

Windows 10 Extended Security Update 1-Year Extension

Frequently Asked Questions (FAQ) for Customers

General Information

What is the Windows 10 Extended Security Update (“Win10 ESU”) 1-Year extension and what is the value to rural hospitals?

The Win10 ESU one-year extension supports the Windows 10 operating system on devices in a secure manner, while lightening the cost burden for transition to Windows 11. The Win10 ESU extension is free for rural hospitals, valid through October 13, 2026, and covers up to 250 devices running the latest software update (22H2) per rural hospital.

When is the Windows 10 ESU extension available to rural hospitals?

The free one-year Win10 ESU extension is now available to all US rural hospitals as part of Microsoft’s ongoing philanthropic commitment to rural healthcare. The ESU extension can now be transacted and will go into effect when WIN10 support sunsets on October 13, 2025.

What happens after 1 year? Is there an option to extend support?

The ESU extension is free for one year. It is available for up to two additional years at the regular commercial price (Note: there is a significant discount for hospitals that qualify for nonprofit pricing). We recommend all customers have a transition plan for Windows 11 during this one-year free period.

Under the standard Microsoft nonprofit pricing program there is a discount on Windows 10 ESU, but it is not free. Is this offer something different?

Yes, this offer goes above and beyond the standard nonprofit-discounted price and makes it free for ALL rural hospitals (up to 250 devices per location) for one year, regardless of if they qualify for Microsoft nonprofit pricing. To view nonprofit pricing eligibility and to apply, please see [here](#).

Eligibility

Who is eligible for this offer?

Rural hospitals listed [here](#), as “rural” are eligible for this offer. All independent Critical Access Hospitals (CAHs) and Rural Emergency Hospitals (REHs) are also in scope.

What if I am part of a health system that includes both rural and urban hospitals? How does the 250 ESU limit apply?

For health system customers, only the specific hospital listed as rural [in the data set above](#) qualify for this offer. For example, if a health system has 10 hospitals, 5 rural and 5 urban, the health system may request up to 250 ESU licenses per rural hospital or $250 \times 5 = 1250$ ESU licenses.

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Getting Access

How do I transact the ESUs if I have a Microsoft account representative?

If you have a Microsoft account representative, please work with them to add this your Enterprise Agreement. If you do not have a Microsoft account representative, please follow the instructions below to receive your ESU extension.

How do I transact the ESUs if I do not have a Microsoft account representative?

If you do not have a Microsoft account representative, please follow the steps below to get access to the ESUs through Microsoft's only approved distributor for this free one-year offer, TechSoup. Accepting TechSoup as a provider for this specific transaction (step 4 below) does not impact your relationship with any existing Microsoft partners.

Steps to Access for Customers without a Microsoft Account Rep

1. Confirm your hospital is listed as "rural" in [this database](#), to be qualified for this offer. All independent Critical Access Hospitals (CAHs) and Rural Emergency Hospitals (REHs) qualify. For health systems, only the specific hospital listed as rural in the database above qualify for this offer.
2. If you are not yet registered for the Microsoft Rural Health Resiliency Program, do so [here](#).
3. If you do not have an existing Microsoft Account create one [here](#). If you have an existing account, login as the administrator of the O365 account [here](#).
4. Accept TechSoup as a provider and accept the [Microsoft Customer Agreement](#).
5. Fill out this [request form](#).
6. Look for an email from Techsoup.org within the next 5 business days. It will include the product keys to access your licenses. Once you receive that e-mail, **you will have five calendar days** to download the product keys. You will receive one product key per order.

Additional Support

Where can I find more information on the Microsoft Windows 10 ESU Program?

For more information on Microsoft's ESU program, please see [here](#).

Who do I contact if I have any further questions?

For questions, contact the Rural Health Resiliency team at RuralHealth@microsoft.com.