

Billing Overview

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Excess Storage

What is excess storage usage in SkyConnect/Vaultastic V4/Ideolve?

I've been your customer for a while, why am I getting this bill now?

What is GB-day?

I have purchased storage per user as part of my subscription. Is each of my users consuming excess storage?

Can I get a detailed report about the storage consumption by my users?

Can I delete any excess email in my account to regularize my usage to my purchased quantities?

Do I have the option to purchase another block of storage and add that to my cumulative storage in one go, rather than this monthly bill?

What if I use less storage than what I have bought?

I am using excess storage and paying monthly. How does my monthly bill for excess storage change, if I buy a block of storage in the middle of the month?

Bills for Excess users in SkyConnect/Vaultastic/Ideolve

During my contract, if I need to add more user licenses, how is this handled?

Can you explain with an example of how the bill of extra users works?

What is this unit of measurement - User_day?

Overview

This document describes the billing system for the solution plans, products and services provided by Mithi.

Solution Packs, Products & Services

The solution plans, products and services provided by Mithi are as described in the table below:

Products

The products provided by Mithi are as described in the table below:

SkyConnect	Vaultastic (Version 4)	ClrStream	LegacyFlo	Ideolve	ConnectXF
SaaS service	SaaS service	SaaS service	SaaS service	SaaS Service	Product subscription
A secure and reliable hosted email service	A secure and reliable hosted email archival solution	Email security, continuity, and durability solution for your MS Exchange, Office 365, MDAemon, Postfix, PostMaster, Zimbra & other mail solutions.	LegacyFlo is an email data migration tool that lets you migrate email data quickly, securely, and easily with zero data loss or business disruption.	Team Collaboration to get work done effectively with shared workspaces and dynamic team organisation.	Mithi Connect Xf is an Enterprise Collaboration Server based on Linux and OSS components. It can be deployed in different setups to suit the different sizes and needs of an enterprise. This is typically deployed In-Premise (your own data center) on your servers and is managed and maintained by your own IT team.

Services

The Services provided by Mithi are as described in the table below. These services are optional services to improve the security and integration of the hosted solutions.

VPN	ADFS	Onboarding Services	Custom Services
SaaS service	SaaS service	Support Service	Product/service customization or integrations
This VPN solution helps you securely and privately access the cloud applications from our platform. It's a good solution for providing access to remote branches whose users are not allowed connection to the Internet. Billed by the number of connections you need.	To support authenticating with your MS ADS environment, an ADFS server has to be connected to your forest and deployed in the cloud. If you choose to have these ADFS resources in our cloud environment, there will be a recurring cost for the compute, VPN, storage, bandwidth, etc. Billed by the number of instances of ADFS you need.	A one-time service to onboard customers on any of the Mithi products or SaaS services.	A one-time service to customize or integrate Mithi Products and SaaS services.

Solution Packs

Solution packs which cater to use cases, are made up of two or more products and services. For example, the Vaultastic Solution Plans bundle Vaultastic stores, LegacyFlo migration credit and Ideolve for the Live Store usage.

The product quantities made available via the packs are finely tuned for the use cases they support. Customers can also buy additional credits on extra storage, access or migration needs using one of the Add Packs

Vaultastic-Continuity	Vaultastic-Supervision	Vaultastic-Compliance	Vaultastic-AccessCredits	Vaultastic-StorageCredits	Vaultastic-MigrationCredits
SaaS services	SaaS services	SaaS services	SaaS services	SaaS services	SaaS services
Pack of predefined quantities of Vaultastic 4 access & storage, LegacyFlo migration and Ideolve access and storage	Pack of predefined quantities of Vaultastic 4 access & storage, LegacyFlo migration and Ideolve access and storage	Pack of predefined quantities of Vaultastic 4 access & storage, LegacyFlo migration and Ideolve access and storage	Pack of predefined quantities of Vaultastic 4 access and Ideolve access and storage	Pack of predefined quantities of Vaultastic 4 storage	Pack of predefined quantities of LegacyFlo migration

Payment Agreements

You can subscribe to one or more of the Mithi services using a payment agreement. The payment agreements possible are as given in the table below

	PPU-Postpaid	PPU-Prepaid	Contract
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Status	Being phased out, not available for new orders	Active	Active
Agreement period	N.A.	1 year	1 year
Payments	Monthly, postpaid	Annual, prepaid	Annual, prepaid
Discount	None	None	10%
Refund	N.A.	No	No
Credits	N.A.	Amount paid is the credit available for the PPU usage. The prepaid amount that is not exhausted is transferred to the next agreement period as credits.	No
Under use of any SKU	N.A.	No impact on usage - the credit available will be adjusted	No impact
Extra usage for any SKU	N.A.	No impact on usage- the credits available will be adjusted	Extra usage will get added to the next renewal or billed immediately if the extra usage crosses over a pre-decided threshold.
Rates	Floating	Floating	Fixed for the contract period.
Credits getting over	N.A.	Immediate bill to be raised	N.A.
Invoice generated	Once a month	At start of agreement, on credits getting used up, and renewal.	At start of agreement, overuse of SKU, renewal

The following table maps the payment agreements available for the different products/services.

Service/Product/Pack	Contract	Pay Per Use (Prepaid and Postpaid)
SkyConnect	Yes	Yes
Vaultastic Version 4	Yes	Yes
ClrStream	Yes	Yes
LegacyFlo	Yes	Yes
Ideolve	Yes	Yes

Service/Product/Pack	Contract	Pay Per Use (Prepaid and Postpaid)
Connect XF	Yes	-
Vaultastic-Continuity	Yes	-
Vaultastic-Supervision	Yes	-
Vaultastic-Compliance	Yes	-
Vaultastic-StorageCredits	Yes	-
Vaultastic-AccessCredits	Yes	-
Vaultastic-MigrationCredits	Yes	-
VPN	Yes	-
ADFS	Yes	-
Onboarding Services	Yes	-
Custom Services	Yes	-

SKU/Item Codes

Vaultastic Solution Packs		
PPU	Contract	Extra Usage for contract
-	Vaultastic-Continuity	-
-	Vaultastic-Supervision	-
-	Vaultastic-Compliance	-
-	Vaultastic-AccessCredits	-
-	Vaultastic-StorageCredits	-
-	Vaultastic-MigrationCredits	-
Legacyflo		
PPU	Contract	Extra Usage for Contract
Legacyflo-Import-PPU	LegacyFlo-Import	LegacyFlo-Import-EU

Legacyflo-Migrate-PPU	LegacyFlo-Migrate	LegacyFlo-Migrate-EU
Legacyflo-Backup-PPU	LegacyFlo-Backup	LegacyFlo-Backup-EU
Legacyflo-Export-PPU	LegacyFlo-Export	LegacyFlo-Export-EU
Legacyflo-ActiveToInactive-PPU	LegacyFlo-ActiveToInactive	LegacyFlo-ActiveToInactive-EU
Legacyflo-InactiveToActive-PPU	LegacyFlo-InactiveToActive	LegacyFlo-InactiveToActive-EU
VaultasticV4		
PPU	Contract	Extra Usage for Contract
Vaultastic-Active-Store-PPU	Vaultastic-Active-Store	Vaultastic-Active-Store-EU (formerly VAULTECS)
Vaultastic-Client-Access-PPU	Vaultastic-Client-Access	Vaultastic-Client-Access-EU (formerly VAULTEU)
Vaultastic-Inactive-Store-PPU	Vaultastic-Inactive-Store	Vaultastic-Inactive-Store-EU (formerly VAULTECIS)
SkyConnect		
PPU	Contract	Extra Usage for Contract
SkyConnect-Storage-PPU	SkyConnect-Storage(formerly Mithi SkyConnect MyPlan - Storage)	SkyConnect-Storage-EU(formerly SKYECS)
SkyConnect-Apps-PPU	SkyConnect-Apps(formerly Mithi SkyConnect MyPlan - Basic)	SkyConnect-Apps-EU(formerly SKYEU)
ConnectXF		
PPU	Contract	Extra Usage for Contract
-	Connect XF subscription (formerly Connect XF Enterprise/Endeavour/In prem archival/SkyConnect gateway)	-
Ideolve		
PPU	Contract	Extra Usage for Contract

Ideolve-FileStorage-PPU	Ideolve-FileStorage	Ideolve-FileStorage-EU
Ideolve-Apps-PPU	Ideolve-Apps	Ideolve-Apps-EU
ClrStream		
PPU	Contract	Extra Usage for contract
ClrStream-Apps-PPU	ClrStream-Apps	ClrStream-Apps-EU
VPN		
PPU	Contract	Extra Usage for contract
VPN-PPU	VPN	VPN-EU
ADFS		
PPU	Contract	Extra usage for contract
ADFS-PPU	ADFS	ADFS-EU
Mithi One time services		
PPU	Contract	Extra Usage for contract
-	Mithi Onboarding Services	-
-	Mithi Custom Services	-

Usage units for Contract and PPU billing

The units for the Contract and Pay Per Use payment agreement are explained in the table below. If you have entered into a Contract payment agreement for a Mithi product and your usage is over the subscribed units, then your extra usage will be billed on a monthly basis. The unit for the extra usage is the same as the unit for Pay Per Use.

Resource	Contract billing	PPU billing/Extra usage billing for Contract
Users/Client Access License	user/year	Userday/month
Storage	GB/year	GBday/month
VPN	connection/year	-
ADFS	instance/year	-

Resource	Contract billing	PPU billing/Extra usage billing for Contract
Data Transfer/Conversion (LegacyFlo)	GB	GB
Onboarding services	man-days	man-days
Custom services	man-days	man-days
Solution Packs	packs/year	-

Understanding the Client Access and Storage units for Pay Per Use or Extra Usage billing

Userday/month

This usage unit is used for the calculation of the pay per use or extra user bill.

Example of usage over 5 days for ease of understanding

Day	1	2	3	4	5
Users subscribed	10	10	15	15	15

Pay Per Use calculation for the users

Usage calculation

= Day 1 users + Day 2 users + Day 3 users + Day 4 users + Day 5 users

= 10 + 10 + 15 + 15 + 15 = 65 Userday

Cost calculation

If the subscription rate of users is at INR 2/day (*Not an actual price), then the total user subscription cost for the 5 days will be

= 65 * 2 = INR 130

Contract purchase of 10 users + extra usage

Usage calculation

If you have purchased 10 user subscriptions and are using as per the above table, then for a Contract payment agreement, the extra usage will be

= Day 1 extra users + Day 2 extra users + Day 3 extra users + Day 4 extra users + Day 5 extra users

= (10-10) + (10-10) + (15-10) + (15-10) + (15-10) = 0 + 0 + 5 + 5 + 5 = 15 Userday

Cost calculation

If the rate of user subscription is at INR 2/day, then the total extra user subscription cost for the 5 days will be

= 15 * 2 = INR 30

GBday/month

Lets take an example of storage usage over 5 days for ease of understanding.

Day	1	2	3	4	5
Cumulative Storage Used	10	30	30	25	5

Pay Per Use calculation for the storage

Usage calculation

= Day 1 storage + Day 2 storage + Day 3 storage + Day 4 storage + Day 5 storage
 = 10 + 30 + 30 + 25 + 5 = 100 GBday

Cost calculation

If the rate of storage is at INR 1/day, then the total storage cumulative cost for the 5 days will be
 = 100 * 1 = INR 100

Contract purchase of 5 GB + extra usage

Usage calculation

If you have purchased 5 GB and are using as per the above table, then for a Contract payment agreement, the extra storage usage will be

= Day 1 extra storage + Day 2 extra storage + Day 3 extra storage + Day 4 extra storage + Day 5 extra storage
 = (10-5) + (30-5) + (30-5) + (25-5) + (5-5) = 5 + 25 + 25 + 20 + 0 = 75 Gbday

Cost calculation

If the rate of storage is at INR 1/day, then the total extra storage cost for the 5 days will be
 = 75 * 1 = INR 75

SkyConnect Billing

Contract

For a Contract [payment agreement](https://docs.mithi.com/home/billing-overview#payment-agreements) for the SkyConnect product, you will get the invoices as explained in the table below:

Type	Billing Frequency	Description	SKU/item code https://docs.mithi.com/home/billing-overview#skyconnect	Unit https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Rate
SkyConnect - Contract	Yearly or half-yearly in advance	Client Access License	SkyConnect-Apps (formerly Mithi SkyConnect MyPlan - Basic)	user/year	Yearly / half yearly rate as per the payment terms

Type	Billing Frequency	Description	SKU/item code (https://docs.mithi.com/home/billing-overview#skyconnect)	Unit (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Rate
		Cumulative storage	SkyConnect-Storage (formerly Mithi SkyConnect MyPlan - Storage)	GB/year (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Yearly/half yearly rate as per the payment terms
SkyConnect - Contract - Extra Usage (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Yearly/half-yearly in arrears	Extra Client Access Licenses	SkyConnect-Apps-EU (formerly SKYEUE)	userday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate
		Extra Cumulative Storage	SkyConnect-Storage-EU (formerly SKYECS)	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate

Note: Extra quantities can also be purchased by updating the quantities in the Contract. An updated invoice with the additional quantities for the remaining period of the contract will be raised.

Pay Per Use

Type	Billing Frequency	Description	SKU/Item code (https://docs.mithi.com/home/billing-overview#skyconnect)	Unit	Rate
SkyConnect PPU (https://docs.mithi.com/home/billing-overview#payment-agreements)	Monthly in arrears	Client Access Licenses	SkyConnect-Apps-PPU	userday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate
		Cumulative Storage	SkyConnect-Storage-PPU	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate

Vaultastic Version 4 Billing

Contract

For a Contract [payment agreement](https://docs.mithi.com/home/billing-overview#payment-agreements) (<https://docs.mithi.com/home/billing-overview#payment-agreements>) for the Vaultastic Version 4, you will get the invoices as explained in the table below:

Type	Billing Frequency	Description	SKU/Item Code (https://docs.mithi.com/home/billing-overview#vaultasticv4)	Unit (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Rate
Vaultastic V4 - Contract (https://docs.mithi.com/home/billing-overview#payment-agreements)	Yearly or half-yearly in advance	Client Access License (CAL)	Vaultastic-Client-Access	user/year (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Yearly/half-yearly rate as per the payment terms
		Active storage for all the domains of the organization	Vaultastic-Active-Store	GB/year (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Yearly/half-yearly rate as per payment terms
		Open storage for all the domains of the organization	Vaultastic-Inactive-Store	GB/year (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Yearly / half-yearly rate as per the payment terms
		Deep storage for all the domains of the organization	Vaultastic-Deep-Store	GB/year (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Yearly / half-yearly rate as per the payment terms
Vaultastic V4 - Contract - Extra Usage (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Yearly/half-yearly in arrears	Extra Client Access Licenses	Vaultastic-Client-Access-EU (formerly VAULTECS)	userday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate
		Extra usage on Active Store	Vaultastic-Active-Store-EU (formerly VAULTEU)	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate
		Extra usage on Open store	Vaultastic-Inactive-Store-EU (formerly VAULTECIS)	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate

Type	Billing Frequency	Description	SKU/Item Code (https://docs.mithi.com/home/billing-overview#vaultasticv4)	Unit (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Rate
		Extra usage on Deep Store	Vaultastic-Deep-Store-EU	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate

Note: Extra quantities can also be purchased by updating the quantities in the Contract. An updated invoice with the additional quantities for the remaining period of the contract will be raised.

Pay Per Use

Type	Billing Frequency	Description	SKU/Item code (https://docs.mithi.com/home/billing-overview#vaultasticv4)	Unit (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Rate
Vaultastic V4 PPU (https://docs.mithi.com/home/billing-overview#payment-agreements)	Monthly in arrears	Client Access Licenses	Vaultastic-Client-Access-PPU	userday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate
		Active store	Vaultastic-Active-Store-PPU	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate
		Open Store	Vaultastic-Inactive-Store-PPU	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate
		Deep Store	Vaultastic-Deep-Store-PPU	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Daily rate

ClrStream Billing

Contract

Invoice	Frequency	Description	SKU/Item Code https://docs.mithi.com/home/billing-overview#clrstream	Unit https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Rate
ClrStream - Contract https://docs.mithi.com/home/billing-overview#payment-agreements	Yearly or Half-yearly in advance	Client Access License (CAL)	ClrStream-Apps	User/Year https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Yearly/half yearly as per payment agreement
ClrStream - Contract - Extra Usage https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing	Monthly in arrears	Extra Client Access Licenses	ClrStream-Apps-EU	Userday/Month https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Daily rate

Pay Per Use

Invoice	Frequency	Description	SKU/Item Code https://docs.mithi.com/home/billing-overview#clrstream	Unit https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Rate
ClrStream PPU https://docs.mithi.com/home/billing-overview#payment-agreements	Monthly in arrears	Client Access Licenses	ClrStream-PPU	Userday/Month https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Daily rate

LegacyFlo Billing

Overview

- To use LegacyFlo (<https://docs.mithi.com/home/billing-overview#products-services>), you have to submit one or more jobs.
- Each job has a type.
- All the jobs are classified into 6 different billing categories and the billing is done as per the category.
- The billing for a particular job is done in the month the request is completed.
- The table below maps the job types to the billing categories.

#	Billing Category	Description	Job types under the category
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#	Billing Category	Description	Job types under the category
A	Legacyflo-Import	All requests used to import to SkyConnect or Vaultastic Active Store	<p>EML-MITHI-IMAP (https://docs.mithi.com/home/EML-MITHI-IMAP)</p> <p>EML-VAULTASTIC4 (https://docs.mithi.com/home/EML-VAULTASTIC4)</p> <p>EXCHANGE-MITHI-IMAP (https://docs.mithi.com/home/EXCHANGE-MITHI-IMAP)</p> <p>EXCHANGE-VAULTASTIC4 (https://docs.mithi.com/home/EXCHANGE-VAULTASTIC4)</p> <p>GMAIL-MITHI-IMAP (https://docs.mithi.com/home/GMAIL-MITHI-IMAP)</p> <p>GMAIL-VAULTASTIC4 (https://docs.mithi.com/home/GMAIL-VAULTASTIC4)</p> <p>GMAILOAUTH-VAULTASTIC4 (https://docs.mithi.com/home/GMAILOAUTH-VAULTASTIC4)</p> <p>IMAP-MITHI-IMAP (https://docs.mithi.com/home/IMAP-MITHI-IMAP)</p> <p>IMAP-VAULTASTIC4 (https://docs.mithi.com/home/IMAP-VAULTASTIC4)</p> <p>MAILDIR-MITHI-IMAP (https://docs.mithi.com/home/MAILDIR-MITHI-IMAP)</p> <p>MBOX-MITHI-IMAP (https://docs.mithi.com/home/MBOX-MITHI-IMAP)</p> <p>MBOX-VAULTASTIC4 (https://docs.mithi.com/home/MBOX-VAULTASTIC4)</p> <p>O365-MITHI-IMAP (https://docs.mithi.com/home/O365-MITHI-IMAP)</p> <p>O365-VAULTASTIC4 (https://docs.mithi.com/home/o365-vaultasticv4)</p> <p>PST-MITHI-IMAP (https://docs.mithi.com/home/PST-MITHI-IMAP)</p> <p>PST-VAULTASTIC4 (https://docs.mithi.com/home/PST-VAULTASTIC4)</p> <p>YAHOO-MITHI-IMAP (https://docs.mithi.com/home/YAHOO-MITHI-IMAP)</p> <p>YAHOO-VAULTASTIC4 (https://docs.mithi.com/home/YAHOO-VAULTASTIC4)</p>

#	Billing Category	Description	Job types under the category
B	Legacyflo-Backup	All jobs used to backup data to an S3 bucket	<p>GMAIL-S3-ZIP (https://docs.mithi.com/home/GMAIL-S3-ZIP)</p> <p>GMAILOAUTH-S3-ZIP (https://docs.mithi.com/home/GMAILOAUTH-S3-ZIP)</p> <p>IMAP-S3-ZIP</p> <p>MITHI-S3-ZIP (https://docs.mithi.com/home/MITHI-S3-ZIP)</p> <p>MITHI-S3-ZIP-V3</p> <p>O365-S3-ZIP (https://docs.mithi.com/home/O365-S3-ZIP)</p> <p>YAHOO-S3-ZIP (https://docs.mithi.com/home/YAHOO-S3-ZIP)</p>
C	Legacyflo-Migrate	All jobs used to migrate data from one mail system to another	<p>EML-PST (https://docs.mithi.com/home/EML-PST)</p> <p>GMAIL-O365-IMAP (https://docs.mithi.com/home/GMAIL-O365-IMAP)</p> <p>O365-GMAIL-IMAP (https://docs.mithi.com/home/O365-GMAIL-IMAP)</p> <p>YAHOO-GMAIL-IMAP (https://docs.mithi.com/home/YAHOO-GMAIL-IMAP)</p> <p>YAHOO-OTHER-IMAP (https://docs.mithi.com/home/YAHOO-OTHER-IMAP)</p> <p>YAHOO-O365-IMAP (https://docs.mithi.com/home/YAHOO-O365-IMAP)</p>

#	Billing Category	Description	Job types under the category
D	Legacyflo-Export	All jobs used to export or extract data from Vaultastic Active or Inactive Stores	<p>S32S3-COPY (https://docs.mithi.com/home/copy-move-delete-files-from-s3-bucket)</p> <p>S32GCS-COPY (https://docs.mithi.com/home/copy-files-from-aws-s3-to-google-cloud-storage)</p> <p>VAULTASTIC4-S3-PST (https://docs.mithi.com/home/VAULTASTIC4-S3-PST)</p> <p>VAULTASTIC4-S3-ZIP (https://docs.mithi.com/home/VAULTASTIC4-S3-ZIP)</p> <p>EML-EXTRACT (https://docs.mithi.com/home/EML-EXTRACT)</p> <p>PST-EXTRACT (https://docs.mithi.com/home/pst-extract)</p> <p>PST-METADATA (https://docs.mithi.com/home/pst-metadata)</p> <p>EML-METADATA (https://docs.mithi.com/home/eml-metadata)</p> <p>FRESHDESK-BACKUP-RESTORE</p> <p>ZIP-EXTRACT (https://docs.mithi.com/home/zip-extract)</p> <p>ZIP-METADATA (https://docs.mithi.com/home/zip-metadata)</p> <p>Export from eDiscovery Interface (https://docs.mithi.com/home/how-to-use-the-ediscovery-view-to-quickly-locate-mail-or-do-a-compliance-check#export-search-results-to-pst-or-eml)</p>
E	Legacyflo-InactiveToActive	All jobs to move data from Vaultastic Inactive to Active Stores	<p>VV4-MOVETOACTIVE-EML (https://docs.mithi.com/home/VV4-MOVETOACTIVE-EML)</p> <p>VV4-MOVETOACTIVE-PST (https://docs.mithi.com/home/VV4-MOVETOACTIVE-PST)</p>
F	Legacyflo-ActiveToInactive	All jobs to move data from Vaultastic Active to Inactive Stores	<p>VV4-MOVETOINACTIVE-EML (https://docs.mithi.com/home/VV4-MOVETOINACTIVE-EML)</p> <p>VV4-MOVETOINACTIVE-PST (https://docs.mithi.com/home/VV4-MOVETOINACTIVE-PST)</p>

Contract

Type	Billing Frequency	SKU/Item code (https://docs.mithi.com/home/billing-overview#legacyflo)	Description	Unit (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Rate

Type	Billing Frequency	SKU/Item code (https://docs.mithi.com/home/billing-overview#legacyflo)	Description	Unit (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)		Rate
Legacyflo Contract (https://docs.mithi.com/home/billing-overview#payment-agreements)	Yearly or Half-yearly in advance	Legacyflo-Import	All requests used to import to SkyConnect or Vaultastic Active Store	GB	Per GB Rate	
		Legacyflo-Backup	All jobs used to backup data to an S3 bucket	GB	Per GB Rate	
		Legacyflo-Migrate	All jobs used to migrate data from one mail system to another	GB	Per GB Rate	
		Legacyflo-Export	All jobs used to export or extract data from Vaultastic Active or Inactive Stores	GB	Per GB Rate	
		Legacyflo-InactiveToActive	All jobs to move data from Vaultastic Inactive to Active Stores	GB	Per GB Rate	

Type	Billing Frequency	SKU/Item code https://docs.mithi.com/home/billing-overview#legacyflo	Description	Unit https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Rate
		Legacyflo-ActiveToInactive	All jobs to move data from Vaultastic Active to Inactive Stores	GB	Per GB Rate

Type	Billing Frequency	SKU/Item code https://docs.mithi.com/home/billing-overview#legacyflo	Description	Unit https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Rate
Legacyflo Contract Extra Usage https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing	Half-yearly/yearly in arrears	LegacyFlo-Import-EU	All requests used to import to SkyConnect or Vaultastic Active Store	GB	Per GB rate
		LegacyFlo-Backup-EU	All jobs used to backup data to an S3 bucket	GB	Per GB rate
		LegacyFlo-Migrate-EU	All jobs used to migrate data from one mail system to another	GB	Per GB rate
		LegacyFlo-Export-EU	All jobs used to export or extract data from Vaultastic Active or Inactive Stores	GB	Per GB rate

Type	Billing Frequency	SKU/Item code (https://docs.mithi.com/home/billing-overview#legacyflo)	Description	Unit (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	
				Rate	
		LegacyFlo-InactivetoActive-EU	All jobs to move data from Vaultastic Inactive to Active Stores	GB	Per GB rate
		LegacyFlo-ActivetoInactive-EU	All jobs to move data from Vaultastic Active to Inactive Stores	GB	Per GB rate

Pay Per Use

Type	Billing Frequency	SKU/Item code (https://docs.mithi.com/home/billing-overview#legacyflo)	Description	Unit (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	
				Rate	
		LegacyFlo-Import-PPU	All requests used to import to SkyConnect or Vaultastic Active Store	GB	Per GB rate
		LegacyFlo-Backup-PPU	All jobs used to backup data to an S3 bucket	GB	Per GB rate
		LegacyFlo-Migrate-PPU	All jobs used to migrate data from one mail system to another	GB	Per GB rate

Legacyflo PType (https://docs.mithi.com/home/billing-overview#payment-agreements)	Billing Monthly Frequency in arrears	SKU/Item code	Description	Unit	
		(https://docs.mithi.com/home/billing-overview#legacyflo)		(https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Rate
		LegacyFlo-Export-PPU	All jobs used to export or extract data from Vaultastic Active or Inactive Stores	GB	Per GB rate
		LegacyFlo-InactivetoActive-PPU	All jobs to move data from Vaultastic Inactive to Active Stores	GB	Per GB rate
		LegacyFlo-ActivetoInactive-PPU	All jobs to move data from Vaultastic Active to Inactive Stores	GB	Per GB rate

Ideolve Billing

Contract

For a Contract [payment agreement](https://docs.mithi.com/home/billing-overview#payment-agreements) (<https://docs.mithi.com/home/billing-overview#payment-agreements>) for the Ideolve product, you will get the invoices as explained in the table below:

Type	Billing Frequency	SKU/item code			Rate
		Description	(https://docs.mithi.com/home/billing-overview#ideolve)	Unit	
Ideolve - Contract (https://docs.mithi.com/home/billing-overview#ideolve)	Yearly or half-yearly	Client Access License	Ideolve-Apps	user/year (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Yearly/half-yearly rate as per payment terms

overview#payment-agreements	In advance	SKU/item code			
Type	Billing Frequency	Description	(https://docs.mithi.com/home/billing-unit)	Unit	Rate
		Cumulative File storage	Ideolve-FileStorage	GB/year (https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing)	Yearly/half-yearly rate as per payment terms
Ideolve - Contract - Extra Usage (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Yearly/half-yearly in arrears	Extra Client Access Licenses	Ideolve-Apps-EU	userday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Per date rate
		Extra Cumulative File Storage	Ideolve-Storage-EU	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Per day rate

Note: Extra quantities can also be purchased by updating the quantities in the Contract. An updated invoice with the additional quantities for the remaining period of the contract will be raised.

Pay Per Use

		SKU/Item code			
Type	Billing Frequency	Description	(https://docs.mithi.com/home/billing-unit)	Unit	Rate
Ideolve PPU (https://docs.mithi.com/home/billing-overview#payment-agreements)	Monthly in arrears	Client Access Licenses	Ideolve-Apps-PPU	userday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Per day rate
		Cumulative Storage	Ideolve-Storage-PPU	GBday/month (https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing)	Per day rate

Vaultastic Solution Packs

Contract

For a Contract [payment agreement](https://docs.mithi.com/home/billing-overview#payment-agreements) (<https://docs.mithi.com/home/billing-overview#payment-agreements>) for the Vaultastic Solutions Packs, you will get the invoices as explained in the table below:

Type	Billing Frequency	Description	SKU/Item Code https://docs.mithi.com/home/billing-overview#vaultasticv4	Unit https://docs.mithi.com/home/billing-overview#usage-units-for-contract-and-ppu-billing	Rate
Vaultastic Solution Packs - Contract https://docs.mithi.com/home/billing-overview#payment-agreements	Yearly in advance	Vaultastic Solution Pack	Vaultastic-Continuity	packs/year	Yearly rate
		Vaultastic Solution Pack	Vaultastic-Supervision	packs/year	Yearly rate
		Vaultastic Solution Pack	Vaultastic-Compliance	packs/year	Yearly rate
Vaultastic Solution Addon Pack - Contract https://docs.mithi.com/home/billing-overview#understanding-the-client-access-and-storage-units-for-pay-per-use-or-extra-usage-billing	Yearly in advance	Vaultastic Solution Addon Pack for additional access credits	Vaultastic-AccessCredits	packs/year	Yearly rate
		Vaultastic Solution Addon Pack for additional storage credits	Vaultastic-StorageCredits	packs/year	Yearly rate
		Vaultastic Solution Addon Pack for Migration Credits	Vaultastic-MigrationCredits	packs/year	Yearly rate

VPN Billing

Contract

Type	Billing Frequency	Description	SKU/Item Code	Unit	Rate
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Type	Billing Frequency	Description	SKU/Item Code	Unit	Rate
VPN - Contract	Yearly or half yearly in advance	Number of licensed connections	VPN	Connections/Year	Yearly/half yearly rate as per payment terms
VPN - Contract Extra Usage	Half yearly or yearly in arrears	Extra connections	VPN-EU	Connections/Year	Per day rate
VPN - PPU	Monthly in arrears	Number of connections	VPN-PPU	Connections/Month	Per day rate

ADFS Billing

Contract

Invoice	Frequency	Description	SKU/Item Code	Unit	Rate
ADFS - Contract	Yearly or half yearly in advance	Number of licensed instances	ADFS	Instances/Year	Yearly/half yearly rate as per payment terms
ADFS - Contract Extra usage	Half yearly or yearly in arrears	Extra instances	ADFS-EU	Instances/Year	Per day rate
ADFS - PPU	Monthly in arrears	Number of instances	ADFS-PPU	Instances/Month	Per day rate

ConnectXF Billing

Contract

Type	Billing Frequency	Description	SKU/Item code	Unit	Rate
Connect XF - Contract - CAL license	Yearly or Half-yearly in advance	Number of licensed users	Connect XF (formerly Connect XF Enterprise/Endeavour/In prem archival/SkyConnect gateway)	User/Year	yearly/half yearly rate as per payment terms

Mithi One time services

Contract

Type	Billing Frequency	Description	SKU/Item code	Unit	Rate
One time service - contract	Yearly or Half-yearly in advance	Onboarding	Mithi Onboarding Services	man-days	Yearly rate
		Customization/Integration service	Mithi Custom Services	man-days	Yearly rate

Commencement of the billing period

For Pay Per Use (the default payment agreement) or Contract agreement, your billing commences once you confirm your intent to use our services. You can confirm your intent via a Purchase order or via a simple email from the registered email id (the one used to sign up for the service) and can do so at any point in time. Typically, this is done once your free trial period is over.

Cancellation

You may cancel the services at any time, with or without cause. You may lose access and use of your account and data uploaded when you cancel the services.

For any un-utilized portion of your advance payments, there will no refund issued.

For Contract payment agreement, if you cancel your services midway with reasonable justification of deficiency of service to the extent that your users are unable to use the service, Mithi may consider refunding the pro-rata portion of the remaining period of the already paid for services (e.g. if you have paid for a year and you decide to terminate the contract after 6 months, the refund due would be only for the amount for 6 months). In any case, the claim will be limited to a refund not exceeding the customer's purchase price for the product or service.

Renewal of subscription

Renewals are automatic and at currently listed prices, unless you cancel the use of our products/services.

Reducing the usage

For Contract and PPU payment agreements, the impact of reducing users/storage is as explained in the tables below:

SkyConnect

Activity	Contract	PPU
Disabling Users	Partial or Fully disabled users are counted as subscribed users	Partial or Fully disabled users are counted as subscribed users
Deleting users	<p>If the total number of users before deletion was less than the number of users subscribed, there is no impact on the bill.</p> <p>If the total number of users before deletion was more than the users subscribed, then the extra CAL license bill will reduce.</p>	The monthly bill for the SkyConnect CAL licenses will reduce.

Activity	Contract	PPU
Deleting storage	<p>If the total cumulative storage before deletion was less than the storage subscribed, there is no impact on the bill.</p> <p>If the total cumulative storage before deletion was more than the storage subscribed, then the extra storage bill will reduce.</p>	The monthly bill for SkyConnect cumulative storage will reduce.

Vaultastic V4

Activity	Contract	PPU
<p>Disabling Vault Access (making it None)</p> <p>The total number of Vault IDs with access will reduce</p>	<p>Client Access License: No impact if the total users were already less than those purchased. If there was any extra CAL license, then it will reduce.</p>	<p>Client Access License: The monthly bill for the Vaultastic V4 CAL licenses will reduce.</p>
<p>Deleting vaults with Access</p> <p>The total number of Vault IDs with access will reduce.</p> <p>The reference to the vault will be removed from the associated active storage. If there are no other vaults referring to the active storage, the storage will be removed from the cumulative active storage calculation.</p>	<p>Client Access License: No impact if the total users were already less than those purchased. If there was any extra CAL license, then it will reduce.</p> <p>Cumulative Storage: No impact if the active storage used was less than the quantity purchased. If there were any extra active storage usage charged, these will reduce if there is a reduction in the cumulative storage.</p>	<p>Client Access License: The monthly bill for the Vaultastic V4 CAL licenses will reduce.</p> <p>Cumulative Active Storage: The monthly bill for Vaultastic V4 cumulative active storage will reduce if there is a reduction in cumulative storage.</p>
<p>Deleting vaults with no access</p> <p>The reference to the vault will be removed from the associated active storage. If there are no other vaults referring to the storage, the storage will be removed from the cumulative active storage calculation.</p>	<p>Cumulative Storage: No impact if the active storage used was less than the quantity purchased. If there is any extra active storage usage charged, this will reduce if there is a reduction in the cumulative storage.</p>	<p>Cumulative Storage: The monthly bill for Vaultastic V4 cumulative active storage will reduce if there is a reduction in cumulative storage.</p>

Activity	Contract	PPU
<p>Movement of data to the Inactive Store (via storage management automation)</p> <p>The reference to the vault will be removed from the associated active storage. If there are no vaults referring to the storage, the storage will be removed from the cumulative storage calculation.</p>	<p>Cumulative Storage: No impact if the active storage used was less than the quantity purchased. If there is any extra active storage usage charged, this will reduce if there is a reduction in the cumulative storage.</p>	<p>Cumulative Storage: The monthly bill for Vaultastic V4 cumulative active storage will reduce if there is a reduction in cumulative storage.</p>
<p>Deletion of data from the Inactive Store</p>	<p>No impact if the inactive storage used was less than the quantity purchased. If there is any extra inactive storage usage charged, this will reduce.</p>	<p>The monthly bill for Vaultastic V4 Inactive storage will reduce.</p>

Additional Purchases

Payment agreement	Description
Contract	<p>At any time during your contract period, you can choose to add more users, storage, and other resources to your contract. On placing the PO or confirming your purchase of additional users or storage via email, your license will be updated, and an invoice will be generated for the additional resources on a pro-rata basis. The pro-rata is aligned to the end of your current billing period (depending on your chosen payment options).</p>
Pay Per Use	Not applicable
AWS Contract	<p>You can purchase additional plans for new users or provision additional resources at any point in time. AWS will immediately bill you for the excess requirement on a pro-rata, leading to the end of the month and will charge your chosen payment option right away.</p>

Other invoices

If you avail of any other services from Mithi such as services for deployment, configuration and migration, a separate invoice will be raised for the same.

Payments

All invoices are expected to be paid within 15 days from the date of the invoice.

You can opt to pay online or send us a Cheque/DD or directly transfer the payment into our bank account. Please don't forget to mention the invoice number, you are paying for, in the comments section or at the back of the

Cheque. Please note that the payment is to be completed within 15 days from the date of invoice.

License management

Delayed renewals and payments impact us and indirectly affect the service level. We know you are busy, and to help you remember to renew your Contract and pay on time, all the Mithi products and services are controlled by a license manager. The license manager, in turn, is controlled by the billing system.

PPU Prepaid and License

- You enter into a PPU Prepaid payment agreement by placing a purchase order (PO) with Mithi.
- The license applied to the products depends on the payment terms and the agreement renewal date.
- On receipt of a PO (new customer or renewal), the license applied to the products will reflect the next payment schedule or renewal date, whichever is earlier.
- Payments
 - For example, if the PO mentions a 100% advance within 15 days, then the license will be updated to expire after 15 days.
 - If you make the payment within 15 days of the date of the invoice and inform us via the [Record Payment](https://docs.mithi.com/home/mithiaccount2-payments) application in your Mithi account portal, the billing team will extend your license to the next payment schedule or renewal date, whichever comes first.
 - If your payment is not received within 15 days of the invoice date, then the license on your products will be set to expire immediately and will be extended only on receipt of payment. On recording a delayed payment, the system will automatically extend the license by five calendar days. The billing team will validate your payment and, if found valid, will set the license to a date of the next payment or renewal.
 - If you need more time to process your payments in exceptional situations, you can request an extension using the [License Extension](https://docs.mithi.com/home/license-management) application in your Mithi account portal.
 - Similarly, if the payment terms are quarterly, on receipt of the first payment, the license will be set to expire on the payment schedule for the next quarter and so on.
- Renewal
 - If the payment terms are yearly and you have paid the advance along with the PO, the product license will be set to expire on the next renewal date.
 - If the renewal is not done before that date, then the license on the products will expire and will be extended only on renewal.
 - In exceptional situations, if you need more time to process your renewals, you can request an extension using the [License Extension](https://docs.mithi.com/home/license-management) application in your Mithi account portal.
- Credits getting over
 - A new invoice for the extra usage and the estimate till the end of the agreement will be raised immediately and you are expected to pay within 15 days (NET15).
 - Suppose you make the payment within 15 days of the date of the invoice. Please inform us via the [Record Payment](https://docs.mithi.com/home/mithiaccount2-payments) application in your Mithi account portal. The billing team is regularly checking all payments made to us, and if your payment is found, your bill will be marked as paid in the [Bill Desk](https://docs.mithi.com/home/access-the-billdesk). Since the license did not expire, there will be no change to the license.
 - If your payment is not received within 15 days of the invoice date, then the license on your products will be set to expire immediately and will be extended only on receipt of payment. On recording a delayed payment, the system will automatically extend the license by five calendar days. The billing

team will validate your payment and, if found valid, will set the license to a date in the distant future.

- If you need more time to process your payments in exceptional situations, you can request an extension using the [License Extension](https://docs.mithi.com/home/license-management) (<https://docs.mithi.com/home/license-management>) (<https://docs.mithi.com/home/how-to-request-for-a-license-extension>) application in your Mithi account portal.

Pay-Per-Use (PPU) Postpaid and License

- By default, all customers who subscribe to Mithi products using the Pay-Per-Use Payment Agreement will have a perpetual license applied to all their subscribed products. This means that the license end date will be in the distant future, allowing uninterrupted usage.
- PPU invoices for the previous month's usage are generated and sent by the 8th of every month, and you are expected to pay within 15 days (NET15).
- Suppose you make the payment within 15 days of the date of the invoice. Please inform us via the [Record Payment](https://docs.mithi.com/home/mithiaccount2-payments) (<https://docs.mithi.com/home/mithiaccount2-payments>) application in your Mithi account portal. The billing team is regularly checking all payments made to us, and if your payment is found, your bill will be marked as paid in the [Bill Desk](https://docs.mithi.com/home/access-the-billdesk) (<https://docs.mithi.com/home/access-the-billdesk>). Since the license did not expire, there will be no change to the license.
- If your payment is not received within 15 days of the invoice date, then the license on your products will be set to expire immediately and will be extended only on receipt of payment. On recording a delayed payment, the system will automatically extend the license by five calendar days. The billing team will validate your payment and, if found valid, will set the license to a date in the distant future.
- If you need more time to process your payments in exceptional situations, you can request an extension using the [License Extension](https://docs.mithi.com/home/license-management) (<https://docs.mithi.com/home/license-management>) application in your Mithi account portal.

Contract and License

- You enter into a Contract payment agreement by placing a purchase order (PO) with Mithi.
- The license applied to the products depends on the payment terms and the Contract Renewal date.
- On receipt of a PO (new customer or renewal), the license applied to the products will reflect the next payment schedule or renewal date, whichever is earlier.
- Payments
 - For example, if the PO mentions a 100% advance within 15 days, then the license will be updated to expire after 15 days.
 - If you make the payment within 15 days of the date of the invoice and inform us via the [Record Payment](https://docs.mithi.com/home/mithiaccount2-payments) (<https://docs.mithi.com/home/mithiaccount2-payments>) application in your Mithi account portal, the billing team will extend your license to the next payment schedule or renewal date, whichever comes first.
 - If your payment is not received within 15 days of the invoice date, then the license on your products will be set to expire immediately and will be extended only on receipt of payment. On recording a delayed payment, the system will automatically extend the license by five calendar days. The billing team will validate your payment and, if found valid, will set the license to a date in the distant future.
 - If you need more time to process your payments in exceptional situations, you can request an extension using the [License Extension](https://docs.mithi.com/home/license-management) (<https://docs.mithi.com/home/license-management>) application in your Mithi account portal.
 - Similarly, if the payment terms are quarterly, on receipt of the first payment, the license will be set to expire on the payment schedule for the next quarter and so on.
- Renewal
 - If the payment terms are yearly and you have paid the advance along with the PO, the product license will be set to expire on the next renewal date.
 - If the renewal is not done before that date, then the license on the products will expire and will be

extended only on renewal.

- In exceptional situations, if you need more time to process your renewals, you can request an extension using the [License Extension](https://docs.mithi.com/home/license-management) application in your Mithi account portal.
- Extra Usage
 - Extra Usage invoices for the previous month's usage are generated and sent by the 8th of every month, and you are expected to pay within 15 days (NET15).
 - Suppose you make the payment within 15 days of the date of the invoice. Please inform us via the [Record Payment](https://docs.mithi.com/home/mithiaccount2-payments) application in your Mithi account portal. The billing team is regularly checking all payments made to us, and if your payment is found, your bill will be marked as paid in the [Bill Desk](https://docs.mithi.com/home/access-the-billdesk). Since the license did not expire, there will be no change to the license.
 - If your payment is not received within 15 days of the invoice date, then the license on your products will be set to expire immediately and will be extended only on receipt of payment. On recording a delayed payment, the system will automatically extend the license by five calendar days. The billing team will validate your payment and, if found valid, will set the license to a date in the distant future.
 - If you need more time to process your payments in exceptional situations, you can request an extension using the [License Extension](https://docs.mithi.com/home/license-management) application in your Mithi account portal.

Product Trial and License

- During the trial period, the license manager gives unrestricted access to the service for a period of one month.
- If you need more time to evaluate the service, you can request an extension using the [License Extension](https://docs.mithi.com/home/license-management) application in your Mithi account portal.

What happens when the license on a product expires?

- There is no impact on the product services for the first seven days after expiry. This is the grace period within which you can clear any pending dues or complete the renewal process.
- After seven days of license expiry, access to the Admin Panel and the functions of other admin-related applications are suspended.
- After 14 days of license expiry, the end-user access to the accounts is suspended.
- After 30 days of license expiry, the domains will be marked for deletion, and all the data will be deleted in the next clean-up cycle. This is an irreversible operation. To prevent this, please ensure that your account is reinstated before the end of the 30-day suspension period.

License extension

- If you need an extension on your license, you can log in to your [Mithi account](https://docs.mithi.com/home/mithi-customer-account-version-2) and request an extension using the [License Extension](https://docs.mithi.com/home/license-management) application.
- You can request a maximum of 2 license extensions per product per quarter.

Recording Payments

- You can inform us about the payments made using the [Record Payments](https://docs.mithi.com/home/mithiaccount2-payments) application in your [Mithi account](https://docs.mithi.com/home/mithi-customer-account-version-2).

- On submission of the details, product licenses that are expiring within the next five days will be automatically extended by five calendar days.
- The billing team will then check your details against our bank statements and mark invoices as paid and extend licenses as necessary.

FAQs

General

Where can I get the data to co-relate to the invoices I have received?

PPU: You can refer to the product dashboards/reports. In addition, the monthly usage will be attached in the email along with the invoice

Contract: The contract invoices are generated as per the estimated quantities. Only if the usage goes above the subscribed quantities, then additional usage invoices will be raised. The extra usage reports for the previous month will be sent by mail at the start of every month. The dashboards/reports will show the overall usage.

Why do the rates for SkyConnect/Vaultastic/Ideolve/ClrStream in the invoices look different from the proposal?

A proposal will have monthly or yearly rates depending on the payment agreement you have chosen. If your payment agreement is PPU, the invoices will mention usage in GBdays or userdays consumed in that month and hence the rate applied is a daily rate. The daily rate is calculated by dividing the yearly or monthly rates by 365 or the number of days in the month respectively.

If your payment agreement is Contract, then the invoice will have the yearly or half-yearly rate depending on the payment terms. Any extra usage is in terms of GBdays or userdays and hence the invoice amount calculation will be done by multiplying by the daily rate. The daily rate is calculated by dividing the yearly rates by 365.

Excess Storage

What is excess storage usage in SkyConnect/Vaultastic V4/Ideolve?

If your payment agreement with Mithi is a contract and you have purchased X GB of storage, but your storage usage is Y. If Y is greater than X, then excess storage usage is Y - X.

The extra usage calculations is done on a daily basis.

I've been your customer for a while, why am I getting this bill now?

We've been working on upgrading our systems to get visibility on the resource usage by our customers on the cloud. Until we developed this system, and we were in a position to offer you total visibility into how your users are using the storage and enable you with tools to control the usage (quota) we didn't want to come back to you with a bill. Now (1st September 2019), this system is ready and we've been approaching our customers in batches to enable us to answer all their queries and get them regularized.

What is GB-day?

Every day, you consume a certain amount of GB of storage. This consumption changes as you transact mail, delete mail or mailboxes, etc. The GB-day quantity in the excess storage bill is the total of excess storage used each day of the month.

I have purchased storage per user as part of my subscription. Is each of my users consuming excess storage?

Together, as an organization, you are exceeding your total purchased storage volume. Our systems have computed your total purchased volume by aggregating your per-user storage across all your users. To learn more about each user's consumption, we suggest you subscribe to the user quota report as [described here](https://docs.mithi.com/home/how-to-manage-quota-or-storage-used-by-the-skyconnect-domain#viewing-the-storage-used-by-domains-and) (<https://docs.mithi.com/home/how-to-manage-quota-or-storage-used-by-the-skyconnect-domain#viewing-the-storage-used-by-domains-and>)

individual-mailboxes).

Can I get a detailed report about the storage consumption by my users?

If not already done, you can subscribe to the user quota report as [described here](https://docs.mithi.com/home/how-to-manage-quota-or-storage-used-by-the-skyconnect-domain#viewing-the-storage-used-by-domains-and-individual-mailboxes) (https://docs.mithi.com/home/how-to-manage-quota-or-storage-used-by-the-skyconnect-domain#viewing-the-storage-used-by-domains-and-individual-mailboxes).

Can I delete any excess email in my account to regularize my usage to my purchased quantities?

Sure you can. Refer to [this document](https://docs.mithi.com/home/how-to-manage-quota-or-storage-used-by-the-skyconnect-domain#domain-storage) (https://docs.mithi.com/home/how-to-manage-quota-or-storage-used-by-the-skyconnect-domain#domain-storage) for strategies on how to clean up excess storage.

But since data is normally very valuable, we advise against cleanup since your estimated monthly bill for the excess storage is very low.

In either case, your excess storage usage from 1st Sept 2019 will be tracked daily and as you delete email, your monthly bill will reflect the reduced usage.

Do I have the option to purchase another block of storage and add that to my cumulative storage in one go, rather than this monthly bill?

Sure, please raise a ticket with the block of storage required. Our team will allocate that storage to you and send you a pro-rated bill by the end of your current contract period.

What if I use less storage than what I have bought?

You will still have to pay for the storage mentioned in the Contract payment agreement.

I am using excess storage and paying monthly. How does my monthly bill for excess storage change, if I buy a block of storage in the middle of the month?

Let's explain this with an example

- Your original purchase on 1st January was for 200 users and 1 TB of storage
- On 15th March, your usage crossed 1TB and increased by 1 GB a day
- On 31st March, your usage was 1015 GB (last 16 days of March at 1GB extra a day)

Your daily usage report will look like this:

DATE, USAGE

2020-03-31,1015

2020-03-30,1014

2020-03-29,1013

2020-03-28,1012

2020-03-27,1011

2020-03-26,1010

2020-03-24,1009

2020-03-22,1008

2020-03-21,1007

2020-03-20,1006 (On this data, your excess usage is 6GB and you used 1006 GB_days)

2020-03-19,1005

2020-03-18,1004

2020-03-17,1003

2020-03-16,1002

2020-03-15,1001 (Your usage grew beyond 1000 on this date)

2020-03-14,1000

2020-03-13,1000

2020-03-12,1000

2020-03-11,1000

2020-03-10,1000

2020-03-09,1000

2020-03-08,1000

2020-03-06,1000

2020-03-05,1000

2020-03-03,1000

2020-03-02,1000

2020-03-01,1000 (One thousand GB on this date, viz 1000 GB_days)

- So in March, your total storage consumption was 31,120 GB_days (sum of the daily consumption of storage)
- A bill for the excess usage of storage for March will be generated to charge for the extra 120 GB_days charged at per GB per day
- On 31st March, when your excess storage was 15 GB (total of 1015 GB), you decided to buy a block of 500 GB to take your total storage to 1500 GB.
- So from 1st April, there is no excess storage usage on your account
- April onwards, you don't receive any bill for excess storage until you cross 1500 GB.

Bills for Excess users in SkyConnect/Vaultastic/Ideolve

During my contract, if I need to add more user licenses, how is this handled?

At the start of a contract, you pre-decide quantities of resources such as Users, Storage, and place an order. However, during the contract, if you feel the need to add more users than you have purchased, you can do this in any of the following ways:

1. You add your users whenever you want; the system does not restrict you to your purchased quantities. The excess users are billed pro-rata at the end of the month and then month-on-month.
2. You place an order for the additional users with us, and we update your license and bill you pro-rata to the end of your contract.

See an example below to learn how this works.

Can you explain with an example of how the bill of extra users works?

- Your original purchase on 1st January was for 200 users and 1 TB of storage
- On 15th March, you onboarded 20 new employees and wanted to give them all email ids. You added 20 new users on SkyConnect.
- On 31st March, your usage was 220 users

Your daily usage report will look like this:

DATE, USAGE

2020-03-31,220
2020-03-30,220
2020-03-29,220
2020-03-28,220
2020-03-27,220
2020-03-26,220
2020-03-24,220
2020-03-22,220
2020-03-21,220
2020-03-20,220
2020-03-19,220
2020-03-18,220
2020-03-17,220
2020-03-16,220
2020-03-15,220 (You added 20 users on this date)
2020-03-14,200
2020-03-13,200
2020-03-12,200
2020-03-11,200
2020-03-10,200
2020-03-09,200
2020-03-08,200
2020-03-06,200
2020-03-05,200

2020-03-03,200
2020-03-02,200
2020-03-01,200 (200 users on this date, viz 200 User_days)

- So in March, your total number of users was 6500 User_days (sum of the daily consumption of storage)
- A bill for the excess usage of storage for March will be generated to charge for the extra 300 User_days.
- On 31st March, when your excess storage was 20 users (a total of 220 users), you decided to buy a block of 50 users to take your total purchased user count to 250 users.
- So from 1st April, there is no excess usage for users on your account
- April onwards, you don't receive any bill for excess users until you cross 250 users.

What is this unit of measurement - User_day?

User_day says, "how many users were provisioned in the system that day." Since this can change day to day (e.g., you may add a few users on a specific date and after some months, add some more or delete some users), thus this measurement unit tracks your consumption of user licenses daily. As explained in the example above, your excess user bill monthly includes the total of the excess number of users consumed in that month.
