Subject: Your chat transcript for Case #39761270
From: Google Workspace Support <workspacesupport@google.com
Date: 28-06-2022, 13:15
To: "buffer1@

Google Workspace

Hello there,

Thank you for contacting the Google Workspace Support team. This is an automated email to confirm support case 39761270 has been created from your recent chat. If you have anything additional you would like to add, simply reply to this email.

Here are some details about your case:

Subject: Storage limit for individual user
Chat transcript:
Chat started: Tue, 28 Jun 2022 00:03:33 -0700

Google Workspace Support, Hanna Mae: Thank you for contacting Google Workspace Support. My name is Hanna Mae and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

Google Workspace Support, Hanna Mae: Hello! Thank you for reaching Google Workspace support. How are you today?

Google Workspace Support, Hanna Mae: For me to address you properly, may I know your name please?

Buffer 1: Hello Hanna Mae

Buffer 1: My name is

Google Workspace Support, Hanna Mae: Hi   !

Buffer 1: I need your help to increase storage limit of individual user.

Google Workspace Support, Hanna Mae: Sure thing! I understand that you need

assistance with the increasing storage limit of individual user. I'd be more than willing to help you.

Buffer 1: Thank you

Google Workspace Support, Hanna Mae: My pleasure to help.

Google Workspace Support, Hanna Mae: I can see how important this is and I will check all options available for you.

Google Workspace Support, Hanna Mae: I will go ahead and pull your account.

Buffer 1: Okay

Google Workspace Support, Hanna Mae: Thank you.

Google Workspace Support, Hanna Mae: Kindly allow me for 2-5 minutes to check on my end.

Buffer 1: Okay

Google Workspace Support, Hanna Mae: Thanks for patiently waiting.

Google Workspace Support, Hanna Mae: I did check my resources to increase the storage limit of individual users that's why it took me some time. Allow me to explain, for your current subscription G Suite Basic as of the moment there is no option yet to add storage. However I found another solution and this is the best option I can think of.

We can upgrade your subscription to Google Workspace Business Standard, with this all users will get 2TB which is virtually unlimited. And having this option all storage will be shared among all users, for an instance you currently have 13 users and you will get a total of 26TB shared storage and be able to manage your storage.

Google Workspace Support, Hanna Mae: I can extend my help by getting one of my colleagues from our Sales Team to also check for huge discounts or special offers for you when you upgrade to Google Workspace Business Standard.

Buffer 1: Okay.

Google Workspace Support, Hanna Mae: Thank you so much.

Buffer 1: So what I understand that this feature is not available in Google Workspace Starter

Buffer 1: Which current subscription we have.

Google Workspace Support, Hanna Mae: Yes please, basically Google Workspace Starter is same as G Suite Basic which only provides 30GB storage per user.

Buffer 1: And also, user cannot buy Individual Storage from user's login. As they were able to do it previously.

Google Workspace Support, Hanna Mae: That is right.

Google Workspace Support, Hanna Mae: I appreciate you letting me know.

Buffer 1: So if any single user require to upgrade storage, we need to upgrade subscription to Google Workspace Standard for total number of licenses.

Buffer 1: As we cannot upgrade license of any single user.

Google Workspace Support, Hanna Mae: The option for that is no longer available for now for Google Workspace Business Starter.

Buffer 1: So only option is that we need to upgrade subscription to Google Workspace Standard for total number of licenses.

Google Workspace Support, Hanna Mae: Yes, no worries we will get help from our Sales for you to see for a special offer. This will be the best solution for adding storage until we get the Individual Storage added back again as an option.

Buffer 1: Okay

Google Workspace Support, Hanna Mae: To confirm this, you mat try to log into drive.google.com using the account you want to add storage please?

Google Workspace Support, Hanna Mae: Just to double check if we still have the option to increase storage for a specific account as this works before.

Buffer 1: Okay

Buffer 1: Let me check

Google Workspace Support, Hanna Mae: Perfect!

Google Workspace Support, Hanna Mae: Please let me know if you have an option, thanks for your effort.

Buffer 1: It's showing your storage is full message only.

Buffer 1: No option to increase storage.

Google Workspace Support, Hanna Mae: Can you try this:

1.Open Google Drive or go to drive.google.com. (If you don't have it, download the Google Drive app.)

2.On the top left, tap Menu. Settings.

3.Tap Upgrade Storage.

4.Scroll down and choose a different storage plan. ...

5.Choose your payment type and tap Subscribe.

Google Workspace Support, Hanna Mae: May I know if it gives you the option?

Buffer 1: Give me a minute

Google Workspace Support, Hanna Mae: Sure, no problem. Kindly get back with me within 5 minutes please so our chat will not automatically close due to chat session time-out.

Buffer 1: Okay

Google Workspace Support, Hanna Mae: Thanks.

Buffer 1: Sorry for the delay.

Google Workspace Support, Hanna Mae: Sure, that is okay.

Google Workspace Support, Hanna Mae: Let me know if you need more time, I am just right here.

Buffer 1: I require some more time to check.

Buffer 1: So for now we can end chat.

Google Workspace Support, Hanna Mae: I see, no worries.

Buffer 1: I will contact support once go through steps as per your suggestions.

Google Workspace Support, Hanna Mae: I would still like to help so if you could please respond to my email after our chat interaction to let me know please if you will have an option, that would be really great and we can get to the resolution of the issue at hand.

Buffer 1: Sure.

Google Workspace Support, Hanna Mae: I will be monitoring your case and be glad to respond to your email.

Buffer 1: Thanks for your support.

Google Workspace Support, Hanna Mae: Anything else please?

Buffer 1: Thank you so much.

Google Workspace Support, Hanna Mae: You are most welcome, I hope that we here at Google made things easy for you today.

Google Workspace Support, Hanna Mae: Good luck and good wishes for your organization/business.

Google Workspace Support, Hanna Mae: Thanks for contacting Google Workspace Support, it's been a pleasure working with you today. For now, I'll be closing this case temporarily but you may reopen this within the next 30 days in case something comes up and you need assistance about it. Just simply reply to the chat transcript that you will receive after this chat and I'll follow up with you as soon as possible. This will save explaining your concern to a different support which will be an easy fix for me.

If there are other concerns aside from what we've discussed, feel free to start a chat session for help and this is the link for reference http://workspace.google.com/contactsupport.

Google Workspace Support, Mukul: Thank you for contacting Google Workspace Support. My name is Mukul and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

Best Regards,
Google Workspace Support

[ref:_00Df423Flu._5004Msff6m:ref;]

Google