

Microsoft Online Services purchasing: comparing the Cloud Solution Provider program and the Enterprise Agreement

COMMERCIAL CUSTOMERS

Updated March 2021

Use this guide to quickly compare two ways that customers can buy Online Services from Microsoft.

Overview

	Cloud Solution Provider (CSP) program	Enterprise Agreement (EA)
Customer profile	Single customer and single tenant solutions supported	Multiple affiliates and/or multi-tenant solutions supported
Customer type	Commercial Government (where no customization, concessions, discounts, or ECIF/ACO are required) Education	Commercial Government
Agreement documentation	Microsoft Customer Agreement <ul style="list-style-type: none"> Partner attests to customer's agreement acceptance; or sends customer to a Microsoft site to accept the agreement Online Services Terms and Product Terms apply Agreement does not expire No concessions are available Partner Terms and Conditions also apply 	MBSA, Enterprise Agreement, Enterprise Enrollment, Product Selection Form <ul style="list-style-type: none"> Enrollment contains all terms and conditions, regardless of purchase Online Services Terms and Product Terms apply Enrollment expires after three-year term Full set of concessions are available
The proposal and order	Customer proposal generated by partner <ul style="list-style-type: none"> Partner orders, provisions, and manages the Online Services for the customer 	Customer proposal created on Customer Price Sheet (CPS) <ul style="list-style-type: none"> CPS reviewed by the partner and the customer, and processed by Microsoft Operations
Billing	From partner to customer	From Microsoft to customer in direct market countries*, otherwise from partner to customer
Support	Provided by partner	Direct from Microsoft

*Direct market countries are Argentina, Australia, Austria, Belgium, Canada, Chile, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Jamaica, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Portugal, Puerto Rico, South Africa, Spain, Sweden, Switzerland, Trinidad and Tobago, United Kingdom, United States, and Uruguay.

Microsoft Online Services purchasing: comparing the Cloud Solution Provider program and the Enterprise Agreement

COMMERCIAL CUSTOMERS

Availability

	Cloud Solution Provider (CSP) program	Enterprise Agreement (EA)
Minimums	<p>1 User Subscription License (User SL)</p> <ul style="list-style-type: none"> Online Services Subscriptions may be started with any product which is not designated as an ADDON 	<p>500 User SLs</p> <ul style="list-style-type: none"> Minimums must be met with Enterprise Online Services (EOLS) User SLs: Microsoft 365 E3/E5, Office 365 E1/E3/E5, EMS E3/E5 Any number of User SLs which are not EOLS may additionally be added to the Enrollment
Product availability	<p>Windows 10 Enterprise</p> <ul style="list-style-type: none"> E3, E5, VDA E3 <p>Office 365</p> <ul style="list-style-type: none"> E1, E3, E5, F3 All components Project Plan 1, Plan 3, Plan 5, Visio Online Plan 1, Plan 2 <p>Enterprise Mobility + Security</p> <ul style="list-style-type: none"> E3, E5 All components <p>Microsoft 365</p> <ul style="list-style-type: none"> E3, E5, F1, F3 Apps for business, Apps for enterprise Business Basic, Business Standard, Business Premium E5 Security, E5 Compliance, all components <p>Dynamics 365</p> <ul style="list-style-type: none"> All Professional and Enterprise Apps, capacity add-ons Business Central: Essentials, Premium, Team Members <p>Power Platform</p> <ul style="list-style-type: none"> Power Automate, PowerApps, Power Virtual Agents, capacity add-ons Power BI Pro, Power BI Premium 	<p>Windows 10 Enterprise</p> <ul style="list-style-type: none"> E3, E5, VDA, E3, VDA E5 <p>Office 365</p> <ul style="list-style-type: none"> E1, E3, E5, F3 All components Project Plan 1, Plan 3, Plan 5, Visio Online Plan 1, Plan 2 <p>Enterprise Mobility + Security</p> <ul style="list-style-type: none"> E3, E5 All components <p>Microsoft 365</p> <ul style="list-style-type: none"> E3, E5, F1, F3 Apps for enterprise <ul style="list-style-type: none"> E5 Security, E5 Compliance, all components <p>Dynamics 365</p> <ul style="list-style-type: none"> All Professional and Enterprise Apps, capacity add-ons <ul style="list-style-type: none"> Microsoft Relationship Sales Solutions <p>Power Platform</p> <ul style="list-style-type: none"> Power Automate, PowerApps, Power Virtual Agents, capacity add-ons Power BI Pro, Power BI Premium
License availability	<p>Generally, only full User SLs</p> <p>Windows 10 Enterprise: Full User SLs</p> <p>Office 365: Full User SLs</p> <p>Enterprise Mobility + Security: Full User SLs</p> <p>Microsoft 365 Enterprise: Full User SLs</p> <p>Dynamics 365: Full User SLs/Device SLs, From SA User SLs</p>	<p>All User SLs</p> <p>Windows 10 Enterprise: Full, From SA, Add-on User SLs</p> <p>Office 365: Full, From SA, Add-on User SLs</p> <p>Enterprise Mobility + Security: Full, From SA, Add-on User SLs</p> <p>Microsoft 365 Enterprise: Full, From SA, Add-on User SLs</p> <p>Dynamics 365: Full User SLs/Device SLs, From SA User SLs</p>

Microsoft Online Services purchasing: comparing the Cloud Solution Provider program and the Enterprise Agreement

COMMERCIAL CUSTOMERS

Use rights

	Cloud Solution Provider (CSP) program	Enterprise Agreement (EA)
Product use rights	<p>Generally</p> <ul style="list-style-type: none"> Governed by the Online Services Terms and Product Terms documents The Microsoft Customer Agreement adds the following restrictions for Windows 10 Enterprise: <ul style="list-style-type: none"> Activation on no more than five OSEs No downgrade rights, or rights to LTSC No Software Assurance Virtual desktops hosted only in Azure, with a Qualified Multi-Tenant Hosting partner, or by using the Windows Virtual Desktop service in Azure 	<p>Generally</p> <ul style="list-style-type: none"> Governed by the Online Services Terms and Product Terms documents
On-premises CAL equivalent rights	<p>CAL equivalent rights</p> <ul style="list-style-type: none"> Office 365 E1: SharePoint + Exchange + Standard CALs + Skype for Business Standard/Enterprise CALs Office 365 E3: SharePoint + Exchange + Skype for Business Standard/Enterprise CALs Office 365 E5: SharePoint + Exchange + Skype for Business Standard/Enterprise CALs + Skype for Business Plus CAL EMS E3/E5: Windows Server + Rights Management Services + Microsoft Identity Manager CALs, Advanced Threat Analytics, System Center Configuration Manager + System Center Service Manager CMLs, System Center Endpoint Protection SL Microsoft 365 F1/F3: Windows Server + Rights Management Services + Microsoft Identity Manager CALs, Advanced Threat Analytics, System Center Configuration Manager + System Center Service Manager CMLs, System Center Endpoint Protection SL Microsoft 365 E3/E5: rights as Office 365 E3/E5 + EMS E3/E5 Dynamics 365 Sales Enterprise: Dynamics 365 Server Sales CAL Dynamics 365 Customer Service Enterprise: Dynamics 365 Server Customer Service CAL Dynamics 365 Finance/Supply Chain Management: Dynamics 365 for Operations Server CAL Dynamics 365 Operations Activity: Dynamics 365 for Operations Server Activity CAL Dynamics 365 Operations Device: Dynamics 365 for Operations Server Device CAL Dynamics 365 Team Members: Dynamics 365 Server/Operations Server Team Members CAL 	<p>CAL equivalent rights</p> <ul style="list-style-type: none"> Office 365 E1: SharePoint + Exchange + Skype for Business Standard CALs Office 365 E3: SharePoint + Exchange + Skype for Business Standard/Enterprise CALs Office 365 E5: SharePoint + Exchange + Skype for Business Standard/Enterprise CALs + Skype for Business Plus CAL EMS E3/E5: Windows Server + Rights Management Services + Microsoft Identity Manager CALs, Advanced Threat Analytics, System Center Configuration Manager + System Center Service Manager CMLs, System Center Endpoint Protection SL Microsoft 365 F1/F3: Windows Server + Rights Management Services + Microsoft Identity Manager CALs, Advanced Threat Analytics, System Center Configuration Manager + System Center Service Manager CMLs, System Center Endpoint Protection SL Microsoft 365 E3/E5: rights as Office 365 E3/E5 + EMS E3/E5 Dynamics 365 Sales Enterprise: Dynamics 365 Server Sales CAL Dynamics 365 Customer Service Enterprise: Dynamics 365 Server Customer Service CAL Dynamics 365 Finance/Supply Chain Management: Dynamics 365 for Operations Server CAL Dynamics 365 Operations Activity: Dynamics 365 for Operations Server Activity CAL Dynamics 365 Operations Device: Dynamics 365 for Operations Server Device CAL Dynamics 365 Team Members: Dynamics 365 Server/Operations Server Team Members CAL
On-premises server installation rights	<p>Server installation rights</p> <ul style="list-style-type: none"> Dynamics 365 Sales Enterprise/Customer Service Enterprise/Field Service: rights to install Dynamics 365 Server as many times as required on a network server (a server dedicated to a customer's use provided by the customer or an Authorized Outsourcer) or shared servers (partner multi-tenant solutions) Dynamics 365 Finance/Supply Chain Management/Commerce: rights to install Dynamics 365 for Operations Server as many times as required on a network server or shared servers 	<p>Server installation rights</p> <ul style="list-style-type: none"> Dynamics 365 Sales Enterprise/Customer Service Enterprise/Field Service: rights to install Dynamics 365 Server as many times as required on a network server or shared servers Dynamics 365 Finance/Supply Chain Management/Commerce: rights to install Dynamics 365 for Operations Server as many times as required on a network server or shared servers Microsoft 365 E3/E5: rights to install Exchange, SharePoint, and Skype for Business Servers as many times as required on a network server
Customized use rights	No	<p>Yes</p> <ul style="list-style-type: none"> Possible via Amendments

Microsoft Online Services purchasing: comparing the Cloud Solution Provider program and the Enterprise Agreement

COMMERCIAL CUSTOMERS

Management of licenses

	Cloud Solution Provider (CSP) program	Enterprise Agreement (EA)
Adding licenses and payment	<p>At any time, payment at next Billing Date</p> <ul style="list-style-type: none"> Monthly: next invoice includes licenses for the next month and pro-rated charges for licenses added in the previous month Annual: next invoice includes charges for added licenses pro-rated to the end of the Subscription 	<p>At any time, payment usually at Anniversary</p> <ul style="list-style-type: none"> Payment is due for full months remaining to Anniversary Customers can pay upfront at the point of adding licenses or, if they have used License Reservation, at Anniversary
Reducing licenses	<p>Currently, at any time with no penalty</p> <ul style="list-style-type: none"> If licenses are reduced part way through a month/year then fees are pro-rated and refunded at the next Billing Date 	<p>At Anniversary</p> <ul style="list-style-type: none"> A minimum of 500 EOLS User SLs must be maintained, other User SLs (with the exception of Microsoft Relationship Sales) may be reduced to zero
Self-provisioning	<p>No</p> <ul style="list-style-type: none"> CSP does not offer this functionality directly to customers. However, partners may create their own customer-facing portals and enable this type of capability 	<p>Yes</p> <ul style="list-style-type: none"> Via License Reservation
Alignment of purchases	<p>Subscription</p> <ul style="list-style-type: none"> A Subscription is created for each license type, and Subscriptions have a term of 12 months which auto-renews 	<p>Anniversary</p> <ul style="list-style-type: none"> Alignment of purchases is to the agreement Anniversary. At the end of the Enrollment if it is not renewed eligible Online Services are paid for monthly in an Extended Term
Management portal	<p>Microsoft 365 Admin Center</p> <ul style="list-style-type: none"> Either used by partners on behalf of customers, or access is granted to customers and they use it directly 	<p>Microsoft 365 Admin Center</p> <ul style="list-style-type: none"> Used directly by customers

Billing and pricing

	Cloud Solution Provider (CSP) program	Enterprise Agreement (EA)
Billing	<p>Annual pricing; Upfront monthly or upfront annual billing</p> <ul style="list-style-type: none"> From Microsoft to partner 	<p>Upfront annually</p> <ul style="list-style-type: none"> From Microsoft to customer in direct markets, otherwise from partner to customer
Tiered pricing	<p>Limited</p> <ul style="list-style-type: none"> Only available for certain products such as Dynamics 365 Marketing Additional Contacts 	<p>Yes</p> <ul style="list-style-type: none"> Via Level A to D pricing
Price protection	<p>12 months</p> <ul style="list-style-type: none"> Fixed price protection for the term of an Online Services Subscription 	<p>3 years</p> <ul style="list-style-type: none"> Fixed price protection for the full term of the Enrollment