such as departmental applications, and sandbox environments configured within an organization. Licensed users associated with a Microsoft Dynamics CRM Online subscription can access the default Microsoft Dynamics CRM Online instance included in the subscription, and every Microsoft Dynamics CRM Online additional instance associated with the same subscription.

The additional instance add-on license does not include any default storage capacity. Moreover, additional instances are deployed in the same data center where the Microsoft Dynamics CRM Online service subscription is originally provisioned.

ADDITIONAL STORAGE ADD-ON LICENSE

Additional Storage add-on licenses provides flexibility to increase the storage capacity associated with a Microsoft Dynamics CRM Online subscription.

A Microsoft Dynamics CRM Online subscription includes 5 GB of default storage. Each additional storage add-on license includes 1 GB of storage.

NOTE: The subscription storage is tracked against all the Microsoft Dynamics CRM Online instances associated with the subscription.

AVAILABILITY

LANGUAGES: ON-PREMISES, ON-DEMAND SPLA & MICROSOFT DYNAMICS CRM ONLINE

Microsoft Dynamics CRM 2011 languages are available for customers worldwide beginning April 1, 2011. Localized/translated versions are available for the following languages (alphabetic listing):

- Arabic
- Basque
- Bulgarian
- Chinese (Hong Kong)
- Chinese (PRC)
- Chinese (Taiwan)
- Catalan
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- Galician
- German
- Greek
- Hebrew
- Hindi
- Hungarian
- Italian
- Japanese
- Kazakh
- Korean
- Latvian
- Lithuanian
- Norwegian
- Polish
- Portuguese (Br)
- Portuguese (Ptg)
- Romanian
- Russian
- Serbian (Latin)
- Slovak
- Slovenian
- Spanish
- Swedish
- Thai
- Turkish
- Ukrainian

Downloads are available at the Microsoft Download Center: www.microsoft.com/downloads

GEOGRAPHIES: MICROSOFT DYNAMICS CRM ONLINE

Microsoft Dynamics CRM Online is currently available in the following 42 countries:

Americas	Europe	Asia Pacific
Brazil	Austria	Australia
Canada	Belgium	Hong Kong
Colombia	Cyprus	India
Costa Rica	Czech Republic	Japan
Chile	Denmark	Korea*
Mexico	Finland	Malaysia
Peru	France	New Zealand
Puerto Rico	Germany	Singapore
Trinidad and Tobago	Greece	
United States	Hungary	
	Ireland	
	Israel	
	Italy	
	Luxembourg	
	Netherlands	
	Norway	
	Poland	
	Portugal	
	Romania	
	Russia*	
	Spain	
	Sweden	
	Switzerland	
	United Kingdom	

*Available only through Microsoft Online Services program (MOSP) and Volume Licensing

PROGRAMS

MICROSOFT PARTNER NETWORK (MPN)

Microsoft network partners with silver and gold competencies will receive Microsoft Dynamics CRM 2011 Internal Use Licenses for CRM Server 2011 along with their other Microsoft software benefit entitlements received through participation in the Microsoft Partner Program. View the [Core Software Licensing for Partners with Competencies](#) or [Software Licensing Benefits for Competency](#) to determine the software license benefits.

MICROSOFT DYNAMICS CRM ONLINE INTERNAL USE RIGHTS (IUR) BENEFIT

Microsoft partners with gold and silver competencies qualify for up to 250 seats of Microsoft Dynamics CRM Online for internal use.

Table: Internal Use Subscription Licenses for Microsoft Partners

CRM Online Offering	Gold Competency	Silver Competency	Microsoft Cloud Partner Programs
Microsoft Dynamics CRM Online Partner Benefit Offer	Up to 250 users	Up to 100 users	Up to 250 users

*CRM Online maximum internal use benefits are defined per partner organization and not per headquarters or qualifying locations. Partners with silver or gold competencies cannot combine CRM Online internal use benefits with those from either the Cloud Essentials Pack or Cloud Accelerate Program to gain additional seats. The CRM Online internal use benefit maxes out at 250 seats per partner organization.

This MPN benefit for Microsoft Dynamics CRM Online will be available to partners in all 40 geographies where the service is available. Partners can sign up for this program at <http://crm.dynamics.com/crmforpartners>. For all other geographies not included in the 40 already noted, this offer will not be applicable until Microsoft Dynamics CRM Online is available in those geographies.

For additional information visit the CRM Online FAQ on the Microsoft Partner Network site:

<https://partner.microsoft.com/global/productssolutions/dynamics/40149008>

MICROSOFT DYNAMICS CRM ON-PREMISES INTERNAL USE RIGHTS (IUR) BENEFIT

Table: Internal Use Licenses for Microsoft Partners

	Microsoft Action Pack Subscriptions ¹	Silver Competency	Gold Competency	Additional Licenses with CRM/ERP/ISV Competency
Product Edition	Workgroup Server 2011	CRM Server 2011	CRM Server 2011	CRM Server 2011
Microsoft Dynamics CRM 2011 Licenses	1 Server 5 Users Maximum	1 Server 25 CALs	1 Server 100 CALs	Silver competency: 25 CALs Gold competency: 50 CALs
		Country Max Cap per partner ² : 5 servers, 125 CALs.	Country Max Cap per partner ² : 5 servers, 500 CALs.	

		Country Worldwide Max Cap: 15 servers, 375 CALs.	Country Worldwide Max Cap: 15 servers, 1500 CALs.	
Microsoft Dynamics CRM 2011 External Connector	-	1	1	-

¹Microsoft Action Pack Subscriptions: Microsoft Action Pack for Solution Provider and Microsoft Action Pack for Design & Development.

²Partners with multiple office locations may enroll in the network with each location as a single organization, as a headquarters with multiple locations, or as a combination of the two. If these locations or organizations are part of the same company conducting the same business (for example, developing and selling the same products and services), the Microsoft Partner Network will view these locations as a single partner entity for the purposes of license grants and maximum grant limits.

Partners may download Microsoft Dynamics CRM 2011 software from the [Partner Digital Distribution Portal](#) or from the [MSDN Subscriber Downloads site](#), and from the [TechNet](#) site.

With the exception of the Microsoft Action Pack Subscription, which grants licenses for the Microsoft Dynamics CRM Workgroup Server 2011 Edition and is limited to a maximum of 5 users; partners requiring additional CAL's beyond numbers listed in above table may acquire additional licenses through other channels at normal pricing.

Partners that have already attained a competency or purchased a subscription can view their organization's specific Licensing Statement by visiting the [Partner Digital Distribution Portal](#).

Visit [Competencies](#) to learn more about Microsoft competency benefits.

MICROSOFT ACTION PACK SUBSCRIPTIONS

High-value, cost-effective Microsoft Partner Network subscriptions provide access to software and development tools, training, market visibility, and support. The subscription offerings include Microsoft Action Pack Solution Provider, and Microsoft Action Pack Development and Design.

Microsoft Action Pack Solution Provider

Microsoft Action Pack Solution Provider is tailored for Microsoft registered partners serving small and midsize companies, providing a wealth of resources to help them effectively promote, install, and build solutions that use Microsoft products and technologies. With Action Pack, partners are entitled to deploy Microsoft Dynamics CRM Workgroup Server 2011 for internal-use for running business, developing application, and testing new solutions.

Visit <https://partner.microsoft.com/40016455> to learn more about Microsoft Action Pack Solution Provider.

Microsoft Action Pack Development and Design

Microsoft Action Pack Development and Design is tailored for developers and web designers serving small and midsize companies, providing a wealth of resources to help them effectively develop, design, and build solutions that use Microsoft products and technologies. With Action Pack, partners are entitled to deploy Microsoft Dynamics CRM Workgroup Server 2011 for internal-use for running business, developing application, and testing new solutions.

Visit <https://partner.microsoft.com/US/program/40132997> to learn more about Microsoft Action Pack Development and Design.

Action Pack Partners can download Microsoft Dynamics CRM Workgroup Server 2011 from the [Partner Digital Distribution Portal](#). Partners that have opted to receive physical media will receive Microsoft Dynamics CRM Workgroup Server 2011 media with the Action Pack shipment. The product license key can be accessed online via the [Partner Digital Distribution Portal](#). Action Pack Solution Provider Partners can also download Dynamics CRM Workgroup Server 2011 from the TechNet site through their TechNet for Microsoft Action Pack Solution Provider benefit.

Microsoft Action Pack Subscription is a non-perpetual license and only valid during the subscription period, Action Pack software cannot be upgraded. Note that Workgroup Server is limited to a maximum of 5 Users and it is not possible to add additional users. Partners, who require support for greater than 5 Users, may either (1) purchase Microsoft Dynamics CRM Server 2011 edition through Volume Licensing, (2) earn a Microsoft Competency to obtain the Microsoft Dynamics CRM Server 2011 and CALs through their Microsoft Partner program membership, or (3) purchase a subscription to CRM Online Professional (available geographies only).

See the Partner Program website for more information.

MSDN

Microsoft Dynamics CRM 2011 is available for MSDN Subscribers via MSDN Subscriber Downloads.

Microsoft Dynamics CRM 2011 available via MSDN is covered by MSDN licensing. MSDN subscriptions are licensed on a per-user basis. Licensed MSDN subscribers may use the software for development, test, design and demonstration of their applications on any number of devices.

MSDN subscriptions are only offered per individual, there are no “team” subscriptions or sharing of subscription benefits. You should [select the right MSDN Subscription](#) for each person on your software development team based on the software that person needs to use and the support benefits required. Team members who install the software (such as IT Professionals who install software for a test lab) will also need an MSDN subscription.

Microsoft Gold Certified and Certified partners will receive the Product Key for the MSDN version of Microsoft Dynamics CRM 2011 on a card in their Welcome kit and in subsequent Partner kit deliveries. The Product Key provided via MSDN Subscriber Downloads can be used as well.

Partners who choose to download the software prior to receipt of their partner program welcome/subscription kits may use the Product Keys available on MSDN Subscriber Downloads, but should re-install and register using their *official* partner keys when available, in order to receive the correct number of licenses eligible by partner level.

MSDN Subscriber Downloads: <http://msdn.microsoft.com/subscriptions/downloads/>

TRIALS

New Customers or Partners not already in the Volume Licensing program can access Microsoft Dynamics CRM Trial Software and Microsoft Dynamics CRM Online 30-day Trial subscription.

MICROSOFT DYNAMICS CRM ON-PREMISES

Trials for all editions of Microsoft Dynamics CRM 2011 are available at:

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=c3f82c6f-c123-4e80-b9b2-ee422a16b91d>

The Microsoft Dynamics CRM Workgroup Server 2011 Trial:

- Contains a maximum of 5 users licenses - no additional users may be added

-
- Is time limited to 90 days
 - *May be converted to a full version by applying a commercial product key in Microsoft Dynamics CRM Deployment Manager.

The Microsoft Dynamics CRM Server 2011 Trial:

- Contains license keys for up to 100,000 Microsoft Dynamics CRM Server 2011 Users
- Is time limited to 90 days
- *May be converted to a full version by applying a commercial product key in Microsoft Dynamics CRM Deployment Manager.

Trial License Keys are posted on the Trial download site.

- **IMPORTANT:** Users will not be warned of impending trial expiration, so be sure that you decide well before day 90 whether to convert to a commercial license. The 90-day trial limit cannot be extended.
- If Customers or Partners need more than 90 Days for their Evaluation, they may purchase a full Microsoft Dynamics CRM 2011 Server license and the appropriate number of CALs.

The Trial software may be converted to Volume Licensing, BRL, MSDN, TechNet, MPN, MAPS or ISV licenses.

From	To	MSDN & TechNet		Volume Licensing & MPN		ISV Royalty	SPLA	BRL/DPL	MAPS
		WG	CRM Server	WG	CRM Server	CRM Server	Service Provider	CRM Server	WG
Time Limited Or 90 Day Trial	WG	✓	✓	✓	✓	✓	✓	✓	✓
	CRM Server	-	✓	-	✓	✓	✓	✓	-
MSDN & TechNet	WG	-	✓	✓	✓	✓	✓	✓	✓
	CRM Server	-	✓	-	✓	✓	✓	✓	
Volume Licensing & MPN	WG	-	-	-	✓	✓	✓	✓	✓
	CRM Server	-	-	-	-	✓	✓	✓	-
ISV Royalty	CRM Server	-	-	-	✓	-	✓	✓	-
SPLA	Service Provider	-	-	-	✓	✓	-	✓	-
BRL /DPL	CRM Server	-	-	-	✓	✓	✓	-	-
MAPS	WG	-	-	✓	✓	✓	✓	✓	-

MICROSOFT CRM ONLINE TRIAL

To sign-up for a free 30-day trial, visit <http://crm.dynamics.com>

The Microsoft Dynamics CRM Online Trial Subscription:

- Includes 5 Gigabytes of storage
- Supports up to 25 users
- Is time limited to 30 days
- Allows customer to upgrade the trial to a billable subscription within the 30 day trial period

SALES & DISTRIBUTION CHANNELS

Microsoft Dynamics CRM 2011 can be purchased through various channels. The following may vary depending on sales channel licensing model:

- Part Number Availability
- Software Assurance
- Customer Support Provider
- Program Term

Table: Sales & Distribution Channels

Microsoft Dynamics CRM 2011 Channels	Volume Licensing				Business Ready Licensing	CRM Online**	ISV Royalty	SPLA	
	Open	Open Value	Select	EA					
Workgroup Server 2011	✓*	✓	✓	✓					
Workgroup to CRM Server 2011 Upgrade		✓	✓	✓					
CRM Server 2011	✓*	✓	✓	✓	✓		✓	✓	
Years of Software Assurance	2	3	3	3		Through Term	(1) Optional	Through Term	
Customer Support Provider		Microsoft					Partner or Service Provider		
<p>*OPEN LICENSE PROGRAM IMPORTANT NOTICE: Customers purchasing Microsoft Dynamics Workgroup Servers via the Open Channel should be made aware that NO STEP Ups are available in these programs. Customers who have purchased under these Programs and wish to move to a successive edition or language version will have to purchase it new. Customers who wish to add additional users to Microsoft Dynamics CRM Workgroup Server or who may wish to Step up from Workgroup to CRM Server in the future should strongly be advised to purchase Microsoft Dynamics through Open Value, Select, or EA programs.</p> <p>** Microsoft Dynamics CRM Online offering available in 42 geographies only</p>									

Microsoft Dynamics CRM 2011 is part of the “Server Pool” within the Microsoft Volume Licensing program and purchases qualify as part of this pool. All Part Numbers of Microsoft Dynamics CRM 2011 (Servers, CALs and External Connectors) qualify individually.

Microsoft Dynamic CRM is only sold with Software Assurance in Volume Licensing, so is available as either “L&SA” or “SA”.

Visit this link to view the Volume Licensing Reference Guide:

http://download.microsoft.com/download/a/7/0/a70853c1-a783-4d48-a7ad-f404abdb1e7d/Microsoft_Volume_Licensing_Reference_Guide.pdf

ACADEMIC LICENSING

Microsoft Dynamics CRM 2011 will be offered at a discounted rate to qualifying academic institutions via:

- Campus & School Agreement (Exception: Microsoft Dynamics CRM Workgroup Server)
- Academic Select (Exception: Microsoft Dynamics CRM Workgroup Server)
- Open Academic
- Microsoft Business Solutions Academic Alliance. (BRL/DPL only & Exception: Microsoft Dynamics Workgroup Server)
- Microsoft Dynamics CRM Online
- Service Provider License Agreement (SPLA)
- ISV Royalty Agreement

Customers enrolled in Campus / School Agreement can take advantage of academic pricing through the existing campus and school agreements to subscribe to **Microsoft Dynamics CRM Online**. The service is coterminous with the underlying Campus Agreement / School Agreement enrollment. Institutions are not obligated to enroll all full-time employees or devices; the academic institutions can purchase subscriptions based on the actual users. Moreover, the institutions enjoy the flexibility to deploy the service in multiple stages.

Learn more at: <http://crm.dynamics.com/how-to-buy>

ISV ROYALTY PROGRAM

The ISV Royalty Program offers Independent Software Vendors (ISVs) a convenient way to integrate Microsoft licensed products into their software business applications, replicate the business solution, and distribute a fully licensed solution to their customers.

This worldwide software licensing program isn't limited to independent software vendors (ISVs); it's open to all solutions partner segments, including value-added resellers and providers, system builders and integrators, and training and support providers.

An ISV can integrate Products into their solution by including one or more Products along with the ISV's software for their Unified Solution in any of the following ways:

- Copying onto the physical media which is labeled and packaged as the ISV's Unified Solution.
- Preinstalling, by the ISV, on a computer system for distribution as part of the ISV's Unified Solution.

PROGRAM REQUIREMENTS:

- **Develop a Unified Solution.**
Develop a value-added Unified Solution that uses Products and adds primary and significant functionality to those Products, and distribute the Unified Solution in a tangible media format. For the most recent ISV Royalty Product List, contact your distributor or visit <https://partner.microsoft.com/global/40084876>.
- **Join the Microsoft Partner Network.**
Enroll and maintain status as a member of the Microsoft Partner Network at any level (Community, Subscriber, Competency, or Advanced Competency).
- **Comply with the Microsoft license terms.**
Incorporate any applicable Microsoft license terms into the End Customer Agreement for the Unified Solution.
- **Designate an authorized Microsoft ISV Royalty Licensing Program distributor.**
Distributors are experts in Microsoft licensing, operations, and support services, and they offer a dedicated resource to support the ISV's product and service needs. Work with an authorized Microsoft ISV Royalty Licensing Program distributor to complete the ISV Royalty License and Distribution Agreement. For a list of authorized distributors by country, visit <http://www.microsoft.com/isvroyalty>. Contact <mailto:isvroy@microsoft.com> if there is no distributor in your region.
- **Provide technical support.**
ISVs are responsible for providing technical product support to their users for the Products included in the Unified Solution either themselves or by obtaining and continuously maintaining support through Microsoft or a third-party technical product support company.
- **Abide by the correct use of Microsoft's copyright notice, trademarks, and antipiracy obligations.**
Microsoft ISV Royalty Licensing Program partners and affiliates must abide by the requirements for preventing the piracy of Products. ISVs must also comply with Microsoft trademark and logo use requirements and pass-through copyright and similar notices. For more information on piracy, visit Microsoft's piracy website at <http://www.microsoft.com/piracy/>.
- **Provide monthly reporting on software licenses.**
Submit either a monthly royalty report or zero royalty report for all Products that ISVs and their affiliates distributed to their users.

- **Agree to participate in Microsoft ISV Royalty Licensing Program audits.**

Microsoft and/or its designees may review ISV's records and facilities (including the data centers) to verify compliance and conduct on-location audits if needed.

- **Comply with the export requirements.**

ISVs need to comply with all applicable export laws. We also recommend that you obtain legal advice regarding the export laws applicable to your business. For informational purposes only, Microsoft has an exporting website on export requirements and other information, including U.S. export regulations, product Export Control Classification Numbers (ECCNs), and export-restricted products at <http://www.microsoft.com/exporting/>.

*Read the [ISV Program Guide](#) to understand full requirements and conditions.

TO ENROLL AND PARTICIPATE IN THE ISV ROYALTY LICENSING PROGRAM, ISV'S WILL NEED TO:

1. Complete the Microsoft ISV Royalty License and Distribution Agreement and Microsoft Business and Services Agreement (MBSA) if you do not already have one in place. For more information, contact your distributor.
 - ISVs that have an existing standard MBSA via another Microsoft Volume Licensing Agreement (for example, with an Enterprise Agreement [EA], Enterprise Subscription Agreement [EAS], Select Plus, Select License, or Services Provider License Agreement [SPLA]) should work with their distributor to provide their MBSA number and link the MBSA to their ISV Royalty License and Distribution Agreement.
 - ISVs without an existing MBSA are required to sign one the next time they sign an ISV Royalty License and Distribution Agreement.
2. Submit these documents with the signed Signature Form to your distributor.
3. After Microsoft has received your signed Microsoft ISV Royalty License and Distribution Agreement, you will receive a welcome letter that contains an agreement number. Details on how to obtain media and product keys are listed further in this guide.

ISV Royalty Prices for Microsoft Dynamics CRM Professional and Enterprise Servers, CALs and External Connectors with Embedded Maintenance are equivalent to standard Microsoft Select D Net Pricing.

Visit <http://www.microsoft.com/licensing/licensing-options/isv-program.aspx> for more information.

SERVICE PROVIDER LICENSING AGREEMENT

SPLA provides Partners the opportunity to offer hosted Microsoft Dynamics CRM 2011 as a service for a monthly fee to customers. SPLA licenses have a three year term, and to be eligible to participate in SPLA, Partners must be at minimum Certified Partners in the Microsoft Partner Program, or Registered Partners and participating in the Microsoft Hosting Program. Customers are offered a choice of deployment – on premises or hosted. **The program automatically enables the SPLA Partner to offer free 30 day trials to customers.**

Licenses are priced per month and include software assurance, with no minimal sign up period. Partners report usage on a monthly basis via the Microsoft Online Order Entry Tool (MOET). Prices are from Microsoft to Partner – Partners determine additional fees to customers based on Partner services included.

ELIGIBILITY FOR THE SERVICES PROVIDER LICENSE AGREEMENT PROGRAM

Business models and scenarios for which the SPLA may be appropriate include:

- Application service providers
- Franchisees and franchises
- Messaging or collaboration service providers
- PC rental companies
- Web hosting providers
- ISVs that provide hosted applications
- Business process outsourcers (BPO)
- IT outsourcers that provide software licenses
- Platform infrastructure providers
- Streaming media providers
- Web or Internet service providers

PROGRAM REQUIREMENTS

SPLA partners must meet the following requirements to participate in the SPLA program:

- **Enroll in the Microsoft Partner Network.** Must be a member of the [Microsoft Partner Network](#) (MPN) and a member of the [Microsoft Hosting Community](#).
- **Designate a licensed products reseller.** Work with a SPLA reseller to complete the SPLA (and Microsoft Business and Services Agreement [MBSA] for SPLA) Agreement. The reseller will:
 - Collect SPLA partner's monthly use report or zero use report and submit it to Microsoft.
 - Collect payment for the licenses made available to users during the previous month.
 - Assist SPLA partner on all aspects of the SPLA Program.
- **Provide monthly reporting on software licenses.** Submit either a monthly use report or zero use report to your SPLA reseller on all licenses that are made available to SPLA partner's customers.
- **Submit a monthly invoice payment.** The SPLA reseller invoices the SPLA partner monthly based on the number of licenses reported in the monthly use report. SPLA partner is responsible for submitting payment to the SPLA reseller by the agreed date.
- **Comply with the Services Provider Use Rights (SPUR).** The SPUR describes the Product Use Rights (PUR) products licensed under the SPLA. The SPUR specifies use rights and conditions that apply to a customer's use of the licensed products. Microsoft can revise the SPUR at any time. The SPUR is updated quarterly and is located at <http://www.microsoftvolumelicensing.com/userights/DocumentSearch.aspx?Mode=3&DocumentTypeId=2>

- Abide by the copyright, the use of trademarks, and antipiracy obligations. Service providers must abide by the requirements for preventing the piracy of Microsoft licensed products and must comply with trademark and logo use requirements and pass-through copyright and similar notices. You must include Microsoft's copyright notice on any documentation, including online, for your products and services that include Microsoft products.
- **Provide technical support.** You are responsible for providing technical product support for the Microsoft products you deliver to your customers.
- **Agree to participate in Microsoft SPLA audits.** Microsoft and/or its designees can review your records and facilities (including the data centers) to verify compliance and conduct on-location audits if needed.
- **Comply with the export requirements.** You need to comply with all applicable export laws, and it is recommended that you obtain legal advice regarding the export laws applicable to your business. For informational purposes only, Microsoft has collected information on export requirements and other information, including U.S. export regulations, product Export Control Classification Numbers (ECCNs), and export-restricted products at <http://www.microsoft.com/exporting/>.
- **Sign a Microsoft Business and Services Agreement.**
 - Service providers that have an existing MBSA through another Volume Licensing Agreement (Enterprise Agreement, Enterprise Subscription Agreement [EAS], Select Plus, Select License, or ISV Royalty Licensing) should work with their account manager and/or reseller to provide their MBSA number and link the MBSA to their SPLA.
 - Service providers without an existing MBSA will be required to sign one the next time they sign a SPLA.

See the SPLA –Licensing Structure section above for licensing details.

Learn more about SPLA at <http://www.microsoft.com/hosting/en/us/licensing/default.aspx>

SYSTEM BUILDER CHANNEL

Microsoft Dynamics CRM 2011 will not be offered in the System Builder channel.

MICROSOFT DYNAMICS CRM ONLINE

Microsoft Dynamics CRM Professional offering is available to customers in 42 international geographies. Customers interested in signing up for CRM Online can purchase subscriptions through the following licensing program options:

1. **Microsoft Online Services Program (MOSP):** Customers can visit the Microsoft Online portal and complete the purchase. The subscription period is 12 months. Early termination fees may apply. Check the Web site for more details: <https://portal.microsoftonline.com/>
2. **Volume Licensing (VL):** Microsoft Dynamics CRM Online will be available through Enterprise Agreements and Campus/School Agreements. The service is coterminous with the existing volume licensing agreement. The billing and contract terms are consistent with those of corresponding Volume Licensing agreements. To learn more about the program, refer to the frequently asked questions: https://mbs.microsoft.com/partnersource/sales/promotions/MSDYCRMonline_VolumeLicenceFAQ2011
3. **Web Self Service Program (WSS):** This program is only available to existing customers with active subscriptions. The subscription period is 12 months. The subscription will renew automatically at the then-current pricing and terms unless the customer cancels the subscription prior to the end of subscription term. Early termination fees may apply. Check the Web site for more details: <http://go.microsoft.com/fwlink/?LinkId=108540>

Customers who had previously purchased on-premises Client Access Licenses through Enterprise Agreement (EA) or Campus / School Agreement (CASA), and are current on their Software Assurance (SA) are eligible to purchase “Step-Up User Subscription Licenses” for Microsoft Dynamics CRM Online. Customers are required to continue to maintain and renew their corresponding Software Assurance agreements on their perpetual Client Access Licenses in order to maintain Microsoft Dynamics CRM Online step-up rights. If a customer chooses not to renew the associated Software Assurance agreement, the customer loses the right to purchase the Step-Up User Subscription License and will be required to purchase a User Subscription License to retain online service access rights. The Step-Up User Subscription License offering is available in 42 international geographies where Microsoft Dynamics CRM Online is available.

The CRM Software Advisor program for Microsoft Dynamics CRM Online differs from the original program in terms of the fee calculations, but most other terms and conditions of the program remain the same.

To learn more about the CRM Software Advisor program, refer to the Microsoft Software Advisor guide:

<https://mbs.microsoft.com/partnersource/newsevents/news/softadvisorprg.htm?printpage=false&stext=softwareadvisor>

MICROSOFT DYNAMICS CRM PRICE AND LICENSING GUIDE FOR BUSINESS READY LICENSING

Please refer to the Pricing & Licensing Guide for Business Ready Licensing available on PartnerSource.

<https://mbs.microsoft.com/partnersource/pricing/pricesheets/dyncrmpricesheet.htm>

CHANNELS/PROGRAMS SUMMARY:

Program & Distribution Type	90 Day Time Limited Version	MSDN/TechNet	Microsoft Action Pack (MAPS)	Microsoft Partner Network	Open Academic	Open	Open Donations	Open Charity	Open Government	Open Local Government	Open Value	Open Value Subscription	Select Non-Specific	Select Student Media	Select Local	Enterprise 6 (*Additional Product)	Enterprise Subscription (*Additional Product)	Campus 3	Campus Student Media	School Non-Specific	School 3 Student Media	US Government	Fulfillment	Fulfillment Student Media	SPLA	ISV Royalty	OEM (System Builder)	OEM Royalty	Dynamics Price List	Dynamics Price List – Academic	Web Self-Service	Microsoft Online Services Program	
License Agreement	-	-	-	-	NS	NS	NS	NS	NS	NS	CG	CG	ACG	A	AGC	CG LG	CG LG	A	A	A	A	G	NS	A	C	A	C	A		C	A	A	TOS
CRM Workgroup Server 2011 Edition (5 Users)	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓						✓										
CRM Server 2011 Edition	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓		✓	✓		✓	✓			✓	✓			
CRM Online					✓											✓	✓	✓		✓		✓									✓	✓	

License Agreement Key:
A=Academic
C=Corporate
G=Government
LG=Local Government
NS=Non-Specific
TOS= Terms of Service

PRICING

PRICING SUMMARY: ON-PREMISES

Prices shown in table below are **Estimated Retail Pricing** ranges in *U.S. dollars* for On-Premises software in EA (L&SA/1 Year) through Open Value (L&SA/1 Year).

Actual pricing and availability of Estimated Retail Pricing may vary by licensing program, geography, and Software Assurance term, in compliance with applicable local pricing policies.

Microsoft Dynamics CRM 2011	Per Server	Per User	Per User when financed over 36 months
Workgroup Server 2011 (5 Users)	\$1,555 - \$2,200		\$10 - \$14/mo
Workgroup to CRM Server 2011 Upgrade*		N/A	N/A
CRM Server 2011	\$3,111 - \$4,420	N/A	
External Connector	\$3,111 - \$4,420	N/A	N/A
Client Access License (CAL)	N/A	\$622 - \$880	\$22 - \$31/mo
Limited CAL	N/A	\$186 - \$263	\$7 - \$10/mo
Employee Self Service CAL	N/A	\$62 - \$88	\$2-\$4/mo
<p>Prices shown are Estimated Retail Pricing ranges in U.S. dollars through Volume Licensing for EA (L&SA 1/Year) through Open Value (L&SA 1/Year). Actual pricing may vary by licensing program, geography, and Software Assurance term. Please contact a local distributor or authorized reseller of Microsoft Dynamics CRM 2011 for exact pricing. Financing term assumes 10% annualized rate and may vary based on volume and geography and is subject to availability.</p> <p>*Step Ups/Upgrades are not available in Open Business/Volume programs. Pricing depends on when in cycle Step-up is purchased within each VL program.</p>			

Total Solution Financing with Microsoft Financing information:

http://www.microsoft.com/dynamics/purchase/total_solution_financing.aspx#ECD

ESTIMATED RETAIL PRICING: ON-PREMISES

Exact prices and part numbers are available via pricelists and separate datasheet (Available April 1, 2011), with the following being the **Estimated Retail Prices** in the United States.

	Program	Workgroup Server	CRM Server	ESS CAL	Limited CAL	Device/User CAL	External Connector
US Dollars	Open NL SKU(s) Device User	\$2,641.00 QAA-00238	\$5,283.00 QJA-01032	\$106.00 3CJ-00020 3CJ-00033	\$317.00 QZA-00056 QZA-00431	\$1,055.00 ZFA-00116 ZFA-00109	\$5,283.00 ZGA-00056
	Open Value (L/SA 1 Yr) SKU(s) Device User	\$2,210.00 QAA-00112	\$4,420.00 QJA-00859	\$88.00 3CJ-0048 3CJ-00050	\$265.00 QZA-00025 QZA-00244	\$883.00 ZFA-00419 ZFA-00381	\$4,420.00 QJA-00859
	Open Value (L/SA 2 Yr) SKU(s) Device User	\$2,652.00 QAA-00113	\$5,304.00 QJA-00860	\$106.00 3CJ-00105 3CJ-00107	\$318.00 QZA-00012 QZA-00245	\$1,060.00 ZFA-00420 ZFA-00382	\$5,304.00 QJA-00860
	Open Value (L/SA 3 Yr) SKU(s) Device User	\$3,093.00 QAA-00114	\$6,189.00 QJA-00861	\$124.00 3CJ-00127 3CJ-00129	\$372.00 QZA-00018 QZA-00246	\$1,236.00 ZFA-00421 ZFA-00383	\$6,189.00 QJA-00861
	Select A (L/SA 1 Yr) SKU(s) Device User	\$2,187.00 QAA-00190	\$4,375.00 QJA-00968	\$87.00 3CJ-00165 3CJ-00166	\$262.00 QZA-00038 QZA-00446	\$874.00 ZFA-00240 ZFA-00232	\$4,375.00 ZGA-00117
	Select A (L/SA 2 Yr)	\$2,626.00	\$5,250.00	\$105.00	\$316.00	\$1,049.00	\$5,250.00
	Select A (L/SA 3 Yr)	\$3,063.00	\$6,126.00	\$122.00	\$369.00	\$1,224.00	\$6,126.00
	Select D (L/SA 1 Yr) SKU(s)	\$1,728.00 (see above)	\$3,456.00 (see above)	\$69.00 (see above)	\$207.00 (see above)	\$690.00 (see above)	\$3,456.00 (see above)
	Select D (L/SA 2 Yr)	\$2,074.00	\$4,148.00	\$83.00	\$250.00	\$828.00	4,148.00
	Select D (L/SA 3 Yr)	\$2,421.00	\$4,839.00	\$97.00	\$291.00	\$966.00	4,839.00
	EA A (L/SA 1 Yr) SKU(s) Device User	\$1,969.00 QAA-00308	\$3,938.00 QJA-00961	\$79.00 3CJ-00159 3CJ-00160	\$236.00 QZA-00016 QZA-00253	\$787.00 ZFA-00245 ZFA-00237	\$3,938.00 ZGA-00122
	EA A (L/SA 2 Yr)	\$2,406.00	\$4,814.00	\$96.00	\$288.00	\$962.00	\$4,814.00
	EA A (L/SA 3 Yr)	\$2,844.00	\$5,688.00	\$114.00	\$342.00	\$1,137.00	\$5,688.00
	EA D (L/SA 1 Yr) SKU(s)	\$1,555.00 (see above)	\$3,111.00 (see above)	\$62.00 (see above)	\$187.00 (see above)	\$621.00 (see above)	\$3,111.00 (see above)
EA D (L/SA 2 Yr)	\$1,900.00	\$3,802.00	\$76.00	\$228.00	\$760.00	\$3,802.00	
EA D (L/SA 3 Yr)	\$2,247.00	\$4,494.00	\$90.00	\$270.00	\$897.00	\$4,494.00	

PRICING: BUSINESS READY LICENSING

Exact prices and part numbers are available via pricelists and separate datasheet (Available April 1, 2011), with the following being the Estimated Retail Prices in the United States. See PartnerSource for specific pricing.

<https://mbs.microsoft.com/partnersource/pricing/pricesheets/>

Also, see the separate Microsoft Dynamics Pricing & Licensing Guide for Business Ready Licensing on PartnerSource web site.

Dynamics Price List /Business Ready Licensing	Microsoft Dynamics CRM Server 2011
Pricing not including 16% Enhancement Plan Server (Per instance)	\$4,999 1 server Included at no charge – MBL Pro or Advanced Management only
Client Access Licenses (User or Device) Microsoft Dynamics CRM CAL Microsoft Dynamics CRM Limited CAL Microsoft Dynamics CRM Employee Self Service CAL	\$999.00 \$299.00 \$99.00
Microsoft Dynamics CRM Full Use Additive CAL Microsoft Dynamics CRM Limited Use Additive CAL	\$700.00 \$200.00
External Connectors - (Per server instance) Microsoft Dynamics CRM External Connector	\$4,999.00

PRICING SUMMARY: MICROSOFT DYNAMICS CRM ONLINE

The Prices shown in table below are **Estimated Net Pricing** in *U.S. dollars* for purchases made through Microsoft Online Services Program (MOSP)

Actual pricing and availability may vary by licensing program, and geography, in compliance with applicable local pricing policies.

The commitment level, storage offerings and synchronization capabilities for Microsoft Online Services Program are as follows:

Microsoft Dynamics CRM Online (5 Gigabytes of Storage*, 12 Month Commitment, Offline Synchronization)	CRM Online Professional	CRM Online Registered Partner Offer***
User Subscription License	\$44.00 per month	\$19.00 per month
1 Gigabyte of Storage	\$9.99 per month**	\$9.99 per month**
1 Additional instance****	\$549 per month	\$549 per month
Cancellation fee per user	25% of subscription fees for the remaining term	
<p>NOTE: Above pricing does not include any applicable sales taxes. All prices are quoted in U.S. Dollars</p> <p>* The default storage (5 GB) is allocated with the subscription offer corresponding to a new customer subscription. Additional subscription offers attached to the same subscription account do not include any additional default storage.</p> <p>** Storage pricing is by subscription account, not by individual user</p> <p>*** Available to MPN Registered Partners for internal use only</p> <p>**** An additional instance does not include any default storage capacity.</p>		

CANCELLATION POLICY FOR MICROSOFT ONLINE SERVICES PROGRAM

- Cancellation fees plus applicable taxes per user will be applicable after the first month of a new CRM Online subscription. Local pricing and currency varies by geography.
- Microsoft will not charge a cancellation fee if the cancellation occurs during the first and last month of the purchased subscription. This also applies to new subscriptions which occur as a result of a renewal.
- **Microsoft will not charge a cancellation fee when a customer migrates from a 12-month subscription plan to an on premises version of Microsoft Dynamics CRM.**
- There is no fee for customers who cancel the trial subscription before the end of the 30 day trial period.
- When customers cancel their subscription they are given a 30 day grace period and a 90 day data retention period.
 - The grace period allows additional time for customers to reactivate their subscription should they decide to continue with CRM Online.
 - The 90 day data retention period also provides the customer a window in which they can export their data.
 - If a customer reactivates their subscription within the 30 day grace period any cancellation fees which were charged will be refunded.

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- Cancellation fees applies to all paid Microsoft Dynamics CRM Online subscriptions
 - All requests to cancel an account must be submitted via a written request or by phone. Customers can submit requests through CustomerSource.
 - No cancellation fees charged if subscription is cancelled in the last month of a commitment term.

USER REDUCTION POLICY FOR MICROSOFT ONLINE SERVICES PROGRAM

- Cancellation fees plus applicable taxes per user will be applicable after the first month of a new CRM Online subscription. Local pricing and currency varies by geography.
- No fees charged if the customer reduces users within the first month of the subscription.
- Cancellation fees applies to all paid Microsoft Dynamics CRM Online subscriptions
- All requests to cancel an account must be submitted via a written request or by phone. Customers can submit requests through CustomerSource.

For more information on Microsoft Dynamics CRM Online visit:

<http://crm.dynamics.com/deployment/ondemand.aspx>

ESTIMATED PRICING: MICROSOFT DYNAMICS CRM ONLINE

Exact prices and part numbers are available via pricelists and separate datasheet, with the following being the **Estimated Net Prices** in the United States.

Pricing Summary for Enterprise Agreement (EA)

US Dollars	Program	User Subscription License	Step-Up User Subscription License	Additional Storage Add-on	Additional Instance Add-on
	EA A (1 Month) SKU(s)	\$42.68 DSD-00030	\$28.22 DSD-00031	\$9.69 DSD-00032	\$532.53 DSD-00033
	EA B (1 Month) SKU(s)	\$41.36 (see above)	\$26.27 (see above)	\$9.39 (see above)	\$516.06 (see above)
	EA C (1 Month) SKU(s)	\$40.04 (see above)	\$24.08 (see above)	\$9.09 (see above)	\$499.59 (see above)
	EA D (1 Month) SKU(s)	\$38.72 (see above)	\$22.29 (see above)	\$8.79 (see above)	\$483.12 (see above)

Pricing Summary for Enterprise Agreement Subscription (EAS)

US Dollars	Program	CRM Online Professional	Step-Up	Additional Storage Add-on	Additional Instance Add-on
	EAS A (1 Month) SKU(s)	\$42.68 DSD-00030	\$19.81 DSD-00031	\$9.69 DSD-00032	\$532.53 DSD-00033
	EAS B (1 Month) SKU(s)	\$41.36 (see above)	\$18.44 (see above)	\$9.39 (see above)	\$516.06 (see above)
	EAS C (1 Month) SKU(s)	\$40.04 (see above)	\$17.00 (see above)	\$9.09 (see above)	\$499.59 (see above)
	EAS D (1 Month) SKU(s)	\$38.72 (see above)	\$15.63 (see above)	\$8.79 (see above)	\$483.12 (see above)

LICENSE KEYS & PRODUCT REGISTRATION

LICENSE KEYS

Microsoft Dynamics CRM 2011 media obtained under *Volume Licensing* programs include license keys embedded on the media (Media is 'Pre-Keyed*'). The license keys will no longer need to be entered upon installation. If you have downloaded a Trial or time limited version of Microsoft Dynamics CRM, and later purchase Volume License media and do not wish to re-install, you may input the license key from your purchased media within the Microsoft Dynamics CRM Deployment Manager.

The License Key may be located by searching the installation files contained on the media for the `server\amd64\license.txt` file.

Where to obtain License Keys for each Channel

	90 Day Trial License Keys	MSDN/ Technet	MPN	Action Pack	VL	BRL	SPLA	ISV Royalty
Edition	WG Server CRM Server	WG Server CRM Server	CRM Server	Workgroup	Workgroup CRM Server	Enterprise & Academic Alliance	Service Provider (CRM Server)	CRM Server
License Key	Not Pre-Keyed*	Not Pre-Keyed	Not Pre-Keyed	Not Pre-Keyed	Pre-Keyed	Not Pre-Keyed	Pre-Keyed	Pre-Keyed
How license key is obtained:	Users download media from MS Trial Downloads website. 90 day license keys are posted on the web site.	Users download media from MSDN Subscriber Downloads only, and obtain license key from MSDN / TechNet download site. A product key button on the site will take them to their list of product keys. That page will list the Workgroup & CRM Server keys.	Partners will download from partner digital distribution portal, MSDN, or TechNet. The licenses keys are posted on the partner digital distribution portal.	Partners will download from partner digital distribution portal. Media is shipped in Quarterly subscription kits to partners that have opted to receive physical media.	The license key is embedded in the Media. (It is not printed on the media or a sticker on the media, and is not available on MVLS as a VLK) Media is ordered /downloaded through eOpen for Open, and direct through MVLS (VLSC) as download for all other (physical media still made available for purchase via enrollment)	The Partner/ Customer will obtain the license key(s) in VOICE. English available in download and replacement media (DVD in white paper sleeve); all other languages available in Download only.	The license key is embedded in the Media. Media is ordered through explore.ms	The license key is embedded in the Media. Media is ordered through explore.ms
Media:	Download only	Download only MSDN TechNet	Download only MSDN TechNet	DVD	DVD and Download	Download, Long Form Package DVD (English only)	DVD and Download	DVD and Download
Registration	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
Re-Registration on Upgrade	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required

* Pre-Keyed = License Key is Embedded

User Experience	User Downloads Trial from MS Downloads - Trial product keys are posted on the download site.	User purchases MSDN subscription and receives software by downloading from Xena Download site.	Partner receives welcome kit, product keys are on PMC for internal use. Partner may also keys from MSDN or TechNet for development and evaluation, respectively.	Action Pack ships up to 2 media kits within a partner's subscription. Partners have two ways of obtaining their software benefits through our program: 1) Downloading the software and keys online via our Partner Digital Download site and/or 2) if they opted in for a physical kit. Note, product keys are no longer shipped in the kits.	Product Download and DVD experience: Download software from the Media Subscription Kits and Software Assurance or MSDN Benefit Kits via explore.ms/eOpen/MVLS.	Customer purchases from Partner, downloads media or requests physical media (English Only) and obtains key via VOICE. Editions are neutral, one build, User enters product key to install. Exploring download from Trial page to special non-discoverable webpage directly to bits -- more secure - link would be on PartnerSource.	Service Provider signs SPLA, Customer contracts with SP for service - Service Provider reports monthly usage in MOET (Microsoft Online Order Entry Tool).	ISV orders fulfillment media through explore.ms (MOET), creates "Unified build", product key is on media.
Upgrade Experience	<p>Three upgrade paths:</p> <p>Migration upgrade</p> <ol style="list-style-type: none"> 1. Run Microsoft Dynamics CRM server 2011 setup, 2. Enter Microsoft Dynamics CRM Server 2011 product key 3. Select the option "create new deployment" which will create a new CRM 2011 configuration database. 4. Use the Microsoft Dynamics CRM 2011 Deployment Manager in the new deployment to run an import on the CRM 4.0 organization database which will simultaneously upgrade the org db. <p>Connect to existing upgrade</p> <ol style="list-style-type: none"> 1. Run Microsoft Dynamics CRM server 2011 server setup, 2. Enter Microsoft Dynamics CRM 2011 product key 3. Select the option "Connect to an existing deployment". Microsoft Dynamics CRM 4.0 configuration database and Microsoft Dynamics CRM 4.0 default organization will be upgraded to CRM 2011 during the server installation. 4. After the installation, you will be able to (1) upgrade the remaining orgs in the deployment and/or (2) import and upgrade org databases into this deployment from a different CRM 4.0 deployment. <p>In place upgrade</p> <ol style="list-style-type: none"> 1. Run Microsoft Dynamics CRM server 2011 server setup on an existing Microsoft Dynamics CRM 4.0 server 2. Enter Microsoft Dynamics CRM 2011 product key during setup. Microsoft Dynamics CRM 4.0 configuration database and Microsoft Dynamics CRM 4.0 default organization database will be upgraded. 3. After installation, you will be able to (1) upgrade the remaining orgs in the deployment and/or (2) import and upgrade org databases into this deployment from a different CRM 4.0 deployment. 							
Languages	All Languages	All Languages	All Languages	All Languages	All Languages	All Languages	All Languages	All Languages

NO LICENSE KEYS POSTED TO MVLS/VLSC

IMPORTANT! Microsoft Dynamics CRM 2011 license keys will not appear in the license key product listing that appears for some products in VLSC. The product keys are embedded in the VLSC downloads and on the physical media, so there is no need to enter a product key, except in the event a TRIAL version has been installed first.(If this is the case - see the **TRIALs** section.)

All Programs do not require registration of Microsoft Dynamics CRM 2011 Server / CAL licenses.

ON PREMISES UPGRADES & MIGRATION

TECHNICAL UPGRADE PATH FOR CRM 4.0 CUSTOMERS

Microsoft Dynamics CRM 4.0 server editions may be upgraded to Microsoft Dynamics CRM 2011 server editions as outlined in the table below.

From Dynamics CRM 4.0	To Dynamics CRM 2011	Time Limited Or 90 Day Trial		MSDN & TechNet		Volume Licensing & MPN		ISV Royalty	SPLA	BRL/DPL	MAPS
		WG	CRM Server	WG	CRM Server	WG	CRM Server	CRM Server	Service Provider	CRM Server	WG
Time Limited Or 90 Day Trial	WG		✓	✓	✓	✓	✓	✓	✓	✓	✓
	Professional		✓		✓		✓	✓	✓	✓	
	Enterprise		✓		✓		✓	✓	✓	✓	
MSDN & TechNet	WG	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Professional		✓		✓		✓	✓	✓	✓	
	Enterprise		✓		✓		✓	✓	✓	✓	
Volume Licensing & MPN	WG	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Professional		✓		✓		✓	✓	✓	✓	
	Enterprise		✓		✓		✓	✓	✓	✓	
ISV Royalty	Professional		✓		✓		✓	✓	✓	✓	
	Enterprise		✓		✓		✓	✓	✓	✓	
SPLA	Service Provider		✓		✓		✓	✓	✓	✓	
BRL/DPL	Professional		✓		✓		✓	✓	✓	✓	
	Enterprise		✓		✓		✓	✓	✓	✓	
MAPS	WG	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

LICENSE UPGRADE PATH FOR CRM 4.0 CUSTOMERS UNDER ACTIVE SOFTWARE ASSURANCE AS OF APRIL 1, 2011

Customers who are current on their Software Assurance Plan as of General Availability date of Microsoft Dynamics CRM 2011 in specific language version are entitled to upgrade the licenses from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011 as shown below:

Qualifying Microsoft Dynamics CRM 4.0 Licenses	Corresponding Microsoft Dynamics CRM 2011 Licenses
Microsoft Dynamics CRM 4.0 CAL	1 Microsoft Dynamics CRM 2011 CAL
Microsoft Dynamics CRM 4.0 Full Use Additive CAL	1 Microsoft Dynamics CRM 2011 Full Use Additive CAL
Microsoft Dynamics CRM 4.0 Limited CAL	1 Microsoft Dynamics CRM 2011 Employee Self Service CAL and 1 Microsoft Dynamics CRM 2011 Limited Use Additive CAL
Microsoft Dynamics CRM 4.0 Limited External Connector (either alone OR as part of Microsoft Dynamics CRM 4.0 Limited External Connector and Microsoft Dynamics CRM 4.0 Full Use Additive External Connector set)	1 Microsoft Dynamics CRM 2011 External Connector ¹
Microsoft Dynamics CRM 4.0 External Connector	1 Microsoft Dynamics CRM 2011 External Connector
Microsoft Dynamics CRM 4.0 Workgroup Server	1 Microsoft Dynamics CRM Workgroup Server 2011
Microsoft Dynamics CRM 4.0 Enterprise Server	1 Microsoft Dynamics CRM Server 2011
Microsoft Dynamics CRM 4.0 Professional Server	1 Microsoft Dynamics CRM Server 2011

¹CRM 2011 External Connector is the only available external connector license in this release. Customers will have upgrade rights to one CRM 2011 External Connector license for every qualifying CRM 4.0 Limited External Connector license they have, whether that CRM 4.0 Limited External Connector license was used alone to permit access to functionality corresponding to that base license, or it was used in conjunction with a CRM 4.0 Full Use Additive External Connector to permit access to all CRM 4.0 functionality. Customers will have a number of CRM Server 2011 External Connector licenses equal to the number of qualifying CRM 4.0 Limited Connector licenses they hold.

Customers' right to use Microsoft Dynamics CRM 2011 software is evidenced by this product condition note and evidence of their corresponding licenses and Software Assurance for Microsoft Dynamics CRM 4.0. A customer's right to use Microsoft Dynamics CRM 2011 software under this grant is subject to the terms and conditions of its volume licensing agreement. That right expires upon the expiration or termination of the right to use Microsoft Dynamics CRM 4.0 under the corresponding qualifying Microsoft Dynamics CRM 4.0 licenses. Upon expiration of SA coverage on the Microsoft Dynamics CRM 4.0 licenses, the customer may renew SA for the granted Microsoft Dynamics CRM 2011 licenses.

This offer is also valid for customers whose Microsoft Dynamics CRM 4.0 licenses were obtained as the result of a migration from another product, as long as the customer has active SA for those licenses as of April 1, 2011.

For Enterprise Agreement customers eligible for these complimentary licenses and rights as described above, Microsoft Dynamics CRM 4.0 licenses acquired as part of a customer's annual true-up process during the current enrollment term are also qualifying licenses.

For Enterprise Subscription, Campus and School, and Open Value Subscription Agreements, the same rights are granted on a temporary basis until the end of the license enrollment term, as long as the Licenses and Software Assurance are valid during the grant period and the customer maintains continuous subscription coverage.

These rights only become permanent upon exercise of the buy-out option, and remain subject to all the terms and conditions of the customer's license agreement.

UPGRADE PATH FOR BRL/DPL CRM 4.0 CUSTOMERS UNDER ACTIVE BUSINESS READY ENHANCEMENT PLAN AS OF APRIL 1, 2011

Business Ready Licensing/Dynamics Price List Microsoft Dynamics CRM 4.0 customers receive the following when upgrading to Microsoft Dynamics 2011:

Qualifying Microsoft Dynamics CRM 4.0 Licenses	Corresponding Microsoft Dynamics CRM 2011 Licenses
Microsoft Dynamics CRM 4.0 CAL	1 Microsoft Dynamics CRM 2011 CAL
Microsoft Dynamics CRM 4.0 Full Use Additive CAL	1 Microsoft Dynamics CRM 2011 Full Use Additive CAL
Microsoft Dynamics CRM 4.0 Limited CAL	1 Microsoft Dynamics CRM 2011 Limited CAL
Microsoft Dynamics CRM 4.0 Limited External Connector (either alone OR as part of Microsoft Dynamics CRM 4.0 Limited External Connector and Microsoft Dynamics CRM 4.0 Full Use Additive External Connector set)	1 Microsoft Dynamics CRM 2011 External Connector ¹
Microsoft Dynamics CRM 4.0 External Connector	1 Microsoft Dynamics CRM 2011 External Connector
Microsoft Dynamics CRM 4.0 Limited External Connector	1 Microsoft Dynamics CRM 2011 External Connector
Microsoft Dynamics CRM 4.0 Professional Server	1 Microsoft Dynamics CRM Server 2011
Microsoft Dynamics CRM 4.0 Enterprise Server	1 Microsoft Dynamics CRM Server 2011

¹CRM 2011 External Connector is the only available external connector license in this release. Customers will have upgrade rights to one CRM 2011 External Connector license for every qualifying CRM 4.0 Limited External Connector license they have, whether that CRM 4.0 Limited External Connector license was used alone to permit access to functionality corresponding to that base license, or it was used in conjunction with a CRM 4.0 Full Use Additive External Connector to permit access to all CRM 4.0 Functionality. Customers will have a number of CRM Server 2011 External Connector licenses equal to the number of qualifying CRM 4.0 Limited Connector licenses they hold.

CAREFULLY CONSIDER YOUR UPGRADE PATH

Customers need to be aware of possibilities, limitations and consequences when choosing their upgrade path.

Software Assurance Renewals occurring after General Availability of Microsoft Dynamics CRM 2011 in the relevant language version will be calculated based on the price of the relevant Microsoft Dynamics CRM 2011 part number.

CUSTOMERS WITH EXPIRED SOFTWARE ASSURANCE OR BUSINESS READY ENHANCEMENT PLANS

Customers with expired Software Assurance or Maintenance will need to purchase Microsoft Dynamics CRM 2011 under standard pricing programs, and license it in the same way as would a new customer.

The only time Software Assurance can be acquired alone is if it is being renewed from a prior agreement.

UPGRADE PATH FOR MICROSOFT DYNAMICS CRM 3.0 CUSTOMERS

Microsoft Dynamics CRM 3.0 Users must upgrade to Microsoft Dynamics CRM 4.0, before proceeding to upgrade to Microsoft Dynamics CRM 2011 editions. There is no direct technical upgrade path from Microsoft Dynamics CRM 3.0 to Microsoft Dynamics CRM 2011.

The licensing upgrade path for Microsoft Dynamics CRM 3.0 users to Microsoft Dynamics CRM 4.0; and from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011 is as follows:

Table: Volume Licensing Upgrade Path Program Summary

Microsoft Dynamics CRM 3.0 License	Open, Open Value, EA, Select	Microsoft Dynamics CRM 2011 All VL Programs
Microsoft Dynamics CRM 3.0 Small Business Edition Server	(1) Microsoft Dynamics CRM 4.0 Workgroup (for 5 or fewer users), OR (1) Microsoft Dynamics CRM 4.0 Professional Server	(1) Microsoft Dynamics CRM Workgroup Server 2011 (for 5 or fewer users), OR (1) Microsoft Dynamics CRM Server 2011
Microsoft Dynamics CRM 3.0 Small Business Edition CAL	(1) Microsoft Dynamics CRM 4.0 Named User CAL OR (1) Microsoft Dynamics CRM 4.0 Device CAL	(1) Microsoft Dynamics CRM 2011 Named User CAL OR (1) Microsoft Dynamics CRM 2011 Device CAL
Microsoft Dynamics CRM 3.0 Professional Edition Server	(1) Microsoft Dynamics CRM 4.0 Professional Server OR (1) Microsoft Dynamics CRM 4.0 Enterprise Server	(1) Microsoft Dynamics CRM Server 2011
Microsoft Dynamics CRM 3.0 Professional Edition CAL	(1) Microsoft Dynamics CRM 4.0 Named User CAL OR (1) Microsoft Dynamics CRM 4.0 Device CAL	(1) Microsoft Dynamics CRM 2011 Named User CAL OR (1) Microsoft Dynamics CRM 2011 Device CAL

Table: Business Ready Licensing (BRL/DPL) Upgrade Path Program Summary

Microsoft Dynamics CRM 3.0 License	BRL	Microsoft Dynamics CRM 2011 All VL Programs
<p>Microsoft Dynamics CRM 3.0 Professional Edition Server</p>	<p>(1) Microsoft Dynamics CRM 4.0 Professional Server OR (1) Microsoft Dynamics CRM 4.0 Enterprise Server</p>	<p>(1) Microsoft Dynamics CRM Server 2011</p>
<p>Microsoft Dynamics CRM 3.0 Professional Edition CAL</p>	<p>(1) Microsoft Dynamics CRM 4.0 Named User CAL OR (1) Microsoft Dynamics CRM 4.0 Device CAL</p>	<p>(1) Microsoft Dynamics CRM 2011 Named User CAL OR (1) Microsoft Dynamics CRM 2011 Device CAL</p>

UPGRADE PATH FOR MICROSOFT DYNAMICS CRM 1.2 CUSTOMERS

Microsoft Dynamics 1.2 Users must upgrade to Microsoft Dynamics CRM 3.0, and later to Microsoft Dynamics CRM 4.0 before proceeding to upgrade to Microsoft Dynamics CRM 2011 editions. There is no direct technical upgrade path from Microsoft Dynamics CRM 1.2 to Microsoft Dynamics CRM 2011.

The licensing upgrade path for Microsoft Dynamics CRM 1.2 Users to Microsoft Dynamics CRM 3.0; and from Microsoft Dynamics CRM 3.0 to Microsoft Dynamics CRM 4.0; and from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011 is as follows:

Microsoft Dynamics CRM 1.2 License	Open, Open Value, FPP	EA, Select	Microsoft Dynamics CRM 4.0 All VL Programs	Microsoft Dynamics CRM 4.0 All VL Programs
Professional: Sales, Service or Suite	Microsoft Dynamics CRM 3.0 Professional or Small Business Edition	Microsoft Dynamics CRM 3.0 Professional Edition	Microsoft Dynamics CRM 4.0 Professional Server	Microsoft Dynamics CRM Server 2011
Standard: Sales, Service, or Suite	Microsoft Dynamics CRM 3.0 Professional or Small Business Edition	Microsoft Dynamics CRM 3.0 Professional Edition	Microsoft Dynamics CRM 4.0 Professional Server	Microsoft Dynamics CRM Server 2011
Pricing for Small Business (SBS): Sales Pro or Sales Standard	Microsoft Dynamics CRM 3.0 Small Business Edition	N/A (not offered in Select, EA)	Microsoft Dynamics CRM 4.0 Workgroup or Professional Server	Microsoft Dynamics CRM Workgroup Server 2011 or Microsoft Dynamics CRM Server 2011

LINKS TO MORE INFORMATION:

MSDN: Upgrading from Microsoft Dynamics CRM 4.0

<http://technet.microsoft.com/en-us/library/gg554719.aspx>

MSDN: Upgrading from Microsoft Dynamics CRM 3.0

<http://msdn.microsoft.com/en-us/library/bb928452.aspx>

Upgrading Supported Microsoft CRM 1.2 Environments to Microsoft CRM 3.0

<http://www.microsoft.com/downloads/details.aspx?FamilyID=dcc9a13e-a77e-483c-a3f0-f606a4e0b8d9&DisplayLang=en>

Upgrading Unsupported Microsoft CRM 1.2 Environments to Microsoft CRM 3.0

<http://www.microsoft.com/downloads/details.aspx?FamilyId=F3C11BF2-83B2-435C-98D3-63D221C000E7&displaylang=en>

DOWNGRADE PATHS: MICROSOFT DYNAMICS CRM 4.0

Customers with Microsoft Dynamics CRM 2011 licenses may use Microsoft Dynamics CRM 4.0 in place of Microsoft Dynamics CRM 2011. Their Microsoft Dynamics CRM 2011 licenses may be deployed as CRM 4.0 licenses as follows:

Table: Volume Licensing Downgrade Path Summary

Qualifying Microsoft Dynamics CRM 2011 Licenses	Corresponding Microsoft Dynamics CRM 4.0 Licenses
Microsoft Dynamics CRM Server 2011	1 Microsoft Dynamics CRM 4.0 Professional Server OR 1 Microsoft Dynamics CRM 4.0 Enterprise Server
Microsoft Dynamics CRM Workgroup Server 2011	1 Microsoft Dynamics CRM 4.0 Workgroup Server
Microsoft Dynamics CRM 2011 External Connector	1 Microsoft Dynamics CRM 4.0 Limited External Connector AND 1 Microsoft Dynamics CRM 4.0 Full Use External Connector
Microsoft Dynamics CRM 2011 CAL	1 Microsoft Dynamics CRM 4.0 CAL
Microsoft Dynamics CRM 2011 Full Use Additive CAL	1 Microsoft Dynamics CRM 4.0 Full Use Additive CAL
Microsoft Dynamics CRM 2011 Limited CAL	1 Microsoft Dynamics CRM 4.0 Limited CAL

A customer’s right to use Microsoft Dynamics CRM 4.0 is subject to the terms and conditions of a customer’s license agreement, the product use rights for Microsoft Dynamics CRM 4.0 and these terms. That right expires upon the expiration or termination of their right to use Microsoft Dynamics CRM 2011 under their qualifying Microsoft Dynamics CRM 2011 licenses.

Table: Business Ready Licensing (BRL/DPL) Downgrade Path Summary

Qualifying Microsoft Dynamics CRM 2011 License	Microsoft Dynamics CRM 4.0 License
Microsoft Dynamics CRM Server 2011	1 Microsoft Dynamics CRM 4.0 Professional Server OR 1 Microsoft Dynamics CRM 4.0 Enterprise Server
Microsoft Dynamics CRM 2011 External Connector	1 Microsoft Dynamics CRM 4.0 Limited External Connector AND 1 Microsoft Dynamics CRM 4.0 Full Use External Connector
Microsoft Dynamics CRM 2011 CAL	1 Microsoft Dynamics CRM 4.0 CAL
Microsoft Dynamics CRM 2011 Full Use Additive CAL	1 Microsoft Dynamics CRM 4.0 Full Use Additive CAL
Microsoft Dynamics CRM 2011 Limited CAL	1 Microsoft Dynamics CRM 4.0 Limited CAL

Additional CALs: To add additional CALs to either a Microsoft Dynamics CRM 4.0 Professional Server or Microsoft Dynamics CRM 4.0 Enterprise server, Microsoft Dynamics CRM 2011 CALs or Microsoft Dynamics

CRM 2011 Limited CALs must be purchased. Downgrade rights provide the path to add additional users. Microsoft Dynamics CRM ESS CALs may not be purchased in conjunction with downgrade rights, in lieu of purchasing a 'full' CAL or a limited CAL. Customers may continue to order Microsoft Dynamics CRM 4.0 media.

License Keys: Microsoft Dynamics CRM 4.0 license keys are embedded on the media (Media is 'Pre-Keyed').

DOWNGRADE PATHS: MICROSOFT DYNAMICS CRM 3.0 AND MICROSOFT DYNAMICS CRM 1.2

Microsoft Dynamics CRM 3.0 Professional Edition: Microsoft Dynamics CRM 2011 customers with software assurance may continue to run and expand their Microsoft Dynamics CRM 3.0 Professional deployment -- utilizing the downgrades rights available with SA/BREP for Microsoft Dynamics CRM 2011 to Microsoft Dynamics CRM 4.0 & downgrade rights to Microsoft Dynamics CRM 3.0.

Microsoft Dynamics CRM 3.0 Small Business Edition: Microsoft Dynamics CRM 2011 Workgroup customers with Software Assurance may continue to run and expand their Microsoft Dynamics CRM 3.0 Small Business Edition deployment utilizing their Volume Licensing downgrade rights. Microsoft Dynamics CRM Workgroup Server 2011 users will also need to obtain five (5) Microsoft Dynamics CRM CALs for use with Microsoft Dynamics CRM Small Business Edition (as users are inclusive with Workgroup).

Additional CALs: To add additional CALs to either a Microsoft Dynamics CRM 3.0 Professional Edition or Microsoft Dynamics CRM 3.0 Small Business Edition deployment, Microsoft Dynamics CRM 2011 'full' CALs must be purchased. Downgrade rights provide the path to add additional users. Microsoft Dynamics CRM Limited CALs or Microsoft Dynamics CRM ESS CALs may not be purchased in conjunction with downgrade rights, in lieu of purchasing a 'full' CAL.

License Keys: Microsoft Dynamics CRM 3.0 license keys are found on the physical Microsoft Dynamics CRM 3.0 media packaging. Customers will only need to request Microsoft Dynamics CRM 3.0 license keys from the Product Group (via an escalation), for customers who for tax reasons have obtained the software via download versus obtaining physical media. Customers should contact their Regional Operations Center for assistance with this process.

Microsoft Dynamics CRM 1.2: Microsoft customers continuing use of Microsoft Dynamics CRM 1.2 may continue to add additional user licenses by purchasing Microsoft Dynamics CRM 2011 CALs, utilizing downgrade rights to Microsoft Dynamics CRM 4.0 & downgrade rights to Microsoft Dynamics CRM 3.0; and through these licensing rights, in turn, utilizing downgrade rights to Microsoft Dynamics CRM 1.2.

Additional CALs: To add additional CALs to a Microsoft Dynamics CRM 1.2 deployment, customers must purchase Microsoft Dynamics CRM 2011 'full' CALs, and via the downgrade rights discussed immediately above, have a path to expand users. Microsoft Dynamics CRM Limited CALs or Microsoft Dynamics CRM ESS CALs may not be purchased in conjunction with downgrade rights, in lieu of purchasing a 'full' CAL.

License Keys: Microsoft Dynamics CRM 1.2 customer's will need to obtain license keys for their additional CAL purchases from the Product Group. A "CRM 1.2 Additional Users" form is available on explore.ms/Programs/Forms to request license keys for this purpose. Customers should contact their Regional Operations Center for assistance.

Additional Servers: Microsoft Dynamics CRM 1.2 Customers who need to purchase additional **Server** licenses may purchase Microsoft Dynamics CRM Server 2011 licenses, and may use the physical media they already possess for their respective Server CRM 1.2 Server edition, to install the additional Server(s).

No physical media will be available/orderable for Microsoft Dynamics CRM 1.2 Customers.

See the Product List for specific information: <http://www.microsoftvolumelicensing.com/userights/PL.aspx>

Downgrade Paths

Microsoft Dynamics CRM 2011	Microsoft Dynamics CRM 4.0	Microsoft Dynamics CRM 3.0	Microsoft Dynamics CRM 1.2
Microsoft Dynamics CRM Server 2011	Microsoft Dynamics CRM 4.0 Professional Server	Microsoft Dynamics CRM 3.0 Professional Edition Server	Professional: Sales, Service or Suite
			Standard: Sales, Service, or Suite
			Pricing for Small Business (SBS): Sales Pro or Sales Standard
Microsoft Dynamics CRM 2011 ESS CAL + Limited Use Additive CAL + Full Use Additive CAL = "Full" CAL	Microsoft Dynamics CRM 4.0 Limited CAL + Full Use Additive CAL = "Full" CAL	Microsoft Dynamics CRM 3.0 Professional Edition CAL or Dynamics CRM 3.0 Small Business Edition CAL	Professional: Sales, Service or Suite
			Standard: Sales, Service, or Suite
			Pricing for Small Business (SBS): Sales Pro or Sales Standard
Microsoft Dynamics CRM Workgroup Server 2011	Microsoft Dynamics CRM 4.0 Workgroup	Microsoft Dynamics CRM 3.0 Small Business Edition Server (not offered in Select or EA)	N/A.

MEDIA FULFILLMENT

MEDIA FOR CUSTOMERS IN OPEN VALUE, SELECT, ENTERPRISE AGREEMENTS (EA) OR CAMPUS AND SCHOOL AGREEMENTS (CASA)

Open Value customers will be able to view and download Microsoft Dynamics CRM products from the VLSC site. They may order physical media through their LAR or Reseller.

Select, EA, and CASA customers may download all editions of Microsoft Dynamics CRM from the VLSC site, and physical media may be ordered for a nominal fee from their LAR, or for CASA customers, from their Reseller.

License keys are embedded in both the DVD and VLSC downloaded media (media is 'Pre-Keyed') and product registration is not required for all server editions.

See the Fulfillment Changes paragraph at the end of this document for changes related to Select and Enterprise media.

VLSC: <https://www.microsoft.com/licensing/servicecenter/>

VLSC provides tools for Open Value, Select, Enterprise and CA/SA customers to:

- Access licensing information
- View their agreements and purchases
- Receive a licensing summary that illustrates all entitlements by product and version
- View all assigned product keys**.
- Download software from the Media Subscription Kits and Software Assurance or MSDN Benefit Kits.
- Manage and invite users to manage licensing using MVLS.

****IMPORTANT:** Note that Microsoft Dynamics CRM 2011 license keys will not appear in the license key product listing that appears for some products in VLSC. The product keys are embedded in the VLSC downloads and on the physical media ('Pre-Keyed'). There is no need to enter a product key, except in the event a TRIAL version has been installed first, and in this case please refer to the **TRIALs** section above.)

MEDIA FOR CUSTOMERS IN OPEN

Customers in the Open program will need to have their authorization and enrollment number(s) available when ordering the Microsoft Dynamics CRM 2011 media from their Reseller – a nominal fee may apply for physical media.

Open customers may only order physical media or download the Microsoft Dynamics CRM products for which they are already licensed, from the VLSC site.

License keys are embedded in the DVD media (media is 'Pre-Keyed'), and product registration is not required. Please also note the Fulfillment Changes paragraph at the end of this document.

****IMPORTANT:** Note that Microsoft Dynamics CRM 2011 license keys will not appear in the license key product listing that appears for some products in eOpen (via VLSC). The product keys are embedded in the VLSC downloads ('Pre-Keyed') and on the physical media. There is no need to enter a product key, except in the event a TRIAL version has been installed first, in this case – please refer to the **TRIALs** section above.)

Volume License Service Center (VLSC)

VLSC website offers the following benefits:

- Downloads

-
- Product activation
 - Online license statement (MLS)

When the customer accesses these benefits via MVLS or eOpen, they will be redirected to the new VLSC site that has a new, improved interface.

VLSC helps make it easier to manage Microsoft Volume License agreements, download licensed products, and access Product Keys.

With VLSC, customers can:

- Easily find and download licensed products available under their volume license entitlements with the improved user interface
- View and request Volume Licensing Product Keys for software in their volume license entitlements
- Calculate current Microsoft License Statements to view an easy-to-understand, comprehensive license summary across programs and agreements

FULFILLMENT CHANGES

Microsoft is going “green” to help save packaging and recycled waste that impacts the environment and will reduce the quantity of media by shipping only the most-widely used software products on disc for Enterprise Agreement and Select License monthly subscription kits worldwide.

SOFTWARE ASSURANCE

SOFTWARE ASSURANCE (SA)

Software Assurance price per year is priced at 25% of license value. SA is included with the license (L) for purchases through Microsoft Dynamics CRM 2011 customer facing Volume Licensing Programs.

With its distinctive set of benefits, the Microsoft Software Assurance Agreement offers new software versions, deployment planning services, 24x7 phone and Web support, and training, exclusive desktop technologies and more – all designed to help customers get the most from their organization's Volume Licensing purchase.

These benefits vary by volume licensing program (such as an Enterprise Agreement or Open Value Agreement), and the number of qualifying licenses enrolled in their Software Assurance Agreement. Additionally, the volume of incidents a customer receives is based on their Software Assurance spending. Customers should use the resources and tools below to learn more about the Software Assurance benefits available to their organization.

To learn more about the software assurance benefits for Microsoft Dynamics CRM customers, visit www.microsoft.com/licensing/software-assurance/check-your-benefits.aspx

To access support and training benefits directly from the Microsoft Dynamics CRM Resource Center, visit: <http://rc.crm.dynamics.com/rc/>

SUPPORT PLAN: MICROSOFT DYNAMICS CRM ONLINE

SUPPORT PLAN

Support is included as part of the monthly subscription fee to Microsoft Dynamics CRM Online. Premier support is also available for an additional charge. The key benefits of the plans are listed below.

Feature	Professional	Premier	Partner Offer	Customer Trial
Pricing	Included in the monthly subscription price	Starts at \$35K	Included in the monthly subscription price	Free for trial period
Support incidents	Unlimited phone and email	Unlimited phone and email	Unlimited phone and email	1 phone and unlimited email during trial period
Support type	Phone/e-mail	Phone/email	Phone/e-mail	Phone/e-mail
Technical support hours	8 AM–8 PM CST Monday–Friday	24 X 7	8 AM–8 PM CST Monday–Friday	8 AM–8 PM CST Monday–Friday
Response time	8 business hours for ticket acknowledgement	1 hour critical 2 hour medium 4 hour low	8 business hours for ticket acknowledgement	8 business hours for ticket acknowledgement
Business critical support	No	Yes 24X7	No	No
Senior support technician	No	Yes	No	No
CustomerSource access	Yes	Yes	Yes	Yes
Knowledge base	Yes	Yes	Yes	Yes
Managed newsgroups	No	Yes	No	No
Unlimited online training	Yes	Yes	Yes	Yes

CUSTOMERSOURCE

All Microsoft Dynamics CRM Online customers receive access to CustomerSource. Every user within the company who has access to the Microsoft Dynamics CRM Online application also is able to access CustomerSource. Customers use their Windows Live ID to log on to CustomerSource.

Customers are not sent an invitation e-mail welcoming them to CustomerSource like ERP customers do. When a person is set up within Microsoft Dynamics CRM Online, their Windows Live ID is automatically associated with their Voice account, meaning that they can access CustomerSource.

To access CustomerSource:

- Customers will be able to access CustomerSource directly from the CRM Online application itself or from the CRM Online marketing portal.

- From CRM Online, customers should click **Resource Center** and then click the **CustomerSource** link found in the **Services and Support** field.
- From the CRM marketing portal, the customer can click **Contact Us**, as shown in the figure below.
- They will be brought to the Contact Us page where they will be able to click **Go to Microsoft Dynamics CustomerSource**.



The Contact Us link on the CRM marketing portal for CustomerSource

CONTACTING MICROSOFT

Microsoft Dynamics CRM Online customers will be able to contact the customer service and technical support teams through eSupport or by telephone.

BILLING TELEPHONE SUPPORT

A new phone number has been set up specifically for CRM-related questions in each region. Only Online Billing questions will be routed through the number, as the only place that it will be posted publicly is on the CRM Online portal. Billing support is reached by choosing option 2 on the telephony IVR.

AOC BILLING SUPPORT NUMBERS

Region	Originating Country	Language Supported	Customer Contact Number
NoAm	United States	English	877CRMCHOICE (877-276-2464)
NoAm	Canada	English	866-792-3244
LatAm	Brazil	Portuguese	0800 047 4792
LatAm	Chile	Spanish	1230 020 5655
LatAm	Columbia	Spanish	1 800 944 0724
LatAm	Costa Rica	Spanish	800 5555 4423
LatAm	Mexico	Spanish	800 563 0610
LatAm	Peru	Spanish	0800 5 4417
LatAm	Puerto Rico	Spanish	1866-792-3332
LatAm	Trinidad & Tobago	Spanish	8553032732

EMEA BILLING SUPPORT NUMBERS

Region	Originating Country	Country code	Language Supported	Customer Contact Number
WE	Austria	43	German	0800677708
WE	Belgium	32	French	080049643
CEE	Czech Republic	420	English	800142591
CEE	Cyprus	357	English	80091190
Nordics	Denmark	45	Danish	8070 3202
CEE	Estonia	372	English	8002037
Nordics	Finland	358	English	0800411301
WE	France	33	French	0805 109234
WE	Germany	49	German	0800 2472637
CEE	Greece	30	English	800 49129174
CEE	Hungary	36	English	06 800 18510
Nordics	Iceland	354	English	800 8042
WE	Ireland	353	English	1800936390
CEE	Israel	972	English	1 809231703
WE	Italy	39	Italian	800 987322
CEE	Latvia	371	English	8001555
CEE	Lithuania	370	English	8800 30314
WE	Luxemburg	352	English	126126
WE	Netherlands	31	English	0800 0200494
Nordics	Norway	47	English	800 57500
CEE	Poland	48	English	0800 1212439
WE	Portugal	351	English	800 860584
WE	Romania	40	English	800894578
CEE	Slovakia	421	English	0800 003402
MEA	South Africa	27	English	0800 995711
WE	Spain	34	Spanish	900 938311
Nordics	Sweden	46	English	020 1701950
WE	Switzerland	41	German	0800 088880
WE	United Kingdom	44	English	0800 3762862

APAC BILLING SUPPORT NUMBERS

Region	Originating Country	Language Supported	Customer Contact Number
APAC	Hong Kong	English	800905797
APAC	Malaysia	English	1800801139
APAC	Australia	English	1800506574
APAC	New Zealand	English	800888074
APAC	Japan	Japanese	531650532
APAC	Singapore	English	18003962642
APAC	India	English	000800 650 1710

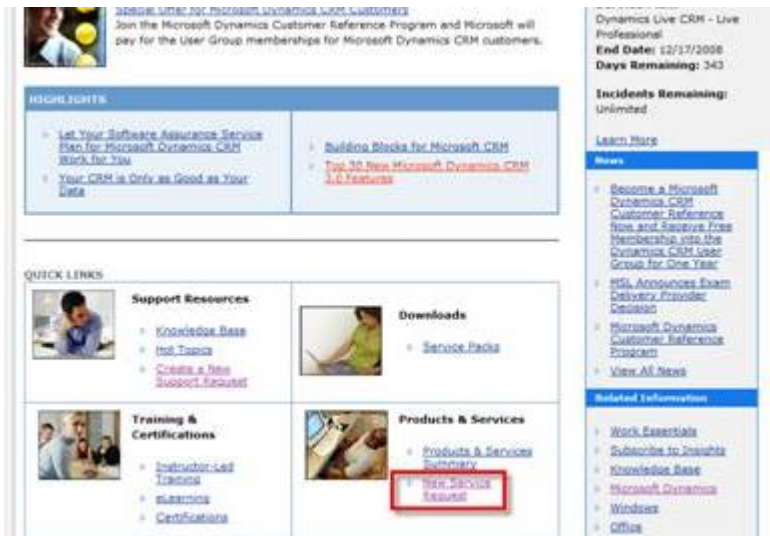
Both the customer service and technical support teams will be staffed from 8 AM–6 PM CST in each region. Both queues will also be assisted by the message center. If a call sent to the customer service team is not answered within five minutes, it will be routed to voicemail where the customer can leave details for a return call.

ESUPPORT

Customers will be able to contact both the customer service and technical support teams from CustomerSource.

HOW TO CONTACT CUSTOMER SERVICE

From the main screen of CustomerSource the customer should click [New Service Request](#).



HOW TO CONTACT TECHNICAL SUPPORT

From the main screen of CustomerSource the customer should click [Support > New Support Request](#).

CRM SOFTWARE ADVISOR (CSA) FEES

The Microsoft CRM Software Advisor (CSA) fee initiative is designed to give solution providers an opportunity to earn supplemental revenue when they assist end customers with their software selection and implementation of Microsoft Dynamics CRM. (Applies to Volume Licensing and Microsoft Dynamics CRM Online – does NOT apply to SPLA, ISV, BRL/DPL and System Builder/OEM)

Microsoft CRM-certified solution providers who are involved in the presale software assessment and recommendation for a customer and are the primary post sale Microsoft CRM implementation services partner for that customer will be eligible to earn Microsoft CRM Certified Software Advisor fees based upon their customer's order of CRM Licenses and Software Assurance.

In addition to driving higher customer satisfaction, partners who sell the initial Microsoft Dynamics CRM license and Software Assurance earn a CRM Software Advisor (CSA) fee ranging from 10% to 25%. Partners who sell Software Assurance renewals earn a 5% CSA fee. Go to the Microsoft Dynamics CRM registration site to apply for CSA fees: <https://mbs.microsoft.com/public/crmsignup/relationshiptype.aspx>

For more information on the CSA program, visit this PartnerSource link:
<https://mbs.microsoft.com/partnersource/communities/CSA/>

SPECIAL ISSUES

LANGUAGE USE RIGHTS

If a customer needs to use another language in addition to their 'native' or chosen language version of Microsoft Dynamics CRM 2011, visit <http://technet.microsoft.com/en-us/library/gg554813.aspx> for language pack installation instructions.

See more about language use rights in the Product List: http://www.microsoft.com/licensing/about-licensing/product-licensing.aspx#tab_2

LINKS FOR ADDITIONAL INFORMATION

Microsoft Dynamics CRM	crm.dynamics.com
Licensing	www.microsoft.com/licensing
Software Assurance	http://www.microsoft.com/softwareassurance
Licensing Reseller Handbook	https://partner.microsoft.com/US/licensing/acquirelicenses/pcobecomeareseller
Volume Licensing Training	https://partner.microsoft.com/global/40029101?PS=95000124
Microsoft License Advisor	http://www.microsoft.com/licensing/mla/default.aspx
Contact a Licensing Specialist	www.microsoft.com/licensing/contact/default.msp
MBS Certifications & Training	https://mbs.microsoft.com/partnersource/communities/training/
CRM Service Plans/Support	http://crm.dynamics.com/support-overview
Partner Readiness	https://partner.microsoft.com/global/trainingevents
Information on how to activate CRM benefits	http://www.microsoft.com/licensing/sa/activate.msp
Deluxe Support Services for CRM (Brochure)	http://download.microsoft.com/download/7/3/b/73b71217-a628-459b-bec4-7bee508ee3bc/Deluxe_Datasheet_Global_8x11_022307.pdf
CustomerSource	https://mbs.microsoft.com/customersource/
For questions about any MBS service plan	mbsparsv@microsoft.com
Presentation: New Microsoft Volume License Media Fulfillment Model (Partner Ready)	https://partner.microsoft.com/download/US/40045485
Microsoft Downloads Center	http://www.microsoft.com/downloads
Microsoft Licensing – Briefs on Cross Language Rights, Transferring between VL Programs, Multiplexing, Base & Additive CALs, Cold backups, etc.	http://www.microsoft.com/licensing/resources/volbrief.msp
<u>CSA Important links</u>	
CSA Program Overview	https://mbs.microsoft.com/partnersource/communities/CSA/csaaddinfo.htm
CSA Community	https://mbs.microsoft.com/partnersource/communities/csa/
Enrollment & Re-enrollment	https://mbs.microsoft.com/public/crmsignup/relationshiptype.aspx
Software Advisor Initiative Guide	https://partner.microsoft.com/global/productsolutions/dynamics/40012663 (See bottom of page at this link)
View Status of Claims	https://mbs.microsoft.com/Members/MBSRegistration/CSAClaimList.aspx
View Fee Schedule and regional targets	https://mbs.microsoft.com/Members/MBSRegistration/FeeStructureOverview.aspx

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like and with familiar Microsoft software, automating and streamlining financial, customer relationship and supply chain processes in a way that helps you drive business success.

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