2.3 Subscriptions, Support and Billing

- Requires phone number, credit card identity verification, Microsoft/GIthub account

▼ Subscription

- Used to create and use Azure services

- Created for you when you sign up

- Logical container used to provision resources in Azure as VMs, databases and more

- When you create an Azure resource like a VM, you identify the subscription it belongs to

  - As you use the VM, the usage of the VM is aggregated and billed monthly

- Each subscription is separate entity that can't be merged

Multiple Azure Subscriptions

- You can create new subscriptions to separate

  - **Environments**

    - For testing, security, or to isolate data for compliance reasons

    - Useful because resource access control occurs at the subscription level

  - **Organizational structures**

    - Example: limit a tam to lower-cost resources & allow IT department a full range

    - Allows you to manage and control access to the resources that users provision within each subscription

  - **Billing**

- Costs are first aggregated at the subscription level
    - Manage and track costs based on your needs
- Example: for production, development, testing
- Or due to **subscription limits**:
    - Subscriptions are bound to some hard limitations
        - Example: the max number of Express Route circuits per subscription is 10

▼ Billing

- You'll receive a monthly invoice with payment instructions provided
    - You also can set up for multiple invoices
- Customize billing
    - Allows you to have a single invoice for organization but organize charges by department, team, or project
    - Billing structure:
        - Structure:
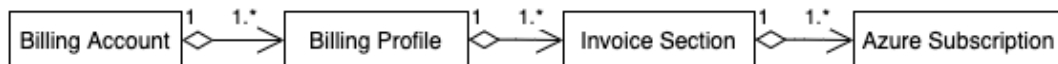
        - Each billing account has billing profile
            - Each billing profile has different invoice sections
                - Each invoice section can be coupled to different subscriptions
                    - Each invoice section is a line item on the invoice that shows the charges incurred that month

▼ Support

Free

- 24/7 access to the online documentation, community support, and new Azure capabilities

- **Azure Quickstart Center**: Guided experience in the portal

- **Azure Service Health**: Insights on issues related to your Azure services

- **Azure Advisor**: Personalized recommendations on how to optimize your cost and performance

Basic Support

- Included free for everyone

- Billing and subscription management support

- Ability to submit as many support tickets as you need

  - Either through

    - Help + support on top right menu or on resource level

      - Resource blade - Support + troubleshooting - New support request

Community Support

Channel	Description
Azure Knowledge Center	The Azure Knowledge Center is a searchable database that contains answers to common support questions
Microsoft Tech Community	Get support by reading responses to Azure technical questions from developers and testers
Stack Overflow	You can review answers to questions from development community
Server Fault	Review community responses to questions about System Network Admin in Azure
Azure Forums	Read ideas and suggestions for improving Azure made by Azure users

Paid

- Azure Support Plans

	Developer	Standard	Professional Direct
Best for	Non-critical workloads	Production workloads	Business-critical workloads
Reactive technical support	1 business day response	1-hour response for critical cases	1-hour response + priority tracking of critical cases
Proactive technical support	Not applicable	Not applicable	Access to a pool of technical experts

- You can also purchase Azure Premier Support

  - faster response time

  - Architecture/code review

  - onsite support