



# Microsoft® Online Services

## **Microsoft Exchange Online Standard Service Description**

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For the latest information, please see <http://www.microsoft.com/online>.

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## Introduction

Microsoft® Exchange Online is a hosted enterprise messaging solution based on Microsoft Exchange Server 2007. Exchange Online helps give your business the e-mail security it demands, your employees the e-mail access they want, and your IT staff the operational efficiency it needs. The service leverages our deep knowledge of Microsoft products, best practices developed with customers and partners, and our global infrastructure to deliver a world-class, mission-critical service.

The Exchange Online service includes advanced e-mail features as well as calendaring, contact, and task management capabilities. Exchange Online also provides built-in spam control and virus scanning to reduce common security risks that are associated with e-mail files.

Exchange Online Standard is a Microsoft Online Services offering designed for rapid service adoption by an organization. It includes a standardized Web-based administrative console that makes it easy to manage and set up services for users. It is available as a standalone service or as part of the Business Productivity Online Suite that also includes Microsoft SharePoint® Online, Microsoft Office Communications Online and Microsoft Office Live Meeting.

## Features of Microsoft Online Services

Exchange Online is one of several services hosted by Microsoft and available from Microsoft Online Services. These Internet-based offerings are designed to make it easier for businesses to rapidly and cost effectively access up-to-date communications and collaboration technologies.

Each service delivers business-class reliability and reduces the burden of performing routine IT management tasks such as installation, provisioning, ongoing maintenance, patches, updates, and upgrades.

Exchange Online subscribers benefit from a set of features that are common to all Microsoft Online Services offerings:

- **Secure access:** Microsoft Online Services are accessed via 128-bit Secure Sockets Layer (SSL) encryption. Anyone who intercepts a communication sees only encrypted text.
- **Business continuity:** Redundant network architecture is hosted at geographically dispersed Microsoft data centers to handle unscheduled service outages. Data centers act as backups for each other: If one fails, the affected customers are transferred to another data center with limited interruption of service.
- **Intrusion monitoring:** Microsoft continuously monitors the Microsoft Online Services systems for any unusual or suspicious activity. If Microsoft detects such activity, it investigates and responds appropriately. In the unlikely event that a significant incident occurs, the customer is notified.
- **Security audits:** Ongoing assessment of the Microsoft Online Services infrastructure ensures installation of the latest compliance policies and antivirus signatures, along with high-level configuration settings and required security updates.
- **High availability:** Microsoft Online Services have a 99.9 percent scheduled uptime. If a customer's service is affected, Microsoft Online Services offers financial remedies subject to the terms and conditions of the service level agreement (SLA).
- **Support:** Web form and phone support is available 24 hours a day, 7 days a week, for the service administrator.
- **Administration Center:** This easy-to-use Web site is made available to company service administrators for managing all Microsoft Online Services. After logging on to the Administration Center, service administrators can perform a number of common tasks such as adding and deleting users, adding contacts and distribution lists in Exchange Online, and creating and configuring Microsoft SharePoint® Online sites. The Administration Center is also where service administrators can download software, such as the Microsoft Online Services Sign In application, Directory Synchronization tool, and Migration tools.
- **My Company Portal:** Users can log on to the My Company Portal Web site to launch Microsoft Online Services. They can access services such as e-mail, create a SharePoint site, download the Sign In application—and more.
- **Sign In application:** This tool conveniently allows Microsoft Online Services end users to sign in once and access all services without being prompted repeatedly for their password.
- **Virus filtering:** Microsoft Online Services helps guard against online threats. Microsoft Forefront™ Online Security for Exchange automatically removes viruses and spam in incoming and outgoing e-mail. Microsoft Forefront Security for SharePoint scans for viruses in intracompany e-mail and in all documents that reside in SharePoint Online sites.
- **Directory Synchronization tool:** For subscribers with on-premises Active Directory® service deployment, this tool helps keep the on-premises Active Directory and the Microsoft Online Services directory in sync.

## System Requirements

The system software that is necessary to gain access to Microsoft Online Services—including Exchange Online—is shown in Table 1.

Table 1: Microsoft Online Services Supported Software

Software	Supported Version
Operating systems	Windows Vista® Business SP1 Windows Vista Enterprise SP1 Windows Vista Ultimate SP1 Windows XP® Professional SP2 Windows XP Tablet SP2 Apple Macintosh OS X 10.5
System software	Microsoft .NET Framework 3.0 (for Windows XP) Java client 1.4.2 (for Macintosh OS X)*
Client applications	Microsoft Online Services Sign In application
Browser software	Microsoft Internet Explorer® 6 Windows® Internet Explorer 7 Windows® Internet Explorer 8 Mozilla Firefox 3** Apple Safari 3 (on Macintosh OS X 10.5)**

\*Java required for Microsoft Office Live Meeting only.

\*\*Some functionality may be limited

## Sign In Application

The Microsoft Online Services Sign In application is installed on all users' computers to provide a single sign-in point for Microsoft Online Services. The service administrator may deploy the Sign In application to each computer in the company, or instruct users to install it themselves from the Downloads tab on My Company Portal.

The Sign In application provides these features:

- **Automatic configuration of applications:** The Sign In application automatically configures desktop applications on the end user's computer so that they work properly with Microsoft Online Services. This saves time and trouble for first-time users and reduces support time for service administrators. If necessary, users can also reconfigure their desktop applications manually within the Sign In application.
- **Single access point for services:** Instead of having to sign in to each available service, users can use the Sign In application once, and then launch service applications without any additional sign-in requests. The Sign In application lists all services that the company's service administrator has made available to the user. The online services available to users depend on the licenses that your company purchases.
- **Password management:** Users can change their service password in the Sign In application, and if their password expires, the Sign In application alerts them and offers the means to update it.

## International Availability

Microsoft Online Services offerings—including Exchange Online Standard—are available in these 20 countries:

- Australia
- Austria
- Belgium
- Canada
- Denmark
- Finland
- France
- Germany
- Ireland
- Italy
- Japan
- Netherlands
- New Zealand
- Norway
- Portugal
- Spain
- Sweden
- Switzerland
- United Kingdom
- United States

### Language Support

Languages supported by Exchange Online and other Microsoft Online Services components are described in Table 2.

Table 2: Microsoft Online Services Language Support

Service	Supported Language
SharePoint Online	English, French, German, Japanese, Spanish
Exchange Online	Languages for Microsoft Office Outlook® and Microsoft Outlook Web Access clients are detailed at <a href="#">Exchange 2007 Language Support</a> .
Office Communications Online	Arabic, Bulgarian, Chinese (Hong Kong), Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, Estonian, French, Finnish, German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish, Ukrainian
Office Live Meeting	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English, Finnish, French, German, Italian, Japanese, Korean, Portuguese (Brazil), Spanish, Swedish
Microsoft Online Services Web portals and Sign In application	English, French, German, Japanese, Spanish
Online Security for Exchange, Exchange Hosted Encryption, Exchange Hosted Archive*	Chinese (Simplified), Chinese (Traditional), Dutch, English, French, German, Italian, Korean, Japanese, Portuguese (Brazil), Portuguese (Portugal), Spanish, Russian

\* Exact release dates for languages to be determined.

# Features of Exchange Online

This section describes features included with the Microsoft Exchange Online service. Table 3 summarizes several key features.

Table 3: Exchange Online Key Features

Feature	Description
Mailbox size	5 gigabytes (GB) of mail storage allocated per user
Message size limit	Up to 20 MB (including attachments)
Client computer access	Microsoft Office Outlook® 2007 (SP1) Microsoft Office Outlook 2003 (SP2) Office Outlook Web Access Premium and Light Microsoft Office Entourage® 2008 (12.1.2) for Macintosh users
Mobile device access	Windows Mobile® 6.0 devices Windows Mobile® 6.1 devices Nokia E series and N series devices Apple iPhone 2.0 BlackBerry devices (requires BlackBerry Internet Service)

## Mailbox Size

A company receives 5 GB of mailbox space for each Exchange Online user license purchased. This means that if your company purchases 100 user licenses, your company is allocated a total of 500 GB of mailbox space.

When a service administrator creates a mailbox for a user, the administrator can apply the default mailbox size or configure the mailbox with more or less storage. The service administrator can assign mailbox storage to each user in the following increments: 256 MB, 512 MB, 1 GB, 2 GB, 3 GB, 4 GB, 5 GB, 6 GB, 7 GB, 8 GB, 9 GB, 10 GB, 15 GB, 20 GB, and 25 GB.

Additional mailbox space is available for purchase if your company needs more.

### Mailbox capacity alerts

To help prevent users from exceeding their mailbox space limit, Exchange Online sends an e-mail warning to them when their mailbox reaches 90 percent of its storage limit. The warning is intended to encourage users to delete unwanted mail or request additional mailbox storage.

When a mailbox reaches 100 percent of the storage limit, Exchange Online prohibits the mailbox from sending and receiving e-mail. It rejects all incoming mail and sends a non-delivery report (NDR) e-mail notification to the sender.

To resume sending and receiving e-mail, the mailbox owner must bring the mailbox below the storage limit by deleting unwanted mail or requesting additional mailbox storage. After the mailbox is again able to receive e-mail, senders will have to resend any e-mail that generated an NDR notification.

## Deskless Worker License

Exchange Online offers a "deskless worker" subscription license for users who do not require all the messaging features included with a standard user license. A deskless worker is typically a person who:

- Spends less than 5 percent of their time at work using a company-supplied PC.
- Does not have an assigned or dedicated computer in the workplace.

- Uses their PC—if they have one—almost exclusively for performing repetitive tasks with line-of-business applications.
- May access company resources from a home computer.

The deskless worker license for Exchange Online Standard offers the following features:

- Mailbox access with Microsoft® Outlook® Web Access Light
- 500 MB mailbox
- Antivirus protection
- Access to an organization's Global Address List (GAL)
- Personal Contacts storage
- Read access to documents with viewers for Microsoft® Office Word, Office Excel® and Office PowerPoint®

**Note:** The deskless worker service does not support Exchange ActiveSync or BlackBerry mobile devices.

## Message Size Limits

Message transport size limits are necessary to avoid large messages that might block delivery of other messages and affect performance for all users.

The default message size limit for Exchange Online is 20 MB including attachments.

## Conference Room Scheduling

Not all mailboxes are associated with individual users. With Exchange Online a company can also create resource mailboxes for conference room scheduling. Resource mailboxes are treated as standard individual mailboxes, and the service administrator can create an e-mail alias for them. They receive and respond to scheduling requests only.

The service administrator can use the Resource Booking Attendant (RBA) in Exchange Online to automate scheduling of conference rooms and other resources. A resource mailbox can be configured to use the RBA to send Accept, Decline, or Acknowledge replies to meeting organizers. The service administrator can also choose not to use the RBA and instead designate users to accept and decline booking requests.

## Client Computer Access

Users can access Exchange Online from desktop and laptop computers using Office Outlook 2007 and Office Outlook 2003, Entourage 2008, and Office Outlook Web Access.

### Office Outlook 2007

Office Outlook 2007 is a rich e-mail program that includes a calendar, task manager, contact manager, note taking, and more.

The Outlook Anywhere feature of Exchange Online lets Office Outlook 2007 users connect to Exchange Online over the Internet by using the RPC-over-HTTP Windows networking component. Other connection methods to Outlook—such as the Messaging Application Programming Interface (MAPI)—are not supported by Exchange Online.

The Exchange Online Autodiscover service automatically configures Office Outlook 2007 to work with Exchange Online. Autodiscover enables Outlook users to receive their required profile settings directly from Exchange Online the first time they sign in with their user name and password.

**Note:** It is the customer's responsibility to procure, deploy, manage, and support Office Outlook 2007 for use with the Exchange Online service. Users can download and install a trial version of Office Outlook 2007 from the Downloads tab on My Company Portal.

## Office Outlook 2003

Exchange Online can be accessed with Office Outlook 2003.

**Note:** It is the customer's responsibility to procure, deploy, manage, and support Office Outlook 2003 for use with the Exchange Online service.

## Office Outlook Web Access

Office Outlook Web Access (OWA) is a Web-based version of the Office Outlook e-mail program that is used with Exchange Online. Wherever users are connected to the Internet—at home, at the office, on the road—they can access their e-mail through OWA.

Two versions of OWA are available: the full-featured OWA Premium and OWA Light. OWA Light is designed to optimize the OWA experience with mobile devices, slower connections, and browsers other than Internet Explorer. For more information about the differences between OWA Premium and OWA Light, see [Client Features in Outlook Web Access](#).

The following browsers support both OWA Premium and OWA Light:

- Internet Explorer 6
- Internet Explorer 7

The following browsers support OWA Light only:

- Firefox 3
- Safari 3 on Macintosh OS X 10.5

The URL <https://yourdomainname.mail.microsoftonline.com/owa> is used to gain access to Exchange Online with OWA, with *yourdomainname* replaced by the name of your domain. Exchange Online also permits end users to securely change their network password via the OWA user interface.

**Note:** To safeguard privacy when using OWA on a public computer, users should always select the **This is a public or shared computer** option when signing in. They should also log off and close the Web browser when the session is finished.

## Office Entourage 2008

Office Entourage 2008 is the e-mail program that is required for Macintosh users who connect to Exchange Online. It includes a calendar, task and scheduling tools, a contact manager, e-mail filtering, and more.

Exchange Online does not support synchronization of Free/Busy data and global address information (GAL) with Entourage.

**Note:** It is the customer's responsibility to procure, deploy, manage, and support Entourage 2008.

## Mobile Device Access

Exchange Online includes support for mobile devices—in particular devices that use the Microsoft Exchange ActiveSync® protocol, such as Windows Mobile 6.0 and beyond, Nokia E and N series devices, and iPhone. Exchange ActiveSync provides synchronization of mailbox data between Exchange Online and mobile devices.

Mobile devices that are enabled for Exchange ActiveSync allow users to access their e-mail, calendar, contacts, and tasks anytime and anywhere. To enhance security, authentication from mobile devices to Exchange Online is conducted over an SSL connection using a password and user name.

Microsoft Online Services supports three paths for Research in Motion (RIM) BlackBerry device users to access Exchange Online.

- BlackBerry Internet Service (BIS)
- Hosted BlackBerry Service
- Partner solutions for BlackBerry devices: NotifySync

For details on these Mobility Solutions, please see the Mobility Solutions Description document.

**Note:** It is the customer's responsibility to procure, deploy, manage, and support mobile client software and compatible devices, and manage relationships with wireless carriers. Microsoft does not provide end-user device support.

## Application Access

Developers can create custom applications to access data that is stored with Exchange Online. Microsoft Online Services recommends developers build new applications using Exchange Web Services.

Companies and application developers should be aware of the following:

- Companies must provide support for individual applications, add-ins, and all related application compatibility testing.
- Company-managed applications cannot be hosted in a Microsoft data center.
- Microsoft does not support Outlook add-ins.
- MAPI is not a supported application programming interface (API) for Exchange Online.
- Exchange WebDAV will not be supported in future releases of Exchange Online.

## Access Security

All mail that travels within Exchange Online is encrypted by default using SSL, Remote Procedure Call (RPC), or Transport Layer Security (TLS) encryption.

- SSL is used for client access traffic (OWA, Exchange ActiveSync, and Exchange Web Services).
- RPC-over-HTTP is used for Office Outlook connections.
- TLS is used for Exchange Server SMTP traffic.

Encryption protocols prevent spoofing and help provide confidentiality for messages in transit.

## Virus and Spam Filtering

Exchange Online uses Forefront Online Security for Exchange—an enterprise-level e-mail filtering technology—to help protect your company's incoming, outgoing, and internal e-mail messages from mail-borne malware. All messages that are transported through the Exchange Online service are scanned for viruses and spyware.

Antivirus and antispam protections are an integrated part of the Exchange Online service. There is no need for companies to configure or manage the filtering features themselves.

## Message Blocking

The Safe and Blocked Senders feature of Exchange Online lets service administrators explicitly allow or block e-mail from specific individuals or domains. These settings will apply to all company e-mail accounts.

If the Exchange Online e-mail filter mistakenly marks an e-mail message as a junk e-mail message, administrators can add the sender of that message to the Safe Senders list. When they add a domain name, IP address, or e-mail address to the blocked senders list, Exchange Online will move any incoming e-mail messages from that source to the Junk E-mail folder. Users can also allow or block e-mail in their own e-mail accounts using the Junk E-mail filter in Office Outlook 2007, OWA, or Entourage 2008.

## Deleted Item Recovery

Exchange Online enables users to restore items that they have deleted from any e-mail folder, including the Deleted Items folder. Users can perform this recovery themselves using OWA or Office Outlook 2007. They have 14 days to recover deleted items before they are removed from the Exchange Online system.

## Deleted Mailbox Recovery

When the service administrator deletes a user from Exchange Online, the user's mailbox is also deleted. If it is later determined that there is mail in the deleted mailbox that needs to be recovered, the service administrator can submit a support request to Exchange Online to recover the mailbox. A recovered mailbox will contain all the mail stored in it at the time it was deleted.

Service administrators have up to 30 days from the time they delete a user's mailbox to request a mailbox recovery.

## Mailbox Backup

Customer mailboxes are backed up regularly to provide data restoration capability in the event of a messaging infrastructure failure. For large-scale failures, service continuity management is initiated (see the next section).

## Service Continuity Management

Exchange Online is hosted in Microsoft-managed, enterprise-level data centers that utilize the extensive experience Microsoft has in operating highly available online services. As a result, Microsoft SLAs with Exchange Online subscribers are set at 99.9 percent uptime.

However, service availability can be affected by hardware failures, natural disasters, and human error. To address this, Exchange Online offers service continuity management, a process for managing risks to ensure that an organization's IT infrastructure is capable of providing continuing services if normal availability solutions fail. Service continuity management for Exchange Online includes provisions to quickly recover from such unexpected events.

The following two metrics are commonly used in service continuity management to evaluate disaster recovery solutions:

- *Recovery time objective* (RTO) measures the time between a system disaster and the time when the system is again operational.
- *Recovery point objective* (RPO) measures the time between the latest backup and the system disaster, representing the nearest historical point in time to which a system can recover.

Exchange Online has set an RPO and RTO in the event of a disaster:

**8-hour RPO:** Microsoft protects your Exchange Online data and has a copy of your data that is equal to or less than eight hours old.

**4-hour RTO:** You will be able to resume service within four hours after service disruption if a disaster incapacitates the primary data center.

The following conditions apply to service continuity management:

- Client access after a service disruption and recovery may require some degree of reconfiguration on the part of Exchange Online subscribers.
- All provisioning activities for subscribers are excluded from service continuity management.
- After RPO and RTO objectives are met, there is a period of time during which full service continuity infrastructure and processes are restored to the new environment.

## Mailbox Data Migration

Microsoft Online Services provides tools to help you migrate your existing e-mail environment to Exchange Online. Using the Microsoft Online Services Migration Tools, Microsoft Online Services supports migrations from:

- Exchange Server 2007
- Native mode in Exchange 2000 Server or Exchange Server 2003
- Mixed mode in Exchange 2000 Server or Exchange Server 2003
- POP3
- IMAP4

When migrating from local on-premises Exchange Server mailboxes to Exchange Online, you can establish e-mail and directory coexistence between your local environment and Microsoft Online Services, and perform a migration over time. Migration of your on-premises Exchange Server mailboxes includes all mailbox messages, calendar items, tasks, and contacts. When migrating from POP3 and IMAP4 mailboxes, you can use the Migration Tools to copy the contents of the POP3 or IMAP4 mailboxes to Exchange Online mailboxes.

The following conditions apply to mailbox migrations:

- You must ensure that Office Outlook is installed on client computers with the correct profile for proper message routing and directory synchronization.
- Migrated data cannot exceed the size of the target mailbox.
- The time it takes to move your company to Exchange Online services will depend on the number of mailboxes you are moving and the size of those mailboxes.

### Migration Planning Resources

The following resources are available from Microsoft to help with mailbox migrations to Exchange Online:

- [Migrate to Microsoft Online Services](#)  
This white paper describes how to migrate your on-premises Exchange Server mailboxes and POP3 and IMAP4 mailboxes to Exchange Online.
- [Microsoft Online Migration Toolkit](#)  
This toolkit includes sample planning materials to help your company migrate from on-premises Exchange Server to Exchange Online.
- [About E-mail Migration](#)  
This TechNet topic covers a comprehensive list of migration-related issues.

### E-Mail Coexistence

If your company is running an on-premises Exchange Server e-mail environment, Exchange Online allows you to establish e-mail coexistence. This means that some users can use Exchange Online while others continue to use your local Exchange Server environment.

For reasons such as data compliance, customization requirements and flexibility, your company may want to use the coexistence approach. For instance, you may decide to deploy or retain a computer running Exchange Server in your data center for users at the company's headquarters, but have branch-office users subscribe to Exchange Online.

Exchange Online synchronizes only global address list information, such as user accounts and e-mail-enabled contacts and groups, between Exchange Online and on-premises Exchange Server systems.

## Requirements

- For e-mail coexistence, your company must be running Exchange 2000 Server, Exchange Server 2003, or Exchange Server 2007 with the latest service pack installed.
- E-mail coexistence and synchronization requires the use of the Directory Synchronization tool.

## Directory Synchronization Tool

To enable a seamless experience between on-premises Exchange Server implementations and Exchange Online, Exchange Online provides the Microsoft Online Services Directory Synchronization tool for one-way synchronization from your company's local Active Directory® service to Microsoft Online Services. After Active Directory is synchronized for any particular group of users, the Exchange Online user list becomes a read-only directory.

Your service administrator can download and install the Directory Synchronization tool from the Administration Center to your on-premises network where Active Directory resides. The Directory Synchronization tool synchronizes any changes made to the Active Directory—such as adding or deleting or modifying user accounts—and pushes those changes to Exchange Online.

**Note:** Active Directory synchronization supports synchronization from only one customer Active Directory forest to Microsoft Online Services.

## Coexistence Planning Resources

The following resources are available from Microsoft to help with you with Exchange Online e-mail coexistence.

- [Establish E-Mail Coexistence with Exchange Online](#)  
This TechNet topic describes the first step in establishing e-mail coexistence between your local Exchange Server environment and Exchange Online. It provides information about adding the domain that you are currently using to send and receive e-mail to Microsoft Online Services.
- [Secure Your E-Mail Traffic](#)  
This TechNet topic describes how to install Transport Layer Security (TLS) in your local Exchange Server environment to help secure e-mail traffic between your environment and Exchange Online.

## Message Archiving (Optional)

Microsoft Exchange Hosted Archive—an optional service provided by Microsoft Exchange Hosted Services—is an advanced message archiving system for Exchange Online. Your company will need to license Exchange Hosted Archive separately and submit a Microsoft Online support request to configure journaling.

**Note:** Customers that are interested in using a third-party message archiving solution should contact their Microsoft partner to discuss whether Microsoft is able to configure journaling for the solution.

## About Exchange Hosted Archive

Exchange Hosted Archive automatically captures internal and external communications that flow through the Exchange Online service, and then stores them in encrypted form at a separate archiving data center operated by a Microsoft partner.

Hosted Archive allows compliance managers to monitor and supervise e-mail usage by randomly sampling mail for potential violations. In addition to archiving for the purpose of compliance, individual users and authorized administrators can gain access to the archived messages. You can create and maintain configuration options to allow for archiving policies and to grant control over who can gain

access to the Hosted Archive. Your company can own and maintain a distribution group of all mailboxes that are intended for archiving.

Exchange Online can be configured to work with Hosted Archive. However, the Hosted Archive service is not managed with the Microsoft Online Services Administration Center like Exchange Online is. It is managed using a separate console.

Hosted Archive offers the following standard features, which are enabled by default:

- **Administrative search:** E-mail is searchable by a customer-defined set of users. These users can run either a basic or advanced search.
- **Encrypted mail:** E-mail is protected through encryption when in transit to and from the Hosted Archive. All mail and all search parameters that are sent to the Hosted Archive are encrypted. Query results from the Hosted Archive are unencrypted after they are returned to the Exchange Online infrastructure.
- **Export:** Authorized export users who have access to the Hosted Archive are able to export messages to a personal folder (.pst file).
- **Online storage:** Multiple copies of data are stored online at all times for redundancy purposes.

# Administration Center

The Microsoft Online Services Administration Center is a Web portal that your service administrator uses to manage settings for users' accounts and all Microsoft Online Services that your company subscribes to—including Exchange Online.

The features of the Administration Center are organized into five tabs. Service administrators access Exchange Online settings by clicking the Service Settings tab, shown in Figure 1.

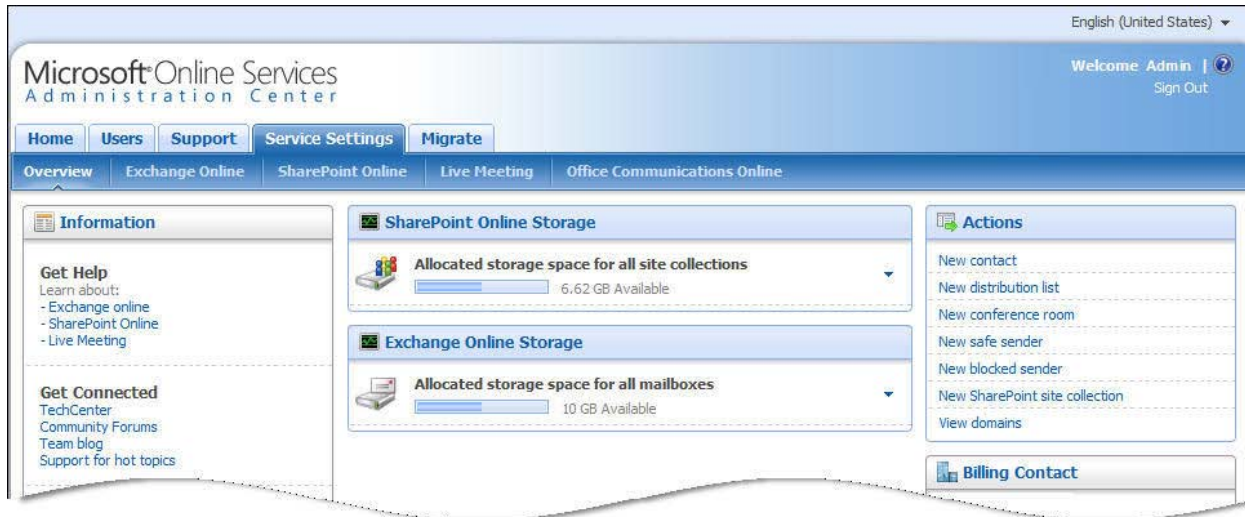


Figure 1: The Service Settings tab in the Administration Center

On the Overview subtab of the Service Settings tab, service administrators can view how much mailbox storage space your company has allocated and how much is still available for allocation. Service administrators use the Exchange Online subtab and the Migration tab to manage Exchange Online.

## Exchange Online Subtab

On the Exchange Online subtab of the Service Settings tab, shown in Figure 2, service administrators manage contacts, distribution lists, safe senders, blocked senders, and conference rooms.

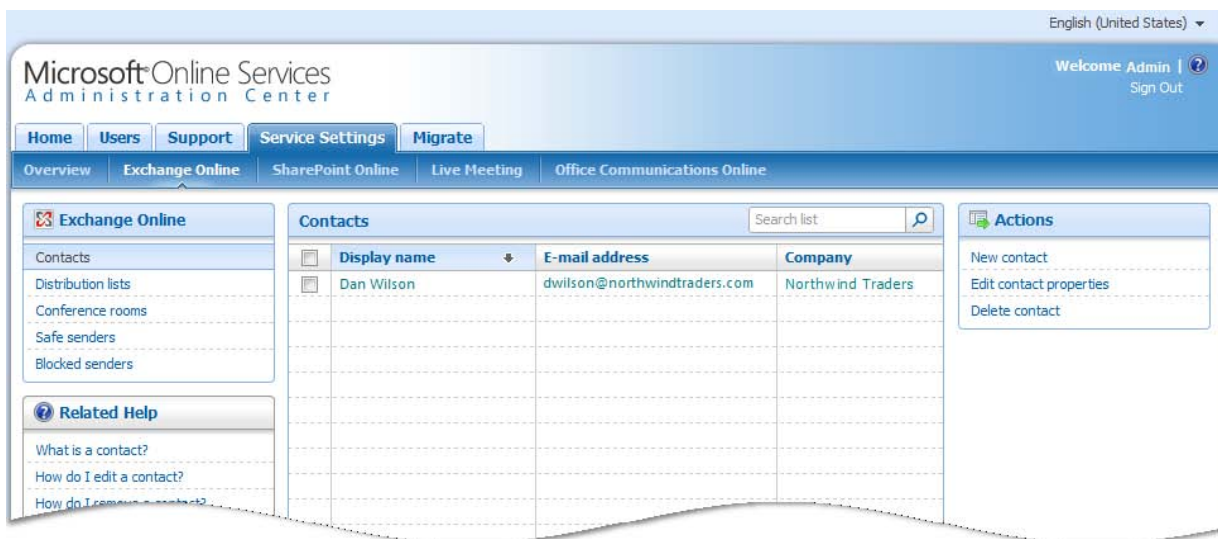


Figure 2: The Exchange Online subtab in the Administration Center

Service administrators can configure the following items on the Exchange Online subtab:

- **Contacts:** An Exchange Online contact is a record with information about a person outside your company with whom you correspond or do business. Exchange Online contacts make it easy to send messages and find information about the people and organizations that users correspond with. Exchange Online contacts are available to all users in your company, which makes Exchange Online contacts different from the local contacts that individual users create in Office Outlook. Exchange Online contacts are created in the Administration Center and appear in the global address list (GAL) in Office Outlook.
- **Distribution lists:** An Exchange Online distribution list is a collection of users, contacts, and other distribution lists that are available to all users in your company. A distribution list makes it easy to send messages to groups of people. Global availability makes Exchange Online distribution lists different from local distribution lists that individuals create in Office Outlook. Exchange Online distribution lists are created in the Administration Center and appear in the GAL in Office Outlook.
- **Conference rooms:** Conference room calendars and e-mail addresses are linked to meeting rooms or other facilities used by your company. Conference rooms appear in the GAL in Office Outlook 2007. Users can reserve a facility by adding the conference room e-mail alias to meeting requests in Office Outlook 2007 or OWA. Service administrators create conference rooms in the Administration Center. They can choose to have conference rooms automatically booked, or they can delegate specific users to manually manage meeting requests for conference rooms.
- **Safe senders:** If the Exchange Online e-mail filter mistakenly marks an e-mail message as a junk message, service administrators can add the sender of that message to the Safe Senders list. E-mail from e-mail addresses and domain names in your company's Safe Senders list is never filtered as junk e-mail, regardless of the content of the message.
- **Blocked senders:** Service administrators for Exchange Online can easily block messages from particular senders by adding their e-mail addresses or domain names to their company's Blocked Senders list. When they add a domain name or e-mail address to this list, Exchange Online moves any incoming e-mail messages from that source to the Junk E-mail folder. Messages from people or domain names that appear in this list are always treated as junk e-mail, regardless of the content of the message.

## More Information

The following resources will help you learn more about Exchange Online and other Microsoft Online Services:

- [Microsoft Online Services Portal](#): Learn more about online services from Microsoft, sign up for free trials, and purchase services.
- [Microsoft TechNet: Business Productivity Online](#)  
Exchange Online is part of the Business Productivity Online Standard Suite, a group of Microsoft Online Services that include Exchange Online, SharePoint Online, Live Meeting, and Office Communications Online. At this TechNet site you will find detailed information about Exchange Online features and step-by-step instructions about how to set up and configure service features.
- [Microsoft Online Services Blog](#)  
Read the latest posts from service team members and stay up to date on new developments.
- [Security Features in Microsoft Online](#)  
In this white paper, learn how Microsoft concern for security, as defined in the Trustworthy Computing Initiative, has driven key features in the design, deployment, and operation of the Microsoft Online Services environment.
- [Solutions Accelerators for Microsoft Online Services](#)  
Solution Accelerators automate discovery and assess requirements for migration to Microsoft Online Services and provide you with the prescriptive guidance and operations framework to speed up the onboarding and migration process.

## Appendix A: Exchange Online and Exchange Server 2007 Feature Comparison

The following tables compare feature availability between Exchange Server 2007, Exchange Online deskless worker offer, Exchange Online Standard and Exchange Online Dedicated. Table 6 compares general features.

Table 6. General Feature Comparison

Feature	Exchange Server 2007	Deskless Worker <sup>1</sup>	Exchange Online Standard	Exchange Online Dedicated
Default mailbox size	N/A	500 MB	5 GB	5 GB
Larger mailbox availability	N/A		✓	✓
Shared contacts, tasks	✓	✓	✓	✓
Message attachment	✓	✓	✓	✓
Deleted item retention	✓	✓	✓	✓
Conference room	✓	✓	✓	✓
99.9% uptime SLA	N/A	✓	✓	✓
24x7 Web/phone IT pro support	N/A	✓	✓	✓
Geo redundancy data protection	N/A	✓	✓	✓
Public folders	✓			✓

<sup>1</sup> Deskless worker offer available in both standard and dedicated versions of Exchange Online.

Table 7 compares security and compliance features.

Table 7. Security and Compliance Feature Comparison

Feature	Exchange Server 2007	Deskless Worker	Exchange Online Standard	Exchange Online Dedicated
Antivirus/antispam	✓	✓	✓	✓
Rights Management Service <sup>2</sup>	✓		Future	Future
Mail encryption (optional)	✓	✓	✓	✓
E-discovery archive (optional)	✓	✓	✓	✓
Personal archive (optional)	✓		✓	✓
Messaging records management	✓		Future	✓

<sup>2</sup> Exchange Online services can integrate with onsite deployment of Rights Management Service.

Table 8 compares extensibility features.

Table 8. Extensibility Feature Comparison

Feature	Exchange Server 2007	Deskless Worker	Exchange Online Standard	Exchange Online Dedicated
MAPI	✓			✓
Exchange WebDAV	✓			✓
SMTP Relay	✓		Future	✓
Exchange Web Services	✓		✓	✓
POP3/IMAP4	✓		Future	✓

Table 9 compares unified messaging and fax features.

Table 9. Unified Messaging and Fax Feature Comparison

Feature	Exchange Server 2007	Deskless Worker	Exchange Online Standard	Exchange Online Dedicated
Outbound Fax	✓			✓
Voicemail Integration	✓		Future	Future
Outlook Voice Access	✓		Future	Future

Table 10 compares client and mobility features.

Table 10. Client and Mobility Feature Comparison

Feature	Exchange Server 2007	Deskless Worker	Exchange Online Standard	Exchange Online Dedicated
Outlook Web Access (OWA)	✓	OWA Light	✓	✓
Outlook Anywhere	✓		✓	✓
Outlook 2007 support	✓		✓	✓
Outlook 2003 support	✓		✓	✓
Entourage support <sup>3</sup>	✓		✓	✓
Firefox /Safari Web browsers <sup>4</sup>	✓		✓	✓
Windows Mobile 6 devices <sup>5</sup>	✓		✓	✓
Exchange ActiveSync 12 mobile devices <sup>5</sup>	✓		✓	✓
RIM BlackBerry devices <sup>5</sup>	✓		✓	✓

<sup>3</sup> Free/Busy and GAL is not supported on Entourage

<sup>4</sup> Only OWA Light is supported on Firefox and Safari browser

5 Please see the Mobility Solutions Description for details on

Table 11 compares coexistence features.

Table 11. Coexistence Feature Comparison

Feature	Exchange Server 2007	Deskless Worker	Exchange Online Standard	Exchange Online Dedicated
Active Directory user synchronization	N/A	✓	✓	✓
Active Directory/GAL synchronization	N/A	✓	✓	✓
On-premise Exchange Free/Busy information	N/A			✓
On-premise Lotus Notes Free/Busy information	N/A		Future	✓

Table 12 compares migration features.

Table 12. Migration Feature Comparison

Feature	Exchange Server 2007	Deskless Worker	Exchange Online Standard	Exchange Online Dedicated
Exchange 2000, 2003, 2007	N/A	✓	✓	✓
Exchange 5.5	N/A	Future	Future	✓
Notes/Domino	N/A	Future	Future	✓
GroupWise	N/A	Future	Future	✓
POP3/IMAP4	N/A	✓	✓	✓

Table 13 compares portal and Sign In application features.

Table 13. Portal and Sign In Application Feature Comparison

Feature	Exchange Server 2007	Deskless Worker	Exchange Online Standard	Exchange Online Dedicated
Customer Portal	N/A	✓	✓	Future
Administration Center	N/A	✓	✓	Future
My Company Portal	N/A	✓	✓	Future
Sign In Application	N/A	✓	✓	Future