

Cloud Billing Support

All **Google Cloud**, **Google Maps Platform**, and **G Suite** accounts get **free support for billing and payments issues**. If you need help with your Cloud Billing account, this page describes how to contact Cloud Billing Support, depending on the products you are using:

- [Google Cloud customers](#) (#gcp-accounts)
- [Google Maps Platform customers](#) (#gmp-accounts)
- [G Suite customers](#) (#gsuite-accounts)

This page also shows you where to get more information about managing and troubleshooting your Cloud Billing account.

Cloud Billing Support is available in several regions and languages. For information about support availability, see [Google Cloud Support Plans](#) (/support)).

Cloud Billing Support resources

- The [Cloud Billing documentation](#) (/billing/docs) contains useful articles that can help you manage your billing account, modify settings, and resolve common issues.
- You can resolve billing concerns by using the [Cloud Billing troubleshooter](#) (<https://support.google.com/cloud/troubleshooter/7279311>).
- The Cloud Billing page in the Google Cloud Console is where you make changes to your billing account settings, set up budgets and alerts, view payment history, and export billing data.

[Go to the Cloud Billing page](https://console.cloud.google.com/billing) (<https://console.cloud.google.com/billing>)

Billing support for Google Cloud customers

If you are not able to resolve your billing and payments concerns, contact Cloud Billing Support.

submitting troubleshooting data to Support, please ensure you remove any sensitive data, such as account IDs, government identification numbers, cardholder data, confidential business data, or other sensitive information. We will use the troubleshooting data to help us address your support issues and to improve our service in accordance with the [Google Privacy Policy](https://policies.google.com/privacy) (<https://policies.google.com/privacy>).

How to contact Cloud Billing Support

For Billing Administrators

For Cloud Billing accounts you own, follow this link to contact Cloud Billing Support. Note that **you must be a billing administrator** on at least one Cloud Billing account to use this contact method.

[Contact Cloud Billing Support](https://console.cloud.google.com/support/chat) (<https://console.cloud.google.com/support/chat>)

If you receive an error message when you attempt to contact Cloud Billing Support, consider the following options:

- Sign into a billing administrator account or ask a billing administrator on the Cloud Billing account to contact support on your behalf.
- If you use Google Cloud through a reseller or other Google Partner, you must contact them for billing support.

Alternative options to contact support

If you are **not a billing administrator** on at least one Cloud Billing account, and you don't know how to contact your billing administrator, visit our contact troubleshooter to find an alternative contact option, depending on your issue. Issues might include:

- Unrecognized Google Cloud charges
- Inquiries related to Google Cloud account suspensions
- Request Google Cloud account and resource recovery

[Support Contact Troubleshooter](https://support.google.com/cloud/troubleshooter/9664343) (<https://support.google.com/cloud/troubleshooter/9664343>)

Billing support for Google Maps Platform customers

Google Maps Platform customers need a valid Cloud Billing account to use the Google Maps Platform APIs and to file product support cases in the Google Cloud Console.

Common billing and payments issues include:

- Your Cloud Billing account is disabled.
- The credit card you are using to pay for your Cloud Billing account is expired.

To get billing support for your Google Maps Platform account:

- If you are a Google Maps Platform customer with a valid Cloud Billing account linked to your project, log in to the [Google Cloud Console to contact Google Maps Platform support](https://console.cloud.google.com/google/maps-apis/support) (<https://console.cloud.google.com/google/maps-apis/support>).
- If you are not able to access the Google Cloud Console, and you need help enabling or fixing the Cloud Billing account that is linked to your Google Maps Platform projects, contact us using the [Google Maps Platform billing support form](https://support.google.com/cloud/contact/maps_billing_support) (https://support.google.com/cloud/contact/maps_billing_support).

★ **Note:** For Google Maps Platform customers, support is provided only in English.

Billing support for G Suite customers

To troubleshoot issues with a suspended G Suite account or service, including making sure you have a valid form of payment set up, visit the [Billing & payment issues docs](https://support.google.com/a/topic/2413217) (<https://support.google.com/a/topic/2413217>) in G Suite Admin Help.

If you have lost access to the billing administrator account associated with a G Suite account, you need to contact your [Super Administrator](https://support.google.com/a/answer/6208960) (<https://support.google.com/a/answer/6208960>) for assistance or contact [G Suite Admin support](https://support.google.com/a/contact/recovery_form) (https://support.google.com/a/contact/recovery_form).

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