

Modern Work FAQ - Advanced Data Residency

Frequently Asked Questions

Last updated July 29, 2024

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Advanced Data Residency

1. What is Advanced Data Residency and when will it be available?

Advanced Data Residency is an add-on 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.

2. 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.

3. Through which channels is Advanced Data Residency available?

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

4. 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.

5. 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.

6. 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

7. 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)

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. Where can I learn more about Advanced Data Residency?

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