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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.

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A new way to scale events: Teams Attendee Capacity Packs will enable Teams Enterprise users to scale events up to 100,000 participants. Advanced Teams events features are now available for all Teams Enterprise users. For organizations without Attendee Capacity Pack licenses, the maximum attendee capacity for a Teams event instance is 3,000 concurrent attendees with engagement capabilities like reactions, raise hands, polls, and Q&A.

For Teams events that require full attendee interactivity, including the ability for attendees to join with their cameras on and use their microphones (similar to the former webinar experience), the product supports up to 1,000 concurrent attendees to ensure a consistently optimized and well-controlled experience.

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).

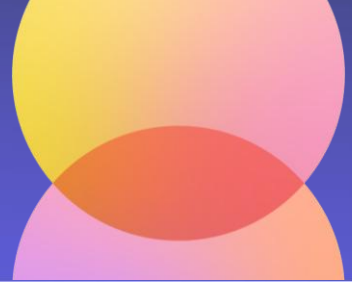
Microsoft Enterprise Content Delivery Network (eCDN) is now included with a Teams Enterprise license: Microsoft eCDN supports smoother playback, fewer stalls, and maintains high quality even when thousands of event attendees watch simultaneously.

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

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



Changes to Teams Premium licensing

4. 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.

5. How will these changes impact event hosting for existing Teams Premium licensed users?

Organizers with an active Teams Premium license purchased before April 1, 2026, may continue to host events for 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.

6. How will these changes impact access to Places functionality for Teams Premium licensed users?

Customers with active Teams Premium licenses purchased prior to April 1, 2026, will continue to enable licensed users to leverage Places functionality, including ability to reserve desks.

7. 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.

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

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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

8. 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 Teams events

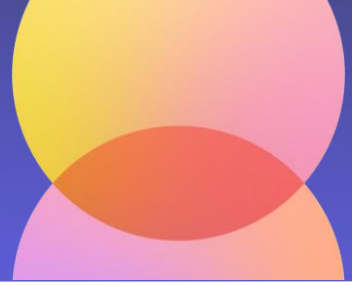
9. What event capabilities are included with Teams Enterprise?

With Teams Enterprise, organizers can:

- Host events up to 1,000 attendees with attendees able to use cameras and microphones
- Host events with up to 3,000 attendees with interactive features such as reactions, raise hands, polls, and Q&A
- Host events with up to 10,000 attendees in view-only mode (with Q&A)
- Access advanced events capabilities (previously part of Teams Premium)
- Access Microsoft eCDN (previously part of Teams Premium)

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10. What are Attendee Capacity Packs and how do I purchase them?

Attendee Packs represent new paid add-ons that allow organizations to host larger events with interactive features beyond the 3,000 attendee limit. Attendee Packs may be purchased and assigned via Teams admin center and are available for events to 100,000 attendees.

11. How much do Attendee Packs cost?

Monthly costs will vary according to event capacity. Additional pricing details will be made available at launch on April 1, 2026.

12. What attendee limits do Attendee Packs support?

Attendee Packs can be purchased to support event attendees of 5k, 10k, 20k, 35k, 50k, 75k, or 100k.

13. How do attendee limits work for Teams events?

An Attendee Pack determines the maximum capacity an organizer can set for a Teams event. For example, if an organizer is assigned a 20k Attendee Pack, the organizer can host any number of events with a capacity of 20k attendees per event for as long as the pack remains assigned to them and active under the contract. If 20k attendees have actively joined the event, no additional attendees can join. However, if active attendance drops to 19.5k, up to 500 more attendees can join the event.

14. Are Attendee Packs acquired and allocated for each individual event, or are they assigned at the organizer level to be used across multiple events?

Attendee Packs are assigned to an organizer by an admin within the Teams admin center. A dedicated Teams events section is available for Attendee Pack and event inventory management. While an organization can purchase multiple Attendee Packs, each organizer can only be assigned one pack. Attendee Packs enable organizers to schedule an unlimited number of events for the duration of the license, with a maximum number of attendees per event their license allows.

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Example: Event organizer John has a 20k Attendee Pack license. John can run as many events as he wants for the duration of the license; each event can have up to 20k attendees.

15. Can an Attendee Pack be reassigned from one organizer to another?

Yes. An admin can reassign an Attendee Pack through attendee pack management in the Teams admin center. To reassign a pack, the admin must:

- Remove the Attendee Pack from the current organizer, and
- Assign it to a different organizer.

16. If an organizer schedules an event using an Attendee Pack, what happens if the pack is later removed?

If an Attendee Pack is removed after an event is scheduled, the event may no longer be eligible to run at the originally scheduled capacity. To reduce the risk of event disruption, Teams provides guardrails that notify both the admin and the organizer.

Admin experience:

- When an admin removes an Attendee Pack from an organizer who has upcoming events, a warning message is shown explaining the potential impact.
- In the event inventory, the admin can view the list of impacted events.

Organizer experience:

- When the Attendee Pack is removed, the organizer receives a notification.
- When the organizer opens the event management page, they are warned if the required attendee pack is missing.

Attendee join enforcement occurs at event time based on the organizer's currently assigned Attendee Pack.

If an organizer schedules an event with a smaller Attendee Pack and later is assigned a larger pack, the organizer must manually update the event capacity in the event scheduling form.

17. Do organizers, co-organizers, and presenters count toward the attendee limit?

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No. Organizers, co-organizers, and presenters do not count toward the attendee limit. These event roles are excluded to ensure key production roles are not blocked from joining, which could disrupt the event.

18. What does “10,000 view-only attendees” mean?

An event with up to 10,000 attendees where participants:

- Can watch the event live
- Can participate in Q&A
- Cannot use interactive features such as reactions, chat, raise hand and polls

This experience is also included in Teams Enterprise

19. When does the organizer choose between 3K interactive vs 10K view-only?

The choice is made at scheduling time. Organizers must decide whether the event will be:

- Interactive features (up to 3K attendees), or
- View-only with Q&A (up to 10K attendees)

The organizer cannot switch between interactive and non-interactive events. To switch between an interactive and a view-only event, the organizer must create a new event.

20. If an organizer is assigned a larger capacity Attendee Pack after scheduling an event, will the larger capacity be automatically applied to the existing event?

No. Event capacity does not automatically update when a larger Attendee Pack is assigned.

The organizer must manually update the event capacity in the event scheduling form if they want to increase it.

21. Do all event capabilities scale with the Attendee Packs limits?

The Attendee Pack sets the maximum event capacity. Some event capabilities have limits that are independent of attendee pack size, based on current product constraints.

22. How do these licensing changes impact customers who currently have Teams Premium?

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Existing Teams Premium customers will experience no disruption. Since advanced events capabilities are now included with Teams Enterprise, customers will not lose any event features as part of this transition.

For event scale, organizers with Teams Premium may continue hosting events with up to 100,000 attendees through the end of their current Teams Premium licensing term. After that term expires, hosting events above the standard Teams Enterprise limits will require the appropriate Attendee Pack.

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

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.

24. 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).

Changes to eCDN licensing

25. Does the new Teams events licensing model impact Microsoft eCDN?

Microsoft eCDN is included as a core capability with Teams Enterprise and is available across all supported event types. Relative to eCDN, there is no distinction based on event size or interactivity. All eligible events can take advantage of eCDN.

After April 1, 2026, Teams Enterprise licensees will have access to eCDN view-only experience (with Q&A) up to 10k attendees without purchasing an Attendee Pack.

Shared Space license

26. What is a Shared Space license?

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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.

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

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 who onboard and configure the Places Directory.

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

The license enables inventory and utilization reports for 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.

29. 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

30. 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, Teams events, and Teams Premium are also helpful resources.

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