TSG: How to Whitelist Subscriptions in Offer **Restricted Regions (Region Enable)**

Last updated by | Hamza Agel | Feb 25, 2022 at 7:51 AM PST

This TSG is part of GT for any change please contact hagel@microsoft.com

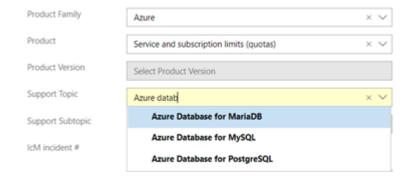
Issue:

This is a "How To" that covers how to whitelist a subscription for a restricted region.

Investigation/Analysis

Capacity team requests ASMS to submit the RDQuota instead of incident for all the Orcas related request. Once RDQuota is submitted to CM24X7, they will process the request.

If a customer had a case opened, transfer to ASMS queue <MSaaS ASMS Premier Billing> making sure to change the case product, support topic before transfer, and also make sure that this is a quota request before transfer, as in the below example:

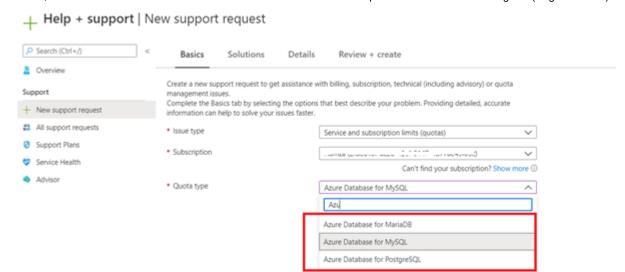


And after transferring, it should be transferred to the below queue:

Queue MSaaS ASMS Premier Billing and Pl

The Quota team has some bandwidth today, so we can transfer the quota related cases to them.

Later from the customer side in case any customer needs an access in the region they need to go ahead and create a "Service and Subscription limits (quotas)" from their Azure portal Help and support:



How good have you found this content?

