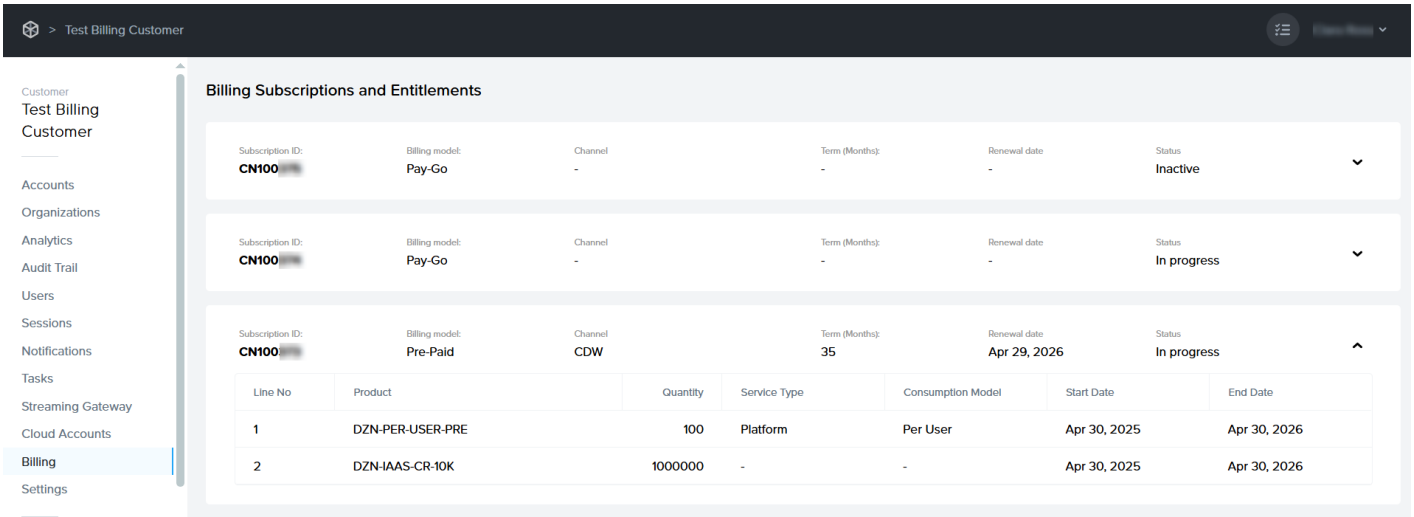
Billing

Overview

The Billing page in the Frame Admin Console provides Customer Administrators with a detailed view of their subscription and entitlement information. This feature improves transparency and allows you to self-serve your billing inquiries without needing to contact support.



To access your billing details, simply log in to the Frame Admin Console and select **Billing** from left-hand menu, under your Customer entity.

> Only users with Customer Administrator privileges will be able to view this section.

Subscription Details

Each subscription row includes the following fields:

- **Subscription ID:** Unique identifier for the subscription (e.g., CN100130-1)
- **Billing Model:** Indicates whether the subscription is Pre-Paid or Pay-Go
- **Sales Channel:** Displays the sales channel, if applicable (e.g., CDW)
- **Term (Months):** Total length of the subscription agreement
- **Renewal Date:** The date the subscription will automatically renew

- **Status:** Current status of the subscription (e.g., Active, In Progress, Inactive)

Clicking on a subscription expands the row to display the associated entitlements.

Entitlement Details

Each entitlement includes:

- **Line Number:** Numbered identifier for each product line
- **Product Name:** The name or SKU of the subscribed product
- **Quantity:** The number of units purchased
- **Service Type:** Category of service
- **Consumption Model:** Billing unit type (e.g., Per User, Per VM)
- **Start Date:** When entitlement usage begins
- **End Date:** When entitlement usage ends

Troubleshooting

If you have any questions about your billing details, contact our billing team at billing@dizzion.com.

For technical support accessing the Billing page or navigating the Frame Admin Console, please submit a support ticket, and our team will be happy to assist you.

Revision #3
Created 1 October 2025 04:53:37
Updated 13 January 2026 14:38:57 by Dominik Conrad