



# Microsoft Office 365

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

### Service Description

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# Contents

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<b>Contents</b> .....	<b>3</b>
<b>Introduction</b> .....	<b>5</b>
<b>1. Why Office 365 for Your Organization</b> .....	<b>5</b>
1.1 Virtually Anytime, Anywhere Access .....	5
1.2 Easy to Use .....	6
1.3 Improved Collaboration .....	6
1.4 Security and Reliability .....	6
<b>2. Overview of Services Provided by Office 365</b> .....	<b>6</b>
2.1 Email, Calendar, and Contacts.....	6
2.2 Team Sites and Public Website .....	7
2.3 Office Web Apps.....	8
2.4 Instant Messaging and Online Meetings.....	8
<b>3. Requirements for Using Office 365</b> .....	<b>8</b>
3.1 System Requirements .....	8
3.2 Using Office Desktop Applications.....	8
3.3 Using Mobile Devices .....	9
<b>4. Office 365 Security</b> .....	<b>9</b>
<b>5. Email, Calendar, and Contacts</b> .....	<b>10</b>
5.1 Access Your Email, Calendar, and Contacts.....	10
5.2 Functionality of Your Outlook Email, Calendar, and Contacts.....	11
5.3 Large, Easy-to-Use Mailboxes.....	11
5.4 Professional Email Addresses .....	11
5.5 Automatically Update Your Email, Calendar, and Contacts across Devices .....	12
5.6 See Colleagues' Availability from Your Outlook Calendar .....	12
5.7 Antivirus and Anti-Spam Filtering.....	12
5.8 Reduce Inbox Overload with Conversation View.....	12
5.9 Set Out-of-Office Replies.....	12
5.10 Recover Deleted Items .....	13
5.11 Access Other Email Accounts through Office 365 .....	13
5.12 Personal Archive.....	13

5.13 Additional Features.....	14
<b>6. Team Sites and Public Websites .....</b>	<b>15</b>
6.1 Public-Facing Website.....	15
6.2 Manage Important Documents.....	16
6.3 Plenty of Space for Your Documents and Sites.....	16
6.4 External Sharing.....	16
6.5 Microsoft Office Integration.....	17
6.7 Familiar Look and Feel.....	17
6.8 Data Is Highly Secure.....	18
<b>7. Office Web Apps .....</b>	<b>18</b>
7.1 Never Be without the Tools You Need .....	19
7.2 Ensure Consistent Document Views.....	19
7.3 Edit Content with Confidence.....	19
7.4 Work Easily with Others .....	19
<b>8. Instant Messaging and Online Meetings.....</b>	<b>19</b>
8.1 Find and Connect with Colleagues and Customers .....	20
8.2 Easily Conduct Professional Online Presentations or Spontaneous Online Meetings.....	21
8.3 Interoperability with 3rd Party Dial-in Audio Conferencing Services .....	21
8.4 View Presence Status and Click-to-Communicate In Microsoft Office Applications .....	21
8.5 Communicate with Other Office 365 and Windows Live Users .....	22
8.6 Presence with Microsoft Outlook and Other Office Applications.....	22
8.7 Presence with Exchange Online.....	22
<b>9. Additional Office 365 Service Details.....</b>	<b>23</b>
9.1 Administering Office 365 .....	23
9.2 Getting Help.....	24
9.3 Additional Self-help Resources .....	25
9.4 Countries Where Office 365 (Plan P1) Is Available .....	25
9.5 Languages .....	26
9.6 Licensing.....	26
9.7 Buying your Office 365 Subscription .....	26

9.8 Microsoft Office 365 Marketplace .....	27
9.9 Service Level Agreement .....	28
9.10 Data Center Locations .....	28
<b>Appendix A: Exchange Online Detailed Feature Summary .....</b>	<b>29</b>
<b>Appendix B: SharePoint Online Detailed Feature Summary .....</b>	<b>32</b>

## Introduction

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Office 365 for professionals and small businesses (Plan P1)<sup>1</sup>. is a set of web-enabled tools that lets you access your email, 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

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### 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 respond to important requests right away, no matter where you are. Because you can use

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<sup>1</sup> 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.

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.<sup>2</sup>

## 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

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## 2.1 Email, Calendar, and Contacts

*Powered 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.

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<sup>2</sup> Access from mobile devices requires WIFI capability or depends on carrier network availability.

- Easily manage your email with 25-gigabyte (GB) mailboxes and send emails up to 25 megabytes (MB) in size
- 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,<sup>3</sup> Microsoft Windows Mobile<sup>®</sup>, and Windows<sup>®</sup> Phones<sup>4</sup>
- 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](mailto: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<sup>®</sup> Online Protection for Exchange, which includes multiple filters and virus-scanning engines

## 2.2 Team Sites and Public Website

*Powered by Microsoft SharePoint<sup>®</sup> 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](http://www.contoso.com))

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<sup>3</sup> 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

<sup>4</sup> Access from mobile devices depends on carrier network availability

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

## 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 and Windows Live™ Messenger

# 3. Requirements for Using Office 365

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## 3.1 System Requirements

Office 365 works effectively with many combinations of browsers, operating systems, and supporting software. Please refer to [System Requirements for Office 365](#) to view the latest software requirements.

## 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

You can access the Email, Team Sites, and Instant Messaging capabilities of Office 365 from a variety of phones and mobile devices.

Exchange ActiveSync technology synchronizes 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.

Team Sites (powered by SharePoint Online) give 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.

The Lync Mobile client lets you send and receive instant messages from your mobile device. Lync Mobile clients are available for the leading smart phone platforms, including Windows Phone, iPhone, Android, and Nokia Symbian.

## 4. Office 365 Security

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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

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*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.

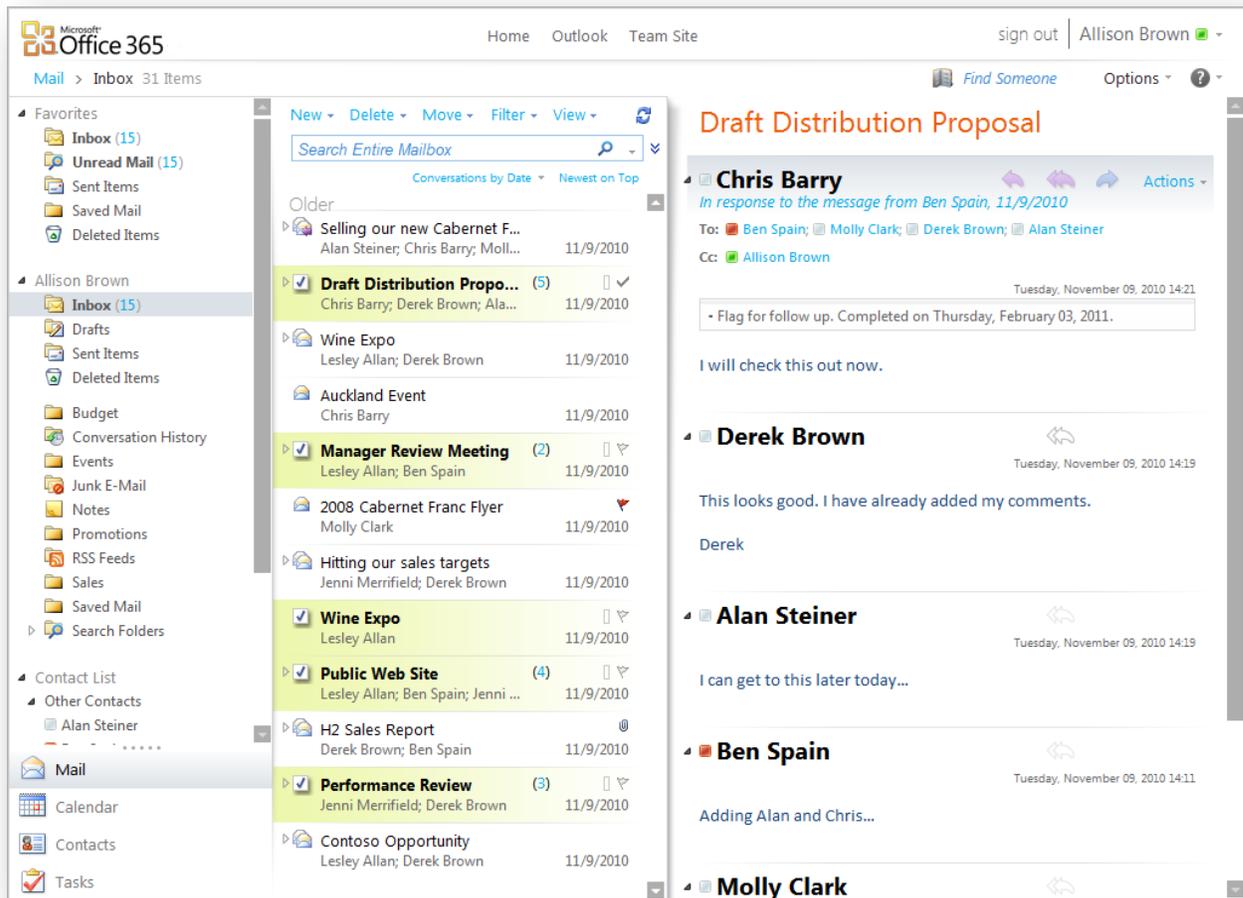
The following details provide a look at some of the key benefits and capabilities of the messaging services provided by Office 365.

#### 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.

**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](mailto: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.<sup>5</sup>

### 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 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

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<sup>5</sup> 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.

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<sup>6</sup> or Outlook Web App similar to

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<sup>6</sup> The personal archive has specific Outlook licensing requirements, which are described at <http://office.com/redir/HA102576659>.

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.<sup>7</sup>

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.

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

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<sup>7</sup> Using auto-forwarding rules to copy messages to an Exchange Online mailbox for the purposes of archiving is not permitted.

distribution groups are available to all users through their Global Address List in Outlook.

- **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

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*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](http://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.<sup>8</sup>

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.<sup>9</sup> 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

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<sup>8</sup> 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.

<sup>9</sup> Microsoft Office 365 Plan P1 customers are licensed for 500 partner access licenses (PALs) (unique external users) per month at no additional cost.

- Apply your own unique look and feel to team sites with custom theming and branding

## 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.

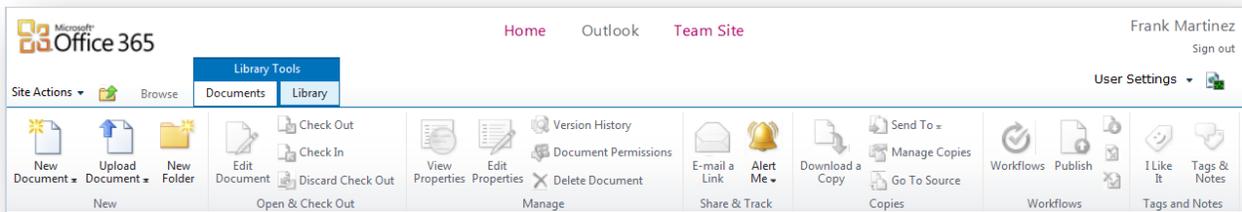
Some highlights of the new functionality in Microsoft Office 2010 and Microsoft Office Professional Plus that interoperate with SharePoint Online include:

- **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.

## 6.7 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

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

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*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.<sup>10</sup>

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

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<sup>10</sup> 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.

## 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.<sup>11</sup>

## 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 provides 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.<sup>12</sup>

## 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.

## 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 Microsoft Office documents through a supported Web browser using the Office Web Apps.

# 8. Instant Messaging and Online Meetings

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*Powered by Microsoft Lync Online*

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<sup>11</sup>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.

<sup>12</sup>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.

## 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.

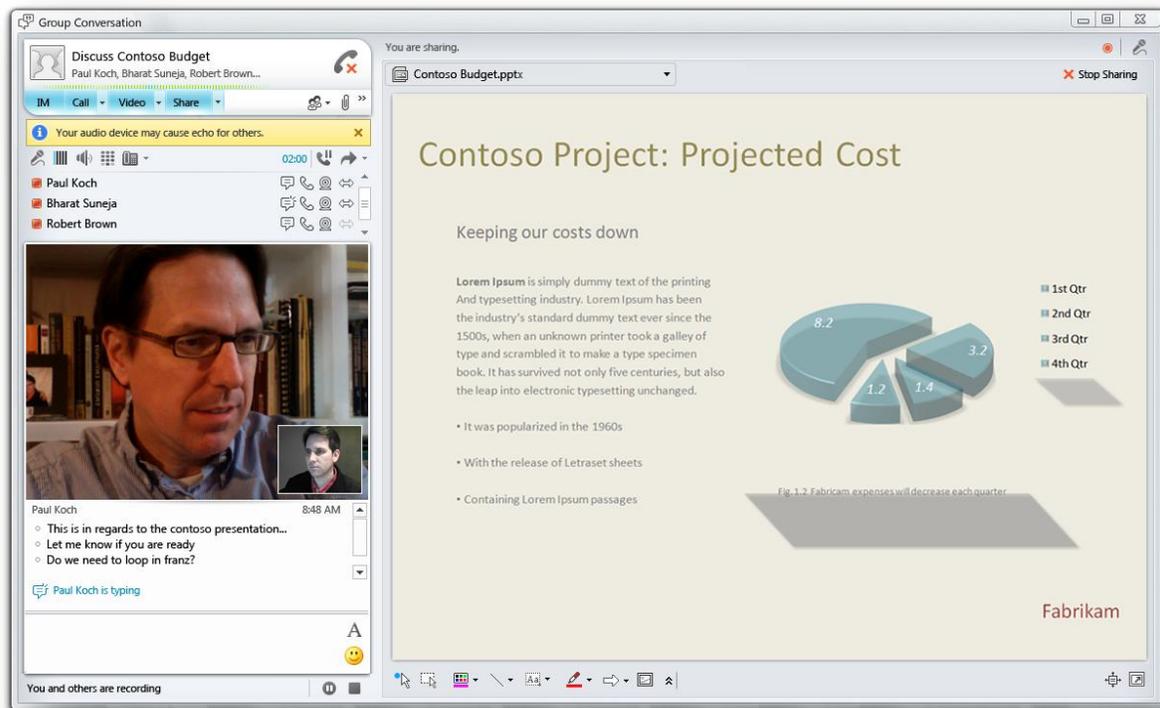
Lync Online transforms interactions with colleagues, customers, and partners from today's hit-and-miss communications to a more collaborative, engaging, and effective experience that can help your business function more efficiently and cost effectively.

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 4: Lync Online meeting with PC audio, video conferencing, and screen sharing**



**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 and Windows Live 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.

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**

	IM and Presence	PC-to-PC Audio and Video
Other companies using Office 365/Lync Online	Yes	Yes
Lync Server 2010 or Office Communications Server on-premises (any version)	Yes	Yes
Windows Live Messenger	Yes	Yes

## 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.

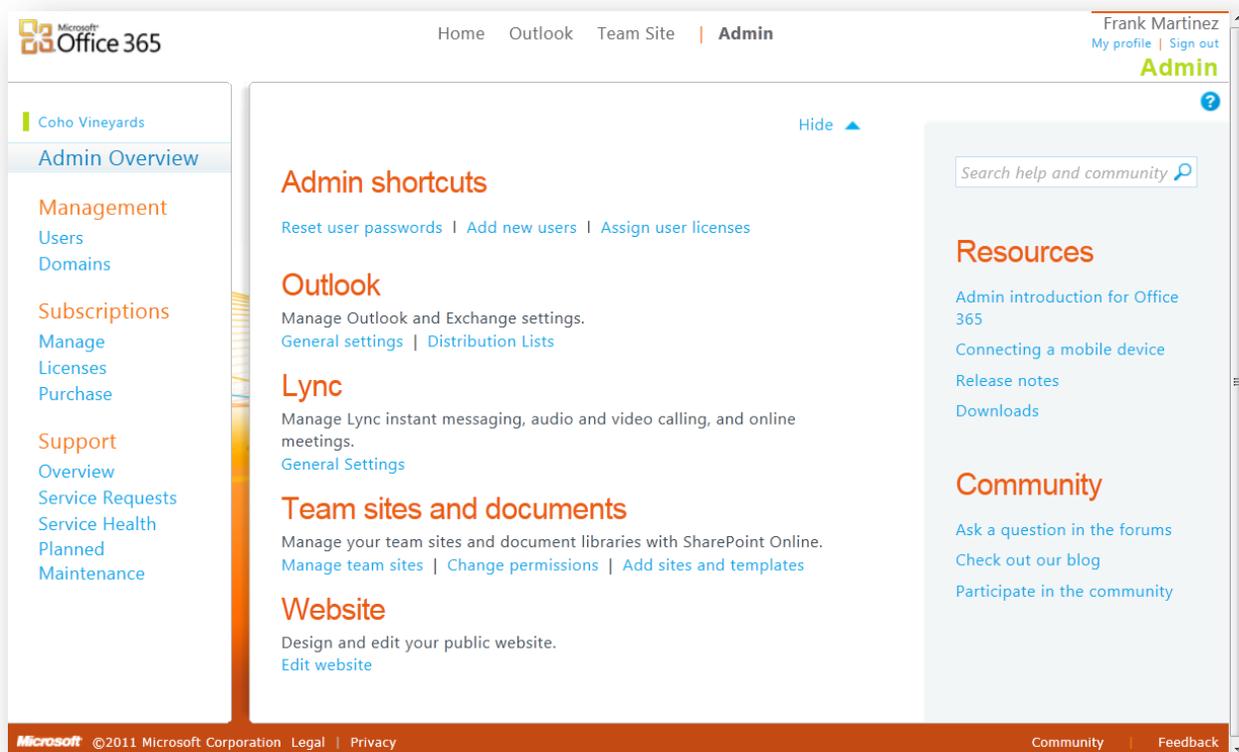
## 9. Additional Office 365 Service Details

### 9.1 Administering Office 365

Office 365 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](http://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 ([community.office365.com](http://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 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 3: Supported languages for components related to Office 365**

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

## 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 cannot add more than 50 users.

Office 365 for professionals and small businesses is not available under Microsoft Volume Licensing. Subscriptions are available on a month-to-month basis and automatically renew each month. You can cancel at any time with no early termination fee.

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

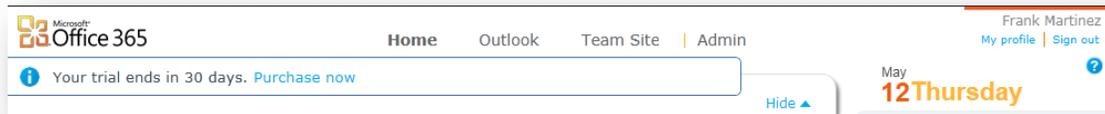
## 9.7 Buying your Office 365 Subscription

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).

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. 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 cancellation 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.

Visit [www.Office365.com](http://www.Office365.com) for the latest pricing information.

## 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.

Visit the Microsoft Office 365 Marketplace at <http://office365.pinpoint.microsoft.com>.

## 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:

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

## 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 region.

## Appendix A: Exchange Online Detailed Feature Summary

This section presents overviews of Exchange Online features and specifications.

Feature	Description
Mailbox size	25 GB
Message size limits (max email size)	25 MB
Recipient limits	1500 recipients/day for each cloud-based mailbox
Deleted item recovery	14 Days
Deleted mailbox recovery	30 Days
<b>CLIENT ACCESS</b>	
Outlook 2010 support	Yes
Office Outlook 2007 support	Yes
Outlook Anywhere (RPC over HTTPS)	Yes
Outlook Web App Premium experience	Internet Explorer 7+, Safari 3+, Firefox, Chrome
Outlook Web App Light experience	Most other browsers not supported in the Outlook Web App Premium experience
Outlook Web App: session time-out	6 hours
WebReady document viewing	Yes
Instant messaging and presence integrated into web email client	Yes, with Lync Online
Macintosh support (rich client)	Outlook 2011 for Mac
IMAP	Yes
POP	Yes
<b>MOBILITY</b>	
Mobile Devices	Windows Mobile and Windows Phone, Nokia E and N series devices, Palm devices, Apple iPhone and iPad, and Blackberry (using Blackberry Internet Service) <sup>13</sup>
Remote device wipe (implementation varies by mobile device manufacturer)	Yes

<sup>13</sup> 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.

Feature	Description
Disable Exchange ActiveSync access	Yes
Mobile device allow/block/quarantine	Yes
Mobile SMS sync (through Exchange ActiveSync)	Yes
SMS (text messaging) notifications	Yes
<b>EMAIL/INBOX</b>	
“Send on behalf of” and “send as”	Yes
Shared mailboxes	Yes
Inbox rules	Yes
Tasks	Yes
Conversation view and actions (such as ignore conversation)	Yes
Connected accounts (aggregate mail from multiple external email accounts)	Yes
<b>CONTACTS/DIRECTORY</b>	
Personal contacts	Yes
Personal distribution groups	Yes
Offline Address Book	No
Global Address List (GAL) photos	Yes
External contacts (in GAL)	Yes
<b>CALENDAR</b>	
Out-of-office auto replies	Yes
Federated calendar sharing	Yes
Side-by-side calendar view in web client	Yes
<b>SECURITY</b>	
Anti-spam (AS)	Forefront Online Protection for Exchange
Antivirus (AV)	Forefront Online Protection for Exchange AV for inbound/outbound, Forefront AV internal
<b>COMPLIANCE/ARCHIVING</b>	
Disclaimers	No
Personal archive	Yes
<b>ADMINISTRATION</b>	
Administration through a web-based interface (Exchange Control Panel)	Yes

Feature	Description
<b>APPLICATION ACCESS/CUSTOMIZATION</b>	
Application connectivity through web services	Yes
SMTP relay	Yes
Outlook Web App Web Parts	Yes
Outlook add-ins and Outlook MAPI	Yes

# Appendix B: SharePoint Online Detailed Feature Summary

This section presents overviews of SharePoint Online features and specifications.

## SharePoint Online feature overview

Feature	Description								
Storage	10 GB with additional 500 MB per user								
Buy additional storage	No								
Max Org Users	50								
Partner Access Licenses (External Sharing)	Yes – up to 500 external users/month <sup>14</sup>								
File upload limit	250 MB								
Works with Microsoft Office 2010	<table border="0"> <tr> <td>Access 2010</td> <td>PowerPoint 2010</td> </tr> <tr> <td>Excel 2010</td> <td>Microsoft SharePoint Designer 2010</td> </tr> <tr> <td>Outlook 2010</td> <td>Word 2010</td> </tr> <tr> <td>OneNote 2010</td> <td>SharePoint Workspace 2010</td> </tr> </table>	Access 2010	PowerPoint 2010	Excel 2010	Microsoft SharePoint Designer 2010	Outlook 2010	Word 2010	OneNote 2010	SharePoint Workspace 2010
Access 2010	PowerPoint 2010								
Excel 2010	Microsoft SharePoint Designer 2010								
Outlook 2010	Word 2010								
OneNote 2010	SharePoint Workspace 2010								
Browser support	<table border="0"> <tr> <td>Internet Explorer 7</td> <td>Firefox 3</td> </tr> <tr> <td>Internet Explorer 8</td> <td>Safari 3.1.2 on Macintosh OS X 10.5</td> </tr> </table>	Internet Explorer 7	Firefox 3	Internet Explorer 8	Safari 3.1.2 on Macintosh OS X 10.5				
Internet Explorer 7	Firefox 3								
Internet Explorer 8	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								

<sup>14</sup> External users do not add to the total storage quota and cannot be given administrator permissions to a site.

## Features of Microsoft SharePoint

Feature
Access Services
Accessibility
Audience Targeting
Basic Sorting
Best Bets
Blogs
Browser-Based Customizations
Client Object Model (OM)
Cross-Browser Support
Discussions
Duplicate Detection
Enterprise Scale Search
External Sharing – Partner Access
Improved Governance
Integration with Lync Online and Exchange Online
Language Integrated Query (LINQ) for SharePoint
Large List Scalability and Management
Microsoft Visual Studio® 2010 SharePoint Developer Tools (to build and package Sandbox Solutions)
Mobile Connectivity & Search
Multilingual User Interface
Multiple Team Site Templates
Office and Office Web Apps intergration
Out-of-the-Box Web Parts
Permissions Management
Phonetics and Nickname Search
Photos and Presence
Recently Authored Content
Ribbon and Dialog Framework
Sandboxed Solutions
Search Scopes
Service Application Platform
SharePoint Designer
SharePoint Lists
SharePoint Ribbon and Fluent UI
SharePoint Service Architecture
SharePoint Workspace

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Silverlight Web Part

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Simple Public-Facing Website

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Single Site Collection Search

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Support for Accessibility Standards

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View in Browser within Search Results

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Wikis

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Windows 7 Support

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Workflow

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Workflow Models

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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.