



Dear partner

As of April 15, 2020 Microsoft has made Office 365 available from our new cloud datacenter regions in Norway, building on the previously announced availability of Azure in November 2019. The Norwegian datacenter regions reflect growing customer demand and demonstrate our ongoing investment to help enable the modern workplace and empower customers with real-time collaboration and cloud powered intelligence delivered by Microsoft 365, the world's leading cloud-based productivity solution.

Due to the unprecedented circumstances around COVID-19, we have decided to postpone all marketing and launch events of all new data center regions until June.

However, Office 365 is now available from our Norwegian data centers.

This means

- a) Azure and Microsoft 365 are now delivered through the Norway datacenter regions. These services will help companies innovate in their industries and move their businesses to the cloud while meeting data residency, security and compliance needs.
- b) All Microsoft 365 services will be available to customers with a tenant in Norway, however not all services will be hosted in Norwegian datacenters. Customer content in Exchange Online, SharePoint Online, & OneDrive for Business, and Teams will be stored at rest in country. Microsoft's contractual commitments regarding customer data residency are described in the [Microsoft Online Services Terms](#) (OST).
- c) All existing Office 365 customers with a Norwegian billing address will receive a notification in their Admin message center (over the next 72 hours) stating that Office 365 now is available in Norway. This message will also present them with the option of requesting their [tenant moved](#) to Norway. The customer needs to opt-in themselves for this to happen, even if they have signed up to be on the priority list. This opt-in window is open for approx. 6 months. After these 6 months, it will be a significant more difficult process to have a tenant moved to Norway. Please note that data moves can take up to 24 months after the request period to complete.

All new customers who has a Norwegian billing address, signing up for a tenant will get provisioned in Norway. This means that all their data for Exchange, SharePoint, OneDrive for Business and Teams will reside at rest in Norway

- d) Microsoft Teams Recording and Teams Live Broadcast are not supported in the Norwegian datacenters. For customers with a mission critical business need their tenant may be whitelisted, on a case by case and tenant by tenant basis. In those whitelisted cases, recorded data will be stored in regional datacenters, (e.g. EU in Amsterdam and Dublin), where Azure Media Services are available. The process of how to have a customer whitelisted is under preparation and will be shared when ready.
- e) The Norway Azure regions are part of Azure's 58 global regions, all of which are connected to one of the largest backbone networks in the world which spans more than 130,000 miles (210,000 kilometers) of subsea cable systems, terrestrial, and metro optic fiber, connecting our datacenters and customers. Customer traffic enters our global network through strategically placed Microsoft edge nodes, our Points of Presence (PoP). Our edge footprint has been extended to deliver Microsoft services to and from our customers using our internal backbone so that we can optimize the paths that data travels on our global network. Microsoft is bringing the global cloud closer to home for Norwegian organizations and citizens through our trans-Arabian paths between India and Europe, as well as our trans-Atlantic systems including [Marea](#), the highest-capacity cable to ever cross the Atlantic.
- f) ExpressRoute will be available locally in Norway. An updated view of available ExpressRoute local connection points can be found [HERE](#).
- g) The Microsoft Cloud in Norway helps customers to meet local data residency requirements within Norway. Additionally, replication of such data across multiple datacenters will provide reliable data protection for business continuity. Please refer to the Microsoft Trust Center ([HERE](#)) for updated compliance information and data residency details ([HERE](#)).

For Microsoft 365, data residency means that core customer data is stored at rest within the same country, including replication for disaster response and business continuity. Core customer data is a term that refers to a subset of customer data including Exchange Online mailbox content (e-mail body, calendar entries, and the content of e-mail attachments), SharePoint Online site content and the files stored within that site, files uploaded to OneDrive for Business, and Teams chat messages including private messages, channel messages, and images used in chats.

Most Azure services enable customers to specify the Region where their customer data will be stored. Microsoft may replicate to other Regions for data resiliency, but Microsoft will not replicate or move customer data outside the Geo. Customers and their end users may move, copy, or access their customer data from any location globally.

Additionally, our contractual commitment for the storage location of customer data at rest can be found in the Microsoft Online Services Terms (OST) located [HERE](#).

- h) The Microsoft Cloud, with the broadest set of compliance certifications and programs of any public cloud provider, gives customers the foundation to achieve compliance for their own applications. Microsoft customers receive detailed information about Microsoft security and compliance programs, including audit reports and compliance packages, to help them assess Microsoft services against their own legal and regulatory requirements. Our team of compliance experts also works with Microsoft engineering and operations teams across all cloud services, as well as external regulatory bodies, to help customers meet their compliance needs.

- **The Microsoft Cloud, including Azure, Microsoft 365, and Dynamics 365** supports compliance with a broad set of industry-specific laws and meets international standards. Azure, Microsoft 365, and Dynamics 365 have received ISO 27001 certification and are audited under the SSAE 18/ISAE 3402 SOC standard.
 - **Microsoft was also the first cloud service provider to adopt the uniform international code of practice for cloud privacy and data protection, ISO/IEC 27018**, which provides guidelines for protection of personally identifiable information. Learn more at the Microsoft Trust Center.
- **Services from the new datacenter locations in Norway will inherit the same robust control set as our public cloud.** When the datacenters in Norway are accredited, services from these datacenter locations will achieve relevant global certifications and will roll into the regular audit cycle for these certifications.
- i) The Microsoft Cloud is uniquely positioned to help you meet your compliance obligations. It offers a rich set of integrated solutions that leverage AI to help you assess and manage your compliance risk, protect your sensitive and business critical important data, and respond efficiently to data discovery requests. Microsoft has extensive expertise in protecting data, championing privacy, and complying with complex regulations, and currently complies with both [EU-U.S. Privacy Shield](#) and [EU Model Clauses](#). We believe that the GDPR is an important step forward for clarifying and enabling individual privacy rights. We want to help you focus on your core business while efficiently preparing for the GDPR. We are [committed](#) to GDPR compliance across our cloud services and provide GDPR related assurances in our [contractual commitments](#). Learn more about [how our products help you comply with the GDPR](#), and let us help you get started. You can also find [resources](#) like webinars, videos, white papers, and FAQs about the regulation.
- j) Azure provides customers with security from the ground up, backed by a team of experts, and proactive compliance trusted by enterprises, governments, and startups.
- **\$1B+ investment in security R&D and 3,500 cyber security experts.**
 - **Security is foundational for Azure:** Take advantage of multi-layered security provided across physical datacenters, infrastructure, and operations with cyber security experts actively monitoring to protect your business assets and data.
 - **90+ compliance offerings:** Proactively safeguard your data and streamline compliance with the most comprehensive compliance coverage of any cloud service provider.
 - **Uncompromising commitment to privacy:** Your data, powering your experiences, controlled by you. Our core privacy principle is you own your data; we will never use it for marketing or advertising purposes. Feel confident about where your data is stored and secured.
 - **6.5 trillion threat signals analyzed daily:** Put the cloud and large-scale intelligence from decades of Microsoft security experience to work. Make your threat detection and response smarter and faster with AI-driven security signals that modernize your security operations.

- k) Microsoft commits to follow all laws and regulations applicable to its provision of the Online Services, including all applicable Norwegian federal laws and regulations. Customers are responsible for ensuring compliance with laws and regulations specific to their industry and specific use of the services.
- l) Microsoft is taking a leadership position in the industry with our sustainability commitments.
- By 2030 Microsoft will be carbon negative, and by 2050 Microsoft will remove from the environment all the carbon the company has emitted either directly or by electrical consumption since it was founded in 1975, inclusive of our datacenter operations.
 - By 2025, we will shift to 100 percent supply of renewable energy, meaning that we will have power purchase agreements for green energy contracted for 100 percent of carbon emitting electricity consumed by all our datacenters.
 - Better tracking of carbon starts by creating greater transparency on the carbon impact of services and products. The Microsoft Sustainability Calculator analyzes the estimated emissions from Azure services through a Power BI dashboard. This helps customers better understand the carbon impact of their cloud workloads, discover the potential benefits from fully migrating to Azure, and assists them in reporting their carbon footprint for IT services for the often hard-to-track Scope 3 emissions.
 - Azure enterprise customers can get started by downloading the Microsoft Sustainability Calculator from AppSource, available [HERE](#).
- m) Microsoft's cloud services offer customers an energy efficient and carbon neutral alternative to running their own private datacenters. A new report shows that Microsoft Cloud services are up to 93 percent more energy efficient and up to 98 percent more carbon efficient than traditional enterprise datacenters. You can access the full report [HERE](#). We continue to focus on [R&D for efficiency](#) and [renewable energy](#) and will also launch a new data-driven circular cloud initiative using the Internet of Things (IoT), blockchain and artificial intelligence (AI) to monitor performance and streamline our reuse, resale and recycling of datacenter assets, including servers.
- n) The Norway datacenters are eco-friendly. Norway's ample supply of hydroelectric power, as well as access to other renewables, offers reliable and renewable energy benefits to our datacenter regions in Norway.

Thanks,
The Modern Workplace Team