

CONFIDENCE

Services for Microsoft Dynamics™

Business Ready Enhancement Plan Customer Services Guide

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BUSINESS READY ENHANCEMENT PLAN FOR MICROSOFT® DYNAMICS™ CUSTOMER SERVICES GUIDE

<u>CONTENTS</u>	<u>PAGE</u>
Enhancement Plan Features.....	3-4
Enhancement Plan Enrollment and Pricing Policies.....	5
Enhancement Plan Re-Enrollment.....	6
Transitions Policy: License Model, Product Line and Edition.....	7-13
Investment Protection Policy.....	13-14
Additional Modules, Licenses, and Systems.....	15
Protected List Price Policy.....	16-17
Support Lifecycle Policy.....	18
Additional Information.....	18
Appendix.....	19-23

The policies and benefits outlined in this Guide are effective, beginning November 20, 2006 – except where noted.

INTRODUCTION

This document provides information about the Business Ready Enhancement Plan for Microsoft Dynamics™. This plan is available for Microsoft Dynamics™ AX, Microsoft Dynamics™ GP, Microsoft Dynamics™ NAV, Microsoft Dynamics™ SL and Microsoft C5 (Denmark only). Use this guide as a handy reference if you have questions about Enhancement Plan features, policies and pricing. Please keep in mind that the pricing outlined in this document apply only to the services you purchase directly from Microsoft.

Prices referenced in this document are recommended system list prices for the Business Ready Enhancement Plan for Microsoft Dynamics Financial Management and Supply Chain Management solutions. Your authorized Microsoft Business Solutions partner may offer different pricing that may reflect additional benefits and services offered by your partner, or it may include pricing for maintaining customizations and or/additional functionality for your Microsoft Dynamics implementation.

Benefits described in this guidebook are offered by Microsoft and often provided to you through participating Microsoft Business Solutions partners. Contact your Microsoft partner for information on support and maintenance of localizations and customizations provided by and/or created by your Microsoft partner.

ENHANCEMENT PLAN FEATURES

What's included in the Enhancement Plan

The Enhancement Plan includes:

- Version Upgrades and Product Updates
- Service Packs and Hot Fixes
- Tax and Regulatory Releases
- CustomerSource
- Knowledge Base
- Online Training Content (including E-Learning, training materials and learning plans)
- Investment Protection (formerly called Transformational Assurance)
- Transition Investment Credit
- Microsoft Support Lifecycle
- Protected List Price

Version Upgrades and Product Updates: Our upgrade and update benefit is stronger than ever for Microsoft Dynamics and Microsoft Business Solutions product lines in all regions, with a goal of providing regular product value and published product roadmaps so you can plan for future upgrades. You are entitled to major version releases or point releases that are released during the term of your enrollment.

Service Packs and Hot Fixes: As part of the effort to continually improve Microsoft software, updates and fixes are created and released for recognized issues. Regularly, many of these fixes are combined into a single package (called a service pack), which is made available for installation. Service packs are cumulative, meaning that each new service pack contains all the fixes that are included with previous service packs and any new critical security fixes should that specific situation arise. This is done so that you do not have to install an earlier version of a service pack before you install the latest version.

Tax and Regulatory Releases: These updates for the Microsoft products will generally be released each fiscal year or on an as-needed basis for Microsoft Dynamics AX, Microsoft Dynamics GP, Microsoft Dynamics NAV, Microsoft Dynamics SL and Microsoft C5. Microsoft understands that local laws, market conditions and support requirements differ around the world and differ by industry sector. Therefore, Microsoft may offer tax updates beyond the description listed here.

CustomerSource: CustomerSource is an authorized website for Microsoft customers enrolled in the Enhancement Plan. The site contains personalized product and service information, a searchable knowledge base, downloads, documentation, discussion boards, online training, news and other features. CustomerSource is available in English today for a subset of Microsoft Dynamics customers. Starting in March 2007, we will add 16 local sites in seven languages (product line views may vary). CustomerSource will be available to all Microsoft Dynamics and Microsoft C5 customers enrolled in the Enhancement Plan.

- Log in to CustomerSource, go to <https://mbs.microsoft.com/customersource>.

- Get started with CustomerSource, by reading this FAQ: <http://search.microsoft.com/results.aspx?mkt=en-US&setlang=en-US&q=CustomerSource+FAQ>.
- Learn about all of the time saving features on CustomerSource by viewing a Web seminar: <https://mbs.microsoft.com/customersource/news/webseminarsource>.

Knowledge Base: This tool helps customers find answers to the most common product questions including troubleshooting steps, solutions to common issues, and how-to articles.

Unlimited Online Training Benefits: These benefits are available in November 2006 for customers with CustomerSource access and will be globally available by March 2007.

- *E-Learning (formerly called eCourses):* Detailed concepts on specific topic areas, e.g. a product module. Knowledge acquired is comparable to classroom.
- *Training Materials (formerly called Courseware/Training Manuals):* Training Materials that can be used as a study tool or as a desktop reference.
- *Training Materials Local Functionality (formerly called Courseware Extensions):* Addendums available for select Training Material titles. Designed to deliver content on local functionality within a given country.
- *What's New Training Materials (formerly called Manuals/Courseware):* Delta training between product versions. Available as a manual with some product versions available as an eLearning.
- *Learning Plans:* A training roadmap that helps individuals find the training available to them. Outlines the training and certification options available for each module or specific functionality.

Investment Protection (formerly Transformational Assurance): The ability for a customer to move to the future converged Microsoft Dynamics solution without having to repurchase the functionality they already license today. Details are available later in the document.

Transition Investment Credit: Customers can apply their Microsoft Dynamics Financial Management and Supply Chain Management license investment toward a:

- **Product Transition:** Transition to any other Microsoft Dynamics Financial and Supply Chain Management solution, e.g. Microsoft Dynamics AX to Microsoft Dynamics NAV.
- **Edition Transition:** Transition to another edition of the same product (Standard to Professional, Business Essentials to Advanced Management).

Support Lifecycle Policy: Defined and published policies and timelines for the timeframe in which Microsoft will provide predictable product support for each product release. Details are available later in this document.

Protected List Price: The recommended system list price at the time of the license is acquired is protected and becomes the basis upon which future Enhancement Plan re-enrollments are calculated. Details are available later in this document.

ENHANCEMENT PLAN ENROLLMENT AND PRICING POLICIES

Enhancement Plan length

The standard Enhancement Plan length is 365 days for both your first year and consecutive year renewals. Three-year enrollment options may also be available in your country.

First-year Enhancement Plan requirement

Microsoft requires enrollment in the Enhancement Plan upon purchase of your license during your first year as a Microsoft Dynamics Financial Management and Supply Chain Management customer. Enrollment requirements may vary by country. Enrollment begins on the date Microsoft invoices you and your Microsoft partner for the Enhancement Plan.

Enhancement Plan expiration date

The Enhancement Plan expiration date that you see in CustomerSource/ My Account is based on the anniversary date that your Microsoft partner purchased the Enhancement Plan for you from Microsoft. This date may be different than the service plan date provided to you by your partner, as your partner may have adjusted the date to coincide with services the partner provides or to accommodate your budget cycle. If you would like to align these dates, please contact your partner

Enhancement Plan enrollment

Your Enhancement Plan enrollment is valid during the subscription period. As your Enhancement Plan nears expiration, you will need to renew to remain entitled to plan benefits. If you allow your Enhancement Plan enrollment to lapse, you will no longer be eligible to receive benefits, unless you re-enroll under this plan.

How your Enhancement Plan price is determined

When you purchase the Enhancement Plan from your partner for your Microsoft Dynamics Financial Management and Supply Chain Management solution, your partner may set the initial Enhancement Plan price as a percentage of Microsoft's system list price at the time of acquisition for that license.

Protected List Price and your Enhancement Plan

Under the Microsoft Dynamics Protected List Price Policy, the recommended system list price of your Microsoft Dynamics solution at the time of license acquisition is protected and becomes the basis upon which Microsoft calculates your future Enhancement Plan renewals. Details on the Protected List Price Policy are described below and are also available on CustomerSource: <https://mbs.microsoft.com/customersource/productsservices/service/enhancement/plppolicies.htm>.

ENHANCEMENT PLAN RE-ENROLLMENT

Re-enrollment Pricing

If you allow your Enhancement Plan enrollment to lapse, you may be subject to Re-enrollment Pricing. Re-enrollment Pricing consists of two components: Back Pay and Future Year payment.

Back Pay—The current Enhancement Plan price (e.g. 16%) plus a 3% re-enrollment fee for the period of time your Enhancement Plan has been lapsed.

Future Year—The price of a 365-day enrollment in the Enhancement Plan to cover the upcoming year's enrollment.

Example calculation for re-enrollment fees:

Back pay + re-enrollment fee + future year

License List price is €10,000. Lapsed 420 days

$€10,000 * (16\% + 3\%) / 365 = €5.21$ per day

$€5.21 * 420 \text{ days} + (16\% * €10,000) = €3,788.20$ to re-enroll in the Enhancement Plan

An example in US dollars would be:

Back pay + re-enrollment fee + future year

License List Price is \$7,500. Lapsed 300 days

$\$7,500 * (16\% + 3\%) / 365 = \3.39 per day

$\$3.39 * 300 \text{ days} + (16\% * \$7,500) = \$2,216$ to re-enroll in the Enhancement Plan

When you re-enroll, the license list price will be based on the higher of your former Protected List Price and the current list price of your licensed solution. Additionally, if your current solution is licensed under module based licensing then your re-enrollment price will be based on module- based pricing.

TRANSITIONS POLICY: LICENSE MODEL, PRODUCT LINE AND EDITION

Existing customers enrolled in the Enhancement Plan or their current Microsoft Dynamics maintenance plan can transition from one Microsoft Dynamics License Model, Product Line or Edition to another Microsoft Dynamics License Model, Product Line or Edition. License Model Transitions will be available:

<u>Region</u>	<u>Availability</u>
North America	February 19, 2007
Latin America	March 19, 2007
Europe, Middle East and Africa and Asia-Pacific	March 19, 2007

This policy will outline how existing customers will be able to transition from Module Based Licensing to Business Ready Licensing on the same product. Customers who are looking to expand their solution may want to transition to Business Ready Licensing. If they are not looking to add significant additional functionality, they may opt to continue licensing users and components on their current model, with all current licensing policies still in effect.

Definitions:

Product Line Transition: Any move from one product line code base to a different product line code base. See Appendix A at the end of this document for a list of Product Line Transition scenarios.

Edition Transition Definition: Any edition change within the same product line and licensing model. See Appendix B at the end of this document for a list of Edition Transition scenarios.

License Model Transitions: Any move from the Module Based Licensing model to the Business Ready Licensing model, remaining within the same product line See Appendix C at the end of this document for a list of License Model Transition scenarios.

Product Line and Edition Transition Policy

Eligibility:

All customers must be current on their Enhancement Plan in order to make a transition to another product line or edition. If customers have allowed their Enhancement Plan to expire, see the Re-enrollment section of this document for the policy on reenrolling.

This transition policy document applies to the following products:

- Microsoft Dynamics AX
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics SL
- Microsoft Small Business Financials
- C5*
- Microsoft Office Small Business Accounting

*Policy effective March 1, 2007

This transition policy document does not apply to:

- Microsoft CRM
- Any other Microsoft product other than those listed above

Policies:

License Policy for Product Line and Edition Transitions

- License Credit: Customers will receive a credit for their license investment.
- License Credit Calculation: Customers will receive a credit equivalent to 100% of their Protected List Price for the modules and users the Customer has licensed.
- Customers transitioning from Microsoft Office Small Business Accounting will receive a total license credit of \$150.
- Applying License Credit: In exchange for the old license, customers can use the license credit toward the license of a newer edition or another product line.
 - If the license credit does not cover the entire cost of the change in edition or product line transition (calculated at the then current suggested list price for the new edition or product line), the customer must purchase the difference through their selected partner.
 - If customers have more credit than needed for their transition, they can apply the balance towards more functionality and/or users. However, the balance cannot be:
 - Refunded, or
 - Reserved for future licenses purchases (license credit must be applied at the time of transition), or
 - Used for Enhancement Plan, support, training, or any other service offering

Services (Enhancement, Support and Training) Policy

1. Customers will receive credit for any Enhancement Plan, support and/or training value remaining on a customer's current plan. The credit can be applied to any service offering.
 - a. Refunds will not be given on the services credit
 - b. Services credit needs to be applied at the time of the transition
 - c. Services credit cannot be used toward licenses
2. Customers are required to purchase one year of the Enhancement Plan when they transition.

Enhancement Plan Calculation on new Product Line or Edition:

Product Line and Edition transitions will require an Enhancement Plan re-calculation. The new Enhancement Plan value is calculated off the new license recommended system list price using the Enhancement Plan percentage for the new product line or edition.

Credit for remaining value of plan when transitioning

The Enhancement Plan credit will be prorated based on the value of the Enhancement Plan amount and the number of days remaining on the customer Enhancement Plan.

Example:

If you have 90 days remaining on your current Enhancement Plan, you will receive a credit for 90 days to apply toward your future Enhancement Plan.

List price is \$12,000.

Value of full year of the Enhancement Plan: $\$12,000 * 16\% = \$1,920$.

Daily value of the Enhancement Plan: $\$1,920/365 = \5.26

Credit available for days remaining on your enrollment: $90 * \$5.26 = \473.40

Example in Euro:

List price is €10,000.

Value of full year of the Enhancement Plan: $€10,000 * 16\% = €1,600$.

Daily value of the Enhancement Plan: $€1,600/365 = €4.38$

Credit available for days remaining on your enrollment: $90 * €4.38 = €394.20$

Support for old plan during transition period

To support you during your transition, you will continue to have access to your old plan benefits for 180 days from the time of your new plan purchase.

Enhancement Plan Calculation on New Product Line or Edition:

Product Line and Edition transitions will require an Enhancement Plan recalculation. The new Enhancement Plan value is calculated off the new license suggested list price using the Enhancement Plan percentage for the new product line or edition.

Enhancement Plan Reenrollment: All customers must be current on their Enhancement Plan in order to make a transition to another product line or edition. If customers have allowed their Enhancement Plan to expire, see the Enhancement Plan Reenrollment section of this document for the policy on reenrolling.

Support and Training Policy credit:

Any support and/or training value remaining on the customer's account will be credited and can be applied to their new service plan at the time of transition.

LICENSE MODEL TRANSITION

Eligibility

To be eligible for a license model transition, a customer must meet the following requirements:

Current Enhancement Plan: A customer must be current on his/her Enhancement Plan. If a customer's Enhancement Plan has expired and the customer wants to transition, the customer must re-enroll in the Enhancement Plan before he/she can transition. For additional details, please refer to the Re-enrollment section of the Customer Services Guidebook.

Pricing/Packaging: A partner and/or customer who have received specialized pricing and/or packaging that are not part of a standard program may not be eligible for a license model transition.

Product Version:

1. Customers must be on the most current version of the product in order to transition license models. The customer will always receive the most recent version of the product when transitioning license models to Business Ready Licensing. For example, if a customer is on Microsoft Dynamics AX (formerly Axapta) 3.0, they must upgrade to Microsoft Dynamics AX 4.0 or the latest version that is available in that market. Your partner should contact the local Microsoft Operations Center if you wish to upgrade prior to commencing a license model transition.
2. For Microsoft Dynamics™ AX, the Industry Builder modules, and for Microsoft Dynamics™ NAV, the Microsoft Dynamics NAV Add-ons, must be upgraded to work with the latest version of the Microsoft Dynamics AX or Microsoft Dynamics NAV product.

Products: The license model transition policy applies to customers on Module Based Licensing on the following products:

- Microsoft Dynamics AX
- Microsoft Dynamics™ GP
- Microsoft Dynamics NAV
- Microsoft Dynamics™ SL

The license model transition policy document does not apply to any other Microsoft products, including:

- Microsoft Dynamics™ CRM
- Microsoft Dynamics™ XAL
- Microsoft Small Business Financials
- C5
- Microsoft Office Small Business Accounting
- Great Plains Accounting
- Real World
- Solomon III
- Solomon IV (version 2.0 and below)
- Apertum
- C4

LICENSE MODEL TRANSITION POLICY

Equivalent Functionality: Customers will be allowed to transition their current modules to the functional equivalent under BRL.

Edition – The following rules apply to determine the edition of Business Ready Licensing to which the customer will transition:

Business Essentials edition: If all of the customer's existing product functionality in MBL is in the BRL Business Essentials edition, then the customer will be transitioned to Business Essentials.

Advanced Management edition: If any of the customer's existing product functionality under MBL is available only in the BRL Advanced Management edition or is only available to Advanced Management Customers, then the customer will be transitioned to Advanced Management.

Users – Customers will receive the same number of Business Ready Full Access Users as they have Module Based Licensing Professional Users. All other components with a user count will be moved to the equivalent under BRL.

Components – Customers will receive at least the same functionality as they previously had in Module Based Licensing:

Components within the BRL Full Access User – Customer will have access to all components within the BRL full access user.

Components outside of the BRL user – If the customer has an MBL component that is not in the BRL Full Access User, the component will be transitioned to the equivalent component in BRL. If the component is based on the number of users, employees, records, and so on, the customer will receive the same number as he/she had on MBL.

Microsoft Dynamics NAV Add-Ons: Microsoft will transition a customer's Microsoft Dynamics NAV MBL Add-ons to his/her new BRL license. There are a limited number of Add-Ons granules which will not work on BRL. Customers should contact their partner as to whether the Microsoft Dynamics NAV Add-Ons solution is supportable on the latest version of the product and on the BRL license.

SERVICES (ENHANCEMENT, SUPPORT AND TRAINING) POLICY

Enhancement Plan Policy:

1. When a customer transitions, he/she is required to purchase at least one year of the Enhancement Plan.
2. **Protected List Price (hereafter PLP)** – Customers will transition to BRL at their current PLP value. The PLP used as the basis for calculating the price of the Enhancement Plan will not change, except:
 - a. If the customer licenses additional users between the time this policy is announced and his/her License Model Transition, then he/she will be charged the difference between the BRL Full Access User license price and the MBL Professional User license time at the time of his/her License Model Transition. The difference will also be added to his/her PLP.
3. **Enhancement Plan percentage** – When a customer transitions to Business Ready Licensing, his/her Enhancement Plan percentage will be 16%. This percentage may be subject to change upon notice.
4. **Services Credit for Module Based Licensing** –
 - a. Customers are required to purchase a one year Enhancement Plan when they transition.
 - b. Customers will receive credit for any remaining support and/or training remaining on their current plan. The credit can be applied to any service offering.
 - i. Refunds will not be given on the services credit.
 - ii. Services credit must be applied at the time of the License Model Transition.
 - iii. Services credit cannot be used towards licenses.
 - c. **Enhancement Plan Credit Calculation:** The Enhancement Plan credit will be prorated based on the amount the customer paid for his/her enhancement plan and the number of days remaining on his/her plan.

Volume Purchase Options (VPO): An existing customer is entitled to carry forward his/her VPO discount rate to the new Business Ready License. This will continue to apply to:

1. Additional users
2. Granules/modules

The VPO discount cannot be applied to the License Model Transition Fee.

Requirements for License Model Transitions

Transition Fee: To transition from MBL to BRL, the customer will be required to pay a one-time license model transition fee. The VPO discount rate cannot be applied to the License Model Transition fee. Customers should contact their partner for transition fee pricing.

1. Current Enhancement Plan: Customers must be current on their Enhancement Plan in order to transition license models.

2. Component Deactivations: If the customer has deactivated functionality:

- a. After January 17, 2007 (policy announcement date) or
- b. Within the last six months

(whichever is less), he/she will not be allowed to transition to BRL until one of the following actions is taken:

- c. Reactivate the module. The reactivated module will then be added back to the customer's PLP at the current list price.
- d. Wait six months from the date the customer deactivated the module.

3. MBL Professional Users purchases: If the customer has licensed additional MBL Professional users between the time of the policy announcement (January 17, 2007) and his/her License Model Transition, he/she will be charged the difference between the BRL Full Access User license price and the MBL Professional User license price.

- a. The difference between the Module Based User license price and Business Ready User license price will be added to the customer's PLP.

ADDITIONAL POLICIES

1. **Concurrent Licenses**: In order to allow time for implementation of the new edition or product line, customers will have the ability to run both their former product line or edition and their new product line or edition concurrently for 180 days. In addition, the customer will be able to use their Enhancement Plan and associated benefits for their former product line for the 180 concurrent days.

However, customers will not be able to add users and or modules on the former product line.

2. **Frequency of Transitions:** A customer is allowed one transition every 12 months.

INVESTMENT PROTECTION POLICY (formerly called TRANSFORMATIONAL ASSURANCE)

Investment Protection

The Investment Protection benefit provides that when customers license Microsoft Dynamics AX, Microsoft Dynamics GP, Microsoft Dynamics NAV and Microsoft Dynamics SL (Business Essentials, Advanced Management or any add-on components), as well as Microsoft Dynamics CRM, Microsoft Apertum, Microsoft Enterprise Reporting, Microsoft FRx, Microsoft Forecaster, and Microsoft XAL, and they are enrolled in either the Business Ready Enhancement Plan or the Software Assurance program (applicable to Microsoft Dynamics CRM only), they can move to the future Microsoft Dynamics converged solution through participating partners without having to repurchase the functionality they already license. Any functionality equivalents between current solutions and the future solution are included as part of the Investment Protection benefit. Customers who are current on their plan will be able to make the move to the future solution when they believe there is sufficient need, advantage and the right functionality for their organization. This means the investments made yesterday and today will be even more valuable because it will enable customers to manage their business now while helping them prepare for the future.

What is the future Microsoft converged solution?

The future Microsoft converged solution represents the next generation of Microsoft Dynamics, bringing together all of our business management solutions into one single and powerful business management platform.

Licensing requirement for Investment Protection

To receive the Investment Protection benefit, your Enhancement Plan must be current and you must have a valid license for one or more of the Microsoft Dynamics and supported products on the date of moving to the future converged solution.

What is not included in the Investment Protection benefit?

Hardware upgrades or modifications, data migrations, and/or consulting and tools fees needed or desired to take advantage of the future solution are not included as part of the Investment Protection benefit or the Enhancement Plan.

Functionality guarantee within Investment Protection benefit

With Investment Protection, there is no guarantee that functionality currently available within Microsoft Dynamics and related products will also be available within the future Microsoft Dynamics converged solution. However, if like functionality exists, you will not need to re-license that functionality.

ADDITIONAL MODULES, LICENSES, AND SYSTEMS

Prorating the purchase of additional functionality, component or system user licenses

If you are enrolled in an Enhancement Plan and purchase additional functionality or user licenses during the time of your enrollment, the Enhancement Plan covering these additional modules/users will be prorated to the day to match the anniversary date of the rest of your Enhancement Plan for Microsoft Dynamics.

Calculating the cost of the Enhancement Plan for the additional functionality, component or system user licenses

Example: If you have 184 days remaining on your current Enhancement Plan when you purchase additional user licenses, you will be charged for 184 days of the Enhancement Plan for your additional licenses.

Calculation:

Value of additional user licenses is €5,000.

Value of full year of the Enhancement Plan: €5,000 * 16% = €800.

Daily value of the Enhancement Plan: €800/365 = €2.19.

Value of 184 days of the Enhancement Plan on additional user licenses:

$184 * €2.19 = €402.96$.

An example in US dollars would be (with 90 days remaining):

Value of additional user licenses is \$7,000.

Value of full year of the Enhancement Plan: \$7,000 * 16% = \$1,120.

Daily value of the Enhancement Plan: \$1,120/365 = \$3.07.

Value of 90 days of the Enhancement Plan on additional user licenses:

$90 * \$3.07 = \276.30 .

Enhancement Plan requirement for purchasing additional modules or system user licenses

Enrollment in a base Enhancement Plan is necessary for all Microsoft Dynamics GP and Microsoft Dynamics SL customers who wish to purchase additional functionality, component or system user licenses. Microsoft Dynamics AX and Microsoft Dynamics NAV customers can purchase additional functionality, component or user licenses without enrollment in the Enhancement Plan. Customers may choose to purchase licenses for unsupported products, but by definition, Microsoft will not support these licenses. For a list of Microsoft Dynamics products that are currently supported, go to the Support Lifecycle web site at <http://support.microsoft.com/lifecycle/>

PROTECTED LIST PRICE POLICY

What is Protected List Price?

Protected List Price is established by Microsoft by recording the recommended system list price at the time of your Microsoft Dynamics license purchase. This list price is protected and becomes the basis upon which your future Enhancement Plan renewals are calculated.

How your Protected List Price is affected if you allow your Enhancement Plan enrollment to expire

If you do not renew your Enhancement Plan within the expiration period, you will be subject to higher list prices at the point in time you choose to re-enroll in the Enhancement Plan. The Enhancement Plan price will be calculated on the higher of Microsoft's current system list price or your protected list price. The higher list price of the two becomes your new Protected List Price when you re-enroll.

Effect on Protected List Price when you add software or user licenses

Your Protected List Price is increased by the recommended system list price of any licenses you acquire after your initial software acquisition. The current system list price at the time the additional licenses are acquired is used even if licenses were acquired at a discount.

How your Protected List Price is affected if you deactivate modules or user licenses

If you deactivate user licenses, you will keep the Protected List Price benefit for your remaining users if you remain current on an Enhancement Plan. This policy also applies to the deactivation of count-based licenses (modules/granules that are based on users, employees or lanes). For deactivated users or count-based products, the amount to be deducted from the Protected List Price will be established by Microsoft by taking the protected value of all users or count-based products and dividing by the total number of users or count-based products to arrive at an average user/product price. That per-user/product price is multiplied by the remaining users/product. If the prorated amount results in a figure ending in a fraction, the system will round up or down to the nearest whole number. When you deactivate non-count based modules/granules, your Protected List Price is reduced by the system list price of that license at the time the license was acquired.

How your Protected List Price is affected if you transition to a new product

Protected List Price only applies within the same Microsoft Dynamics Financial Management and Supply Chain Management product line. If you move to a new product, your Protected List Price will be reset and your new Enhancement Plan will be calculated on the system license list price of the new product.

Database migrations and Protected List Price

You will keep your Protected List Price benefit if you migrate your database.

Effect on Protected List Price if you move to the Microsoft converged solution

Your Protected List Price is reset once you move to the Microsoft converged solution.

How Protected List Price is affected if Microsoft discontinues support for a product

If Microsoft discontinues support of a module/granule, it may still show on your account, but the value of the module will no longer contribute to your Protected List Price. This is applicable when support for all versions of a product are discontinued, not a particular version, as outlined in the Support Lifecycle Policy.

Effect on Protected List Price if Microsoft acquires or adds a product

The impact to your Protected List Price benefit when Microsoft acquires or adds a product will depend on the particular situation.

Example: Microsoft may acquire a product or functionality from an independent software vendor. A number of Microsoft customers may already license that software from the independent software vendor, so Microsoft may opt to add the product registration information to your account at no charge. In that case, the current list price of the software may be added to your Protected List Price, and future Enhancement Plan re-enrollments will be based on the new Protected List Price. If the independent software vendor's historical list prices are made available with the acquisition, that value may be used instead of current list prices.

Example: Microsoft may add a product to its suite of products and provide the license for that software to you at no charge, either proactively or at your request. That additional license will affect your Protected List Price by the current recommended list price of the software. There may be cases where Microsoft does not increase the customer's Protected List Price. Microsoft has the ability to establish different values based on the date the license was obtained for a given product.

You will be notified if your renewal amount changes as a result of Microsoft acquiring or adding a product.

No effect on Protected List Price if Microsoft reconfigures software functionality

Your Protected List Price benefit will remain intact if Microsoft makes any changes to how software modules or granules are configured.

Example: If Microsoft changes the configuration of a currently shipping product by splitting one module/granule into multiple modules/granules or by consolidating multiple modules/granules into a single one, your Protected List Price will not be affected.

SUPPORT LIFECYCLE POLICY

Support Lifecycle Policy for Microsoft Dynamics and related products

The Support Lifecycle policy was developed to provide Microsoft customers with clear and predictable support information for all Microsoft products, including the Microsoft Business Solution family. The policy was developed in response to customers' requests for longer-term, clear and consistent product support information.

The policy will enable customers and partners to effectively plan for their software requirements based on long-term knowledge of the support cycle for Microsoft products. For those customers enrolled in an Enhancement plan, Microsoft is committed to minimum five-years of Mainstream support for Microsoft Dynamics and related products released in 2005 and future releases. The Mainstream Support start date is defined as the date of a Microsoft Dynamics and related product's general availability.

Mainstream support includes all the support options and Plans that customers receive in addition to minor and major updates, upgrades, service packs and hot fixes.

The following types of software updates will continue to be included as a benefit of customers' service plan enrollment. Go to <http://support.microsoft.com/default.aspx?scid=kb:en-us:824684> for a description of the standard terminology that is used to describe Microsoft software updates.

- **Security Updates** fix product-specific, security-related vulnerability. Security vulnerabilities are rated based on their severity.
- **Services Packs** include tested, cumulative set of all hot fixes, security updates, critical updates, and updates.
- **Hot Fixes** are one or more files used to address a problem in a product. It is typically not broadly released.
- **Feature packs** (or point releases) will continue to be a part of the Enhancement Plan purchase
- Other benefits, such as **major version releases** and **access to CustomerSource** will also continue as benefits of Enhancement Plan enrollment.

Self-help online support is available for a minimum of 10 years after the product is released. By using Microsoft's online Knowledge Base articles (https://mbs.microsoft.com/customersource/news/customer_mskb_transitionannouncement.htm), FAQs, troubleshooting tools, and other resources, many customers can quickly resolve issues without contacting Microsoft directly.

For more information on the Microsoft Support Lifecycle, visit the Microsoft Support Lifecycle Website at <http://support.microsoft.com/lifecycle/>

Unsupported Products

If you are enrolled in the Enhancement Plan and are using an unsupported product, you will receive updates, upgrades, service packs, hot fixes and online content releases for currently supported product versions only. All customers enrolled in the Enhancement Plan will receive access to the latest product version, CustomerSource and its content, Transition Investment Credit, Investment Protection and Protected List Price. Please refer to the Support Lifecycle web site above to see if you are using an unsupported product.

ADDITIONAL INFORMATION

For additional information about the topics covered within this document, please log on to CustomerSource. (<https://mbs.microsoft.com/customersource>) or speak to your local partner.

APPENDIX A: PRODUCT LINE TRANSITIONS SCENARIOS

Lower Market Product

From	To
<ul style="list-style-type: none"> ▪ Microsoft® C5™* ▪ Microsoft Office Small Business Accounting ▪ Microsoft Small Business Financials <p style="text-align: center;">*Policy effective March 1, 2007</p>	<p>Microsoft Dynamics AX Business Essentials Microsoft Dynamics AX Advanced Management</p> <p>Microsoft Dynamics GP Business Essentials Microsoft Dynamics GP Advanced Management</p> <p>Microsoft Dynamics NAV Business Essentials Microsoft Dynamics NAV Advanced Management</p> <p>Microsoft Dynamics SL Business Essentials Microsoft Dynamics SL Advanced Management</p>

Microsoft Dynamics Business Ready Licensing Product Line moves

To	From
<ul style="list-style-type: none"> ▪ Microsoft Dynamics AX Business Essentials ▪ Microsoft Dynamics AX Advanced Management 	<p>Microsoft Dynamics GP Business Essentials Microsoft Dynamics GP Advanced Management</p> <p>Microsoft Dynamics NAV Business Essentials Microsoft Dynamics NAV Advanced Management</p> <p>Microsoft Dynamics SL Business Essentials Microsoft Dynamics SL Advanced Management</p>
<ul style="list-style-type: none"> ▪ Microsoft Dynamics GP Business Essentials ▪ Microsoft Dynamics GP Advanced Management 	<p>Microsoft Dynamics AX Business Essentials Microsoft Dynamics AX Advanced Management</p> <p>Microsoft Dynamics NAV Business Essentials Microsoft Dynamics NAV Advanced Management</p> <p>Microsoft Dynamics SL Business Essentials Microsoft Dynamics SL Advanced Management</p>
<ul style="list-style-type: none"> ▪ Microsoft Dynamics NAV Business Essentials ▪ Microsoft Dynamics NAV Advanced Management 	<p>Microsoft Dynamics AX Business Essentials Microsoft Dynamics AX Advanced Management</p> <p>Microsoft Dynamics GP Business Essentials Microsoft Dynamics GP Advanced Management</p> <p>Microsoft Dynamics SL Business Essentials Microsoft Dynamics SL Advanced Management</p>
<ul style="list-style-type: none"> ▪ Microsoft Dynamics SL Business Essentials ▪ Microsoft Dynamics SL Advanced Management 	<p>Microsoft Dynamics AX Business Essentials Microsoft Dynamics AX Advanced Management</p> <p>Microsoft Dynamics GP Business Essentials Microsoft Dynamics GP Advanced Management</p> <p>Microsoft Dynamics NAV Business Essentials</p>

Microsoft Dynamics Modular Based Licensing (MBL) to Microsoft Dynamics Business Ready Licensing (on another product line)

From	To
MBL	Business Ready Licensing
Microsoft Dynamics AX	Microsoft Dynamics GP Business Essentials Microsoft Dynamics GP Advanced Management Microsoft Dynamics NAV Business Essentials Microsoft Dynamics NAV Advanced Management Microsoft Dynamics SL Business Essentials Microsoft Dynamics SL Advanced Management
<ul style="list-style-type: none"> ▪ Microsoft Dynamics GP Standard ▪ Microsoft Dynamics GP Professional 	Microsoft Dynamics AX Business Essentials Microsoft Dynamics AX Advanced Management Microsoft Dynamics NAV Business Essentials Microsoft Dynamics NAV Advanced Management Microsoft Dynamics SL Business Essentials Microsoft Dynamics SL Advanced Management
<ul style="list-style-type: none"> ▪ Microsoft Dynamics NAV Standard ▪ Microsoft Dynamics NAV Professional 	Microsoft Dynamics AX Business Essentials Microsoft Dynamics AX Advanced Management Microsoft Dynamics GP Business Essentials Microsoft Dynamics GP Advanced Management Microsoft Dynamics SL Business Essentials Microsoft Dynamics SL Advanced Management
<ul style="list-style-type: none"> ▪ Microsoft Dynamics SL Standard ▪ Microsoft Dynamics SL Professional 	Microsoft Dynamics AX Business Essentials Microsoft Dynamics AX Advanced Management Microsoft Dynamics GP Business Essentials Microsoft Dynamics GP Advanced Management Microsoft Dynamics NAV Business Essentials Microsoft Dynamics NAV Advanced Management

APPENDIX B: EDITION TRANSITION SCENARIOS

Business Ready Licensing edition to Business Ready Licensing edition (Same product line)

From	To
Microsoft Dynamics AX Advanced Management	Microsoft Dynamics AX Business Essentials
Microsoft Dynamics AX Business Essentials	Microsoft Dynamics AX Advanced Management
Microsoft Dynamics GP Advanced Management	Microsoft Dynamics GP Business Essentials
Microsoft Dynamics GP Business Essentials	Microsoft Dynamics GP Advanced Management
Microsoft Dynamics NAV Advanced Management	Microsoft Dynamics NAV Business Essentials
Microsoft Dynamics NAV Business Essentials	Microsoft Dynamics NAV Advanced Management
Microsoft Dynamics SL Advanced Management	Microsoft Dynamics SL Business Essentials
Microsoft Dynamics SL Business Essentials	Microsoft Dynamics SL Advanced Management

Module Based Licensing edition to Module Based Licensing edition (Same product line)

From	To
Microsoft Dynamics GP Professional	Microsoft Dynamics GP Standard
Microsoft Dynamics GP Standard	Microsoft Dynamics GP Professional
Microsoft Dynamics NAV Professional	Microsoft Dynamics NAV Standard
Microsoft Dynamics NAV Standard	Microsoft Dynamics NAV Professional
Microsoft Dynamics SL Professional	Microsoft Dynamics SL Standard
Microsoft Dynamics SL Standard	Microsoft Dynamics SL Professional

Microsoft Dynamics NAV – User Based Pricing (UBP) to Microsoft Dynamics NAV – Business Ready Licensing editions

From	To
Microsoft Dynamics NAV User-Based Pricing	<ul style="list-style-type: none"> ▪ Microsoft Dynamics NAV Business Essentials ▪ Microsoft Dynamics NAV Advanced Management

APPENDIX C: LICENSE MODEL TRANSITION SCENARIOS

Module Based Licensing to Business Ready Licensing (Same product line)

From	To
Microsoft Dynamics AX	Microsoft Dynamics AX Business Essentials or Microsoft Dynamics AX Advanced Management
Microsoft Dynamics GP Professional	Microsoft Dynamics GP Business Essentials or Microsoft Dynamics GP Advanced Management
Microsoft Dynamics GP Standard	Microsoft Dynamics GP Business Essentials or Microsoft Dynamics GP Advanced Management
Microsoft Dynamics NAV Professional	Microsoft Dynamics NAV Business Essentials or Microsoft Dynamics NAV Advanced Management
Microsoft Dynamics NAV Standard	Microsoft Dynamics NAV Business Essentials or Microsoft Dynamics NAV Advanced Management
Microsoft Dynamics SL Professional	Microsoft Dynamics SL Business Essentials or Microsoft Dynamics SL Advanced Management
Microsoft Dynamics SL Standard	Microsoft Dynamics SL Business Essentials or Microsoft Dynamics SL Advanced Management



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