

# Microsoft Licensing FAQs

## **Q. What happens if I cancel my Office 365 subscription**

A. Your data is yours. If you decide to cancel your Office 365 subscription, you can download your data—for example, your email and documents on team sites—and save it to another location. You should save your data before you cancel. After you cancel your subscription, data associated with your Office 365 account will be available to your administrator(s) in a limited function account for 90 days.

## **Q. Can I mix and match Office 365 plans**

A. Yes, you can mix and match Office 365 plans. Please note that there are some license limitations at the plan level. The Office 365 Business, Business Essentials, and Business Premium plans each have a limit of 300 users, while the Enterprise plans are for an unlimited number of users. For example, you can purchase 300 Business Premium seats, 300 Business Essentials seats, and 500 Enterprise E3 seats on a single tenant.

## **Q. What is the cloud**

A. “The cloud” is a friendly way of describing web-based computing services that are hosted outside of your organization. When you use cloud-based services, your IT infrastructure resides off your property (off-premises), and is maintained by a third party (hosted), instead of residing on a server at your home or business (on-premises) that you maintain. With Office 365, for example, information storage, computation, and software are located and managed remotely on servers owned by Microsoft. Many services you use every day are a part of the cloud—everything from web-based email to mobile banking and online photo storage. Because this infrastructure is located online or “in the cloud,” you can access it virtually anywhere, from a desktop, PC or Mac, laptop, tablet, smartphone, or other device with an Internet connection.

## **Q. What is Office 365?**

A. Office 365 is an integrated experience of apps and services, designed to help you pursue your passion and grow your business. Get apps like Word, Excel, PowerPoint, and more, updated monthly with the latest features and security updates.

Use cloud-powered email to reach customers and coworkers wherever work takes you.

Collaborate in Microsoft Teams, the new hub for teamwork where you can chat, organize meetings, and share files.

Save files to OneDrive with one terabyte of online storage, allowing access across devices and on the go. Run your business with the Business Apps, empowering you to manage customer scheduling, invoicing, referrals, and more, all from one place.

## **Q. How are Microsoft licenses delivered if I buy through volume licensing?**

A. All Microsoft volume licensing purchases have licenses delivered directly to the customer selected administrator through a Welcome email with link to Microsoft Volume Licensing Service Center (VLSC) portal. No volume license keys are sent on email.

**Q. Can I buy Windows 10 Enterprise offers outside of Volume Licensing?**

A. No. Windows 10 Enterprise offers are only available for purchase through Volume Licensing agreements.

**Q. What is a "Volume Licensing Upgrade License" for the Windows operating system for PCs?**

A. Microsoft Volume Licensing programs don't offer Windows desktop operating system licenses; Volume Licensing provides only Windows upgrade licenses. Before you're eligible to acquire an upgrade license for the Windows desktop PC operating system through Microsoft Volume Licensing programs, you must first have licensed and installed a qualified full desktop operating system on your device.

**Q. What editions are available in Windows Server 2016?**

A. Customers can choose from three primary editions of Windows Server, based on the size of the organization as well as virtualization and datacenter requirements:

- **Datacenter Edition** is ideal for highly virtualized and software-defined datacenter environments.
- **Standard Edition** is ideal for customers with low density or non-virtualized environments.
- **Essentials Edition** is a cloud-connected first server, ideal for small businesses with up to 25 users and 50 devices. Essentials is a good option for customers currently using the Foundation Edition, which is not available with Windows Server 2016

**Q. What are the virtualization rights for the Windows Server 2019 editions?**

A. When all physical cores on a server are licensed, with a minimum of 8 core per physical processor and a minimum of 16 core licenses per server:

- **Datacenter:** Provides rights to use unlimited Operating System Environments (OSEs) or Hyper-V containers and Windows Server containers on the licensed server.
- **Standard:** Provides rights to use up to two Operating System Environments (OSEs) or Hyper-V containers and unlimited Windows Server containers on the licensed server. For each additional 1 or 2 VMs, all the physical cores in the server must be licensed again.

**Q. Are CALs still required for Windows Server 2019?**

A. Yes, Windows Server Standard and Datacenter editions will continue to require Windows Server CALs for every user or device accessing a server. Some additional or advanced functionality will continue to require the purchase of additive CALs. These are CALs that are needed in addition to the Windows Server CAL to access functionality such as Remote Desktop Services or Active Directory Rights Management Services.