

Eligibility

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FastTrack assistance is available for customer tenants with 150 or more licenses from one of the eligible plans from the following Microsoft product families: Microsoft 365, Office 365, Microsoft Viva, Enterprise Mobility & Security, and Windows 10/11. These plans can be for an individual product (like Exchange Online) or a suite of products (Office 365 E3). Because Microsoft provides many purchasing options, the list of eligible plans is extensive and is found in [Eligible plans](#).

Products and capabilities covered

FastTrack can provide you with remote, guided assistance for the following services that may be included with your purchased plan:

- Microsoft Entra ID Premium
- Exchange Online
- Microsoft 365 Apps

ⓘ Note

Office 365 ProPlus has been renamed to Microsoft 365 Apps. In some cases, you may find uses of the legacy name. For details of when this change takes effect, please see [Name change for Office 365 ProPlus](#).

ⓘ Note

Multiple Microsoft Purview branding changes have been made, including:

- Microsoft Information Governance is now Microsoft Purview Data Lifecycle Management and Records Management.
- Microsoft Information Protection is now Microsoft Purview Information Protection.
- Microsoft eDiscovery is now Microsoft Purview eDiscovery.
- Microsoft Audit is now Microsoft Purview Audit.
- Microsoft Insider Risk Management is now Microsoft Purview Insider Risk Management and Communication Compliance.

- Microsoft 365 Defender
- Microsoft Defender for Cloud Apps
- Microsoft Defender for Endpoint
- Microsoft Defender for Identity
- Microsoft Defender for Office 365
- Microsoft Edge
- Microsoft Intune
- Microsoft Purview Audit
- Microsoft Purview Data Lifecycle Management and Records Management
- Microsoft Purview eDiscovery
- Microsoft Purview Information Protection
- Microsoft Purview Insider Risk Management and Communication Compliance
- Microsoft Teams (including Teams Core enablement, Teams Meetings, Teams Phone, and Teams Rooms)
- Microsoft Viva (including Viva Connections, Viva Insights, and Viva Topics) through the Employee Experience scenario
- OneDrive for Business
- Power BI
- Project Online
- SharePoint Online
- Windows 10/11
- Windows 365
- Viva Engage Enterprise

Eligible plans

You must purchase at least 150 licenses per tenant from one of the plans below to be eligible for FastTrack. The list is grouped by product family to help facilitate you finding the specific plans your company has purchased: Microsoft 365, Office 365, Enterprise Mobility & Security, and Windows 10/11.

Microsoft 365 plans

Microsoft 365 Enterprise

- Microsoft 365 E3*
- Microsoft 365 E5*

- Microsoft 365 E5 Security*
- Microsoft 365 E5 Compliance*
- Microsoft 365 E5 Purview eDiscovery & Purview Audit*
- Microsoft 365 E5 Purview Information Protection & Purview Data Lifecycle Management *
- Microsoft 365 E5 Purview Insider Risk Management*
- Microsoft 365 F1*
- Microsoft 365 F3*
- Microsoft 365 F5 Security*
- Microsoft 365 F5 Compliance*
- Microsoft 365 F5 Security & Compliance*
- Microsoft 365 US Government G3**
- Microsoft 365 US Government G5**
- Microsoft 365 Apps for Enterprise*
- Microsoft 365 Apps for Enterprise (device)*

Microsoft 365 Business

- Microsoft 365 Business Basic*
- Microsoft 365 Business Standard*
- Microsoft 365 Business Premium*
- Microsoft 365 Apps for Business*

Microsoft 365 Education

- Microsoft 365 A3*
- Microsoft 365 A5*
- Microsoft 365 A5 Security*
- Microsoft 365 A5 Compliance*
- Microsoft 365 A5 Purview eDiscovery & Purview Audit*
- Microsoft 365 A5 Purview Information Protection & Purview Data Lifecycle Management*
- Microsoft 365 A5 Purview Insider Risk Management*
- Microsoft 365 Apps for Education (device)*

Office 365 plans

Office 365 Enterprise

- Office 365 Enterprise E1
- Office 365 Enterprise E3
- Office 365 Enterprise E4
- Office 365 Enterprise E5
- Office 365 Enterprise F3
- Office 365 US Government G1**
- Office 365 US Government G3**
- Office 365 US Government G4**
- Office 365 US Government G5**
- Office 365 US Government F3**

Office 365 Education**

- Office 365 A3
- Office 365 A5

Exchange Online

- Exchange Online Plan 1
- Exchange Online Plan 2
- Exchange Online Kiosk
- Exchange Online Protection
- Microsoft Defender for Office 365

Microsoft Teams

- Teams Phone
- Calling Plan
- Audio Conferencing
- Teams Rooms*****

Microsoft Viva

- Viva Insights Plan 1***
- Viva Insights Plan 2***
- Viva Learning

- Viva Topics

OneDrive for Business

- OneDrive for Business with Office
- OneDrive for Business Plan 1
- OneDrive for Business Plan 2

Project Online

- Project Online Essentials
- Project Online Professional
- Project Online Premium

SharePoint Online

- SharePoint Online Plan 1
- SharePoint Online Plan 2

*Available only for FastTrack-eligible cloud services and features described in this benefit description.

**For more information about US Government assistance, see [Office 365 US Government - Service Descriptions | Microsoft Learn](#).

*** Includes Workplace Analytics.

***** Minimum license requirement for Teams Rooms assistance is 150 Microsoft Teams licenses. There are no minimum required Teams Rooms licenses.

Enterprise Mobility + Security plans

Enterprise Mobility + Security

- Enterprise Mobility + Security (EMS) E3*****
- Enterprise Mobility + Security (EMS) E5*****

Microsoft Entra ID Premium

- Microsoft Entra ID Premium Plan 1
- Microsoft Entra IDPremium Plan 2

Microsoft Purview Information Protection

- Microsoft Purview Information Protection

Microsoft Intune

- Microsoft Intune

Microsoft Intune and Configuration Manager

- Microsoft Intune and Configuration Manager

Microsoft Intune for Education

- Microsoft Intune for Education

****Available for cloud services that are eligible for FastTrack benefits. Otherwise this is routed to a FastTrack Specialist or for partner referral.

Windows 10/11 plans

Windows Enterprise

- Windows 10/11 E3
- Windows 10/11 E5
- Windows 10 Enterprise with Software Assurance

Windows Education

- Windows 10/11 A3
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- Windows 10/11 A5

ⓘ Note

There's no minimum licensing requirement for commercial independent software vendors (ISVs) building Windows 10/11 apps. All app requests must be targeting a Windows 10/11 or Microsoft 365 Apps version that is currently within the mainstream servicing window.

Windows 365

- Windows 365 Enterprise
- Windows 365 Frontline

ⓘ Note

In addition to 150 eligible paid licenses required for FastTrack services, you need at least one Windows 365 license (purchased or trial) to qualify for FastTrack assistance with your Windows 365 deployment.

Ineligible plans

Plans not eligible for FastTrack services include (but are not limited to):

Plan	Details
Exchange Online Archiving	FastTrack guidance for this plan is available when obtained through an eligible plan, like Enterprise E3 and E5.
Office 365 operated by 21Vianet	For more information on the FastTrack Benefit for Office 365 operated by 21Vianet, contact 21Vianet support .
Microsoft Office 365 Dedicated and ITAR/Federal Plans	
No-cost plans (like Office 365 A1 or the student use benefit plan)	