

# Advanced Communications

## Frequently Asked Questions

LAST UPDATED: 11/5/2020

### Key Messages

- Communication systems across the world are evolving to support customers' changing needs. As our customers are mastering using Teams for group meetings, they want to increase their reach, and use the same familiar tool to deliver online meetings and events at a much broader scale. Naturally, this scale requires both structure and admin control, to achieve a more professional and seamless experience.
- Get Advanced Communications to scale with professionalism and control. Reach larger audience, tailor and customize meetings, and manage organization communications policies.

# Overview

## 1. What is Advanced Communications?

**A:** Communication systems across the world are evolving to support customers' changing needs. As our customers are mastering using Teams for group meetings, they want to increase their reach, and use the same familiar tool to deliver online meetings and events at a much broader scale. Naturally, this scale requires both structure and admin control, to achieve a more professional and seamless experience. Today, we are excited to announce a new Advanced Communications set of capabilities to support these needs:

- **Scale your Teams meeting up to 20,000 participants.** Reach larger audiences to stay connected with your employees, customers, and partners. When building this capability, we were focused on your meeting experience, making sure that even as the meeting scales it is still easy to manage and listen to the speakers. Therefore, we limited the size of interactive meetings to 1,000 participants, with a seamless shift to a 'view only' mode after the limit is met.
- **Enhanced admin control.** Use new capabilities and insert more structure to meetings, by adding your company's branding to meetings for a professional look and feel. Start out with **branded meeting lobby**, launching in the coming months, and extend your branding to the core meeting experience coming later.

## Launch, pricing, and markets

### 2. When will Advanced Communications be on the pricelist preview?

**A:** Advanced Communication license was added to the pricelist on August 1, 2020.

### 3. Who can purchase Advanced Communications?

**A:**

- Commercial, WW Commercial Public Sector, Education, and Non-profit
- Enterprise Agreement (EA)/Enterprise Subscription (EAS), Enrollment for Education Solutions (EES), CSP, or Web Direct

GCC, GCC-High, and DoD is not currently available. We are planning on making it available later.

### 4. Will any Advanced Communications features be included with Microsoft 365 E5/A5 or Office 365 E5/A5?

**A:** No, Advanced Communications features are not part of Microsoft 365 E5/A5. Customers interested in Advanced Communications will have to purchase it as an add-on.

### 5. Will any of the features that are part of Advanced Communications be added to other Microsoft 365 or Office 365 plans?

**A:** No, Advanced Communications features will not be added to other Microsoft 365 or Office 365 plans.

### 6. Is Advanced Communications available as an add-on to Microsoft 365 F1?

**A:** Yes, Advanced Communications SKU can be added on top of any paid Office 365 or Microsoft 365 suite they are subscribed to.

### 7. What is Advanced Communications price?

**A:** Customers will need to have a paid license that includes Microsoft Teams. Advanced Communication Commercial ERP pricing is: USD \$12 per user per month.

## **8. I am interested in Advanced Communications; do they need a base SKU?**

**A:** Users must have a paid license of Office 365 or Microsoft 365 to add-on Advanced Communications.

## **9. What is the target customer profile for Advanced Communication?**

**A:** Customers with Microsoft 365 or Office 365 paid subscription, that is actively using Teams are the recommended targets for Advanced Communication.

## **10. In what markets Advanced Communications is available?**

**A:** This new add-on sku is available in all Microsoft 365 markets.

## Licensing, Trials and Offers

### **11. Who needs to have Advanced Communications license?**

**A:** The meeting organizer needs to be licensed. Attendees do not need to be licensed.

### **12. Who qualifies for the trial and how do customers get the trial?**

**A:** Customers can get started with a trial via admin center or Teams website ([here](#)).

### **13. What is the duration of Advanced Communication trial?**

**A:** Advanced Communications trial duration is 60 days.

## Features

### **14. What Advanced Communications features are included on/after 8/1?**

**A:**

#### **Released at launch:**

- Live event limits to 20K participants (50 concurrent, 16 hours)

#### **Released later in Q3:**

- 1,000-person interactive Teams meeting
- Interactive meetings for 1,000 participants with up to 20,000 in a 'view only' meeting experience.
- Custom branded meeting lobby

Additional customizations, tools and communications enhancements will be added throughout the calendar year.

### **15. Can I purchase specific features out of Advanced Communications?**

**A:** No, you cannot purchase specific features out of Advanced Communications. You will have to purchase the license as is.

### **16. What is the difference between overflow meetings and Live Events?**

**A:** With Advanced Communications, any meeting with more than 300 attendees will provide a way for up to 1,000 participants to have an interactive experience, and up to 20,000 participants to join the meeting in a view-only experience. Live event enables additional capabilities: in live events, 20,000 attendees can watch the broadcast, plus interact with Q&A in Teams, conversation in Yammer, or view-only in Stream. Additionally, we're increasing the length of the live events from 4 hours to 16 hours and enabling up to 50 concurrent live events per tenant.

## 17. What is the difference between Teams capabilities included in paid Office 365/Microsoft 365 and Advanced Communications?

A: Here is a table comparing between Office 365 and Microsoft 365 Enterprise plans and Advanced Communications.

	Live Event limits	Office 365 Microsoft 365 Enterprise Plans Starting at \$8/user/month	Advanced Communications Add-on \$12/user/month
<b>Customization &amp; Meeting Size</b>	View only meeting limits	10,000 participants  15 concurrent events, 4 hours long	20,000 participants  50 concurrent events, 16 hours long
	Interactive meeting limits	300	1,000
	Custom backgrounds in meeting	NA	20,000
	Branded meeting lobby	Individually managed	Organizationally managed

To help support our customers, through January 1, 2021, we will extend temporary limit increases for live events hosted in Teams, Stream, and Yammer, including:

- Up to 20,000 attendees per event
- Up to 50 simultaneous events per Teams tenant
- Up to 16 hours per broadcast

You can read more [here](#)

## 18. What is the difference between an interactive meeting (up to 1,000 participants) to the view only meeting (between 1,000 and 20,000 participants)?

A: When building this capability, we were focused on your meeting experience, making sure that even as the meeting scales it is still easy to manage and listen to the speakers. Therefore, we limited the size of interactive meetings to 1,000 participants, with a seamless shift to a 'view only' mode after the limit is met. Participants in the interactive meeting can take actions like viewing and commenting in the online chat, unmuting, sharing video and/or content with the other participants and raising hands. Above 1,000 participants and below 20,000 this is a 'view only' experience: these participants are muted, have no video and no chat.

## 19. What happened to Contact Center API and Compliance Recording API?

A: We have a few updates and clarifications with regards to APIs in Advanced Communications.

<b>Contact Center API</b>	<ul style="list-style-type: none"> <li>• Advanced Communications is not required for direct routing and consuming Presence API.</li> <li>• Customers that are using contact center solutions for direct routing on top of their phone system plan can continue doing so.</li> <li>• Customers will be able to use Presence APIs to gather user presence information for usage in their applications, subject to API throttle limits.</li> </ul>
<b>Compliance Recording API</b>	<ul style="list-style-type: none"> <li>• Advanced Communications is not required for Compliance Recording API. 3<sup>rd</sup> Party Compliance Recording is available to all Microsoft 365 A3/A5/E3/E5 and Office 365 A3/A5/E3/E5 users with no additional consumption charge.</li> </ul>

Advanced Communications includes:

- 1,000 person interactive Teams meeting
- Live event limits to 20,000 participants (50 concurrent, 16 hours)

- Interactive meetings for up to 1,000 participants with up to 20,000 in a “view only” meeting experience
- Custom branded lobby
- *Stay tuned for more features coming soon*

***Advanced Communications continues to be your tool for scaling and adding admin controls for meetings in your organization. We have many more exciting features coming to Advanced Communications.***