



Microsoft Office 365 for Enterprises

Support Service Description

Published: February 2012

This document is provided "as-is". Information and views expressed in this document, including URL and other Internet Web site references, may change without notice.

This document does not provide you with any legal rights to any intellectual property in any Microsoft product. You may copy and use this document for your internal, reference purposes.

©2011 Microsoft Corporation. All rights reserved.

Microsoft, Access, Active Directory, Excel, Hotmail, InfoPath, Lync, MSN, OneNote, Outlook, PowerPoint, SharePoint, and Windows Live are trademarks of the Microsoft group of companies. All other trademarks are property of their respective owners.

Contents

Scope	1
Microsoft Office 365 for Enterprises	2
Shared Support Responsibilities	3
Administrator Roles	3
Microsoft Customer Service and Support Role.....	4
Support Included with Office 365 for Enterprises	5
Technical Support	5
<i>Availability and Languages</i>	6
<i>Phone Support</i>	6
<i>Online/Web Support</i>	7
<i>Severity Levels and Response Time Objectives</i>	7
Community and Self-help	8
<i>Community Resources</i>	8
<i>Self-help Resources</i>	8
Customer Care	9
<i>Trials</i>	9
<i>Billings and Subscriptions</i>	9
<i>Availability and Languages</i>	10
Service Availability: Service-interrupting Events	11
Planned Maintenance Events	11
Unplanned Events	11
Notification Policy	11
Service Health Dashboard	12
Post-incident Reviews	12
Delegated Administration: Microsoft Partner Benefit	14
Appendix A: Availability and Languages	15
Appendix B: Microsoft Services Premier Support	16
Appendix C: Assigning Administrator Roles	17
Appendix D: Administrator Permissions	18
Appendix E: Partner Roles	19
Appendix F: Office Professional Plus Support Boundaries	20

Scope

Microsoft® Office 365 for enterprises Support Service Description provides information to customers about the technical and nontechnical support included in their subscription fee to Microsoft Office 365 for enterprises. Microsoft takes into account the type of support that best meets an organization's requirements and expectations, organizing that support into three phases:

- **Pre-deployment phase.** Microsoft can help customers select the right service level, set up trials, and get information about service plans and pricing. For more information, contact a support representative at no cost by going to <http://onlinehelp.microsoft.com/office365-enterprises/ff652548.aspx>.
- **Deployment phase.** Microsoft has specialized deployment teams with proven deployment methodologies to help customers plan, prepare, and migrate to the cloud. For more details about these services and pricing information, go to <http://www.microsoft.com/online/deploy.aspx>.
- **Post-deployment phase.** Microsoft provides enterprise-class basic support as part of the cost of the subscription, which includes installation and setup as well as break/fix support for technical issues. This support is available 24x7 and covers 40 countries. In addition, Microsoft provides a rich set of self-help and community resources. For more information, see [International Phone Numbers](#) and [Appendix A: Availability and Languages](#) later in this guide.

This guide focuses on the installation and setup as well as the break and fix support services included with every Office 365 for enterprises subscription purchased directly from Microsoft. **The details of this document are intended to provide customers with a thorough understanding of the basic support services included in the subscription fee for Office 365 for enterprises.**

For support options that are not included in the subscription fee (i.e., access to a Technical Account Manager, deployment planning, advisory guidance, or customization issues), customers have the option of either purchasing additional support on a pay-per-incident basis or purchasing a Microsoft Services Premier Support contract. For details, see [Appendix B: Microsoft Services Premier Support](#).

Throughout this guide, *Office 365 for enterprises* refers to the complete suite of online services, which includes:

- Microsoft Office Professional Plus*
- Microsoft Exchange Online
- Microsoft SharePoint® Online
- Microsoft Lync™ Online

* Technical support for some services may require additional fees. See [Appendix F: Office Professional Plus Support Boundaries](#).

Microsoft Office 365 for Enterprises

Microsoft® Office 365 delivers the power of cloud productivity to businesses of all sizes, helping to save time and money and free valued resources. Microsoft Office 365 combines the familiar Microsoft Office desktop suite with cloud-based versions of Microsoft’s next-generation communications and collaboration services—including Microsoft Exchange Online, Microsoft SharePoint® Online, and Microsoft Lync™ Online—to help users be productive from virtually anywhere via the Internet.

Microsoft is proud to provide global support 24 hours per day, 7 days per week for Microsoft Office 365 customers. Each customer’s administrative contact has the ability to create a service request online or to call Microsoft Support. Microsoft has support centers around the globe, with local phone numbers in many countries. In addition, Microsoft offers phone support in many languages, either with native speakers or through interpreters.

Microsoft Office 365 is delivered with a financially backed 99.9 percent uptime [service level agreement](#) (SLA). Microsoft Office 365 uses robust security throughout the service data centers to help keep customer data secure. Multiple virus-scanning engines help provide premium anti-spam and antivirus protection for email and SharePoint Online documents. A risk-based, multidimensional set of practices helps safeguard services and the privacy of customer data.

Microsoft Office 365 for enterprises provides a variety of plans to help meet the needs of businesses of all sizes and varying information technology (IT) needs, as shown in Figure 1.

Office 365 Plan E Components	E1	E2	E3	E4
Advanced administration capabilities, active directory integration and 24/7 support	✓	✓	✓	✓
Email, calendar, contacts, personal archive, and 25 GB mailbox storage with Exchange Online	✓	✓	✓	✓
Sites to share documents and information with SharePoint Online	✓	✓	✓	✓
Instant messaging, presence and online meetings with Lync Online	✓	✓	✓	✓
Premium anti-spam and antivirus filtering with Microsoft Forefront® Online Protection for Exchange and Microsoft Forefront® Security for SharePoint	✓	✓	✓	✓
License rights to access on-premises deployment of Exchange Server, SharePoint Server and Lync Server	✓	✓	✓	✓
Document viewing and light editing with Office Web Apps		✓	✓	✓
Complete and full-featured set of office productivity applications with Office Professional Plus			✓	✓
Publish Access databases ,share Excel workbooks,build InfoPath forms and share Visio business processes and diagrams with SharePoint Online			✓	✓
Advanced archive capabilities, unlimited email storage, and hosted voicemail with Exchange Online			✓	✓
Enterprise voice capabilities to replace or enhance a PBX with Lync Server on-premises				✓
Cost per user/per month	\$10	\$16	\$24	\$27

Figure 1. Microsoft Office 365 plans are designed to help meet the needs of business of all sizes.

Shared Support Responsibilities

Microsoft understands that receiving timely technical support from qualified professionals is a key aspect of cloud services. Equally important is the critical role that the customer's IT department plays in the support of its users.

Customers succeed when they have a clear understanding of the roles and responsibilities belonging to their own organization and to Microsoft. Therefore, it is important to begin the discussion of support by defining what role each plays.

Administrator Roles

The administrator roles are the only roles in the customer's organization authorized to access the Microsoft Office 365 Portal and communicate directly with the Microsoft Customer Service and Support team.

The administrator is:

- Responsible for service administration and account maintenance
- The primary contact who sets up and supports each service user
- Authorized to submit service requests to Microsoft Customer Service and Support

The administrator's role is to:

- Provide user account setup and configuration to allow users access to the services
- Address client connectivity, client software, and mobility installation issues
- Address service availability issues within the customer's organizational span of control
- Take advantage of Microsoft's self-service support resources, which include forums, blogs, and frequently asked questions (FAQs), to resolve support issues

Depending on the size of the customer's organization, it may be appropriate to designate several types of administrators who serve different functions. For further details about other administrator role types, refer to [Appendix C: Assigning Administrator Roles](#) and [Appendix D: Administrator Permissions](#) later in this guide.

The Global Administrator role is provided with full permissions. Each Office 365 for enterprises customer is required to designate one or more global administrators to be responsible for configuration, administration, and maintenance of the Office 365 for enterprises service for that customer. The Global Administrator role is established during the account-activation process and provided with default credentials by email when activation is complete.

The credentials grant the global administrator access to the Microsoft Office 365 Portal. With these credentials, the global administrator is authorized to manage settings, user accounts, and subscriptions for the customer organization, including setting up other administrator roles, if necessary. For example, Microsoft recommends that the global administrator set up other individuals in the organization—or assign a partner—to be a password administrator to assist with user password resets and share administrative responsibilities. Microsoft recommends that the global administrator set up a billing administrator in the organization to aid with billing tasks and other nontechnical support-related issues. The remainder of this document uses the generic title *administrator* to refer to all categories found in [Appendix C: Assigning Administrator Roles](#).

The administrator is expected to provide initial assistance for the customer's users. However, if the administrator is unable to resolve issues with the help of Microsoft Online Services' self-service support resources, he or she should contact the Microsoft Customer Service and Support team.

Microsoft Customer Service and Support Role

The Microsoft Customer Service and Support team is the escalation point for a customer's administrator. Microsoft's trained support engineers provide troubleshooting that goes beyond the self-service resources and articles that Microsoft provides.

The Microsoft Customer Service and Support team is committed to helping customers quickly and efficiently resolve service-related issues that their users might encounter with Microsoft Online Services. Microsoft Customer Service and Support activities include:

- Troubleshooting, managing, and resolving customer issues and escalations
- Gathering and validating information related to specific service requests
- Providing issue coordination and resolution management
- Maintaining communication with the administrators to help ensure that issues are addressed on an ongoing basis
- Providing assistance with licensing, invoicing, and subscription inquiries
- Continually gathering customer feedback on how to improve the service through surveys

Support Included with Office 365 for Enterprises

If a customer organization encounters problems with Office 365 for enterprises, Microsoft is ready to help. The Microsoft Customer Service and Support team’s goal is to help customer organizations resolve technical and nontechnical problems rapidly and efficiently. If service is interrupted, Microsoft’s support team will help restore normal operations as quickly as possible and attempt to minimize adverse effects on business operations.

Support for Office 365 for enterprises provides a wide array of self-service options in addition to the global, around-the-clock, assisted technical and nontechnical support included with every subscription. An Office 365 for enterprises subscription includes three basic support services:

- Technical support (installation and setup as well as break/fix)
- Community and self-help
- Customer care

Technical Support

The Microsoft Customer Service and Support team consists of support engineers who are trained and certified in all Office 365 for enterprises services. Administrators who are unable to resolve issues with the available self-service support and community resources can contact Microsoft Customer Service and Support.

Technical support that is included in the subscription fee for Office 365 for enterprises is primarily focused on providing customers with both phone and online assisted support in two key areas: installation and setup and break/fix. Common technical support issues included in the subscription fee are listed in Table 1.

Table 1. Technical Support Descriptions

Support	Description
Installation and setup	Exchange Online: Mailbox migration to Office 365 for enterprises Rudimentary coexistence
	SharePoint Online: Permissions and user groups
	Lync Online: Installation and creating contacts
	Microsoft Office Professional Plus: Installation and setup assistance
Break/fix	Configuration failure issues: Domain setup and re-delegation Microsoft Office Professional Plus application Installation
	Feature or functionality failure of Office 365 for enterprises core services: Exchange Online, Microsoft Office Professional Plus, SharePoint Online, Lync Online
	Synchronization of on-premises mailboxes

Support	Description
	Configuration of services: Single sign-on (SSO) Active Directory® Domain Services synchronization Domain setup and re-delegation
	Service-interrupting events (SIEs)

Availability and Languages

With every Office 365 for enterprises subscription fee, Microsoft Customer Service and Support provides global technical support both online through the Microsoft Office 365 Portal and by phone. Depending on the location and language support, trained technical support engineers are available during most regional business hours and, in several cases, on a 24-hour basis (see Table 2).

Table 2. Technical Support

Languages	Hours available in country	Days available in country	Bilingual support*	Additional resources**
English	24 hours/day	7 days/week	English	N/A
French	08:00 to 18:00	Monday–Friday	French/English	Translator 24×7
German	08:00 to 18:00	Monday–Friday	German/English	Translator 24×7
Italian	08:00 to 18:00	Monday–Friday	Italian/English	Translator 24×7
Japanese	24 hours/day	7 days/week	Japanese/English	N/A
Korean	09:00 to 17:00	Monday–Friday	Korean/English	Translator 24×7
Mandarin	09:00 to 18:00	Monday–Friday	Mandarin/English	Translator 24×7
Russian	08:00 to 18:00	Monday–Friday	Russian/English	Translator 24×7
Spanish	24 hours/day	7 days/week	Spanish/English	N/A

* Bilingual support will be provided for local/regional business hours.

** For after-hours language support

An additional 13 languages available through professional language translation services are Bahasa Melayu, Cantonese, Czech, Danish, Dutch, Finnish, Greek, Hungarian, Norwegian, Polish, Portuguese, Romanian, and Swedish.

Phone Support

When an administrator contacts Microsoft Customer Service and Support by phone, the caller is initially asked to self-select the type of issue through an automated phone system. This automated process ensures that the caller is quickly routed to the appropriate support engineer, who confirms whether the caller is authorized to receive support. The support engineer on the call then determines the issue, validates the severity with the administrator, and either transfers or escalates it if further assistance is required.

If the administrator requires additional translation support, the support engineer will remain on the line and arrange for a translator to join the call. To locate the local phone numbers available in each region, see [International Phone Numbers](#).

During the process, the live support engineer opens a service request, provides a tracking number, and offers regular updates to the administrator via the Microsoft Office 365 Portal. When contacting Microsoft about an active service request, the administrator must provide the service request tracking number.

Online/Web Support

Authorized administrators can submit a technical service request by going to the lower left navigation bar on the **Admin Overview** page in the Microsoft Office 365 Portal. After clicking **Service Requests**, the administrator can select **New Request**, **Close a Request**, or **Reopen a Request**. From this location, the administrator is able to easily view all open and closed requests.

Severity Levels and Response Time Objectives

Microsoft prioritizes initial response times so that they are consistent with a service request's severity level, as specified in Table 3. Microsoft Customer Service and Support strives to meet its response time objectives using commercially reasonable efforts given the conditions and severity of the situation. It is important to note that the times listed are objectives for both initial response and frequency of updating customers and do not indicate the time required to resolve an incident.

Table 3. Technical Support Response Time Objectives

Security level	Operations and support description	Initial response time objective	Frequency customer update objective
Catastrophic (aka Severity 1)	All services are inaccessible, affecting production or profitability. Multiple companies or multiple users are reporting loss of functionality for all services. Data security, privacy, or regulatory breaches have occurred or are likely to occur.	15 minutes	1 hour
A (Critical)	One or more services are affected. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple customers, users, or services are partially affected.	1 hour	2 hours
B (Urgent)	The situation has moderate business impact and can be dealt with during business hours. Use of the service is proceeding but in an impaired fashion. A single user, customer, or service is partially affected.	2 hours	24 hours
C (Important)	The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact for the customer. A single user is experiencing partial disruption, but an acceptable workaround exists.	4 hours	72 hours
D (Advisory)	This designation is used for design change requests, feature requests, research activities, and similar items. The customer's business not affected.	48 hours	As needed

Community and Self-help

The Microsoft Office 365 Community (<http://community.office365.com>) is a single destination for 24×7 self-help support information and provides localized content in nine languages (English, French, German, Italian, Japanese, Korean, Russian, Spanish, and Traditional Chinese).

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 support forums are staffed and moderated by Microsoft Support agents.

Microsoft encourages customers, Microsoft Partners, and Microsoft Most Valuable Professionals (MVPs) to engage with the community and contribute to the ongoing discussions. An individual must register and sign in with a Microsoft Office 365 ID or with a Windows Live™ ID (Hotmail®, MSN®, and Windows Live) to actively post and reply to discussions with the community.

Community Resources

From the Microsoft Office 365 Community home page, customers can access the following resources:

- **Forums.** Forums are intended to provide community participants with an online destination where they can post technical support questions and discuss topics related to the Microsoft Office 365 services. Forums include categories dedicated to each of the individual online services as well as individual topics that customers find valuable.
- **Wikis.** 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, 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.** 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 Microsoft Office 365 Community portal are two basic types of blogs:
 - **Microsoft Office 365 Blog.** This 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.** This 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.

Self-help Resources

In addition to the Microsoft Office 365 Community, Microsoft Office 365 includes a variety of other self-help resources:

- **Virtual Support Agent.** The Virtual Support Agent is an automated 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 English language-only instructional troubleshooting videos have been developed based on the most commonly asked questions from customers. With more than 35 individual videos and more coming every week, the topics range from an overview of the Blackberry Administration Center to activating and migrating directory synchronization. To view these videos, go to the Microsoft Office 365 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.
- **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 Microsoft Office 365 Community home page to hear the daily discussions among customers and partners.

Customer Care

Within Microsoft Customer Service and Support, a dedicated customer care team focuses on business-related requests ranging from billing and invoicing to trials and offer or plan comparisons. Examples of customer care-related questions include how to:

- Sign up for a trial or purchase a subscription
- Convert from a trial subscription to a paid subscription
- Understand the bill
- Renew a subscription
- Add or remove licenses
- Cancel a paid subscription

Customer care and the technical support teams use the same [phone numbers](#) and [online process](#) for submitting a service request.

Trials

The Office 365 for enterprises (Plan E3) 30-day trial allows customers to experience Office 365 for enterprises first hand prior to converting to a paid subscription. Identical in functionality to the paid subscription, the 30-day trial can be set up by going to <http://office365.com>. Microsoft will advise customers before any data is deleted after the 30-day trial ends.

Online and phone support is available during sign-up, active trial, and conversion. Additional support can be obtained from the [Microsoft Office 365 Trial Guide](#).

Billings and Subscriptions

Customers can choose from two different billing cycles when purchasing their subscription: **annual or monthly**. If a customer chooses to be billed annually, that customer will receive a bill for the entire year at the time of the purchase. If a customer chooses to be billed monthly, that customer will receive a bill in advance of the month to be billed. Both billing cycles require pre-payment for the online services subscribed to.

Subscription renewals can be accomplished **automatically or manually**. Every customer will be notified by email as it approaches the end of its subscription. If no action is taken, the subscription will be automatically renewed for a full year at the current market price. A customer can opt-out of the automatic renewal process at any time during the subscription. If a customer chooses to opt-out and wants to continue using Office 365 for enterprises, the customer must call support to manually renew the subscription. There is a 30-day grace period for manual renewals.

Changes to an existing subscription may include **adding or reducing User Service Licenses** (USLs), transitioning to another Microsoft Office 365 plan, or cancelling a subscription. A billing administrator can add USLs to an existing subscription at any time from within the Microsoft Office 365 Portal under the **Manage Subscriptions** tab. To reduce USLs from an existing subscription or cancel a subscription, customers must call Customer Care for more details. Customers can cancel a subscription at any time by paying a cancellation fee. Cancellations within the first 30 days are allowed at no fee.

Availability and Languages

Microsoft Customer Service and Support provides global customer care support both online and by phone in 10 languages (see Table 4).

Table 4. Customer Care

Languages	Hours available in country	Days available in country	Bilingual support*
English	09:00 to 17:00	Monday–Friday	English
Dutch	09:00 to 17:00	Monday–Friday	Dutch/English
French	09:00 to 17:00	Monday–Friday	French/English
German	09:00 to 17:00	Monday–Friday	German/English
Italian	09:00 to 17:00	Monday–Friday	Italian/English
Japanese	09:00 to 17:00	Monday–Friday	Japanese/English
Korean	09:00 to 17:00	Monday–Friday	Korean/English
Portuguese	09:00 to 17:00	Monday–Friday	Portuguese/English
Russian	08:00 to 18:00	Monday–Friday	Russian/English
Spanish	09:00 to 17:00	Monday–Friday	Spanish/English

* Bilingual support will be provided for local/regional business hours.

An additional 12 languages are available through professional language translation services: Bahasa Melayu, Cantonese, Czech, Danish, Finnish, Greek, Hungarian, Mandarin, Norwegian, Polish, Romanian, and Swedish.

Service Availability: Service-interrupting Events

A *service-interrupting event* is an event that affects the delivery of a service. SIEs occur when a portion of the service infrastructure becomes unresponsive and unavailable to customers. SIEs are categorized by [severity levels](#), as defined by the Operations and Support teams.

There are two types of SIEs:

- Planned downtime (maintenance events)
- Unplanned downtime

Transparent communication with customer organizations in the event of an SIE is key to the Microsoft Customer Service and Support model. If an SIE should occur, Microsoft Customer Service and Support strives to:

- Be transparent with customers
- Deliver consistent communications
- Respond rapidly

Planned Maintenance Events

Planned downtime results from regular Microsoft-initiated service updates to the infrastructure and software applications deployed. Planned maintenance notifications inform customers about service infrastructure work that might affect some Office 365 for enterprises services. Customers are notified no later than five days in advance of all planned maintenance via the Service Health Dashboard.

Microsoft typically plans downtime for times when service usage is historically at its lowest—Fridays and Saturdays based on regional time zones:

- The Americas: 21:00 to 03:00 Pacific Time (GMT-8)
- Europe, the Middle East, and Africa: 20:00 to 02:00 (GMT)
- Asia Pacific and Greater China: 22:00 to 04:00 (GMT+8)

Unplanned Events

Unplanned downtime is the result of events typically outside Microsoft's direct control. Such events range from the minor (for example, corrupted hardware drivers or a failed processor) to the catastrophic (for example, all services are unavailable across multiple customer organizations and regions). Unplanned events occur when one or more of the services included in the Office 365 for enterprises suite are unavailable or unresponsive.

Notification Policy

When an SIE occurs, Microsoft Customer Service and Support recognizes that timely and accurate communications are critical for customer organizations and partners. Microsoft notifies Microsoft Office 365 subscribers by updating the Service Health Dashboard that is available on the Microsoft Office 365 Portal.

Service Health Dashboard

The Microsoft Online Service Health Dashboard, shown in Figure 2, provides customers with visibility into the availability and historical availability status of all services and tools offered through the Office 365 for enterprises suite.

Customers seeking details about the current availability or past status of these services or tools can easily access the Service Health Dashboard from the Administration view on the Microsoft Office 365 Portal. Only individuals with an authorized user name and password are granted access to the dashboard.

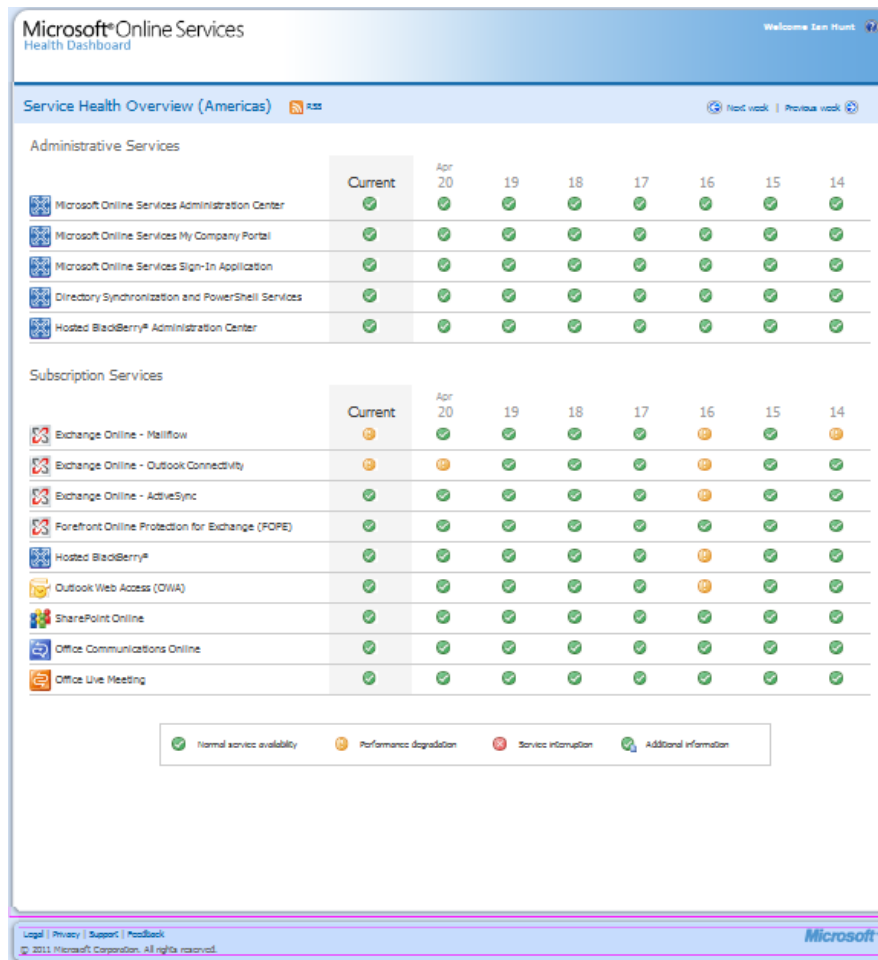


Figure 2. The Microsoft Online Service Health Dashboard

Post-incident Reviews

Microsoft’s commitment to continuous improvement involves analysis of every unplanned SIE to minimize future recurrence. In some situations, identifying the root cause for an unplanned SIE can be hindered by incomplete forensic data.

For unplanned SIEs that are categorized as either Catastrophic or Severity A and that affect a broad number of customer organizations, a customer can request a Post Incident Review (PIR). This detailed report includes:

- An incident summary and event timeline
- Broad customer impact and root cause analysis
- Actions being taken for continuous improvement

Because of the time and resources required to conduct an in depth subsequent analysis, the time to dispatch the detailed PIR document is a minimum of five working days following the resolution of the SIE. Administrators can request a PIR using a standard online service request submission through the Microsoft Office 365 Portal or a phone call to Microsoft Customer Service and Support.

Delegated Administration: Microsoft Partner Benefit

The Microsoft Online Services Delegated Administration capability is a benefit that allows a partner to perform administrative tasks (including submitting service requests to Microsoft Customer Service and Support) on behalf of one or more customers. The Delegated Administration capability is offered as a benefit exclusively for partners who are accepted into the Microsoft Partner Network Cloud Accelerate Program and have a Microsoft Online Service Partner Agreement (MOSPA).

Every Office 365 for enterprises customer is entitled to have one Delegated Administration partner. This partner can also be a customer's Partner of Record (POR) but does not need to be. It is the customer's responsibility to authorize a partner to be its Delegated Administration partner by responding to the partner's invitational email. To understand the differences between a POR and a Delegated Administration partner, please refer to [Appendix E: Partner Roles](#).

Even when a customer has authorized a partner to perform administrative tasks on its behalf, the customer can still contact Microsoft support directly: Having an authorized Delegated Administration partner does not forfeit the customer's right to submit service requests.

The Delegated Administration capability will be announced at the General Availability of Office 365 for enterprises, and Microsoft Partner Network Cloud Accelerate Program participants will be notified by email of this benefit when it becomes available. For more details about the Microsoft Partner Network Cloud Accelerate Program, customers and partners can go to www.microsoftcloudpartner.com.

WARNING: If a customer chooses to authorize a partner to be its delegated administrator, the partner will have full administrative access to **all the customer's services and subscriptions**. This access includes functions such as setting up mailboxes, adding or removing users and groups, and data migration. If the customer opts in to authorize a Delegated Administration partner, the organization should do so carefully. Before doing so, the customer will be requested to read the [Terms of Delegated Administration](#).

Appendix A: Availability and Languages

Global Availability

Office 365 for enterprises is commercially available in the following 40 countries:

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

Localized Languages

The Office 365 for enterprises Microsoft Office 365 Portal is localized in the following 17 languages:

Bokmal, Chinese (Simplified), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Polish, Romanian, Spanish, and Swedish.

The Microsoft Office 365 Community is localized in the following nine languages:

Chinese (Traditional), English, French, German, Italian, Japanese, Korean, Russian and Spanish

Appendix B: Microsoft Services Premier Support

PREMIER SUPPORT FOR MICROSOFT ONLINE SERVICES

Office 365 for enterprises customers can purchase Microsoft Premier Support for an additional fee. Premier Support provides a managed technical support capability that covers Office 365, as well as all of the on-premises Microsoft technologies that are part of accessing the online service. There are a variety of Premier offerings designed to help enterprises get the most out of their IT infrastructure, and each Premier customer is assigned to a designated Technical Account Manager (TAM). Premier Support offers 24x7 access to Microsoft's subject matter experts (SMEs), utilizing the same enterprise-level processes and tools to support the online service and on-premises technologies.

All Premier Support offerings provide the following resources:

- 24x7 access to a global network of experts with unmatched knowledge of Microsoft online services and on-premises technologies
- A designated Technical Account Manager who understands the customer's business and challenges
- Accelerated support access, ensuring that administrators quickly get to Microsoft SMEs with the right expertise to solve the problem
- Special migration readiness assessments that analyze the readiness of the on-premises infrastructure to migrate to Office 365, including desktop, network, directory and operations
- Optional migrations readiness assessments for Exchange, SharePoint, and Lync servers
- IT health checks and other proactive services to improve infrastructure uptime
- Strategic advice to help customers get the most out of their Microsoft systems and effectively interoperate with non-Microsoft software

For more detailed information about Premier Support, go to http://www.microsoft.com/microsoftservices/support_premier.aspx.

Appendix C: Assigning Administrator Roles

Depending on the size of the subscribing organization, it may be appropriate to designate several types of administrators who serve different functions. The following table describes administrator roles that are available for such use.

Role	Description
Global Administrator	Holds full permissions for the subscribing customer organization. Global administrators have access to all features in the Administration Center, and only global administrators can assign other administrator roles. Global administrators can reset passwords for all users and administrator roles. There can be more than one global administrator at a customer organization.
Billing Administrator	Makes purchases, manages subscriptions, manages billing-related service requests, and monitors service health.
Password Administrator	Resets passwords, manages service requests, and monitors service health. Password administrators can reset passwords only for users and other password administrators but not for global, billing, services, or user management administrators.
Services Administrator	Administers individual online services (such as Exchange Online) but does not require access to user management and other administrative functions. This role manages service requests and monitors service health.
User Management Administrator	Resets passwords; monitors service health; and manages user accounts, user groups, and service requests. Some limitations apply to the permissions of a user management administrator. For example, this role cannot delete a global administrator or create other administrators. Also, this role cannot reset passwords for billing, global, and service administrators.

Appendix D: Administrator Permissions

Permission	Global Administrator	Billing Administrator	Password Administrator	Services Administrator	User Mgmt Administrator
View company and user information	Yes	Yes	Yes	Yes	Yes
Submit and manage service requests	Yes	Yes	Yes	Yes	Yes
Reset user passwords	Yes	No	Yes	No	Yes ¹
Perform billing and purchasing operations	Yes	Yes	No	No	No
Create and manager user views	Yes	No	No	No	Yes
Create, edit, and delete users and groups; manage user licenses	Yes	No	No	No	Yes ²
Manage domains	Yes	No	No	No	No
Manage company information	Yes	Yes	No	No	No
Delegate administrative roles to others	Yes	No	No	No	No
Use directory synchronization	Yes	No	No	No	No

¹ Yes with limitations: cannot reset passwords for billing, global, and service administrators

² Yes with limitations: cannot delete a global administrator or create other administrators

Appendix E: Partner Roles

The roles of Partner of Record (POR) and Delegated Administration partners are separate, and the customer designates them separately. This design allows a customer to choose one partner for purchase advice and another partner for implementation or ongoing managed services. It also allows partners to choose whether to build business with a specialty in one or both of these roles.

Partner of Record	Criteria	Customer ratio
A partner who is associated with the sale of a subscription to a customer and is compensated by Microsoft for that activity. The Office 365 for enterprises POR is an important designation that the customer makes, and it ensures that the right partner is compensated. It is the partner's responsibility to drive the POR process.	A POR must have a signed MOSPA. A POR does not have to be an authorized Microsoft Partner Network Cloud Accelerate Partner.	One customer can have multiple PORs if the customer has multiple subscriptions.
Delegated Administration partner	Criteria	Customer ratio
A partner who is associated with ongoing services for a customer and who provides Office 365 for enterprises administration services on behalf of the customer. It is the customer's responsibility to authorize a partner to be the Delegated Administration partner. Delegated Administration partners are not compensated by Microsoft but rather directly by the customer.	Delegated Administration partners must have a signed MOSPA. In addition, they must meet all the Microsoft Partner Network Cloud Accelerate Partner requirements and have been formally accepted into the program.	A customer is limited to one Delegated Administration partner; however, a Delegated Administration partner could have multiple customers. A Delegated Administration partner could also be a POR but does not have to be.

Appendix F: Office Professional Plus Support Boundaries

Microsoft Office Professional Plus delivers Microsoft Office as a pay-as-you-go service—a complete, enterprise-class Microsoft Office experience for organizations of all sizes—and is included with every subscription of Office 365 for enterprises (Plan E3) and (Plan E4). Microsoft Office 365 includes easy-to-use tools to set up and configure Microsoft Office Professional Plus. In addition, Office 365 for enterprises' basic support services is included with every subscription (Plan E3 and Plan E4).

Typical Microsoft Office Professional Plus support requests include assistance with:

- Installation and activation of Microsoft Office Professional Plus x86 or x64
- Downloading Microsoft Office Professional Plus
- Uninstalling Microsoft Office Professional Plus and installing another version of Microsoft Office
- Issues associated with Lync Online or SharePoint Online
- Managing subscriptions for Microsoft Office Professional Plus
- Mail flow issues with Microsoft Office Outlook®
- Issues related to signing in when prompted for credentials

Microsoft Office Professional Plus, a version of Microsoft Office delivered as a service, provides customers with the latest versions of the familiar Microsoft Office applications accessible from the cloud. However, Office 365 for enterprises' basic support services does not include the following:

- Support requests for any of the specific office applications (Microsoft Office Word, Office Excel®, Office PowerPoint®, Office InfoPath®, Office SharePoint Workspace, Office OneNote®, Office Publisher, or Office Access®)
- Customization or code-level change requests
- Installation of Microsoft Office Professional Plus on Terminal Services

For other Office 365 for enterprise plans (Plan E1 and Plan E2), Microsoft Office Professional Plus can be purchased as a stand-alone product. However, technical support is only available on a pay-per-incident basis or by leveraging an existing Microsoft Services Premier Support contract. For more information, contact a Microsoft Customer Service and Support engineer, or go to [Microsoft Office 365 troubleshooting site](#).