



IT

CHANGING YOUR MICROSOFT 365 PROVIDER?

Find out whether you need a licence change, defederation or full migration



DO NOT CANCEL THE CURRENT SERVICE UNTIL THE EXIT ROUTE IS CONFIRMED AND TESTED



TENANT IDENTITY

- ☐ Tenant ID and display name confirmed
- ☐ onmicrosoft.com domain recorded
- ☐ All custom domains listed
- ☐ Dedicated or shared tenant confirmed

ADMINISTRATOR ACCESS

- ☐ Global Admin account independent of provider
- ☐ Cloud-only emergency account exists
- ☐ MFA on all admin accounts
- ☐ Recovery methods documented
- ☐ Delegated / GDAP relationships reviewed

AUTHENTICATION

- ☐ Domain federation status confirmed
- ☐ Provider defederation route identified
- ☐ Password reset plan prepared
- ☐ MFA re-registration plan prepared
- ☐ Service accounts and apps reviewed

LICENCES & BILLING

- ☐ Licence types and quantities recorded
- ☐ Contract renewal and notice dates noted
- ☐ Transfer eligibility confirmed
- ☐ Replacement licences arranged
- ☐ Licence overlap period planned

EMAIL SECURITY

- ☐ Spam filtering / gateway identified
- ☐ Defender or third-party filter reviewed
- ☐ Archiving and journalling checked
- ☐ DMARC monitoring reviewed
- ☐ Replacement security arranged

DOMAIN & DNS

- ☐ All DNS records exported and documented
- ☐ MX, SPF, DKIM, DMARC recorded
- ☐ Autodiscover and verification records noted
- ☐ Domain registrar confirmed
- ☐ Domain move assessed — only if required

BACKUP & RECOVERY

- ☐ Backup coverage confirmed
- ☐ Restore test completed
- ☐ Backup authentication reviewed
- ☐ Post-exit backup access confirmed

EXIT & HANDOVER

- ☐ Supported provider exit process confirmed
- ☐ User communications prepared
- ☐ Rollback plan documented
- ☐ SMTP devices reviewed
- ☐ Old delegated access removed post-exit
- ☐ Audit logs exported and retained

PROVIDER EXAMPLES (verify against your specific account):

GoDaddy: may support same-tenant transfer through official process | BT Business: some arrangements require mailbox backup, domain release and migration | CSP / IT provider: may involve subscription transfer or licence replacement



[Scan for the full Microsoft 365 Provider Exit guide](#)

