



Requesting a Credit Limit Increase

Fusion Connect Client Portal

Resources

Watch a Video:

[Requesting a Credit Limit Increase](#)

More Resources:

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








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

Requesting a Credit Limit Increase...

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".

Sample Company Customer Services

Internet Managed Network & Security Unified Communications IT Software & Services

Sites States

1 sites

Sample Company

Site	Service
Sample Company	Microsoft Services
Manage Services	
Create Ticket	

In your Microsoft Services tab, your established Credit Limit is viewable:

If you would like to add a new product, first request it by clicking "Open Ticket Requesting Product Availability". Once the product is available, click "Add Product" to place an order.

[Open Ticket Requesting Product Availability](#)
[Add Product](#)

Your credit limit is specified below. If a new order requires a credit limit increase, click "Open Ticket Requesting Credit Review/Increase".

Credit Limit 10000.00

[Open Ticket Requesting Credit Review/Increase](#)

You can request a Credit Limit Increase by clicking **“Open Ticket Requesting Credit Review/Increase”**. This allows you to create a ticket to Fusion Connect requesting an increase of your Credit Limit to purchase other products or add quantities to your already purchased services...

Open Ticket Requesting Credit Limit Increase

Please provide the requested credit limit increase, a reason for the request, and then click Open Ticket.

Contact Name *

Contact Phone *

Requested Increase *

Reason

Access Hours

Use Custom Service Hours

All tickets created will be available in your Tickets Tile of your Portal login Overview tab. There, you can access your ticket(s) to make comments to the Fusion Connect Team working your specific ticket request.