On 1 October 2017, Microsoft made several changes to the Enrollment for Education Solutions (EES) to modernize the program and better support cloud offers. This FAQ is intended to accompany the licensing readiness deck, *Microsoft 365 Education and Enrollment for Education Solutions Overview*. The purpose of the content is to help internal sellers and partners understand the changes being introduced to plan for these changes to sell cloud first offers through the EES program.

This document will continue to be updated regularly as new questions are received, so please check back for updates. This is the January 2018 edition.

Do not share this FAQ directly with customers. Customers may be directed to the [EES Licensing Guide](#).

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Enrollment for Education Solutions

What changes did Microsoft make to the Enrollment for Education Solutions (EES)?

There are four key changes made to EES enrollment:

- **Shifted qualifying products from Desktop Platform Products to Education Platform Products**: Desktop Platform Products are on-premises solutions used to qualify for the EES program. Beginning October 1, 2017, customers may only qualify using cloud services known as Education Platform Products.

- **Eliminated complex calculations for “full-time equivalent” (FTE) staff**: EES uses a per-user model, counting all qualified users as one, versus using the past FTE equivalent calculation.

- **Simplified user definitions to streamline license count**: The “Knowledge Worker” definition was introduced to help institutions better define who needs to be licensed.

- **Enabled greater flexibility to adjust at anniversary**: Added flexibility to the program by enabling institutions to adjust license count up or down at anniversary (must stay at or above 1,000 user program minimum).

These changes offer all the value of EES, while delivering on the company’s vision for cloud first selling. Standardizing on the cloud platform (Education Platform Products) means all qualified users have access across multiple devices to the latest versions. Simplifying and standardizing user count lets institutions more accurately license faculty, staff, or students that require full access to Microsoft products and cloud services; users have easier access to resources through free or low-cost offerings with the ability to add additional products (for volunteers, contractors, etc.).

What other changes were made to the EES?

In addition to key changes listed above, the following adjustments to the contract were effective in October 2017:

- The Student User definition changed so that the Student Licensing Option counts all students regardless of full- or part-time status.

- Work at Home Rights was retired.

- New Student Use Benefits were added and standardized across cloud services (applies to all education licensing agreements).

- The Microsoft Enrollment for Server Platform Academic (ESPA) was removed from the enrollment and will be an amendment instead and will be known as the Education Server Platform Licensing Option.

Why did the EES change to a per user model?

EES moved to a per user model to streamline how users are counted across both cloud services and on-premises software, making it easier for customers to adopt cloud first offers.

Must customers qualify with a cloud service or can they qualify with the Education Desktop?

Customers signing a new EES enrollment must qualify with an Education Platform Product, which are cloud services. The Education Desktop products are no longer qualifying products for EES. However, if customers require on-premises use, all Education Platform Products include downgrade rights to on-premises products for their licensed products. For example, if a customer purchases Office 365 A3 for their entire organization, they can downgrade to Office Professional Plus for their entire organization.
What are the Education Platform Products that qualify enrollment into EES?
The new qualifying products include the new Microsoft 365 Education suites “A3” and “A5” as well as their components. Office 365 Pro Plus is also considered a qualifying product.

**EDUCATION ONLINE SERVICES THAT QUALIFY FOR PARTICIPATION IN EES**

**CORE – MICROSOFT 365 A3**

- Office 365 A3
- Windows 10 Education A3
- EMS E3
- Minecraft: Education Edition

**PREMIUM – MICROSOFT 365 A5**

- Office 365 A5
- Windows 10 Education A5
- EMS E5
- Minecraft: Education Edition

How do the new qualifying products compare to the Education Desktop qualifying products?
The table below shows the comparison between the Education Desktop and the new Microsoft 365 A3 suite with Education Platform Products. Note that this compares Education Desktop and A3 only, which is the comparative offer to Education Desktop.

<table>
<thead>
<tr>
<th>Desktop Platform Product</th>
<th>Education Platform Product (Microsoft 365 A3)</th>
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</thead>
<tbody>
<tr>
<td>Microsoft Education Desktop</td>
<td>Microsoft 365 Education A3</td>
</tr>
<tr>
<td>Office Professional Plus</td>
<td>Office 365 A3</td>
</tr>
<tr>
<td>Windows</td>
<td>Windows 10 Education A3</td>
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<tr>
<td>CAL suites, Enterprise and Core</td>
<td>EMS E3</td>
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Is Minecraft: Education Edition a qualifying product for EES?
No.

Can customers qualify for EES by licensing some Knowledge Workers with A3 suite and the remaining with A5 suite?
No. A qualifying product for enrollment in the program must be purchased for the entire organization-wide count, including a bundle product (Microsoft 365 A3 or A5) or individual components (e.g. Office 365 A3 or EMS E5). You cannot mix and match suites to qualify. The Microsoft 365 A3 and A5 bundled products are also not eligible for purchase as an Additional Product. However, some individual components of the bundles that are qualifying products for enrollment in the EES program can be purchased for whatever quantity is desired when purchased as an Additional Product.

In short if the individual component or suite is purchased as the qualifying product for enrollment in the EES program, it must be purchased for the entire organization-wide count.
EES 2017 requires a minimum of 1,000 users. Can the users be split across different tenants or does a minimum of 1,000 users need to be added to the main enrollment tenant?
The number of tenants the users are split across isn't a factor in the count, it just must be 1,000 or more Knowledge Workers or students. Note that customers must sign for a minimum of 1,000 Knowledge Workers or 1,000 students and they can’t combine the counts (e.g. 300 Knowledge Workers + 700 students).

When will existing EES customers be affected by the changes presented?
EES 2015 customers will not be affected until they their enrollment is up for renewal when they will be asked to move to EES 2017.

If a customer adjusts their count down at anniversary, is there a cutoff where they can’t go any lower?
Yes. Customers can lower their user count at anniversary only down to the program minimum of 1,000 users.

In EES the Knowledge Worker count can go below the original count as long as it’s 1,000 or above. Is this true for Student Option?
Yes, it is the same, 1,000 user minimum for both Knowledge Worker and student count.

Can a customer adjust their Knowledge Worker count at mid-year?
Users can be added at any time during the year. Decreases in user count can only occur at enrollment Anniversary. Customers can add users for cloud services and pay a pro-rated amount for the full months remaining until anniversary, and there are two options to do this: (1) Customers can order the required licenses and open a purchase order and then pay immediately or (2) Customers can order the required licenses so that they’re available immediately to assign to users and pay at anniversary when a reconciliation is done and a purchase order opened to pay for the total. This second process is known as License Reservation through EES.

What is the notification period to reduce licenses?
Microsoft must receive an anniversary order prior to each anniversary of the Enrollment Effective Date of the three-year licensed period.

Will customers in current enrollments continue with current FTE counts until EES renewal then move to Knowledge Worker count?
Yes.

Will there be any need for the FTE calculation in EES going forward once a customer moves to EES 2017?
No, the count will only be based on Knowledge Workers.

Is there an amendment with which a customer can continue to use FTE count?
No. FTE count only applies to the 2015 enrollment. In the 2017 enrollment customers must use the Knowledge Worker count. However, customers may extend their 2015 enrollment as one of the transition options and continue to use the FTE count for an additional year.

For customers still on EES 2015, do they retain their terms, including the unlimited student advantage licenses?
Yes; their 2015 terms don’t change for the remainder of the enrollment. When they move to EES 2017 they will work with their partner and Microsoft on updated terms.

When will license reservations be available?
License Reservation will be available in March 2018. In the meantime, a customer may place a purchase order to acquire more licenses.
Can existing EES customers (on EES 2015) get the Microsoft 365 Education suites or do they need to have enrolled in EES 2017 first?
Step up SKUs to Microsoft 365 A3 and A5 from on-premises (software) for EES 2015 are not available. Customers can buy the new Microsoft 365 SKUs on their old agreement however credit for existing software purchases will not be extended so they will have to pay full price. For customers who have qualified for their existing EES via a cloud service (e.g. Office 365 ProPlus), Step Up SKUs to Microsoft 365 A3 and A5 will be available.

Note that Microsoft 365 Education A3/A5 include on-premises rights to:
- All CALs currently included in the ECAL (and therefore also Core CAL)
- All server licenses for productivity servers, which includes: Exchange, SharePoint, Skype for Bus

All other server licenses must be purchased in addition to the Microsoft 365 A3 suite, e.g. System Center or SQL Server.

Will EES 2017 be processed in eAgreements?
Yes, the EES 2017 can be processed using eAgreements.

Will customers still be using the Volume Licensing Service Center (VLSC) to manage their agreement?
Yes, that will not change.

EEE contract terms

Has the Qualified Education User definition changed?
The QEU is currently being updated and will be released soon.

What is the definition of Knowledge Worker?
A Knowledge Worker is: “any employee (including a student employee), contractor, or volunteer who uses a Product or Qualified Device for the benefit of the Institution or within the user’s relationship with the Institution. This definition does not include users of any Product identified in the Product Terms as excluded from the definition of Knowledge Worker.”

What does it mean in the Knowledge Worker definition “This definition does not include users of any Product identified in the Product Terms as excluded from the definition of Knowledge Worker”?
Knowledge Workers must be licensed for at least one qualifying product organization-wide. If it doesn’t say “EP” in the EES column in the Product Terms for a specific product, then the Product isn’t a qualifying product in the EES 2017 program.

What is the definition of “Qualified Device” in the agreement?
“Qualified device” is defined in the Enrollment in part as “any device that is used by or for the benefit of the Organization and or by or for the benefit of Students enrolled in the Organization and is: (1) a personal desktop computer, portable computer, workstation, or similar device capable of running Windows Pro locally (in a physical or virtual operating system environment) or 2) a device used to access a virtual desktop infrastructure (‘VDI’).” See the EES 2017 Enrollment for the full text of the definition.

What about customers with part- or full-time employees who don’t use a computer every day and/or only use it for short tasks like sharing files or checking email; do they have to be covered as a full user now?
These users who do not qualify as Knowledge Workers may utilize a $0 SKU that provides access to Office 365 A1, which includes Office Online (Word, PowerPoint, Excel, and OneNote), OneDrive storage, Yammer, and SharePoint sites, plus additional classroom tools. These users can also use Outlook Web Access to check email from any device with internet access.
Is the minimum order requirement changing like the commercial Enterprise Agreement (which changed to 500 from 1,000)?
No. The EES minimum order requirement remains at 1,000. The change only applies to the qualifying product, i.e. one Education Platform Product for a minimum of 1,000 Knowledge Workers (users) or students instead of one Desktop Platform Product or Platform Online Service for a minimum of 1,000 FTE or students.

For EES the requirement is 1,000 users; is this requirement for paid seats (e.g. Microsoft 365 licenses) or does it include those free licenses (Office 365 A1 users or students)?
The requirement is 1,000 paid users (Knowledge Workers).

If at the start of the year I have 3,000 Knowledge Workers and I buy 3,000 Microsoft 365 Education A3, but after 6 months I have more Knowledge Workers – do I need to pay for them at this point? If I don’t pay, how are licenses available to assign to them? What happens if they are gone by Anniversary?
License Reservation (available in March 2018) can be used if a customer wants to add licenses mid-term, as in the above example. License Reservation is completely optional. The institution may place a reservation order for Reserved Licenses prior to use, and payment is deferred until the next annual order. Microsoft will provide a report of Reserved Licenses ordered but not yet invoiced to the institution and its reseller. Reserved Licenses will be invoiced retroactively to the month in which they were reserved.

Are there some criteria applied for a "Knowledge Worker" beyond the definition? In EMEA, FTEs were considered anyone who worked for more than 200 hours per year.
The counting of Knowledge Workers has been standardized across all geographies, therefore there is no longer the 200-hour qualification requirement for EMEA.

Can customers transfer their on-premises Education Platform Products to cloud suite? Say they have Office 365 and want to move to EES 2017 with that as qualifying.
No. Any existing on-premises and cloud education product licenses are licensed with EES 2015 and cannot transfer to a EES 2017 contract.

What on-premises rights will be available for which licenses?
All Education Platform Products include downgrade rights to on-premises products for their licensed products. For example, if a customer purchases Office 365 A3 for their entire organization, they can downgrade to Office Pro Plus for their entire organization and get rights to:
  • All CALs currently included in the ECAL (and therefore also Core CAL)
  • All server licenses for productivity servers, which includes: Exchange, SharePoint, Skype for Business

All other server licenses must be purchased in addition to the Microsoft 365 A3 suite. i.e. Windows, System Center, SQL, etc.

Many customers will want to give all their users, even those who don’t fit the Knowledge Worker definition, some basic features (e.g. security, active directory, etc.); how do we extend those features across all users?
Both active directory and basic security features are included in the Office 365 A1 offer. However, if a customer wants the user to have more advanced / premium versions, then the user must be licensed as a Knowledge Worker.

What is the guidance for adding more users mid-term on a previously ordered cloud service?
Customers have two options to acquire licenses. They can 1) place a purchase order for the license(s) or 2) utilize license reservation to assign the license(s) and then true-up at anniversary (option 2 available March 2018).
If someone has a qualified device, do they have to be counted as a Knowledge Worker?
Yes, if it fits the Qualified Device definition, for example being a managed device.

Is a personal device considered a qualified device?
Yes, if it is a managed device. A customer "manages" any device on which it directly or indirectly controls one or more operating system environments. For example, a device it allows to join its domain or on which it solicits or receives data about.

Does the Knowledge Worker definition include emeritus professors?
If the work of the emeritus professor is not being done on a qualified device and can be done using only Office 365 A1, then they don’t have to be counted as a Knowledge Worker. Otherwise, they do.

Will alumni rights still apply?
The free Alumni Exchange mailboxes offers will not change; the $0 SKU will continue to exist on the price list.

Are free users able to downgrade to on-premises products?
No. Users who are not Knowledge Workers have access to the free Office 365 A1 cloud services which do not include on-premises rights.

How will we license/deploy product to libraries/labs/kiosks/open access areas?
There are no changes to the library or lab access rights. The Knowledge Worker licenses and student use benefit licenses cover the use of shared, institution-owned devices. Customers who have licensed Knowledge Workers organization-wide or have student use benefit licenses still have the right to deploy products such as Office (Office 365 Pro Plus) or Windows on open-access devices such as in libraries or labs.

Customers don’t have to count members of the public who access devices in open-access labs or libraries as Knowledge Workers. Note: remote access to the software on open-access lab or library devices is not allowed.

For details on rights pertaining to libraries or labs review both the EES 2017 enrollment and the Product Terms.

How do library/lab rights work when there are no primary users but the devices still need Windows Defender?
Customers who need Windows Defender ATP should cover either the device or the users that access that device depending on the ratio that works best for their situation.

How are student workers counted?
Student workers are included in the Knowledge Worker definition.

Are alumni counted as Knowledge Workers?
No. We are working on a solution for alumni and will have more information as it becomes available.

Is there any commitment in EES for these licenses such as minimum numbers or duration?
The 1,000-user minimum requirement remains for EES.
Are there changes to how Frameworks are managed in EES?
There is now the option for Enrollments under a Framework agreement to be submitted using the 2015 paper in eAgreements. Both the 2015 and 2017 EES enrollments will co-exist in the eAgreements tool. If the enrollment terms need to be amended, attachments are supported via the eAgreements tool and should be submitted at the time the enrollment is submitted in eAgreements. The 2015 version of the EES enrollment should only be selected in eAgreements for eligible Framework deals, or in situations where the Microsoft Business Desk has granted authorization to use the 2015 paper. There are no other changes to existing Framework handling processes.

Do the Product Terms clearly state that Academic Institutions’ on-premises devices (used by students, faculty, members of the public, etc.) are licensed for the equivalent cloud services if licensed organization-wide?
Yes.

When will the current EES version be phased out (for new or renewing customers)?
EES 2015 enrollments must be submitted by 1 January 2018 for any enrollment that is not part of a Framework or that has not gotten Business Desk exception. All current EES 2015 customers have the option for a one-time 12-month extension of their 2015 enrollment at expiration as one of the EES 2017 transition options.

Is there a 90-day grace period where customers can sign both EES 2015 and EES 2017?
Yes, that period ends 1 January 2018.

What is the migration path for customers that have a Core CAL only agreement?
There will be a Microsoft 365 A3 with CoreCAL rights offering, although it is not exactly equivalent to the CoreCAL only offer currently available.

EES migration plan

What if my customer experiences a price increase by moving to the per user model? How do I help them manage the transition?
Where needed, below are options for renewing EES customers to help with any additional costs associated with migrating to an EES 2017 enrollment. Customers can:

1. Renew into EES 2017 enrollment and pay only for their FTE count, but gain access to Microsoft 365 A3 for their full Knowledge Worker count
   a. Use a $0 Microsoft 365 A3 SKU for the difference between the previous FTE count and the new Knowledge Worker count
   b. Customer can purchase this SKU for the three-year enrollment term
2. Renew into EES 2017 enrollment and purchase a discounted Microsoft 365 A3 SKU to help offset an incremental cost increase over the existing enrollment with Education Desktop w/CoreCAL
   a. $59 Microsoft 365 A3 w/CoreCAL SKU available which grants on-premises rights to equivalent Core CALs (instead of ECALs)
   b. Available on the November 2017 price list
   c. Customers can access this offer in combination with the mitigation above (e.g. $59 Microsoft 365 A3 w/CoreCAL for their FTE count and a $0 SKU for their incremental Knowledge Worker count)
   d. Customer can purchase both SKUs for the three-year enrollment term
3. Exercise a one-time 12-month extension to their existing EES enrollment
Microsoft Enrollment for Education Solutions – frequently asked questions for sellers

a. After the 12-month extension expires, the customer must renew and maintain eligibility with at least one Education Platform Product organization-wide

What if a customer isn’t ready to move to the cloud?
EES customers that qualify with an Education Platform Product will have downgrade rights to on-premises products for their licensed products, so they may maintain their on-premises environment. For example, if a customer purchases Office 365 A3 for their entire organization, they can downgrade to Office Professional Plus for their entire organization. By offering downgrade rights, customers can move to the cloud at the pace that makes sense for their organization.

For existing EES customers who are not ready to move immediately, they have the option to exercise a one-time, 12-month extension to their existing enrollment. After the 12-month extension, the customer must maintain eligibility with at least one Education Platform Product organization-wide.

Who controls the $0 SKU for the three-year spread cost?
The $0 SKU is on the pricelist in October, and partners will determine the number of $0 SKUs they can order per customer. A tool is available to help you determine your customers’ license position with the 2017 enrollment to help decide the best transition option, if any. Look for that tool on the MEPN licensing page.

Many of the transition paths with discounted pricing or special SKUs require Microsoft approval. What if Microsoft does not approve and we position to the customer a concession that’s not on price list?
Partners may use Lead Status SKUs or $0 transition SKUs without Microsoft intervention. SKUs that moved to Lead Status as of October 1 (DPPs) do not require an Amendment to use, and pricing for lead status SKUs did not change from September. The Microsoft ROCs have been advised not to block processing of orders containing lead status SKUs without an Amendment.

How are lead status SKUs being transacted?
A list of lead status SKUs is on Explore.ms, with login required. An OpsComm was sent in October 2017 detailing the process on where to get SKUs/pricelist on Explore.

Will transition plans last the three-year term?
Transition options will apply for the entire term for which the new agreement is signed. For instance, if a customer signs a 3-year agreement, then it will last for the full 3-year term. However, if a customer signs a 1-year agreement, it will only last for 1 year.

Is an extension possible for a Framework customer with a Framework agreement that has expired?
Our intent is to allow Framework customers to extend, but each request needs to be evaluated individually by the Microsoft Business Desk. We will honor all current Frameworks (including agreed T&Cs) for the duration of the contract.

Are the migration SKUs available to all customers, or case by case on request from Microsoft?
They are on public pricelist, available for customers and partners to use.

Is there a solution for regions where Microsoft 365 Education is not available?
We are working on options for countries in which Minecraft: Education Edition is not available; for example, Russia, and are working with Microsoft teams in those countries on a solution.

For China and other countries where the previous SKUs were unintentionally dropped from the pricelist, those SKUs will be reinstated on the January 2018 pricelist. In the meantime, the September 2017 pricelist can be used and it is available in explore.ms through 31 December 2017.
Enrollment for Server Platform Academic / Education Server Platform Licensing Option

How will the Microsoft Enrollment for Server Platform Academic be purchased as an amendment?
The Microsoft Enrollment for Server Platform Academic (ESPA) is being removed from the 2017 EES enrollment and managed instead as an amendment. It will be known as the Education Server Platform Licensing Option with EES 2017. The new SKU will be on the pricelist and the amendment will be available in February 2017. In the 2017 EES enrollment, customers cannot qualify for EES on ECAL or Core CAL as they could in the 2015 EES enrollment. The price waterfall will still apply to ESPA in the 2017 EES program, but it will be purchasable only as an Additional Product and not a Qualifying Product for enrollment in the program. If ESPA is needed for students, institutions will now have to order it for them directly.

Does the Server Platform licensing option include CAL rights for students?
No. All server platform licensing options give customers the right to deploy an unlimited number of server licenses for the servers included in each option. It is a site license for server licenses, not CALs. A prerequisite to qualify to purchase each server platform option is to cover all KWs with the related CAL, either individually or in a suite.

What are the ways that a customer can meet the requirement of the underlying CAL for each server platform licensing option?
There are several ways to meet the requirement and qualify:

To license the required underlying Core CAL to qualify for the Core Server Platform option:
- M365 A3 or A5 for all KWs
- O365 A3 and ECAL Bridge for Office 365 EDU for all KWs
- Core CAL
- License all CALs that make up the Core CAL either individually or in any other combination

To license the required underlying ECAL to qualify for the Enterprise Server Platform option:
- M365 A3 or A5 for all KWs
- O365 A3 and ECAL Bridge for Office 365 EDU for all KWs
- Enterprise CAL
- License all CALs that make up the Enterprise CAL either individually or in any other combination

To license the required underlying ECAL Bridge for Office 365 EDU to qualify for the CIS Server Platform EDU option:
- M365 A3 or A5 for all KWs
- ECAL Bridge for Office 365 EDU for all KWs
- Enterprise CAL
- License all CALs that make up the ECAL Bridge for Office 365 EDU either individually or in any other combination

To license the required underlying SQL CAL to qualify for the SQL Server Platform option:
- Order the SQL CAL stand-alone (this CAL is not bundled in a CAL suite)

What is the transition for Education Server Platform Amendment (ESPA) customers?
The ESPA licensing option is no longer offered as part of the EES enrollment but will be available for customers who still want it via an Amendment to the EES enrollment. The new amendment, known as the Education Server Platform Licensing Option, will be available in March 2018. For EES 2017 customers that want the ESPA replacement sooner, Business Desk should be engaged to help. A new CIS CAL
Suite will be introduced as well via an amendment for customers that are not ready to license the full Microsoft 365 A3 bundle. All Core and ECAL components are incorporated in the Microsoft 365 Education A3 suite, therefore customers selecting Microsoft 365 Education A3 do not need to license any on-premises CAL suites. The new ESPA replacement options will include: Core Server Platform, Enterprise Server platform, SQL Server Platform, Core Infrastructure Suite Server Platform (new). When customers on EES 2017 license the M365 A3 or A5 suite, all Knowledge Workers (students will not need to be counted) will receive on-premises rights to productivity server licenses and CALs. For these customers, the Core Infrastructure Suite (CIS) Server Platform will be more appropriate to license all-you-can-use instances of Windows and System Center Servers.

**With the next generation ESPA offerings not releasing until 2018, is there any workaround for customers that are willing to sign EES 2017 paperwork and move to Microsoft 365 in the next few months to still purchase the existing ESPA offerings?**

The existing ESPA offerings are available to customers but are not available as a Qualifying Product for enrollment in the EES program. If a customer wants ESPA before the new amendment is available, the request must be managed via the Business Desk.

**The ESPA SKUs are not in lead status from October and not on the October pricelist; how do I transact them after October 1?**

The ESPA SKUs were inadvertently put in discontinued status as of October 1. If a customer has previously ordered ESPA on an EES 2015 enrollment and is placing an order on existing 2015 paper, the SKUs can continue to be ordered, using a previous pricelist. If the customer is ordering ESPA on an EES 2017, the Business Desk will need to be involved until the new ESPA offer is available.

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**Open Value Subscription for Education Solutions**

**Are Open Value Subscription for Education Solutions (OVS-ES) or School Enrollment changing to per user?**

No. There are no planned changes to the School Enrollment or to Open Value Subscription for Education Solutions at this time.

**If a customer has Office 365 E5 through OVS-ES how do they renew it?**

They cannot; Office 365 E5 was removed from the Open channel effective 1 July 2017.

**How can OVS-ES customers buy Office 365 A5?**

They can buy through Microsoft Online Subscription Agreement (MOSA).

**Why are there fewer options in OVS-ES compared to EES?**

OVS-ES is a legacy channel that is incapable of transacting the Microsoft 365 Education bundles. Some of the individual components will be available in OVS-ES for further details please review the price list.

**If an education institution purchased an OVS-ES in July 2017, will they be able to access the new list of student use benefits after 1 October?**

Yes, although the list of benefits will change, and ratios will be implemented. Student use benefit rights are covered in the Product Terms and sit outside the agreement policy.

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**Cloud Solution Provider**

**Will selling Microsoft 365 Education components through CSP be possible for all CSP partners or only for the partners with the Microsoft AEP status?**

All partners must be Authorized Education Providers to sell education products, regardless of channel (EES, CSP, OVS-ES, etc.).
Does CSP licensing include the on-premises license benefit as with EES?
No. The CSP model is cloud-only and does not offer on-premises rights programmatically, so downgrade rights to on-premises are also not available.

Pricing

Will there still be Levels A - D in EES?
Yes. With EES 2017 there will be the same four price levels (A-D) for Enterprise Platform Products (cloud services). For on-premises products, some of the Desktop Platform Product SKUs move to Lead Status, while some software products (e.g., Core CAL, ECAL) remain on the price list and still have the A-D price levels. See the price list for details.

Does the price remain the same for customers with EES 2017 enrollment?
Yes, customers will continue to have price protection for the enrollment’s term, whether they choose a one- or three-year enrollment.

Is student pricing still available in EES?
Yes. Customers can qualify for the program based on either their Knowledge Worker or student count. If they qualify based on Knowledge Worker count, there are products that provide free coverage to students (the ones which offer student use benefits). Not all products qualify for student use benefits, and if customers want to purchase one of the non-SUB products for their students, they can use student pricing. If a customer qualifies for the EES program on their student count, they use student pricing for all products with which they are covering their students.

How does the pricing of the relevant SKUs for Windows Server Site License compare between programs?
ERP pricing for Microsoft 365 Education and Office 365 is aligned between all channels (EES, OVS-ES, CSP, Web Direct/MOSP) where those SKUs are available.

How will the new unit price for Knowledge Workers compare with the unit price for FTE?
There is price parity when customers are purchasing the Microsoft 365 A3/A5 products which are the offerings replacing the Education Desktop. E.g., Education Desktop w/ECAL at $68 per year and Microsoft 365 A3 @ $69 (USD) per year. Office Professional Plus @ $28 per year and Office 365 ProPlus @ $27 per year.

Student use benefits

Will EES customers still get student use benefits?
Yes. EES customers will still get free student licenses when they license a qualifying product for all their Knowledge Workers with the student use benefit (SUB). Our goal is to provide student use benefit consistency between programs and between products. In addition to the previously available products, several new benefits have been added. See the Product Terms for details.

Why change the student use benefits?
We want to make the student use benefit as appealing and useful as possible. When we evaluated the benefits across products, we found inconsistencies in how they are allocated and managed. We are working to align the benefits in terms of value, coverage, and use, and to bring more benefits to students, like the addition of Minecraft: Education Edition.
Will customers without EES 2017 get the same new student use benefits? For example, customers with previous EES or OVS-ES agreements?
Yes. The new student use benefits will apply in EES (both 2017 and previous active enrollments), OVS-ES, and CSP for any SKU that is available in that program if they have the qualifying Product associated with the student use benefit offer (e.g. Office365 ProPlus).

If I buy one of the sub-components enterprise wide (AADP Plan 1 for example) do I get student use benefits on that at 1:15?
Yes.

May students use their student use benefit products on their own devices?
As Microsoft 365 is a per user licensing model, the user can use the device they want.

Can you mix A1, A3 and A5 for the Knowledge Workers and get the student use benefits?
No. You only qualify for a student use benefit when you cover 100% of your Knowledge Workers with the relevant SKU. Also, Office 365 A1 doesn’t have a student use benefit as it is a free SKU.

Since Office 365 ProPlus is the student use benefit offer, students would need to purchase Office on-premises if they need it?
Correct. The student use benefit for EES 2017 is cloud-based.

I have a customer that has licensed their students with AADP and FAC (org wide) with EMS. As AADP will be a Student Use Benefit now, will there be an impact?
Student use benefit updates will apply to all existing customers, regardless of if they have signed the new 2017 agreement. They will apply to all customers licensed through the EES and OVS-ES and through the CSP model.

I have a customer that has licensed their Students with ATP, is this now (from Oct) a student use benefit. As they are also licensed organization-wide for Office (on-premises) and Office 365 E3 Add-on, what will the impact be (removed Student ATP as a paid SKU at the next anniversary) or does the new student use benefit only apply to EES 2017?
Student use benefit updates will apply to all existing customers whether they have signed the new EES 2017 agreement or a previous agreement. They will apply to all customers licensed through the EES and OVS-ES agreements and CSP model.

What should a customer do if the teacher:student ratio is more than the allocated SUB ratio of 1:15 or 1:40 and they need more licenses?
The customer will need to purchase additional faculty licenses to ‘unlock’ additional free student seats (e.g. each additional paid faculty license will give them 15 or 40 additional student seats, depending on the product purchased).

Is the Windows student use benefit a $0 SKU and not from Kivuto (as it was previously executed)? If it is a $0 SKU, can a student install Windows 10 Enterprise?
Yes, there will be a $0 SKU in EES. They will also have the Kivuto option. The $0 SKU in EES provides rights Windows 10 Education and Windows 10 Enterprise. When students use Kivuto to access the upgrade, they will only receive Windows 10 Education.

Has the student use benefit also changed in the same way for OVS-ES?
Yes.
Additional Questions

Will customers get on-premises rights with the individual Microsoft 365 Education products where they are available (EES and OVS-ES)?
Yes. For all individual component purchases, customers will get on-premises rights to the individual product in programs where on-premises are offered. CSP is not included as it does not offer on-premises rights currently.

Will Microsoft Education 365 be available through School Agreements (School 3)?
No, Microsoft 365 Education bundles are only available through EES and CSP.

Can customers still get Software Assurance if they downgrade to on-premises software?
No. The Education Platform Products offer benefits matching Software Assurance benefits for on-premises products. For example, you can find free online training for many cloud services on Microsoft.com, and with cloud services you always have the latest version of the product. Software Assurance will continue to be available on Additional Products.

Why was the Work at Home benefit removed?
The Work at Home benefit is restricted to employee use of Microsoft Office on a personal device for work purposes only, and was not a widely used benefit due to its restrictions. Given the availability of free Office 365 A1 for educators and students, this benefit is no longer necessary.

Is the Authorized Education Partner qualification required to sell to education customers for the CSP, OVS-ES and EES programs?
Yes.

What resources are available to help sellers with these changes?
In addition to the EES Licensing deck, there are two live and on-demand training sessions that will delve into specific scenarios. There will also be Operations training that covers specific processes, such as how to manage the price mitigation process for those customers spreading their additional coverage/costs over three years. You can find the overview deck, Sales card, and FAQ for sellers from MEPN Products & Solutions (partner sign-in required). You can view recordings of the Part 1 and Part 2 webinars at https://commercial-licensing.eventbuilder.com/index?landingpageid=7SZROZ.