

FAQ



Frequently Asked Questions

Question	Answer
With the new packaging, will there be new part numbers for the Office 365 SKUs?	Yes. There will be new part numbers. This may impact online executions, such as ratings and reviews, so you will need to map these part numbers accordingly.
What if a customer wants to run Office, but does not have Windows 10?	The customer will either need to purchase on Office 365 sku, or upgrade their device to Windows 10 if they would like to install an Office 2019 SKU.
If a customer purchases an Office 2019 SKU and does not have Windows 10, what should they do?	Packaging for Office 2019 SKUs will call out the need for Windows 10 within the system requirements and should be reinforced by the Retail Sales Professional. If a customer ends up purchasing an Office 2019 SKU and does not have Windows 10 installed on their device, they can contact CSS in order to enact a Make It Right scenario.
What time can retailers start selling the new Office products online?	Product may be made available for order at 12:01 AM on October 2, local time.

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Will Office Professional continue to be available through ESD only?	Yes. ESD will continue to be the only delivery method available for Office Professional
Will Office 2019 Home & Business continue to be available via DVD?	No. DVD media will no longer be supported due to the increased availability of high speed internet and Office images on devices. If a customer needs alternative media to install Office 2019 Home & Business, they may contact CSS to get a DVD/USB version for installation.
Will there be a Tech Guarantee for users purchasing Office 2016 to upgrade to Office 2019 for free or at a lower price.	No. For customers wanting to have access to all the latest features, they should be purchasing Office 365.

Frequently Asked Questions - Business

Question	Answer
If customer does not activate Office 365 Business with a domain, what services will they be able to use.	The customer will be able to use all core Office applications and 1 TB of One Drive consumer. They will not be able to use other business services or apps without a domain.
A user activates O365 BP with the free domain. After the 1 year they decide to not renew and want to use their consumer ID. How do the services get shut off and email/data transferred to Outlook/OD consumer, etc?	You can't go back to consumer ID once your tenancy has a domain attached to it.
If a customer activates their O365 Business Premium license using the free domain how do they keep the same domain for Y2?	At the end of Y1 the customer has the option to renew the domain. If they choose to renew the domain they will maintain "ownership" of that domain. Renewal of the domain is approximately \$12 USD.
What will be the pricing for Y2 if the customer wants to renew on "FPP" with the free domain?	Renewing the domain is approximately \$12 USD/Year. The BP license is \$150 USD/Year/User. The domain is renewed for the entire organization while the BP license is renewed per user.
Towards the end of Y1 where will the RM communications tell the customer to renew?	Similar to Office 365 Home and Personal the communication will guide the customer to auto renew to web direct.
How many devices can a user have with 1 license of Business Premium?	1 user can access their Business Premium subscription on on 5 PCs, 5 tablets, 5 phones.