



SYNAQ FAQ on Billing

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Purpose

The purpose of this document is to detail Frequently Asked Questions (FAQ's) for billing.

1. How often will I receive invoices?

Invoices are generated between the 1st and the 7th of the subsequent month. The timing may vary depending on whether these dates coincide with a weekend or a public holiday period.

Invoices for Inscribe and Sendmarc services will be generated at the end of every month, contingent upon the specific service that a user is subscribed to.

2. How will I be billed per Service?

Product	Counts	Billing System Processing
Cloud Mail	User count of mailboxes per class of service present on a given day.	Mailboxes are billed on a pro-rata basis on days' present in a billing cycle (one calendar month), and when not present for every day of the month. Our rules assume a mailbox was present for any duration in a month, between when a mailbox was first reported, but the same mailbox appeared with the same mailbox edition later in the month.

Product	Counts	Billing System Processing
Branding	Based on license usage (how many users utilize Branding).	Records a mailbox as billable for the entire month if it reported once in the month.

Product	Counts	Billing System Processing
Securemail	Based on active user activity (active user = 2 clean outbound mails or 22 clean inbound mails in the past 30 days).	Assumes a mailbox is present for the entire month if it is reported once. * Usage counts are based on the greater amount between users detected using Inbound mail activity versus those detected using outbound mail activity.

Product	Counts	Billing System Processing
SecureArchive	Based on journaling activity, applicable to active users (mail journaled for a user) for up to 12 months prior.	Records a mailbox as billable for the entire month if it reported once in the month.





Product	Counts	Billing System Processing
Continuity	User count of mailboxes per class of service present on a given day.	Mailboxes are billed on a pro-rata basis on days' present in a billing cycle (one calendar month), and when not present for every day of the month. Our rules assume a mailbox was present for any duration in a month, between when a mailbox was first reported, but the same mailbox appeared with the same mailbox edition later in the month.

3. Will I receive a breakdown of charges on my invoice?

Upon release from the automated billing system, a comprehensive Excel-format breakdown listing will accompany the invoices. In the event that you do not receive this listing, please do not hesitate to reach out to accounts@synaq.com for assistance.

The following services do not offer a breakdown listing :

- Inscribe
- Sendmarc

4. How can I log a query on my invoice(s)?

Please email accounts@synaq.com for assistance regarding any billing matter.

5. What payment methods does SYNAQ accept?

At present, only Electronic Funds Transfer (EFT) payments are permissible.

6. How can I cancel my Services?

The SYNAQ team values our clients and Partners and are committed to resolving any issues that may arise during your journey with us. However, in the event that a cancellation needs to be processed, you can access the process [here](#).

For any billing query not listed here, please contact accounts@synaq.com and we will gladly assist.

