



Microsoft CSP Billing FAQ

Why am I seeing a single line item on my invoice when I used to see many lines?

A: We've consolidated the Microsoft Azure and Licensing line-item detail into 5 distinct line items for Azure Usage, Azure Reserved Instances and Marketplace Items, NCE licensing (M365, OneDrive, SharePoint, etc.), Subscription Software and Perpetual Software. You may only have one line, or you may have five depending on what was ordered during the last month. Details that were previously provided on the invoice in PDF form will now be provided in a spreadsheet format that can be easily sorted and analyzed.

What is the billing report I receive every month?

A: US Signal provides a detailed list of Microsoft CSP billing line items in an Excel spreadsheet every month and sends this with your invoice. This report can provide you insights in an easy-to-use format that can help you manage your Azure and licensing costs monthly.

Who can I contact to change the recipients of the monthly billing report and invoice(s)?

A: billing@ussignal.com

What are my options for invoicing and reporting Microsoft CSP billing information?

A: US Signal can make it easier for you to handle Microsoft billing with invoice and reporting customization. Please reach out to billing@ussignal.com to start the discussion.

How come there are so many billing lines for my licenses?

A: When a change is made to a license subscription, Microsoft will prorate changes by first removing the first quantity and a prorated price and then adding-in the new quantity at the prorated price. This can be confusing. US Signal has provided a sequence column in the Licensing Data sheet in the monthly report. In the example below, we are sorting the records by subscription, date of change and quantity. This is usually close to the order of events. Complicated situations where there are changes on the same day may not be sequenced perfectly but it gives you a good view of what changes actually happened during the month.

ItemId	Description	Sequence	MeterCategory	UnitOfMeas
602844	Microsoft Entra ID P1 - commercial - 1 Year (Monthly)	1	MS Cloud NCE Licenses - Corporate	Each
602844	Microsoft Entra ID P1 - commercial - 1 Year (Monthly)	2	MS Cloud NCE Licenses - Corporate	Each
602844	Microsoft Entra ID P1 - commercial - 1 Year (Monthly)	3	MS Cloud NCE Licenses - Corporate	Each
603094	Visio Plan 2 - commercial - 1 Year (Monthly)	1	MS Cloud NCE Licenses - Corporate	Each

Who do I contact if I have a billing question?

A: billing@ussignal.com

Who do I contact if I have a credit question for a Microsoft SLA issue?

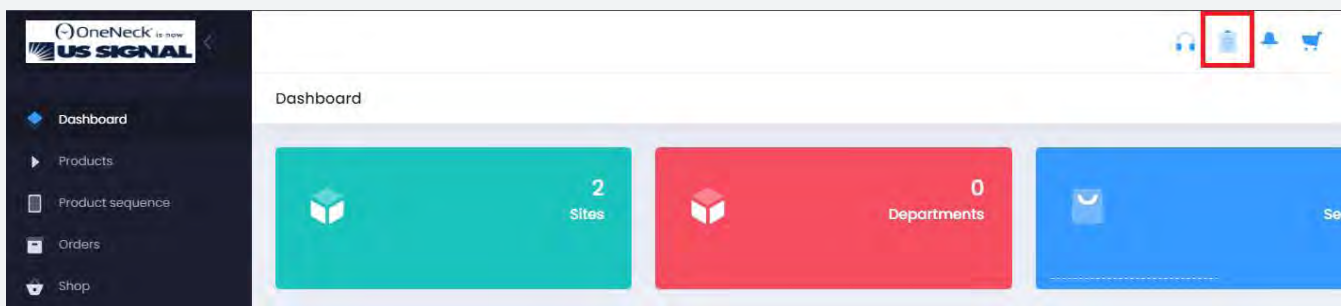
A: Please open a ticket with billing@ussignal.com. Please include the timeframe of the SLA outage and what services are impacted. Microsoft requires you request the SLA credit before the end of the month following the outage.

Why did my bill increase from last month?

A: OneNeck sends a report every month showing a detailed list of Azure and Licensing charges from Microsoft. You can compare those spreadsheets to determine exactly what has changed from month-to-month.

Who can I contact to see who made license changes to my account?

A: All license changes are logged in the CSP self-service portal (client changes) or in Microsoft Partner Center (US Signal changes). For client changes, use the Audit icon at the top of the CSP self-service screen to see who made changes through the portal.



For US Signal made changes, there will be a ticket in Cherwell and Partner center activity logs can be shared for your account. To get information from the Partner Center, please send in a ticket request to billing@ussignal.com asking for more information on the partner center activity log to see changes to your licensing.

