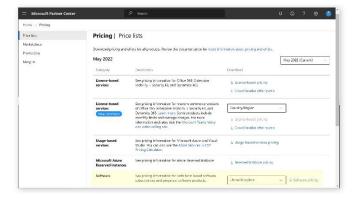


# Transacting on-premises products in CSP

## Ordering perpetual licenses for software

#### **Price lists**

The price list for perpetual software is found with the other price lists in the **Pricing** area in Partner Center



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

## **Supporting customers**

### **Technical support requirements**

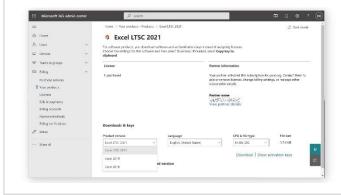
A partner is not required to provide technical support for perpetual software products in CSP.

Partners should provide support guidance, and direct a customer to purchase support for technical issues from:

- The partner
- Microsoft support for business
- A third-party organization

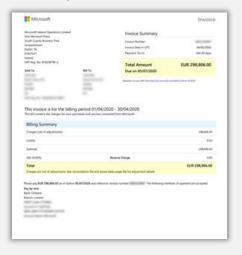
#### Software keys and downloads

- A partner is required to assist customers in accessing software keys and downloads, and can access links in Partner Center for a limited time
- Customers should retrieve their license keys and software from the Microsoft 365 Admin Center



### Billing

- Partners are charged for perpetual licenses via a single, upfront payment, billed through the new commerce experience
- Invoices are calendar month aligned, and in the partner currency



## Canceling software orders

- Software orders may be canceled within 30 days for a full refund on the next invoice
- License keys will be deactivated





