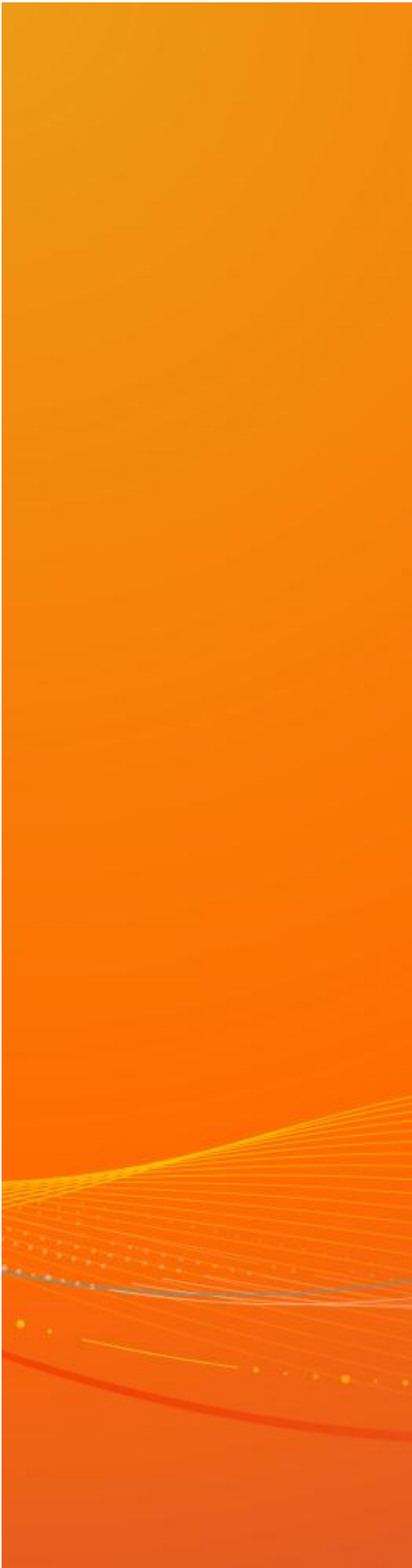


Microsoft Office 365 for professionals and small businesses (Plan P1)

Customer Purchase and Support Guide

Published: June 2011



This guide will help you learn more about **Office 365 for professionals and small businesses** and how it can benefit your organization. The guide focuses primarily on the Office 365 commerce experience and will help you to buy and manage your Office 365 subscriptions. This document is not a contract and does not replace the **Microsoft Online Subscription Agreement (MOSA)**.

NOTE: The information included in this guide is subject to change. Please visit the [Office 365 website](#) for the most recent version.

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About Office 365 for professionals and small businesses

Office 365 for professionals and small businesses (Plan P1)¹ is a set of web-enabled tools that lets you access your e-mail, important documents, contacts, and calendars from virtually anywhere and on almost any device. Designed for organizations with one to 25 employees (with a technical limit of 50 users maximum), the service brings together online versions of the best business-grade communications and collaboration tools from Microsoft plus Microsoft Office Web Apps at a price that small businesses can afford. Office 365 works seamlessly with the programs you already know and use — Microsoft Outlook, Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. This is the much-anticipated cloud service that gives small businesses the capabilities and efficiencies to grow and target more rapid success.

Powerful security features from Microsoft Corporation help protect your data, and it will be backed with a 99.9 percent financially backed uptime guarantee. Office 365 was designed to be easy enough for small businesses to run without specialized IT knowledge.

Why Office 365 for Your Organization

Virtually Anytime, Anywhere Access

Office 365 helps you access your e-mail, important documents, contacts, and calendar on nearly any device from almost anywhere. It frees you to work where and when you choose, allowing you to respond to important requests right away, no matter where you are. Because you can use your mobile device to access e-mail and documents, you won't have to hurry back to the office (or look for a Wi-Fi hot spot if you are using your computer). When traveling, you can access your e-mail and even edit online documents from most popular Web browsers.²

Easy to use

Office 365 is easy to try, simple to learn, and straightforward to use. It works seamlessly with the programs you know and use most, including Outlook, Word, Excel, OneNote and PowerPoint. With Office 365, you can choose which tools to use.

Improved Collaboration

With Office 365, you can create a password-protected portal to share large, hard-to-email files both inside and outside your organization, giving you a single location to find the very latest versions of files or documents, no matter how many people are working on them.

Security and Reliability

Powerful security features from Microsoft help protect your data. Office 365 is backed with a 99.9-percent uptime, financially backed guarantee. Office 365 helps safeguard your data with enterprise-grade reliability, disaster recovery capabilities, data centers in multiple locations, and a strict privacy policy. It also helps protect your email environment with up-to-date antivirus and anti-spam solutions.

¹ Plan P1 refers to Microsoft Office 365 for professionals and small businesses. References in this document to Office 365 describe Plan P1 unless otherwise noted.

² Access from mobile devices requires Wi-Fi capability or depends on carrier network availability.

Licensing

Office 365 is sold through the User Subscription License (USL) model. Every individual end user of Office 365 service must be assigned with a USL.

Key User Subscription License (USL) Information

Subscriptions are contracted between Microsoft and a customer through the Microsoft Online Service Agreement (MOSA).

- A single subscription can contain one or more USLs.
- The USL is tied to the user. Within the context of this document, “user” refers to end user of the service.
- When purchasing a subscription through the [Microsoft Online Services Portal](#) the minimum purchase requirement is one (1) USL. The maximum purchase is 50 USLs.
- If you need more than 50 USLs you may want to consider [Office 365 for enterprises](#).
- All USLs are purchased through a subscription for a one (1) month term. The subscription runs month-to-month and automatically renews every month until you cancel it.

For more details on the Microsoft Online Service Agreement (MOSA), go [here](#).

Pricing

For the purpose of this guide, the terms “Pricing, Price, Prices” refer to the cost of a single USL. All prices are stated in currency per user per month. For latest Office 365 pricing, go [here](#).

Plans

Plans are listed in the Microsoft Online Services purchase catalog and define the types of pricing and features available when purchasing subscriptions.

Office 365 Trial Plan

Customers can sign up for an Office 365 trial plan. The trial allows you to experience Office 365 functionality free of charge for a period of 30 days.

- The trial is available to customers with a Microsoft Online Services ID. For new customers, an ID will be generated as part of the trial signup process. Before signing up for your trial, you are also required to sign the Microsoft Online Subscription Agreement.
- The trial subscription plan provides the full functionality of the paid subscription plan, with the following exceptions: (1) limited to 10 users for a 30-day period, and (2) you cannot point your custom domain to a trial account.

The following is the catalog item of the Office 365 trial:

Office 365 Trial Plan

Microsoft Office 365 (Plan P1)

Office 365 Paid Plan

A paid subscription plan is available to customers with a Microsoft Online Services ID. For new customers, an ID will be generated as part of the trial signup process. Before purchasing your subscription, you are also required to sign the Microsoft Online Subscription Agreement.

The following is the catalog item of the Office 365 paid plan:

Office 365 Paid Plan

Microsoft Office 365 (Plan P1)

Purchasing your Office 365 Subscription

Once you have made the decision to purchase a subscription, you have your choice of two options:

1. **Convert an existing trial subscription to a paid subscription:** If you choose to convert your trial subscription to a paid subscription of the same plan, the end users on the trial subscription are automatically transferred (with service data) to the paid subscription.
2. **Purchase a new paid subscription:** If you choose to purchase a new paid subscription, or an unrelated (different) paid plan to your trial subscription, you will need to manually assign users to the paid subscription.

The subscription term will begin on the day you convert to or purchase the new paid subscription plan.

Managing your Office 365 Subscription

Within this section you will find information that will help you manage and make changes to your Office 365 subscriptions.

Adding USLs

You can add USLs to an existing Office 365 subscription at any time in the Microsoft Online Portal under the manage subscriptions tab. When you are adding USLs you should consider:

- You can add USLs to your subscription at any time at the current subscription purchase price.
- The added USLs will follow your original subscription anniversary date for renewals.
- New USLs added between billing cycles will be billed on a prorated basis in the next billing cycle.

Reducing USLs

You can reduce USLs from your existing Office 365 subscription at any time in the Microsoft Online Services Portal under the manage subscriptions tab. There is no penalty fee for reducing USLs.

- After reducing USLs, reconcile your subscription by manually disabling the corresponding users through the Microsoft Online Services Portal.
- If you don't reconcile your subscription, an error message will appear on the portal indicating that there are more users using the services than USLs purchased.

Canceling your Office 365 Subscription

You can cancel your Office 365 subscription at any time without a penalty. You can cancel the subscription in the Microsoft Online Services Portal under the manage subscriptions tab.

Post cancellation the subscription/service is in active state until the end of the month. At the end of the month the subscription enters a 7-day grace period. During the grace period a warning message is displayed in the portal but end users continue to access the service. After the 7-day grace period the services goes into a 90-day disabled state. During the disabled state the end users cannot access the service but the administrator can access the service and retrieve data.

Auto Renewal

All subscriptions are set to auto-renew by default at the time of purchase. Every month your subscription and USLs renew at the current market price. You can cancel the auto-renew feature to stop the subscription and USLs from renewing.

Paying your Office 365 Subscription

You can make payments using an International credit or debit card. VISA, MasterCard, American Express, Discover, and JCB are accepted.

You will be billed in advance every month based upon the number of USLs included in your subscription. An electronic statement is posted on your Microsoft Online Portal showing the amount your credit/debit card was charged.

When you add or reduce USLs in the middle of a billing cycle, these changes will be reflected in the next month's statement, and charges will be prorated to the date of the transaction.

Support

Support is available to customers for technical and billing related issues. Customers who purchase Microsoft Office 365 for professionals and small businesses have the Microsoft Office 365 Community (www.community.office365.com) available as the primary way to have technical and billing issues resolved:

1. Community Support for technical assistance

The **community forum** is a place where you or anyone using Office 365 can post a question and others in the

forum can answer.

2. Online Support for billing assistance

For [billing and subscription issues](#), create a service request in the Microsoft Online Services Portal to communicate with an Office 365 support representative. To do this, in the header, click **Admin**. In the left pane, under Support, click **Service requests**, and then follow the instructions. The online support option is available 24 hours-a-day, seven days-a-week in all markets where Office 365 is available.

More information is available to you on the Office 365 Community through the [Office 365 Blog](#) and the [Office 365 Wikis](#).

Microsoft Online Services Partner

You may work with a Microsoft partner who serves as your subscription advisor and provides you with the sales, support, and technical expertise to set up and maintain your subscription. You can add and authorize a partner to assist with your subscription at the time of purchase or at a later date through the Microsoft Online Services Portal.

Partner availability depends on the services you use and the country or region where you will use those services. You can also change or remove the partner from your subscription at any time. You can find a partner at the [Office 365 Marketplace](#). If you are adding a partner, or changing the partner for your subscription, you will need the Microsoft Partner ID number.

Find more information about adding, changing, or removing partners from your subscription [here](#).

Global Availability

Service Availability

Office 365 is available in the following countries:

Australia, Austria, Belgium, Canada, Colombia, Costa Rica, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Poland, Portugal, Puerto Rico, Romania, Singapore, Spain, Sweden, Switzerland, Trinidad & Tobago, United States, UK.

Languages Supported

Office 365 is supported in the following languages:

English, Chinese, Czech, Danish, Dutch, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Norwegian, Polish, Romanian, Spanish, Swedish.

Currencies Supported

Office 365 Plans are priced in the following currencies:

AUD, CAD, CHF, DKK, EUR, GBP, JPY, NOK, NZD, SEK, USD.

Data Centers

Data centers are the actual facilities where your data is stored by Microsoft.

Microsoft Online Services uses data centers located in the United States, Singapore, and Ireland to best serve subscribers. A data center will be assigned based on the location of your organization.

Countries served by each data center:

United States Data Center	Singapore Data Center	Ireland Data Center
Canada	Australia	Austria
Costa Rica	Hong Kong	Belgium
Columbia	India	Cyprus
Mexico	Japan	Czech Republic
Peru	Malaysia	Denmark
Puerto Rico	New Zealand	Finland
Trinidad and Tobago	Singapore	France
United States		Germany
		Greece
		Hungary
		Ireland
		Israel
		Italy
		Luxembourg
		Netherlands
		Norway
		Poland
		Portugal
		Romania
		Spain
		Sweden
		Switzerland
		United Kingdom

Visit the [Microsoft Data Centers](#) for more information.

Service Level Agreement

Microsoft Online Services guarantees 99.9% uptime for all Office 365 services in their Service Level Agreement (SLA). These service levels are financially backed. That means, if Microsoft does not meet the terms of your Service Level Agreement, you are eligible to receive service credits equal to a percentage off your total monthly bill. You can find the full Service Level Agreement [here](#).

These are the service credit tiers for any loss of monthly uptime:

Monthly Uptime Percentage	Service Credit
< 99.9%	25%
< 99%	50%
< 95%	100%

Glossary

Microsoft Online Services Portal (Portal) – The Web portal that customers use to try or buy Office 365 Plans, manage active Office 365 subscriptions, and/or manage user accounts and other service capabilities included in their Office 365 subscriptions.

Billing Administrator – This administrator role can buy or manage Office 365 subscriptions and update billing information, payment options, etc.

Service Administrator – This administrator role can create or manage user accounts, manage service requests, and monitor service health.

Global Administrator – This administrator role can act as both the billing and service administrator.

Microsoft Online Services ID –The unique ID that is required to administer or use Office 365 services. The Microsoft Online Services ID can be created when you try or buy an Office 365 plan for the first time.

Plan –Office 365 Plans are listed on the online services catalog within the Microsoft Online Services Portal. Each plan includes a set of online services capabilities or functionalities.

Pricing, Price, Prices - For the purpose of this guide the terms “Pricing, Price, Prices” refer to the customer cost of a single User Subscription License (USL). All prices are stated in currency per user per month.

Subscription – A subscription represents the detailed attribute of an agreement between Microsoft and a customer who has subscribed to a Microsoft Online Services plan.

User Subscription License (USL) – Microsoft Online Services are subscription-based and provide access to software and services. Licensing for Office 365 requires a User Subscription License (USL) for each user of the service.

Billing in Advance – Billing in advance is a billing structure in which a customer is billed at a predetermined rate for Microsoft Online Services before s/he uses the service.

Microsoft Online Services Agreement (MOSA) – The contract between Microsoft and you for Office 365 services purchased.

Service Request (SR) – A Service Request is how customers engage Microsoft Online Services support for issues.

Microsoft Online Services Partner (MOSPA) - A partner who has signed the Microsoft Online Services Partner Agreement (MOSPA) and is certified to sell Office 365.

Partner of Record (POR) - The term used to reference the Microsoft Online Services Partner tied to a specific subscription. The Partner of Record is the partner recognized for selling you the Office 365