

Modern Work FAQ – Microsoft 365 Suites

Frequently Asked Questions

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Microsoft 365 Suites

1. What is included with Microsoft 365 enterprise suites?

Refer to <https://www.microsoft.com/en-us/microsoft-365/compare-microsoft-365-enterprise-plans>.

2. Through what channels is Microsoft 365 available?

Refer to <https://www.microsoft.com/en-us/Licensing/product-licensing/microsoft-365?rtc=1>.

3. Is there a path to specific premium features for Microsoft 365 E3 customers that don't want the full Microsoft 365 E5?

Yes, there are multiple ways to add Microsoft E5 value to Microsoft 365 E3 without purchasing the full E5 Step-up.

1. Add Microsoft 365 E5 Security and/or Microsoft 365 E5 Compliance (or Microsoft 365 E5 Compliance "mini suites"):
 - Microsoft 365 E5 Security add-on. Includes Microsoft Defender for Microsoft Plan 2, Microsoft Defender for Cloud Apps, Azure Active Directory Plan 2, Microsoft Defender for Identity, Microsoft Defender for Endpoint Plan 2, Application Guard for Microsoft, and Safe Documents.
 - Microsoft 365 E5 Compliance add-on. Includes Microsoft 365 E5 Information Protection & Governance, Microsoft 365 E5 Insider Risk Management, and Microsoft 365 E5 eDiscovery & Audit.
 - Microsoft 365 Information Protection & Governance add-on. Includes Microsoft Defender for Cloud Apps, Purview Data Lifecycle and Records Management, Purview Data Loss Prevention (DLP), Communication DLP (Teams), Rules-based auto classification, Machine Learning-based auto classification, Records Management, Customer Key, and Advanced Message Encryption, and Endpoint DLP.
 - Microsoft 365 Insider Risk Management add-on. Includes Insider Risk Management, Communication Compliance, Information Barriers, Customer Lockbox, Purview Data Connectors, and Privileged Access Management.
 - Microsoft 365 eDiscovery & Audit add-on. Includes Audit (Premium) and eDiscovery (Premium).
2. Add individual E5 standalone SKUs, including:
 - Microsoft Defender for Office 365 Plan 1
 - Microsoft Defender for Office 365 Plan 2
 - Microsoft Defender for Cloud Apps
 - Entra ID Plan 2

- Microsoft Defender for Identity
- Teams Phone
- Power BI Pro

4. Are there any pre-requisites to purchasing Microsoft 365 SKUs?

In some cases, yes. Refer to the [Microsoft Product Terms](#).

5. Is Microsoft 365 available worldwide?

Yes. Refer to [Microsoft 365 International Availability](#) for a complete list of all countries and regions where Microsoft Online Services are available.

6. What are the hybrid server rights for Microsoft 365 E3/E5?

Refer to the [Microsoft Product Terms](#).

7. Which Microsoft 365 suites have Unified SKUs?

Unified SKUs are available for the following suites:

- Microsoft 365 E3
- Microsoft 365 E5
- Microsoft 365 G3 (GCC, GCC-High, DoD)
- Microsoft 365 G5 (GCC, GCC-High, DoD)
- Microsoft 365 G5 GCC
- Microsoft 365 F3 GCC
- Microsoft 365 A3 (including Faculty, Student, and Student Use Benefit SKUs)
- Microsoft 365 A5 (including Faculty, Student, and Student Use Benefit SKUs)

8. What is the difference between the Original SKUs and the Unified SKUs?

The difference is in how the SKUs are structured, which affects how the services are provisioned and how the licenses are managed.

The Original SKUs are structured as a bundle of separate component SKUs for Office 365, Enterprise Mobility & Security (EMS), Windows E3, Defender for Endpoint, and Extra Features. When the Original SKU is transacted, each of these separate components will appear in the License Summary just as if they were purchased separately. Likewise, licenses are provisioned as if the component SKUs were purchased separately. Therefore Office 365, EMS, Defender for Endpoint, and Extra Features will appear as separate licenses in the Microsoft 365 Admin Center. All four licenses must be assigned to a user to enable all the online services.

With the Unified SKUs, all the online services are included in a single Microsoft 365 SKU. When the Unified SKU is transacted, it appears as a single Microsoft 365 product in the License Summary. Note that Windows E3 also appears as a separate component in the License Summary but it is reflected as part of Microsoft 365. The system provisions a "unified" Microsoft 365 license that includes all the respective Office 365, EMS, Defender for Endpoint, and Extra Features services, and therefore only one license must be assigned to users.

Note that because Windows E3 is categorized as an on-premises product, a user subscription license is not provisioned when the Original or Unified SKUs are transacted.

9. Is there any difference in product features between the Original and Unified SKUs?

No.

10. Can a customer have both Original and Unified SKUs on their tenant?

Yes.

11. How can customers differentiate between the Original and Unified SKUs in their Admin Portal?

In the Admin Portal, the Original SKUs will show up as the separate components in the bundle (i.e., Microsoft, EMS, Defender for Endpoint, and Extra Features), while the Unified SKUs will appear as a single "Microsoft 365" license.

12. What licenses are available in the Microsoft 365 Admin Portal for assigning to their Microsoft 365 Original users?

The following licenses are available in the Microsoft 365 Admin Portal for assigning to their Microsoft 365 E3 Original users:

- Office 365 E3
- Enterprise Mobility + Security E3
- Microsoft Defender for Endpoint P1
- Microsoft 365 E3 Extra Features

The following licenses are available in the Microsoft 365 Admin Portal for assigning to their Microsoft 365 E5 Original users:

- Office 365 E5
- Enterprise Mobility + Security E5
- Microsoft Defender for Endpoint P2
- Microsoft 365 E5 Extra Features

Note: Windows E3 licenses included in Microsoft 365 E3/E5 Original SKUs are classified as on-premises and therefore do not appear in the portal as user subscription licenses.

13. What do the Microsoft 365 E3/E5 Extra Features licenses enable?

The Extra Features licenses enable features that are reserved for Microsoft 365 E3/A3/E5/A5 suites and are not available via the individual component plans. Refer to <https://learn.microsoft.com/en-us/microsoft-365/commerce/licenses/e3-extra-features-licenses> for details.

Note: Due to occasional packaging changes, including expanding availability of features other plans such as Office 365 E3/E5, some features may be included in the Extra Features licenses that are no longer exclusive to Microsoft 365 E3/E5.

Feature	Microsoft 365 E3 Extra Features	Microsoft 365 E5 Extra Features
Commercial Data Protection for Microsoft Copilot	•	•
Clipchamp	•	•
Loop	•	•
Mesh Avatars for Teams	•	•
Windows Autopatch	•	•
Windows Update for Business Deployment Service	•	•
Universal Print	•	•
Endpoint DLP		•
Machine Learning-based classification		•
Insider Risk Management		•
App Guard for Microsoft		•
Safe Documents		•
Defender for IoT - Enterprise IoT Security		•
Customer Lockbox		•
Information Protection and Governance Analytics - Premium		•
Purview Discovery		•

14. Should new customers purchase the Original or Unified SKUs?

New customers should purchase Unified SKUs.

15. Should customers renew Original SKUs or switch to Unified SKUs?

We recommend that customers switch to Unified SKUs at renewal. Please note, though, that this will require admin action to assign the Unified SKUs to users.