Modern Work FAQ - Cross-tenant User Data Migration

Frequently Asked Questions

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Cross-tenant user data migration

1. **What is Cross-tenant user data migration?**

   This offer will support customers with cross-tenant user data migration needs by allowing them to perform tenant-to-tenant user data migrations of Exchange Online and OneDrive for Business data.

2. **Are there any pre-requisites for purchasing Cross-tenant user data migration?**

   Microsoft 365 Business Basic/Business Standard/Business Premium/F1/F3/E3/A3/E5/A5; Office 365 F3/E1/A1/E3/A3/E5/A5; Exchange Online.

3. **Through which channels is Cross-tenant user data migration available?**

   Enterprise Agreement (EA)/Enterprise Subscription (EAS) only.

4. **To which customer segments is Cross-tenant user data migration available for purchase?**

   Cross-tenant user data migration is available to Commercial (including WW Commercial Public Sector) and Non-profit customers.

5. **Can customers use the Cross-tenant user data migration offer for partial user data migrations?**

   Cross-tenant user data migration is applicable to user data only. Some or all users in a tenant may transfer their data as part of this SKU.

6. **Why might a customer need to migrate user data to another tenant?**

   The need for user data migrations are typically a result of an organizational merger/acquisition or divestiture.

7. **What are the steps required to perform a Cross-tenant user data migration? Is there any technical guidance available?**

   Please review the [Cross-tenant mailbox migration](#) article on Microsoft Learn for technical guidance.

8. **Should the destination tenant or the source tenant acquire the Cross-tenant user data migration licenses?**

   Cross-tenant user data migration licenses should be purchased via the destination tenant.

9. **Do customers also need to license shared mailboxes for Cross-tenant user data migrations?**

   No. The Cross-tenant user data migration license only applies to user mailbox migrations. Shared mailboxes can move without an additional Cross-tenant user data migration license.

10. **How long will customers have to migrate their user's data once they have purchased the Cross-tenant user data migration SKU? Does the license expire?**

    Per user Cross-tenant user data migration licenses are valid for one user's mailbox and OneDrive migration cross-tenant. This single use license is not valid after one use, or one year after purchase.

11. **Can a commercial Cross-tenant user data migration customer move their data to a GCC tenant?**

    No. Cross-tenant user data migration is available between commercial tenants only.

12. **Do customers have to transfer all user data at once or can a phased approach be used for the cross-tenant migration of user data?**

    This product will move all OneDrive documents, Exchange Online email messages, Calendar, and Task items in the mailbox for a single user. A OneDrive and an Exchange online mailbox do not have to be migrated at the same time; these resources are scheduled independently. You cannot however only migrate a subset of content from either the mailbox or the OneDrive, all mailbox data (emails, calendar items, tasks) or the entire OneDrive site is migrated.

13. **What about users who also have a need for transferring their SharePoint data? Will there be a separate paid offer in the future?**

    SharePoint functionality is not covered. Any functionality & licensing is TBD.

14. **Will transferred user data be subject to the new tenant's group policies or will existing policies from the source tenant be migrated and managed by the new tenant's Admin? How are policies reconciled after the transfer is completed to ensure the user data remains in compliance?**

    Retention and/or other policies are tenant specific and not migrated as part of this product. Once the data is migrated, the policies in the target tenant and/or those assigned to the user in it will be applicable to the migrated user data.

15. **What happens to the source mailbox once the migration has completed?**

    When a mailbox is migrated through the Cross-tenant user data migration, all email, including email held for litigation, is migrated. After the successful migration, the source mailbox will be deleted (meaning the mailbox will be undiscoverable, unavailable, and inaccessible in the source tenant (including mailboxes on litigation or retention hold)). Teams data and messages are not migrated as part of this product.

16. **What is the difference between the paid Cross-tenant user data migration offer and a VL tenant-to-tenant migration?**

    The Cross-tenant user data migration offer gives commercial customers the ability to move existing **user data** to a new commercial tenant, whereas tenant-to-tenant migrations allows for an existing Microsoft 365 tenant to move its licenses to a new tenant entirely.

17. **Where can I learn more about Cross-tenant user data migration?**

    Please refer to the [Cross-tenant mailbox migration](#) Microsoft Learn article.