<table>
<thead>
<tr>
<th>Cloud Service Provider (CSP )</th>
<th>Enterprise Agreement (EA)</th>
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</table>
| **Term/Pricing Protection** | • Monthly minimum/fixed-price protection for duration of a usual subscription: 12 months  
• Azure pricing may vary  
• 3-Years minimum/fixed-price for the term  
• Azure pricing may vary |
| **Licensing/Usage**          | • Min. licensing: 1 user  
• MS Online Services — Azure, Office365, Dynamics, etc.  
• Typically managed by Partner  
• Azure: no minimum  
• Min licensing: 500 users — commercial entity, 250 users — public sector  
• MS Products managed by client  
• Azure: $1000/month minimum |
| **Discounts**                | • Partner has some flexibility to provide discounts based on services delivered, quantity/volume and term length  
• Negotiated with Microsoft per client’s estimated volume  
• Discounts usually starting at 7%, based on volume level |
| **Billing**                  | • Monthly in arrears  
- pay for only what is licensed/consumed  
- add or delete licensing/usage as needed  
- no minimum spend required  
• Annually upfront  
- 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)**           | • 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.)  
• Microsoft provided - general 800 number and/or tickets  
• Must purchase Premium Support for more responsive service |