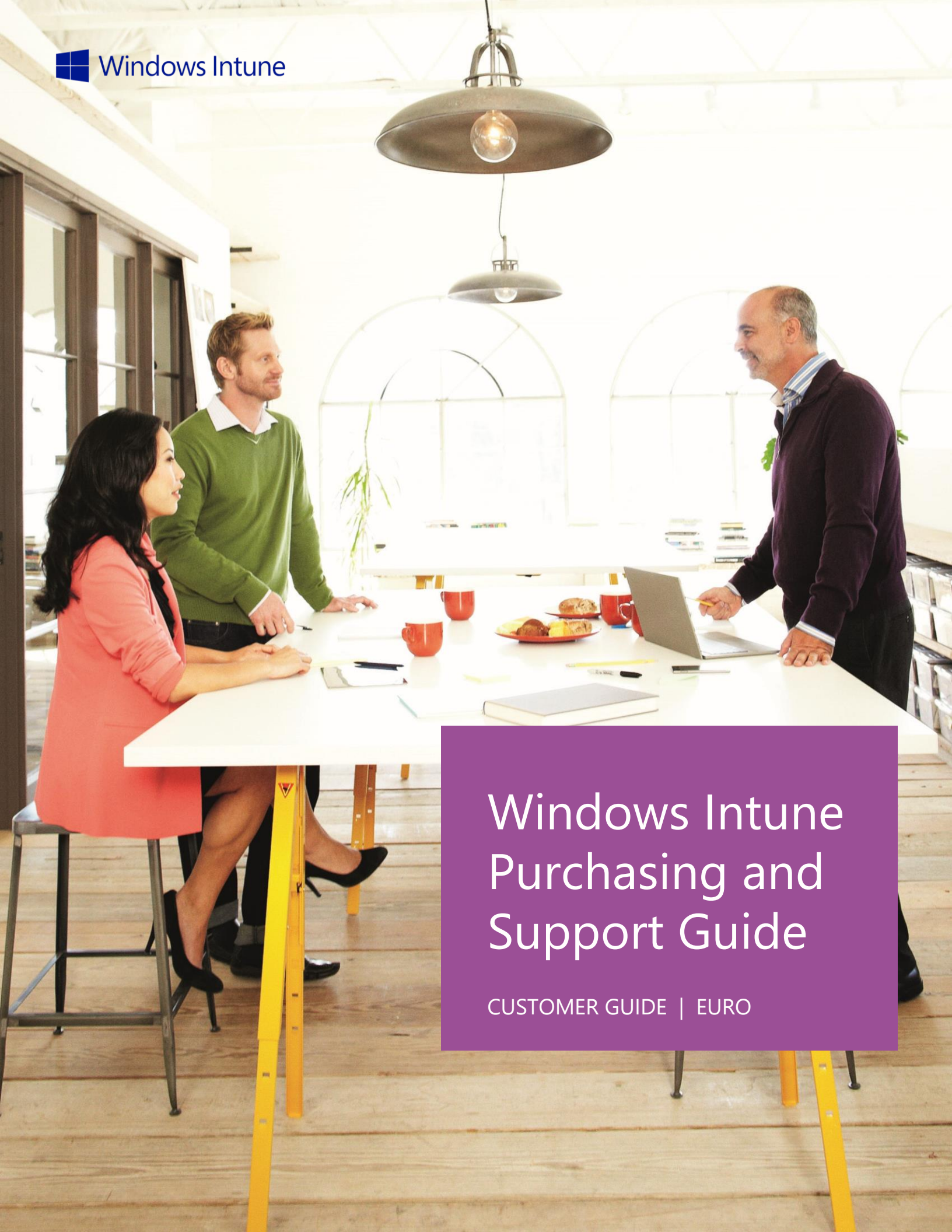

Windows Intune Purchasing and Support Guide

CUSTOMER GUIDE | EURO

Windows Intune Purchasing and Support Guide

This document contains features, pricing, policies, and purchase, activation, and support information related to Windows Intune.

Note: This guide relates to the Windows Intune features, service, and business policies effective on this release of the Online Service Platform and is subject to change. Other Microsoft Online Services concurrently offered, such as Office 365, may vary in availability, features, business policies and processes. For terms that govern your use of Windows Intune, please refer to the applicable agreement MOSP, EA, EAS, EES.

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Windows Intune can help organizations to give their people the capability to work the way they want, on the devices they choose.

Windows Intune delivers a unified PC and mobile device management solution for the enterprise which enables IT to provide users with access to the corporate resources they need on the devices they choose. Applications can be delivered to users' devices in a way that is optimized for each device. IT can manage both corporate- and personally-owned devices with a unified infrastructure, making it easier for administrators to identify and enforce compliance.

Application Self-Service
A self-service portal empowers people to install applications available to them, on their own, reducing the need to make a costly help desk call.

Optimized, Personalized Application Experience
People can maximize productivity by being able to access the same set of applications across their devices, regardless of form factor or operating system they choose to use, through interoperability with Remote Desktop Services and Microsoft Application Virtualization.

Non-intrusive management helps keep PCs running smoothly without impacting user productivity and cost For Windows 8, maintenance tasks can be avoided when the user is busy, and applications may be installed only when connected to a high-speed or inexpensive network connection.

Manage All Devices through a Single Interface
Administrators are able to address the unique challenges created by Bring Your Own Device policies by being able to identify and manage endpoint devices, including Windows PCs (physical and virtual), Macs, tablets, smartphones, and embedded devices through a single interface with common reporting capabilities.

Improve Administrative Efficiency
Administrators can set a single policy which will deliver an application in the most appropriate manner to any device. Administrators can automate complex tasks, complete with logic based on business rules, with scripts created from PowerShell.

Integrated Security and Compliance
Windows Intune can help reduce IT operating costs by providing device security and compliance management in a unified offering.

Reduced Infrastructure Complexity
Administrators can choose between cloud or on-premises architectures to manage endpoint devices the best way that fits their organization's needs.

System Requirements

The Windows Intune client software is supported on both 32-bit and 64-bit versions of the following Windows operating systems:

- Windows 8 Enterprise and Professional
- Windows 7 Enterprise, Ultimate and Professional
- Windows Vista Enterprise, Ultimate, and Business
- Windows XP Professional Service Pack SP 3

The Windows Intune client software has no additional hardware requirements for Windows 8 or Windows Vista-based computers. However, to install the client software on Windows XP-based computers customers will need a CPU clock speed of 500 MHz or greater and at least 256 MB of RAM.

Customers will also require Administrator rights on the computer to complete the Windows Intune client software installation.

To access the Windows Intune Administrator Console, administrators will need access to a Web browser that supports Silverlight 3.0, such as Internet Explorer 7.0 or higher.

The Windows Intune client software is supported on both x86-based and x64-based editions of the previous operating systems. Itanium-based (IA-64) systems are not supported by the Windows Intune client software. For more information visit here.

Options to Buy

Customers have the option to purchase the Microsoft Desktop Optimization Pack (MDOP) and storage add-on.

Options to Buy	Feature Description	Availability
MDOP	MDOP can help further enhance security and control and help you resolve critical issues that could not be addressed by the cloud service, such as diagnosing and recovering unbootable PCs. For more information on the capabilities of the MDOP, please visit here.	For SKU: Windows Intune with Windows SA
Storage Add-On	A paid subscription includes 20GB, with the option to purchase additional storage space at 1GB increments by using the Windows Intune Extra Storage Add-on.	For all Windows Intune SKUs

Customers have two ways to license Windows Intune:

Windows Intune through an Enterprise Agreement

The Enterprise Agreement (EA) is the best licensing program for organizations with more than 250 users. The EA gives you the flexibility to choose among on-premises software and online services to best suit your user needs and help you optimize your technology spend. Contact your Microsoft account manager or local reseller for more details, or visit this page.

Windows Intune through the Microsoft Online Subscription Program

The Microsoft Online Subscription Program (MOSP) is designed specifically for organizations with less than 250 users. With MOSP, you can easily subscribe, manage, and deploy your Windows Intune services online. To subscribe, please visit the Windows Intune Volume Licensing page.

SKU	Definition	Availability
Windows Intune with Windows SA	User Subscription License (USL) includes rights to the Windows Intune cloud service and System Center Configuration Manager and System Center Endpoint Protection in a single SKU with rights to latest version of Windows Enterprise.	MOSP
Windows Intune	User Subscription License (USL) includes rights to the Windows Intune cloud service and System Center Configuration Manager and System Center Endpoint Protection in a single SKU.	Enterprise Agreement (EA), EA Subscription (EAS), and MOSP
Windows Intune Add On for ConfigMgr & Endpoint Protection	User Subscription License (USL) for Windows Intune cloud service available as an add-on for existing System Center Configuration Manager and Endpoint Protection customers.	EA, EAS, and Enrollment for Education Solutions (EES)

Please note: Select License, Select Plus, Open License, Open Value, or Open Value Subscription are not eligible licensing programs for Windows Intune. Customers with these license types may purchase Windows Intune through a Microsoft Online Subscription Agreement (MOSA).

We offer 30% discount for the Windows Intune Add On until June 30th 2014.

The following section provides an overview of Windows Intune policy regarding terms and conditions, additions, reductions, and cancellations, and managing subscriptions. Where appropriate, policy areas are segregated by purchase method—via Microsoft Windows Intune Account Portal – MOSP or via a customer volume licensing (VL) agreement—Enterprise Agreement (EA), Enterprise Subscription License (EAS), or Enrollment for Education Solutions (EES).

Terms and Conditions

	Purchase Method	
	Intune Account Portal	**EA, EAS or EES**
License Model	Windows Intune is licensed via a User Subscription License (USL).	
License Programs	Windows Intune is licensed through a Microsoft Online Subscription Agreement (MOSA). It can be purchased directly by the customer through the Windows Intune Account Portal. An authorized Microsoft Online Services Partner can initiate and configure an order on behalf of a customer. However, the customer must confirm the order and accept the terms of the MOSA. **Note:** Software included in Windows Intune or Windows Intune with Windows SA is provided on a subscription, non-perpetual basis. If a customer cancels a subscription, the software must be un-installed, or they will have to purchase perpetual licenses to continue using the latest version. For more information see the Microsoft Online Subscription Agreement.	Windows Intune is available under an Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS) or Enrollment for Education Solutions (EES). Purchased through a Microsoft authorized Large Account Reseller (LAR) or Microsoft authorized Enterprise Software Advisor (ESA). Not offered in any of the following programs: Select License, Select Plus, Open License, Open Value, or Open Value Subscription.
License or Subscription Term	Subscription term is fixed—12 months, non-perpetual.	Coterminous with existing enrollment; software is licensed for the same period as the customer's existing EA, EAS, or EES. **Note:** For EA – coterminous means that the Windows Intune license will expire at the same time as the existing EA enrollment. For EAS and EES – coterminous is to enrollment anniversary or to end of enrollment if pre-paid.

	Purchase Method	
	Intune Account Portal	EA, EAS or EES
Availability by Geography and Currency (2012)		

Algeria	USD – U.S. Dollar
Argentina	ARS – Argentine Peso
Australia	AUD – Australian Dollar
Austria	EUR – Euro
Azerbaijan	USD – U.S. Dollar
Bahrain	USD – U.S. Dollar
Belarus	USD – U.S. Dollar
Belgium	EUR – EURO
Brazil	USD – U.S. Dollar
Bulgaria	EUR – Euro
Canada	CAD – Canadian Dollar
Chile	USD – U.S. Dollar
Colombia	USD – U.S. Dollar
Costa Rica	USD – U.S. Dollar
Croatia	USD – U.S. Dollar
Cyprus	EUR – Euro
Czech Rep.	EUR – Euro
Denmark	DKK – Danish Krone
Dominican Rep.	USD – U.S. Dollar
Ecuador	USD – U.S. Dollar
Egypt	USD – U.S. Dollar
El Salvador	USD – U.S. Dollar
Estonia	EUR – Euro
Finland	EUR – Euro
France	EUR – Euro
Germany	EUR – Euro
Greece	EUR – Euro
Guatemala	USD – U.S. Dollar
Hong Kong	USD – U.S. Dollar
Hungary	EUR – Euro
Iceland	EUR – Euro
India	USD – U.S. Dollar
Indonesia	IDR – Indonesian Rupiah
Ireland	EUR – Euro
Israel	USD – U.S. Dollar
Italy	EUR – Euro
Japan	JPY – Japanese Yen
Jordan	USD – U.S. Dollar
Kazakhstan	USD – U.S. Dollar
Kenya	USD – U.S. Dollar
Korea	KRW – South Korean Won
Kuwait	USD – U.S. Dollar
Latvia	EUR – Euro
Liechtenstein	CHF – Swiss Franc
Lithuania	EUR – Euro
Luxembourg	EUR – Euro
Macedonia	USD – U.S. Dollar
Malaysia	USD – U.S. Dollar
Malta	EUR – Euro
Mexico	USD – U.S. Dollar
Montenegro	USD – U.S. Dollar
Morocco	USD – U.S. Dollar
Netherlands	EUR – Euro
New Zealand	NZD – New Zealand Dollar
Nigeria	USD – U.S. Dollar
Norway	NOK – Norwegian Krone
Oman	USD – U.S. Dollar
Pakistan	USD – U.S. Dollar
Panama	USD – U.S. Dollar
Paraguay	USD – U.S. Dollar
Peru	USD – U.S. Dollar
Poland	EUR – Euro
Portugal	EUR – Euro
Puerto Rico	USD – U.S. Dollar
Qatar	USD – U.S. Dollar
Romania	EUR – Euro
Russia	RUB – Russian Ruble
Saudi Arabia	SAR – Saudi Riyal
Serbia	USD – U.S. Dollar
Singapore	USD – U.S. Dollar
Slovakia	EUR – Euro
Slovenia	EUR – Euro
South Africa	ZAR – South African Rand
Spain	EUR – Euro
Sri Lanka	USD – U.S. Dollar
Sweden	SEK – Swedish Krona
Switzerland	CHF – Swiss Franc
Taiwan	TWD – New Taiwan Dollar
Trinidad & Tobago	USD – U.S. Dollar
Tunisia	USD – U.S. Dollar
Turkey	TRY – Turkish Lira
UAE	USD – U.S. Dollar
Ukraine	USD – U.S. Dollar
United Kingdom	GBP – British Pound Sterling
United States	USD – U.S. Dollar
Uruguay	USD – U.S. Dollar
Venezuela	USD – U.S. Dollar

	Purchase Method	
	Intune Account Portal	**EA, EAS or EES**
Product Localization Languages	Windows Intune is available in the following languages. English is the default setting. Note: Windows Intune is not commercially available in China (except Hong Kong). Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Portuguese (Brazilian), Romanian, Russian, Spanish, Swedish, Turkish	
Data Centers	Microsoft Online Services uses data centers located in the United States, Singapore and Ireland to best serve subscribers. A data center will be assigned based on the location of your organization.	
Billing Cycle	Windows Intune is sold as a committed offering, meaning the customer commits in advance to purchase a specific minimum quantity of USLs for use during a specific term. The customer also has the option to pre-pay the full subscription term or receive monthly invoices. Additional licenses may be added; see the Additions section.	EA/EAS/EES billing cycle. Windows Intune is sold as a committed offering, meaning the customer commits in advance to purchase a specific quantity of USLs for use during a specific term. Customer has the ability to fluctuate licenses at each anniversary; certain restrictions may apply.
Payment Options	Two payment options are available, depending on volumes purchased: **Credit Card:** International credit/debit card (CC) payment is available including VISA, MasterCard, American Express, Discover, and JCB. **Wire/Bank Transfer:** In addition to the credit card option, qualifying customers may choose Wire/Bank Transfer: a payment method where Microsoft issues an electronic invoice and the customer initiates a funds transfer to Microsoft (within 30 days of the invoice date). To qualify the total invoice must be equal to or greater than $500 per month in the United States, $50 in India, or be equal to or greater than $250 per month in all other countries. **Note:** regional prices may vary For Europe this is € 250,-	Consistent with the terms of the EA, EAS or EES. Generally, payments for Online Services under these programs allow for annual payments to align with the enrollment anniversary. In some locales under EA and EAS with direct payments from Customer to Microsoft extended payment options are available.
Service Level Agreement	Windows Intune includes a financially backed Microsoft Online Services SLA for the duration of the subscription term. If Microsoft does not meet the terms of the SLA, customers are eligible for service credits.	
Tax Calculation	Ensure you enter a valid company tax code (VAT) for your location. Otherwise, the system will set a default tax code which may result in an incorrect tax calculation. In order to rectify, you will then need to contact Customer Support (contact information is available in the Support section of this document). If a customer changes their payment method from credit card to invoice, they cannot revert to credit card.	

	Purchase Method	
	Intune Account Portal	**EA, EAS or EES**
Financing	Financing is not available. The 12-month subscription is billed on a monthly basis.	Consistent with the terms of the underlying enrollment.
Price Protection	Price protection applies, meaning that a customer's unit price will not change throughout the term of the 12 month subscription. Refer to additions, reductions, and cancellations detail that follows below.	Price protection applies, meaning that a customer's (direct) or resellers (indirect) unit price will not change throughout the term of the enrollment. Refer to additions, reductions, and cancellations detail that follows below.
Service Level Agreement	Standard service credits for Microsoft Online (Uptime Service Levels) **Monthly Uptime Percentag** / **Service Credit** < 99.9% / 25% < 99% / 50% < 95% / 100%	
Order Size	A one-user minimum is required on an initial order of an online service (no minimum is required for additional orders of the same service). There is a maximum limit of 5,000 users when purchased through the Account Portal.	There is no minimum order requirement on the Windows Intune SKU so long as the customer is covered companywide when combining their CAL Suite and Windows Intune license counts. A customer purchasing the Windows Intune SKU through EA without CAL Suites for only a portion of their users must have an order >= 250 licenses., unless program minimum requirements are met by another product purchase. (For example, greater than equal to 250 of another qualifying enterprise Online Service subscription.) There is no minimum order requirement on the Windows Intune for ConfigMgr & SCEP SKU.
Add-On Options	MDOP will be available as an option to buy for customers who purchase Windows Intune w Windows SA. **Please note:** For customers that are interested in purchasing MDOP through the Account Portal, the Windows Intune subscription transaction will need to be completed first. At that point, the customer may go back into the Account Portal and add MDOP to their order.	Windows Intune and Windows Intune for ConfigMgr and SCEP do not provide Windows Client SA rights. If a customer wishes to purchase MDOP they must first be licensed for Windows Client SA.
	Storage Add On – Additional cloud storage for software distribution	**Storage Add On –** Additional cloud storage for software distribution

Additions, Reductions, Renewals, and Cancellations

	Purchase Method	
	Intune Account Portal	**EA, EAS or EES**
Additions	Customers can add units at any time during a subscription. The new units are added coterminous with the existing units in the subscription. The new units are added at the current subscription purchase price. When the addition of units moves the customer to a new pricing tier all the units (existing and new) take the lower price at that tier from that point onward. When units are added in between billing cycles, the customer is billed in arrears for the newly added units on a prorated basis in the next billing cycle. Customers can order and manage subscriptions through the Account Portal or consult their eligible Microsoft Online Services Partner. Subscriptions can be added immediately.	Customers can add Windows Intune or Windows Intune for ConfigMgr & SCEP units at any time during a subscription. The new units are added coterminous with the existing units in the subscription. When the addition of units moves the customer to a new pricing tier, the customer can request re-level and take the lower price at that tier for any future purchases from that point onward (price re-leveling in EA for Windows Intune requires a contact to Microsoft). When Windows Intune for ConfigMgr & SCEP units are added to existing agreements between billing cycles, the customer is billed in arrears for the newly added units on a prorated basis when placing their order. For EA/EAS this order may be placed at the anniversary as part of the annual order or true-up process. Customers can order additional subscriptions as they did with the initial purchase through a partner—a Large Account Reseller (LAR) or Microsoft Enterprise Software Advisor (ESA).
Reductions	Reductions within the first 12 month subscription period are not allowed. If reductions after the first 12 month term move the customer to a new pricing tier, all the customer's units will assume the at-market price within the new pricing tier.	Reductions are allowed at anniversary for Windows Intune as long as minimal program criteria are met. License reductions will result in an adjustment to future billing and will take effect upon the enrollment anniversary following the reduction. Mid-anniversary Reductions are not allowed.
Auto Renew—MOSP only	Customer subscriptions are automatically renewed for a subsequent 12-month term. Customers will be notified of the impending end of their subscription term and that no action is needed to begin a new subscription term. Customers can opt out of the auto renewal feature through the Account Portal. If the customer decides to retain the service after opting out, they must call Support to manually renew the subscription before the end of the 30-day grace period. Subscriptions are renewed at the current purchase price. Microsoft retains the right to change the price by giving 30 day notice before the renewal date.	Neither Windows Intune nor Windows Intune for ConfigMgr & SCEP subscriptions will automatically renew. For EA, the subscription aligns to the renewal cycle of the enrollment. For EAS, the subscription aligns to the enrollment anniversary. If the annual order is not received Microsoft automatically extends the Windows Intune subscription at prior quantities for the next year. Options exist for customers to extend the Windows Intune subscription on a month to month basis for a period of one year under the continuity of service terms of the enrollment (Note: existing customers will need to sign the Enterprise Online Service Amendment.)

	Purchase Method	
	Intune Account Portal	**EA, EAS or EES**
Cancellation in initial term—MOSP only	The policy for the initial term is that the customer can cancel any time within 30 days of purchase and only have to pay for the first month. You may terminate a Subscription at any time during its Term, however, you must pay all amounts due and owing before the termination is effective. If you terminate a Subscription with a one year Term within 30 days of the date on which the Subscription became effective or was renewed, you must pay for the initial 30 days of the Subscription. No payments will be due for the terminated portion of the Subscription. If you terminate a Subscription at any other time during the Term, you must pay 25% of the Subscription fee otherwise due for the remainder of the one year Term. The foregoing does not apply to termination of a Subscription you purchased through a subscription card outside the Portal, for which no refund will be provided by Microsoft.	Specific scenarios allow for reduction to a cancelled state at an anniversary. See License Reductions section. For customers that purchased Windows Intune with SA prior to 11/30/12, they have the option to transition from Windows Intune back to SA on Windows OS upgrade and CAL.
Cancellation in subsequent terms—MOSP only	In subsequent terms after the initial 12-month subscription customers can call to cancel any time, and the cancellation occurs at the end of the following subscription month.	For EA and EAS, renewal term follows same rules as initial term.
Buyout option in subsequent terms—MOSP only	When customers who purchase Windows Intune with Windows SA cancel in subsequent terms (after the initial 12-month subscription) they will have the ability to retain their Windows 8 licenses, by purchasing and converting them to perpetual use licenses from a user subscription license (USL). The user subscription licenses are required to have been active for a minimum of 12 months before a customer will be eligible to take advantage of the perpetual license offer. If the customer retains the Windows 8 licenses, via this process, they would be given access to download the Windows 8 product keys from the online services site. The licensing terms are similar to other subscription programs like EAS and OVS. If they terminate, the customer will need to uninstall an upgraded version or purchase a buyout SKU.	No buy out options exists for System Center software.

	Purchase Method	
	Intune Account Portal	**EA, EAS or EES**
Price protection on additions and renewals	Price protection applies for Windows Intune, meaning that a customer's unit price will not change through the term of the subscription. For example, a customer subscribes to 100 units on Jul. 1, at e.g. €11 per user per month. On Nov. 3, Microsoft reduces the price to €9 per user per month—or raises it to €15 per month. Regardless of the change, the customer will continue to be billed at the €11, the price of the current subscription. Microsoft reserves the right to give the customer the lower pricing to manage CPE issues on a case-by-case basis. For additions, new units will be added at the customer's current subscription purchase price—or if the new units move the customer to a new pricing tier, they'll be charged that price on all units going forward. At the time of renewal, the customer pays the current market price and receives protection at that point through the new subscription period. **Note:** regional prices may vary.	New price levels can be established mid-term for future orders if customer License counts qualify for a price level change. This can be initiated by either customer or Microsoft. For EA, EAS and EES, prices and price levels are reset upon renewal.

This section describes the service activation process through Account Portal or through an EA, EAS, or EES agreement. Activation is defined as the point when able to access the Windows Intune service.

	Purchase Method	
	Intune Account Portal	**EA, EAS or EES**
Activation Steps	Customer purchasing direct via Windows Intune Account Portal or partner initiating the order on behalf of customer via Intune Account Portal (must be a Microsoft Online Services Partner)	EA, EAS or EES customer purchasing through a LAR or ESA
Prerequisites	Organizational account (formerly known as User ID) must be the same e-mail address that received the activation mail (Online Services Administrator address)	Customer receives the confirmation mail from the VLSC and an activation mail from Account Portal and must validate the service on the Account Portal using a Microsoft Account. Organizational account MUST be the same e-mail address that received the activation mail (Online Services Administrator address).
Time to Activation	Activation itself is automatic following the online purchase process and can occur in minutes—no further customer action is needed.	The Regional Operations Center (ROC) processes the order, which can take up to three business days.
Notification of Activation	At the end of the online purchase process, the customer is returned to the Subscription tabbed page of the Account Portal where the Windows Intune subscription is listed as being in process. They are simultaneously sent a confirmation mail that confirms the order and provides a link to the Windows Intune Admin Center, Microsoft Online Services Download Center, and links to more information and support.)	EA, EAS, and EES customers receive two notifications. Both are sent to customer's Online Services Administrator e-mail address (same address as on customer enrollment within the EA) Once the order is processed, the VLSC sends a confirmation mail and an activation mail is sent from Account Portal to the customer. The customer is sent a link to Account Portal to sign in using their Microsoft Account and validate the order. The customer then receives the auto confirmation mail that confirms the order and provides a link to the Windows Intune Admin Center, the VLSC (for applicable downloads), and links to more information and support.
Customer Action	Activation itself is automatic—no further customer action is needed following the online purchase process. To remain apprised of the status of the activation, the customer can refresh the page to see status. Activation status will display as: In Progress; Partially Active, or Service Active.	See above.

	Purchase Method	
	Intune Account Portal	**EA, EAS or EES**
Commence Service	Service is available for use as soon as the online status registers as active.	Customers can begin using the service at any time after their service has been activated. Activation may take up to seven business days from the time of order. Service does not commence until the customer completes the online validation as instructed in the mail from the Account Portal.
Downloads	To execute necessary downloads (including Windows 8 and MDOP, if purchased) the user is sent credentials to access the Microsoft Online Customer Portal (Account Portal) where they can link to the Microsoft Online Services Download Center which they access through the Account Portal or the link in the activation mail.	To execute downloads, the EA/EAS/EES purchaser is provided a link in the activation mail that directs them to the VLSC for downloads.

Customers that purchase Windows Intune will receive a notification after Windows Intune activation to execute downloads and manage the e-commerce purchase related management of their subscriptions via the Microsoft Online Administrative Center for Account Portal customers or the Microsoft Volume Licensing Service Center for EA, EAS, and EES customers.

	Purchase Method	
	Microsoft Online Services Customer Portal	**EA, EAS or EES**
Subscription Management (e-commerce functions)	Windows Intune customers utilize the Intune Account Portal for e-commerce purchase-related administrative functions such as adding subscriptions. From there they link to the Microsoft Online Download Center for appropriate product downloads. Partners can assist customers with Account Portal functions, depending upon the authorizations granted them. For information on how to manage your account, including subscription management via the Intune Account Portal, consult the Help and How to pages on How to Manage Subscriptions.	EA/EAS/EES customers and their LARs or ESAs utilize Intune Account Portal only to confirm subscription activation. They continue to receive e-commerce purchase-related administrative services though the Volume License Service Center, including product downloads, product keys, and management of their VL agreements. Learn more about the SVLC here.
Windows Intune Administration	Once Windows Intune is activated, the customer's authorized Administrator can then access the Windows Intune Administrative Center to: • download the most current versions of the client software • view details about their Windows Intune account (such as account name, status, and active seat count) • add administrators to their account • configure the kinds of updates to be deployed to client computers in the organization, and • send email notifications to users in the organization when specific alerts are generated	
Adding a Partner as an Administrator	If you are working with a partner, you can identify your partner as long as they are a Microsoft Online Services Partner via the Microsoft Online Services Customer Portal. To identify your Partner of Record you will need the Partner's ID number or their company name, city or zip code.	

The below outlines Windows Intune Purchase, Provisioning and Technical support for general availability. Please note that the information provided below for Windows Intune technical support is available for current customers.

Pre-Purchase, Purchase, General Provisioning, and Activation Support

Person to Person Advisor
For purchase or transactions support, enterprise customers should contact their Microsoft Online Services Partner, authorized Microsoft Large Account Reseller (LAR), or authorized Microsoft Enterprise Software Advisor (ESA).

Microsoft Online Customer-Partner Care (CPC)

- Monday through Friday 9:00AM–5:00PM PST
- Questions about how to purchase for non-Volume Licensing customers.
- Questions about activation (including Windows Client and MDOP keys)
- Billing questions.
- Requests to change subscription, including adding seats/units, removing seats/units, upgrading, downgrading, changing payment type.
- Renewal. If a customer is not opted into auto-renew, then they must call support to renew once the original subscription ends.
- Cancel subscription.

Example scenarios: I have a non-technical question or problem subscribing to, logging into, or managing my Windows Intune service subscription, (including converting trial to paid subscriptions), or a question about ordering or billing.

Contact: Windows Intune Support

Technical Product Support

Windows Intune
Technical support via web, phone, as well as self-help, is available by logging into your Windows Intune account and by clicking the Help link located at the top right-hand corner of the Windows Intune Administrator Console.
Contact: Windows Intune TechNet site

Windows Client
For technical support with Windows client, customers should contact their partners or visit the Microsoft Windows Client Tech Center available online 24x7. **Note:** technical support for Windows may require payment or be counted as a decrement towards your existing Windows benefits.

Contact: Online and Phone support are available at http://onlinehelp.microsoft.com/windowsintune/jj839713.aspx

Microsoft Desktop Optimization Pack (MDOP)
For technical support with MDOP, customers should contact their partners or visit the Microsoft Windows Client Tech Center available online 24x7. **Note:** technical support for MDOP may require payment or be counted as a decrement towards your existing Windows benefits.

Contact: Support ist available at http://technet.microsoft.com/en-us/windows/bb899442

Microsoft System Center Configuration Manager or System Center Endpoint Protection

For technical support with System Center Configuration Manager or System Center Endpoint Protection, customers should contact their partners or visit the System Center Configuration Manager/System Center Endpoint Protection Solution Center which provides rich self-help material and the ability to open a support request online or over the phone. Note: technical support for System Center Configuration Manager or System Center Endpoint Protection requires payment or be counted as a decrement towards your existing licensing or Premier Support agreements.

Contact: Microsoft System Center Configuration Manager and System Center Endpoint Protection Solution Center

Administrator

An administrator is an individual who has the authority to manage administrators and non-administrators and license agreements for a customer. An administrator can be an individual in the employ of the customer, the reseller, or any other individual who is granted administrator privileges by another administrator. The initial administrator is the administrator designated by the email address on the initial Open License order.

Committed Offering

Customer commits in advance to purchase a specific quantity of Online Services for use during a Term. Customer pays for the Online Services on a periodic basis during the Term in advance.

DSL or Device Subscription License

Online Services are subscription-based and provide access to software and services. Licensing under this model consists of one or more of the following: User or Device Subscription License (USL or DSL). Windows Intune requires a DSL for each device that accesses the online service.

EA (Enterprise Agreement)

For organizations with 250 or more desktop PCs, Enterprise Agreement is for larger organizations that want to standardize IT across the enterprise. Based on a three-year enrollment term, it provides the deepest pricing discounts and the advantages of Software Assurance.

EAS (Enterprise Subscription Agreement)

For organizations with 250 or more desktops, Enterprise Agreement Subscription is a Volume Licensing program for large organizations that want to subscribe to—rather than purchase—Microsoft software licenses. This program provides lower annual payments than an Enterprise Agreement but the right to use the software ends at the end of the three year agreement term.

EES (Enrollment for Education Solutions)

For education institutions that prefer to license their software on an annual subscription basis, Microsoft offers the Enrollment for Education Solutions (EES) for both higher education and primary and secondary education institutions.

ESAs (Enterprise Software Advisors)

Authorized Microsoft Enterprise Software Advisors. Individuals who are liaisons to enterprise clients during the sales cycle and provide answers to licensing program questions and are permitted to resell EAs.

Intune Account Portal

The Account Portal is a Web portal that customers use to try or buy subscriptions to Microsoft Online Services. Customers can also manage active subscriptions through Account Portal.

LARs (Large Account Resellers)

Authorized Microsoft Large Account Resellers. Product resellers that Microsoft permits to resell licenses to end users under the Microsoft Volume License program.

Microsoft Online Services Partner

A partner who has signed the MOSPA.

MOAC (Microsoft Online Services Administration Center)

MOAC is a Web portal that the designated service administrator for a customer subscribing to Microsoft Online Services uses to manage settings for the company. User accounts and specific services the customer subscribes to are subscribed to are managed from MOAC.

MOSA (Microsoft Online Subscription Agreement)

MOSA is an agreement customer on the Account Portal prior to purchasing subscriptions. Terms and conditions may differ between the Microsoft online services subscription offerings. Please refer to the Windows Intune MOSA for the most up to date governing language.

MOSCD (Microsoft Online Subscription Channel Development Agreement)

MOSCD Agreement is made available to partners from the Worldwide Partner Group, to the Partner Account Manager of each partner selected to participate. Channel Advisors (Microsoft Online Service Partners). See program for details. Development partners can earn incentives by recruiting Online.

MOSP (Microsoft Online Subscription Program)

A VL program that allows customers to subscribe to Software and Services online and rapidly deploys their service. When a customer purchases from Microsoft using the Account Portal, the purchase is made through this program.

MOSPA (Microsoft Online Services Partner Agreement)

MOSPA is the agreement that Partners sign on-line in order to become an advisor for Microsoft Online Services and receive fees when they assist customers buying subscriptions.

MOSPAC (Microsoft Online Services Partner Administration Center)

MOSPAC is an online tool that partner support agents use to assist their customers. It's also called the Partner Portal.

MOSRA (Microsoft Online Services Reseller Agreement)

MOSRA is the agreement that Syndication Partners sign in order to become a Reseller for Online Services and bill end-customers. Partner program is sometimes called "MOSP for Resellers".

MVLSC (Microsoft Volume Licensing Service Center)

The Microsoft Volume Licensing Service Center is the single location for Microsoft Volume Licensing customers to view their licensing information, download licensed software, find the appropriate product keys, and view a Software Assurance summary.

Organizational account

Formerly known as User ID. This Microsoft single sign-on service allows users to sign-in to many Web sites using one account.

Partner of Record

The term name used for an eligible Microsoft Online Services Partner that is compensated for a specific subscription sale.

Service administrator

This customer IT staff role manages the day-to-day operations that keep the customer organization and Microsoft Online Services in sync. The service administrator manages and supports service licenses and end users, helps end users make the most of Microsoft Online Services, and works through any support issues that may arise.

Service interruption

Any event, whether anticipated (for example, a public service strike) or unanticipated (for example, a power outage), which disrupts the normal course of business operations at an organization's location. Similar terms: outage, service interruption.

Service request

A service request (SR) is how customers engage Microsoft Online support for reactive and proactive issues.

Software Assurance (SA)

Microsoft Software Assurance helps improve productivity from IT by providing new product versions, enterprise technologies, and deployment planning, training, and support in one cost-effective program. Customers can choose Software Assurance at the time of purchase and begin using your benefits immediately for the term of their license agreement.

Volume Licensing (VL)

A set of programs and policies allowing customers to attain licenses to software and services in a way that works for them. Examples of programs: EA, EAS, EES, Select License, Select Plus, Open License, Open Value, or Open Value Subscription.