

# Modern Work Licensing

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## Frequently Asked Questions

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## Microsoft 365 Suites

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### Microsoft 365 General Licensing

#### What is included with Microsoft 365 enterprise suites?

Refer to <https://www.microsoft.com/en-us/microsoft-365/compare-microsoft-365-enterprise-plans>.

#### Through what channels is Microsoft 365 available?

Refer to <https://www.microsoft.com/en-us/Licensing/product-licensing/microsoft-365?rtc=1>.

#### Is there a path to specific premium features for Microsoft 365 E3 customers that don't want the full Microsoft 365 E5?

Yes, there are multiple ways to add Microsoft E5 value to Microsoft 365 E3 without purchasing the full E5 Step-up.

1. Add Microsoft 365 E5 Security and/or Microsoft 365 E5 Compliance (or Microsoft 365 E5 Compliance "mini suites"):
  - Microsoft 365 E5 Security add-on. Includes Microsoft Defender for Microsoft Plan 2, Microsoft Defender for Cloud Apps, Azure Active Directory Plan 2, Microsoft Defender for Identity, Microsoft Defender for Endpoint Plan 2, Application Guard for Microsoft, and Safe Documents.
  - Microsoft 365 E5 Compliance add-on. Includes Microsoft 365 E5 Information Protection & Governance, Microsoft 365 E5 Insider Risk Management, and Microsoft 365 E5 eDiscovery & Audit.
  - Microsoft 365 Information Protection & Governance add-on). Includes Microsoft Defender for Cloud Apps, Purview Data Lifecycle and Records Management, Purview Data Loss Prevention (DLP), Communication DLP (Teams), Rules-based auto classification, Machine Learning-based

auto classification, Records Management, Customer Key, and Advanced Message Encryption, and Endpoint DLP.

- Microsoft 365 Insider Risk Management add-on. Includes Insider Risk Management, Communication Compliance, Information Barriers, Customer Lockbox, Purview Data Connectors, and Privileged Access Management.
  - Microsoft 365 eDiscovery & Audit add-on. Includes Audit (Premium) and eDiscovery (Premium).
2. Add individual E5 standalone SKUs, including:
- Microsoft Defender for Office 365 Plan 1
  - Microsoft Defender for Office 365 Plan 2
  - Microsoft Defender for Cloud Apps
  - Entra ID Plan 2
  - Microsoft Defender for Identity
  - Teams Phone
  - Power BI Pro

### **Are there any pre-requisites to purchasing Microsoft 365 SKUs?**

In some cases, yes. Refer to the [Microsoft Product Terms](#).

### **Is Microsoft 365 available worldwide?**

Yes. Refer to [Microsoft 365 International Availability](#) for a complete list of all countries and regions where Microsoft Online Services are available.

### **What are the hybrid server rights for Microsoft 365 E3/E5?**

Refer to the [Microsoft Product Terms](#).

### **Which Microsoft 365 suites have Unified SKUs?**

Unified SKUs are available for the following suites:

- Microsoft 365 E3
- Microsoft 365 E5
- Microsoft 365 G3 (GCC, GCC-High, DoD)
- Microsoft 365 G5 (GCC, GCC-High, DoD)
- Microsoft 365 G5 GCC
- Microsoft 365 F3 GCC
- Microsoft 365 A3 (including Faculty, Student, and Student Use Benefit SKUs)
- Microsoft 365 A5 (including Faculty, Student, and Student Use Benefit SKUs)

### **What is the difference between the Original SKUs and the Unified SKUs?**

The difference is in terms of how the services are provisioned and how the licenses are managed. The table below explains the differences.

Microsoft 365 Original SKUs	Microsoft 365 Unified SKUs
Individual product components (Microsoft, Windows Enterprise, EMS, M3565 E5/A5/G5 Suite-only features) in Microsoft 365 Admin Center	Single product in Admin Center
Individual product components (Microsoft, Windows Enterprise, EMS, Microsoft 365 Extra Features, Defender for Endpoint P1/P2) appear in the License Summary.	Online services appear as a single component in the License Summary
Windows appears as a standalone component in the License Summary.	Windows appears as a standalone component in the License Summary, but it is reflected as part of Microsoft 365.

### Is there any difference in product features between the Original and Unified SKUs?

No.

### Can a customer have both Original and Unified SKUs on their tenant?

Yes.

### How can customers differentiate between the Original and Unified SKUs in their Admin Portal?

In the Admin Portal, the Original SKUs will show up separately as just the components in the bundle (i.e., Microsoft, EMS, and Windows), while the new (Unified) SKUs will appear as a single "Microsoft 365" license.

### What licenses are available in the Microsoft 365 Admin Portal for assigning to their Microsoft 365 Original users?

The following licenses are available in the Microsoft 365 Admin Portal for assigning to their Microsoft 365 E3 Original users:

- Microsoft E3
- Enterprise Mobility + Security E3
- Microsoft 365 E3 Extra Features
- Microsoft Defender for Endpoint P1

The following licenses are available in the Microsoft 365 Admin Portal for assigning to their Microsoft 365 E5 Original users:

- Microsoft E5
- Enterprise Mobility + Security E5
- Microsoft 365 E5 Extra Features
- Microsoft Defender for Endpoint P2

Note: Windows E3 licenses included in Microsoft 365 E3/E5 Original SKUs are classified as on-premises and therefore do not appear in the portal as user subscription licenses.

### What do the Microsoft 365 E3/E5 Extra Features licenses enable?

The Extra Features licenses enable features that are reserved for Microsoft 365 E3/A3/E5/A5 suites and are not available via the individual component plans. Refer to <https://learn.microsoft.com/en-us/microsoft-365/commerce/licenses/e3-extra-features-licenses> for details.

Feature	Microsoft 365 E3 Extra Features	Microsoft 365 E5 Extra Features
Windows Autopatch	•	•
Bing Chat Enterprise	•	•
Clipchamp*	•	•
Loop*	•	•
Endpoint DLP		•
Machine Learning-based classification		•
Insider Risk Management		•
App Guard for Microsoft		•
Safe Documents		•

\*When available. Additional Microsoft 365 E3/E5-only value will be added in the future.

## Microsoft 365 Add-ons and All Other

### Universal Print

#### What is Universal Print?

Universal Print is a modern print solution that organizations can use to manage their print infrastructure through cloud services from Microsoft.

#### Has any Universal Print value been added to existing plans?

Yes, Universal Print is included with Windows E3/A3/E5/A5 and Microsoft 365 Business Premium/F3/E3/A3/E5/A5.

Suite	Universal Print jobs per month
Microsoft 365 E3/E5	100 per licensed user
Windows E3/A3/E5/A5 and Microsoft 365 Business Premium/F3/A3/A5	5 per licensed user

#### Through which channels is Universal Print available?

Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), Cloud Solution Provider (CSP), and Buy Online channels.

#### To which customer segments can Universal Print be purchased?

The SKUs are available to Commercial, WW Commercial Public Sector (non-US), Education, and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) not yet determined.

#### Are there any pre-requisites for purchasing Universal Print?

No.

#### Are Universal Print jobs pooled at the tenant level?

Yes. The included print jobs per licensed user per month are pooled at the tenant level.

#### How does Microsoft identify a print job?

A single printed document is counted as a single print job, regardless of the number of pages or number of copies printed. Attributes such as single vs. double sided or color vs. grayscale do not affect print job count. For example, 15 copies of a 10-page document sent to the printer is counted as a single print job.

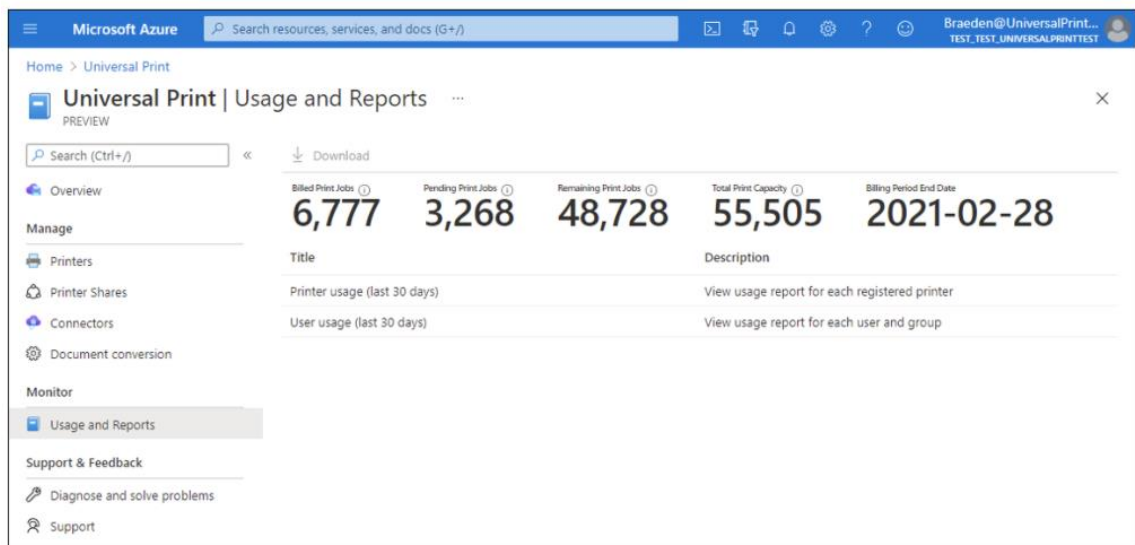
## Will a print job be counted if initiated and cancelled before completion?

A print job is only counted when it is completed. A job is considered completed when it is successfully delivered to a printer or acquired by a 3rd party service being used with Universal Print. It is counted even if it is not picked up from the printer by the user who may be using a secure release mechanism like badge release. If a failure occurred in the Universal Print service, the job is not counted.

## How can Universal Print customers monitor their monthly print usage?

Universal Print offers volume consumption reporting, and customers will be notified when consumption is approaching their monthly pooled volume limit. Customers have the option to purchase as many Universal Print Volume add-ons as needed depending on expected usage.

Customers can view total print volume, monitor usage, and know when they need to purchase additional volume by visiting the [Usage and Reports](#) page in the Universal Print portal.



## Can customers use the Universal Print Volume add-on for month-to-month print capacity needs?

Buy Online and CSP customers can drop the Universal Print Volume add-on SKU at any time, however VL customers will need to wait to drop their add-on SKU(s) at their next anniversary or renewal date. If there is not an extended need for added volume, we recommend ordering through the Buy Online channel.

## Where can I learn more about onboarding Universal Print?

Please refer to the [Set up Universal Print](#) article.

## Cross-tenant user data migration

### What is Cross-tenant user data migration?

This offer will support customers with cross-tenant user data migration needs by allowing them to perform tenant-to-tenant user data migrations of Exchange Online and OneDrive for Business data.

### Are there any pre-requisites for purchasing Cross-tenant user data migration?

Microsoft 365 Business Basic/Business Standard/Business Premium/F1/F3/E3/A3/E5/A5; Office 365 F3/E1/A1/E3/A3/E5/A5; Exchange Online.

## **Through which channels is Cross-tenant user data migration available?**

Enterprise Agreement (EA)/Enterprise Subscription (EAS) only.

## **To which customer segments is Cross-tenant user data migration available for purchase?**

Cross-tenant user data migration is available to Commercial (including WW Commercial Public Sector) and Non-profit customers.

## **Can customers use the Cross-tenant user data migration offer for partial user data migrations?**

Cross-tenant user data migration is applicable to user data only. Some or all users in a tenant may transfer their data as part of this SKU.

## **Why might a customer need to migrate user data to another tenant?**

The need for user data migrations are typically a result of an organizational merger/acquisition or divestiture.

## **What are the steps required to perform a Cross-tenant user data migration? Is there any technical guidance available?**

Please review the [Cross-tenant mailbox migration](#) article on Microsoft Learn for technical guidance.

## **Should the destination tenant or the source tenant acquire the Cross-tenant user data migration licenses?**

Cross-tenant user data migration licenses should be purchased via the destination tenant.

## **Do customers also need to license shared mailboxes for Cross-tenant user data migrations?**

No. The Cross-tenant user data migration license only applies to user mailbox migrations. Shared mailboxes can move without an additional Cross-tenant user data migration license.

## **How long will customers have to migrate their user's data once they have purchased the Cross-tenant user data migration SKU? Does the license expire?**

Per user Cross-tenant user data migration licenses are valid for one user's mailbox and OneDrive migration cross-tenant. This single use license is not valid after one use, or one year after purchase.

## **Can a commercial Cross-tenant user data migration customer move their data to a GCC tenant?**

No. Cross-tenant user data migration is available between commercial tenants only.

## **Do customers have to transfer all user data at once or can a phased approach be used for the cross-tenant migration of user data?**

This product will move all OneDrive documents, Exchange Online email messages, Calendar, and Task items in the mailbox for a single user. A OneDrive and an Exchange online mailbox do not have to be migrated at the same time; these resources are scheduled independently. You cannot however only migrate a subset of content from either the mailbox or the OneDrive, all mailbox data (emails, calendar items, tasks) or the entire OneDrive site is migrated.

## **What about users who also have a need for transferring their SharePoint data? Will there be a separate paid offer in the future?**

SharePoint functionality is not covered. Any functionality & licensing is TBD.

## **Will transferred user data be subject to the new tenant's group policies or will existing policies from the source tenant be migrated and managed by the new tenant's Admin? How are policies reconciled after the transfer is completed to ensure the user data remains in compliance?**

Retention and/or other policies are tenant specific and not migrated as part of this product. Once the data is migrated, the policies in the target tenant and/or those assigned to the user in it will be applicable to the migrated user data.

## **What happens to the source mailbox once the migration has completed?**

When a mailbox is migrated through the Cross-tenant user data migration, all email, including email held for litigation, is migrated. After the successful migration, the source mailbox will be deleted (meaning the mailbox will be undiscoverable, unavailable, and inaccessible in the source tenant (including mailboxes on litigation or retention hold)). Teams data and messages are not migrated as part of this product.

## **What is the difference between the paid Cross-tenant user data migration offer and a VL tenant-to-tenant migration?**

The Cross-tenant user data migration offer gives commercial customers the ability to move existing user data to a new commercial tenant, whereas tenant-to-tenant migrations allows for an existing Microsoft 365 tenant to move its licenses to a new tenant entirely.

## **Where can I learn more about Cross-tenant user data migration?**

Please refer to the [Cross-tenant mailbox migration](#) Microsoft Learn article.

## **Advanced Data Residency**

### **What is Advanced Data Residency and when will it be available?**

Advanced Data Residency became generally available on November 1, 2022. This new add-on SKU is designed to help enterprise customers comply with data residency laws, regulations, and industry standards. It will provide eligible customers with premium services including data storage at rest commitments for expanded workloads including Exchange Online Protection, Microsoft Defender for Office Plan 1, Microsoft 365 for the Web, Microsoft Viva Connections, Microsoft Viva Topics, and components of the Microsoft Purview suite. Additionally, the add-on provides eligible customers the ability to migrate their Microsoft 365 tenants into our local datacenter regions with prioritized migration benefits.

### **Are there any pre-requisites for purchasing Advanced Data Residency?**

Microsoft 365 F1/F3/E3/A3/E5/A5; Office 365 F3/E1/A1/E3/A3/E5/A5; Exchange Online Plan 1 or Plan 2; SharePoint Online Plan 1 or Plan 2; or OneDrive for Business Plan 1 or Plan 2.

### **Through which channels is Advanced Data Residency available?**

Enterprise Agreement (EA)/Enterprise Subscription (EAS), Buy Online.

### **To which customer segments is Advanced Data Residency available for purchase?**

Advanced Data Residency is available to Commercial (including WW Commercial Public Sector) and Non-profit customers.

### **For what situations and scenarios is Advanced Data Residency typically used?**

The Advanced Data Residency add-on is typically used by customers to address:

- Legal or regulatory requirements to store customer data at rest within a specific geographic location.

- Public Sector or regulated commercial industries (e.g., Healthcare, Financial Services) requirements or industry standards.
- Any customer who may have a higher comfort level with storing core customer data at rest within a specific geography.

### **Is there a minimum purchase requirement for Advanced Data Residency?**

Every user subscription (per below) within a

needs to be licensed to benefit from the Advanced Data Residency service:

- Microsoft 365 F1, F3, E3, or E5
- Office 365 F3, E1, E3, or E5
- Exchange Online Plan 1 or Plan 2
- SharePoint Online Plan 1 or Plan 2
- OneDrive for Business Plan 1 or Plan 2

### **What types of data are part of the Advanced Data Residency commitment?**

In accordance with the Advanced Data Residency commitments, Microsoft will store the following customer data at rest only within the specified geo:

- Exchange Online mailbox content (email body, calendar entries, and the content of email attachments)
- SharePoint Online site content and the files stored within that site
- Files uploaded to OneDrive for Business
- Microsoft Teams chat messages (including private messages, channel messages, meeting messages, and images used in chat), channel, and meeting conversations, and, for customers using Microsoft Stream (based on SharePoint), meeting recordings
- Microsoft Defender for Office P1 (Exchange Online Protection and sandbox inspections)
- Microsoft 365 for the web (Caching)
- Microsoft Viva Connections (The Dashboard and Feed can have content sourced from SharePoint Online, Exchange Online and Microsoft Teams)
- Microsoft Viva Topics (All topics, customer data snippets and configuration data)
- Purview (Select services within Audit, Data lifecycle management, Exchange Online Protection, Information Protection, Insider Risk Management)

### **In which geographies is ADR available?**

This offering only applies to customers with a tenant that was created with a sign-up address in a local, single country Microsoft 365 datacenter region (list of countries [here](#)). Tenants with sign-up addresses outside of these locations cannot use this offer at this time.

As of October 2022, local, single country datacenter locations for Microsoft 365 are: Australia, Brazil, Canada, France, Germany, India, Japan, Korea, Norway, Qatar, South Africa, Sweden, Switzerland, UAE, and UK.

The United States is not included in list of local, single country datacenter geographies since data residency for the country is provided at regional level.



Singapore is not currently included in list of local, single country datacenter regions. Singapore is currently only available for specific government customers.

## **We have announced new datacenter regions in Poland, Israel, Italy, Spain, and other geographies. Will ADR be available for my customers there and is it required?**

Yes. ADR will be available at General Availability ("GA") of Microsoft 365 for each of these expanded local region geos. For new local datacenter regions, customers will be required to purchase the ADR add-on to obtain data residency commitments and to migrate data from macro-regions to the new local datacenter region.

## **If a customer is in a regional datacenter and would like to migrate their data to a local, single country datacenter. When will they need to purchase ADR SKU?**

Microsoft 365 is in process of deprecating the [free Move program](#) for customers to migrate tenants and data from Macro Region geos to local region geos. Over time, all eligible customers who desire migration into a local datacenter region will require the Advanced Data Residency add-on to initiate the migration.

Eligible customers located in future local datacenter regions will need to purchase ADR to initiate a migration and receive data residency commitment.

## **What data residency commitments does Microsoft make to Microsoft 365 customers today?**

The data residency commitments that Microsoft makes varies by customer type and geography, according to the relevant [Product Terms](#).

Please visit the [Where your Microsoft 365 customer data is stored](#) Microsoft Learn article more information.

## **Microsoft also has a product called Multi-Geo capabilities for Microsoft 365. How is Advanced Data Residency different? When would the customer want Advanced Data Residency vs. Multi-Geo?**

Advanced Data Residency enables customers to ensure data location at the tenant level. [Multi-Geo capabilities for Microsoft 365](#) enables customers to manage data location at the user, SharePoint site, Microsoft 365 Group, and Teams team level. Multi-Geo is targeted for multinational commercial customers who need to store data in multiple geographies at the same time and whose needs may change over time.

## **Where can I learn more about Advanced Data Residency?**

Please refer to the [Where your Microsoft 365 customer data is stored](#) Microsoft Learn article.

## **Qualifying Licenses, Prerequisites, Add-ons, and Step-ups**

### **The Product Terms refer to "Qualifying Licenses" and "Prerequisites." Are they the same thing?**

No, they are not the same thing.

"Qualifying License(s)" are listed for Add-ons to on-premises software and Client Access Licenses (e.g., Office 365 E5 Add-on to ECAL + Office Professional Plus). These appear in the product sections under "Add-ons". For these, the Add-on and the Qualifying License(s) must be purchased under the same enrollment. For Step-ups, the "Qualifying License(s)" or "base SL(s)" are not individually listed, however the terms state that that they, too, must be purchased under the same enrollment. The primary reason for having Qualifying Licenses is because the pricing for the Add-ons and Step-ups are based on an assumption that the customer is continuing to also pay for those.

Other offers have "Prerequisites" listed in the Product Terms. While these offers are often referred to as "add-ons" because they have an underlying license requirement, they are not bound by the same terms as "Qualifying Licenses" for Add-ons to on-prem and Step-ups. And while they may be in place in part to ensure the customer has made an underlying investment, the primary purpose of listing these Prerequisites is to ensure customers know what they need to have in place to get value from the offer. For example, Exchange Online plus all Office 365/Microsoft 365 suites that include Exchange Online are listed as prerequisites for Viva Insights. This is primarily because Insights relies on Exchange Online data, so the customer will not get value from Insights if their users aren't also licensed for Exchange Online. There are no terms that state that such licenses and their prerequisites must be purchased under the same enrollment.

## What is the difference between Add-ons and Step-ups?

Add-on is defined in the Product Terms as: "**Add-on** means a license that is purchased in addition to (and associated with) a previously acquired Qualifying License (or set of Qualifying Licenses). An Add-on license is assigned to a single Qualified User (as defined in Customer's Enrollment) or to the same Server or device as the Qualifying License(s). For any Add-on User SL not appearing individually, the license terms applicable to a full User SL for the same service apply."

Step-up is defined in the Product Terms as: "**Step-up** means a license purchased in addition to (and associated with) a previously acquired base license. For any Step-up User SL not appearing individually in the OST, the license terms applicable to the equivalent full User SL apply."

Please note that the [Product Terms state](#): "Add-on and Step-up User SLs must be purchased under the same licensing agreement as their Qualifying License or base User SL."

# Microsoft Teams

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## Microsoft Teams Service Overview

### What is Teams Phone (previously Phone System)?

Teams Phone enables users to make calls to, and receive and transfer calls from phones, mobiles, tablets, and PC's, using their underlying telephone service provider, from nearly anywhere with internet access. IT administrators can manage users for communications in the Microsoft administrator portal. Companies can take advantage of existing telephony infrastructure (i.e., traditional PBX systems or on-premises SIP trunks). With our Teams Phone, customers can eliminate separate PBX systems.

For additional information, refer to the [Here's what you get with Teams Phone](#) support article.

### What is Audio Conferencing?

Audio Conferencing allows meeting attendees to dial-in to Teams meetings from virtually any device. Meeting organizers can also dial-out to attendees to connect them to the audio portion of the meeting. Companies can consolidate conferencing solutions and simplify operations while reducing complexity and support costs for IT while enabling employees to work from virtually anywhere.

For additional information, refer to the [Audio Conferencing](#) section below and the [Set up Audio Conferencing](#) article.

### What is Calling Plan?

Calling Plan provides Domestic and international calling plans with Microsoft Teams. This allows organizations to subscribe to calling plans from Microsoft 365, using existing phone numbers or getting new ones.

For additional information, refer to the [Calling Plan](#) section below and the [Which Calling Plan is right for you](#) article.

### **What are Communications Credits?**

Communications Credits is a Pay as You Go model that allows Microsoft Teams and Calling Plan users the ability to pay for service outside of their subscription offerings (as not all destinations are included with Calling Plans). In addition, Communications Credits are a way to safeguard potential service outages if a user exceeds the allocated monthly minute limits within their subscription.

For additional information, refer to the [Communications Credits](#) section below and the [What are Communications Credits](#) article.

### **What is pay-as-you-go consumption (also known as post-paid billing) in the new commerce experience (NCE)?**

Pay-as-you-go consumption enables commercial customers purchasing through the new commerce experience (NCE) to pay for any per-minute charges without the need to pre-fund a Communications Credits account. These customers will instead be billed in arrears for any charges monthly. To learn more, please visit the [Pay-as-you-go consumption](#) Microsoft Learn article.

### **Are the prices for Microsoft Teams services tax inclusive?**

Prices for Microsoft Teams services are tax inclusive in the United States and Puerto Rico. In all other countries the prices for these services are tax exclusive.

### **Why are there published rates for countries where we do not offer any toll or toll-free numbers?**

Rates are published in advance in anticipation that new inventory for toll free numbers become available at a future date. This will allow customers to begin to utilize service right away once inventory is available to them.

### **What options do customers have for getting a Calling Plan with Teams Phone?**

Customers can buy the Calling Plan if it is offered in their purchasing program and geography. In addition, using on-premises voice connectivity, customers can connect Teams Phone (Phone System) to their existing telephony infrastructure, such as on-premises SIP trunks offered through their local/regional telecommunications provider. This enables Teams Phone (Phone System) to perform call control and call management features.

### **Can a customer with an assigned Calling Plan transfer calls to a separate user who does not have a Teams Phone (previously known as Phone System) license using Teams?**

Yes, transferring a call to a user within the Active Directory group is allowed and the user receiving the transfer is not required to have a Teams Phone (Phone System) license.

### **What are the licensing requirements for users who want to utilize the delegation feature in Teams to setup a shared line appearance?**

Teams Phone with Calling Plan (or other Direct Routing) is required for all shared line appearance users. For more details, please see the [Shared line appearance in Microsoft Teams](#) article.

## Can I add Audio Conferencing, Teams Phone, and/or Calling Plan to F1, F3, E1, E3, and Microsoft 365 Business plans?

Yes, you can add Audio Conferencing (legacy paid or the new \$0 Audio Conferencing w/ dial-out to the USA/CAN add-on), Teams Phone, and/or Calling Plan as standalone offers to these plans. Note: Calling Plan requires Teams Phone.

## Can a customer who has Microsoft Teams on-prem use Audio Conferencing and Calling Plan through a hybrid model?

Customers can connect their existing phone service provider with Microsoft’s cloud-based call control if they have E5 and Teams Phone (Phone System). This requires a “Direct Routing” configuration and a supported 3<sup>rd</sup> party Session Border Controller.

Customer or partner-provided audio conferencing numbers are not supported through this model.

## Are there additional scenarios and deployment guidance that I can refer to?

Yes, please refer to the [Get started with Microsoft Teams](#) to better understand how Microsoft Teams capabilities can be deployed throughout an organization.

## What are the eligible Microsoft 365 and Office 365 suites for the Microsoft Teams Audio Conferencing with dial-out to USA/CAN SKU?

Enterprise	Business	US GOV
<ul style="list-style-type: none"> <li>Microsoft 365 E3</li> <li>Office 365 E3</li> <li>Office 365 E1</li> <li>Microsoft 365 F3</li> <li>Microsoft 365 F1</li> <li>Office 365 F3</li> <li>Teams EEA</li> <li>Teams Enterprise</li> </ul> <p><i>(E5 suites already have Audio Conferencing capabilities. E5 (no Teams) and E5 EEA (no Teams) suites require Teams Enterprise/Teams EEA to enable Audio Conferencing.</i></p>	<ul style="list-style-type: none"> <li>Teams Essentials (Entra ID)</li> <li>Microsoft 365 Business Basic</li> <li>Microsoft 365 Business Standard</li> <li>Microsoft 365 Business Premium</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft 365 GCC G3</li> <li>Office 365 GCC G3</li> <li>Office 365 GCC G1</li> <li>Microsoft 365 GCC F3</li> <li>Microsoft 365 GCC F1</li> <li>Office 365 GCC F3</li> </ul>

## Where is Audio Conferencing available?

Audio Conferencing, as well as the inclusion of Audio Conferencing in E5, are subject to geographical and channel availability. Availability of services by geography may be found [here](#).

## What features are included with Audio Conferencing?

Microsoft Teams Audio Conferencing will include the following features, subject to timing concerns called out in the following section:

**Tolled Dial-in:** This feature enables invitees to meetings organized by a user licensed for Audio Conferencing to join the audio portion of the meeting by dialing a phone number and entering a conference passcode. The number that is generated for meeting attendees to use is a general dial-in number that is assigned at the tenant level and is not specific to an individual user. There are limits on the use of this feature designed to prevent abuse and/or fraud.

**Dial-out:** This feature enables attendees of meetings organized by a user licensed for Audio Conferencing to do the following when dialing-out to [Zone A countries](#):

- Dial-out to other users from the meeting
- Transfer an in-progress meeting to a PSTN endpoint from within the meeting
- At meeting join, dial-out to a phone number
- At meeting join from a mobile client, dial-out to the mobile phone

**Toll-free dial in:** This feature enables attendees of meetings organized by a user licensed for Audio Conferencing to join meeting by dialing a toll-free number and entering a pin. Toll-free numbers can either be Domestic or international.

## What are the countries that are Domestic Dial-Out Included and what are the countries that are Pay as You Go?

Domestic Dial-Out Included Countries:

Australia, Austria, Belgium, Brazil, Bulgaria, Canada, China, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Puerto Rico, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, and United States.

Pay as You Go Countries

All other countries to which users can be assigned in Microsoft 365.

Reference [Country and region zones for Audio Conferencing](#).

## How are Audio Conferencing minutes billed?

Audio Conferencing minutes are independent of the participant license and purely dependent on the organizer license, please see below:

Organizer's license:	Minutes:
Subscription	Dial in and dial-out included for organizers and attendees
Per-minute	Billed at per minute rates for the organizer and each attendee

## Why has Microsoft established a distinction between the Zone A/Included and Pay as You Go countries?

Telephony service charges vary greatly from one country to another. While some countries have relatively cheap telephony rates, other countries are significantly more expensive. It is Microsoft's goal to include Dial-out Conferencing services to all countries where Audio Conferencing is available, however the increased cost of telephony services in several countries makes it prohibitive for Microsoft to do so.

## What if a customer is located in an Audio Conferencing Sell-to country but wants to license users located in countries that are not on that list?

Companies with users located in various countries around the world can purchase Audio Conferencing in Sell-to countries (e.g. the United States) and provision their users anywhere in the world with those licenses.

## Will Toll-Free Conferencing capabilities be available Worldwide?

Yes, however it will be limited to the same Sell-to country restrictions based on geo availability of the Audio Conferencing service. Only countries that are on the Sell-to list can be sold Audio Conferencing services, but those customers can provision their users on a worldwide basis.

## **What is included with Audio Conferencing service plans? What is additional paid based on consumption?**

Services that are included for Audio Conferencing plans are different for Zone A/Included Dial-out countries and Pay as You Go countries. TolleD Dial-in conferencing and Dial-out conferencing services are both included in the Audio Conferencing service plans for Included Dial-out countries.

Audio Conferencing subscriptions receive 60 minutes per user per month (pooled at the tenant level) to apply to for dial-out conferencing to Zone A/ "Included" countries. Once the subscription minutes are consumed, dial-out to Zone A countries will require Communication Credits. Dial-out to non-Zone A ("Pay-as-you-go") countries will continue to be charged on a per-minute basis, requiring Communication Credits.

For *Pay as You Go Dial-out* countries, TolleD Dial-in Conferencing is included in the service plan. Domestic Dial-out capabilities will require a Communications Credits account (see [Communications Credits](#) section below) to set up Dial-out conferencing.

## **Will the Audio Conferencing with dial-out to USA/CAN supplemental SKU be automatically backfilled into the newly eligible Microsoft 365 or Office 365 suites?**

No. The new \$0 Audio Conferencing with dial-out to USA/CAN SKU will not be provisioned automatically and there are no plans to do so in the future. Customers must take action and follow the set up steps available on the following page to transact and provision service: [Set up Audio Conferencing for Microsoft Teams](#).

## **What Audio Conferencing capabilities will be included in the new Audio Conferencing with dial-out to USA/CAN SKU?**

The new Audio Conferencing with dial-out to USA/CAN SKU includes unlimited toll dial-in minutes, 60 dial-out minutes/user/month pooled at the tenant level to United States and Canada phone numbers, and Operator Connect Conferencing.

## **What is included with Microsoft 365 E5, Office 365, and the legacy paid Audio Conferencing SKU that is not included in the \$0 Audio Conferencing with dial-out to USA/CAN?**

Audio Conferencing with dial-out to USA/CAN includes 60 minutes/user/month of dial-out minutes limited to US and Canada phone numbers, whereas E5 and paid Audio Conferencing includes 60 minutes/user/month of dial-out to any Zone A country (including US/CAN).

Another difference between the legacy paid Audio Conferencing add-on SKU and the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU is that the \$0 Audio Conferencing add-on SKU only allows customers to acquire 1 dedicated dial-in number per tenant regardless of the number of licenses.

There are no changes to dedicated dial-in numbers for the legacy paid Audio Conferencing SKU as exists today. More information can be found in the following page: [How many telephone numbers can you get?](#)

## **Through what channels is the new Audio Conferencing with dial-out to USA/CAN SKU available?**

This offering is available in EA/EAS, CSP, and Buy Online.

## **To what segments is the new Audio Conferencing with dial-out to USA/CAN SKU available?**

Commercial, WW Commercial Public Sector, Non-profit, and GCC.

## **Are Education customers eligible for the new Audio Conferencing with dial-out to USA/CAN SKU in EES?**

No. Education customers will continue to utilize the existing Audio Conferencing SKU at their discounted rate.

## **Are GCC-High and DoD customers eligible for the new Audio Conferencing with dial-out to USA/CAN SKU?**

The Direct Routing Audio Conferencing subscription price was reduced to \$0 for GCC-High and DoD customers. There is no plan to launch Audio Conferencing with dial-out to USA/CAN to GCC-High and DoD. For more detail, please refer to the [Audio Conferencing with Direct Routing for GCC High and DoD](#).

## **How can MPSA customers acquire the Audio Conferencing with dial-out to USA/CAN offer?**

MPSA customers may obtain the Audio Conferencing with dial-out to USA/CAN offer via CSP or Buy Online channels.

## **In what scenario would a customer choose the paid Audio Conferencing subscription over the free Audio Conferencing with dial-out to USA/CAN subscription?**

Customers with a high enough need for dial-out to Zone A countries other than US/CAN may find it more cost effective to purchase the subscription rather than pay on a per-minute basis using Communications Credits.

## **Is the dial-out minute pool for the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU calculated based on purchased or assigned licenses?**

The dial-out minute pool for the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU is calculated based on the number of licenses assigned to users.

## **Can customers have a mix of paid legacy Audio Conferencing and Audio Conferencing with dial-out to USA/CAN users?**

Yes. In this case, the included dial-out minutes are pooled separately by offer.

## **Do customers with a mix of paid legacy Audio Conferencing and Audio Conferencing with dial-out to USA/CAN users need a separate communications credit account for each pool?**

No. Customers use a single Communications Credits account for any related charges.

## **Will customers encounter a service disruption when transitioning users from the paid legacy Audio Conferencing and Audio Conferencing with dial-out to USA/CAN?**

Customers can avoid service disruption by assigning the new licenses to users at the same time they unassign the previous license. Otherwise, the user might end up being disabled and the re-enabled. If there are any existing meetings scheduled to happen in the future (the meeting invite was sent last week, but the meeting occurs next week) which do not have the correct dial-in information, they can be rescheduled manually or by using the [meeting migration service](#). Please note that meetings that happened in the past (the meeting invite was sent last week and it occurred last week) are not updated.

## What will happen to Operator Connect Conferencing?

Operator Connect Conferencing will be included in the new Audio Conferencing with dial-out to USA/CAN SKU. We will also offer Operator Connect Conferencing in a separate \$0 standalone SKU, or as part of the existing Audio Conferencing subscription.

## What will happen to the Pay-as-you-go model?

There is no price change to pay-as-you-go models. Customers will continue to pay for minutes via Communications Credits.

## Are there any changes to Communications Credits?

No, please continue to push your customers to set up Communications Credits to pay for the following:

- Pay-as-you-go model
- Toll-free minutes
- Dial-out beyond the 60 dial-out minutes/user/month pool
- Dial-out minutes to countries not included in their subscription (this includes dial-out to any non-Zone A country for Microsoft 365/Office 365 E5 or legacy paid Audio Conferencing and dial-out to any country other than USA/CAN for \$0 Audio Conferencing with dial-out to USA/CAN customers)

Learn more at [Audio Conferencing subscription "Dial-Out"/"Call Me At" minutes benefit](#).

## Does the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU include the ability to request dedicated dial-in numbers?

Yes, but only **one** dedicated dial-in number per tenant regardless of the number of licenses.

## How does the limit of one dedicated dial-in number per tenant for the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU impact existing customers that have enabled multiple dedicated dial-in numbers and are transitioning from the paid Audio Conferencing SKU to the \$0 Audio Conferencing SKU?

Existing dedicated dial-in numbers will not be removed from customers that already have dedicated dial-in numbers, but the customer will not be able to add more dedicated dial-in numbers if the customer already meets or surpasses the limit of one dedicated dial-in number per tenant (regardless of the number of licenses) of the \$0 Audio Conferencing add-on SKU.

## Are there any changes to Extended dial-out minutes to the US/CAN SKU?

Audio Conferencing with dial-out to USA/CAN is a prerequisite for Extended Dial-out Minutes to the US/CAN SKU. Audio Conferencing (standalone or via Microsoft 365 E5/Office 365 E5) will continue to also be a valid prerequisite for the offer.

## Are customers with the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU eligible for On-network conferencing?

Yes, customers with the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU are eligible for On-network conferencing.

To learn more about On-network Conferencing, please visit: [On-network Conferencing for Audio Conferencing](#).



## **What about an external user that requests a call back, or an outbound call to a non-licensed user – are those minutes subtracted from the meeting organizer?**

All outbound calls will consume the organizer's minutes. For example, if two external users are called into an audio conference for one hour, the customer would use 120 minutes of the organizer's pool.

## **How many Domestic Dial-in (DID) numbers will a user be assigned per license?**

An end-user will be assigned one DID number per license – one license, one number. If for any reason a customer would like to have additional DID numbers for their organization, they would have to pay for those additional licenses.

## **What will be the experience for customers who will not get a Domestic conferencing tolled dial-in number, but will be provisioned with the service?**

Users licensed to use the Audio Conferencing service who do not have a domestic tolled dial-in number will be able to invite others to Teams meetings and have a domestic dial-in number available to them in their domestic area if they are located in the same domestic geography as a dial-in number. If not, these invitees can connect to audio using VoIP from their PC, tablet, or mobile phone or by dialing a number in a relatively inexpensive international geography. The organizers who do not have a domestic dial-in number will have the same choice of options-- connecting to audio using VoIP from their PC, tablet, or mobile phone or by dialing a number in a relatively inexpensive international geography.

## **How does the dial-out service work? Is there a difference between "domestic" and "international"?**

The service works by calling out from the meeting to a phone number of a participant ("call-me-back") or a participant instructing the meeting to dial-out to another participant. In the service, the only relevant location is that of the participant receiving the dial-out, meaning that there is no distinction between "domestic" and "international" dial-out for usage. This has not always been clearly articulated in previous content.

## **Can Calling Plan minutes be used in any Audio Conferencing Dial-Out scenarios?**

No. The ability to dial-out from a conference does not resemble a call. There is no construct of '*from* → *to*' for Audio Conferencing Dial-Out as there is with a call. All that matters from the perspective of the service is the location of the participant receiving the dial-out. It is the service placing the call, not the organizer. Because it is the service placing the call out, it does not use the Calling Plan minutes of the organizer. Thus, for Audio Conferencing Dial-out specifically, Calling Plans are not relevant from a licensing standpoint. These are two separate services.

## **What is a Zone A/Included Dial-out country and what is a Pay as You Go Dial-out country?**

For Audio Conferencing services, there is a distinction between two types of countries. Countries that are considered *Zone A/Included Dial-out* will have some Dial-Out Conferencing included as part of their service plan.

Countries that are considered *Pay as You Go Dial-out* will not have Dial Out Conferencing included in their services plans. For these latter countries to use Dial Out Conferencing services, they will need to establish a [Communication Credits](#) account (or [Pay-as-you-go consumption](#) depending on purchasing channel) and will be charged by the minute for all Dial-Out Conferencing usage.

## How do customers pay for dial-out calling [to Zone A countries] once the subscription minutes are consumed?

There are two consumption models depending on the customer's purchasing channel. Both consumption models will utilize Microsoft's per minute country rates that can be found [here](#) (scroll to 'See rates for where you want to call' section):

1. **Communications Credits:** Available to commercial customers purchasing through Enterprise Agreement (EA)/Enterprise Agreement Subscription (EAS), legacy CSP, and legacy Buy Online channels; and to education customers purchasing via Enrollment for Education Solutions (EES), SCP, or Buy Online.

Customers must enable their Communications Credits account and will be charged per minute for their usage using a pre-paid balance (with the ability to enable auto-recharge amounts). If the customer has not enabled their Communications Credits account and they reach either their Domestic or International calling limits, their service will be suspended for the remainder of the month.

2. **Pay-as-you-go consumption:** Available to commercial customers purchasing through CSP or Buy Online channels. Customers will be billed in arrears based on their monthly usage.

## What if a customer fails to set up Communications Credits?

Users will be unable to use the "Call-me-back" functionality or dial-out from a meeting after they hit their cap for Zone A destination countries or be unable to complete any dial-out calls to non-Zone A countries.

## What is the availability of the Audio Conferencing Pay-Per-Minute SKU?

Audio Conferencing Pay-Per-Minute is available via EA, EAS and EES (GCC high and DOD do not have Audio Conferencing Pay-Per-Minute at this time, as Microsoft Teams services are not yet apart of the Defense Cloud). The SKU is available to all Audio Conferencing Sell-To countries excluding Russia, South Korea, and Taiwan.

## Where can I point my customers to learn more about Audio Conferencing?

You can direct them to the [Audio Conferencing subscription "Dial-Out"/"Call Me At" minutes benefit](#) article.

### Extended Dial-Out Minutes to USA/CAN

## What is Extended Dial-Out Minutes to USA/CAN?

Extended Dial-Out Minutes to USA/CAN is an add-on SKU that provides extended dial-out minutes to the US and Canada to any Microsoft Teams Audio Conferencing Standalone, Audio Conferencing with dial-out to USA/CAN, or Microsoft/Office 365 E5 suite.

## What is the channel availability for Extended Dial-Out Minutes to USA/CAN?

EA/EAS, EES, CSP, and Buy Online.

## What is the segment availability to purchase the Extended Dial-Out Minutes to USA/CAN SKU?

The new add-on SKU is available for Commercial (including WW Commercial Public Sectors), Education, Nonprofit, and US GCC (availability for GCC-High and DOD remains TBD).

## Are there any prerequisites to purchasing the Extended Dial-Out Minutes to USA/CAN add-on SKU?

Yes, users must have either Microsoft 365/Office 365 E5 or any standalone that includes Audio Conferencing, Business Voice, or Audio Conferencing with dial-out to USA/CAN.

## **What is the minute limit for the new Extended Dial-out Minutes to USA/CAN add-on SKU?**

The extended dial-out excess use limit to the US and Canada will be 50,000 minutes per licensed user per month.

## **What if a customer exceeds the dial-out minute limitation?**

Users will be charged the per minute dial-out conferencing rate depending on country destination via their Communications Credits account.

## **Will this add-on SKU apply to customers with licenses assigned within the US and Canada?**

Yes, the add-on SKU was created largely for organizations within the US and Canada in order to provide a more flexible and competitive offer at a fixed rate.

## **Why is the Extended Dial-out Minutes to USA/CAN add-on only intended for dialing out to the US and Canada? Will the offer be extended to include other geos at a later date?**

Our Audio Conferencing customers have provided feedback that the current allocated 60 minutes per user per month is not enough to support their business needs when dialing out to the US and Canada. This new add-on SKU was created to remain competitive in the US and Canada marketplace. There is currently no intention of extending to other dial out geos at this time.

## **What are the sell-to markets in which you can purchase the Extended Dial-out Minutes to USA/CAN add-on SKU?**

The add-on SKU is available to any geo where Audio Conferencing can be purchased.

## **Are the minutes pooled? If so, how?**

No. Minutes are based per licensed user per month.

## **Will the new Extended Dial-out Minutes to USA/CAN add-on SKU replace the 60 minutes included with Audio Conferencing?**

No. The existing Audio Conferencing 60 minutes per user per month will continue to apply to all Zone A dial-out conferencing countries.

## **How are minutes consumed if a user has both Audio Conferencing and the Extended Dial-out Minutes to USA/CAN SKU?**

The Extended Dial-out Minutes to USA/CAN will take precedence and will be consumed first before utilizing the 60 minutes of pooled dial-out Audio Conferencing minutes.

## **Can both meeting organizers and meeting attendees dial-out to local US and Canadian phone numbers utilizing the licensed meeting organizer's allocated extended dial-out minutes?**

Yes, both meeting organizers and attendees will have the ability to dial-out to local US and Canadian numbers from any meeting using the Extended Dial-Out Minutes to USA/CAN. If excess use limits of 50,000 monthly minutes are exceeded, then the licensed customer will be charged the standard per minute dial-out conferencing rate depending on country destination via their Communications Credits account.

## **What if a user with Extended Dial-out Minutes to USA/CAN is located in the US and travels to another country outside of an Audio Conferencing sell-to market? Will their dial-out service work?**

Yes. If a user based in the US (meaning their Office 365 license is assigned in the US) travelled to Zimbabwe (a market currently not in a sell-to location for Audio Conferencing), all dial-out minutes made to the US (or Canada) would continue to apply to their Extended Dial-out Minutes to USA/CAN add-on regardless of where the call takes place.

## **Can you host a meeting from France and utilize the Extended Dial-out Minutes to USA/CAN for meeting attendees in the US and Canada?**

Yes, the meeting organizer can be located in any geo where Audio Conferencing is available. The new Add-on will allow both organizers and participants the ability to dial-out to local US and/or Canadian phone numbers bringing additional attendees into the meeting when necessary.

### **Audio Conferencing for India-based Users**

#### **What is Audio Conferencing for India-based Users?**

Audio Conferencing for India-based Users is a user subscription license (USL) specifically for licensing users located in India.

#### **When is the Audio Conferencing for India-based Users USL required?**

The USL is required for multinational customers purchasing Audio Conferencing under a new or renewal enrollment with an effective date of February 1, 2020 or after, to license any of their users physically based in India.

### **Operator Connect Conferencing**

#### **What is Operator Connect Conferencing?**

Operator Connect Conferencing is a service that allows customers to add operator dial-in numbers to a Microsoft Audio Conferencing bridge while using the same administrator interface as Operator Connect.

Operator Connect Conferencing is an operator-managed service that provides the following benefits:

- Bring your own operator for conferencing, for operators participating in the program: Customers can maintain their preferred operator contracts as they migrate existing PSTN infrastructure to the cloud.
- Variety of operators available at your fingertips: Diversify PSTN infrastructure to include additional qualified operators.
- Expanded geographic dial-in coverage: Additional dial-in locations available to support customer multi-national needs.
- Enhanced support and reliability: The tight partnership with operators provides enhanced technical support and service level agreements to address reliability.

#### **What channels is the Operator Connect Conferencing standalone SKU offered through?**

Enterprise Agreement (EA)/Enterprise Subscription (EAS), Enrollment for Education Solutions (EES), or CSP.

#### **What segments is the Operator Connect Conferencing standalone SKU offered in?**

Commercial (including WW Commercial Public Sector), Education, Non-profit, and GCC.

(Not available in GCC-High and DoD).

## **Are there any prerequisites to license Operator Connect Conferencing?**

Any Microsoft 365 or Office 365 suite that includes Teams.

## **Which Operator Connect Conferencing users need to be licensed?**

Only meeting organizers are required to be licensed with Operator Connect Conferencing.

## **Why might a customer want to use Operator Connect Conferencing instead of or in conjunction with Microsoft's Audio Conferencing service?**

Operator Connect Conferencing might be the right solution for an organization if:

- Your preferred operator is a participant in the Microsoft Operator Connect Conferencing program.
- You require expanded geographical dial-in coverage to support multi-national needs.
- You want to find a new operator to enable audio conferencing in Teams.

## **Can Operator Connect Conferencing be used for both dial-out and dial-in purposes?**

Yes.

## **What is the difference between Operator Connect and Operator Connect Conferencing?**

Operator Connect is an operator-managed service for bringing PSTN calling to Teams, whereas Operator Connect Conferencing is an operator-managed service that allows customers to add operator dial-in numbers to a Microsoft Audio Conferencing bridge. Operator Connect and Operator Connect Conferencing are two separate services, however they will use the same administrator interface. Please note that the initial wave of partners participating in each program might differ. Qualified partners can be found through the [Microsoft 365 Operator Directory](#).

## **What will be included in the existing Audio Conferencing subscription once Operator Connect Conferencing has launched?**

Audio Conferencing will continue to include unlimited toll dial-in minutes, 60 dial-out minutes/user/month pooled at the tenant level to [Zone A countries](#), with the addition of Operator Connect Conferencing.

## **Are there any changes to Communications Credits?**

No changes, Communications Credits must be used for the following:

- Customers with Audio Conferencing must use Communication Credits to pay for dial-out minutes that go beyond the 60 dial-out minutes/user/month pooled at the tenant level to 44 Zone A countries, dial-out minutes to countries not in the 44 Zone A country list or to pay for toll free minutes.
- Customers with the new Audio Conferencing with dial-out to USA/CAN SKU must use communication credits to pay for dial-out minutes beyond the 60 dial-out minutes/user/month pooled at the tenant level to the United States and Canada, dial-out minutes to countries that are not the United States or Canada, or to pay for toll free minutes.

## **Where can I learn more about Operator Connect Conferencing?**

Please refer to the [Introducing Operator Connect Tech Community blog](#).

## Calling Plan

### Where is the Microsoft Teams Calling service available?

Calling Plan services by geography may be found [here](#).

### What is included with Calling Plans? What is additional paid based on consumption?

For Calling Plans, inbound Domestic calls, outbound Domestic calls, and International calls are included with the service in accordance with our excessive use limit policy. If the customer exceeds the excessive use limits, the excess minutes will be billed on a per-minute basis.

### What is considered Domestic Calling?

Domestic calling in the context of a meeting is based on the Microsoft 365 assigned country location of the meeting organizer. An organizer whose assigned location is in France will have Domestic calling for French numbers, and International calling for all other numbers.

### What if a Calling Plan user makes a Domestic or International call to another user in the same tenant?

Calls placed to other users whose license resides in the same Microsoft 365 tenant, domestic or international, will not count towards the excessive use limits for their Calling Plan service. When calls are placed within the same tenant, reverse number lookup functionality will validate that the call originated in the same tenant and it will be placed as a peer to peer call on the Voice Over IP network, if available.

### What if a customer exceeds their Calling Plan minute allocation?

If a customer exceeds either their domestic or International Calling Plan minute allocation, then the customer will be charged per minute for their usage. Thus, if a US-based tenant exhausts their pool of 3,000 domestic calling minutes of their Calling Plan, they will be charged by the minute for any domestic or international dial-out calls made in excess of the 3,000 domestic minutes, regardless of how many minutes were left in their International plan.

There are two consumption models depending on the customer's purchasing channel. Both consumption models will utilize Microsoft's per minute country rates that can be found [here](#) (scroll to 'See rates for where you want to call' section):

1. **[Communications Credits](#)**: Available to commercial customers purchasing through Enterprise Agreement (EA)/Enterprise Agreement Subscription (EAS), legacy CSP, and legacy Buy Online channels; and to education customers purchasing via Enrollment for Education Solutions (EES), SCP, or Buy Online.

Customers must enable their Communications Credits account and will be charged per minute for their usage using a pre-paid balance (with the ability to enable auto-recharge amounts). If the customer has not enabled their Communications Credits account and they reach either their Domestic or International calling limits, their service will be suspended for the remainder of the month.

2. **[Pay-as-you-go consumption](#)**: Available to commercial customers purchasing through CSP or Buy Online channels via NCE. Customers will be billed in arrears based on their monthly usage.

### Where can I learn more about the new commerce experience overages for telco pay-as-you-go consumption?

Please refer to the [Introduction: New commerce overage for telco pay-as-you-go](#) article.

## What if an individual user's Calling Plan usage exceeds the allocation limit in a monthly period, is customer be charged?

Not necessarily – overage charges are only applied if the customer's overall usage in a monthly period exceeds the tenant-pooled limits. If an individual user goes beyond their user limit of 3,000 Domestic minutes, for example, but the overall tenant-pooled limit threshold wasn't breached, then no, the customer will not be charged for any overages.

## Are unused Calling Plan minutes rolled over to the next month's billing cycle?

No, domestic and international minute allocations are based on a monthly cycle. Any minutes that were unused during the month do not rollover to the next month.

## Are all Calling Plan minutes pooled together at the tenant level?

No, minutes included in a Calling Plan are pooled by plan and geographical type. For example, if a customer licenses 10 users with a full Domestic Calling Plan, they would have 30,000 pooled minutes for domestic calling use between those 10 users.

If that same customer licensed 5 users with an International Calling Plan in the US, they would have 3,000 pooled minutes for international calling use and 15,000 minutes of domestic calling use between those 5 users.

Calling Plan	Users Licensed	Minutes Allowed	What happens when pooled minutes expire?
Domestic Calling	10	30,000 Domestic	All additional Domestic calls made will be charged based on consumption using Communications Credits. No other plan type limits are affected.
Domestic and International Calling	5	3,000 International 15,000 Domestic	If either Domestic or International minute limits expire, all additional Domestic and International minutes used will be charged based on consumption using Communications Credits. No other plan type limits are affected.

## What are the excessive use limits for Microsoft Teams Calling Plans?

The total minutes of use for the excessive use threshold is calculated at the tenant level based on the number of users licensed for the tenant.

For Microsoft Teams Calling Plans, excessive use is defined as follows:

- For Domestic Calling Plans in the United States, Puerto Rico and Canada, each licensed user is allocated 3,000 Domestic dial-out minutes that are pooled at the tenant-level. For all other markets each user is allocated 1,200 Domestic dial-out minutes that are pooled at the tenant-level.
- For International Calling Plans, each licensed user is allocated the aforementioned Domestic dial-out minutes and 600 International dial-out outbound minutes that are pooled at the tenant-level.

## What if a Calling Plan user is in the US but travels to another country?

If a US based user (meaning their license is assigned in the US) travelled to London, any calls they make back to the US would be considered a Domestic call.

## Does Microsoft provide phone numbers for Calling Plan users?

Yes, it is possible to assign users phone numbers directly through the Microsoft Teams admin center. For additional information, refer to the [Getting phone numbers for your users](#) article. If your users already have

phone numbers assigned by another telecommunication provider, it is possible to transfer those existing phone numbers from your service provider or phone carrier.

Customers can acquire 10% additional new telephone phone numbers for which they have licenses. For example, if a customer purchases 100 licenses, they can acquire up to 110 new telephone numbers.

Please note: the aforementioned applies only to acquiring NEW telephone numbers through Microsoft 365 and Microsoft Teams; there is no limit on porting/transferring in telephone numbers to our service; if the customer owns the telephone number, they can port in any quantity of telephone numbers regardless of the number of licenses they possess.

### **Is there any guidance available to customers and partners on how to port over existing phone numbers to the Microsoft Teams Calling Plan service?**

Yes, there is a self-service form on the Microsoft Admin portal. Customers who have more than 150 users are able to engage with a FastTrack engineer to assist with the process.

For additional information, refer to the [Transfer phone numbers to Microsoft Teams](#) article.

Yes, users can make and receive phone calls using Microsoft Teams IP phones, PCs and mobile devices. For additional information, refer to the [Supported phones for Microsoft Teams Online](#) article.

### **Can a customer purchase Calling Plan licenses for users in a country where it is available under an agreement in a country where it is not available?**

No. Customers can purchase Calling Plan licenses via agreements where the billing address is in a country where Calling Plans are available.

## **Teams Phone with Calling Plan**

### **What is Teams Phone with Calling Plan?**

Microsoft Teams Phone with Calling Plan (previously Teams Calling Essentials) is a standalone bundle of Teams Phone and full Domestic Calling Plan.

### **In which countries is Teams Phone with Calling Plan available for purchase?**

Availability to **purchase** Teams Phone with Calling Plan pay-as-you-go SKUs/offers is based on the **purchasing entity's location ("Sell-to" location)**:

- Zone 1- US/PR: All Calling Plan [Sell-to countries](#)
- Zone 1- UK/CA: All Calling Plan [Sell-to countries](#) (*except US/PR*<sup>1</sup>)
- Zone 2: All Calling Plan [Sell-to countries](#) (*except US/PR*<sup>1</sup>)

<sup>1</sup>Not available due to tax and regulatory reasons.

### **How many minutes are included with Teams Phone with Calling Plan?**

The full Domestic Calling Plan includes:

- 3,000 min/user/month – US/PR/CA/UK
- 1,200 min/user/month - All Other Zone 2 Markets

### **Will all Teams Phone with Calling Plan minutes be pooled at the tenant level?**

No. Minutes included in a Teams Phone with Calling Plan are pooled by plan and geographical type. For Domestic Calling Plans in the United States, Puerto Rico, Canada, and UK, each licensed user is allocated



3,000 Domestic dial-out minutes that are pooled at the tenant-level. For all other zone 2 markets each user is allocated 1,200 Domestic dial-out minutes that are pooled at the tenant-level.

### **Can unused Calling Plan minutes be rolled over to the next month's billing cycle?**

No, domestic minutes are based on a monthly cycle. Any minutes that were unused during the month do not roll over to the next month.

### **What happens if a customer exceeds their Domestic Calling Plan minutes?**

If a customer exceeds their domestic Calling Plan minute allocation, then the customer will be charged per minute for their usage. Thus, if a US-based tenant exhausts their pool of 3,000 domestic calling minutes of their Calling Plan, they will be charged by the minute for any dial-out calls made in excess of the 3,000 domestic minutes.

There are two consumption models depending on the customer's purchasing channel. Both consumption models will utilize Microsoft's per minute country rates that can be found [here](#) (scroll to 'See rates for where you want to call' section):

1. **Communications Credits:** Available to commercial customers purchasing through Enterprise Agreement (EA)/Enterprise Agreement Subscription (EAS), legacy CSP, and legacy Buy Online channels; and to education customers purchasing via Enrollment for Education Solutions (EES), SCP, or Buy Online.

Customers must enable their Communications Credits account and will be charged per minute for their usage using a pre-paid balance (with the ability to enable auto-recharge amounts). If the customer has not enabled their Communications Credits account and they reach either their Domestic or International calling limits, their service will be suspended for the remainder of the month.

2. **Pay-as-you-go consumption:** Available to commercial customers purchasing through CSP or Buy Online channels. Customers will be billed in arrears based on their monthly usage.

### **What if a US user with Teams Phone with Calling travels to another country outside of their Domestic Calling plan market? Will their Domestic Calling Plan service work?**

Yes. If a US based user (meaning their Microsoft/Office 365 license is assigned in the US) travelled to Australia, any calls they make back to the US would be considered a Domestic call regardless from where the call took place.

## **Microsoft Teams Calling Plan pay-as-you-go**

### **What is Microsoft Teams Calling Plan pay-as-you-go and when did it become available?**

The Microsoft Teams Calling Plan pay-as-you-go SKUs provide the ability for customers to pay for outbound domestic and international PSTN calling on a per-minute basis. Each user subscription includes one phone number with unlimited dial-in minutes and with dial-out minutes subject to usage rates on a per-minute basis. New commerce experience (NCE) customers will be billed for all dial-out minutes in arrears through the new pay-as-you-go consumption model, while legacy commerce customers will need to enable a Communications Credits account for dial-out usage.

### **Where are the Teams Calling Plan pay-as-you-go service offers available for purchase?**

The offers may be purchased by customers located in any country where [Audio Conferencing and Calling Plans are available for purchase](#) (sell-to countries), excluding the US/PR. US and Puerto Rican customers have license geo restrictions due to tax inclusivity and regulatory reasons, therefore US/PR customers may only purchase Teams Calling Plan PAYG Zone 1 US for end users in the US/PR (beginning July 1, 2023).

## **What are the prerequisites for Teams Calling Plan pay-as-you-go?**

Teams Phone (standalone or via Microsoft 365/Office 365 E5).

## **Through what channels can Teams Calling Plan pay-as-you-go be purchased?**

Commercial: Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), CSP, and Buy Online channels.

Education: Enrollment for Education Solutions (EES), Buy Online.

Non-profit: Buy Online.

## **What customer segments can purchase Teams Calling Plan pay-as-you-go?**

Commercial (including WW Commercial Public Sector), Non-profit, Education, and GCC.

## **Why are we introducing a new Zone pricing model for Teams Calling Plan pay-as-you-go?**

The economics for providing Teams Calling Plan services vary across countries. Competitive market conditions support pricing differences depending on the calling zone and specific market environments.

## **Can customers based outside of a Calling Plan market purchase Teams Calling Plan pay-as-you-go services?**

Yes, customers may purchase Teams Calling Plan pay-as-you-go in any geo where Audio Conferencing is available (regardless of if the purchasing entity is within the Calling service market). Please note that Calling Plans may only be assigned to users that reside in a Calling service market. Existing business rules will remain in place for all other geos.

## **Can a UK-based customer purchase Teams Calling Plan pay-as-you-go Zone 1 and assign licenses to users located in the US?**

Yes. A multinational customer in the UK can purchase Teams Calling Plan pay-as-you-go Zone 1 and assign users who reside in the US. This scenario is appropriate for any multinational customer within a valid sell-to country who wishes to assign the service to a user(s) physically based in the US.

## **Can customers purchase multiple Teams Calling Plan pay-as-you-go offers in varying calling Zones?**

Yes. Multinational customers in valid purchasing markets have the ability to purchase any number of Teams Calling Plan pay-as-you-go licenses across different zones to service their unique dial-out pay-as-you-go needs.

## **What if a Teams Calling Plan pay-as-you-go customer located in Canada travels to another country? Will their service still work?**

Yes. Any Calling Plan user may travel outside of their assigned Calling Plan service country and continue to utilize their service (regardless of where the call takes place).

## **How do customers pay for their minute consumption for Teams Calling Plan pay-as-you-go?**

There are two consumption models depending on the customer's purchasing channel. Both consumption models will utilize Microsoft's per minute country rates that can be found [here](#) (scroll to 'See rates for where you want to call' section):

1. **Communications Credits:** Available to customers purchasing through Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), and "legacy" Buy Online customers.

Customers must enable their Communications Credits account and will be charged per minute for their usage using a pre-paid balance (with the ability to enable auto-recharge amounts).

2. **[Pay-as-you-go consumption](#)**: Available to commercial customers purchasing through CSP or Buy Online channels. Customers will be billed in arrears based on their monthly usage.

### **Is the Pay-as-you-go consumption model replacing Communications Credits consumption model?**

Only for Commercial CSP and Buy Online customers at this time. All other customers using legacy purchasing channels will continue to utilize Communications Credits to pay for consumption minutes.

### **Can customers track their Teams Calling Plan pay-as-you-go minute usage?**

Yes. Please see the [Microsoft Teams PSTN usage report](#) for detailed guidance on viewing usage through the Microsoft Teams Admin Center.

### **Will minute rates be the same through the new voice service Pay-as-you-go consumption model?**

Yes. Additional PAYG minute usage will continue to be charged based on Microsoft's rates per market published [here](#) (scroll to 'See rates for where you want to call' section).

## **Teams Phone (previously Phone System)**

### **What are the options for licensing user with Teams Phone?**

Enterprise:

- Microsoft 365 E5 or Office 365 E5
- Microsoft 365 (no Teams) or Office 365 E5 (no Teams) + Teams Enterprise
- Microsoft 365 E5 EEA (no Teams) or Office 365 E5 EEA (no Teams) + Teams EEA
- Office 365 E1/E3 (no Teams) or Microsoft 365 E3 (no Teams) + Teams Enterprise + Teams Phone Standard
- Office 365 E1/E3 EEA (no Teams) or Microsoft 365 E3 EEA (no Teams) + Teams EEA + Teams Phone Standard
- Teams Enterprise or Teams EEA + Teams Phone Standard

Frontline:

- Microsoft 365 F1/F3 or Office 365 F3 + Teams Phone Standard for Frontline

Business:

- Microsoft 365 Business Basic/Business Standard/Business Premium + Teams Phone Standard
- Teams Essentials + Teams Phone Standard

### **What are the licensing requirements for users who want to setup a call sharing or group call pickup using Teams?**

All users who intend to use call sharing or group call pickup features in Microsoft Teams will be required to have the Teams Phone (Phone System) license. For more details, please see the [Call sharing and group call pickup in Microsoft Teams](#) article.

## Teams Premium

### What is Microsoft Teams Premium?

Teams Premium is for organizations that want to get the most out of their virtual meetings by making them more personalized, intelligent, and secure.

### Are there any pre-requisites for purchasing Teams Premium?

Microsoft 365 F1/F3/E3/G3/A3/E5/G5/A5/Business Basic/Business Standard/Business Premium, Office 365 F3/E1/A1/E3/G3/A3/E5/G5/A5, Teams Essentials (Entra ID) Teams Essentials (Entra ID), Teams Essentials, Teams EEA.

### Through which channels is Teams Premium available?

Enterprise Agreement (EA)/Enterprise Subscription (EAS), Enrollment for Education Solutions (EES), CSP, Buy Online.

### To which customer segments is Teams Premium available for purchase?

Teams Premium is available to Commercial (including WW Commercial Public Sector), Non-profit, Education, and GCC customers.

### Where can I learn more about Teams Premium?

Please refer to the [Microsoft Teams Premium licensing](#) Learn article.

## Microsoft Teams Rooms

### What is Microsoft Teams Rooms and what changed on September 1, 2022?

We replaced the existing Microsoft Teams Rooms Standard and Microsoft Teams Rooms Premium per-device offers with the following:

1. **Microsoft Teams Room Basic** provides core meeting experiences at no additional cost. This includes scheduling, joining, content sharing, collaborative whiteboarding, as well as essential security and management capabilities out-of-the-box. Each no-cost license enables one device per room. Customers can have up to 25 active Basic licenses at a time.
2. **Microsoft Teams Room Pro** delivers everything in Basic, plus enhanced in-room meeting experiences and advanced management and security to help customers operate devices at scale.

### How do customers enable the Teams Rooms Basic functionality for their devices?

At GA, customers will need to acquire a \$0 Teams Rooms Basic license and assign it to the device via their Microsoft Admin portal.

At a future undetermined time, licenses will be automatically assigned when the device logs-in.

### Does the one-time Teams Rooms Basic device license have an expiry date?

The license will expire after 6 years.

## What services are included in the Teams Rooms offers?

	Basic	Pro
Teams	•	•
Audio Conferencing	•	•
Whiteboard	•	•
Teams Phone		•
Intune		•
Entra ID P1		•

## Through what channels are Teams Rooms licenses available?

**Teams Rooms Basic (\$0):** Buy Online (Add and assign via Microsoft Admin portal)

**Teams Rooms Pro:** Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), CSP, and Buy Online channels.

## What is the segment availability for purchasing the Teams Rooms offers?

The offers will be available for Commercial, WW Commercial Public Sector (non-US), Education (faculty only), GCC, GCC-High, and Non-profit customers.

## Are there any pre-requisites for purchasing Teams Rooms offers?

No.

## Are there any restrictions on what rooms/devices can be assigned the Teams Rooms licenses?

Teams Rooms licenses are applicable to certified Teams Rooms Systems that include a compute device. See certified devices [here](#).

## Why is there a limit of 25 licenses maximum for Teams Rooms Basic?

The limit is to avoid poor customer experience. Customers with more than approximately 20 devices need the management and other capabilities of Teams Rooms Pro.

## Does this mean that Teams Rooms Standard customers will need to move Teams Rooms Pro at renewal to keep all their current capabilities?

Yes, because Teams Rooms Basic includes a subset of Teams Rooms Standard capabilities, they will need to move to Teams Rooms Pro at renewal to continue to receive all their current capabilities (and much more).

## Can Microsoft 365/Office 365 suite user licenses be used for licensing Teams Rooms devices?

No, Teams Rooms devices require Teams Room device licenses. User subscription licenses cannot be assigned to devices.

## Where can customers learn more about planning, deploying, and managing Microsoft Teams Rooms?

Please refer to the following resources:

- [Teams Room marketing website](#)
- [Plan Microsoft Teams Rooms](#)

## Teams Shared Device license (previously Common Area Phones)

### What is a Teams Shared Device license?

The Microsoft Teams Shared Devices add-on license allows offices to designate devices as shared devices, including common area phones, Teams displays for hot-desks, and Teams panels for meeting spaces.

### Is the Teams Shared Device license appropriate for licensing functionality other than making and receiving voice calls?

No. The Microsoft [Product Terms Teams page](#) defines a Common Area Communications Device as follows:

“A Common Area Communication Device (“CACD”) is a device shared by multiple users who do not log into the device with their Office 365 credentials and which supports calls, meetings and/or conferencing over voice, Voice over IP, and/or video. Microsoft’s Common Area Phone and Teams Rooms offerings are Device SLs that may only be assigned to a CACD. Each CACD Licensed Device may be accessed and used by any number of users.”

This specifically means that if the device (e.g., Polycom Trio or Surface Hub) is doing anything other than making and receiving voice calls, they will be violating the license terms.

Please note that Teams Phone requires E1/E3 to add (or included in E5), hence its inclusion in the Teams Shared Device license that is assigned to devices whose purpose is to make and receive voice calls only.

### Is the Teams Shared Device license all that a customer needs to use a common area phone?

No. The Teams Shared Device license provides the features that are required to enable a device to have a phone assigned to it and to make and receive telephone calls (call answer and forwarding, call park and retrieve, group call pickup and forwarding rules, call queue, auto attendant, and cloud voicemail (EXO P2), however, it does not include any Calling service. Customers must either connect their existing telephony provider to our service or purchase a Calling Plan for the device licenses with the Common Area Phone.

### Where can I learn more about Teams Shared Device license?

Please refer to the following Microsoft Learn articles:

- [Microsoft Teams Shared Devices licensing](#),
- [Set up common area phones for Microsoft Teams](#)
- [Microsoft Teams panels](#)
- [Microsoft Teams displays](#)

## Microsoft eCDN

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### What is Microsoft eCDN?

Microsoft eCDN (Enterprise Content Delivery Network) launched on September 1, 2022 and is a standalone that optimizes network performance for live video streaming and distribution within an enterprise. As organizations deliver large scale events such as all-hands meetings and town halls or live stream video for org-wide trainings, eCDN reduces the load on the corporate network.

## What is the price of Microsoft eCDN?

\$0.50/user/month USD ERP

## Through which channels is Microsoft eCDN available?

Enterprise Agreement (EA)/Enterprise Subscription (EAS), CSP, and Buy Online.

## To which customer segments is Microsoft eCDN available for purchase?

The SKUs will be available to Commercial, WW Commercial Public Sector (non-US), and Non-profit customers.

## Is Microsoft eCDN included in any Microsoft 365/Office 365 suites?

No. Microsoft eCDN is available as a standalone or as a part of Microsoft Teams Premium.

## Are there any pre-requisites for purchasing Microsoft eCDN?

No.

## How is Peer5 connected to Microsoft eCDN?

Microsoft acquired eCDN provider Peer5. As a result, Peer5 eCDN was integrated as Microsoft's first party eCDN.

## Which users need to be licensed for Microsoft eCDN?

All users in a tenant should be licensed for optimal experience.

## Is Microsoft eCDN compatible with other streaming services?

Microsoft eCDN is compatible with many other streaming services including Kaltura, MediaPlatform, Brightcove, Intrado, and more.

## Frontline Workers

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### What are the available plans for Frontline Workers?

Refer to <https://www.microsoft.com/en-us/microsoft-365/enterprise/frontline-plans-and-pricing>

### Through which channels are Frontline Worker plans available?

They are available via EA/EAS, MPSA, CSP, and Buy Online.

### To which customer segments are Frontline Worker SKUs available?

Microsoft 365 F1	Commercial, WW Commercial Public sector customers, GCC, GCC-High, DoD, Non-profit
Microsoft 365 F3	Commercial, WW Commercial Public sector customers, GCC, GCC-High, DoD, Non-profit
Office 365 F3 <sup>1</sup>	Commercial, WW Commercial Public sector customers, GCC, GCC-High, DoD, Non-profit

<sup>1</sup>Office 365 F3 end of sale for all new VL EA/EAS and Buy Online customers as of August 1, 2023.

### **Does the Exchange service plan in Microsoft 365 F1 provide email?**

No, the Exchange Kiosk service plan is included to enable calendar/meeting scheduling only. It does not include rights to a mailbox.

### **What if my customer wants to add Exchange Plan 1 or Plan 2 standalone for a Microsoft 365 F1 user?**

They can purchase and assign the standalone Plan 1 or Plan 2 license. When assigning, they should first deselect the Exchange K plan from the F1 license.

### **Does Microsoft 365 F1 include create/edit/save rights for Microsoft 365 for the web and mobile?**

No. Microsoft 365 F3 provides create/edit/save rights for Microsoft 365 for the web and mobile..

### **What customer needs does Microsoft 365 F1 address?**

The entry-level Microsoft 365 F1 SKU is designed to meet the baseline needs of Frontline workers (secure communication / collaboration, access to content, shift management, task management) and provide customers with a robust set of security, compliance, and identity value, for consistency across all worker types.

### **Are any CAL equivalency rights available for the new Microsoft 365 F1?**

Yes, the CAL equivalency rights for the new Microsoft 365 will be equal to the current Microsoft 365 F3 offer. Refer CAL and ML Equivalency Licenses on the [Microsoft Product Terms site](#) for details.

### **How can customers increase the OneDrive storage size for Frontline Workers?**

Add SharePoint P1/P2 or OneDrive P1/P2.

### **Can the Windows Enterprise E3 edition included in Microsoft 365 F3 be deployed and managed by SCCM (with images)?**

Yes, SCCM (now Microsoft Endpoint CM) is included in the EMS E3 component of Microsoft 365 F3.

### **Can Microsoft 365 F1 customers use Power Apps in a Team?**

No. Microsoft 365 F1 does not include Power Apps rights. Please refer to the [Power Apps Licensing Guide](#) for more information.

### **Does Microsoft 365 F1 support eDiscovery (standard) search on chat messages?**

No. Searching user data as a part of an eDiscovery (Standard) case requires E3 at a minimum. Chat history is not searchable due to the lack of Exchange mailbox (where the chat history is stored). Microsoft 365 F1 user data can be searched using Content Search in the Microsoft Purview Compliance portal.

### **What add-ons are available for Microsoft 365 F1/F3?**

- Microsoft 365 F5 Security
- Microsoft 365 F5 Compliance
- Microsoft 365 F5 Security + Compliance
- Microsoft 365 E5 Info Protection and Governance
- Microsoft 365 E5 Insider Risk Management
- Microsoft 365 E5 eDiscovery and Audit



- Microsoft Defender for Office 365 Plan 1
- Microsoft Defender for Office 365 Plan 2
- Microsoft Defender for Cloud Apps
- Teams Phone
- Audio Conferencing
- Power BI Pro
- Microsoft Extra File Storage
- eDiscovery Storage

### **What are the pre-requisites for these add-on offers?**

Users must meet two requirements:

1. Licensed users are eligible if they qualify the FLW definition outlined in the Microsoft Product Terms.
2. Users must either be licensed with:
  - Microsoft 365 F1 or Microsoft 365 F3 OR
  - Office 365 F3 and Enterprise Mobility & Security E3 (K).

### **How will Microsoft Defender for Endpoint, which is included in F5 Security, work when the customer has purchased Microsoft 365 F1 for their users, which does not include Windows E3?**

Microsoft Defender for Endpoint (formerly known as MDATP) is now available standalone and works on other endpoints as well besides Windows E3. Therefore, there is no longer a Windows E3 pre-requisite.

## **Microsoft 365 Security and Compliance**

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### **Microsoft 365 E5/A5 Compliance**

#### **What is included in the Microsoft 365 E5/A5 Compliance SKU?**

Microsoft 365 E5/A5 Compliance includes the following as an add-on to Microsoft 365 E3/A3:

- eDiscovery (Premium) (previously Advanced eDiscovery)
- Audit (Premium) (previously Advanced Audit)
- Insider Risk Management
- Communication Compliance
- Information Barriers
- Customer Lockbox
- Privileged Access Management
- Microsoft Defender for Cloud Apps (formerly MCAS)
- Communication DLP (Teams chat and channel conversations)

- Data Lifecycle Management (previously Information Governance)
- Customer Key
- Advanced Message Encryption
- Endpoint DLP
- Information Protection and Governance:
  - Records Management
  - Rules-based automatic classification
  - Machine Learning-based automatic classification

### **Can the SKUs be sold for only a portion of the users on a tenant?**

Yes.

### **Since I can buy the new SKUs for a subset of users, does the guidance for tenant-level service apply?**

Yes. The [Microsoft 365 guidance for security & compliance - Service Descriptions | Microsoft Learn](#) has been updated to reflect the new services and licensing options.

### **Are there any pre-requisites to purchasing Microsoft 365 E5/A5 Compliance SKUs?**

Yes. These pre-requisite licenses and are documented in the [Product Terms](#).

## **Microsoft Viva**

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### **Microsoft Viva Suite Licensing Overview**

#### **What is Microsoft Viva?**

Microsoft Viva is an integrated employee experience platform that empowers people and teams to be their best. Microsoft Viva brings together all the tools employees need to be successful in today's world of work into one unified solution built for connection, insight, purpose, and growth. The Microsoft Viva Suite includes premium features in Viva Topics, Viva Learning, Viva Insights, Viva Goals, and Viva Engage, Viva Glint, Viva Pulse, and Viva Amplify (coming soon).

#### **Through which channels is the Microsoft Viva available?**

Microsoft Viva is available through Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), CSP, and Buy Online.

#### **To which customer segments is the Viva Suite available for purchase?**

Microsoft Viva is available to Commercial, WW Commercial Public Sector (non-US), Education (Faculty only), and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) is yet to be determined.

#### **Are there any pre-requisites for purchasing Microsoft Viva?**

Microsoft Viva requires that users have any Microsoft 365/Office 365 suite, or any Exchange plan (K/P1/P2) + any SharePoint plan (K/P1/P2).

## Which users need to be licensed for Microsoft Viva Suites?

Every user to which you want to make the Microsoft Viva capabilities available needs to be licensed. Customers may license only a subset of their users, however the products are designed and priced with tenant-wide coverage in mind. As of July 2023, all users to which you want to make the Viva capabilities available needs to be licensed (**with a minimum license requirement of 100 seats**).

## Is there a seat minimum for the Microsoft Viva Suites?

There is not a seat minimum for purchasing Viva Suite, however the Viva Glint service has a [minimum seat requirement of 100](#) (for best functionality and to ensure privacy/anonymity of its users). Any combination of Viva Suite and Glint standalone licenses will count towards the 100 seat minimum.

## Is there a Microsoft Viva feature comparison available?

Yes, you will find feature comparisons, including a downloadable comparison table, can be found at <https://www.microsoft.com/microsoft-viva/pricing>.

## Can customers with one of the of the individual Viva module licenses step-up to Microsoft Viva Suite or Viva Workplace Analytics & Employee Feedback mid-term?

### Yes. Where can I learn more about the new Viva Suites value and capabilities?

Please refer to the Microsoft Viva [website](#) Microsoft Viva [Learn](#) page...

## Viva Goals

### What is Microsoft Viva Goals and when did it launch?

Viva Goals aligns teams to your organization's strategic priorities and unites them around the mission and purpose. It helps provide clarity on employees' work and how that work makes an impact on the business's most important priorities. With that alignment in place, teams then can focus on doing the work, making sound decisions, and driving the desired results for the business.

Viva Goals is the latest module of the Microsoft Viva employee experience platform and is designed to leverage the power of the OKR (Objectives and Key Results) framework.

Viva Goals launched on August 1, 2022.

### What is included in the new Viva Goals SKU?

Microsoft Viva Goals will include:

- Viva Goals integration into Microsoft Teams
- Creation and management of Objectives and Key Results (OKRs)
- OKR workflows
- Project and task integration
- Data integrations (e.g., Tableau, Jira, Zendesk, full list [here](#))
- Customizable OKR dashboards

### Are there any pre-requisites for purchasing the Viva Goals SKU?

- Viva Goals web app: N/A
- Viva Goals in Teams: Teams

### Through which channels is Viva Goals available?

**Commercial:** Enterprise Agreement (EA)/Enterprise Subscription (EAS), CSP, or Buy Online.

**Education:** Enrollment for Education Solutions (EES), Education CSP, Education Buy Online.

## **To which customer segments is Viva Goals available for purchase?**

Viva Goals is available to Commercial, WW Commercial Public Sector (non-US), Education, and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) is yet to be determined.

## **Will Viva Goals be included in the Microsoft Viva Suite and Microsoft Viva Suite with Glint add-on upon GA?**

Yes. Viva Goals will be included in the Viva Suite and Viva Suite with Glint add-on and backfilled to existing suite customers upon launch on August 1, 2022.

## **Is any of the new Viva Goals value included in Microsoft 365/Office 365 plans?**

No. A license for Viva Goals or the Microsoft Viva suite is required to get access to Viva Goals value.

## **Is there a seat minimum for Viva Goals?**

No. All licensed Viva Goals users will get access to the respective components and capabilities.

## **Which users need to be licensed for Viva Goals?**

Every user to which you want to make the Viva Goals capabilities available needs to be licensed. Customers may license only a subset of their users, however the product is designed and priced with tenant-wide coverage in mind.

## **What if a customer only wants part of the Viva Goals service – can they buy individual components separately?**

No.

## **Can Viva Goals customers step-up to Microsoft Viva suite mid-term?**

Yes..

## **Where can I learn more about the value and capabilities of Viva Goals?**

Please refer to the [Introduction to Microsoft Viva Goals](#) Learn page.

## **Viva Learning**

### **What is Microsoft Viva Learning and when will it be available?**

Microsoft Viva Learning brings learning into the flow of work by simplifying the learning experience to promote a culture of growth and development. Discover, share, recommend, and track learning across the organization by connecting Learning Management Systems, 3rd party learning content, and your own custom-built resources into a center of learning in Microsoft Teams. Intelligent tools enable a highly personalized and relevant employee learning experience to close the skills gap and drive growth – both personally and professionally.

Viva Learning launched on November 2, 2021.

### **What is included in Viva Learning?**

Viva Learning includes:

- Search, share, and consume learning content
- 125 LinkedIn Learning courses
- Integration with custom learning content stored on SharePoint

- Recommendations and manage
- Integration with 3rd party content providers
- Integration with Learning Management Systems
- Advanced admin capabilities

### **Are there any pre-requisites for purchasing Viva Learning?**

Viva Learning requires that user have Teams, so they must have an Microsoft 365/Office 365 plan that includes Teams.

### **Through which channels is Viva Learning available?**

Viva Learning is available through the Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), Cloud Solution Provider (CSP), and Buy Online channels.

### **To which customer segments is Viva Learning available for purchase?**

Viva Learning is available to Commercial, WW Commercial Public Sector (non-US), Education (faculty only), and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) is yet to be determined.

### **Why is there no Student availability with Viva Learning?**

Viva Learning is an enterprise offering built to empower teams and employees a place to share, assign, and learn from content libraries across the organization. Educational institutions can utilize Viva Learning to provide additional learning and internal trainings as they pertain to their faculty and staff only.

### **Is any of the Viva Learning value included in Microsoft 365/Microsoft plans?**

Yes. Refer to [Microsoft Viva feature comparison](#) for details.

### **Is there a seat minimum for Viva Learning?**

No. All licensed Viva Learning users will get access to the respective components and capabilities.

### **Which users need to be licensed for Viva Learning?**

Every user to which you want to make the Viva Learning capabilities available needs to be licensed. Customers may license only a subset of their users, however the product is designed and priced with tenant-wide coverage in mind. .

### **What if a customer only wants part of the Viva Learning service – can they buy individual components separately?**

No.

### **Can Viva Learning customers step-up to Microsoft Viva suite mid-term?**

Yes..

### **Where can I learn more about the value and capabilities of Viva Learning?**

Please refer to the [Microsoft Viva Learning](#) Learn page.

# Viva Insights

## What is Microsoft Viva Insights?

Microsoft Viva Insights gives individuals, managers, and leaders personalized and actionable insights that help everyone in an organization thrive. In addition to new productivity and wellbeing experiences and insights in Microsoft Teams, Viva Insights will bring the power of Microsoft Workplace Analytics and Microsoft MyAnalytics together under the Microsoft Viva brand.

Viva Insights is designed to protect privacy. Personal insights are visible only to the individual, and for manager and leader insights, customers can rely on safeguards like de-identification, aggregation, or differential privacy by default. Viva Insights launched on October 1, 2021.

## What is included in the Viva Insights pupm SKU?

Microsoft Viva Insights pupm SKU includes:

- Premium personal insights
- Manager & leader insights
- Analyst workbench (custom analysis) tools and accelerators

## Are there any pre-requisites for purchasing Viva Insights?

Viva Insights requires that the user has an Exchange plan (K/P1/P2) via standalone or a Microsoft 365/Office 365 suite.

## Through which channels is Viva Insights available?

Viva Insights is available through the Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), Cloud Solution Provider (CSP), and Buy Online channels.

## To which customer segments is Viva Insights available for purchase?

The SKUs are available to Commercial, WW Commercial Public Sector (non-US), Education (faculty only), and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) is yet to be determined.

## Why is there no Student availability with Viva Insights?

Viva Insights is an enterprise offering that provides employee insights (time spent in meetings, emails, etc.). Educational institutions can utilize Viva Insights to collect additional insights as they pertain to their faculty and staff only.

## What is the difference between Viva Insights and Education Insights?

Education Insights (for Education customers only) was built specifically for the education sector and provides data around student engagement, learning, and well-being. Viva Insights provides relevant insights specific to employee experiences and is available across the Commercial, Education, and Non-profit sectors.

## Is there a seat minimum for Viva Insights?

No. All licensed Viva Insights users will get access to the respective components and capabilities.

## Which users need to be licensed for Viva Insights?

Every user that wants to make the Viva Insights capabilities available to must be licensed with Viva Insights. Customers may license only a subset of their users.

**What if a customer only wants part of the Viva Insights service – can they buy individual components separately?**

No.

**Will personal insights continue to be included in Microsoft 365/Microsoft plans?**

Personal insights will continue to be added value to all Microsoft 365 E3/A3/E5/A5, Microsoft E1/E3/A3/E5/A5, and Microsoft 365 Business Basic/Standard/Premium plans.

**If there is seeded value included in F plans, can you please clarify and list out what is included?**

**Can Viva Insights customers step-up to Microsoft Viva or Microsoft Viva with Glint add-on mid-term?**

Yes..

**Where can I learn more about the value and capabilities of Viva Insights?**

Please refer to the [Microsoft Viva Insights](#) Learn article.

**Viva Insights analyst workbench capacity**

**What is Viva Glint?**

LinkedIn Glint leverages real-time people data to help global organizations increase employee engagement, develops employees, and improve business results..

**Are there any pre-requisites for purchasing the standalone Glint SKU?**

No.

**To which customer segments is Glint available for purchase?**

Glint is available to Commercial (including WW Commercial Public Sector) and Non-profit customers.

**Does this mean that Microsoft Viva customers no longer have to purchase Glint separately via LinkedIn?**

Correct.

**Is any of the Glint value included in Microsoft 365/Microsoft plans?**

No, customers must purchase the Glint standalone Lead Status SKU or the Microsoft Viva suite to receive the Glint value (minimum of 50 seats required for Glint service).

**Is there a seat minimum for Glint?**

Yes. A minimum of 50 seats is required to service Glint.

**Which users need to be licensed for Glint?**

Every user to which you want to make the Glint capabilities available needs to be licensed (with a minimum license requirement of 50 seats). Customers may license only a subset of their users, however the product is designed and priced with tenant-wide coverage in mind. Any combination of Viva Suite and Glint standalone licenses will count towards the 50 seat minimum.

## Viva Employee Communications and Connections

### **What is the Microsoft Viva Employee Communications and Communities SKU and when will it be available?**

The Microsoft Viva Employee Communications and Communities SKU initially brings together the premium capabilities of Viva Amplify, Viva Engage, and Viva Connections in a single solution to help keep everyone informed, included, and engaged.

What is initially included in the new Microsoft Viva Employee Communications and Communities SKU? Refer to the [Microsoft Viva feature comparison](#).

### **Is any of the new Microsoft Viva Employee Communications and Communities SKU value included in Microsoft 365/Microsoft plans?**

Yes. Refer to the [Microsoft Viva feature comparison](#).

### **Is there a seat-minimum for the Microsoft Viva Employee Communications and Communities SKU?**

No.

### **Which users need to be licensed for the Microsoft Viva Employee Communications and Communities SKU?**

Every user to which you want to make the premium capabilities of Viva Amplify, Viva Engage, and Viva Connections available needs to be licensed. **This includes employees that will be receiving communications from Viva Amplify.** Customers may license only a subset of their users that will be using the premium features or receiving communications, however the product is designed and priced with tenant-wide coverage in mind.

### **Can Microsoft Viva Employee Communications and Communities SKU customers step-up to Viva suite mid-term?**

Yes.

## Viva Workplace Analytics and Employee Feedback

### **What is Microsoft Viva Workplace Analytics and Employee Feedback?**

Viva Workplace Analytics and Employee Feedback helps improve business outcomes with actionable insights and recommendations from Microsoft Viva. By combining employee feedback data from Viva Glint and Viva Pulse with data about organizational work patterns from Viva Insights, Microsoft Viva provides a comprehensive employee analytics and engagement solution to better support the employee journey.

### **How do Viva Glint, Viva Insights, and Viva Pulse work together as a part of the new Viva Workplace Analytics and Employee Feedback SKU?**

Viva Glint, Viva Insights and Viva Pulse all collect meaningful data about employee experiences to improve it over time. As the products mature, they will drive value for employees and organizations by 1) generating deeper insights (combining survey feedback with behavioral signals), 2) leveraging these insights to drive manager actions within their teams, and 3) providing coherent and unified employee-centric reporting and analytics.



## **What is the difference between Viva Workplace Analytics and Employee Feedback and the previously available standalone of Workplace Analytics?**

Viva Workplace Analytics and Employee Feedback is the new mini-bundled SKU containing Viva Insights (previously known as Workplace Analytics), Viva Glint, and Viva Pulse.. Workplace Analytics was rebranded to Viva Insights on October 1, 2021.

## **Are there any pre-requisites for purchasing Viva Workplace Analytics and Employee Feedback?**

Any Exchange Online plan (K, Plan 1, or Plan 2) via standalone or an Microsoft 365/Office 365 suite.

## **To which customer segments is Viva Workplace Analytics and Employee Feedback available for purchase?**

Commercial (WW Commercial Public Sector (non-US)) and Non-profit customers.

## **Is any of the new Viva Workplace Analytics and Employee Feedback value included in Microsoft 365/Microsoft plans?**

No. A license for Viva Workplace Analytics and Employee Feedback is required to get access to the value.

## **Is there a seat minimum for Viva Workplace Analytics and Employee Feedback or Viva Pulse?**

No. However, there is a minimum seat requirement of 50 to use the Glint service.

## **Which users need to be licensed for Viva Workplace Analytics and Employee Feedback?**

Every user you want to make the Viva Workplace Analytics and Employee Feedback capabilities available need to be licensed. Customers may license only a subset of their users, however the product is designed and priced with tenant-wide coverage in mind, as the service is intended to provide employee sentiment and insights for an entire organization.

The Viva Glint service has a minimum seat requirement of 100 users for best functionality and to ensure privacy/anonymity of its users. Any combination of Viva Workplace Analytics and Employee Feedback, Viva Suite, or Viva Glint standalone licenses will count towards the 50 seat minimum.

## **Viva Pulse**

### **What is Microsoft Viva Pulse?**

Microsoft Viva Pulse empowers managers and team leads to seek regular and confidential feedback on their team's experience. Using templates, research-backed questions, and analytics, Viva Pulse enables teams to use their voice so they can help managers pinpoint what's working well and which areas to focus on over time. Viva Pulse also provides suggested learning and actions on relevant topics, making it easy for managers to address their team's needs.

### **How is Viva Pulse different from Viva Glint?**

Viva Glint and Viva Pulse are complementary. Glint is a robust org-wide survey solution driven by leadership in service of company-wide objectives e.g., cultural change or a new strategic direction. Typically, HR works with leaders to administer these surveys on a quarterly, biannual, or annual basis and uses feedback to drive action for organization-wide programs.

Viva Pulse is an app for managers and project leads to send quick pulses to their direct teams whenever they need to better understand their team's experience. The data is confidential to managers and project leads. Managers and project leads can use Viva Pulse in between org-wide surveys on a continual basis to request feedback from their teams for their own insight so they can drive action. They have access to trend reporting over time. They can also use Viva Pulse to follow up on Glint results that they may have received or ask

questions that are more specific to their individual team's needs. Managers and project leads can quickly request feedback at any point in time and employees can easily respond within the flow of work in a few minutes.

### **Through which channels is Viva Pulse available?**

Viva Pulse standalone is available via Enterprise Agreement (EA)/Enterprise Subscription (EAS) only.

### **To which customer segments is Viva Workplace Analytics and Employee Feedback and Viva Pulse available for purchase?**

Viva Workplace Analytics and Employee Feedback and Viva Pulse is available to Commercial (WW Commercial Public Sector (non-US)) and Non-profit customers.

### **Is any of the new Viva Pulse value included in Microsoft 365/Microsoft plans?**

No. A license for Viva Pulse is required to get access to the value.

### **Is there a seat minimum for Viva Pulse?**

No.

### **Which users need to be licensed for Viva Pulse?**

Every user to which you want to make the Viva Pulse capabilities available (creating and distributing surveys) needs to be licensed. Customers may license only a subset of their users who require the service functionality.

### **Do all users responding to Viva Pulse surveys require a license?**

No. Any user may respond to a given Viva Pulse survey without having a Viva Pulse license. Only users who need the ability to create and distribute Viva Pulse surveys will be required to have a license (i.e., managers and project leads).

### **Who will have access to Viva Pulse results?**

The manager and/or project lead who initiated the Pulse survey. Results will be confidential to the user initiating the Pulse survey.

### **What is the minimum number of people that must respond for a manager to get their results?**

3-5 people, however admins have the ability to set the minimum threshold higher.

### **Can Viva Pulse customers step-up to Viva Workplace Analytics and Employee Feedback or the Microsoft Viva Suite?**

Yes.

## **Microsoft Syntex**

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### **What is Microsoft Syntex?**

Microsoft Syntex is a content understanding, processing, and compliance service that uses intelligent document processing, content artificial intelligence (AI), and advanced machine learning to automatically and thoughtfully find, organize, and classify documents in your SharePoint libraries.

## What is SharePoint Syntex still available on a per user subscription basis?

As of July 1, 2023, Microsoft no longer offers SharePoint Syntex user subscription license for new or renewing customers.

## What are the common use cases for Microsoft Syntex pay-as-you-go?

Common uses cases for pay-as-you-go include:

- Document processing-centric workloads broadly used across an organization.
- Establish usage patterns: Understand adoption patterns for new apps to determine whether prepaid licenses make financial sense for your business.
- Flexible purchasing: Use an Azure subscription for Microsoft Syntex to reduce license procurement overhead and consolidate with other service purchases. This is especially helpful where you already have an Azure subscription that they use for other Microsoft services.

## Why did we make this change from SharePoint Syntex per user subscription licensing to Microsoft Syntex pay-as-you-go?

SharePoint Syntex (seat license) is being replaced by Microsoft Syntex (pay-as-you-go) which provides comprehensive content services coverage across an entire organization to help drive the outcomes our customers need most.

Microsoft Syntex is the evolution of SharePoint Syntex, which takes many of the best capabilities from SharePoint Syntex, introduces new capabilities, and puts them into a single pay-as-you-go hero offering for our customers. Therefore, the goal is to end sales of SharePoint Syntex and focus on providing the most flexible experience through Microsoft Syntex.

We believe that consumption pricing provides more value and greater flexibility to our customers and should be our focus as we help them accelerate their success in the cloud.

## What capabilities are included in Microsoft Syntex pay-as-you-go?

Microsoft Syntex pay-as-you-go includes Structured and Prebuilt Document Processing. New capabilities coming soon include Optical Character Recognition (OCR), Image Tagging, Content Assembly, Translation, and Summarization.

## How does a customer get started with Microsoft Syntex pay-as-you-go?

In the Microsoft admin center, customers can link environments to an Azure subscription using a billing policy.

Once an environment is linked to an Azure subscription, the usage Microsoft Syntex is billed against the Azure subscription using Azure meters.

Customers can unlink their environment from the Azure subscription at any time and usage will no longer be billed.

## What are the costs associated with Microsoft Syntex pay-as-you-go?

Please see the [Pay-as-you-go services and pricing for Microsoft Syntex](#) Microsoft Learn page for pricing details.

## How do customers control or cap costs with the new consumption meters?

There is not a mechanism to cap consumption. Customers can use Azure Cost Management + Billing which includes several built-in dashboards for deep cost analysis like cost by resource and invoice details. To get started analyzing their Microsoft Syntex charges, customers can use Azure [Cost Management + Billing](#) in the Azure portal and create alerts based on their own cost management needs.

## Can a customer choose which meters they would like to offer their users?

No. Pay-as-you-go allows any user in an organization to use Microsoft Syntex and then only pay if and when they're used.

This plan reduces the overhead of license procurement and lets customers manage and split costs across business units by leveraging the cost management reporting capabilities of Azure subscriptions.

### **Does the user who is uploading files to libraries with Form Processing or Document Understanding models need to have Microsoft Syntex?**

Yes.

### **Where can I learn more about Microsoft Syntex pay-as-you-go?**

Please refer to the [Overview of Microsoft Syntex](#) Microsoft Learn page

## SharePoint Syntex Per User Subscription End of Sale

### **Why are we retiring the SharePoint Syntex per user subscription license?**

Microsoft Syntex is the evolution of SharePoint Syntex with a new pay-as-you-go pricing model. Pay-as-you-go is a new way for customers to pay for Microsoft Syntex using an Azure subscription, which allows them to get started with Microsoft Syntex without any license commitment or upfront purchasing.

Pay-as-you-go allows users in an organization to use Microsoft Syntex and then only pay when they're used.

This plan reduces the overhead of license procurement and lets customers manage and split costs across business units by leveraging the cost management reporting capabilities of Azure subscriptions.

### **What is the SharePoint Syntex End-of-Sale?**

End-of-Sale (EoS) is the last day to order SharePoint Syntex through Microsoft point-of-sale mechanisms. After this date, the product is no longer for sale.

### **What will happen to the features in the SharePoint Syntex per user license?**

Features that compose the SharePoint Syntex per user license will be offered in Microsoft E3 and Microsoft E5 SKUs, beginning with customers who have active per user licenses. This includes:

- Content query
- Universal annotation
- Ad-hoc/Manual Content assembly
- Taxonomy import & reporting
- Contract management accelerator
- Accounts payable accelerator

Customers will not be charged for consumption when using these features.

Over time, these features will become available additionally to customers who have an active Azure subscription associated with their Microsoft 365 tenant. We will introduce new per user features as needed.

### **Does this change affect Power Platform licensing?**

There are no changes to Power Platform licensing. For additional details on Power Platform licensing visit <https://learn.microsoft.com/en-us/power-platform/admin/pricing-billing-skus>.

### **Can existing SharePoint Syntex customers add additional per user licenses after end of sale?**

Yes. We will allow existing SharePoint Syntex customers to continue to add seats via VL (volume license agreements) reservations through the remainder of their current enrollment term, however, per the VL enrollment terms, they cannot reduce their quantity of SharePoint Syntex user licenses until their next enrollment anniversary or renewal.

## **When is the appropriate time to transition existing SharePoint Syntex VL customers?**

Anniversary/renewal is the appropriate time to transition existing SharePoint Syntex VL customers to Microsoft Syntex pay-as-you-go consumption.

## **Can my SharePoint Syntex customer move to Microsoft Syntex pay-as-you-go before their next renewal?**

Customers can begin using Microsoft Syntex pay-as-you-go at any time, however per the VL enrollment terms, they cannot reduce their quantity of SharePoint Syntex user licenses until their next enrollment anniversary or renewal.

## **What happens if no action is taken by customers of the SharePoint Syntex seat license?**

Customers who opt out of pay-as-you-go will no longer be able to use capabilities included in the SharePoint Syntex seat license (we will continue to support existing capabilities for user licenses through end of current enrollment term). For example, documents will no longer be processed; however, the models will not be removed from their tenant. If the customer chooses to opt-in to pay-as-you-go, processing will resume using the models the customer has available in addition to new models.

# Microsoft Graph connectors for Microsoft Search

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## **What are Microsoft Graph connectors for Microsoft Search?**

With Microsoft Graph connectors, customers can index items using external repositories for inclusion in Microsoft Search results.

- Microsoft 365 E5 and Office 365 E5 will include the ability to index up to 500 items per licensed user (pooled at the tenant level) using Microsoft Graph connectors for Microsoft Search. Note: This is not included with A5.
- Any user with a suite or standalone license that includes a SharePoint or OneDrive plan will be able to see search results from Microsoft Graph connectors for Microsoft Search.
- A new Extra Graph Connector Capacity SKU will be available for indexing up to 1M additional items.

## **Has any new value been added to Microsoft 365/Office 365 suites?**

Yes. Microsoft 365 E5 and Office 365 E5 include the ability to index up to 500 items per licensed user (pooled at the tenant level) using Microsoft Graph connectors for Microsoft Search (not included with A5). Any user with a suite or standalone license that includes a SharePoint or OneDrive plan can see search results from Microsoft Graph connectors for Microsoft Search, as well as view the metadata associated with processed files.

## **What is an “indexed item”?**

An indexed item is a logical representation of the item in the external system (e.g. Service Knowledgebase item or a row in a DB) which is ingested into Office 365 for the purpose of indexing for Search.

## **Through which channels is Extra Graph Connector Capacity available?**

Extra Graph Connector Capacity SKUs are available through Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), Cloud Solution Provider (CSP), and Buy Online channels.

## **To which customer segments is Extra Graph Connector Capacity available for purchase?**

The SKUs are available for Commercial, WW Commercial Public Sector (non-US), Education, Non-profit, and GCC customers.

Availability in GCC-High, DoD is yet to be determined.

## Are there limitations on how I can use AI Builder, Dataverse (formerly Common Data Service), or Power Apps/Automate in Microsoft 365 / Microsoft?

Yes. Only licensed Office 365/Microsoft 365 users can access specific features. Users must be licensed with Microsoft Syntex to use AI Builder for Cortex scenarios. They will be limited to Microsoft 365-specific uses and will lack certain connectors and capabilities (see [Power Platform licensing](#)).

Customers that have both an Microsoft Syntex license and a standalone [Power Apps](#) or [Power Automate](#) license will have access to all connectors and capabilities, as well as increased capacity such as Power Platform API calls and Dataverse (formerly Common Data Service) Database capacity. More details can be found [here](#).

Only licensed users will get access to the features listed above. The underlying tenant-level services required will still function.

## Do the limitations apply even if I use another app that entitles me to Dataverse (formerly Common Data Service), AI Builder credits, or Power Automate?

Dataverse includes various features and integrates data that may or may not be available for your product or service for which you are licensed. Access to Dataverse through an individual product or service does not grant access to unrelated products, services, features, or data for which users are not licensed. Users only have access to data, services, and features for which they are licensed.

## What licenses do I need to use LUIS-D and Azure Cognitive Services?

No additional licenses are required to use LUIS-D inside Project Cortex. Additional setup and purchases may be necessary to use Azure Cognitive services.

## How can I purchase additional capacity?

Additional capacity is purchasable as add-ons. For AI Builder and Power Platform, these add-ons can be purchased directly without a prerequisite for Power Automate, Power Apps, or any other per-user licenses. Customers can purchase the below items:

- Extra Graph Connector Capacity: Additional 1M indexed items per license to support larger repositories.
- Microsoft 365 Extra File Storage: Additional storage increases the capacity of your SharePoint Online repository.
- Power Apps and Flow capacity\*: Additional API calls enable users to create Power Automate flows.
- AI Builder capacity\*: Additional credits enable tenants to do additional form processing. Use [this calculator](#) to determine how many additional add-ons to get.
- Dataverse<sup>1</sup> (Common Data Service) Database capacity<sup>2</sup>

<sup>1</sup>Common Data Service rebranding to Dataverse.

<sup>2</sup>Refer to the [Power Apps, Power Automate, and Power Virtual Agent Licensing Guide](#) for details about these capacity add-ons.

## How can customers keep track of usage of capacity for AI Builder, search connectors, and Dataverse (formerly Common Data Service); and what happens if they run over?

For usage tracking, please see the guidance in the service descriptions for AI Builder, Dataverse (formerly Common Data Service), and Microsoft Graph Content Connector capacity.

For overage warnings/procedures, please see the guidance in the service descriptions for AI Builder, Dataverse (formerly Common Data Service), and Microsoft Graph Content Connector capacity.

For Dataverse (formerly Common Data Service), consumption of AI builder units can be viewed on Power Platform Admin center. Customers are encouraged to purchase enough capacity that fulfills their consumption needs.

## **When does Microsoft Graph connectors for Microsoft Search require licenses?**

Microsoft-built connectors will be included for free, with additional connectors available from partners. Microsoft will charge fees based on the number of items indexed. An indexed item is a logical representation of the item in the external system, (e.g. Service Knowledgebase item or a row in a DB), which is ingested into Office 365 for the purpose of indexing for Search. All users with a suite or standalone license that includes a SharePoint or OneDrive plan will be able to see search results from Microsoft Graph connectors for Microsoft Search.

## **Can customers ringfence AI Builder credits or Dataverse (formerly Common Data Service) capacity for specific departments or users?**

No. Customers with paid Power Platform licenses can create named environments and allocate AI Builder credits to them.

## **Which languages are supported?**

Services are available worldwide, but language support is limited to English at this time. [Document understanding](#) and [form processing](#) may have additional language support. [SharePoint](#) sites are available in multiple additional languages.

# **SharePoint Advanced Management**

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## **What is SharePoint Advanced Management?**

SharePoint Advanced Management provides a suite of features designed to enhance customers' ability to govern SPO/ODB access at a more granular level, policy-based site lifecycle management capabilities to manage site sprawl automatically as well as access to insights and reports.

## **What is the license model for Microsoft SharePoint Advanced Management?**

Microsoft SharePoint Advanced Management is a per user license assigned by a Microsoft 365 administrator. Every SharePoint/Teams user needs a license.

## **How can customers purchase SharePoint Advanced Management?**

Customers can purchase the add-on SKU named "SharePoint Advanced Management Plan 1" in their Microsoft 365 Admin Portal, through a CSP, or through their EA/EAS or EES volume licensing enrollment.

## **To which customer segments is SharePoint Advanced Management available?**

SharePoint Advanced Management is available for Commercial, WW Commercial Public Sector, Education, Charity, and US GCC, GCC-High, and DoD customers beginning March 1, 2023.

## **What if a customer opts to discontinue the preview program or remove Microsoft SharePoint Advanced Management licenses from one or more users?**

If you remove all SharePoint Advanced Management licenses from your tenant at a future date (or your trial expires), users will no longer be able to generate data access governance reports, restrict OneDrive access by security group, review recent SharePoint site actions, manage site access based on security label, configure a default sensitivity label for a SharePoint document library, restrict access control for SharePoint sites or block the download of files from a SharePoint site or OneDrive.

Data access governance reports and anything SharePoint Advanced Management has previously processed will remain available.

## **Is access to Microsoft SharePoint Advanced Management included in the Microsoft Syntex user license?**

No. SharePoint Advanced Management is independent of the Microsoft Syntex user license. For additional information on the Microsoft Syntex user license see also [Licensing for Microsoft Syntex | Microsoft Learn](#).

## **Are there pre-requisite licenses users must have to be eligible for adding SharePoint Advanced Management?**

Users must be licensed for SharePoint K, P1, or P2 via standalone or a Microsoft 365/Office 365 suite.

## **Where can a customer learn more about Microsoft SharePoint Advanced Management?**

To learn more about Microsoft SharePoint Advanced Management see [Microsoft SharePoint Advanced Management](#).

# Microsoft 365 Microsoft 365 Apps for enterprise Device-Based Subscription for Commercial

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## **What is a “device-based subscription”?**

Microsoft 365 Apps device-based subscription for Commercial is a license that allows admins to assign a Microsoft 365 Apps licenses to a device rather than to a user with or without an AAD identity.

## **How is Microsoft 365 Apps device-based subscription different than Microsoft 365 Apps user subscription?**

The most important difference is in the licensing method. Users on a licensed device will have access to the Microsoft 365 desktop apps (Word, Excel, PowerPoint, etc.). Access to Microsoft 365 services like OneDrive will depend on the user's license.

## **How should Microsoft 365 Apps device-based subscription be positioned relative to user-based licensing?**

Microsoft 365 Apps device-based subscription should be leveraged for shared-device scenarios. For users who need Microsoft 365 desktop apps on their dedicated PCs, per user licensing is the recommended approach.

## **Since there are 2 device-based licenses (Office Professional Plus vs Microsoft 365 Apps device-based subscription), what is the general guidance for choosing one over the other?**

Microsoft 365 Apps device-based subscription is recommended for several reasons:

- Microsoft 365 Apps device-based subscription provides the latest version of the Microsoft 365 apps with all the collaboration and cloud-connected capabilities.
- For customers who have deployed Microsoft 365 Apps for their users with dedicated devices, device-based subscriptions will allow customers to also deploy Microsoft 365 Apps on their shared devices, providing consistent end-user experience, and simplifying deployment and servicing processes across the environment.
- Microsoft 365 Apps is governed by our modern lifecycle policy and thus is likely to remain in support for a longer period of time than Office Professional Plus (which is governed by the fixed lifecycle policy).



## **Would everyone have the same Office experience when using a computer with a Microsoft 365 Apps device-based subscription?**

No. The specific user experience will depend on the user's license. A user with a qualifying Office 365 or Microsoft 365 user-based license signing in to a licensed device would have full access to the Microsoft 365 apps – including Word, Excel, and PowerPoint – as well as all licensed cloud services, such as OneDrive or SharePoint. A visitor without a license would have full access to the desktop apps, but none of these cloud services.

## **Through which channels is Microsoft 365 Apps device-based subscription available?**

It is available through EA/EAS.

## **Can I use Microsoft 365 Apps device-based subscription as the only product to start an EA/EAS?**

Yes.

## **What are the qualifications and technical requirements?**

Please refer to [this article](#).

## **How can Microsoft 365 F1/F3 users use Microsoft 365 Apps device-based subscription?**

Microsoft 365 F1/F3 users are allowed to use a device that has a Microsoft 365 Apps license. Using Microsoft 365 for the web requires the appropriate F1/F3 license, whereas using Office desktop app on that device doesn't require any license other than Microsoft 365 Apps device-based subscription.

## **Can F1/F3 users access email using Outlook?**

Microsoft F3 & Microsoft F3 users can access email using Outlook Web App. They cannot use the Outlook desktop app even if they have a Microsoft 365 Apps device-based subscription license due to technical limitations.

## **Microsoft F1 does not allow Outlook Web Access (OWA) users to access locally stored files. Will Microsoft 365 Apps device-based subscription allow OWA users to access locally stored files?**

Yes, Microsoft 365 Apps device-based subscription will allow users access locally stored files.

## **Are there any limitations with F plans who want to purchase Microsoft 365 Apps device-based subscription?**

No, users with F SKUs are allowed to access Microsoft 365 Apps device-based subscription. Due to technical limitations, an F SKU Exchange mailbox cannot connect with the Outlook desktop client.

## **Will Microsoft 365 Apps device-based subscription work for users who have E1 or E3 without Microsoft 365 Apps on a user basis?**

Yes. Microsoft 365 Apps device-based subscription will be fully licensed regardless if a user has a Microsoft 365 Apps license or not.

## **Can I have a mix of Office Professional Plus/ Microsoft 365 Apps (per user) and Microsoft 365 Apps device-based subscription to meet my enterprise-wide commitment for Office?**

Yes.

## **Can Microsoft 365 Apps device-based subscription be installed on a Mac?**

No, because you cannot join Macs to an Azure AD domain.

**Will Microsoft 365 Apps device-based subscription be available for Government customers who purchase via Commercial EA/EAS SKUs?**

Yes.

**Will Microsoft 365 Apps device-based subscription be available for US Government cloud customers (GCC, GCC-High and DOD)?**

It will not be available in US Government clouds on April 1, 2020. Future availability is TBD.

**Will Microsoft 365 Apps device-based subscription be available for EDU customers?**

Yes, it was added to EES in September 2019. More information available here: [Device-based licensing for Microsoft 365 Apps for enterprise.](#)

**Will Microsoft 365 Apps device-based subscription be available for CSP channel?**

It will not be available in CSP channel on August 1, 2020. Future availability is TBD.

**Is Microsoft 365 Apps device-based subscription supported on Windows 10 Long-Term Servicing Channel (LTSC)?**

No, Microsoft 365 Apps device-based subscription is not supported on Windows 10 LTSC.

**Are the bits for Microsoft 365 Apps device-based subscription different from the bits for Microsoft 365 Apps per user?**

No. Device-based subscription (DBS) is a mode for Microsoft 365 Apps.

**What is the link for an admin to download the bits for Microsoft 365 Apps device-based subscription?**

Once the required number of licenses is purchased, admins need to first assign the license to a device group from Microsoft 365 admin center or Azure portal, then use group policy or update the XML used by Office Deployment Tool to set DBS mode, and finally install Microsoft 365 Apps on these devices within the organization.

**Will users have to use one of their five downloads?**

No, users with Office 365 or Microsoft 365 licenses will not have to use one of their five downloads in order to access and use Office client apps on a device using/assigned a license for using Microsoft 365 Apps device-based subscription.

**Is there a limit to the number of Microsoft 365 Apps device-based subscriptions a customer can buy?**

No.

**Are there any limitations for using Microsoft 365 Apps device-based subscription on Azure virtual machine?**

No, as long as it can join Azure AD, the virtual machine can be licensed with Microsoft 365 Apps device-based subscription.

## **How would Microsoft 365 Apps device-based subscription work for scenarios where Microsoft 365 Apps is being installed on a server, and then accessed via code or streamed to other devices via remote desktop services. Does the new offering support both of these scenarios?**

No, Microsoft 365 Apps device-based subscription is not a solution for such scenarios. Remote desktop services, which requires user-based licensing, would be the best approach. Learn more [here](#).

## **For Windows Virtual Device (WVD) scenarios, is Office 2019 perpetual a better choice than Microsoft 365 Apps device-based subscription?**

User-based licenses are required for all WVD scenarios, including Windows 10 single-session, Windows 10 multi-session and Windows Server multi-session. In WVD scenarios with all licenses per user, shared computer activation is the best choice. All users are allowed to access corporate resources with the Microsoft 365 mobile apps, optionally (and recommended) at least MEM-managed and corporate content can be protected on these devices.

Microsoft 365 Apps device-based subscriptions are better for Frontline workers (e.g., Microsoft 365 F3 licensed users) who work on shared Windows 10 devices and don't have a personal qualified primary device covered with the Windows 10 Enterprise upgrade license. When local Office applications are required, Office 2019 perpetual (which is a per device license) has a different codebase and different servicing channels, so Microsoft 365 Apps device-based subscription is the best choice. Unification on Microsoft 365 Apps is a benefit for IT operations and eliminates the inconsistent you would have when mixing perpetual and subscription licenses.

## **How does activation work for Microsoft 365 Apps device-based subscription when it provides full access to the desktop apps for users who are not licensed for Microsoft 365?**

The Microsoft 365 Apps device-based subscription license will be activated at the end of Office installation, or at the first launch of an Office app after installation. There is no user prompt for activation. The Admin will need to follow the guidelines to assign a device license and set group policy to use the device license.

## **How do updates work for devices running Microsoft 365 Apps device-based subscription if there is no user sign in?**

Updates work the same way as user-licensed Microsoft 365 Apps. Users are not required to sign-in to get updates.

## **If a customer has Office Professional Plus or Office Standard and they want to move to Microsoft 365 Apps device-based subscription on renewal, is there a From SA license for Microsoft 365 Apps for enterprise device-based subscription?**

No.

## **If a customer has Microsoft 365 Apps installed on a shared device using SCA, is there a way to convert the existing experience to Microsoft 365 Apps device-based subscription experience?**

Transition from SCA to Microsoft 365 Apps device-based subscription is very easy. The admin will need to assign a device license and set group policy for the device to use a device license. At the next app launch, the device will then be switched to use the Microsoft 365 Apps device-based subscription license.

## **If a customer has a Microsoft 365 Apps per-user license installed on a device, do they need to re-deploy Office to get to the Microsoft 365 Apps device-based subscription?**

There is no need to re-deploy. The admin can switch to the DBS mode using the group policy.

## **Will we be offering Visio/Project Online device-based subscriptions?**

There are currently no plans to offer Visio/Project Online device-based subscriptions.

## **Is there a plan to create device-based subscription for Microsoft 365?**

We are currently exploring this as an option but have not confirmed any plans yet.

## **Where can I find more information?**

Microsoft Article: [Device-based licensing for Microsoft 365 Apps for enterprise](#)

Customer Presentation: [Microsoft 365 Apps Device-Based Subscriptions for Commercial – Customer Presentation.pptx](#)

# Group, Shared, and Inactive Mailboxes

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## Group Mailboxes

### **Do Microsoft 365 Groups require any licensing?**

Setting up a Microsoft 365 Group doesn't require any additional licenses. However, if the Tenant Admin chooses to enable the Group Mailbox to have advanced Office 365 security/compliance features such as Archiving, In-Place Hold, eDiscovery (Premium) (previously Advanced eDiscovery), and Microsoft Defender for Office 365 (previously O365 ATP), then the mailbox requires use rights for these advanced features. To enable the Group Mailbox with use rights to advanced features, you may assign the appropriate license to the Organizer of the Group.

### **What is an Organizer?**

The Organizer of the Group is the person that creates the Group.

### **It does not appear that it's possible to assign licenses to Groups. If it is not possible to assign licenses to Groups, how can we create a requirement for licensing of security/compliance features?**

The requirement is to license the Organizer of the group for any security/compliance features that will be enabled for the Group. There is not a requirement to assign licenses to the group.

### **What if a tenant has some users licensed for Office 365 E3 and some licensed for Office 365 F3, and they want to use In-Place hold for all their Groups?**

To stay in compliance with the licensing rules, the customer would ensure that only Office 365 E3 users are organizers of Groups with In-Place Hold. It is possible for the Admin to limit the ability to create Groups to specific users.

### **For a Group Mailbox with advanced compliance and security features enabled, what if there are multiple Owners of a Group, and the Organizer of the Group is no longer part of the Group?**

If the Organizer leaves the group, then one of the Group Owners must be licensed for advanced compliance and security features enabled for the group.

### **Does this licensing requirement for Group Mailboxes apply to Exchange Protection (EOP)?**

EOP is included with all Exchange services, and if the Group Organizer has use rights to EOP, then the Group will inherit use rights to EOP.

### **Is the Group Organizer the same as the Group Owner?**

No, the Group Organizer is the person who created the Group. The Group inherits the licensing from the Group Organizer.

### **If a company requires security/compliance for all their mailboxes, and if all users can create up to 250 Groups, how can an admin ensure that licensing requirements don't exceed available budget for licenses?**

If all users on a tenant are licensed for a feature, then all Groups created on the tenant would also be licensed for that feature.

### **If all users on a tenant are licensed with Office 365 E3, and thus everyone accessing a group have In-Place Hold, is it still necessary to buy additional licenses for groups if In-Place Hold is enabled for groups?**

If all users on a tenant are licensed for Office 365 E3, then all Organizers on the tenant would be licensed for Office 365 E3, and all groups would inherit Office 365 E3 use rights from the Organizers.

### **For a company that is required for compliance reasons to put all documents on In-Place Hold, how would they deploy Microsoft 365 Groups without a risk of licensing compliance issues for In-Place hold.**

If the company licenses all users on the tenant for Office 365 E3, this will ensure that all Groups on the tenant inherit use rights to In-Place Hold.

### **I have a customer who purchased Exchange Plan 2. Is Office 365 Groups part of this SKU?**

Full Microsoft 365 Groups functionality is available to users that are licensed with F3, and E1 – E5. If the customer has only EXO P2, they will only have use rights for the Exchange Plan 2 related features of Groups (mailbox only).

### **For a Group Mailbox with advanced compliance and security features enabled, what if the Organizer is the only Owner of the Group, and they leave the group.**

The group is not out of compliance. However, if a new user takes over the ownership of the group, the user must be licensed with any advanced security and compliance features enabled for the Group Mailbox.

### **What an Organizer of a Group has Office 365 E3, and the Organizer is later unlicensed. Will the Group Mailbox continue to have use rights to Office 365 E3 security & compliance features?**

This is handled the same as if the Organizer left the Group. If there are other Owners of the Group, one of the Group Owners must be licensed for any advanced security & compliance features enabled for the Group Mailbox.

### **For example, if an Office 365 E5 is the Organizer of the group, and all other member of the group are licensed with Office 365 F3, what happens if the Group Mailbox is enabled for E5 features and the Organizer leaves the group?**

If there is no owner of the group after the Organizer leaves the group, it is not out of compliance. However, if a new user takes over the ownership of the group, the user must be licensed with the E5 features enabled for the Group Mailbox.

## Shared Mailboxes

### What is the difference between a Group Mailbox and a Shared Mailbox?

Microsoft 365 groups are used for collaboration between users, both inside and outside your company. With each Microsoft 365 group, members get a group email and shared workspace for conversations, files, and calendar events, and a Planner.

Shared Mailboxes are used when multiple people need access to the same mailbox, such as a company information or support email address. They are not associated with a Microsoft 365 Group.

Visit [Compare groups](#) for more information.

### Are additional licenses required to create a Shared Mailbox?

No additional licenses are required to create a Shared Mailbox. There is no limit to the number of shared mailboxes, though the size is limited to 50GB. These mailboxes include core Exchange functionality.

### When are licenses required for Shared Mailboxes?

Licenses are required for the shared mailbox for the following:

- Increasing the shared mailbox size limit to 100GB requires Exchange Plan 2.
- Auto-expanding archiving requires Exchange Plan 2 or Exchange K/Plan 1+ Exchange Online Archiving (EOA)
- Enabling E3/EXO P2 compliance capabilities (for example, applying a basic mail retention policy or litigation hold) requires Exchange Plan 2 or Exchange K/Plan 1 (F3/E1) + EOA.
- Enabling E5 capabilities (for example, automatic retention or classification, Microsoft Defender for Office 365 requires a license that includes the rights to those capabilities (for example, E5 Compliance, E5 Information Protection & Governance, E5 Security).

## Inactive Mailboxes

### What is an Inactive Mailbox?

An Inactive Mailbox is a mailbox that was on Hold when it made Inactive. Inactive mailboxes cannot exist without Hold. An inactive mailbox allows a customer to retain mailbox data after an account has been unassigned.

### What plan is required for a mailbox to be put on hold?

Exchange Plan 2 or Exchange K/Plan 1 + EOA.

### Can Exchange Plan 1 users set their mailboxes as inactive?

Customers that have Exchange Plan 1 (by standalone or by Office 365 E1) do not have the ability to set mailboxes as inactive without completely deleting the mailbox data. If a customer with Exchange Plan 1 wanted to retain mailbox data after an employee left their company, for example, they would need to continue paying for the license. Conversely, they could purchase and assign an Exchange Archiving license to that user's mailbox which would then allow them to set a hold on that mailbox, thus allowing them to set the mailbox to inactive. This latter scenario would allow the customer to then reassign the Exchange Plan 1 and EOA license to another user.

## Can Exchange Plan 2 users set their mailboxes as inactive?

Customers that have Exchange Plan 2 (by standalone or by Microsoft 365/Office 365 E3/E5) can set mailboxes as inactive by applying a hold to the mailbox. This frees up the license so it can be reassigned to other users while preserving the mailbox data.

## Are customers still held accountable for the 90-day license reassignment policy?

Yes, customers are still required to recognize the 90-day license reassignment rule for USL licenses.

## What license is required for customers to import archived mailboxes to Office 365 mailboxes?

An Exchange Plan 2 license is required to import and archive mailboxes. For customers importing offline mailbox data they will need to purchase Exchange Plan 2 licenses for those mailboxes in order to complete the import and may then drop the licenses at their next Anniversary. The licenses may be reused to import multiple mailboxes so long as the customer abides by the 90-day reassignment rule.

## Are additional licenses required for advanced security/compliance features for an Inactive Mailbox?

Yes. As with Shared Mailboxes, enabling E5 capabilities requires a license that includes the rights to those capabilities. For example, to enable Microsoft Defender for Office 365 (previously *O365 ATP*) requires purchasing a Microsoft Defender for Office 365 (previously *O365 ATP*) standalone or E5 Security license for the Inactive Mailbox.

## Subscription Grace Period

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### What happens if a customer allows their Microsoft 365/Office 365 subscriptions to expire?

You will find details [here](#).

## On-prem Office

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### Office LTSC

#### What is Office LTSC?

Office LTSC is the latest perpetual version of Office for commercial and government customers, a device-based license available as a one-time, "perpetual" purchase, available on both platforms (Windows and Mac). Like the previous version Office 2019, Office LTSC includes Word, Excel, PowerPoint, Outlook, OneNote, Access (Windows only) and Publisher (Windows only).

#### What is the difference between Microsoft 365 Apps for enterprise and Office LTSC?

[Microsoft 365 Apps for enterprise](#), the cloud-connected version of Office, delivers the most productive and most secure Office experience—with the lowest total cost of ownership for deployment and management. However, for customers who can't move all their devices to the cloud just yet due to inability to take regular updates, or have fully disconnected and secure environments, Office LTSC is available. Office LTSC is a one-time release version of Office apps, as with previous perpetual releases.

The Microsoft 365 and Office 365 plans combine the familiar Microsoft Office desktop suite of premium apps with cloud-based versions of Microsoft's next-generation communications and collaboration services—including Microsoft Exchange Online, Microsoft SharePoint Online, Microsoft 365 mobile apps,

Microsoft 365 for the web, and Microsoft Teams —to help users be productive from virtually anywhere. Microsoft 365 Apps is the most secure version of Office. Learn more about service plans in this [article](#).

## **What is the difference between Office LTSC and Office 2021?**

Both Office LTSC and Office 2021 are versions of Office perpetual.

Office LTSC is the version of Office desktop apps for commercial and government customers, intended for a limited set of specific enterprise situations: regulated devices that cannot accept feature updates for years at a time, process control devices on the manufacturing floor that are not connected to the internet, and specialty systems that must stay locked in time and require a long-term servicing channel.

Office 2021 is the version of Office desktop apps for consumers, intended for individuals and small businesses who want classic Office apps and email. It includes Word, Excel, PowerPoint, and Outlook. A one-time purchase installed on 1 PC or Mac for use at home or work.

## **How is Office LTSC installed?**

Office LTSC is installed using the Click-to-Run (C2R) installation technology instead of Windows Installer (MSI). Click-to-Run is used to install Office 2019 volume products and has been available with most Office products since Office 2010.

## **How is Office LTSC for Mac installed?**

Office LTSC for Mac uses the standard Apple Package format (pkg) - the same technology that we have used for previous perpetual releases including Office 2019 for Mac.

## **What is the Windows operating system requirement for Office LTSC?**

Office LTSC requires Windows 10, Windows Server 2019, or Windows LTSC 2019.

## **Is Office LTSC supported on Windows 11?**

Yes, Office LTSC is supported on Windows 11. Please refer to the [Microsoft 365 and Office Resources page](#) for more information on system requirements.

## **Will Microsoft Teams require customers to take updates, since it is a service?**

Microsoft Teams updates twice a month and requires internet connection for automatic updates. Users are not supported and may be blocked from using Teams desktop if they have not updated for 3 months, or lag 2 versions.

## **We cannot take updates, how can I turn off Microsoft Teams when I install Office LTSC?**

During the Office LTSC installation process, an admin will be able to exclude Teams using either the Office Deployment Tool or Group Policy. If the admin uses the Office Deployment Tool, they can use the [ExcludeApp element](#) to exclude Teams from being installed. If the admin uses Group Policy, they can enable the Don't install Microsoft Teams with new installations or updates of Office policy setting. They can find this policy setting under Computer Configuration\Policies\Administrative Templates\Microsoft Office 2016 (Machine)\Updates.

## **What is the upgrade path for commercial customers that have Office Standard on active Software Assurance on their volume license agreement? Do they get Office LTSC?**

Office LTSC is the successor product for Office 2019. The Software Assurance upgrade path does not change for Office LTSC. Customers under Software Assurance have rights to Office LTSC, including Office LTSC Standard and Office LTSC Professional Plus.



## **What is the upgrade path for commercial customers that have Office Professional Plus on active Software Assurance on their volume license agreement? Do they get Office LTSC?**

The Software Assurance upgrade path does not change for Office LTSC. Customers under Software Assurance have rights to Office LTSC, including Office LTSC Standard and Office LTSC Professional Plus.

## **Are we recommending that customers who have perpetual Office Professional Plus Software Assurance drop their SA and stop paying for SA after the Office LTSC release? (since SA is for 3 years, and the next release will be at least 5 years)?**

Office LTSC will continue releasing every three years, as all previous perpetual versions of Office. In the public announcement we committed to at least one more release of Office perpetual after the 2021 version. Support lifecycle is different from the release cadence. Office 2019 is governed to by the policy of five-year mainstream support and two additional years of extended support. For Office LTSC we will only have 5 years of mainstream support without any extended support.

## **What support comes with the perpetual version of Office?**

Both commercial and consumer perpetual versions of Office has 5 years of support. The commercial version has 5 years of support under the [Fixed Lifecycle Policy](#), and the consumer version has 5 years of support under the [Modern Lifecycle Policy](#). The Modern Lifecycle Policy governs products that may have more frequent changes with a faster update cadence and allows for small changes with a minimum 30-day advance notice to customers.

## **Will Office LTSC have any extended support?**

No, Office LTSC only has 5 years of mainstream support.

## **When will Office LTSC go out of support?**

Office LTSC will go out of support in the second half of 2026.

## **Why are you changing Lifecycle Policy for Office LTSC to 5 years from the previously offered 7 years?**

We have built Office LTSC for a limited set of such scenarios: regulated devices that cannot accept feature updates for years at a time, process control devices on the manufacturing floor that are not connected to the internet, and specialty systems that must stay locked in time and require a long-term servicing channel. There is an extra cost associated with supporting a specialty product such as Office LTSC, but we expect most customers who use LTSC won't do it across their entire organization, but only in those specific scenarios.

## **Will customers be required to take updates with Office LTSC?**

We recommend customers take quality and security updates, when available.

## **Where can I find more information about Office LTSC?**

Refer to the [Overview of Office LTSC](#).

## **SharePoint Server Subscription Edition**

### **Who are the target customers for SharePoint Server Subscription Edition?**

SharePoint Server Subscription Edition is specifically intended for regulated customers and for restricted and/or offline use cases where customers simply cannot adopt a cloud-connected product. The focus for all other customers should be moving to the cloud.

## **The public announcement said these would be available only a subscription. Does that mean the licensing model changing?**

These will continue to be licensed using the Server + CAL L/SA model for on-prem Office server products and access to the new Subscription Edition will be provided under the New Version Rights benefit for SharePoint/Project Server 2019 SA. In this sense, SA is the “subscription” they need to keep active.

## **What are the license requirements for running instances of the SharePoint Server Subscription Edition and/or Project Server Subscription Edition server software?**

The following licenses provide the rights to run instances of the SharePoint Server Subscription Edition and Project Server Subscription Edition software:

- Active Software Assurance for SharePoint Server/Project Server via L/SA or SA-only SKUs
- Microsoft 365 E3/E5 User Subscription License (SL) (For SharePoint Server only in accordance with the Extended Use Rights for Microsoft 365 E3/E5 – Office Servers in the [Product Terms](#).)

## **What are the license requirements for user or device access to the SharePoint Server Subscription Edition and/or Project Server Subscription Edition server software?**

The following licenses provide rights for the licensed user or device to access to the server software:

SharePoint Server Subscription Edition Standard:

- SharePoint Server Standard CAL L/SA or SA-only (User or Device)
- Core CAL L/SA or SA-only (User or Device)
- Intune Bridge CAL L/SA or SA-only (User or Device)
- EMS Bridge CAL L/SA or SA-only (User or Device)
- Microsoft 365 E3/E5 User Subscription License (SL)
- Office 365 E1/E3/E5 User SL
- SharePoint Online P1/P2 User SL

SharePoint Server Subscription Edition Enterprise:

- SharePoint Server Enterprise CAL L/SA or SA-only (User or Device)
- Enterprise CAL L/SA or SA-only (User or Device)
- Intune Bridge CAL L/SA or SA-only (User or Device)
- EMS Bridge CAL L/SA or SA-only (User or Device)
- Microsoft 365 E3/E5 User SL
- Office 365 E3/E5 User SL
- SharePoint Online P2 User SL

Project Server Subscription Edition:

- Project Server CAL L/SA or SA-only (User or Device)
- Project Essentials/Plan 1/Plan 3/Plan 5 User SL

**Will new customers who do not own a License (L) for SharePoint Server 2019/Project Server 2019 be able to start a “subscription” for the Subscription Edition by purchasing the SA-only SKUs?**

No, SA-only SKUs will continue to require that the customer owns the 2019 version License (L).

**If a new customer is only interested in Subscription Edition and does not care about owning a License for the 2019 version, do they still need to pay for 3 years of L/SA under EA?**

Yes, however EA Subscription enrollment (EAS) may be the better option, depending on how long they anticipate using the software.

**What is the entitlement for a customer who currently has SharePoint Server/Project Server with active SA?**

Customers with active SA for SharePoint Server/Project Server are entitled to Subscription Edition when it is released. They must maintain SA to continue using the Subscription Edition.

**Will customers need to have active SA to use the Subscription Edition?**

Yes.

**How is this different that other products covered by the New Version Rights SA benefit?**

The difference is that customers will not have “walk-away” rights to the new Subscription Edition version if they drop SA. They will only have rights to the 2019 versions. Likewise, there will not SKUs for purchasing a perpetual license for the Subscription Edition.

**Are SharePoint/Project Server and CAL prices changing?**

No, the prices for the SharePoint/Project Server and SharePoint/Project Server CALs are not changing.

**What will customers get if they continue to pay for SA?**

Customers will continue to get access to new product updates, bug fixes, and security patches via Long-Term Servicing Channel (LTSC).

**What if a customer does not want to go to “version-less”?**

Customers can continue using their existing 2019 products for the duration of their lifecycles.

**If new customer buys L/SA now, when their enrollment term ends in 3 years, will they own a License (L) for a more current version than 2019?**

No, the 2019 version will be the final version for which customers will be able to own a perpetual License (L).

**What is technically required for a customer who drops SA or purchases the buy-out to remain compliant?**

They need to uninstall the current SharePoint Server (if it is newer than the 2019 version) and reinstall SharePoint Server 2019 if they wish to continue to use the product.

**Currently, we allow EAS and OVS customers to purchase a buy-out L and then add SA only under EA. Will this still be permitted.**

Yes. They are still able to enroll their 2019 version L’s in SA under an EA following the standard process and rules.

## **If a customer drops their SA in the future and downgrades to 2019 version, will they be able to downgrade their Subscription Edition data to 2019 data farms?**

No, this capability is not technically supported. They will need to do a fresh install and will not be able to migrate their data.

## **Can customers purchase SharePoint Server/Project Server Subscription Edition through a CSP?**

No, CSPs do not have the ability to offer L/SA or SA-only SKUs.

## **Will Microsoft 365 E3/E5 continue to provide rights to install SharePoint Server on-prem?**

Yes, these rights will remain unchanged. Microsoft 365 E3/E5 includes the rights to install unlimited instances of SharePoint Server on dedicated servers and access those server installations. Refer to the [Product Terms](#) for details. (Note: These rights are not included for MSA/CSP customers.)

## **Will Microsoft 365 and Office 365 plans continue to provide CAL equivalency?**

Yes, these rights will remain unchanged. Office 365 E1 includes SharePoint Standard CAL equivalency and Microsoft 365/Office 365 E3/A3/E5/A5 include SharePoint Standard CAL and Enterprise CAL equivalency. Refer to the [Product Terms](#) for details..

## **Will this change to a subscription license model and modern support lifecycle impact other versions of SharePoint Server?**

No, SharePoint Server 2019, 2016, and 2013 will continue to follow their existing licensing and support lifecycle policies.

## **Do Project Server Subscription Edition CALs qualify for Project Plan From SA User SLs?**

Yes.

## **Will we release any new versions of the products (for example, SharePoint Server 2025)?**

No. These will be LTSC version products going forward, as with the parallel change to Office LTSC for commercial on-prem customers.

## **What's new with SharePoint Server Subscription Edition?**

With SharePoint Server Subscription Edition, we're paying close attention to trends in team collaboration, user experiences across devices, and how the cloud can be blended into existing on-premises scenarios in new and compelling ways. In particular we are focused on delivering value to customers as part of their on-premises deployments, while at the same time making it easier to take advantage of Cloud innovation through Hybrid deployments of SharePoint with Office 365. With that backdrop, SharePoint Server Subscription Edition will deliver enhancements and new capabilities in three major areas:

- Continuous improvement through regular updates
- Discrete on-premises focused innovation
- Security and compliance improvements

## **Is SharePoint Server Subscription Edition just a snapshot of SharePoint Online or an incremental update to SharePoint Server 2019?**

While SharePoint Server Subscription Edition will be representative of our experience running SharePoint at scale in Office 365 as SharePoint Online – and as such many improvements will be both indicative of capabilities, we delivered in Office 365 and accrue to on-premises across IT, Developer, and Information

Workers experiences, it will also include discrete additive investments unique to on-premises and hybrid deployments.

## How does SharePoint Server Subscription Edition differ from SharePoint Server 2019?

SharePoint Server Subscription Edition is organized around three themes:

- **Always up to date:** SharePoint Server Subscription Edition will allow customers to stay up to date with our latest innovation just by installing patches. No longer will customers have to wait years for a new major release.
- **Secure and reliable:** This release delivers major improvements to keep our customer's data secure by adding support for Windows Server Core. This leaner Windows Server deployment minimizes the number of OS feature and services that are installed and running to only those that are truly needed for a server.
- **Designed for on-premises customers:** Rather than packaging up SharePoint Online features and assuming they'll satisfy the needs of our on-premises customers, we've taken a more curated approach for this release. We've listened to our customers to better understand and address their unique needs.

For an introduction to SharePoint Server Subscription Edition, review [this blog post](#).

To learn more about all of the improvements in SharePoint Server Subscription Edition see <https://go.microsoft.com/fwlink/?linkid=2168262>.

## How does Project Server Subscription Edition differ from Project Server 2019?

Project Server Subscription Edition does not have any significant changes from Project Server 2019 other than allowing customers to stay up to date just by installing patches.

## Will any features be removed or deprecated in SharePoint Server Subscription Edition?

The following features have been removed from SharePoint Server Subscription Edition:

- Access Services 2010
- Access Services 2013
- Groove sync client support
- PerformancePoint Services
- Project Server web services that depend on WCF Data Services
- Stsadm.exe command line tool

The following features are supported, but deprecated, in SharePoint Server Subscription Edition:

- SharePoint 2010 workflows

## What is the support lifecycle for SharePoint Server Subscription Edition?

SharePoint Server Subscription Edition follows the Modern Lifecycle Policy. There will be no predefined support and servicing timeline at product launch, nor will there be Mainstream Support or Extended Support phases.

Products using this policy remain in support when the following criteria are met:

- Customers must stay current as per the servicing and system requirements published for the product or service.

- Customers must have an active license/subscription to use the product or service.
- Microsoft must currently offer support for the product or service.

### **What are the system requirements for SharePoint Server Subscription Edition?**

The hardware requirements are similar to SharePoint Server 2019.

SharePoint Server Subscription Edition supports the following versions of Windows Server:

- Windows Server 2019
- Windows Server 2022

SharePoint Server Subscription Edition supports additional security features when deployed with Windows Server 2022 such as support for TLS 1.3 and strong TLS encryption by default. Microsoft recommends deploying SharePoint Server Subscription Edition with Windows Server 2022.

SharePoint Server Subscription Edition supports the following database versions:

- SQL Server 2019
- Azure SQL Managed Instance

### **What languages is SharePoint Server Subscription Edition be available in?**

SharePoint Server Subscription Edition supports the same languages as SharePoint Server 2019 except for Dari. Microsoft 365 for Education

## [Microsoft 365 for Education Overview](#)

### **Can customers buy the Microsoft 365 Education component (standalone) products?**

Yes, customers can buy components.

### **What are considered qualifying Education Platform Products?**

The products that can be purchased as Qualifying Education Platform Products are:

- Windows 10 Education A3/A5
- Office 365 Education A3/A5
- EMS E3/E5
- Microsoft 365 Education A3/A5
- Microsoft 365 Apps for enterprise

## Through what channels are Education plans available?

	EES	OVS-ES	CSP	Web Direct <sup>2</sup>
Microsoft 365 A1			•	
Microsoft 365 A3	•		•	•
Microsoft 365 A5	•		•	•
Microsoft 365 A5 Security	•		•	•
Microsoft 365 A5 Compliance	•		•	•
Office 365 A1	•	•	•	•
Office 365 A3	•	•	•	•
Office 365 A5	•		•	•
Windows 10 Education A3 per User	•		•	
Windows 10 Education A5 per User	•		•	
EMS E3	•	•	•	•
EMS E5	•	•	•	•
Minecraft: Education Edition <sup>1</sup>	•		•	•

<sup>1</sup>Minecraft: Education Edition standalone is available through Microsoft Store for Business  
<sup>2</sup>Web Direct offers do not include Student Use Benefits

## Through what channels are the main components (Windows, Microsoft, EMS) available?

The standalone components of Microsoft 365 Education are available in EES, CSP and Buy Online (EMS E3 & E5 are also available in OVS-ES), however, for Windows, the functionality available does slightly vary by program. Additionally, while Office plans are available in all channels listed, Office A5 is not available in OVS-ES. Minecraft is also not available via OVS-ES.

## What are the licensing paths to Microsoft 365 A5?

With the launch of Microsoft 365 A5, multiple Step-up SKUs also launched, making it easier than ever for customers to obtain Microsoft 365 A5.

- For current Microsoft A5 there is a Microsoft 365 A5 Step-up.
- For customers who decide to first purchase Microsoft 365 A3 there is a Microsoft 365 A5 Step-up.
- For customers who decide to first purchase Microsoft A3 they can purchase Microsoft 365 A5 through two paths: Step-up from Microsoft A3 to Microsoft A5 and then Step-up to Microsoft 365 A5 or Step-up from Microsoft A3 to Microsoft 365 A3 and then Step-up to Microsoft 365 A5.

## What are the licensing paths to Microsoft A5?

Microsoft customers have the following options to move to Microsoft A5:

- For current Microsoft 365 Apps for enterprise customers there is an Microsoft A5 Step-up available for \$5.75 per user per month.
- For customers who decide to first purchase Microsoft A3 there is an Microsoft A5 Step-up available for \$4.75 per user per month.

## What are the on-premises/hybrid Office Server rights for Microsoft 365 Education?

Refer to [CAL equivalency section](#) of the Product Terms.

## Do the Microsoft 365 Education Productivity Servers include Downgrade Rights?

Yes, users may install and use the latest version or previous versions of the software.

## **Are the Productivity Server and System Center CML rights perpetual for any version beyond what the customer already owns?**

No, the use rights are included with the subscription and expire if the Microsoft 365 Education subscription expires.

## **If a customer has all four Microsoft 365 Education components (Office A3, Windows 10 Education A3, EMS E3 and Minecraft) purchased, but not the Microsoft 365 A3/A5 bundle, do they get the hybrid rights benefit?**

No, the customer must purchase the Microsoft 365 Education suites to qualify for the Productivity Server rights..

## **Do Microsoft 365 A5 Security and Microsoft 365 A5 Compliance need to be ordered org-wide?**

Microsoft 365 A5 Security and Microsoft 365 A5 Compliance are considered Education Platform Products, therefore receive volume discounts, and can be used to fulfill the Education Platform Product requirement for EES eligibility. However, if the EES Education Platform Products requirement has otherwise been met, A5 Security and A5 Compliance may be treated as Additional Products and ordered in any quantity of users licensed with Microsoft 365 A3.

## **Does a customer get rights to Windows 11 Education or Windows 11 Enterprise with Microsoft 365 or standalone Windows 11?**

If a customer purchases Windows 11 Education A3 they have rights to deploy Enterprise or Education edition. If they use Entra activation, they can only deploy Enterprise edition until RS4.

## **Are Windows Remote Desktop Services (RDS CALs) covered by Microsoft 365 Education suites?**

No, RDS CALs must be licensed separately.

## **Does Windows 11 Home qualify for the Windows 11 Education upgrade?**

Windows 11 Home is a Qualifying Operating System for Windows 11 Education upgrade except through CSP.

## **Other licensing materials show that System Center Config Client Management and Endpoint Protection are covered, but what about Orchestrator, Data Protection Manager, Operations Manager, and Service Manager Client Management?**

These are not covered and must be licensed separately. .

## **What if a customer with fewer than 1,000 Education Qualified Users wants to buy Microsoft 365, what would we offer them?**

They can purchase via CSP with no minimums.

## **Are Windows Server CALs (and other CALs) available through CSP?**

Yes, Windows Server CALs (and other CALs) are available in CSP with no minimums



## All Other Education

### Microsoft Intune per Device for Education

#### What is Microsoft Intune per Device for Education?

Microsoft Intune per device for Education was created to address the need for Intune in shared device scenarios such as labs, libraries and common areas while also providing capabilities specific to the Education segment..

Microsoft Intune per-device license includes the following service plans:

- Microsoft Azure Active Directory for Education
- Exchange Foundation
- Microsoft Intune
- Microsoft Intune for Education
- Windows Store Service

#### Why should I buy Microsoft Intune per device?

Microsoft Intune per device for Education helps organizations provide their users with access to applications, data, and resources from anywhere on almost any device, while helping secure the organization's information. This offer was created to address the need for Intune in shared device and lab use scenarios and provide capabilities specific to Education..

#### Through which channels is Microsoft Intune per device available?

This offer is only available through the Volume Licensing channel via Enrollment for Education Solutions (EES).

#### What if customers have per user and want to transition or add per device licenses to address specific scenarios?

Please refer to the customer agreement and [Product Terms](#) for information on license reassignment.

#### Are there any pre-requisites for purchasing Microsoft Intune per device for Education?

No, there are no licensing prerequisites.

#### How is the license tied to a device?

Microsoft Intune per device for Education may only be linked to devices that are not affiliated with specific users. Product features with user affinity, including but not limited to Conditional Access, App Protection, and optional app installation, cannot be used under Microsoft Intune for Devices SLs. Applications that are typically mapped to specific users, such as Outlook and OneDrive, may not be used under this service. Product Terms - [Microsoft Intune for Devices](#).

#### Can a customer buy a Microsoft Intune per device for Education license for a non-Windows device?

Microsoft Intune per device for Education is available for Windows, iOS, and Android devices.

#### Can Microsoft Intune per device for Education be managed on Chromebooks?

No, Chrome OS devices cannot be managed via Intune for Education.

## **Can Microsoft Intune per device for Education be managed on iPads or iOS devices?**

Yes. Microsoft Intune per device for Edu can be managed on Apple devices.

## **Can Microsoft Intune per device for Education be used for libraries, computer labs and other shared device scenarios?**

Yes. This offer was created to address the need for Intune in shared device scenarios such as labs, libraries and common areas while also providing capabilities specific to the Education segment.

## **If a device fails while paying for this subscription, can I reassign the Microsoft Intune per device license to a new device?**

Yes, in this circumstance, the license can be reassigned to a new device per the product terms.

## **Where can I learn more about Intune for Education?**

To learn more, please see the [What is Intune for Education?](#) overview on the Microsoft Learn page.

### **Microsoft 365 A1 for Devices Overview**

## **What is Microsoft 365 A1 for devices?**

Microsoft 365 A1 for devices offers a simple transaction for schools buying new devices that lasts for up to 6 years. Feature availability will include Microsoft Teams and OneNote for classroom collaboration, Office desktop apps with Microsoft 365 Apps for Enterprise, Intune for Education for device management, and Minecraft: Education edition.

## **What happened to the previous Microsoft 365 A1 offer?**

The existing Microsoft 365 A1 SKU was renamed 'Microsoft 365 A1 (legacy)' and remains on the pricelist.

## **If have Microsoft 365 A1 (legacy) licenses, does this change my licensing?**

No, the new Microsoft 365 A1 for devices does not impact past purchases of Microsoft 365 A1 (legacy).

## **Through which channels is Microsoft 365 A1 for devices be available?**

CSP only.

## **Are there any pre-requisites for purchasing Microsoft 365 A1 for devices?**

No, although the license will provide more value to new devices as it is tied to a specific device. Microsoft 365 A1 for devices can be used with Windows and non-Windows devices.

## **What is the difference between Microsoft 365 A1 (legacy) and Microsoft 365 A1 for devices?**

Microsoft 365 A1 for devices provides all the services of the Microsoft 365 A1 (legacy) offering, as well as Office desktop apps and Minecraft: Education Edition. Shared-device scenarios are supported with Microsoft 365 A1 (legacy) licenses but are not supported with a Microsoft 365 A1 for devices license.

## **What is the difference between licensing an Office 365 A1 (per user) license and assigning a Microsoft 365 A1 for devices license?**

Microsoft 365 A1 for devices provides the benefits of Microsoft A1 in addition to Intune for Education, Office desktop apps, and Minecraft: Education Edition for one-time upfront \$38 for up to 6 years. Microsoft A1 is a free offer for students, faculty, and staff which provides users access to Office web apps and storage (and more) with no commitment.

### **Is there a minimum or maximum number of licenses purchased?**

No minimum or maximum of Microsoft 365 A1 for devices licenses are required.

### **Can customers purchase Microsoft A1 for devices to be used on existing devices?**

Yes, Microsoft 365 A1 for devices may be licensed for existing devices, although the license will provide more value for a new device.

### **How is the license tied to a device?**

Microsoft 365 A1 for devices provides licensing for the device, for up to 6 years. If a device is refreshed earlier than 6 years, a new license needs to be procured.

### **Can a customer buy a Microsoft 365 A1 for devices license for a non-Windows device?**

Yes, Microsoft 365 A1 for devices is available on non-Windows devices and is recommended for Windows, iOS, and Android devices.

### **Can Microsoft 365 A1 for devices be used on Chromebooks?**

Chrome OS devices cannot be managed via Intune for Education and would need to utilize Microsoft 365 web apps. Chrome OS customers are advised to explore other licenses for Microsoft 365 web apps and Minecraft: Education Edition.

### **Can Microsoft 365 A1 for devices be used on iPads or iOS devices?**

Yes, Microsoft 365 A1 for devices can be purchased and used on Apple devices.

### **Can Microsoft 365 A1 for devices be used on Bring Your Own Device (BYOD) scenarios?**

Microsoft 365 A1 for devices can be licensed by any education customer and provided to a student for their BYOD device. However, the terms of the license is with the institution, so a Microsoft 365 A1 for devices license does not continue on a student's device which may leave the tenant well in advance of the 6 years or a regular device refresh cycle.

### **Why isn't Microsoft 365 A1 for devices available for EES customers?**

Customers currently covering all Education Qualified Users (EQUs) through an EES agreement with Microsoft 365 A3 or A5 faculty licenses have student use benefits.

### **Will this work in a shared-device or shared cart scenario?**

No. The Microsoft 365 A1 for devices license is not intended for shared-device scenarios and should be purchased for dedicated device scenarios only.

### **If a user moves outside the school/tenant, can I reassign the Microsoft 365 A1 for devices license to a new user?**

Yes, the license can be reassigned to a new user when needed, but multiple users cannot be support simultaneously on this license.

### **Can a customer transition from Microsoft 365 A1 for devices to a Microsoft 365 A3/A5 per user license?**

No. Microsoft 365 A1 for devices is a per-device license and therefore has no transition path to Microsoft 365 A3/A5 per user licenses.

## **Are there student use benefits for this license?**

No. The Microsoft 365 A1 for devices license is tied to the device and does not include any student use benefits.

## **Does Microsoft 365 A1 for devices include a Windows upgrade?**

Yes, Microsoft 365 A1 for devices does include the right to upgrade to Windows 10/11 Pro Education at no additional cost. As with Microsoft 365 A1 (legacy), the new Microsoft 365 A1 for devices includes an upgrade to Windows 10/11 Pro Education for devices licensed with Windows 7 Home/Professional, Windows 8/8.1 Home/Pro, and Windows 10/11 Home/Pro to support the use of Intune for Education.

## **How do I upgrade my Windows device to Windows 10 Pro Education?**

Windows 10/11 Pro Education upgrade is available for devices owned by K-12 academic institutions that purchase the new Microsoft 365 A1 for devices license. Please open a support ticket through the [Microsoft 365 Admin Center](#).

## **How does the 'up to 6 years' license work?**

Per the Product Terms, the Microsoft 365 A1 for devices is up to six years from the date of order. If the license extends beyond the expiration of Customer's licensing agreement under which the Microsoft 365 A1 for devices was purchased, the terms of such agreement will survive as necessary for the duration of the Microsoft 365 A1 for devices.

## **Why are there different Microsoft 365 A1 for devices offers for student and faculty?**

To ensure successful deployment of the service plans for Microsoft Teams and Office, the student or faculty user must be assigned a license. There is no difference in price between the student and faculty Microsoft 365 A1 for devices SKUs.

## **When a user moves outside the school/tenant, can I reassign the Microsoft 365 A1 for devices license to a new user?**

Yes, the license can be reassigned to a new user when needed, but multiple users cannot be supported simultaneously on this license.

## **Can a user with a Microsoft 365 A1 for devices license sign into a different device and access their Microsoft 365 apps, documents, or files?**

The assigned user for a Microsoft 365 A1 for devices license will be able to install and activate Microsoft 365 Apps on up to 5 devices.

## **If a customer has existing Microsoft 365 A3 and/or A5 licenses, can they buy Microsoft 365 A1 for devices licenses?**

Yes, customers can have multiple Microsoft 365 license types across an institution. Users can be licensed with an A1 for devices license or an A3/A5 license, but only need to be covered by one license.

## **Why is Microsoft 365 A1 for devices showing up on the CSP Price List as a monthly price instead of a one-time charge?**

CSP displays a monthly price on the Price List but will result in a one-time charge on the Invoice. Even though Microsoft 365 A1 for devices is designated as 'annual' in CSP, it is set up with 'one-time billing' so it will not show up on subsequent invoices.

## Student Use Benefits

### What are Student Use Benefits?

Student Use Benefits is a program that entitles school students to free copies of the software after paid versions are purchased for 100% of a school's faculty/staff, Knowledge Worker or Education Qualified User count.

### Through which programs are Student Use Benefits available?

Student Use Benefits are available to customers who purchase through EES, OVS-ES, and CSP.

### Which products qualify for Student Use Benefits?

QRefer to the [Product Terms](#).

### Are there Student Use Benefits for Microsoft 365 A5 Security?

Yes. For Microsoft 365 A5 Security, the Student Use Benefit value provided is the same value a customer would receive if they purchased the standalone component SKU. Therefore, there will Student Use Benefits for Office 365 Plan 1 (aligns to Microsoft Defender for Office 365 Plan 2 (previously *Office ATP Plan 2*) standalone benefit) and Entra ID Plan 2 (aligns to Entra Id Plan 2 standalone benefit). Additional Student Use Benefits for security are available with the full Microsoft 365 A5 suite. .

Note: The Microsoft 365 A5 Security Student Use Benefit SKU is not available via Buy Online.

### Are there Student Use Benefits for Microsoft Compliance offers?

No, there no Student Use Benefits for Microsoft Compliance offers.

### Why are there security Student Use Benefits that are only available with the full Microsoft 365 A5 SKU and not the A5 Security SKU?

Reserving some Student Use Benefits for the full Microsoft 365 A5 SKU helps to increase the value of our hero offering while limiting the risk of the new A5 Security SKU cannibalizing Microsoft 365 A5.

### Is Minecraft: EE available as a Student Use Benefit via CSP?

Minecraft: EE is available as a Student Use Benefit if purchased via the A3 or A5 suite in EES or CSP or via the standalone SKU in EES only.

### Microsoft Bookings available as a Student Use Benefit?

No, Microsoft Bookings is not available as a Student Use Benefit.

### What are the Student Use Benefit ratios?

Student Use Benefit calculations are based on the number of faculty/staff, Knowledge Workers or Education Qualified Users. The only difference is whether the product is purchased standalone, which has a ratio of up to 1:15, or whether the product is purchased via a bundle or suite, in which case the ratio is up to 1:40

### How can a customer acquire Student Use Benefits?

They must purchase an offer containing a qualifying product for your entire organization population/count. For qualifying products purchased through a suite purchase, customers receive the qualifying component for students, not the entire suite functionality.

### How do customers get the Student Use Benefits licenses to assign to students?

For Student Use Benefits, the partner should order the \$0 SUB SKUs from the pricelist when placing their original paid order.

## **Do Student Use Benefits provide free coverage for both CALs and Servers for SharePoint, Exchange, and Skype for Business?**

No, Server licenses and CAL rights are not included with Student Use Benefits.

## **If a customer has the Microsoft 365 A3 SUB SKU, is there a path for them to Step-up to Microsoft 365 A5?**

If a customer has gotten access to Microsoft 365 A3 for their students through Student Use Benefits, then the functionalities of that suite are not a full match to the paid Microsoft 365 A3 for students offer given not all functionalities in Microsoft 365 suites qualify for Student Use Benefits. Therefore, customers can't use the Microsoft 365 A3 to Microsoft 365 A5 Step-up when the base license is the \$0 Microsoft 365 A3 Student Use Benefit offer. If a customer wants the full Microsoft 365 A5 for students, they could either purchase the FUSL or purchase the Microsoft 365 A5 standalone components they'd like for these students (such as Windows Defender Advanced Threat Protection).

## **Microsoft 365 Apps for enterprise Device-based Subscription for Education**

### **What is a "device-based subscription"?**

Microsoft 365 Apps for enterprise Device-based Subscription for Education is an add-on license that will allow admins to assign a Microsoft 365 Apps for enterprise license to a device rather than to a user with an AAD identity.

### **What is the cost of a device-based subscription?**

There is no additional cost. Microsoft 365 Apps for enterprise Device-based Subscription for Education is available as a benefit for every Microsoft 365 Apps for enterprise, Office 365/Microsoft 365 A3 or A5 Faculty and Student license, if all Education Qualified Users are covered with Microsoft 365 Apps for enterprise, Office 365/Microsoft 365 A3 or A5.

### **How different is device-based subscription from user-based licensing?**

The most important difference is in the licensing method. Users on a licensed device will have access to the Office 365 desktop apps (Word, Excel, PowerPoint, etc.). Access to Office 365 services like OneDrive will depend on the user's license.

### **Will users have to use one of their five downloads?**

No, users with Office 365 or Microsoft 365 licenses will not have to use one of their five downloads in order to access and use Office client apps on a device using/assigned a license for using Microsoft 365 Apps for enterprise Device-based Subscription for Education.

### **How do customers get access to the device-based licenses?**

Place an order for the no-cost SKU through the reseller.

### **Is the device-based subscription available through partner sales?**

No. Microsoft 365 Apps for enterprise Device-based Subscription for Education is only available through EES and is not currently available through CSP.

### **Does device-based subscription replace the current "lab and library" benefit?**

For EES, the Microsoft 365 Apps for enterprise Device-based Subscription for Education can be deployed on any device in the organization and will replace the need to deploy a different version of Office on open access lab or library devices. Starting in August 2019, we will update the older "lab and library" benefit that

relied on an Office 2019/16 license in favor of this new, more comprehensive solution. The lab and library benefit with the Office 2019/16 license is only available for OVS-ES, where Microsoft 365 Apps for enterprise Device-based Subscription for Education is not available at this time.

### **Would everyone have the same Office experience when using a computer with a device-based subscription?**

No. The specific user experience will depend on the user's license. A student with a with a qualifying Office 365 or Microsoft 365 user-based license signing in to a licensed device would have full access to the Microsoft 365 Apps for enterprise apps – including Word, Excel, and PowerPoint – as well as all licensed cloud services, such as OneDrive or SharePoint. A visitor without a license would have full access to the desktop apps, but none of these cloud services.

### **What is a “device-based subscription”?**

Microsoft 365 Apps for enterprise Device-based Subscription for Education is an add-on license that will allow admins to assign an Microsoft 365 Apps for enterprise license to a device rather than to a user with an AAD identity.

### **What is the cost of a device-based subscription?**

There is no additional cost. Microsoft 365 Apps for enterprise Device-based Subscription for Education is be available as a benefit for every Microsoft 365 Apps for enterprise, Office 365/Microsoft 365 A3 or A5 Faculty and Student license, if all Education Qualified Users are covered with Microsoft 365 Apps for enterprise, Office 365/Microsoft 365 A3 or A5.

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## Where can I find more information?

Announcement: [Attention IT administrators: Announcing Office 365 ProPlus Device-based Subscription for Education](#)

Documentation: [Device-based licensing for Microsoft 365 Apps for enterprise - Deploy Office | Microsoft Learn](#)

## Microsoft 365 Product Rebrands

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### Is there a historical list of past Microsoft 365 product branding changes?

Previously known as:	Microsoft Product
Microsoft Endpoint Remote Help	Microsoft Intune Remote Help
Azure Purview	Microsoft Purview
Azure Purview portal	Microsoft Purview governance portal
Microsoft 365 compliance	Microsoft Purview
Microsoft 365 compliance center	Microsoft Purview compliance portal
Azure Purview Data Catalog	Microsoft Purview Data Catalog
Azure Purview Data Insights	Microsoft Purview Data Estate Insights
Azure Purview Data Map	Microsoft Purview Data Map
Azure Purview Data Sharing	Microsoft Purview Data Sharing
Azure Purview Data Use Management	Microsoft Purview Data Use Management
Microsoft 365 Advanced Audit	Microsoft Purview Audit (Premium)
Microsoft 365 Basic Audit	Microsoft Purview Audit (Standard)
Microsoft Advanced eDiscovery	Microsoft Purview eDiscovery (Premium)
Microsoft Core eDiscovery	Microsoft Purview eDiscovery (Standard)
Microsoft 365 Communication Compliance	Microsoft Purview Communication Compliance
Microsoft Compliance Manager	Microsoft Purview Compliance Manager
Customer Key for Microsoft	Microsoft Purview Customer Key
Double Key Encryption for Microsoft	Microsoft Purview Double Key Encryption
Microsoft Customer Lockbox	Microsoft Purview Customer Lockbox
Microsoft Data loss prevention	Microsoft Purview Data Loss Prevention
Microsoft 365 Information Barriers	Microsoft Purview Information Barriers
Microsoft Information Protection	Microsoft Purview Information Protection
Microsoft Information Governance	Microsoft Purview Data Lifecycle Management
Microsoft 365 Insider Risk Management	Microsoft Purview Insider Risk Management
Privileged Access Management in Microsoft 365	Microsoft Purview Privileged Access Management
Records Management in Microsoft 365	Microsoft Purview Records Management
Microsoft Workplace Analytics	Microsoft Viva Insights
Intelligent Content Services	SharePoint Syntex
Firstline	Frontline
Microsoft Enterprise E1/E3/E5	Microsoft E1/E3/E5
Microsoft 365 Enterprise E1/E3/E5	Microsoft 365 E1/E3/E5
Microsoft Education A3/A5	Microsoft A3/A5
Microsoft 365 Business	Microsoft 365 Business Premium
Microsoft Business Premium	Microsoft 365 Business Standard
Microsoft Business Essentials	Microsoft 365 Business Basic
Microsoft Business	Microsoft 365 Apps for business
Microsoft ProPlus	Microsoft 365 Apps for enterprise
Microsoft K1, Microsoft F1	Microsoft F3
Microsoft 365 F1	Microsoft 365 F3
Office Web Apps	Office Online
SharePoint Online	SharePoint
OneDrive for Business	OneDrive
Exchange Online	Exchange



Project Online Premium	Project Plan 5
Project Online Professional	Project Plan 3
Project	Project Online
Office Web Apps, Office Online, Office for the Web	Microsoft 365 for the web
Office Mobile, Office for mobile, Office Mobile apps	Microsoft 365 Mobile apps
Labeling in Microsoft	Labeling in Microsoft 365
Automatic sensitivity labeling in Microsoft apps	Automatic sensitivity labeling in Microsoft 365
Sensitivity labeling for containers in Microsoft	Sensitivity labeling for containers in Microsoft 365
Office cloud policy support	Cloud Policy service for Microsoft 365
Microsoft Extra File Storage	Microsoft 365 Extra File Storage
Application Guard for Microsoft	Microsoft Defender Application Guard
Cloud PBX (initial branding), Phone System	Teams Phone
Teams Calling Essentials	Teams Phone with Calling Plan
Audio Conferencing select dial-out	Audio Conferencing with dial-out to USA/CAN
PSTN Conferencing	Audio Conferencing
PSTN Calling	Calling Plan
PSTN Consumption	Communications Credits
Meeting Room	Microsoft Teams Room Standard
Microsoft 365 E5 Information Protection and Compliance	Microsoft 365 E5 Compliance
Microsoft 365 E5 Identity and Threat Protection	Microsoft 365 E5 Security
MyAnalytics	Viva Insights – personal insights
Azure Defender, Azure Security Center (ASC)	Microsoft Defender
Microsoft Cloud App Security	Microsoft Defender for Cloud Apps
Microsoft Defender for IoT	Azure Defender for IoT
Azure Sentinel	Microsoft Sentinel
Microsoft Threat Protection (MTP)	Microsoft 365 Defender
Microsoft Defender Advanced Threat Protection	Microsoft Defender for Endpoint
Microsoft Defender for Endpoint	Microsoft Defender for Endpoint Plan 2
Exchange ATP, Microsoft Advanced Threat Protection	Microsoft Defender for Microsoft
Azure Advanced Threat Protection	Microsoft Defender for Identity
Microsoft Privacy Management	Microsoft Priva <ul style="list-style-type: none"> <li>• Priva Privacy Risk Management</li> <li>• Priva Subject Rights Requests</li> </ul>
Azure Defender for Servers	Microsoft Defender for Servers
Azure Defender for App Service	Microsoft Defender for App Service
Azure Defender for SQL on Azure	Microsoft Defender for SQL on Azure
Azure Defender for SQL outside Azure	Microsoft Defender for SQL outside Azure
Azure Defender for SQL outside Azure	Microsoft Defender for MySQL
Azure Defender for PostgreSQL	Microsoft Defender for PostgreSQL
Azure Defender for MariaDB	Microsoft Defender for MariaDB
Azure Defender for Storage	Microsoft Defender for Storage
Azure Defender for Kubernetes	Microsoft Defender for Kubernetes
Azure Defender for ACR	Microsoft Defender for ACR
Azure Defender for Containers	Microsoft Defender for Containers
Azure Defender for Key Vault	Microsoft Defender for Key Vault
Azure Defender for ARM	Microsoft Defender for ARM
Azure Defender for DNS	Microsoft Defender for DNS
Common Data Service	Dataverse
Microsoft Flow	Power Automate
Dynamics 365 Retail	Dynamics 365 Commerce
Project Service Automation (PSA)	Project Operations
Dynamics 365 Customer Voice, Microsoft Forms Pro	Voice of the Customer (VoC)
Windows Virtual Desktop (WVD)	Azure Virtual Desktop (AVD)
eCommerce Ratings and Reviews	Commerce Ratings and Reviews
eCommerce Recommendations	Commerce Recommendations
PowerApps	Power Apps

IoT Intelligence	Sensor Data Intelligence
Call Intelligence	Conversation Intelligence
Microsoft Intune	Microsoft Intune Plan 1