Managed Services License Agreement (MSLA) FAQ

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Description automatically generatedFAQ - Cisco Internal

**Managed Services Licensing Agreement (MSLA)- General Questions FAQ**

**Q: What is the Managed Services License Agreement (MSLA)?**

**A:** The Managed Service License Agreement (MSLA) program provides Managed Service Providers (MSPs) with a simple way to consume software and deploy as a bundled service solution to their End Customers in a post- paid model.

**Q: Where do I find more information about MSLA?**

**A**: Please visit [SalesConnect](https://salesconnect.cisco.com/softwarebuyingprograms/s/msla) for more information on MSLA.

**Q: What products are available under MSLA?**

**A:** Please view the [Product Roadmap](https://salesconnect.cisco.com/sc/s/simple-media?vtui__mediaId=a1m8c00000pYE7vAAG) on SalesConnect.

**Q: How do I enroll in MSLA?**

**A:** You can enroll in MSLA through Partner Program Enrollment (PPE). Please read the [PPE User Guide](https://www.cisco.com/c/dam/en/us/products/se/2020/10/Collateral/ppe-user-guide.pdf) for more information on the process.

**Q: Can the partner sign a global agreement in PPE?**

**A:** Currently, a PPE agreement will be required for each country that business is being transacted in. A multi- GEO ID enrollment is in development.

**Q: Can a 2-Tier Cisco partner participate in the MSLA program?**

**A:** MSLA can be acquired through Cisco Partners and Cisco Distributors. Purchasing MSLA through a Tier-2 Partner does not change the requirements for PPE agreement acceptance. In this case, the Tier-2 Partner and the Distributor will need to accept the PPE agreements for the required country of purchase.

**Q. What is the geographic availability of MSLA?**

**A.** MSLA is available in the United States, EMEA, APJC (except Greater China), South America, and Brazil.

**Q. What happened to MSLA-Committed (MSLA-C)??**

**A.** The committed model under the MSLA Buying Program (MSLA-C) has been discontinued as Cisco moves to a more streamlined approach to Managed Services. **MSLA will continue with an Uncommitted model (MSLA-U).** Partners that have engaged in MSLA-C will have the option to pursue new SD-WAN opportunities using either MSEA (Managed Services Enterprise Agreement) or MSLA- U (Uncommitted).

**Q. How do I find my subscription ID?**

**A.** Your support contract number was sent to you in your welcome email. It also can be found in the subscription line details of your CCW order.

**Q. Where can I view MSLA SKUs for each offer?**

**A.** Please review the [MSLA Offer Summaries.](https://salesconnect.cisco.com/sc/s/simple-media?vtui__mediaId=a1m8c00000pYEr5AAG)

**Q. Is there a tool to view a partners’ MSLA consumption?**

**A.** Please visit [Cisco Software Subscriptions & Services.](https://ccrc.cisco.com/) For best results, please search by Subscription ID. This will show you confirmed discount, history of usage, invoicing records, etc.

**Q.** **Does MSLA offer auto-renewal for the agreement??**

**A.** Subscriptions (products/prices) can "auto-renew" per CCW processes/policies.

**Q. How is pricing determined?**

**A**. Standard pricing and discounting policies apply. Pricing is set with MSP, per offer, for the term of the agreement.

**Q. Will the program accommodate special pricing for certain deals?**

**A**. No. Special pricing will require the use of other consumption models, including either the Cisco Enterprise Agreement or a la carte DNA Subscriptions.

**Q. Can you transition a standard term license into MSLA license?**

**A**. It is recommended to see the standard term license through to termination to ensure no value loss. There are exceptions to support customer transitions given valid business justification. Please work with your BE Product Manager for options or contact [ask\_MSLA@cisco.com.](mailto:ask_MSLA@cisco.com)

**Q. Is there an option for a partner to transfer an MSLA license to a customer during the MSLA contract?**

**A**. A MSLA license may not be transferred from the MSP to an End Customer as all MSLA agreements are between Cisco and the Partner.

**Q. Where can I view the Program Terms and Conditions?**

**A.** <https://www.cisco.com/c/en/us/about/legal/msla-direct-product-terms.html>

**Q. When are partners bound to the product specific MSLA terms initially?**

**A**. On the day that they order a specific MSLA product offer. Furthermore, if Cisco changes these terms during the life of an on-going subscription, the changed terms do not apply to that subscription. Partners need to have certainty at all times of what terms apply to them and Cisco will honor them through the subscription term.

**Q. If product terms are later changed, when do the changed terms take effect?**

**A**. Following the reasoning above, it is the order date and not the date on which the product terms changed that determines what applies. Product terms are cross-referenced in the MSLA Product Terms. The Partner should, at the time of ordering, check the relevant terms that will apply to their subscription.

**Q. Who can I contact if I have additional questions about the MSLA Buying Program?**

**A**. If you have any additional questions about MSLA, please contact [ask\_MSLA@cisco.com.](mailto:ask_MSLA@cisco.com) or [Ask MSLA Webex Space.](webexteams://im/?space=06447310-3944-11ea-b866-459f099bef0f)