

Streamline Your Payments:

A Complete Guide to Subscriptions, Billing and Invoicing.

StorVault Subscription Services

StorVault offers its services through subscription payments (monthly or annual), ensuring customers have continuous access to the services as long as they maintain their subscriptions.

Subscriptions are billed and invoiced in advance on the last day of the month based on the peak usage during the subscription period.

The subscription period refers to the duration a subscription service is active and for which a customer is billed. The period can be monthly or annually.

The billed amount is calculated based on the subscription quantity and usage consumed up to the billing date.

- **Subscription Quantity:** Refers to the initial amount or level of service the customer subscribes to at the beginning of the subscription period.
- **Usage:** Refers to the actual consumption or utilisation of the subscribed services during the subscription period, which may vary and affect the final billing amount.

When a subscription is billed and invoiced in advance, the invoice specifies usage charges for the services consumed up to the billing date and covers costs for the upcoming period.

Here are the key points to note:

- **Billed:** This indicates that the payment for the subscription will be processed.
- **Invoiced:** This confirms that an official document detailing the charges will be issued.
- **Period:** Specifies that this process occurs on a recurring monthly or annual basis.
- **In Advance:** Specifies that payment and invoicing occur before the service period starts.

Customers are responsible for maintaining the subscription quantity and usage that are being billed for the services consumed. To facilitate the management of these subscriptions, StorVault provides its customers with a self-service portal where subscriptions can be managed and monitored.

1. Subscription Billing and Invoicing

Customers can sign up for subscription services on either a monthly or annual basis. Storvault also offers a free trial. During the trial, customers will not be billed for the service. The trial subscription can be cancelled during the trial period without incurring any future billing. If the subscription is not cancelled, it will automatically transition to a paid subscription and be billed according to the terms and rates of a new subscription.

1.1 Monthly Subscription

Monthly subscriptions are automatically renewed on the last day of each month, with billing and invoicing done in advance according to peak usage during the subscription period.

This means customers will be charged and receive an invoice for their subscription fees at the beginning of each month, covering the upcoming month of service.

1.2 Annual Subscription

Annual subscriptions automatically renew on the last day of the month at the end of the period. The subscription is then billed and invoiced in advance on the last day of the month, based on the current subscription quantity or usage.

This means that on the annual subscription renewal date, customers will be billed based on their usage in the renewal month. They will receive an invoice for their subscription fees on the last day of that month, covering the service for the upcoming year.

2. Pro Rata Billing

StorVault bills a subscription fee in advance for either monthly or annual subscriptions. When you sign up for a new service or upgrade an existing one, you will be charged upfront. A pro-rata amount is calculated based on the number of days remaining until the end of the subscription period.

2.1 Monthly Subscription

Monthly subscriptions renew monthly and are billed in advance on the last day of the month. This means customers with monthly subscriptions are charged for the next month's service on the last day of the current month.

However, when a new subscription is created or an existing subscription is upgraded within a month, it will be billed a pro-rata amount for the remaining days of that month. Additionally, at the end of the month, the subscription will then be billed in advance for the full amount for the upcoming month.

The pro-rata amount is calculated as follows:

*(Subscription amount / Total days in month) * Days remaining in month*

2.2 Annual Subscription

Annual subscriptions renew annually and are billed in advance on the last day of the month, covering the upcoming year of service.

When an existing annual subscription is upgraded during the subscription period, the upgrade will be billed on a pro-rata basis for the remaining days in the period and invoiced on the last day of the current month.

The pro-rata amount is calculated as follows:

*(Subscription amount / Total days in year) * Days remaining in year*

2.3 Subscription upgrade from Monthly to Annual

A monthly subscription can be upgraded to an annual subscription. When a monthly subscription is upgraded, the annual subscription fee will be billed and invoiced on the last day of the current month, covering the upcoming year of service.

3. Subscription Remediation

3.1 Monthly Subscription

If a monthly subscription exceeds its licensed quantity or usage during the subscription period, the customer will receive a notification. They will then have 7 days to address the overage. If the overage is not resolved within this time, the subscription's quantity or usage will automatically adjust to match the current level, and the customer will be billed a pro-rata amount for the excess usage for the remaining days of that month. Additionally, at the end of the month, the subscription will be billed in advance for the upcoming period.

3.2 Annual Subscription

If an annual subscription exceeds its licensed quantity or usage during the subscription period, the customer will receive a notification. They will then have 7 days to address the overage. If the overage is not resolved within this time, the subscription's quantity or usage will automatically adjust to match the current level, and the customer will be billed a pro-rata amount for the excess usage for the remaining days of the period. This charge will be invoiced on the last day of the current month.

4. Subscription Downgrade

4.1 Monthly Subscription

Monthly subscriptions can be downgraded to align with the current subscription usage. However, the new subscription fee will only be billed on the last day of the month for the new subscription period.

This means that if you downgrade your monthly subscription to match your usage, the new subscription fee will be charged at the end of the month and will apply to the next subscription period.

4.2 Annual Subscription

Annual subscriptions can be downgraded to align with current usage. However, the new subscription fee will only take effect on the subscription renewal date and will be billed on the last day of the month for the new subscription period. No refund will be provided for the difference in subscription usage.

An annual subscription can be downgraded to a monthly subscription on its anniversary date. After downgrading, the monthly subscription will be billed a pro-rata amount based on current usage and the remaining days of the month. Additionally, at the end of the month, the subscription will be billed and invoiced in advance for the upcoming month.

5. Subscription Cancellation

5.1 Monthly Subscription

Monthly subscriptions can be cancelled with one month's notice during the subscription period. As a result, the final billing will take place at the end of the current month, and the service will be discontinued at the end of the following month.

5.2 Annual Subscription

Annual subscriptions can be cancelled at any time during the subscription period. However, the service will remain active until the end of the current subscription period and will be discontinued upon reaching the subscription renewal date. Please note that no refunds will be issued for cancellations made before the subscription renewal date.

6. Subscription Reactivation

A monthly subscription cancelled and reactivated within the same month will be billed as normal. This means that if a monthly subscription is cancelled and then reactivated within the same month, the billing will proceed as if the subscription had never been cancelled. The customer will be charged the regular monthly fee without any interruptions or changes to the billing cycle.

Reactivating a subscription in the month before the service is discontinued will resume billing on the last day of that month. This means that if a subscription is reactivated in the month before the service is scheduled to be discontinued, billing for that subscription will start again and the customer will be charged on the last day of that same month. In other words, the reactivation prevents the service from being discontinued, and the billing cycle resumes at the end of the month in which the reactivation occurs.

Reactivations after the service has been discontinued will be treated as new subscriptions and billed accordingly. This means that if a subscription is reactivated after the service has already been discontinued, it will be considered a new subscription. As a result, the reactivated subscription will be billed according to the terms and rates of a new subscription, rather than continuing from where the previous subscription left off.



Let's CONNECT

Should you have any questions or need further assistance, please don't hesitate to contact us at helpdesk@storvault.co.za