

Office 365 Promotion – FAQ

Is there a minimum user count for the trial?

The current minimum is 20 seats per customer.

Is there a maximum number of seats for the trial?

Trial subscriptions will be provisioned for up to 1,000 seats per customer to ensure Microsoft Teams can be deployed to the entire organization.

Plan	Criteria
Collaboration Plan	Great for customers currently using MS Email Plan 1, MS Email Plan 2, MS Pro Plus, or customers that currently have no Microsoft solution.
Collaboration & Email Plan	Great for customers currently using Gmail, POP, IMAP or MS Exchange

How do I upgrade from the trial?

Contact your Sales Representatives to discuss upgrade options.

What happens to my data at the end of the 6-month term?

This depends on which plans you are on and what action is taken.

Plan	Initial 6 Months	Month 7 <i>No Action</i>	Month 7 <i>Action Taken</i>
Collaboration Plan	\$2.50 per user / month	Plan disabled at end of 6-month promo, customer has 30 days to access / extract their data (no cost)	Customer can upgrade to alternate Office 365 plan, as outlined below.
Collaboration & Email Plan	\$4.99 or \$5.99 per user / month	Converts to E1 (equivalent to promo) plan on month to month pricing	Customer can upgrade to alternate Office 365 plan, as outlined below.

Will I have access to my data if the plan is disabled or I do not renew?

Yes – customers have 30 days of access to their data at no charge if they elect not to renew.

What are my email data migration options with the Collaboration & Email plan?

Currently we are only offering a cutover migration for a fixed price of \$14.99 per mailbox. No complex (staged or hybrid) migrations will be offered at this time.

How do you upgrade from the trial?

Contact your Sales Representative to discuss upgrade options.

How will I know my plan is about to expire?

RapidScale will contact all customers at 60, 30, and 7 days prior to the promotion expiring to discuss your options. We want to ensure that you understand what your choices are going forward.

What plans can I upgrade to during the promotion term?

Email Plan 1, Email Plan 2, Business Essentials, Business Premium, M365 Business, Enterprise E1, Enterprise E3, Enterprise E5 and M365 Enterprise E3. Please speak to a Sales Representative regarding upgrading.

What value-add services are included in the bundles?

The table below defines the value Microsoft, Nulia, Mimecast and RapidScale include in each bundle:

Value	Collaboration Plan (Teams)	Collaboration & Email Plan (Teams & Email)	Security Add-On for Collaboration & Email Bundle
2GB Application Data	✓	✓	
Teams	✓	✓	
-SharePoint	✓	✓	
-OneDrive	✓	✓	
-Office Online (Word, Excel, etc.)	✓	✓	
50GB Email Data		✓	
-Exchange Online		✓	
-In-Place Archive		✓	
-Outlook Compatible		✓	
Mimecast Web Security			✓
-Phishing			✓
-URL Protection			✓
-Targeted Threat Protection			✓
-Email & Web Security			✓
-AV/ Spam Protection			✓
Setup and Configuration	✓	✓	✓
Nulia Training and Adoption	✓	✓	
RapidResponse End-User Support	✓	✓	✓