



## FAQS

# Cloud Market: Cloud Billing Models

Once you've gained access to Cloud Market, here's a useful guide on how billing works at Giacom, including examples.

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# 1.

## Snapshot

You're only billed for licenses that are active on the 26th of each month, with the full monthly cost charged on the 27th for each active license. If licenses are added and subsequently removed within the billing cycle, there will be no charges for the period during which the license was active.

### Example

1. On the 10th of the month, three licenses for Product A are added, each priced at £3.00.
2. On the 26th, we note that you possess three licenses for Product A.
3. On the 27th, you will be invoiced £9.00 for Product A, calculated as three licenses at £3.00 each.

### 1.1 Products billed by this method

- Acronis Data Backup (including Backup for Office 365 but not pay-per-Gigabyte)
- Bitdefender
- Email Encryption Suite by DeliverySlip
- Email Security
- Hosted Exchange
- SharePoint



## 2.

### Advance billing with pro-rata daily charges

An upfront charge will apply to each subscription or license that remains active on the 26th of the month. If a subscription is added or removed between billing dates, the usage for the days in question will be billed at the end of the month.

#### Note

The billing for the current month includes the day the subscription is added. For instance, adding a subscription on the 20th would result in a charge for 7 days.

Since this is advance billing, you will be invoiced for the subsequent month.

1. After the invoice is generated on the 27th, you'll be charged in advance for the upcoming month for all subscriptions that are active on the 26th.
2. If a subscription is added partway through the month, the initial invoice for that subscription will include:
  - > The number of days usage in the month it was added PLUS.
  - > The advance bill for the following month.

#### Note

That's why the initial invoice for a newly added subscription may exceed the regular monthly fee.

If a subscription is terminated partway through the month, the unused portion of the advance payment will be refunded, ensuring you're only charged for the total usage. This refund will be reflected on your next invoice as follows:

1. A complete reimbursement of the upfront monthly fee.
2. A charge for the usage days prior to cancellation.

This excerpt from a sample post-billing report exemplifies this.

Microsoft services	Period	Line cost
Annual subscription starting 07/06/2019, ID: 2ef5bdfc-e(b5-406b-8cfa-7e7e7e7e7e7e)		
1 x Exchange Online (Plan 1)	27/06/2019 - 26/07/2019 (quantity change refund)	- £1,100
1 x Exchange Online (Plan 1)	27/06/2019 - 24/07/2019	£1,100

This is the refund for the full month

This is the usage charge for the part month

## 2.1 Products billed in advance with pro-rata daily charges

- Cloud Network Drive
- Cloud Server
- Dynamics 365
- EM+S
- HEX Backup by Dropsuite
- ManageX (pro-rata after free trial period)
- Microsoft 365
- Microsoft 365 Secure
- Office 365 Backup by skykick
- Power BI
- Security Awareness by usecure (pro-rata after 14-day free trial period)
- Teams Direct Routing
- Webroot (pro-rata after 30-day free trial period)

## 3. Consumption Based

### 3.1 Products without a set monthly fee are billed based on actual resource usage each month.

- Acronis Cyber Cloud (Additional storage costs. Not the base licence cost)
- Acronis pay per GB
- Microsoft Azure

We receive daily usage reports from the vendor, and your invoice will reflect the latest usage report.

Estimating Azure usage for specific use cases can be challenging. Microsoft offers the [Azure Pricing Calculator](#) to help you generate estimates for different scenarios.



# 4.

## Advanced billing > whole months only

An upfront fee will apply to each subscription or license that remains active on the 26th. If a product is added during the billing period and removed before the 26th, no charges will occur. However, if a product is removed during the billing period, there will be no refund for the unused portion of the upfront monthly fee.

### 4.1 Products billed in advance - whole months only

- Acronis Cyber Cloud (Base licence cost. Not the additional cloud storage costs)
- Acronis Files Cloud
- Bitdefender Add-ons
- O365 Email Security by Vade Secure
- O365 Email Signatures by Exclaimer
- TitanHQ

### One-time charge

We bill a one-time charge for each item purchased, which will be invoiced on the 27th of the month of purchase. The following products are billed with a one-time charge and do not incur any recurring monthly billing:

- BitTitan MigrationWiz.
- Microsoft Perpetual Licensing.
- Azure reserved instance.
- Azure Server Subscription

### Note

Billing recurs after 1 or 3 year term. Update: Azure reserved instance can now be paid monthly in advance.

