

Microsoft Services Provider License Agreement on VMware Cloud on AWS

Overview

Q. What was announced by Microsoft in Aug 2019 with regard to its product licenses on dedicated hosted cloud services?

A. In August 2019, Microsoft announced that on October 1, 2019, the licensing terms for its products deployed on dedicated hosted cloud services will change. This change in Microsoft licensing affects customers planning to move Windows Server and Microsoft SQL Server workloads to non-Azure “hyperscaler” clouds including VMware Cloud on AWS. Details can be accessed [here](#).

Q. What is Microsoft SPLA?

A. Microsoft SPLA stands for the Microsoft Services Provider License Agreement (SPLA). It is a licensing program for service providers who want to license the latest eligible Microsoft software products to provide software services and hosted applications to end customers. With the SPLA, service providers can license eligible Microsoft products on a monthly basis, during a three-year agreement term, to host software services and applications for their customers. The SPLA supports a variety of hosting scenarios to help you provide highly customized and robust solutions to a wide set of customers.

Q. If an MSP already has a SPLA with Microsoft, can they use their current SPLA licenses with VMware Cloud on AWS?

A. No, an MSP is not able to bring their existing Microsoft SPLA agreements to VMware Cloud on AWS. Licenses for any Windows Server and SQL instances running on VMware Cloud infrastructure will have to be purchased through VMware. However, a cloud provider can continue to use their existing SPLA agreement for their current non-VMware Cloud hardware infrastructure.

Q. Can MSPs with AWS Resell buy Microsoft SPLA license for VMware Cloud?

A. No, it is currently not supported.

Q. Can MSPs resell licenses to the end customer?

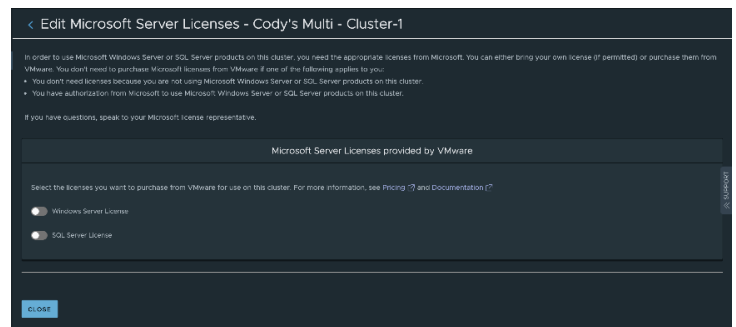
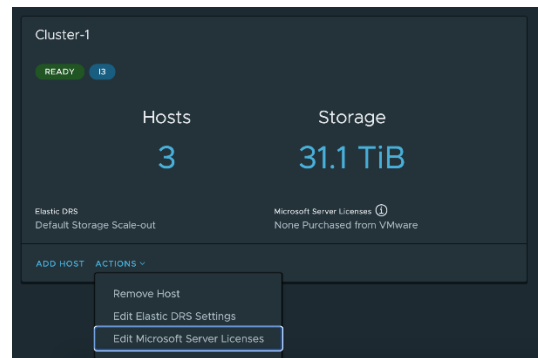
A. If the MSP wants to buy the Microsoft SQL server and Microsoft Windows server license from VMware, they need to sign our “Software Services Reseller Addendum”. If a new MSP is onboarding, along with the universal terms of service, they need to sign the Software Services Reseller Addendum.

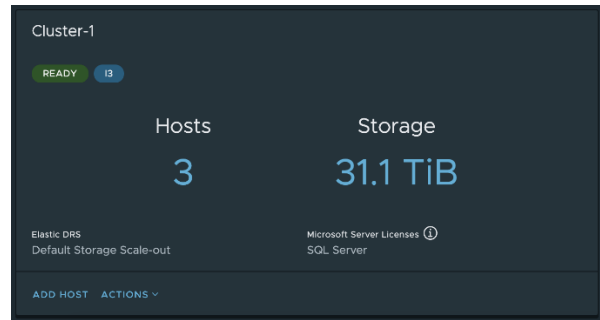
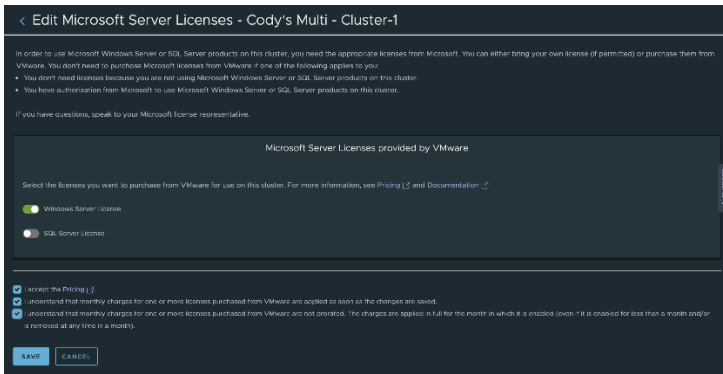
Q. Can an MSP with VMware, who wants to be an MSP with AWS, move their existing workloads there and create new tenants and deploy SDDCs?

A. We cannot move workloads across organizations.

Q. What is the process to order licenses from the VMware Cloud on AWS console?

A. Please follow the below process to purchase licenses from the VMware Cloud on AWS console:





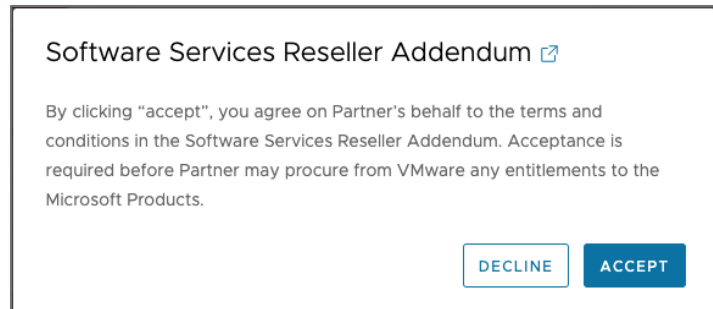
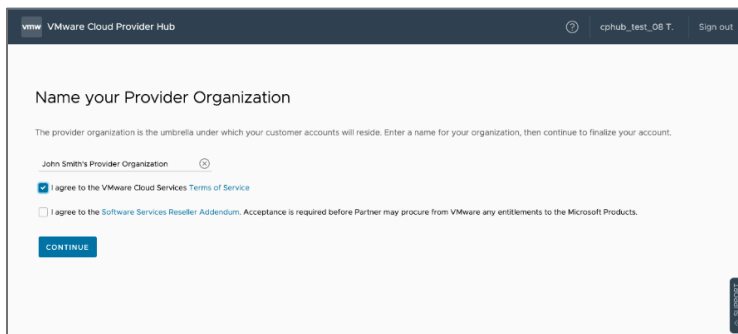
Q. What is the process for existing MSP partners who have already onboarded to Cloud Provider Hub?

A. When an existing MSP logs in for first time after GA, to Cloud Provider Hub, they will see a pop-up and they need to accept or decline the “Software Services Reseller Addendum” before continuing to Cloud Provider Hub. If they accept, the feature will be enabled in the VMware Cloud on AWS console. Once accepted, they will not be able to decline it later, and if they decline it, the feature will not be available for them.

After they accept the Addendum, they will need to create a Support Request for VMware Cloud on AWS service by providing details like the org id. After the feature is enabled, they can order the license. They can chose to accept it at a later time as outlined below.

Q. What is the process for new MSP partners for on-boarding to Cloud Provider Hub?

A. While on-boarding, MSPs will sign the new “Software Services Reseller Addendum”, along with the regular terms of service, and accept the corresponding checkbox. Once this is signed, and they access the VMware Cloud on AWS console, that feature will be enabled for them. If they don't sign it, the feature will not be available.



Q. If the MSP declines the “Software Services Reseller Addendum”, can they accept it at a later time?

A. Yes, they will be able to accept the Addendum at a later stage, from the Organization page.

If the addendum is signed, this is what MSPs will see in the VMware Cloud on AWS console:

Organization

Details

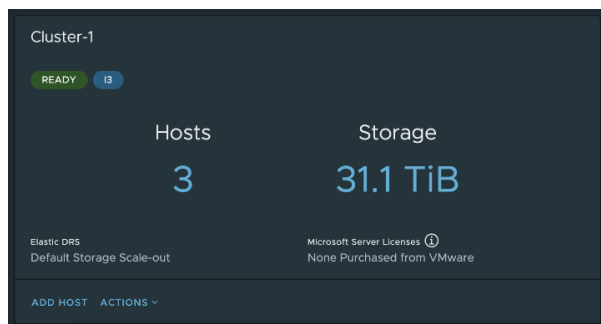
Organization Name	Test35 Masterorg1
Organization ID	k5gemm3l
Country	United States
Zip/Postal Code	1231231
Tag	update

I agree to the Software Services Reseller Addendum. Acceptance is required before Partner may procure from VMware any entitlements to the Microsoft Products.

Software Services Reseller Addendum

Please confirm that you are accepting the terms and conditions in the Software Services Reseller Addendum. Once accepted cannot be reversed.

If the MSP declines the Addendum, the feature to order licenses from VMware will be disabled.



Q. Can the MSP pass-through VMware-supplied Windows and SQL Server licensing options to their end-user?

A. Yes, MSPs can select deployment options from the VMware Cloud Console or the custom UI. MSP acts as a “Software Services Reseller” for Windows Server and SQL Server for VMware provided infrastructure. They must sign an additional “Software Services Reseller Addendum” with VMware.

Q. Can MSPs provide added-value services with Microsoft products?

A. Yes, they can provide support offerings and value added services such as patch management, etc.

Q. Can MSPs offer other Microsoft products on their own SPLA with VMware Cloud on AWS?

A. Yes, MSPs are allowed to resell and provide additional Microsoft products that are licensed via their own SPLA and are eligible for use on a datacenter provider. They must report that use on their own SPLA.

Q. Does this require the MSP reseller to have their own SPLA?

A. Yes.

Q. What are some of things that the MSP is responsible for?

A. The MSP must ensure that the end user conforms to the Microsoft End-User License Agreement and they must provide any required reports for end-user exercise of License Mobility rights.

Q. What does Datacenter Provider eligibility mean under Microsoft licensing?

A. The term “Datacenter Provider eligible” refers to products listed as Datacenter Provider eligible in the Services Provider Use Rights (SPUR), published on the Microsoft Licensing website.

Q. How does an MSP check to see whether the additional SPLA products that they want to offer are Datacenter Provider eligible?

A. Datacenter Provider eligible products are labeled as such in the SPUR. MSPs are required to report that use on their own SPLA and are responsible for compliance under their SPLA Agreement.

Q. How would an MSP license Microsoft O365/ M365?

A. Microsoft O365/ M365 can be resold by any authorized Microsoft reseller. However, those licenses do not have mobility rights, so they cannot be used in conjunction with VMware Cloud on AWS, because VMware Cloud on AWS is considered a “Listed Provider” with Microsoft. If the MSP wants to offer an Office productivity license, they can offer an “Office Pro Plus” or “Office Standard” license via their own SPLA, when used with the VMware Cloud on AWS solution.

Q. Does the MSP have to report Microsoft RDS licenses with any SPLA Office Licenses that they deploy?

A. Yes, all editions of Microsoft Office via SPLA require the use of RDS SPLA licenses.

Q. Can an MSP offer Windows Enterprise on VMware Cloud on AWS? Is Software Assurance required?

A. For Windows Enterprise licenses acquired on or after October 1, 2019, use on Listed Providers' dedicated hosted cloud services isn't permitted except under (1) Windows VDA E3/E5 user licenses on any Listed Provider's dedicated hosted cloud services or (2) Windows 10 E3/E5 user licenses on Azur.

Q. Who can MSPs contact if they have questions?

A. MSPs can email us for any Microsoft SPLA related questions at vmc-microsoft-ext@vmware.com.

