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FAQ

Overview

1. What is changing on April 1, 2026?

Microsoft is making changes to licensing for Microsoft Teams, Microsoft Teams Premium, and Microsoft Places. These updates expand access to powerful events features, provide more value for organizations, and introduce new licensing options for hosting events at scale and intelligent shared space management. Updates include:

- **Expanded access to advanced events features:** Advanced events features that once required a Teams Premium license will be included in Teams Enterprise licenses. This includes advanced events capabilities for hosting large-scale, professionally produced events, expanded host controls, registration and attendee management tools, simu-live events, and immersive events functionality.
- **A new way to scale events:** Teams Attendee Capacity Packs will enable Teams Enterprise users to scale events up to 100,000 participants. All users with a Teams Enterprise license will be able to host town hall instances with advanced features up to 3,000 attendees, as well as up to 10,000 attendees in a view-only experience.

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- **Simplified management of workspaces and resources:** The Teams Shared Space license (renamed from Teams Shared Device license) enables IT admins to assign licenses to individual spaces including desks and common area phones, manage inventory, rooms without a Teams Rooms compute and access comprehensive reporting for easier administration.
- **Expanded access to Microsoft Places features:** Select Places end-user functionality, like Places Finder and Places Explorer, will be available with licenses that include Microsoft Exchange (including Microsoft 365 E3, E5, Business Basic, Business Standard, and Business Premium; Outlook 365 E1, E3, and E5; Exchange Online; various Teams licenses; additional Microsoft 365 and Office 365 licenses).
- **Microsoft Enterprise Content Delivery Network (eCDN) is now included with a Teams Enterprise license:** Microsoft eCDN ensures smoother playback, fewer stalls, and maintains high quality even when thousands of event attendees watch simultaneously.

2. Why are we making these changes?

- We are continually exploring ways to increase the value customers receive from their Teams and Microsoft 365 and Office 365 licenses, and to provide broad access to expanded capabilities that customers expect from such offerings. Expanding access to advanced events and workplace coordination capabilities to Teams Enterprise customers is a natural step.

3. After April 1, 2026, what additional functionality will Teams Enterprise users in my organization be able to access?

- **Advanced events** - Run professional webinars and town halls for up to 3,000 attendees — powered by advanced host controls, automated email reminders, simu-live, enhanced collaboration, and more.
- **Immersive events** - Create new ways to engage in customizable 3D spaces with intuitive experiences that are easy to schedule, customize, and join, all within Teams.
- **Microsoft eCDN** - Optimize network performance for video streaming within an enterprise network. Microsoft eCDN helps ensure smooth, high-quality video playback by reducing lag and jitter during large meetings and events.

4. If my organization has requisite licenses, when will users be able to have access to the added functionality?

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- Customers with the requisite Teams Enterprise licenses will be able to access the expanded functionality starting April 1, 2026.

Changes to Teams Premium licensing

5. Will Teams Premium licenses still be available after April 1, 2026?

- Yes, customers with requisite Teams licenses will still be able to purchase Teams Premium and benefit from its advanced communications, security, and intelligence capabilities.

6. How will the changes impact event hosting for existing Teams Premium licensed users?

- Organizers with an active Teams Premium license purchased before the April 1, 2026 may continue to host events with up to 100,000 attendees until their current Teams Premium term ends.

After April 1, 2026, once a customer's Teams Premium term expires, events above 3,000 attendees will require an Attendee Capacity Pack sized to the desired attendee capacity. Customers should plan to purchase the appropriate attendee pack(s) in advance to avoid disruption to large events.

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8. After April 1, 2026, which key capabilities are enabled with Teams Premium?

A full list of Teams Premium features can be found [here](#). Below is an overview of the capabilities that will remain essential components of the Teams Premium experience.

- **Security and meeting controls** - End-to-end encryption, recording, transcription and screen sharing controls, dynamic watermarking, participant verification, and more.

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- **Intelligent calling features** - Intelligent call recap provides AI-powered insights and recaps to Public Switched Telephone Network (requires a Teams Phone license) and 1:1 Teams calls, while Queues app unlocks a set of advanced call functionalities for Teams Phone call queues and auto attendants (requires a Teams Phone license).
- **Personalized meeting experiences** - Custom meeting templates, backgrounds and together mode scenes provide valuable branding opportunities and help ensure consistent meeting experiences. Decorate my background lets Teams Premium users automatically enhance, tidy, or transform their visual backdrop.
- **Advanced Bookings and virtual appointment capabilities** - Teams Premium users can access a queue of scheduled and on-demand appointments and send Short Message Service (SMS) notifications to invitees to help reduce no-shows.
- **Intelligent meeting features** - Intelligent meeting recap provides a more personalized rundown of meetings, while live translated captions and transcripts let users experience meeting content translated into the language with which they're most comfortable.

Changes to Microsoft Places licensing

9. Which customers get access to additional functionality for Microsoft Places?

- Exchange customers will have access to Places Finder and Places Explorer. Places Finder enables employees to find and reserve the right room with rich context and decision-making data. Places Explorer provides a singular view of each workplace location, showing the people, spaces, and experiences available at that site. Organizational leaders will also benefit from team-level views of in-person days, meetings, etc.

Additionally, all workplace presence capabilities are available to Teams Enterprise customers. This includes opt-in experiences like building level check-in via manual confirmation, peripheral check-in and the upcoming wi-fi based check-in, currently on the public roadmap.

Changes to immersive events in Teams

10. Are there prerequisites or dependencies for deploying immersive events?

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- Immersive events are included with a Teams Enterprise license at no extra cost. For an optimal hosting and attendee experience, ensure users have the latest Teams client and compatible devices.

11. Are there any changes to device certification or compatibility requirements?

- No changes for most certified devices. For immersive events, ensure users have compatible Teams clients and supported VR hardware (e.g., Meta Quest).

New licenses and add-ons

12. What are Attendee Capacity Packs, how do I purchase them, and how much do they cost?

- Teams Enterprise users will have the ability to host events up to 3,000 attendees. Teams Attendee Capacity Packs represent new add-on SKUS that allow organizations to purchase the capacity needed for each event. Attendee Capacity Packs may be purchased and assigned via Teams admin center, and are available for events of 5,000 to 100,000 attendees. Details around monthly pricing will be made available at launch on April 1, 2026 and will cover unlimited events for the duration of the license.

13. What is a Shared Space license?

- Starting April 1, 2026, organizations with shared, common-area, and non-Teams Rooms devices will be able to use a Teams Shared Space license to run Teams in a secure, managed, shared-use mode without requiring a user license. The Shared Space license streamlines the way organizations manage and optimize the use of shared desks, spaces, and assets.

The legacy Teams Shared Device license will be renamed the Teams Shared Space license and offers the ability to manage up to four spaces with a single license in addition to the previous abilities to manage either a common area phone, a Teams panel, or a hotdesking device.

The Shared Space license allows individual desks to be reservable in advance by any user in the organization. Desk level occupancy analytics are then made available for all licensed shared spaces. Desks without a Shared Space license are limited to the other desk modes and can be assigned to individual users.

14. Can Places features be accessed without purchasing a Shared Space license?

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- Yes, all end-user features are available for customers licensed for Exchange, which includes Microsoft 365 E3, E5, Business Basic, Business Standard, and Business Premium; Outlook 365 E1, E3, and E5; Exchange Online; various Teams licenses; additional Microsoft 365 and Office 365 licenses. The Shared Space license is only needed for organizations that want to reserve, manage, and analyze individual desks.

Additionally, the Places Management portal remains available to all customers to onboard and configure the Places Directory.

15. What reporting and analytics capabilities are unlocked with a Shared Space license?

- The license enables inventory and utilization reports licensed shared spaces. This includes desk usage analytics from Teams device signals. IT admins can use these analytics to optimize space usage and workplace planning.

16. Are there any changes to device certification or compatibility requirements?

- No changes are expected. All peripheral-based check-in experiences for licensed shared spaces are configured in the Teams Pro Management portal.

Resources

17. Are resources available to help prepare for these changes?

- Tenant admins should expect additional communications via Message Center, outlining configuration and licensing changes pertaining to their accounts. Microsoft Support and Microsoft Learn pages for Teams Enterprise and Teams Premium will also be updated in advance of April 1, 2026.

We also encourage customers to reach out to their solutions partners for planning and deployment expertise specific to the needs of their organization.