



**Office 365 for Business
Product Schedule**

1 INTRODUCTION

This Product Schedule describes the Services available. This Product Schedule is subject to the Standard Terms and Conditions for the provision of Eclipse Office 365 Services and the Eclipse Office 365 Service Level Agreement.

2 SERVICE OPTIONS AND FEATURES

The Services are available with the following options and features (Y = included as standard, N = not included):

Feature/Functionality	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium
Maximum number of users	300	300	300
Full, installed Office applications: Word, Excel, PowerPoint, Outlook, Publisher ¹ , and OneNote ¹ on up to 5 PCs or Macs	N	Y	Y
Office for tablets: Office on Windows tablets and iPad [®]	N	Y	Y
Office for smartphones: view and edit Office docs on the go ²	N	Y	Y
Office Online: Word, Excel, PowerPoint, and more	Y	Y	Y
File storage and sharing with 1 TB of storage/user	Y	Y	Y
Business class email³ , calendar, and contacts with a 50 GB inbox	Y	N	Y
Unlimited online meetings and HD video conferencing	Y	N	Y
Social networking: help employees collaborate across departments and locations	Y	N	Y

¹Windows PC client programs and/or features only; cannot be used across devices.

²Access, edit, and view Word, Excel, and PowerPoint documents on iPhone®, Android phone, and Windows Phone. Use the OneNote, OWA, Lync Mobile, and SharePoint Newsfeed apps on most devices. These mobile apps do not require a subscription, but may have other requirements.

³Users can connect the following versions of Outlook to their business-class email, so they can use the rich client application they already know: the latest version of Outlook, Outlook 2010, Outlook 2007 (with slightly limited functionality), Outlook 2011 for Mac, and Outlook 2008 for Mac.

3 SERVICE DETAILS

Security

Our built-in security features protect data from the time it is stored to the time it reaches the users devices. Our security features include:

- 24-hour monitored physical datacentres.
- Logical isolation of data between tenants.
- Administrative access to Office 365, controlled by a role-based access control (RBAC) process.
- Segregation of the internal datacentre network from the external network, plus encryption of data transmitted across the networks.
- Encryption of email data at rest using BitLocker and SSL/TLS encryption of data in transit.
- Applications built by following the Security Development Lifecycle. Our secure development lifecycle ensures that security and privacy are incorporated by design—from software development to service operation.

Data Ownership and Privacy

When you entrust your data to Office 365 you remain the sole owner of the data: you retain the rights, title, and interest in the data you store in Office 365.

Data ownership and what it means

- You are the owner of the data; Microsoft is the custodian or the processor of your data.
- It's your data, so if you ever choose to leave the service, you can take your data with you.
- We do not mine your data for advertising purposes.

Microsoft's role as data processor

- Microsoft will only use your data for purposes consistent with providing you services you pay us for
- If a government approaches Microsoft for access to customer data, Microsoft redirect the inquiry to you, the customer, whenever possible and have and will challenge in court any invalid legal demand that prohibits disclosure of a government request for customer data

Privacy controls

- Privacy controls allow you to configure who in your organization has access and what they can access
- Design elements prevent mingling of your data with that of other organizations using Office 365
- Extensive auditing and supervision prevent admins to get unauthorized access to your data

4 FAULT MANAGEMENT

In the event that you become aware of any fault or a breakdown in the operation of the Services (**Fault**), you should notify us immediately by contacting the Technical Support Centre.

Faults can be reported to us either:

- On-line, 24 hours a day, throughout the year; or
- Telephone the Technical Support Centre on:
 - 0345 1224 333, 08:00 to 20:00 weekdays and 09:00 to 17:00 Saturdays.

Please ensure when contacting the Technical Support Centre you have the following relevant details to hand.

1. Organisation name & address.
2. Details of the Services provided to You by Us.
3. Contact name and relevant security details.
4. The nature of the Fault.

Faults Procedure

1. The following outlines the procedure for Faults reported by You (without prejudice to the provisions of the Standard Terms and Conditions for the provision of Eclipse Cloud Productivity Services, including, without limitation, clause 5).
2. You raise a call with the Technical Support Centre to report a Fault.
3. The Technical Support Centre staff will log details of the Fault on our faults system and issue you with Fault Reference Number (the unique number issued when logging a Fault with Us).
4. The Technical Support Centre's service engineers will raise a fault record and will use reasonable endeavours to diagnose and resolve the Fault.
5. If necessary the Fault will be escalated by Us as We consider necessary, in order to rectify the Fault as speedily as possible.
6. We will regularly update you on how the Fault is being progressed, and all action taken in resolving the Fault, including contacts with yourself, technical escalations etc. will be recorded in the fault ticket report.
7. When the Fault is resolved, we will confirm to you that the Fault has been resolved and obtain your agreement (with You always acting reasonably) to close the Fault.