Billing & Cost refund related queries

Last updated by | Brian Wang | Sep 14, 2022 at 2:09 AM PDT

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Support Topic

If you've received a request on the refund or billing related queries, kindly make sure to select the support topic as:

Data Factory\General Guidance or Advisory\Optimizing cost

Troubleshooting

1. Query for meter id details. You can find the meter description here and find correct PG team if you need further escalation.

```
https://admstelemetry.eastus.kusto.windows.net/admstelemetry

AllAdfMeterIds
| where MeterId == <MeterId>

Sample:
AllAdfMeterIds
| where MeterId == '9d6f5dbf-90a1-46bc-85b7-e9c3f92bae35'
```

2. Find billing logs with the following Kusto queries

ADMS

```
https://azuredmprod.kusto.windows.net/AzureDataMovement

BillingEvent
```

SSIS

https://azuredmprod.kusto.windows.net/AzureDataMovement

AisBillingV3UsageEvent

ADF

https://adfcus.kusto.windows.net/AzureDataFactory and https://adfneu.kusto.windows.net/AzureDataFactory

BillingReportAggregated1Min

Synapse Links:

https://azuredmprod.kusto.windows.net/AzureDataMovement

SynapseLinkBillingUsageEvent

3. If logs can't be found in the tables above (data > 30days ago), you can check the aggregated billing summary in the following tables:

https://admstelemetry.eastus.kusto.windows.net/admstelemetry

Telemetry_ADFBillingEventStats_Daily

Telemetry_ADFBillingEventStats_Weekly

Telemetry_ADFBillingEventStats_Monthly

```
Sample:
Telemetry_ADFBillingEventStats_Daily
| where MeterId == '9d6f5dbf-90a1-46bc-85b7-e9c3f92bae35'
| where SubscriptionId == 'c80105bd-2658-486e-be65-a7e17d21e2e2'
| where WindowStartTS between (datetime(2022-03-01)..datetime(2022-03-30))
```

4. For those activities which happened long time ago and can't be found in kusto logs, you can check the aggregated summary kusto tables below:

https://admstelemetry.eastus.kusto.windows.net/admstelemetry

ADFActivityRuns_summary_MetricsDaily

ADFActivityRuns_summary_MetricsWeekly

ADFActivityRuns_summary_MetricsMonthly

```
Sample:
ADFActivityRuns_summary_MetricsDaily(datetime(2022-03-01), 1440*30)
| where SubscriptionId == 'c80105bd-2658-486e-be65-a7e17d21e2e2'
```

- Kindly refer to the following articles for pricing and billing related queries/FAQs:
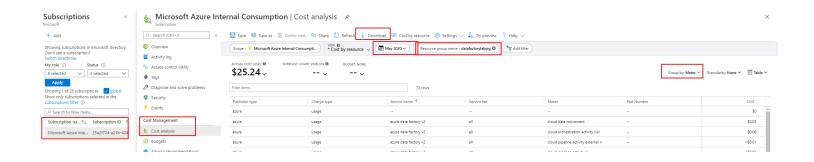
- ○ [Understanding Data Factory pricing through examples](#) ⧉

- ○ [Data Factory FAQs](#) ⧉
- For **Copy Activity** billing charges, kindly refer to this TSG: [Copy activity billing](#)

Data to collect before raising ICM

In scenarios that require escalation to PG for billing refund investigation to support customer requests, . Please make sure that the billing report is to be enclosed to ICMs

Steps to pull the billing report:

1. Go to the **subscription** where the factory was located in the Azure Portal.

2. Click on "**Cost analysis**" on the sidebar on the left.

3. In this window, select the **time range** where the issue occurred.

4. Group by "**Meter**".

5. Click "**Add filter**", select "**Resource**" from the first drop down, then select the resource id of the factory in question from the second drop down.

6. Click "**Download**" at the top of the window and share the report with us.

Process to issue a refund

Kindly refer to the official way of engagement with the billing team for refund requests, as many of us struggle daily without knowing if we should open a case on behalf of the customer, or a collab with billing, or simply ask the customer to open a case with billing.

This TSG from the billing team clarifies the process, specially point # 7 **Issuing a Refund from the Technical Team** (https://internal.support.services.microsoft.com/en-us/help/2646823 ⧉):

Additional Information:

- **Icm References**: ICM # [114721007](#) ⧉

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