

How to Handle Storage Billing Inquiries_Storage

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Tags

cw.Storage-Billing

cw.TSG

Contents

- [Symptoms](#)
- [Cause \(scenarios\)](#)
- [Resolution](#)
- [Refunds](#)
- [Basic information about Azure Storage data abstractions](#)
- [How to enable logging?](#)
 - [More Information](#)
 - [Related TSGs](#)
- [Need additional help or have feedback?](#)

Symptoms

Oftentimes the Azure Subscription Management Team (ASMS) will open a collaboration tasks requesting assistance reading the bill regarding storage. It's the responsibility of ASMS to decipher the bill and they adhere to their escalation path. From a readiness standpoint in IaaS we don't know the billing meters. More importantly, we don't track storage operations on behalf of the customers, so it's imperative we educate about enabling storage analytics logging.

Cause (scenarios)


1. Managed disk snapshots (associated with VM) – data transfer out charges
2. Unexpected charges (egress)
3. How to read bill (storage related charges)
4. Calculating storage billing charges vs expectations
5. Usage Validation

Example: Capacity metrics show an unexpected increase in storage capacity usage

If you see sudden, unexpected changes in capacity usage in your storage account, you can investigate the reasons by first looking at your availability metrics; for example, an increase in the number of failed delete requests might lead to an increase in the amount of blob storage you are using as application-specific cleanup operations you might have expected to be freeing up space may not be working as expected (*for example, because the SAS tokens used for freeing up space have expired*).


Resolution

Steps ASMS engineers should complete prior to engaging the storage team for assistance with billing asks

1. Engage their respective TA
2. Did you validate the bill? *Escalate to ASE when relevant. Engage TA to discern.*
3. Do we have the required information for an effective collaboration?
 - ASMS engineer should reference [ASMS – Usage Validation and Billing Verification](#) 
 - Inform customer about implications of enabled/disabled logging.
 - **Note: Azure doesn't log most user actions. Instead, Microsoft logs resource usage for billing. If you notice a usage spike in the past and you didn't have logging enabled, Microsoft can't pinpoint the cause. Enable logging for the service that you want to view the increased usage for so that the appropriate technical team can assist you with the issue.**
 - Required details to be shared:
 - The bill details/spreadsheet you see for customer in the given time period.
 - Storage account name.
 - Time Period for which you see billing discrepancy and want storage team to investigate that.
 - Meter Id.
4. Did the ASMS engineer file an incident? If no, this should be completed prior to engaging the storage team.
 - This is imperative because it's prudent to identify the correct component team
 - An indicator on the billing report would be 'Microsoft.Storage' under the component consumed column for example
 - Note: Microsoft.Compute is not (storage) and we'll require collaboration from the compute EEEs for them to identify the cause of the data out transfer billing meter charges
5. If you have an uncertainty, please reach your TA for guidance. (IaaS Storage/ ASMS)






Refunds

- After a technical issue has been resolved and the customer requests a refund:
 1. Create a task with ASMS. (Alternatively, consider a separate case if customer is open as this may expedite matters.)
 2. Provide the ASMS support engineer with the following details:
 - The subscription GUID.
 - A detailed description of the issue.
 - The responsible party (Microsoft or the customer).
 - The impact on the customer.
 - The start date and time of issue (to the minute, if possible).
 - The end date and time of issue (to the minute, if possible).
 - A list of impacted services.

- The resource name (relevant name to show the resource in the usage report).
 - The resolution status of the issue.
 - All links related to the issue (IcM, product group, or other links to support refund requests).
3. ASMS support engineer will inform the customer that a grace case is being created on their behalf to help them with the refund. To create a grace case, go to [DfM Case Creation](#) .
 - **Note:** Create a grace case on behalf of the customer for either Professional or Premier.
4. Ownership of the grace case will be taken by ASMS support engineer.
 5. Close the task and instruct the customer ASMS will continue driving the refund effort.

Basic information about Azure Storage data abstractions




The Azure Storage platform includes the following data services:

- [Azure Blobs](#) : A massively scalable object store for text and binary data. Also includes support for big data analytics through Data Lake Storage Gen2.
- [Azure Files](#) : Managed file shares for cloud or on-premises deployments.
- [Azure Queues](#) : A messaging store for reliable messaging between application components.
- [Azure Tables](#) : A NoSQL store for schemaless storage of structured data.
- [Azure Disks](#) : Block-level storage volumes for Azure VMs.









Each service is accessed through a storage account.

How to enable logging?

If the customer does not have logs, the following links provide guidance on enabling logging. It's important to understand the difference between metrics and logs. Logs provide the granular details most customers are seeking (who/what performed CRUD operations). Equally important, kindly explain the constraints without logs and advise accordingly.

- [Azure Storage analytics logging](#) 
- [Monitoring Azure Blob Storage](#) 
- [Monitoring Azure Files](#) 

More Information


- [Understand the terms in your Azure usage and charges file](#) 
- [ASMS – Handling Credit Requests and Refunds | 3.8 Issue a Refund from the Technical Team](#) 
- [Understanding Windows Azure Storage Billing – Bandwidth, Transactions, and Capacity](#) 
- [Cost containment tools](#) 
- [This document explains that backups are, essentially, the same as snapshots. One critical difference is that they will go straight to a vault, and therefor never be visible as a snapshot](#)  [Intro to Azure Backup](#) 
- [Storage Lifecycle Management to automate snapshot retention and Storage Account tiering](#) 
- [Monitor, diagnose, and troubleshoot Microsoft Azure Storage](#) 

Related TSGs

[Storage Analytics Logs](#)

[How to Check Storage Billing Usage](#)

Need additional help or have feedback?

<i>To engage the Storage Billing SMEs...</i>	<i>To provide feedback on this page...</i>	<i>To provide kudos on this page...</i>
<p>Please reach out to Storage Billing SMEs </p> <p>Make sure to use the Ava process for faster assistance.</p>	<p>Use the Storage Billing Feedback form to submit detailed feedback on improvements or new content ideas for Storage Billing.</p> <p>Please note the link to the page is required when submitting feedback on existing pages! If it is a new content idea, please put N/A in the Wiki Page Link.</p>	<p>Use the Storage Billing Kudos form to submit kudos on the page. Kudos will help us improve our wiki content overall!</p> <p>Please note the link to the page is required when submitting kudos!</p>