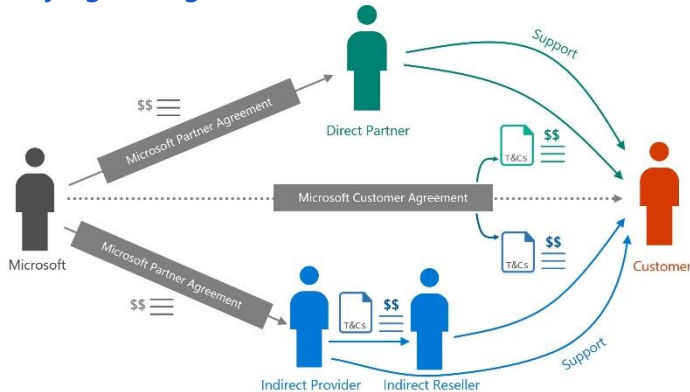# Introduction to the Cloud Solution Provider (CSP) program

An introduction to CSP

The Cloud Solution Provider program allows partners to sell licenses for the Microsoft software and services to customers of all sizes, offering a single customer solution consisting of both licenses and partner services.

Buying through CSP

Microsoft Partner Agreement

Microsoft recruits Direct Partners and Indirect Providers who accept and sign the Microsoft Partner Agreement.
Partners then have complete discretion to negotiate and set pricing and payment terms and conditions with their customers, tailoring offerings as required.
Indirect Resellers also sign the Microsoft Partner Agreement.

Microsoft Customer Agreement

The Microsoft Customer Agreement defines the usage rights for Online Services and Azure services acquired through CSP. It should be included as part of a partner's terms and conditions, and partners are responsible for ensuring that a customer has accepted the Microsoft Customer Agreement terms.

Microsoft software and services available in CSP

On-premises software

- Windows 11
- Office 2021
- Windows Server
- SQL Server
- Exchange Server
- etc

Licenses are available for the majority of the on-premises software products. These licenses are perpetual licenses and thus may be used by the customer forever, with no minimum purchasing requirement. Software Assurance is not available in CSP and so customers who need licenses with Software Assurance should use one of the Volume Licensing agreements to acquire those licenses.

Server Subscriptions for Windows Server and SQL Server are also available. These are subscription licenses for these two products, and include a similar set of benefits to those available for Software Assurance customers – the Azure Hybrid Benefit, for example.

Customer support

Direct Partners and Indirect Providers are responsible for providing customer support for Online Services or Azure services purchased through CSP, including:
- Billing and subscription support
- Provisioning and deployment help
- Resolving performance issues, service availability issues
- Managing updates for services and software
- Answering usage questions

Online Services

- Office 365
- Microsoft 365
- Dynamics 365
- etc

User and Subscription Licenses for the Online Services are available, as are Device Subscription Licenses for some of the Dynamics products. There is no minimum purchasing requirement.

These licenses are typically paid for upfront either on a monthly or an annual basis.

Azure services

- Virtual machines
- Azure Virtual Desktop
- Backup, storage
- Azure Cognitive Services
- etc

Both the Azure consumption services and User Subscription Licenses are available through CSP. These User Subscription Licenses are paid for in the same way as the Online Services: upfront, either monthly or annually.

The consumption services are typically invoiced at the end of the month for the amount of the service that a customer has used, and again there are no minimum purchasing commitments.