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

Service Description

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This applies in its entirety with the exception of sections: 9.2, 9.3, 9.6, 9.7, 9.8, 9.9

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For the latest information, please see http://www.microsoft.com/online.
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Introduction

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.

1. Why Office 365 for Your Organization

1.1 Virtually Anytime, Anywhere Access

Office 365 helps you access your email, 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

\(^1\) 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.
respond to important requests right away, no matter where you are. Because you can use your mobile device to access email and documents, you won’t have to hurry back to the office (or look for a WIFI hot spot if you are using your computer). When traveling, you can access your email and even edit online documents from most popular web browsers.²

1.2 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.

1.3 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.

1.4 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.

2. Overview of Services Provided by Office 365

2.1 Email, Calendar, and Contacts

_EPowered by Microsoft Exchange Online_

Office 365 provides you access to email, calendar, and contacts from virtually anywhere at any time on desktops, laptops, and mobile devices—while helping to protect against malicious software and spam.

- Easily manage your email with 25-gigabyte (GB) mailboxes and send emails up to 25 megabytes (MB) in size

² Access from mobile devices requires WIFI capability or depends on carrier network availability.
• Work from almost anywhere with automatically updated email, calendar, and contacts across devices you use most, including PCs, Macintosh computers, iPhone, Android phones, Blackberry smartphones, Microsoft Windows Mobile, and Windows Phones

• Connect with Microsoft Outlook 2010 or Office Outlook 2007 and use all of the rich Outlook functionality you already know and use, whether you are connected to the Internet at home, or in the office, or you are working offline

• Access your email, calendar, and contacts from nearly any web browser while enjoying a rich, familiar Outlook experience with Outlook Web App

• Use your existing domain name to create professional email addresses powered by Exchange Online (for example, mark@contoso.com)

• Easily schedule meetings by sharing calendars and viewing them side by side, seeing your colleagues’ availability, and suggested meeting times from your calendar

• Help protect your organization from spam and viruses with Microsoft Forefront Online Protection for Exchange, which includes multiple filters and virus-scanning engines

2.2 Team Sites and Public Website

*Powered by Microsoft SharePoint Online*

SharePoint Online helps you create sites to share documents and information with colleagues and customers. It lets you:

• Work together effectively by sharing team documents and tracking project milestones to keep everyone in sync

• Keep your team’s important documents online so the latest versions are always at hand

• Provide all team members with online access to critical business information whenever and wherever they need it

• Easily protect critical business information by controlling who can access, read, and share documents and information

• Market your small business using a simple public-facing website with a custom domain name (for example, www.contoso.com)

• Publish, share and edit Access database applications on your Team Site

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3 Users of Blackberry Internet Service get push email and can add calendar and contacts to their Blackberry device through a wired sync with Outlook on the PC

4 Access from mobile devices depends on carrier network availability
2.3 Office Web Apps

Hosted on Microsoft SharePoint Online

Office Web Apps are convenient online companions to Word, Excel, PowerPoint, and OneNote® that offer you an easy way to access, view, and edit documents directly from your web browser.

- Work with others simultaneously in Excel spreadsheets and in OneNote notebooks while seeing who is editing what parts of the document
- Access and view Office documents from your mobile device
- Ensure that viewers experience great fidelity between documents viewed with the Office Web Apps and those viewed in the desktop Office applications

2.4 Instant Messaging and Online Meetings

Powered by Microsoft Lync Online

Microsoft Lync™ Online helps you find and quickly connect with the right person from within the Office applications you already use.

- Find and connect with colleagues and customers from virtually anywhere via rich presence, instant messaging (IM), audio/video calls, and online meetings
- Use the Presence indicator to see when coworkers and partners are online and available
- Make PC-to-PC audio and video calls with colleagues and customers
- Conduct rich online meetings—including audio, video, and web conferencing—with people both inside and outside your organization
- Share your desktop, online whiteboards, and presentations with colleagues and partners inside and outside of your organization
- Click-to-Communicate with other users of Office 365, Microsoft Windows Live™, and MSN® Messenger

3. Requirements for Using Office 365

3.1 System Requirements

Office 365 works effectively with many combinations of browsers, operating systems, and supporting software, but Table 1 (below) shows the software supported by Office 365.

Table 1: Software supported by Office 365
<table>
<thead>
<tr>
<th>Software</th>
<th>Supported Version</th>
</tr>
</thead>
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| Operating systems         | Windows 7  
Windows Vista® SP2  
Windows Media Center  
Windows XP Home  
Windows XP SP3 with RPC over HTTP patch  
Mac OS X 10.4 (Tiger), 10.5 (Leopard), 10.6 (Snow Leopard) |
| System software           | Microsoft .NET Framework 3.0 (for Windows XP)  
Java client 1.4.2 (for Macintosh OS X)* |
| Office Clients            | Microsoft Office Professional Plus  
Office 2010  
Office 2007 SP2  
Office for Mac 2011 Service Pack 1 or later version  
Office 2008 for Mac 12.2.9 Update or later version and Entourage 2008, Web Services Edition  
.NET 2.0 or later  
Lync 2010 (included in Office 365 Plan P1)  
Mac Messenger 9 |
| Mobility                  | For Exchange Online: Microsoft Windows Mobile® and Windows Phone, Nokia E and N series devices, Android, Palm devices, Apple iPhone, and iPad, Blackberry*  
For SharePoint Online: Windows Mobile 6.5.x, Nokia E series and N series devices, Android, Apple iPhone 2.0+  
*Blackberry operates using the Blackberry Internet Service (BIS). Blackberry Exchange Services (BES) is not supported in Office 365 Plan P1 |
| Client applications       | Office desktop set up |
| Browser software—Microsoft Online Portal and Office Web Apps | Internet Explorer 7 or later  
Mozilla Firefox 3.x  
Apple Safari 3.x |
| Browser software          | Internet Explorer 7 or later  
Firefox 3 or higher  
Safari 3 or higher on Macintosh OS X 10.5  
Chrome 3 and later versions  
Outlook Web App also has a light version that supports a reduced set of features across almost any browser |

**Recommended Operating Systems and Software**

For the best experience with Office 365, we recommend the following operating systems and software:
- Windows 7
- Office 2010 or Office Professional Plus⁵
- Internet Explorer 8
- Lync 2010 (included in Office 365 Plan P1)
- Office desktop set up (an installable piece of software included in Office 365 Plan P1)

Operating Systems and Software Not Supported
The following operating systems and software versions are not supported when using Office 365:

- Windows Server® 2003
- Microsoft Office Outlook 2003
- Microsoft Internet Explorer 6
- Microsoft Office Communicator 2007

Instead of using these operating systems and software, we recommend that you upgrade to the versions listed in the Recommended Operating Systems and Software section.

3.2 Using Office Desktop Applications
For the best experience with Office 365, a set of software updates must be applied to each PC. These updates are required for all workstations that use rich clients (such as Microsoft Office 2010) and connect to Office 365 services. To apply these updates, each user should run the Office desktop set-up program, which can be found on the Office 365 home page.

3.3 Using Mobile Devices
Access to services from phones and devices are available for two Office 365 services in this current release: Email and Team Sites.⁶ Lync Mobile clients will be available near the end of 2011 for the leading smart phone platforms, including Windows Phone, iPhone, Android, and Nokia Symbian.

Email (powered by Microsoft® Exchange Online) is a hosted messaging solution that delivers the capabilities of Microsoft Exchange Server as a cloud-based service. It gives users rich and familiar access to email, calendar, contacts, and tasks across PCs, the web, and mobile devices. Exchange ActiveSync technology provides synchronization of mailbox data between mobile devices and Exchange Online, so users can access their email, calendar, contacts, and tasks on the go. Exchange Online also provides better data security features on mobile devices with password enforcement and remote data wiping capabilities.

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⁵ Microsoft Office Professional Plus is available for subscription through the Office 365 Admin Portal

⁶ Access from mobile devices depends on carrier network availability
Team Sites (powered by SharePoint Online) gives you a central place to share documents and information with colleagues and customers. Team Sites can render on many devices (including Web-enabled mobile phones) using a simplified text-only format. Like Email, Team Sites include a standardized Web-based administrative console that enables your IT administrator to easily manage and set up services for users.

4. Office 365 Security

Powerful security features from Microsoft help protect your data with security standards that exceed what many businesses can provide for themselves. With high reliability, disaster recovery capabilities, data centers in multiple locations, and a strict privacy policy, your data is more secure. Availability to the services will be backed with a 99.9-percent uptime, financially backed Service Level Agreement (SLA) when the service is released for general availability. The service includes:

- **Access secure features:** Exchange Online is accessed through 128-bit Secure Sockets Layer (SSL) or TLS encryption
- **Intrusion monitoring:** Microsoft continuously monitors the Office 365 systems for any unusual or suspicious activity. If Microsoft detects such activity, it investigates and responds appropriately
- **Security audits:** Microsoft regularly assesses the Office 365 Services infrastructure to ensure that the latest compliance policies and antivirus signatures are installed, along with high-level configuration settings and required security updates. The Office 365 services have:
  - Achieved ISO 27001 certification
  - Completed SAS70 Type I and II audits
  - Added controls that assist customers in complying with certain regulatory requirements
- **High availability:** Office 365 has a 99.9-percent scheduled uptime. If a customer’s service is affected, Office 365 offers a service credit subject to the terms and conditions of the SLA.
- **Business continuity:** Redundant network architecture is hosted at geographically dispersed Microsoft data centers to handle unscheduled service outages. Data centers act as backups for each other: If one fails, the affected customers are transferred to another data center with limited interruption of service.

5. Email, Calendar, and Contacts

*Powered by Microsoft Exchange Online*

**Key Features and Benefits**

Office 365 messaging services, powered by Exchange Online, provide you with a 25 GB mailbox, contacts, and calendar that is available almost any time and from almost anywhere. Read and reply to your email directly from almost any major smartphone, including iPhone, Android, Nokia, Blackberry, and Windows Phone, or use almost any Macintosh computer or PC.
The following details provide a look at some of the key benefits and capabilities of the messaging services provided by Office 365.

5.1 Access Your Email, Calendar, and Contacts

Microsoft Outlook Web App is a web-based version of Outlook that provides the familiar, rich functionality and experience you are accustomed to from the desktop version of Microsoft Outlook. If you are limited by low bandwidth, Outlook Web App is optimized so it minimizes data and bandwidth use. Cross-browser support for Safari, Firefox, Chrome, and Internet Explorer ensures that wherever you are connected to the Internet—at home, at the office, or on the road—you can access your email through Outlook Web App.

Users can access Outlook Web App from a link on the Office 365 Portal or from http://www.outlook.com/owa/<customer domain>.

Figure 1: Access your email from a broad range of browsers with Outlook Web App
5.2 Functionality of Your Outlook Email, Calendar, and Contacts
Office 365 is the only set of services designed to be fully compatible with Microsoft Outlook. Exchange Online works with Outlook 2010 or Office Outlook 2007, making it easier to use the familiar desktop application.

5.3 Large, Easy-to-Use Mailboxes
Exchange Online provides you with 25 GB of mailbox storage. This removes the need to archive email locally with PST files and allows real-time access to your messages from Outlook, a browser or a mobile device. Emails have a size limit of 25 MB, allowing you to send large files, including videos and PowerPoint slides.

5.4 Professional Email Addresses
Use your existing domain name to create professional email addresses powered by Exchange Online (for example, mark@contoso.com). Adding your domain to Office 365 means that you can have your own domain name on email addresses, Lync Online accounts, distribution lists and your public website. When adding a domain, you can also choose to continue to host your public website with another provider.

5.5 Automatically Update Your Email, Calendar, and Contacts across Devices
You can access your email, contacts, and calendar from mobile devices that incorporate Exchange ActiveSync® technology. These devices maintain a connection with the service, receiving any new or updated emails messages, calendar items, contacts or tasks as soon as they arrive on the service. Mobile access is available from a wide range of devices including iPhone, Android, Nokia, Blackberry, and Windows Phone.⁷

5.6 See Colleagues’ Availability from Your Outlook Calendar
Exchange Online lets you access a consistent calendar from your multiple devices, share your calendar with people inside and outside your company, view multiple calendars side by side, and use the scheduling assistant to view availability and schedule meetings with people inside and outside your company.

5.7 Antivirus and Anti-Spam Filtering
All messages sent through the Exchange Online service are automatically scanned for viruses and malware to help safeguard your data. Exchange Online uses Forefront Online Protection for Exchange—an enterprise-level email filtering technology—to help protect your incoming and outgoing messages. The service uses proprietary anti-spam technology to help achieve high accuracy rates and uses multiple, complementary antivirus engines. Additionally, internal messages are scanned to protect you from viruses that may be sent through email messages within your organization. Antivirus and anti-spam

⁷ Users of Blackberry Internet Service get push email and can add calendar and contacts to their Blackberry device through a wired sync with Outlook on the PC.
protections are preconfigured and automatically updated, so there are no steps necessary for setting up, configuring, or maintaining the filtering technology.

5.8 Reduce Inbox Overload with Conversation View
By grouping conversations together, you can view messages in context and narrow the number of relevant messages in your inbox. Messages within the conversation are grouped, no matter where the message exists within the mailbox, which helps you and your employees be more productive.

5.9 Set Out-of-Office Replies
With the Exchange Out-of-office feature, you can see if someone is out of office before sending an email message or scheduling an appointment. You can schedule out-of-office messages in advance with specific start and end times. You can configure separate out-of-office messages for users in your company and for external users such as your customers or partners. Junk email and mailing list awareness prevents external out-of-office messages from being sent to extended mailing lists and spammers. You can also format out-of-office messages as rich HTML messages with hyperlinks rather than as plain text. Exchange Online also gives you the ability to set out-of-office messages from mobile devices that support this Exchange ActiveSync feature.

5.10 Recover Deleted Items
Exchange Online enables you to restore items that have been deleted from any email folder—including the Deleted Items folder—in case you accidentally delete an important item. These items are kept in a Recoverable Items folder for 14 days before being permanently removed. You can recover these items yourself using the Recover Deleted Items feature in Outlook Web App or Outlook.

5.11 Access Other Email Accounts through Office 365
You can connect to as many as five email accounts from Outlook Web App, letting you send, receive, and read email messages from those connected accounts in one place.

- **Windows Live Hotmail**: You don’t need to turn on POP or IMAP access for a Windows Live Hotmail® account. If you have folders in your Hotmail account, these folders are copied to your account in Outlook Web App along with the email messages downloaded from your Hotmail account.

- **Gmail**: Allow POP access from your Gmail account to download mail from the Gmail account to Outlook Web App.

- **Yahoo Mail Plus, Comcast, AOL**: These services give you POP access automatically and don't support IMAP access.

- **IMAP Access**: Outlook Web App supports IMAP access for most services, except Gmail. With IMAP access, your folders and mail items within those folders are downloaded to Outlook Web App the same way you see them in your other account. If your other account allows IMAP access, ensure IMAP access is turned on before you connect to the account.

5.12 Personal Archive
Exchange Online offers archiving through the personal archive capabilities of Exchange 2010 to help you store historical data that you rarely access. A personal archive is a specialized mailbox that appears alongside your primary mailbox folders in Outlook or Outlook Web App similar to a personal folder. You
can access the archive in the same way you access your normal mailbox. In addition, you can search both your personal archive and primary mailbox.\(^8\)

Outlook 2010 and Outlook Web App provides you with the full features of the personal archive, as well as related features like retention policies which can help you organize and clean up your mailbox.

Outlook 2007 provides basic support for the personal archive, but not all features are available in Outlook 2007. For example, with Outlook 2007, you cannot apply retention policies to items in your mailbox. If you use Outlook 2007, you will require the Office 2007 Cumulative Update for February 2011 to access the personal archive.\(^9\)

Administrators can use the Exchange Control Panel to enable the personal archive feature for specific users in your company.

Size of the Personal Archive
Each personal archive can only be used to store one person’s messaging data. You receive 25 GB in storage which can be used across both your primary mailbox and personal archive.

Importing Data to the Personal Archive
You can import historical data to personal archives in the following four ways:

- Import data from a .pst file using Outlook’s Import and Export wizard
- Drag email messages from .pst files into the archive
- Drag email messages from your primary mailbox into the archive
- Set retention policies to automatically move certain email messages from your primary mailbox, based on the age of the messages

5.13 Additional Features

- **Global Address List:** A Global Address List gives companies a common directory of all email-enabled users, distribution groups, and external contacts, helping to ensure that users can access the most recent contact information.

- **Resource Mailboxes:** Use Outlook or Outlook Web App to schedule use of shared resources, such as a conference room. After setting up the room alias (ex. ConfRm1@contoso.com), users can reserve the room by adding the conference room email alias to meeting requests.

- **Distribution Groups:** Distribution groups make it easy to send messages to multiple people. Unlike personal distribution groups that individuals create in Outlook, these distribution groups are available to all users through their Global Address List in Outlook.

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\(^8\) Using auto-forwarding rules to copy messages to an Exchange Online mailbox for the purposes of archiving is not permitted.

\(^9\) The personal archive has specific Outlook licensing requirements, which are described at [http://office.com/redir/HA102576659](http://office.com/redir/HA102576659).
**Integrated Instant Messaging and Presence:** Outlook Web App has instant messaging capabilities integrated into the web client, connected to Lync Online. Using the colorful status indicator of another person, users can see who is online and quickly decide if they should send an e-mail or just fire off a quick IM to get a fast response. **Message Delivery Status Reports:** Flexible message tracking capability to search for message delivery status on e-mail sent to or from users in Exchange Online. A web-based user interface also allows administrators to search for delivery reports by subject and within the last two weeks.

For a detailed feature summary of Exchange Online, see Appendix A.

**6. Team Sites and Public Websites**

*Powered by Microsoft SharePoint® Online*

**Key Features and Benefits**

Office 365 makes it easy for you to share documents with colleagues, customers, and even trusted business partners. SharePoint Online is designed to work with familiar Office applications. It’s easy to create Office documents and save directly to SharePoint Online or co-author documents with Office Web Apps. Information workers can access important documents offline or from familiar mobile devices and set document-level permissions to protect sensitive content. With one click, it’s possible to communicate in real-time with colleagues and customers from within SharePoint sites.

The following sections provide information about some of the key benefits and capabilities of Team Sites and the public-facing website in Office 365.

**6.1 Public-Facing Website**

You can easily create a well-designed, public-facing website and apply a custom domain name (for example, **www.contoso.com**) using the built-in Site Designer tool. The built-in Site Designer tool provides many out-of-the-box templates you can use to personalize your site. Public sites built using SharePoint Online are excellent for small businesses that need a simple and attractive site.

**6.2 Manage Important Documents**

When a single document has multiple contributors, versioning and control issues can quickly become problematic. SharePoint Online provides your Team Sites with built-in document check-in and check-out capabilities that work directly in Microsoft Office 2007, Microsoft Office 2010, and Office Professional
Plus. In addition, two or more people can co-author a document using Microsoft Office 2010 and Office Professional Plus or Office Web Apps.\(^{10}\)

SharePoint Online document libraries can be configured so that revision numbers for documents are automatically updated every time a user checks in a document. You can also easily return to any previous version. Document collaboration in SharePoint Online is a well-developed, flexible feature that you can adjust to meet your specific requirements.

6.3 Plenty of Space for Your Documents and Sites
Each subscription to Office 365 comes with a SharePoint Online site collection that can host multiple sub-sites starting with 10 GB of storage plus 500 MB for each subscriber. For example, if you have 10 users, you would have 15 GB total of storage. This is in addition to the 25 GB each user gets for his or her email.

6.4 External Sharing
You can share documents and information easily with trusted business partners. A team site gives your organization a single location to find the latest versions of files or documents. You can access your team sites and the documents they contain from your web browser and your mobile device and work directly with documents from your Office desktop applications. SharePoint Online allows you to share documents and information more securely with colleagues and customers inside or outside your company.\(^{11,12}\) Major benefits of SharePoint Online team sites include:

- Manage and share important documents to help teams work together
- Track key project milestones and schedules with shared-calendars
- Create, edit, and review documents and proposals in real-time
- Share documents and information easily with trusted business partners
- Manage important meeting notes and project delivery schedules
- Enable real-time communication with colleagues right from within SharePoint
- Apply your own unique look and feel to team sites with custom theming and branding

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\(^{10}\) Co-authoring Excel spreadsheets is enabled by the Excel Web App and simultaneous editing of OneNote notebooks can be done with either the OneNote Web App or the OneNote desktop application.

\(^{11}\) Microsoft Office 365 Plan P1 customers are licensed for 50 partner access licenses (PAL) (unique external users) per month at no additional cost.

\(^{12}\) When the service is generally available, Microsoft will support invited external users signing in to the service using a Microsoft Online Services ID. Later this year (Q3 2011), we will provide support for all Windows Live ID, Later this year (Q3 2011), we will add sign-in support for all Windows Live IDs, including Hotmail. As part of a future services offering we will introduce support for EASI (email as sign-on) ID. This provides a simple way for invited external users to use (any) existing email address to sign in to SharePoint sites.
6.5 Microsoft Office Integration

Microsoft Office and SharePoint Online now work better together. In addition to document collaboration and management, new capabilities now enable co-authoring—two or more users can simultaneously work on the same document. With Outlook 2010 or Office Outlook 2007, you can view or edit calendars and contact lists that are stored on SharePoint Online sites and create and manage sites for organizing meetings.

Some highlights of the new functionality in Microsoft Office 2010 and Microsoft Office Professional Plus that interoperate with SharePoint Online include:

- **Backstage View**: The Microsoft Office Backstage™ view allows you to manage your documents and related data—you can create, save and send documents, inspect documents for hidden metadata or personal information, and set options such as turning on or off AutoComplete suggestions.

- **Document Co-Authoring**: With new co-authoring capabilities, multiple users can edit the same document at the same time, even if they are in different locations. They can even communicate as they work directly from within the desktop application.

- **Outlook**: Gain read/write access to SharePoint Online items such as calendars, tasks, contacts, and documents. See complete views of calendars and tasks across multiple lists and sites.

- **Outlook Alerts**: You can stay updated on changes to documents and list items on SharePoint sites by receiving notifications of changes as alerts and Really Simple Syndication (RSS).

- **Hosted Access Databases**: You can easily publish Access 2010 databases from your desktop up to SharePoint Online using Access Services. You now have a way to create Web-based Access databases that are easily accessible as any other site to your broader peer group.

6.6 Offline Access with SharePoint Workspace

Even when you cannot connect to the Internet, you can still work with documents, data, and lists using Microsoft SharePoint Workspace 2010, included as part of Microsoft Office Professional Plus. Simply set up SharePoint Workspace to synchronize the sites, documents, and lists you select - copies are automatically synchronized between your desktop and Office 365.

With these offline and online capabilities, you can:

- Work on your documents and list on airplanes, at hotels, or anywhere you have your SharePoint Workspace installed but don’t have an internet connection

- Specify documents and lists that will automatically synchronize with updates when you reconnect to the Internet

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13 Microsoft Office Professional Plus is available for subscription through the Office 365 Admin Portal
• View changes other people make to the content after it is automatically replicated to your system
• Maintain a synchronized list of contact names and information and keep the most current versions of important documents and document sets

6.7 Familiar Look and Feel
Microsoft understands the value of keeping a consistent look and feel to its menus across different applications. When using SharePoint Online, you will find the familiar Ribbon featured in Office 2007 and Office 2010. The Ribbon has the features and the functionality you expect, saving you the time and frustration you may experience working with different online services.

Figure 2: Familiar look and feel with the SharePoint Online Ribbon

6.8 Data Is Highly Secure
Microsoft data centers are strategically located throughout the world to provide more secure and seamless, around-the-clock access to your data. Data is replicated to a secondary backup data center within the region to help protect against failures across entire data centers. Additionally, all documents that you or your colleagues add to SharePoint Online are scanned for malware using multiple scanning engines. You can control who can access your documents stored in your password-protected sites, and you can further control access within SharePoint Online to designate who can view and edit documents and information.

For a detailed feature summary of SharePoint Online, see Appendix B.

7. Office Web Apps

Hosted on Microsoft SharePoint Online
Key Features and Benefits

Office Web Apps help you work with Office documents directly in a browser when you are away from the office or at a shared PC. Office Web Apps are convenient online companions to Word, Excel, PowerPoint, and OneNote that give you the freedom to view and edit your Office documents from virtually anywhere with a supported browser and to view your documents on a supported mobile device.\(^\text{14}\)

The following sections provide information about some of the key benefits and capabilities of Office Web Apps provided by Office 365.

7.1 Never Be without the Tools You Need

If you are away from your office or home, and you find yourself using a computer that doesn’t have Microsoft Office installed, you can use the Office Web Apps to view and edit documents in Word, Excel, PowerPoint, and OneNote. Microsoft SharePoint Online team sites use the Office Web Apps to allow you to access, view, edit, save, and share your stored files from almost any computer with an Internet connection. You can even access and view PowerPoint, Word, and Excel content from a browser on mobile devices.\(^\text{15}\)

7.2 Ensure Consistent Document Views

You spend a lot of time making your content look its best and you want to know that those who view your content are seeing what you intended. Office Web Apps provide professional, high-fidelity viewing of Word, Excel, PowerPoint, and OneNote files. You can take advantage of the rich features in Microsoft Office on your desktops to create content and then share those files online with great document fidelity and consistent formatting.\(^\text{16}\)

7.3 Edit Content with Confidence

When you create documents with Microsoft Office on your desktop, you might use rich content and advanced features such as graphics, images, tables of content, and cross-references to add impact to important information. Keep document formatting intact as you edit between the Office Web Apps and the corresponding desktop application.

---

\(^\text{14}\) An appropriate device, Internet connection and supported Internet Explorer, Firefox, or Safari browser are required. Some mobile functionality requires Office Mobile 2010 which is not included in Office 2010 applications, suites, or Web Apps. There are some differences between the features of the Office Web Apps, Office Mobile 2010, and the Office 2010 applications.

\(^\text{15}\) Supported mobile viewers for Word, Excel and PowerPoint Web Apps on SharePoint 2010 include Internet Explorer on Windows Mobile 5 or later, Safari 4 on iPhone 3G or 3GS, BlackBerry 4.x and later, Nokia S60, NetFront 3.4, 3.5 and later, Opera Mobile 8.65 and later, and Openwave 6.2, 7.0 and later.

\(^\text{16}\) Microsoft Silverlight™ is not required for any functionality but is recommended for best results when viewing PowerPoint presentations and Word documents in Office Web Apps.
7.4 Work Easily with Others

Office Web Apps makes it simple to collaborate on documents with people who use different platforms or different versions of Microsoft Office or simply don’t have Office installed on their computer. When you give someone access to your Office documents on SharePoint Online, they can view and edit Microsoft Office documents through a supported Web browser using the Office Web Apps.

For the system requirements of Office Web Apps, see Appendix C.

8. Instant Messaging and Online Meetings

*Powered by Microsoft Lync Online*

**Key Features and Benefits**

Microsoft Lync Online is a next-generation online communications service that connects people in new ways anytime from virtually anywhere. Lync Online provides rich and intuitive communications capabilities including presence, IM, audio/video calling, and an online meeting experience that supports audio, video, and web conferencing.

Lync Online transforms interactions with colleagues, customers, and partners from today’s hit-and-miss communications to a more collaborative, engaging, and effective experience that can help your business function more efficiently and cost effectively.

The following sections provide information about some of the key benefits and capabilities of Lync Online provided by Office 365.

8.1 Find and Connect with Colleagues and Customers

Businesses often face communications problems because people must repeatedly attempt to reach each other by phone or email. The problem gets worse when people communicate across geographies and time zones. Lync Online enables you to know when a colleague or partner is available to communicate and enables you to choose the proper communications method (IM, audio/video call, and/or data sharing) in order to resolve critical business discussion or make time-sensitive decisions.
Figure 3: Update your status and see status updates of contacts in the Lync activity feed
8.2 Easily Conduct Professional Online Presentations or Spontaneous Online Meetings
With Lync Online, you can have more effective interactions with colleagues and partners by escalating IM sessions into spontaneous online meetings including audio, video, and screen sharing in just a few clicks. You can also conduct professional online presentations with external customers, partners, and colleagues that include data, video, and audio with the ability to control content, annotate, and use a virtual whiteboard.

External attendees can join online meetings to view or share a screen and IM through a web browser. Alternatively, attendees can download and install the free Lync attendee software, which provides full fidelity PC-audio, video, and content sharing capabilities.

8.3 Interoperability with 3rd Party Dial-in Audio Conferencing Services
Dial-in audio conferencing is the ability to dial into a scheduled Lync meeting/conference from fixed-lines or mobile phones. This capability is not provided natively in Lync Online, but can be achieved through leading third-party audio conferencing services. See the Office 365 marketplace listings for more information about this optional interoperability.

8.4 View Presence Status and Click-to-Communicate In Microsoft Office Applications
Collaborating with others can be challenging if your job requires constant use of business productivity applications. Lync Online connects presence and real-time collaboration capabilities with the Microsoft Outlook messaging and collaboration client. This enables higher productivity by allowing you to collaborate using the familiar programs you and your colleagues already use.
8.5 Communicate with Other Office 365, Windows Live, and MSN Messenger Users

The federation feature of Lync Online establishes trusted relationships between your organization and one or more external organizations. This allows your people to see user presence and communicate across organizational boundaries. Public IM connectivity (PIC) allows your organization to more securely connect its existing base of enterprise-enabled IM users to trusted contacts using public IM services that can be provided by Windows Live Messenger and MSN Messenger.

All federated communications are encrypted between the IM systems using access proxy servers. Microsoft does not control encryption after messages are passed to the federated partner’s network (if the partner is federated with an on-premises Lync Server or third-party network).

IM federation requires the consent and proper configuration of both parties of the federation relationship. Once the federation is set up by both sides, users in each company can start seeing presence and communicating with users in the other company. Table 2 shows how federation affects IM, presence, and PC-to-PC audio and video.

**Table 2: Federation features by link type**

<table>
<thead>
<tr>
<th></th>
<th>IM and Presence</th>
<th>PC-to-PC Audio and Video</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lync tenants (other companies using Office 365/Lync Online)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Lync Server 2010 or Office Communications Server on premises (any version)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Windows Live Messenger</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Works with Office**

8.6 Presence with Microsoft Outlook and Other Office Applications

Lync Online can connect presence with Microsoft Office 2007 or Office 2010. You can instantly find and communicate with people from within Office Outlook. This connection occurs wherever you see a colored presence indicator that represents a person’s presence status. You can then click the presence icon and initiate a communications using Lync (this feature is called “click-to-communicate”).

8.7 Presence with Exchange Online

Lync Online connects presence with Exchange Online. This includes presence status in Outlook, presence status changes based on Exchange calendar information, IM, and presence in Outlook Web App, out-of-office messages in the Lync client, and click-to-communicate via Lync Communicator from Outlook.

For the system requirements for Lync 2010, see Appendix D.
9. Additional Office 365 Service Details

9.1 Administering Office 365

Office 365 administration is easy to set up and use. Because it was designed for organizations without IT staff, you can focus on your business rather than learning how to navigate menus and reading unfamiliar technical words. Administration is performed using an intuitive, web-based portal accessible only to those you designate.

As an owner of your organization’s account, you are considered a Global Administrator. Global Administrators can create new user accounts, assign administrative roles to others, and configure the different services included in Office 365. You do not need any special technical expertise to be an administrator for Office 365 for professionals and small businesses.

Figure 5: Office 365 Administration Website
9.2 Getting Help

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. Telephone support for any technical questions is not provided in the cost of the subscription.

The Office 365 Community

The Microsoft Office 365 Community is a single destination for self-help support information and community discussion. The Microsoft Office 365 Community has the latest information to help customers find answers to a variety of technical, billing and service questions via support forums, wikis, and blogs.

The Office 365 Community is a public website (www.community.office365.com) and is available 24 hours a day, 7 days a week. The support forums are staffed and moderated by Microsoft Support Agents. Anyone can view and read the support forums, wikis, and blogs related to Microsoft Office 365. We encourage customers, Microsoft Partners and Microsoft Most Valuable Professionals (MVPs) to engage with the community and contribute to the ongoing discussions. To actively post and reply to discussions within the Community, an individual must register and sign in with a Microsoft Office 365 ID or with a Windows Live™ ID (Hotmail, MSN, Windows Live).

Community Resources

From the Community home page you can access the following resources:

- **Forums** are intended to provide Community participants with an online destination where they can post technical support questions and discuss topics related to the Office 365 service. Forums include categories dedicated to each of the individual online services as well as individual topics that our customers find valuable.

- **Wikis** include wiki pages created by Microsoft employees and authenticated Community members. This collaborative site encompasses the latest collective content about specific Microsoft Office 365 technical scenarios. Each individual wiki page typically includes links to websites, webcasts, troubleshooting videos, frequently asked questions (FAQ) pages, documents, and downloads about that specific technical scenario. Historical tracking of every revision date and author alias is provided along with the ability to compare versions.

- **Blogs** are a good resource for obtaining current information about Microsoft Office 365 online services and for learning about the benefits of Microsoft Office 365 features and functions. Within the Community portal for Microsoft Office 365 are two basic types of blogs: the Microsoft Office 365 Blog and the Microsoft Office 365 Technical Blog.

- **Microsoft Office 365 Blog** focuses on the latest news and product information about Microsoft Office 365. The target audience is people interested in Microsoft Office 365. Sample topics include product insights, new product announcements, customer interviews, and a guest blog series.

- **Microsoft Office 365 Technical Blog** helps existing customers with technical tasks or in troubleshooting common issues. The target audience consists of people using, selling, supporting, and developing applications for Microsoft Office 365. Sample topics include
troubleshooting videos, technical webcasts, announcements about product feature updates, and showcasing of Microsoft partner technical solutions.

Help with Your Bill
Although community is the primary support vehicle for Office 365 for professionals and small businesses, customers can get help with billing issues by submitting a ticket from the Support Overview page in the Office 365 portal. Customer billing support will respond as appropriate depending on the severity of the issue by calling the customer, e-mailing FAQs, or pointing to community support.

9.3 Additional Self-help Resources

Virtual Support Agent
The Virtual Support Agent is an automated support agent that provides online support around the clock, interacting in a natural, conversational style. It is located on the Microsoft Office 365 Support Overview page. Customers use a text-chat interface to type questions in their own words and receive immediate responses. The automated agent has access to a variety of databases built on current content about Microsoft Office 365.

Technical Support Videos
The growing library of English-language-only instructional troubleshooting videos has been developed based on the most commonly asked questions from customers.

To view these videos, go to the Community site and search for videos. Customers are encouraged to submit a request for a video through the Community portal. Customers can also navigate to the Microsoft Office 365 YouTube and Showcase channels.

Learn Through Social Media
Following Microsoft Office 365 on Facebook, Twitter, and LinkedIn provides a way for customers and partners to become more educated about Microsoft Office 365. This fast and easy way of learning about Microsoft Office 365 allows customers to listen to what others are saying and be able to add their own comments and tweets. Microsoft support professionals monitor the Microsoft-related Facebook and Twitter activity to assist with any support-related inquiries.

To find the most current Facebook feeds along with the most recent Tweets, go to the bottom of the Community home page to hear the daily discussions among customers and partners.

9.4 Countries Where Office 365 (Plan P1) Is Available
Office 365 is initially available in 38 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, and UK.
9.5 Languages

Table 3 summarizes the languages supported the Office 365 platform and related components.

<table>
<thead>
<tr>
<th>Component</th>
<th>Supported languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office 365 Portal</td>
<td>English, Japanese, German, French, Italian, traditional Chinese, simplified Chinese,</td>
</tr>
<tr>
<td></td>
<td>Danish, Dutch, Finnish, Norwegian (Bokmal), Spanish, Swedish, Brazilian, Portuguese,</td>
</tr>
<tr>
<td></td>
<td>Czech, Greek, Hungarian, Polish, Romanian</td>
</tr>
<tr>
<td>Help content</td>
<td>English, Japanese, German, French, Italian, traditional Chinese, simplified Chinese,</td>
</tr>
<tr>
<td></td>
<td>Danish, Dutch, Finnish, Norwegian (Bokmal), Spanish Swedish, Brazilian, Portuguese,</td>
</tr>
<tr>
<td></td>
<td>Czech, Greek, Hungarian, Polish, Romanian</td>
</tr>
<tr>
<td>Community</td>
<td>English, Japanese, German, French, Italian, Spanish, traditional Chinese, Korean,</td>
</tr>
<tr>
<td></td>
<td>Russian</td>
</tr>
<tr>
<td>Office desktop set up</td>
<td>English, Japanese, German, French, Italian, traditional Chinese, simplified Chinese,</td>
</tr>
<tr>
<td></td>
<td>Danish, Dutch, Finnish, Norwegian (Bokmal), Spanish Swedish, Brazilian, Portuguese,</td>
</tr>
<tr>
<td></td>
<td>Czech, Greek, Hungarian, Polish, Romanian</td>
</tr>
</tbody>
</table>

9.6 Licensing

Office 365 for professionals and small businesses (Plan P1) is designed for 1 to 25 users, but you may purchase up to 50 users. You can add or remove users at any time, but you will not be able to add more than 50 users.

Office 365 for professionals and small businesses will be available only under User Subscription Licenses (USL) and will not be available under Microsoft Volume Licensing. Subscriptions will be available on a month-to-month basis and automatically renew each month. You will be able to cancel at any time with no early termination fee.

Office Professional Plus can be licensed separately from Office 365 for professionals and small businesses.

9.7 Buying your Office 365 Subscription

Office 365 for professionals and small businesses gives you the option to sign up for a 30 day trial period or to sign up for a paid subscription. Before signing up, you will be required to sign the Microsoft Online Subscription Agreement (MOSA).

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17 The Office 365 service will not be available direct to consumers in Korean and Russian languages when first commercially available.
The trial is a free period so you can experience Office 365 without having to purchase a subscription. The trial provides the full functionality of Plan P, with the exception that it is limited to 10 users and customers cannot point their custom domain to a trial account. Customers have a couple of options at the end or during the trial period:

- **Convert an existing trial to paid subscription**: If you choose to convert your trial subscription to a paid subscription of the same plan, end users on your trial subscription are automatically transferred (with their data) to the paid subscription.

**Figure 6: Click from within Office 365 to purchase during the 30-day trial period**

- **Purchase a new paid subscription**: If you choose to purchase a new paid subscription unrelated (different plan) to your trial subscription, you will need to manually assign users to the paid subscription. Purchasing a new paid subscription will not automatically move their data.

Your subscription term will begin on the day you convert to or purchase the paid plan subscription. Your first bill will occur on the first day of your subscription and subsequent bills will occur on the same day of each subsequent month. Your subscription will auto-renew each month unless you cancel.

**Canceling your Office 365 Subscription**

You can cancel your Office 365 subscription at any time without a penalty. Cancellation is available through the portal under the manage subscriptions tab.

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


**9.8 Microsoft Office 365 Marketplace**

The Microsoft Office 365 Marketplace is specifically designed to help customers find trusted Microsoft Office 365 experts as well as applications and services that enhance and easily integrate with the Microsoft Office 365 suite of products. For example, customers can find a partner to purchase a custom domain to associate with their Office 365 website and email or audio conferencing providers to add dial-
in phone numbers to Lync online meetings. Partners can also help migrate data and set up Office 365 services, so customers can get up and running more quickly.


9.9 Service Level Agreement

Microsoft Online Services guarantees 99.9 percent uptime for all paid Office 365 subscriptions. These service levels are financially backed. That means, if Microsoft does not meet the terms of the Service Level Agreement (SLA), you are eligible to receive service credits equal to a percentage off your total monthly bill.

The following are the service credit tiers for SLA violation:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 99.9%</td>
<td>25%</td>
</tr>
<tr>
<td>&lt; 99%</td>
<td>50%</td>
</tr>
<tr>
<td>&lt; 95%</td>
<td>100%</td>
</tr>
</tbody>
</table>

9.10 Data Center Locations

Microsoft data centers are strategically located throughout the world to provide more secure and seamless, around-the-clock access to your data. Data is replicated to a secondary backup data center within the region to help protect against failures across entire data centers. When your company signs up for Office 365, its hosted environment is automatically provisioned in the appropriate data center based on your company’s address. All users for the company are hosted from the same data center.
Appendix A: Exchange Online Detailed Feature Summary

This section presents overviews of Exchange Online features and specifications.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailbox size</td>
<td>25 GB</td>
</tr>
<tr>
<td>Message size limits (max email size)</td>
<td>25 MB</td>
</tr>
<tr>
<td>Recipient limits</td>
<td>1500 recipients/day</td>
</tr>
<tr>
<td>Deleted item recovery</td>
<td>14 Days</td>
</tr>
<tr>
<td>Deleted mailbox recovery</td>
<td>30 Days</td>
</tr>
</tbody>
</table>

**CLIENT ACCESS**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook 2010 support</td>
<td>Yes</td>
</tr>
<tr>
<td>Office Outlook 2007 support</td>
<td>Yes</td>
</tr>
<tr>
<td>Outlook Anywhere (RPC over HTTPS)</td>
<td>Yes</td>
</tr>
<tr>
<td>Outlook Web App Premium experience</td>
<td>Internet Explorer 7+, Safari 3+, Firefox, Chrome</td>
</tr>
<tr>
<td>Outlook Web App Light experience</td>
<td>Most other browsers not supported in the Outlook Web App Premium experience</td>
</tr>
<tr>
<td>Outlook Web App: session time-out</td>
<td>6 hours</td>
</tr>
<tr>
<td>WebReady document viewing</td>
<td>Yes</td>
</tr>
<tr>
<td>Instant messaging and presence integrated into web email client</td>
<td>Yes, with Lync Online</td>
</tr>
<tr>
<td>IMAP</td>
<td>Yes</td>
</tr>
<tr>
<td>POP</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**MOBILITY**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Devices</td>
<td>Windows Mobile and Windows Phone, Nokia E and N series devices, Palm devices, Apple iPhone and iPad, Blackberry*</td>
</tr>
<tr>
<td></td>
<td>*Using Blackberry Internet Services (BIS)</td>
</tr>
<tr>
<td>Remote device wipe (implementation varies by mobile device manufacturer)</td>
<td>Yes</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>Disable Exchange ActiveSync access</td>
<td>Yes</td>
</tr>
<tr>
<td>Mobile device allow/block/quarantine</td>
<td>Yes</td>
</tr>
<tr>
<td>Over-the-air-update for Outlook Mobile</td>
<td>No</td>
</tr>
<tr>
<td>Mobile SMS sync (through Exchange ActiveSync)</td>
<td>Yes</td>
</tr>
<tr>
<td>SMS (text messaging) notifications</td>
<td>Yes</td>
</tr>
<tr>
<td>BlackBerry (via BIS)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**EMAIL/INBOX**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Send on behalf of” and “send as”</td>
<td>Yes</td>
</tr>
<tr>
<td>Shared mailboxes</td>
<td>Yes</td>
</tr>
<tr>
<td>Inbox rules</td>
<td>Yes</td>
</tr>
<tr>
<td>Tasks</td>
<td>Yes</td>
</tr>
<tr>
<td>Conversation view and actions (such as ignore conversation)</td>
<td>Yes</td>
</tr>
<tr>
<td>Connected accounts (aggregate mail from multiple external email accounts)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**CONTACTS/DIRECTORY**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal contacts</td>
<td>Yes</td>
</tr>
<tr>
<td>Personal distribution groups</td>
<td>Yes</td>
</tr>
<tr>
<td>Offline Address Book</td>
<td>No</td>
</tr>
<tr>
<td>Global Address List (GAL) photos</td>
<td>Yes</td>
</tr>
<tr>
<td>External contacts (in GAL)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**CALENDAR**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out-of-office auto replies</td>
<td>Yes</td>
</tr>
<tr>
<td>Federated calendar sharing</td>
<td>Yes</td>
</tr>
<tr>
<td>Side-by-side calendar view in web client</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**SECURITY**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-spam (AS)</td>
<td>Forefront Online Protection for Exchange</td>
</tr>
<tr>
<td>Antivirus (AV)</td>
<td>Forefront Online Protection for Exchange AV for inbound/oubound, Forefront AV internal</td>
</tr>
</tbody>
</table>

**COMPLIANCE/ARCHIVING**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disclaimers</td>
<td>No</td>
</tr>
<tr>
<td>Personal archive</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**ADMINISTRATION**
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration through a web-based interface (Exchange Control Panel)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**APPLICATION ACCESS/CUSTOMIZATION**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application connectivity through web services</td>
<td>Yes</td>
</tr>
<tr>
<td>SMTP relay</td>
<td>Yes</td>
</tr>
<tr>
<td>Outlook Web App Web Parts</td>
<td>Yes</td>
</tr>
<tr>
<td>Outlook add-ins and Outlook MAPI</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Appendix B: SharePoint Online Detailed Feature Summary

This section presents overviews of SharePoint Online features and specifications.

<table>
<thead>
<tr>
<th>SharePoint Online feature overview</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Storage</strong></td>
<td>10 GB with additional 500 MB per user</td>
</tr>
<tr>
<td><strong>Buy additional storage</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Max Org Users</strong></td>
<td>50</td>
</tr>
<tr>
<td><strong>Partner Access Licenses (External Sharing)</strong></td>
<td>Limited to 50 external users/month¹⁹ ²⁰</td>
</tr>
<tr>
<td><strong>File upload limit</strong></td>
<td>250 MB</td>
</tr>
</tbody>
</table>
| **Works with Microsoft Office 2010** | Access 2010  
Excel 2010  
Outlook 2010  
OneNote 2010  
PowerPoint 2010  
Microsoft SharePoint Designer 2010  
Word 2010  
SharePoint Workspace 2010 |
| **Browser support**               | Internet Explorer 7  
Internet Explorer 8  
Firefox 3  
Safari 3.1.2 on Macintosh OS X 10.5 |
| **Mobile device support**         | Windows Mobile 6.5.x  
Nokia E series and N series devices  
Apple iPhone 2.0 |
| **Team Sites**                    | Yes |
| **Simple Public-Facing Website**  | Basic public site included, vanity URLs (custom domains) are supported |
| **Site Designer**                 | Yes |
| **Sandbox Solutions (Partially Trusted Code)** | Yes |
| **Access Services**               | Yes |
| **Office Web Apps**               | Available (both read and write access); View only for invited external users |

¹⁹ When the service is generally available, Microsoft will support invited external users signing in to the service using a Microsoft Online Services ID. Later this year (Q3 2011), we will provide support for all Windows Live ID. Later this year (Q3 2011), we will add sign-in support for all Windows Live IDs, including Hotmail. As part of a future services offering we will introduce support for EASI (email as sign-on) ID. This provides a simple way for invited external users to use (any) existing email address to sign in to SharePoint sites.

²⁰ External users do not add to the total storage quota of 10GB with an additional 500MB per user and cannot be given administrator permissions to a site.
<table>
<thead>
<tr>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Services</td>
</tr>
<tr>
<td>Accessibility</td>
</tr>
<tr>
<td>Audience Targeting</td>
</tr>
<tr>
<td>Basic Sorting</td>
</tr>
<tr>
<td>Best Bets</td>
</tr>
<tr>
<td>Blogs</td>
</tr>
<tr>
<td>Browser-Based Customizations</td>
</tr>
<tr>
<td>Client Object Model (OM)</td>
</tr>
<tr>
<td>Cross-Browser Support</td>
</tr>
<tr>
<td>Discussions</td>
</tr>
<tr>
<td>Duplicate Detection</td>
</tr>
<tr>
<td>Enterprise Scale Search</td>
</tr>
<tr>
<td>External Sharing – Partner Access</td>
</tr>
<tr>
<td>Improved Governance</td>
</tr>
<tr>
<td>Integration with Lync Online and Exchange Online</td>
</tr>
<tr>
<td>Language Integrated Query (LINQ) for SharePoint</td>
</tr>
<tr>
<td>Large List Scalability and Management</td>
</tr>
<tr>
<td>Microsoft Visual Studio® 2010 SharePoint Developer Tools (to build and package Sandbox Solutions)</td>
</tr>
<tr>
<td>Mobile Connectivity &amp; Search</td>
</tr>
<tr>
<td>Multilingual User Interface</td>
</tr>
<tr>
<td>Multiple Team Site Templates</td>
</tr>
<tr>
<td>Office and Office Web Apps intregation</td>
</tr>
<tr>
<td>Out-of-the-Box Web Parts</td>
</tr>
<tr>
<td>Permissions Management</td>
</tr>
<tr>
<td>Phonetics and Nickname Search</td>
</tr>
<tr>
<td>Photos and Presence</td>
</tr>
<tr>
<td>Recently Authored Content</td>
</tr>
<tr>
<td>Ribbon and Dialog Framework</td>
</tr>
<tr>
<td>Sandboxed Solutions</td>
</tr>
<tr>
<td>Search Scopes</td>
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<tr>
<td>Service Application Platform</td>
</tr>
<tr>
<td>SharePoint Designer</td>
</tr>
<tr>
<td>SharePoint Lists</td>
</tr>
<tr>
<td>SharePoint Ribbon and Fluent UI</td>
</tr>
</tbody>
</table>
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Plan P1 Service Description

SharePoint Service Architecture

SharePoint Workspace

Silverlight Web Part

Simple Public-Facing Website

Single Site Collection Search

Support for Accessibility Standards

View in Browser within Search Results

Wikis

Windows 7 Support

Workflow

Workflow Models

Enterprise-oriented SharePoint capabilities such as My Sites, Custom-code Workflows, InfoPath Forms Services, Excel Services, Visio Services, Business Connectivity Services, Advanced Web Analytics, and full-trust code are not included in Office 365 Plan P1.

Appendix C: Office Web Apps System Requirements

This section features the minimum software requirements for Office Web Apps.

<table>
<thead>
<tr>
<th>Software</th>
<th>Supported Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browser software</td>
<td>Web browser software such as Internet Explorer 7 and 8 on Windows</td>
</tr>
<tr>
<td></td>
<td>Mozilla Firefox 3.5 and later on Windows, Macintosh computers, and Linux</td>
</tr>
<tr>
<td></td>
<td>Apple Safari 4 and later on Macintosh computers</td>
</tr>
<tr>
<td>Mobile device support</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td></td>
<td>Windows Phone 7, Windows Mobile 6.5, 6.1, 6, and 5</td>
</tr>
<tr>
<td></td>
<td>Safari 4 on iPhone 3G/S</td>
</tr>
<tr>
<td></td>
<td>BlackBerry 4.x and later</td>
</tr>
<tr>
<td></td>
<td>Nokia S60</td>
</tr>
<tr>
<td></td>
<td>NetFront 3.4, 3.5 and later</td>
</tr>
<tr>
<td></td>
<td>Opera Mobile 8.65 and later</td>
</tr>
<tr>
<td></td>
<td>Openwave 6.2, 7.0, and later</td>
</tr>
<tr>
<td></td>
<td>The Apple iPad is supported for viewing Word and PowerPoint files.</td>
</tr>
</tbody>
</table>

The Apple iPad is supported for viewing Word and PowerPoint files.
Appendix D: Lync 2010 System Requirements

This section features the hardware and software requirements for Lync 2010.

<table>
<thead>
<tr>
<th>System component</th>
<th>Minimum requirement</th>
</tr>
</thead>
</table>
| Operating system       | - Windows 7 32-bit operating system.  
                          - Windows Vista 32-bit operating system.  
                          - Windows XP Professional with Service Pack 3 (SP3). Windows Installer 3.1 and Microsoft Core XML services (MSXML) 6.0 SP1 must be installed before deploying Lync 2010.  
| Computer/processor     | - Data and voice: 1 gigahertz (GHz) or higher processor; 2 GHz 32-bit or 64-bit processor recommended.  
                          - For video: Dual Core 1.9 GHz or higher for VGA; Quad Core 2.0 GHz or higher for High Definition.  
                          - For the Microsoft RoundTable™ conferencing device: 2 GHz or higher. |
| Display resolution     | 1024x768 required                                                                                                                                 |
| Graphics hardware      | - Support for Microsoft DirectX 9 application programming interface  
                          - 128 MB of graphics memory (minimum)  
                          - Microsoft Windows Display Driver Model driver  
                          - Pixel Shader 2.0 in hardware  
                          - 32 bits per pixel |
| Memory                 | 1 GB of RAM (2 GB recommended)                                                                                                                      |
| Telephony              | - Microphone and speakers, headset with microphone, or equivalent device.  
                          - Recommended: Microsoft unified communications (UC) device, or a phone running Microsoft Lync 2010 Phone Edition |
| Video source           | USB 2.0 video camera or RoundTable device.                                                                                                          |
| Bandwidth requirements | - Voice: 50 kbps (minimum); 80 kbps (high-quality)  
                          - RoundTable device (for audio): 50 kbps (minimum); 350 kbps (high-quality) |
| Other Requirements     | - Microsoft Core XML services (MSXML) 6.0 SP1 must be installed before installing Lync 2010.  
                          - Outlook 2010 and 2007 and Exchange Server 2010/2007 or Exchange Online are required for Outlook interoperability options.  
                          - For interoperability with Office to work correctly, users may need to install an update to Outlook 2007. For details about the Outlook update, see Microsoft Knowledge Base article 936864, "Description of the 2007 Office hotfix package" at [http://go.microsoft.com/fwlink/?LinkId=143112](http://go.microsoft.com/fwlink/?LinkId=143112).  
                          - Microsoft Silverlight 4.0 is installed automatically during setup. |
Known Issues & Release Notes
Some links may not be active immediately after you sign up for Office 365

After you sign up for Office 365, you may notice inactive links on the Home and Admin pages. This is because the service is still provisioning your account and some resources are not ready to use. When provisioning is complete, the color of these links will change to blue, and they will be able to be used.

Your first connection to Office 365 email must be done in Outlook Web App
Because your first connection to Office 365 requires you to change your password, you will need to first sign in to either the Office 365 Portal or to Microsoft Outlook Web App before connecting with the desktop version of Outlook. Once you change your password, you can then connect using the desktop version of Outlook.

For a complete list of known issues, please view the Release Notes for Office 365 for professionals and small businesses (English).
(http://community.office365.com/en-us/w/release-notes/default.aspx)