**Microsoft**

# Microsoft 365
Customer frequently asked questions (FAQ)

The rapid pace of technological change creates both opportunities and challenges for today's organizations. This change is driving organizations around the world to make decisions about whether or not they will embrace the digital transformation, which includes transforming products, optimizing operations, empowering the flexible work styles employees are demanding, and engaging with customers.

Microsoft understands that technology licensing can help or hinder organizations that need the agility to respond to these technological opportunities. For this reason, Microsoft 365 marks another step in our journey to modernize licensing, making it easier for you to buy what you need from Microsoft with new licensing flexibility to deploy in the cloud or on premises.

Microsoft 365 helps you empower your employees on their digital transformation journey. Microsoft 365 delivers the latest and most advanced innovations in enterprise security, management, collaboration and business analytics, delivered through best-in-class cloud services. Microsoft 365 is targeted to address these top priorities:

- **Trust**. Protect your organization, data, and people.
- **Collaboration**. Create a productive workplace to embrace diverse workstyles.
- **Mobility**. Enable your people to get things done anywhere.
- **Intelligence**. Provide insights to drive faster, better business decisions.

## General questions

### 1.1 What is the Microsoft 365?
Microsoft 365 is a trusted, secure, and productive way to work that brings together Office 365, Windows 10 Enterprise, and Enterprise Mobility + Security. Microsoft 365 delivers the latest and most current advanced innovations in enterprise security, management, collaboration, and business analytics, delivered through enterprise cloud services.

### 1.2 What are the offerings for Microsoft 365?
The Microsoft 365 offerings include:

# Microsoft 365 Enterprise FAQ

| Microsoft 365 E3 | Microsoft 365 E5 |
|---|---|
| Office 365 E3<br>Windows 10 Enterprise E3<br>Enterprise Mobility + Security E3 | Office 365 E5<br>Windows 10 Enterprise E5<br>Enterprise Mobility + Security E5 |

**1.3    Where can I find more resources on Microsoft 365?**

Learn more about [Microsoft 365](#).

**1.4    Will Microsoft 365 be available to Government and GCC (Government Community Cloud – US only) customers?**

Yes, Microsoft 365 E5 is available to Government customers worldwide. However, the US Government Community Cloud version of Microsoft 365 E3 and E5 will be released at a later date.

**1.5    Will Microsoft 365 be available to Education and Nonprofit customers?**

Yes, Microsoft 365 will be available for Education; the release date will be announced at a later date. There are currently no plans to launch Microsoft 365 for Nonprofit customers at this time.

**1.6    Is Microsoft 365 available in the Sovereign Datacenters?**

It is not currently available, but more details will be announced at a future date.

**1.7    What is included with Microsoft 365 E3?**

Microsoft 365 E3 includes the following:

- **Office 365 E3**
- **Windows 10 Enterprise E3**
- **Enterprise Mobility + Security E3**

**1.8    What is included with Microsoft 365 E5?**

Microsoft 365 E5 includes the following:

- **Office 365 E5** (includes all of Office 365 E3, Skype for Business Online Cloud PBX, Microsoft Power BI Pro, and other services)
- **Windows 10 Enterprise E5** (includes Windows 10 Enterprise E3 plus Windows Defender Advanced Threat Protection)
- **Enterprise Mobility + Security E5** (includes all of Enterprise Mobility + Security E3, Microsoft Cloud App Security, Azure Active Directory Premium P2, and Azure Information Protection P2)

**1.9    Through which channels is Microsoft 365 available?**

Microsoft 365 is available through the Enterprise Agreement, Enterprise Agreement Subscription, Cloud Solution Provider program, and Microsoft Products and Services Agreement.

**1.10   What are the On-Premises capable rights for Microsoft 365?**

Microsoft 365 users during their subscription term receive On-Premises rights to Productivity Servers and Office Professional Plus, per the following:

- Not a license entitlement, but rights to install and use server and client software for the term of subscription
- Rights to use latest version or earlier versions of software
- On-Premises rights are not a license and do not include Software Assurance benefits

The Productivity Server Right includes:

- Unlimited server installs
- Access exclusive to Microsoft 365 users
- Only on customer dedicated hardware server deployments
- No rights to deploy on multi-tenant cloud

The Office Professional Plus Copy includes:

- One copy for local install per Microsoft 365 Enterprise from Software Assurance User Subscription License (USL) purchased
- Rights to Microsoft 365 Enterprise from Software Assurance users or those with pre-existing Software Assurance coverage
- Limited rights to Microsoft 365 Enterprise new users—only up to the number of Software Assurance users (1:1 ratio)
- No rights to deploy client on servers with Remote Desktop Services (RDS)

Learn more about [Microsoft 365](#).