

GFI GUIDE

Billing Guide

for GFI KerioConnect MSP



GFI Software™

Overview

In this guide, we will cover how license seats are counted in the KerioConnect MSP (/SaaS) licensing, with the aim to address any potential questions or concerns you may have.

User counting logic: activated vs. created users

Activated users

Refers to users who have been enabled and can actively use KerioConnect. When a user is activated, they can send and receive emails, access their inbox, and utilize all subscribed services.

Created users

Represents the total number of users set up within the system, regardless of their activation status.

Billing model explanation

Our billing is based on the number of created users to ensure a smooth onboarding process. You can activate users promptly without delays, and all created users are ready to utilize the service when required.

Counting exceptions

- **Disabled users:** Users marked as "disabled" in the user section will not be counted towards your subscription.
- **Deleted users:** Users permanently deleted from the system will not be counted in your billing, as they no longer consume resources or occupy a slot in your license count.

Active usage vs. Actual usage

- **Active usage:** Refers to a user's capability to send, receive, and interact with emails and other features. This capability is available to them at any time during their subscription period.
- **Actual usage:** Users pay for the service's potential and availability. Whether they send or receive emails actively in a particular month does not impact the billing, as they have the service at their disposal.

Conclusion

At GFI, our goal is to provide a fair, flexible, and efficient user counting and billing system. By counting created users, we ensure a seamless user onboarding experience for all our customers. Users who are disabled or deleted are rightfully excluded from your subscription count.

We hope this guide clarifies any questions you may have. Should you require further assistance or have additional inquiries, please contact us at sales@gfi.com



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