

# Airspeed's Fair Billing Policy

Airspeed's billing policy is focused on billing you for those users that are enjoying the suite of Airspeed apps. Therefore, we only invoice you for those unique users that have been invited to Slack channel(s) where an Airspeed app is installed.

## The short version

- Our Fair Billing Policy applies to [Airspeed plans](#) purchased and paid for by credit card, ACH or wire (invoicing).
- When you purchase a paid plan for our suite of apps, you'll be billed for the total number of unique users in the channel(s) where the Airspeed apps are installed. You will not be billed for the same user in multiple channels that have one or more of our apps.
- Any changes to the number of channel members where an app is installed will be reflected in your billing statement. We will bill for the number of unique users, determined one day prior to your billing date.

## How you're billed for members

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On paid plans, you are billed for the total number of unique users in your Slack channel(s) where one or more Airspeed apps are installed. You are only billed for unique members, even if they are in multiple channels with Airspeed. Your billing date is the day you signed up for a paid plan.

## Adding new members during your billing period

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If you're on a paid plan and add new members partway through the billing period, we'll only charge for the users in the channel prior to your billing date. We'll keep track of this for you, and bill you accordingly.

- **If you pay monthly by credit card**, we will charge you the following month for total users at the time prior to your billing date.
- **If you pay annually by credit card**, we'll calculate the prorated cost for the rest of the year and bill you on your billing date for any new members added.
- **If you pay annually by invoice** and your workspace grows beyond the members you've already paid for, we'll send you an invoice once per calendar quarter to settle any outstanding balances.

## Example

Your workspace is on the [Business Class plan](#) and you're paying monthly, \$3.00 per member. Ten days into your billing period, you add a new member.

### How you're billed

Your next billing will include that member. For example, if you pay monthly for 120 members and in the month you add 5 new members to a channel where an Airspeed app is installed, your next invoice will be for 125 members.

## How inactive and deactivated members affect billing

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Airspeed will automatically detect if members are dropped from a channel, and if that happens, we'll add prorated credits\*\* to your Airspeed account if you are on an annual plan. Those credits will be applied toward future payments, such as new members being added to your channels or your next renewal date. If you are on a monthly plan,

you will only be billed for those in a channel at the end of the previous month. You will not receive credits or refunds for partial months and we will not charge you for partial months.

## Examples

Example 1: Your workspace is on the [Business Class plan](#) and you're paying monthly, \$3.00 per member. At the end of the month Airspeed will identify the total number of unique members in the channels where an Airspeed app is installed. Your next invoice will be reflective of that total user count.

Example 2: Your workspace is on the [Business Class plan](#) and you're paying annual, \$3.00 per member. At the end of your billing month, Airspeed will identify the total number of unique members in the channels where an Airspeed app is installed. If there is a net loss of total users in the channels, that credit will carry forward until it is offset by added members to a channel.

**\*\*Note:** Credits have no currency or exchange value, are non-transferable and non-refundable, and will expire following the termination of your paid Airspeed plan.

## When you'll see credit card charges

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You'll see the first credit card charge from Airspeed on the day you purchase a paid plan. If you pay monthly, you will be charged for any days remaining in the current month. If you pay annually, you will be charged for one year. Here are some other times you'll see charges:

- Monthly on your sign-up date.
- On your **annual renewal date** if you pay annually.

- On your sign-up date if you pay annually and there's an outstanding balance for adding new members.

## Supported payment methods

The fastest way to pay for Airspeed's Business Class or First Class plan is with a credit card or ACH, but your workspace may be eligible to pay by invoice. Read on for more details, and [send us a note](#) if you have additional questions. Currently, Airspeed only accepts payment in USD.

### Pay by credit card

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For monthly or annual billing, you can use a credit card or ACH to pay for Airspeed. Credit card details can be managed from the [Billing page](#) by Airspeed Admins. Learn more about [managing credit card details](#). Currently, Airspeed is only accepting payment in \$USD.

### Accepted credit cards

#### U.S. and Canada

- Visa
- MasterCard
- American Express

#### Outside of U.S. and Canada

- Visa
- MasterCard
- American Express

## Pay by ACH

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For monthly, or annual billing, you can enter your banking details to have ACH withdrawals. For ACH transactions, Airspeed uses Plaid <https://plaid.com/> so that you can feel secure in your transactions.

## Pay by invoice

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Some customers can request invoices and pay for Airspeed via credit card, ACH or wire.

Invoices are emailed to Admins and to any billing contacts. If you're an Admin, you can choose to pay by invoice if your workspace meets the following criteria:

- You pay for Airspeed annually.
- Your total Airspeed invoice exceeds our minimum of \$5,000 annually.