



Reduce Quantity of Existing Service-License

Fusion Connect Client Portal

Resources

Watch a Video:

[Reduce Quantity of Existing Service-License](#)

More Resources:

See a complete list of Fusion Connect Client Portal self-support documents here:








<https://www.fusionconnect.com/support/ms-teams-support>

Reduce Quantity of Existing Service-License...

The Services Tile displays a list of the services that Fusion Connect offers. Services you currently subscribe to will appear in bold with the number of sites you have in parentheses next to the service type.

Note: Services you do not currently subscribe to will appear in grey.

For Microsoft Services, click on your *IT Software & Services* section:

Services ?				
Internet (1) 	Managed Network & Security (1) 	Unified Communications (6) 	IT Software & Services (5) 	WiFi (0) 
Equipment (57) 	Phone Lines (0) 			

This will open a new Tab within your Portal listing your Site(s) and their service(s). Choose the site/service by clicking the Kabob icon and choose "Manage Services":

The screenshot shows the Fusion Connect portal interface. At the top, there is a search bar and navigation tabs for 'Sample Company Customer Overview' and 'Sample Company Customer Services'. Below the navigation, there are category icons for 'Internet', 'Managed Network & Security', 'Unified Communications', and 'IT Software & Services'. A section for '1 sites' is visible, with a dropdown menu for 'Sample Company'. The dropdown menu is open, showing options: 'Sample Company', 'Manage Services', and 'Create Ticket'. The 'Manage Services' option is highlighted with a red box.

In the Services section, select a specific Product/License by clicking its "pop-out window" icon:

The screenshot shows a table titled 'Services for Sample Company Provider (samplecompany.something.com)'. The table has columns: Service, Billing Type, Billed, Term, Unit Price, Quantity, Total, Effective, Term End, and Auto Renew. The 'Microsoft 365 E3' row is highlighted with a red box, and its 'pop-out window' icon is also highlighted with a red box and a red arrow.

Service	Billing Type	Billed	Term	Unit Price	Quantity	Total	Effective	Term End	Auto Renew
Azure Plan	Usage	Annual	Monthly						
Microsoft 365 E3	License	Monthly	Monthly	43.20	1	43.20	03/18/2024	04/18/2024	✓
Microsoft 365 E5	License	Annual	Annual	684.00	1	684.00	03/18/2024	03/18/2025	✓

Here, you can change the quantity of your service by clicking "Change Quantity". This allows the ability to change the quantity of your service.

The screenshot shows the 'Sample Company Microsoft 365 E3' service details page. It displays various fields for the service: Service (Microsoft 365 E3), Unit Price (43.20), Billed (Monthly), Quantity (1), Term (Monthly), Total (43.20), Effective (03/18/2024), and Term End (04/18/2024). The 'Auto Renew' checkbox is checked. A red box highlights the 'Change Quantity' button, and another red box highlights the 'Edit' button at the bottom right.

If you wish to *reduce your License quantity*, enter your revised quantity in the **New Quantity*** field.

For **Change Effective***, click the drop down and choose either ***“Immediately”*** (if you want to reduce services immediately) -or choose ***“On Renewal”*** if you want services reduced when you auto-renew. You can also enter your own alpha/numeric Order Reference if you wish.

Clicking **“Submit Order”**, your new service will be added within the Change Effective time frame chosen:

Change Quantity of Microsoft 365 E3

Current Quantity	2
New Quantity *	1
Change Effective *	Immediately ▼
Order Reference	(No Selection)
License	Immediately On Renewal

By clicking “Submit Order”, Customer is requesting Fusion Connect to reduce the quantity of provisioned licenses. Fusion Connect will request Microsoft reduce the licenses for the specified effective date. Microsoft may be unable to comply with the request if there are insufficient licenses available to be reduced according to license terms. Customer is responsible for validating successful provisioning via the change history.

Submit Order Cancel