

SolarWinds Mail Assure Billing FAQ

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Mail Assure Trials, Subscription Activation, and Minimum Requirements

What is included in my Mail Assure trial?

Your Mail Assure 30-day trial includes email protection (inbound and outbound), email archiving, and branding. All services are available in the [web interface](#) upon registering for your trial.

How do I sign up for a paid subscription?

Your sales representative will assist in arranging your paid subscription. If you have any questions, please contact our sales at misp_na_sales@solarwinds.com.

What services are included in my paid subscription?

All Mail Assure services—email protection (inbound and outbound), email archiving, and branding— are available; however, **you will only be billed for the services you activate and use.**

Email Protection

What is included in email protection?

Email protection includes both inbound and outbound email filtering that provides protection against spam, virus, ransomware, phishing, malware, and other email-based threats. A “protected mailbox” is what we bill for, minus aliases, distribution lists, shared mailboxes, and whitelisted mailboxes. This can be for incoming filtering, outgoing filtering, or both.

How do you know how much to bill me each month?

Email protection is billed on either:

- For automatic mailbox detection/provisioning, it’s the sum of the total number of unique mailboxes filtered during the month for either incoming and/or outgoing email, minus the matching whitelisted, matching aliases, and matching distribution lists.
- For manual mailbox provisioning where you have explicitly configured a list of mailboxes, it’s the sum of the total number of mailboxes with filtering enabled on the last day of the month, regardless of whether they had email received or sent during the month, minus the matching whitelisted, matching aliases, and matching distribution lists.

Note: we strongly recommend disabling any catch all functionality on your mail server.

Email Archiving

What is included in email archiving?

Email archiving is always charged extra and not included in our email protection services. Email archiving includes secure archiving for all inbound, outbound, and internal email with an unlimited retention period (set by default), and the option to change the retention period for domain(s) if desired.

A fair usage allocation of 50 GB compressed storage space is included with each mailbox license. The average GB over all mailboxes is counted. Over-usage will be charged at agreed-upon rates (i.e. it is the sum of all usage across mailboxes of a domain, divided by 50 GB, rounded down to the nearest whole number).

Examples:

- You have 20 mailboxes. Email archiving is enabled on all 20 mailboxes; hence you have 20 x 50GB (i.e. 1000 GB) to use across all the mailboxes.
- You have 20 mailboxes. Email archiving is enabled on all 20 mailboxes. You are using 1080 GB across all the 20 mailboxes. You will be billed for 21 archiving mailboxes.
- You have 3 mailboxes. One of 10 GB, 1 of 50 GB, and 1 of 200 GB. With 250 GB storage, you need 5 licenses for archiving and will automatically get billed for 5 archiving licenses instead of 3 mailboxes.

Note: In our experience, senior executives may require more than 50 GB, while other employees generally use between 1 – 2 GB. Due to the way email archiving is billed (see examples above) it’s not very common to run out of storage space.

How do you know how much to bill me each month?

Email archiving is billed on either:

- For automatic mailbox detection/provisioning (archiving is enabled by default), it’s the sum of the total number of active archived mailboxes that had email archived during the month.

- For manual mailbox provisioning, where you have explicitly configured a list of mailboxes, you are billed on the number of mailboxes that have archiving enabled, regardless of whether they had email archived during the month.

Note: You can enable and/or restrict email archiving for specific mailboxes. A fair usage allocation of 50 GB compressed storage space is included with each mailbox license. The average GB over all mailboxes is counted. Over-usage will be charged at agreed-upon rates.

Please refer to our online documentation: https://documentation.solarwindsmsp.com/mail-assure/documentation/Content/C_Domain%20Level/domains/mailbox-overview.htm?Highlight=mailbox#EditOneOrMultipleMailboxes.

Service Branding

What is included in branding?

You can brand several aspects of your account, including brand name, logo, color scheme, web interface URL (including TLS). You are charged for each unique (sub)admin account that actively uses the branding functionality.

Can I have multiple brands within one cluster?

Yes, besides branding your own admin account, you can also make branding available to each sub-admin you create.

How do you know how much to bill me each month?

Branding is billed on the highest usage count of admin and sub-admin accounts that have customized branding in the web interface. Here are some examples:

- You have updated the branding for your admin account—you will be charged for one branding license.
- You have not branded your admin account, but you made branding available to three sub-admins. Two of the three sub-admins updated their branding settings, so you will be charged for two branding licenses.

Distribution Lists

Distribution lists and shared mailboxes are not billed for. Configuration of such addresses can be verified in the “Mailboxes overview” page.

Note: For email archiving, the data of shared mailboxes and distribution lists are included in the total storage for a domain; hence our email archiving FUP of 50 GB would apply.

Please note the sections below is applicable to partners invoiced from the Billing Platform. If you need more information, please contact our Customer Success team by filing a case in the Customer Success Center.

Usage and Billing Data

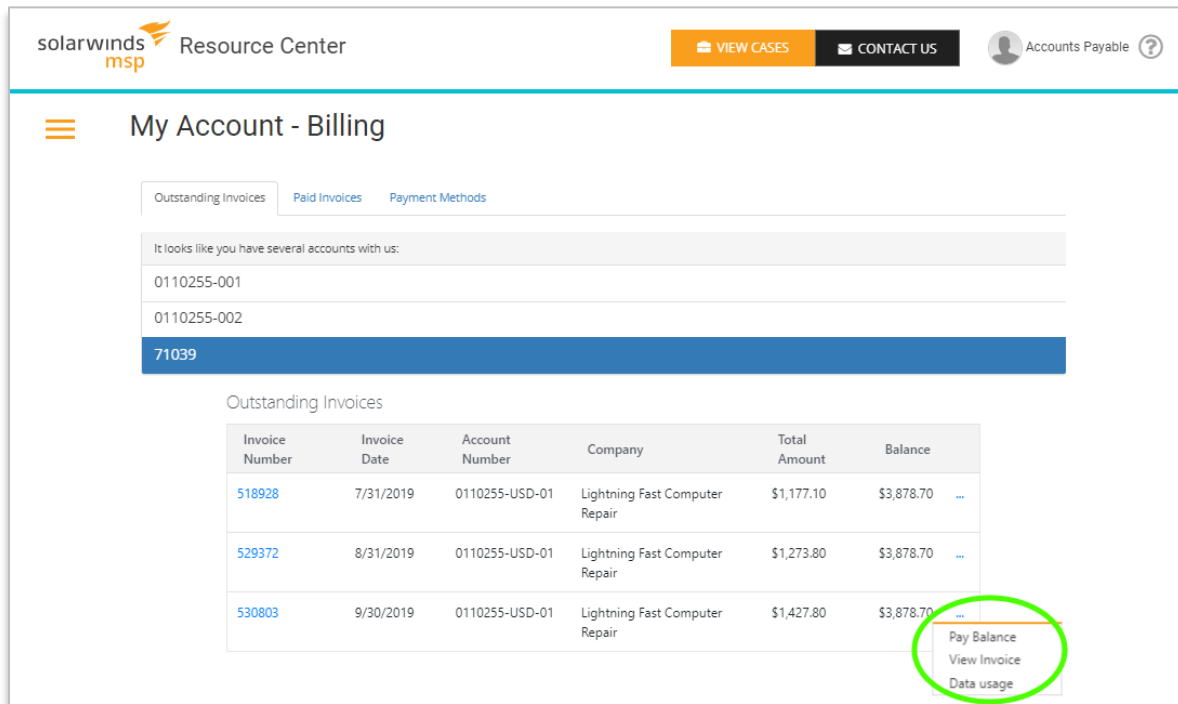
Where can I see my billing data?

Billing data can be found on your monthly invoice.

Where can I see my usage data?

You can view your usage data in the SolarWinds MSP Resource Center at <https://community.solarwindsmsp.com/>. Log in with your Community Resource Center account details and go to **My Account > Billing**.

From there, you can view invoices with the “View Invoice” option or download .csv usage data for that invoice with “Data usage.”



solarwinds msp Resource Center

VIEW CASES CONTACT US Accounts Payable ?

My Account - Billing

Outstanding Invoices Paid Invoices Payment Methods

It looks like you have several accounts with us:

- 0110255-001
- 0110255-002
- 71039**

Outstanding Invoices

Invoice Number	Invoice Date	Account Number	Company	Total Amount	Balance	
518928	7/31/2019	0110255-USD-01	Lightning Fast Computer Repair	\$1,177.10	\$3,878.70	...
529372	8/31/2019	0110255-USD-01	Lightning Fast Computer Repair	\$1,273.80	\$3,878.70	...
530803	9/30/2019	0110255-USD-01	Lightning Fast Computer Repair	\$1,427.80	\$3,878.70	...

Pay Balance
View Invoice
Data usage

For more information on the Community Resource Center, refer to the Community Resource Center Document.

What is included in my usage report?

The usage reports show a breakdown of your usage data:

	A	B	C	D	G
1	Account Name	Account Number	Invoice Number	Invoice Date	Product
2	Lightning Fast Computer Repair	0275449-USD-01	697843	3/31/2020	SolarWinds Mail Assure Email Protection - Per Unit

- **Invoice Number** is the reference number for the invoice.
- **Invoice Date** is the date the invoice was generated.
- **Product** is the invoiced product for this line item (archiving, filtering, branding, minimum charge, etc.).

H	I	J	L	M	P	Q
UOM	Price	Usage Client	Quantity	Amount	Customer Site Name	Usage: Detail
Mailbox	0.5	lightningfastprepair.biz	1	0.5	Lightning Fast_920265432	j.bauman (I)

- **UOM (Unit of Measure)** is what the quantity is measuring, in this case one mailbox.
- **Price** is the per-unit price for that product.
- **Usage Client** is the domain(s) name(s) added and activated for specific service(s). This column will be blank if branding is activated.
- **Amount** is the per-unit **Price** multiplied by the **Quantity** of that line item.
- **Customer Site Name**, if applicable, is where a reseller’s subscription name is located.
- **Usage: Detail** is the mailbox in question associated with the domain from **Usage Client**, and includes a code of the service in use by the mailbox, for example:
- I = Incoming Filter

- = Outgoing Filter
- A = Email Archiving
- IO = Incoming and Outgoing Filtering
- IA – Incoming and Email Archiving

Note: mailboxes added as distribution lists or shared mailboxes will not show in the usage report. These are free of charge.

How is my usage reviewed and billed?

Your usage is reviewed monthly, irrespective of your billing cycle. Any detected over-usage that requires upgrades will be executed on agreed-upon license rates.

Understanding Your Mail Assure Invoice

Please note in the section below, we use example domain and company names.

For MSPs with a standard license, and distributors:

- The “Summary” section shows the services you have active.

Summary

Description	From	To	Quantity	Rate	Currency	Total Cost
SolarWinds Mail Assure Branding	10/01/2019	10/31/2019	1	9.99	USD	\$9.99
SolarWinds Mail Assure Email Archiving - Per Unit	10/01/2019	10/31/2019	229	0.70	USD	\$160.30
SolarWinds Mail Assure Email Protection - Per Unit	10/01/2019	10/31/2019	17	1.05	USD	\$17.85
Total:						\$188.14

- The “Quantity” field reflects the number of mailboxes with that line item’s service. Branding is either enabled or disabled, so the quantity will be a maximum of one per reseller.

- The next section will show detailed information about the services you have active per domain, including the quantity of mailboxes active per domain.

Service Details: SolarWinds Mail Assure Email Archiving - Per Unit						
Domain	From	To	Quantity	Rate	Currency	Cost
example1.com	10/01/19	10/31/19	20	0.70	USD	\$14.00
example2.com	10/01/19	10/31/19	16	0.70	USD	\$11.20
example3.com	10/01/19	10/31/19	9	0.70	USD	\$6.30
example4.com	10/01/19	10/31/19	12	0.70	USD	\$8.40
example5.com	10/01/19	10/31/19	9	0.70	USD	\$6.30
example6.com	10/01/19	10/31/19	19	0.70	USD	\$13.30
example7.com	10/01/19	10/31/19	40	0.70	USD	\$28.00
example8.com	10/01/19	10/31/19	13	0.70	USD	\$9.10
example9.com	10/01/19	10/31/19	12	0.70	USD	\$8.40
example10.com	10/01/19	10/31/19	2	0.70	USD	\$1.40
example11.com	10/01/19	10/31/19	5	0.70	USD	\$3.50
example12.com	10/01/19	10/31/19	12	0.70	USD	\$8.40
example13.com	10/01/19	10/31/19	12	0.70	USD	\$8.40
example 14.com	10/01/19	10/31/19	35	0.70	USD	\$24.50
example 15.com	10/01/19	10/31/19	5	0.70	USD	\$3.50
example 16.com	10/01/19	10/31/19	8	0.70	USD	\$5.60
Total:				229	USD	\$160.30
Service Details: SolarWinds Mail Assure Email Protection - Per Unit						
Domain	From	To	Quantity	Rate	Currency	Cost
example17.com	10/01/19	10/31/19	3	1.05	USD	\$3.15
example18.com	10/01/19	10/31/19	2	1.05	USD	\$2.10
example19.com	10/01/19	10/31/19	4	1.05	USD	\$4.20
example20.com	10/01/19	10/31/19	6	1.05	USD	\$6.30
example21.com	10/01/19	10/31/19	2	1.05	USD	\$2.10
example22.com	10/01/19	10/31/19	2	1.05	USD	\$2.10
Total:				17	USD	\$17.85
						Sub Total
						\$188.14
						Grand Total Amount
						\$188.14

- For distributors, the summary section of your invoices is identical, but the following detail pages are broken out by reseller, with each subscription name listed in bold, with the details of that subscription below, along with a grand total amount for that subscription.

For MSPs with a minimum commitment license:

- The "Summary" section shows the services you have active, including the minimum commitment you signed up with.

Summary						
Description	From	To	Quantity	Rate	Currency	Total Cost
SolarWinds Mail Assure Branding	03/01/2020	03/31/2020	1.00	7.99	USD	7.99
SolarWinds Mail Assure Email Protection - Minimum Commitment	03/01/2020	03/31/2020	500.00	332.00	USD	332.00
SolarWinds Mail Assure Email Protection - Per Unit	03/01/2020	03/31/2020	509.00	0.66	USD	335.94
Tax	03/01/2020	03/31/2020		0.00		135.17
Total:						811.10

- The “Quantity” field represents the following:
- Minimum commitment: the minimum commitment you signed up for. In this example, a minimum commitment of 500 mailboxes was agreed upon.
- Next will show the quantity of mailboxes for which emails were filtered during the month. In this example, 1,009 total mailboxes were actively filtered in the month of March. The first 500 of these are charged as on -line item for the minimum of 500 mailboxes. The quantity of this charge is 500 (500 mailboxes in the commitment), and the rate is the total amount of those 500 mailboxes at the agreed-upon price (500 mailboxes at £0.66 ea. = £332).
- The remaining 509 mailboxes that were above the commitment amount are charged individually in the “Per Unit” section.
- To assign every used mailbox in a month to a domain, the usage details are required, as the minimum commitment charge will not break down exactly what domains are charged as a part of this commitment; however, the usage detail (eFile) will have every single charged domain and mailbox broken out, line by line.

Company Name	Service From	Service To	Quantity	Rate	Currency	Cost
Description						
SolarWinds Mail Assure Email Protection - Minimum Commitment	03/01/20	03/31/20	500	332.00		332.00
Service Details: SolarWinds Mail Assure Branding						
Domain	From	To	Quantity	Rate	Currency	Cost
	03/01/20	03/31/20	1	7.99		7.99
			Total:	1		7.99
Service Details: SolarWinds Mail Assure Email Protection - Per Unit						
Domain	From	To	Quantity	Rate	Currency	Cost
example1.com	03/01/20	03/31/20	47	0.66		31.02
example2.co.uk	03/01/20	03/31/20	9	0.66		5.94
example3.com	03/01/20	03/31/20	15	0.66		9.90
example4.com	03/01/20	03/31/20	68	0.66		44.88
example4.co.uk	03/01/20	03/31/20	17	0.66		11.22
example5.com	03/01/20	03/31/20	353	0.66		232.98
			Total:	509		335.94
						Sub Total
						675.93
					Tax Rate	Tax Total
					20%	135.17
						Grand Total Amount
						811.10

For IT Pros:

- For IT pro customers, your invoice will look much the same as the minimum commitment invoice above; however, since MSP customers with a minimum commitment have that commitment billed monthly, ITPRO customers will only invoice that commitment once every twelve months. If, in any given month, an ITPRO customer uses more mailboxes than originally committed to, the overage for that month will be invoiced.
- That overage invoice will look like this:

Summary						
Description	From	To	Quantity	Rate	Currency	Total Cost
SolarWinds Mail Assure ITPRO Email Protection	03/01/2020	02/28/2021	50.00	12.00	USD	600.00
SolarWinds Mail Assure ITPRO Email Protection - Overage	03/01/2020	03/31/2020	5.00	1.00	USD	5.00
SolarWinds Mail Assure ITPRO Email Protection - Overage	03/01/2020	03/31/2020	50.00	0.00	USD	.00
Total:						605.00

- The first line item is the annual 12-month charge for 50 mailboxes of email protection, at \$1.00/month. This is charged upfront, with a term from March 1 of this year to February 28 of next year.
- The second line item is an overage charge, as the customer used a total of 55 mailboxes this month, 5 over their allotted 50. This average charge will appear monthly, as long as the total number of used mailboxes is above the number of annual mailboxes purchased.
- The third line item is a \$0 charge showing that for this month, all 50 annual mailboxes have been used.
- You can see on the next page of the invoice; all 55 mailboxes are assigned to domains. On the usage report, the mailbox names will be listed beside each charge.

Lightning Fast PC Repair						
Description	Service From	Service To	Quantity	Rate	Currency	Cost
SolarWinds Mail Assure ITPRO Email Protection	03/01/20	02/28/21	50	12.00	USD	\$600.00
Service Details: SolarWinds Mail Assure ITPRO Email Protection - Overage						
Domain	From	To	Quantity	Rate	Currency	Cost
Lightningfastpc.biz	03/01/20	03/31/20	5	1.00	USD	\$5.00
Lightningfastpc.biz	03/01/20	03/31/20	50	0.00	USD	\$0.00
Total:				55	USD	\$5.00
Sub Total						\$605.00
Grand Total Amount						\$605.00

Please contact our Customer Success team by filing a case in the Customer Success Center if you have questions regarding your invoice or usage.

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