

# Guide for the Essential Microsoft Services and Technologies that are included in the Partner-initiated Microsoft Teams Trial

March 2020

---

## Contents

---

Contents.....	1
Using this guide .....	2
Overview.....	2
Frequently asked questions.....	2
Details of the trial .....	3

# Microsoft Teams

*Essential Services and Technologies Included in the CSP-Partner initiated Trials*

## Using this guide

---

This document provides general guide on the essential services and technologies that are included in the CSP partner-initiated Microsoft Teams Trial.

## Overview

---

The partner-initiated 6-month trial of Microsoft Teams in CSP enables partners to provide customers with the full Teams experience. New customers, Exchange Online Only customers or Office 365 Business customers can experience Teams as a hub for collaboration that brings together chat, meetings, and Microsoft 365, all in one place. The selected partners can engage with customers throughout the sign-up and deployment lifecycle. See below for details of this trial offer.

## Frequently asked questions

---

### Does a customer have to wait for 6 months before converting to full experience paid licenses?

No, organizations can ask their CSP partner to convert their Trial to Paid licenses at any time.

### Will the trial automatically convert to paid licenses with Teams?

No, the trial licenses will expire after 6 months with no automatic charges. Partners own the relationship with each client organization, and based on the agreement with between the partner and the client, the CSP partner can convert trials to paid licenses.

# Microsoft Teams

*Essential Services and Technologies Included in the CSP-Partner initiated Trials*

## Details of the trial

---

### Which SME organizations are eligible for the 6-month free trial?

- New organizations that have no prior Office 365 Tenants
- Exchange Online Plan 1
- Exchange Online Plan 2
- Office 365 ProPlus
- Office 365 Business
- Organizations with Dynamics 365 and no Office 365

### Which customers are not eligible for the trial?

Educational Organizations are not eligible for the trial, since they can use the free Office 365 A1 license.

### How many licenses are included in the trial?

Trial subscriptions will be provisioned for up to 1000 licenses to ensure teams can be deployed to the entire organization.

### What is included in the trial?

For each license assigned to a user in the trial includes all the following additional backend services that enable them to experience the full value of Microsoft Teams. This includes:

- Exchange Foundation
- Flow for Office 365 Plan 1
- Forms
- Microsoft Planner
- Microsoft Whiteboard
- Microsoft Teams (Teams1, Teams IW)
- Office Online
- PowerApps for Office 365 Plan 1
- SharePoint Online Kiosk
- Stream
- Sway
- Yammer Enterprise

# Microsoft Teams

*Essential Services and Technologies Included in the CSP-Partner initiated Trials*

## What is not included in the trial?

Calendar functionality in Teams will not be supported if organizations are not using Exchange Online or a supported version of Exchange On-Prem (Exchange 2016 CU3+ or Exchange 2013 CU17+).

## How long does the trial last?

The trial lasts for six (6) months from the date it is initiated by the Cloud Solution Provider (CSP) Partner. The duration is tracked from the first user, meaning that if a user is added to a trial that was initiated five months ago, the new user will only have one month of free usage remaining.

## When does the trial start?

The trial starts on the date that the trial is initiated for the tenant, not when users are assigned licenses.

## What happens to user data when the trial ends?

When the trial ends and if a user is not immediately upgraded to a paid subscription that includes Teams, the user data is not removed. The user still exists in Azure Active Directory and all data within Teams remains. Once a new license is assigned to the user to enable Teams functionality again, all content will still exist. For more information, see [Office 365 licensing for Microsoft Teams](#)

If the customer has no active paid or trial subscriptions, the tenant will follow normal Office 365 data retention policies. For more information, see [Office 365 Data Retention, Deletion and Destruction Overview](#)

## What if my customer needs more than 1000 seats or is not a current or prospective CSP customer?

If an organization requires more than 1000 seats, they need to reach to their CSP partner to explore other additional licensing options that are available, besides this current trial offer.