

**Re: IMPORTANT – “Get Genuine Windows Agreement (GGWA)” & Windows® 10 Right Licensing for Volume License Agreement Customers**

**Dear Valued Customer,**

This informational letter about MS licensing is being issued by the Legal & Corporate Affairs (LCA) department of Microsoft and contains important messages & information. Your attention is humbly requested to avoid any wrong or illegal licensing situation in your organization.

As a valuable customer of Microsoft, we thank you for your business. As an ongoing awareness initiative, we are sharing some critical guidelines for Volume License (VL) Agreement customers on acquiring Windows 10 Licenses and “**Get Genuine Windows Agreement (GGWA)**” licenses. Compliance with these guidelines will protect your company from wrong usage of licenses (mislicensing) and also unauthorized usage (piracy) of Microsoft software.

**A. For Existing Computers/Laptops (PCs) -**

**1. Windows 10 Professional Upgrade Licenses**

Volume License (VL) Agreements offer Windows upgrade licenses only. Which means the existing PCs first should have qualifying base Operating System (OS) licenses, to avail the upgrade under VL Agreement. For e.g., PCs with qualifying base OS, such as Windows 7, 8, or 10 Professional & Enterprise editions, etc. will only be eligible for Windows Pro upgrade. In other words, Windows Starter or Home editions are not the qualifying OS. For more information, please see the attached chart. Lastly, new PCs without a licensed & qualifying base OS cannot be upgraded.

**2. Get Genuine Windows Agreement (GGWA)**

This program **only** supports existing PCs which are running non-genuine/pirated Windows OS **or** a version of Windows that is not eligible for the Volume Licensing Upgrade. ***This cannot be used for New PCs*** (for New PCs see below). GGWA is the only legal way to legalize existing PCs and is a one-time purchase. Additionally, OEM licenses bundled with new PCs by computer manufacturers cannot be sold separately to legalize existing PCs that are running non-genuine/pirated Windows software.

***Important Note:*** A customer procuring GGWA agrees that all future New PCs it acquires after the purchase of GGWA licenses will be acquired with a pre-loaded, genuine Professional edition of the Windows Desktop OS, to be eligible for Windows Volume Licensing upgrade program.

**B. For New Computers/Laptops (PCs) - Owned, Rented or Leased**

1. The only way to acquire a full Windows Professional (Pro) or Enterprise base OS license for new PCs is by purchasing PCs with a genuine Windows OS preinstalled by the computer manufacturer (OEM). *This is also the most cost-effective and convenient way for you to acquire genuine Windows Professional licenses.*
2. By acquiring new PCs without pre-loaded, genuine Windows Pro OS and subsequently legalizing the Windows usage with procurement of GGWA, the customer ends up incurring higher cost of acquisition of Windows and loses money.

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In Summary, your IT department and/or your IT partner should recommend your company to acquire Windows 10 Professional & Enterprise edition Pre-Loaded with the New PCs as the most cost-effective option. Should there be any issue of non-genuine licenses on existing PCs, GGWA is the only one-time legal option to legalize your software.

To ensure that you are using a genuine and authentic copy of Windows 8 or 10 base OS, one should look out for the **Genuine Microsoft Label (GML)** or the **Certificate of Authenticity (COA)** label that must be affixed to each PC for OEM licenses. (See [www.howtotell.com](http://www.howtotell.com) for more information).

Please forward this information to your IT & Legal Department members so they are aware of these important Microsoft licensing guidelines. More details are also available at <https://www.microsoft.com/en-us/Licensing/product-licensing/windows10.aspx>.

You may also contact [tudang@microsoft.com](mailto:tudang@microsoft.com) or +84.3 926 2973 for further information & advice.

*Thank you again for choosing Microsoft to power your business!*

Yours sincerely,



The red circular stamp contains the following text: S.G.C.N.011043000208-0.T.M, CÔNG TY TRÁCH NHIỆM HỮU HẠN, MICROSOFT, VIỆT NAM, Q. HOÀN KIẾM - TP. HỒ CHÍ MINH.

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