

**Q. What is Software Assurance (SA)?**

**A. Software Assurance (SA) is a way for volume licensing customers to keep current with the latest, most innovative Microsoft products. Under the SA program, customers acquire the right to install any new release of a product covered in the agreement during the term of the coverage. Software Assurance now also includes more benefits for the same price, including problem resolution support during business hours for covered server products, access to Managed Newsgroups and Online Concierge Chat, and Microsoft's self-paced training courses.**