

Intune Open FAQ

Overview	
What is the Microsoft® Open Program?	<p>Microsoft® Open Programs provide small and midsize organizations with a cost-effective way to purchase software licenses, including Open, Open Value and Open Value Subscription Licenses. The Open programs are a convenient and simple way for organizations that want to make a minimum initial purchase of at least one online service subscription to acquire the latest Microsoft® technology.</p>
What SKUs are available in Open?	<p>Windows Intune (including the licensing rights to use System Center Configuration Manager and System Center Endpoint Protection) will be available in Open.</p> <p>In the Open program reseller partners are able to purchase the Windows Intune in the Microsoft Open Programs through distributors and resell the product to customers. Purchases will be available as a digitally distributed product key. Customers can redeem the product keys on Intune.microsoft.com/open.</p> <p>If the customer is a new Windows Intune user, they can use the key to create a new account. If they are an existing customer, the customer will log-in with their Org ID to add the seats to their subscription.</p> <p>Windows Intune (available for commercial, academic, and government customers) will be available beginning April 1, 2014.</p> <p>For commercial customers Windows Intune will be available in Open License, OV and OVS programs.</p> <p>For government customers, Windows Intune will be available in the Open License, OV and OVS programs:</p> <p>For academic customers, Windows Intune will be available in the Open License, and OVS-ES programs</p>

<p>How does Microsoft®'s role change Open?</p>	<p>Microsoft® will continue to provide the service and the support for customers. In addition to the sales and account management function, partners also bill customers under Open subscriptions.</p>
<p>Is there a limit to the number of Windows Intune seats that can be purchased via Open?</p>	<p>There is no limit to the number of seats that can be purchased via Open.</p>
<p>Partner Model</p>	
<p>What are the Partners requirements for selling in the Open programs?</p>	<p>All partners will be able to sell the products available Open as long as they establish a reseller relationship with one of our authorized distributors. Prior to selling in the Open Programs, please learn about Microsoft Volume Licensing from http://www.microsoft.com/licensing/Default.aspx</p> <p>However, for partners to be copied on all communications to customers, they need to be listed as a Partner of Record on the account. For more information on this topic, please visit https://www.microsoftcloudpartner.com to learn more.</p>
<p>Are Partners allowed to sell Windows Intune (via Open) globally?</p>	<p>Open and Retail Programs are both regionally bound programs where each distributor is authorized to sell in specific geographical location. Also, reseller partners are allowed to sell Windows Intune to end customers who are located where Windows Intune subscription is available for direct purchase.</p>
<p>How does billing work?</p>	<p>For Windows Intune sold in Open, partners will pay the distributor and bill the customer directly for the services.</p>
<p>How do partners generate revenue with Windows Intune via Open?</p>	<p>Partners will receive up-front margin like other Open Programs purchases. Additional rebates will be available for qualified partners. Partners will continue to receive up-front margins when additional seats are ordered and if they renew the customer.</p>
<p>Do partners get paid rebates and coop based on when product keys are sold or when they are redeemed?</p>	<p>Both Distributors and Resellers are paid based on products sold. That said, partners should help customers redeem their purchase and get set up as quickly as possible to ensure the best customer experience and provide the best opportunities for renewal in the future. Microsoft will work to provide Distis and Resellers visibility into the redemption status of product keys to enable this.</p>

Are Partners automatically listed as the Partner of Record (POR)?	No. POR will need to be designated through the administration console in Windows Intune. Being POR will enable you to be copied on customer communications and have additional tools.
How can a Partner become an Online Services Advisor?	Visit https://www.microsoftcloudpartner.com to learn how to become a Microsoft® Online Services Advisor.
Can the POR be different than the Windows Intune Open partner?	Yes. If a customer switches partners, they will have the ability to update the POR field at any time.
Customer Experience	
How long is the subscription?	Each user subscription expires 1 year after activation, not after the point of sale.
Can Windows Intune subscriptions be resold from one VAR to another?	No. Windows Intune subscriptions will be sold exactly like other products are sold through Open programs today. Partners should not be making Windows Intune subscription transactions outside of a distributor relationship. In the case of Open, there is no physical distribution and an order should only be placed after receiving an order from the customer.
Do the Windows Intune Product Keys via Open expire? If so, after how long?	Product keys must be redeemed within 5 years from the time that they are purchased from Microsoft®.
Can unused subscriptions be returned? Can customers cancel?	<p>Once redeemed, product keys cannot be returned. Subscriptions can be canceled but there will be no refunds. Customers can sign up for a free 30 day trial for Windows Intune to ensure the service meets their needs prior to purchase.</p> <p>In Open, Partners can return unredeemed product keys within 90 days, which requires returning the entire Open order, including any on premise or additional products. This time window is shorter in certain regions so please check with your</p>

	<p>distributor.</p> <p>Open product keys are delivered electronically directly to the customer upon purchase so should not be purchased until an order from a customer has been placed. This is consistent with the Open Agreement today.</p>
How do customers reduce the number of seats?	<p>Seats can only be reduced at renewal.</p>
Are subscriptions transferable?	<p>Subscriptions are also not transferable, consistent with Windows Intune terms of service today. However, customers may reassign the licenses from one user to another user within their organization. More detail can be found http://www.microsoft.com/licensing/licensing-options/open-regional.aspx</p>
What is the customer experience at expiration?	<p>The customer and Partner Of Record will receive the renewal notice 60 days, 30 days, 7 days and 1 day prior to expiration. The 60, 30, and 7 day notifications are tailored for Open and FPP purchases to instruct customers to see their partner to get a new product key.</p> <p>Partners should contact their customers prior to expiration to renew their account with Windows Intune subscription. If the renewal has not been completed by the “1 day prior to expiration” message, the email will include instructions to go direct to renew subscription. The reason we switch to a direct message at this time is we want customers to be able to renew their subscription and avoid disruption of service</p> <p>Customers will be able to use product keys from any partner to renew their subscription. Partners can also choose to switch their customer to direct billing model from Microsoft®. During direct renewal, the new subscription will start immediately so customers should not renew until expiration. Partners will receive advisor fees on direct renewals if they are listed as the POR.</p>
Are Open partners copied on the renewal emails?	<p>Partners are only attached to customer renewal emails if they are designated as partner of record for the subscription.</p>

<p>Can a customer add seats or extend subscription with a credit card?</p>	<p>Yes, a customers can purchase incremental seats directly or extend their existing subscription with a credit card. This purchase will shift the customer from the Open model to the Advisor model, but will not impact any functionality of the product. If the partner is listed as the PoR, they will receive the corresponding advisor fees related to these purchases.</p>
<p>What happens if a customers does not renew?</p>	<p>If a customer does not renew, they have a 30 day grace period when they can continue using the service. After that point, they have another 90 days when data is held, but functionality is severely reduced. The customer can reactivate the subscription at any time during this period and the billing will be retroactive from the expiration date. After the 120 days, the data is deleted from Microsoft servers.</p>
<p>Will customers purchasing via through MOSA be able to move to Open?</p>	<p>Customers buying the same SKU will be able to transition between models at GA.</p>
<p>Microsoft pays advisor fees for a year for new customers. If a customer is transitioned to Open before the year is over, will Microsoft ask for fees back or garnish future fees?</p>	<p>No, the partner will keep the fees in exchange for the pre-sales services. However, the customer has a one year contract for seats purchased through advisor so may be subject to early termination fees, so partners should wait until the customer term has expired.</p>
<p>Will Open Programs minimum order requirement apply?</p>	<p>No. Open Programs' 5 license minimum order requirement is waived for Windows Intune. Orders with the quantity of 1 will be accepted.</p> <p>However, please note that it's not possible to initiate a new OVS or OV-CW agreement just with Windows Intune as it is treated as an additional product and not a platform product.</p>
<p>Is there a volume discount for Windows Intune in Open?</p>	<p>There is no volume discount for Windows Intune in Open.</p>

What are the payment options available for Open?	An up-front payment of 12 months' subscription is the only payment option available for Windows Intune.
Can Windows Intune be purchased by customers who already have an active Open License or Open Value Agreement?	Yes. Windows Intune can be purchased by existing Volume Licensing Customers, regardless of the remaining term of their current agreement.
Will Windows Intune subscription expire when a customer's Open Programs contract expire?	No. Open Programs' agreement and Windows Intune subscription expiration dates are independent which allows flexibility of purchase.
Will buying Windows Intune enable customers to cancel their current Volume License agreement in the middle of the agreement term?	Windows Intune subscription and on-premise Office software are separate with different customer experience and benefits. Purchases already made for Client Access License Suite will not be credited when customers purchases Windows Intune. Likewise, Open Value/Open Value Subscriptions' future anniversary orders are still due to be fulfilled.
Does Windows Intune count toward the Open Value's Organization-Wide Commitment?	Windows Intune is "Additional Product" offer type and by itself does not automatically count towards the organization-wide commitment. However, organization-wide committed customers with Client Access License (CAL) Suite can qualify for a discounted price of Windows Intune.
Does Windows Intune have a buy-out option via Open Value Subscriptions?	No. The product is a pure subscription service and does not have a buy-out option.
How do I activate Intune purchased from Open Programs?	<p>Upon processing of your order, Microsoft® sends an email to End Customer as well as Reseller Partner with the instructions. In summary, following is the process:</p> <ol style="list-style-type: none"> 1. Customer, or Partner on behalf of customer, log on to Volume Licensing Service Center (VLSC) https://www.microsoft.com/Licensing/servicecenter/default.aspx. 2. Obtain product key called Online Service Activation (OSA) Keys at either of the following locations from the VLSC Homepage: <ul style="list-style-type: none"> • Download & Keys > find the Product/Service name >

	<ul style="list-style-type: none"> click Key • Licenses > Relationship Summary > Click on the License Number > Product Key <p>3. Copy the Keys and activate at Intune.microsoft.com/open</p>
Who is expected to actually obtain Keys from VLSC and redeem Windows Intune from the redemption site?	While the entire process is end customer ready, Microsoft® encourages Partners to manage the process on behalf of end customers as part of their value-add-service.
Can Partner sign contract on behalf of end customer inside VLSC?	Before partner may accept the Open License Agreement on behalf of customer, partner must be authorized by the customer to act as their agent in connection with the customer's agreement with Microsoft®.
What is an Online Subscription Activation (OSA) Key and how do I use it?	An Online Service Activation (OSA) Key is a type of product key, and this single-use redemption key is used to activate subscriptions to Microsoft® Online Services. OSA Key is distributed electronically via VLSC and can be redeemed at the Windows Intune redemption site at Intune.microsoft.com/open
How do I know which Keys have been redeemed?	The redemption status of each Key will not be available in VLSC as of the launch time. Partners are encouraged to manage Keys on behalf of end customers and can use the 'Export to CSV' function in VLSC for keeping track of Keys via Excel.
How can a partner see Keys for a specific customer or order?	The Relationship Summary view on the Licenses tab in VLSC shows each license agreement (and their associated Keys) separately.