

	Cloud Service Provider (CSP)	Enterprise Agreement (EA)
Term/Pricing Protection	<ul style="list-style-type: none"> • Monthly minimum/fixed-price protection for duration of a usual subscription: 12 months • Azure pricing may vary 	<ul style="list-style-type: none"> • 3-Years minimum/fixed-price for the term • Azure pricing may vary
Licensing/Usage	<ul style="list-style-type: none"> • Min. licensing: 1 user • MS Online Services – Azure, Office365 ,Dynamics, etc. • Typically managed by Partner • Azure: no minimum 	<ul style="list-style-type: none"> • Min licensing: 500 users – commercial entity, 250 users – public sector • MS Products managed by client • Azure: \$1000/month minimum
Discounts	<ul style="list-style-type: none"> • Partner has some flexibility to provide discounts based on services delivered, quantity/volume and term length 	<ul style="list-style-type: none"> • Negotiated with Microsoft per client’s estimated volume • Discounts usually starting at 7%, based on volume level
Billing	<ul style="list-style-type: none"> • Monthly in arrears <ul style="list-style-type: none"> - pay for only what is licensed/consumed - add or delete licensing/usage as needed - no minimum spend required 	<ul style="list-style-type: none"> • Annually upfront <ul style="list-style-type: none"> - commit to estimated licensing/usage needs for the year - true-up for added licenses/usage yearly - only delete licenses annually (30-day notice) no credit for prior year
Support (24x7)	<ul style="list-style-type: none"> • Partner provided - with a deeper understanding of client’s needs, usually included as part of managed services (some differences between CSP Direct and Indirect Resellers.) 	<ul style="list-style-type: none"> • Microsoft provided - general 800 number and/or tickets • Must purchase Premium Support for more responsive service