



Frequently Asked Questions about the new Microsoft Student Select 2007 Products

For Customers That Have Purchased Microsoft Student Select Product from JourneyEd since 11/01/06

When I purchase a Student Select product, what exactly am I purchasing?

You are purchasing the software media and a 2007 license from Microsoft which gives you permission to use the software as outlined in the End User License Agreement (EULA).

What does JourneyEd ship to the customer?

JourneyEd ships the media for the Student Select product only. The license is “virtual”

So, what did I purchase?

If you purchased a Student Select product from JourneyEd since November 1, 2006, you have purchased a Microsoft 2007 product during the launch of several new Microsoft products for 2007. As stated in the product description at the e-Store where you made your purchase, you have purchased a 2007 “virtual” license with the media that is currently available from Microsoft. License rights are backward compatible. What this means is Microsoft gives you the right to use a previous version of the software. Since the 2007 software media is not yet available, you received 2003 (or Win XP) software media. Once the 2007 software media is available, you will also have the option to obtain the 2007 software media (CD ROM) for your 2007 license which according to Microsoft should be available in April 2007.

Why was I sent 2003 (or Win XP) media?

Per instructions from Microsoft, we are shipping the only media version that Microsoft currently has available. Since your license rights are backwards compatible, you have the right to load a previous version of the software now and get the 2007 version media later.

How will I go about getting the 2007 software media and how much will it cost?

Once the 2007 software media is available, we will notify you by email with instructions on how to obtain the 2007 media. There will be nominal charge for shipping and handling of the media. To be able to obtain the 2007 software media once it is released, you will need to still be a qualified student, faculty or staff (or parent of a qualified student).

When will the 2007 software media be available?

According to Microsoft they plan for the software media to be available by April, 2007. Of course, if the date changes, we will update this FAQ and send email notices to qualified customers.

Do I have to order the 2007 software media?

No, you do not. Since the Microsoft license agreement allows backwards compatibility, you can continue to use the 2003 media that we sent to you.

Why is Microsoft doing this?

On November 1, 2006, Microsoft released the 2007 software licenses for several new products. Unfortunately, the software media for these products was not available at this release date. Microsoft has created this **transition option** to Student Select customers so customers could have access to Microsoft products now while waiting for the release of their new software media.

What if I purchased a Student Select product prior to November 1, 2006. Can I also order the 2007 media for just the cost of shipping and handling?

Microsoft does not offer an upgrade program for the Student Select program. If you purchased a Student Select product from JourneyEd prior to November 1, 2006 you purchased a 2003 media (or Win XP) and 2003 license which does not come with the 2007 media. However, if you are still a qualified student (or parent of a qualified student), faculty or staff, you can purchase the 2007 product at the price available on your school's e-Store. To go to your school's e-Store, please visit www.JourneyEd.com/Select

What if I still have questions?

Please contact our customer service department at custserv@JourneyEd.com.