

A background image showing a business meeting. Several people are seated around a table, looking at and pointing to various data visualizations on tablets and laptops. The charts include bar graphs, line graphs, and pie charts. The overall tone is professional and collaborative.

Brightmetrics PureCloud Billing FAQ's

TRIAL:

Can we evaluate the product for free before using it?

Absolutely. We offer a 21 day free trial. You can sign up at www.webapp.brightmetrics.com/Register.aspx

Does all our data move with us to the paid version?

Yes. Your data stays within your organization as you upgrade and add more services.

Can I cancel the trial at any time?

Yes. You can either simply not enter credit card information, in which case your account will expire at the end of the trial or you can email us at support@brightmetrics.com and request that your service is cancelled.

PRICING AND BILLING:

When does billing of our Brightmetrics service begin and end?

The billing period begins on the date that your free trial ends and runs on a monthly billing period. If your trial ends on March 15th, your monthly subscription period will go through April 14th. If you selected an annual plan paid annually, your renewal would be March 14th of the following year.

How do I know which service period is included on my invoice?

The prepay users are invoiced in advance, or at the start of each billing cycle (Annually for customers that have selected Annual billing, monthly for those that select Annual commitment paid monthly). Any additional users beyond the committed amount are invoiced in arrears.

Why do I see both charges for both users and prepay users on my invoice?

The prepay users that you see on the invoice are for the committed or contracted number of users and are invoiced at the start of each billing cycle. The users that are not marked prepay are for the numbers of users beyond the committed amount that were active on the platform in the previous billing cycle, or during the service dates listed in the Billing Details section.

Who would be counted as a charged user during a service period?

Anyone that logged into the PureCloud service using a PureCloud 1, 2, or 3 license type during the billing period is a billable user per Genesys and Brightmetrics.

We added a new employee to our service two days before the end of a billing cycle. Do you prorate this user?

Monthly user fees are not prorated. Adding users at the start of a new billing period is a best practice.

We deleted a user account for a team member midway through a billing period. How does that affect our subscription?

The deleted user counts for the current billing period. We do not prorate monthly user fees.

Our team has several non-active user accounts. We don't want to delete or disable them. Do we still have to pay for them?

No. As long as those users do not log in during the billing period, they will not be counted as billable users by Brightmetrics.

ORDERING:

Where can I find your terms and conditions?

You can find them at [Terms and Conditions](#).

Where can I find your Privacy Policy?

You can find them at [Privacy Policy](#).

Our legal department would like to make some changes to your Terms and Conditions. Is that ok?

We worked hard to make our legal agreements customer-friendly and generally do not accept changes. Avoiding expensive legal discussions is one of the reasons we can offer the low prices that we do. Contact us at info@brightmetrics.com for questions.

Our legal department insists on using our own software license agreement. Can we do that?

No, as explained above, we've worked hard to create a very customer-friendly agreement that fits the sort of subscription-based partnership you'll have with us. We are unable to accommodate custom agreements.

PAYMENT AND REFUNDS :

How frequently will I receive an invoice?

For prepay users, you can select if you wish to receive an invoice monthly or annually. Users in excess of committed or contracted prepay users will invoice monthly.

Any increase in contract level or modification of contract will be prorated and billed immediately.

Which payment methods are accepted, and what are your payment terms?

In order to keep our costs down and reduce corporate infrastructure Brightmetrics only accepts credit cards as payment for service.

How do I cancel a paid subscription?

Please contact support@brightmetrics.com to assist with any service changes.