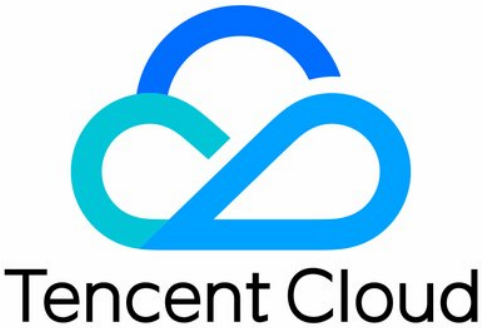
Tencent Real-Time Communication Purchase Guide

Product Documentation



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Purchase Guide
Billing Overview

Last updated : 2021-09-13 11:46:25

TRTC offers two types of services: **basic services** and **value-added services**.

Basic Services

Basic services include interactive live audio streaming, interactive live video streaming, audio calls, and video calls. They can be used separately or together. Their pricing is detailed below:

Service	Description	Billing Details
Interactive live audio streaming	• Audio co-anchoring between anchors and audience • Cross-room anchor competition • Smooth mic on/off without waiting; anchor latency less than 300 ms • No upper limit on the cumulative number of anchors in a room; up to 50 users can keep their mics on at the same time. • Live streaming to up to 100,000 concurrent users and a playback latency as low as 1,000 ms in the low-latency live streaming mode • No upper limit on audience size in the CDN relayed live streaming mode	Billing of Interactive Live Audio Streaming
Interactive live video streaming	• Video co-anchoring between anchors and audience • Cross-room anchor competition • Smooth mic on/off without waiting; anchor latency less than 300 ms • No upper limit on the cumulative number of co-anchoring users in a room; up to 50 users can keep their mics on at the same time. • Live streaming to up to 100,000 concurrent users and a playback latency as low as 1,000 ms in the low-latency live streaming mode • No upper limit on audience size in the CDN relayed live streaming mode	Billing of Interactive Live Video Streaming
Audio call	• One-to-one or group audio calls, which support 48 kHz sampling and dual channels	Billing of Audio Calls

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	• Each room allows up to 300 concurrent users, and up to 50 of them can keep their mics on at the same time.	
Video call	• One-to-one or group video calls, which support 720p and 1080p definitions • Each room allows up to 300 concurrent users, and up to 50 of them can keep their cameras on at the same time.	Billing of Video Calls

Value-Added Services

TRTC provides two additional features on top of the four basic services, namely **on-cloud recording** and **On-Cloud MixTranscoding**. These two value-added services must be used together with the basic services and are charged additional fees. Their pricing is detailed below:

Service	Description	Billing Details
On-cloud recording	TRTC leverages the capabilities of **CSS** to allow you to record entire live streaming sessions through relayed push and save the recording files in **VOD**	Billing of On-Cloud Recording
On-Cloud MixTranscoding	TRTC uses an MCU cluster to mix and transcode the audio and video streams in a room and pushes the mixtranscoded stream to CSS for **on-cloud recording** or **CDN live streaming**.	Billing of On-cloud MixTranscoding

Free Trial

Starting from August 20, 2021, accounts creating applications for the first time in the TRTC console will get a 10,000-minute free trial, which can be used for video calls, audio calls, interactive live video streaming, and interactive live audio streaming. For details, see Free Trial.

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Free Trial

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Free Trial

Starting from August 20, 2021, accounts that create applications for the first time in the TRTC console will get a 10,000-minute free trial, which can be used for video calls, audio calls, interactive live video streaming, and interactive live audio streaming.

Notes:

- The free trial is valid from the day it is offered to the last day of the same month next year.
  For example, if you got a free trial on May 1, 2021, it would be valid from May 1, 2021 to May 31, 2022.
- Audio duration and SD/HD/FHD video duration are all deducted **1:1** from your trial package. That is to say, for 1 minute of audio duration or SD/HD/FHD duration used, 1 minute is deducted from your trial package.
- When creating your first application in the TRTC console, you can select **Do not suspend services. You will be billed at pay-as-you-go rates.** or go to **Application Management**, select **Application Info**, and enable the pay-as-you-go mode. For detailed directions, please see Enabling Pay-As-You-Go.
- Once your trial package expires, the remaining minutes in the package will become invalid and cannot be retrieved.

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Billing of Interactive Live Audio Streaming

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Note :
This document describes the billing of low-latency live streaming in TRTC rooms. You will incur additional costs if you relay audio and video in TRTC rooms to the CSS system and stream them to audience via CDNs. For details, see CDN Relayed Live Streaming > Billing.

Usage Calculation

Your usage of interactive live audio streaming is the cumulative **audio duration** of all users in your TRTC rooms.

- A user's length of stay in a TRTC room is equivalent to the audio duration of the user.
- Billing starts the moment a user enters a TRTC room, even if he or she is the only user in the room.
- In cases where a user enters and leaves a room multiple times, TRTC will add up the durations of the user's stays in the room.

Note :
A duration is calculated in seconds and monthly cumulative seconds are converted to minutes for billing. A duration of less than one minute is calculated as one minute.

Pricing

The price of interactive live audio streaming is listed below:

Billable Item	Unit Price (USD/1,000 Min)
Audio	0.99

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Billing Mode

TRTC supports two billing modes: **prepaid packages** and **pay-as-you-go**. The former is the default mode. To switch to pay-as-you-go, please see Enabling Pay-As-You-Go.

Prepaid packages

Your audio duration is deducted **1:1** from a general prepaid package, meaning that for 1 minute of audio duration used, 1 minute will be deducted from your package.
Below are the prices of general packages:

Package Type	Package Duration (1,000 Min)	List Unit Price (USD/1,000 Min)	Package Unit Price (USD/1,000 Min)	Package Price (USD)	Package Price/List Price
Fixed-time package	25	0.99	0.960	24	<97%
	250	0.99	0.908	227	<92%
	1000	0.99	0.856	856	<87%
	3000	0.99	0.805	2416	<82%
Custom package	0 < T < 25	0.99	0.99	Package unit price × Package duration (T)	100%
	25 ≤ T < 250	0.99	0.960		<97%
	250 ≤ T < 1000	0.99	0.908		<92%
	1000 ≤ T < 3000	0.99	0.856		<87%
	T ≥ 3000	0.99	0.805		<82%

Note：
The package unit prices in the table are rounded up to 3 decimal places. However, in actual billing, unit prices are rounded to 8 decimal places.

About general packages:

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- A general package is valid from the day of purchase to the last day of the same month next year. For example, if you purchased a package on May 1, 2021, it would be valid from May 1, 2021 to May 31, 2022.
- You can purchase multiple packages. Durations are deducted in real time from the package that expires the fastest.
- A new package takes effect in about 5 minutes after payment. **If your account has a duration that is generated after 00:00 of the day of purchase and hasn't been deducted, it will be deducted immediately from the newly purchased package.**
- To avoid interrupting your businesses, **TRTC will not suspend services for your account when your package is used up or expires**. The minutes not deducted from any package will be billed at pay-as-you-go rates.
- Once a general package expires, the remaining minutes in the package will become invalid and cannot be retrieved.

Pay-as-you-go

When you overuse your package, the extra duration will be billed at pay-as-you-go rates.
You can choose to pay daily or monthly.

Daily pay-as-you-go

For accounts that create their first application in the TRTC console on or after September 1, 2020, **daily** pay-as-you-go applies by default. Fees for a day are deducted at 10:00 AM the next day.

Monthly pay-as-you-go

For accounts that created their first application in the TRTC console on or before August 31, 2020, **monthly** pay-as-you-go applies by default. Fees for a month are deducted within the first five days of the next month. For details, see Bills.

Note：

- You cannot change the billing cycle by yourself. If you want to change the billing cycle from monthly to daily, please submit a ticket.
- If your account balance is insufficient for the deduction of the incurred fees, the overdue payment may cause other Tencent Cloud services to be suspended for your account too. For example, because on-cloud recording relies on **CSS** and **VOD**, your on-cloud recording task may fail due to the overdue payment.

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Billing Example

> Note :
> The example below uses the list price. You can purchase a package to reduce your expenses.

Assume that users A, B, and C stayed in a TRTC room for 30 minutes, during which none of them received video data. The call would be billed as audio duration.

Analysis:

- **Cost of audio-only duration = Unit price of audio duration × Sum of all users' audio durations**
- The **total cost** would be `Unit price of audio duration × The sum of all three users' audio durations = 0.99 USD/1,000 min × (30 min + 30 min + 30 min) ÷ 1,000 = 0.0891 USD` .

Usage and Cost Estimation

You can use the TRTC Price Calculator to estimate your usage of interactive live audio streaming and the cost.

1. In **Interactive Live Audio/Video Streaming**, specify **Average Rooms Per Day**, **Average Anchors Per Room**, **Average Audience Size Per Room**, and **Average Streaming Duration Per Room**.

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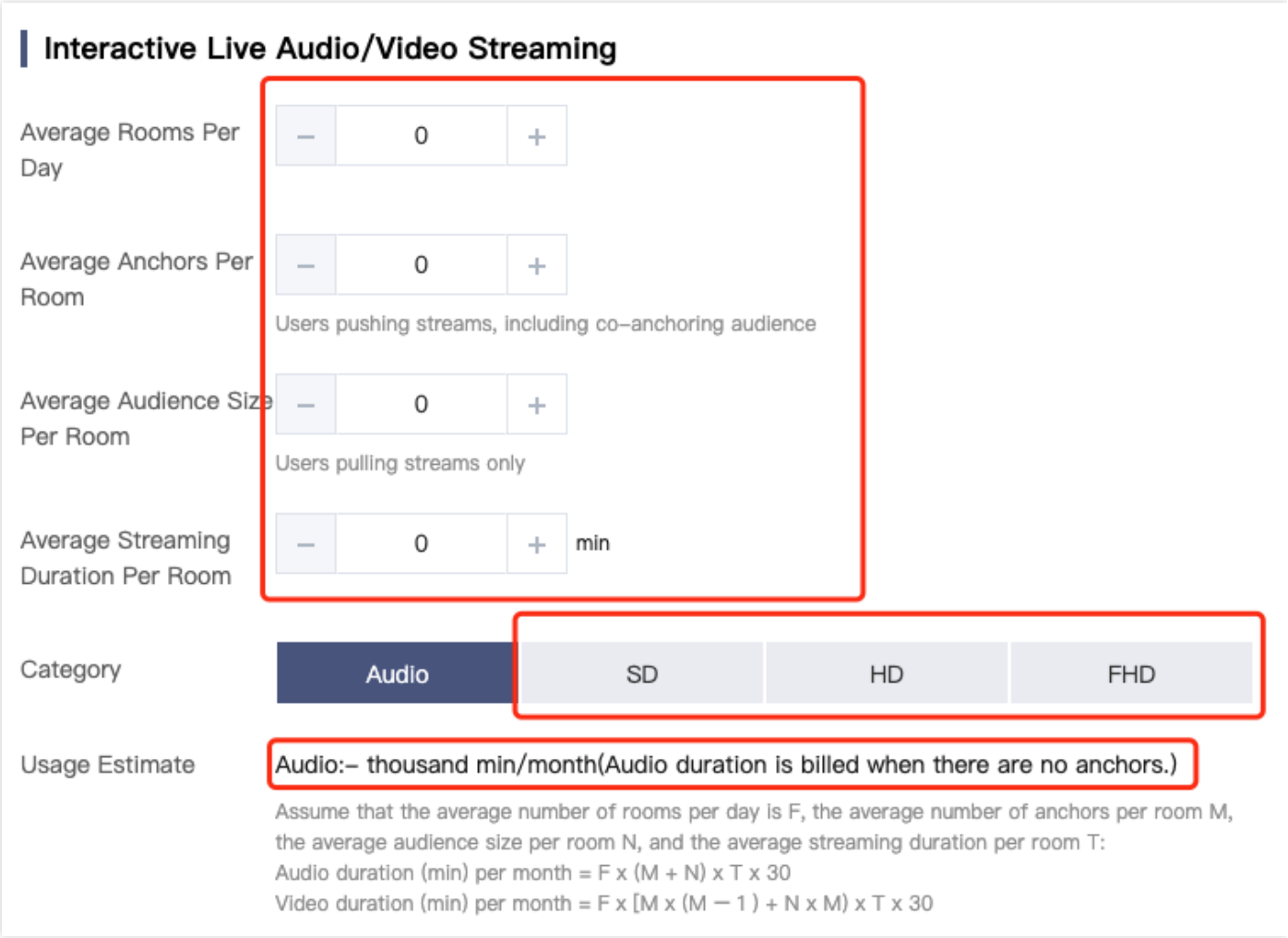
2. Select **Audio** for **Category** to get your monthly **Usage Estimate**.



3. In **Cost Estimate**, you will see your **general package usage** and estimated costs under the prepaid and pay-as-you-go modes.

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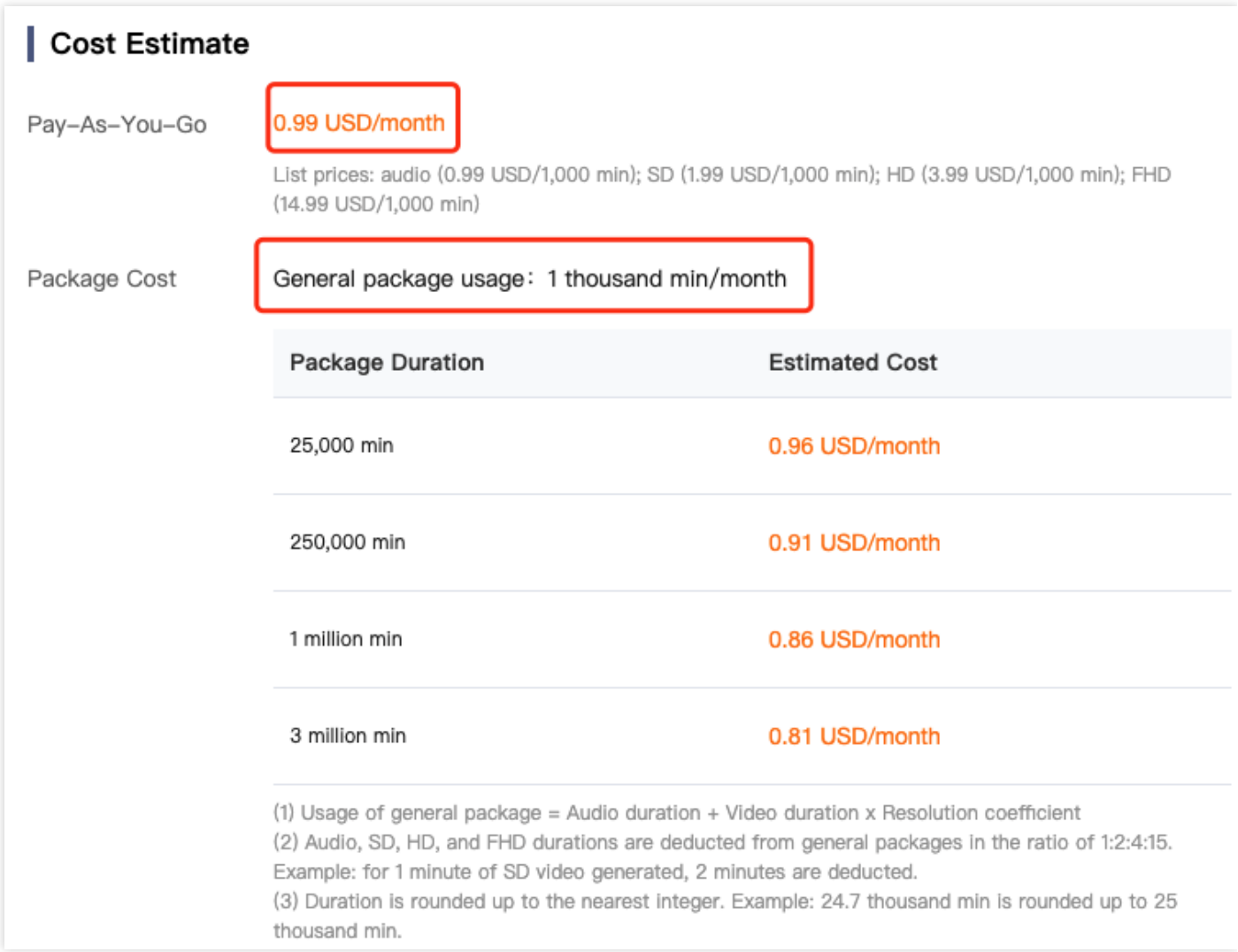

Cost Estimate

Pay-As-You-Go: 0.99 USD/month

List prices: audio (0.99 USD/1,000 min); SD (1.99 USD/1,000 min); HD (3.99 USD/1,000 min); FHD (14.99 USD/1,000 min)

Package Cost: General package usage: 1 thousand min/month

Package Duration	Estimated Cost
25,000 min	0.96 USD/month
250,000 min	0.91 USD/month
1 million min	0.86 USD/month
3 million min	0.81 USD/month

(1) Usage of general package = Audio duration + Video duration x Resolution coefficient
(2) Audio, SD, HD, and FHD durations are deducted from general packages in the ratio of 1:2:4:15. Example: for 1 minute of SD video generated, 2 minutes are deducted.
(3) Duration is rounded up to the nearest integer. Example: 24.7 thousand min is rounded up to 25 thousand min.

References

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- Free Trial
- Billing of Interactive Live Video Streaming
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Billing of Interactive Live Video Streaming

Last updated : 2021-09-13 11:46:26

Note :
This document describes the billing of low-latency live streaming in TRTC rooms. You will incur additional costs if you relay audio and video in TRTC rooms to the CSS system and stream them to audience via CDNs. For details, see CDN Relayed Live Streaming > Billing.

Usage Calculation

Your usage of interactive live video streaming is the cumulative video duration and audio duration of all users in your TRTC rooms.

Note :
A duration is calculated in seconds and monthly cumulative seconds are converted to minutes for billing. A duration of less than one minute is calculated as one minute.

Video duration

Video duration is the length of video streams received by users who subscribe to video streams after room entry. TRTC categorizes and bills video durations based on the **actual resolution of video received**.
Below is how video durations are categorized by resolution:

Category	Receive Resolution
SD	≤ 640 × 480
HD	640 × 480 - 1280 × 720
FHD	> 1280 × 720

- If a user subscribes to a video stream, you will only pay for the video duration, regardless of whether the stream contains audio.

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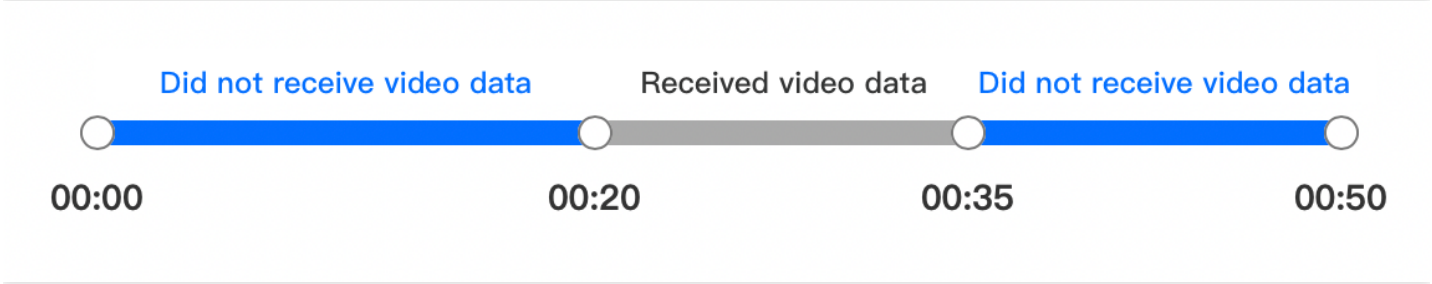
- If a user subscribes to multiple channels of video streams, TRTC will add up the video duration of each channel.
- The TRTC SDK does not set limits for resolution. You can choose the video quality that fits your needs.

Audio duration

In interactive live video streaming, audio duration is the total length of users' stays in TRTC rooms minus the period during which video data is received.
Assume that a user entered a TRTC room at 00:00 and left at 00:50, and the details of the stay are as follows:



The segments in blue are the user's audio duration, which is `The total length of the user's stay - The period during which video is received = 50 min - 15 min = 35 min`.

- Audio duration is billed only when users do not subscribe to video streams.
- Audio duration is billed as long as a user does not subscribe to video streams in a room, regardless of whether streams are pushed.
- In cases where a user enters and leaves a room multiple times, TRTC will add up the length of the user's stays in the room.

Pricing

The prices of interactive live video streaming are listed below:

Billable Item	Unit Price (USD/1,000 Min)
Audio	0.99
SD	1.99
HD	3.99
FHD	14.99

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Billing Mode

TRTC supports two billing modes: **prepaid packages** and **pay-as-you-go**. The former is the default mode. To switch to pay-as-you-go, please see Enabling Pay-As-You-Go.

Prepaid packages

TRTC offers general packages, from which audio, SD video, HD video, and FHD video durations are deducted in the proportion of **1:1, 2:1, 4:1, and 15:1** respectively. For example, for 1 minute of HD video duration used, 4 minutes will be deducted from a general package.
Below are the prices of general packages:

Package Type	Package Duration (1,000 Min)	List Unit Price (USD/1,000 Min)	Package Unit Price (USD/1,000 Min)	Package Price (USD)	Package Price/List Price
Fixed-time package	25	0.99	0.960	24	<97%
	250	0.99	0.908	227	<92%
	1000	0.99	0.856	856	<87%
	3000	0.99	0.805	2416	<82%
Custom package	0 < T < 25	0.99	0.99	Package unit price × Package duration (T)	100%
	25 ≤ T < 250	0.99	0.960		<97%
	250 ≤ T < 1000	0.99	0.908		<92%
	1000 ≤ T < 3000	0.99	0.856		<87%
	T ≥ 3000	0.99	0.805		<82%

Note :
The package unit prices in the table are rounded up to 3 decimal places. However, in actual billing, unit prices are rounded to 8 decimal places.

About general packages:

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- A general package is valid from the day of purchase to the last day of the same month next year. For example, if you purchased a package on May 1, 2021, it would be valid from May 1, 2021 to May 31, 2022.
- You can purchase multiple packages. Durations are deducted in real time from the package that expires the fastest.
- A new package takes effect in about 5 minutes after payment. **If your account has a duration that is generated after 00:00 of the day of purchase and hasn't been deducted, it will be deducted immediately from the newly purchased package.**
- To avoid interrupting your businesses, **TRTC will not suspend services for your account when your package is used up or expires**. The minutes not deducted from any package will be billed at pay-as-you-go rates.
- Once a general package expires, the remaining minutes in the package will become invalid and cannot be retrieved.

Pay-as-you-go

When you overuse your package, the extra duration will be billed at pay-as-you-go rates.
You can choose to pay daily or monthly.

Daily pay-as-you-go

For accounts that create their first application in the TRTC console on or after September 1, 2020, **daily** pay-as-you-go applies by default. Fees for a day are deducted at 10:00 AM the next day.

Monthly pay-as-you-go

For accounts that created their first application in the TRTC console on or before August 31, 2020, **monthly** pay-as-you-go applies by default. Fees for a month are deducted within the first five days of the next month. For details, see Bills.

Note :

- You cannot change the billing cycle by yourself. If you want to change the billing cycle from monthly to daily, please submit a ticket.
- If your account balance is insufficient for the deduction of the incurred fees, the overdue payment may cause other Tencent Cloud services to be suspended for your account too. For example, because on-cloud recording relies on **CSS** and **VOD**, your on-cloud recording task may fail due to overdue payment.

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Billing Example

> Note :
> The examples below use list prices. You can purchase a package to reduce your expenses.

Audio-only scenario

Assume that users A, B, and C stayed in a TRTC room for 30 minutes, during which none of them received video data. The call would be billed as audio duration.

Analysis:

- **Cost of audio-only duration = Unit price of audio duration × Sum of all users' audio durations**
- The **total cost** would be `Unit price of audio duration × The sum of all three users' audio durations = 0.99 USD/1,000 min × (30 min + 30 min + 30 min) ÷ 1,000 = 0.0891 USD`.

Audio-video scenario

Assume that users A, B, and C stayed in a TRTC room for 30 minutes, during which they received each other's audio-video streams, as shown below.

Sender / Recipient	A 640 × 360 (SD)	B Audio only	C 1920 × 1080 (FHD)
A	-	✓	✓
B	✓	-	✓
C	✓	✓	-

Analysis:

- A's billable duration and expense:
  - **A's expense = The expense of duration received from B + The expense of duration received from C**
  - The expense of duration received from B = Unit price of audio duration × The duration of audio received = 0.99 USD/1,000 min × (30 ÷ 1000) = 0.0297 USD
  - The expense of duration received from C = Unit price of FHD video duration × The duration of FHD video received = 14.99 USD/1,000 min × (30 ÷ 1000) = 0.4497 USD

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- A’s expense = The expense of duration received from B + The expense of duration received from C = 0.0297 + 0.4497 = 0.4794 USD

- B’s billable duration and expense:
  - **B’s expense = The expense of duration received from A + The expense of duration received from C**
  - The expense of duration received from A = Unit price of SD video × The duration of SD video received = 1.99 USD/1,000 min × (30 ÷ 1000) = 0.0597 USD
  - The expense of duration received from C = Unit price of FHD video duration × The duration of FHD video received = 14.99 USD/1,000 min × (30 ÷ 1000) = 0.4497 USD
  - B’s expense = The expense of duration received from A + The expense of duration received from C = 0.0597 + 0.4497 = 0.5094 USD

- C’s billable duration and expense:
  - **C’s expense = The expense of duration received from A + The expense of duration received from B**
  - The expense of duration received from A = Unit price of SD video duration × The duration of SD video received = 1.99 USD/1,000 min × (30 ÷ 1000) = 0.0597 USD
  - The expense of duration received from B = Unit price of audio duration × The duration of audio received = 0.99 USD/1,000 min × (30 ÷ 1000) = 0.0297 USD
  - C’s expense = The expense of duration received from A + The expense of duration received from B = 0.0597 + 0.0297 = 0.0894 USD

The **total cost** of the TRTC room would be `A’s expense + B’s expense + C’s expense = 1.0782 USD`.

Usage and Cost Estimation

You can use the TRTC Price Calculator to estimate your usage of interactive live video streaming and the cost.

1. In **Interactive Live Audio/Video Streaming**, specify **Average Rooms Per Day**, **Average Anchors Per Room**, **Average Audience Size Per Room**, and **Average Streaming Duration Per Room**.

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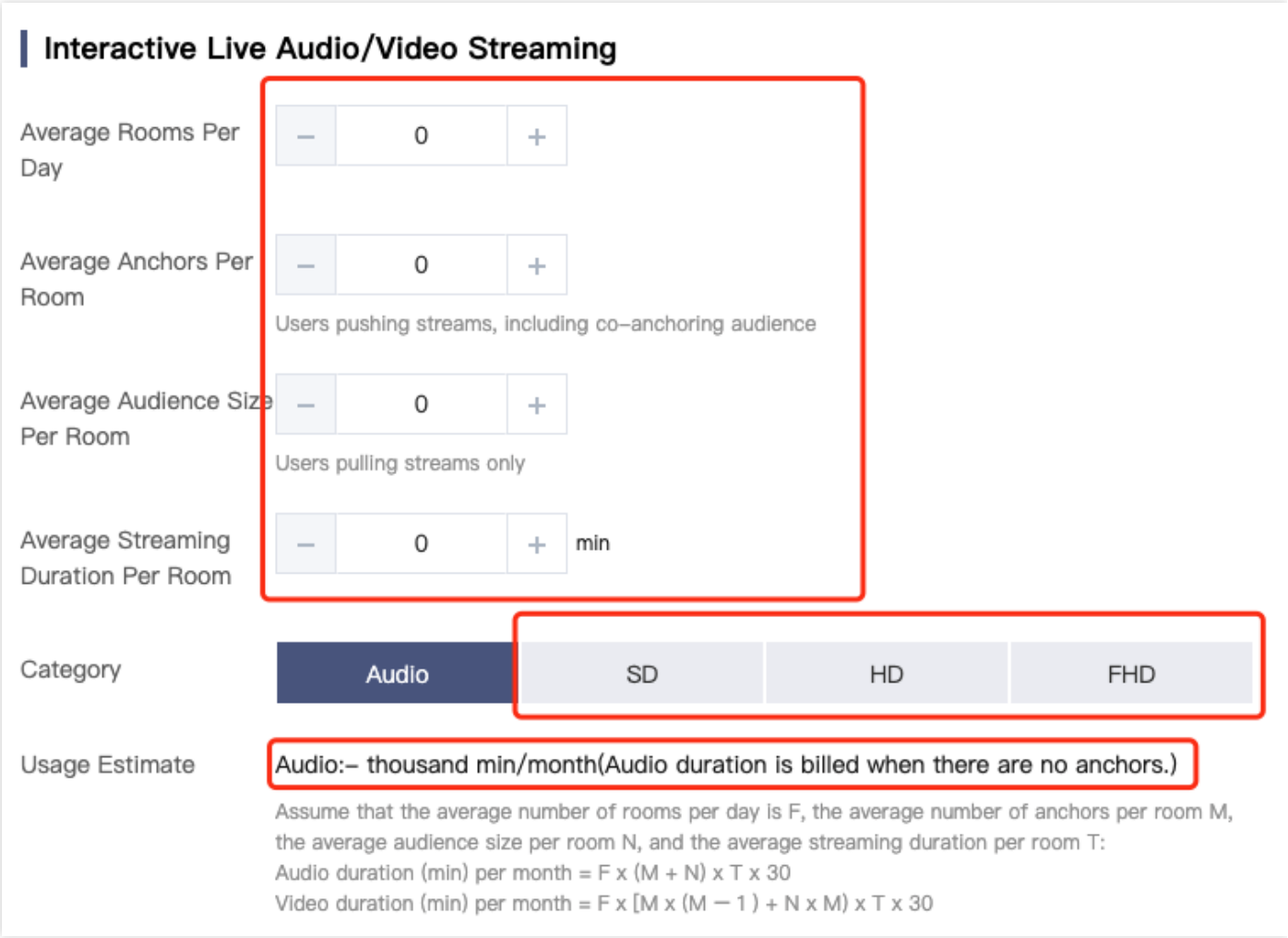
2. Select **SD**, **HD**, or **FHD** for **Category** to get your monthly **Usage Estimate**.



3. In **Cost Estimate**, you will see your **general package usage** and estimated costs under the prepaid and pay-as-you-go modes.

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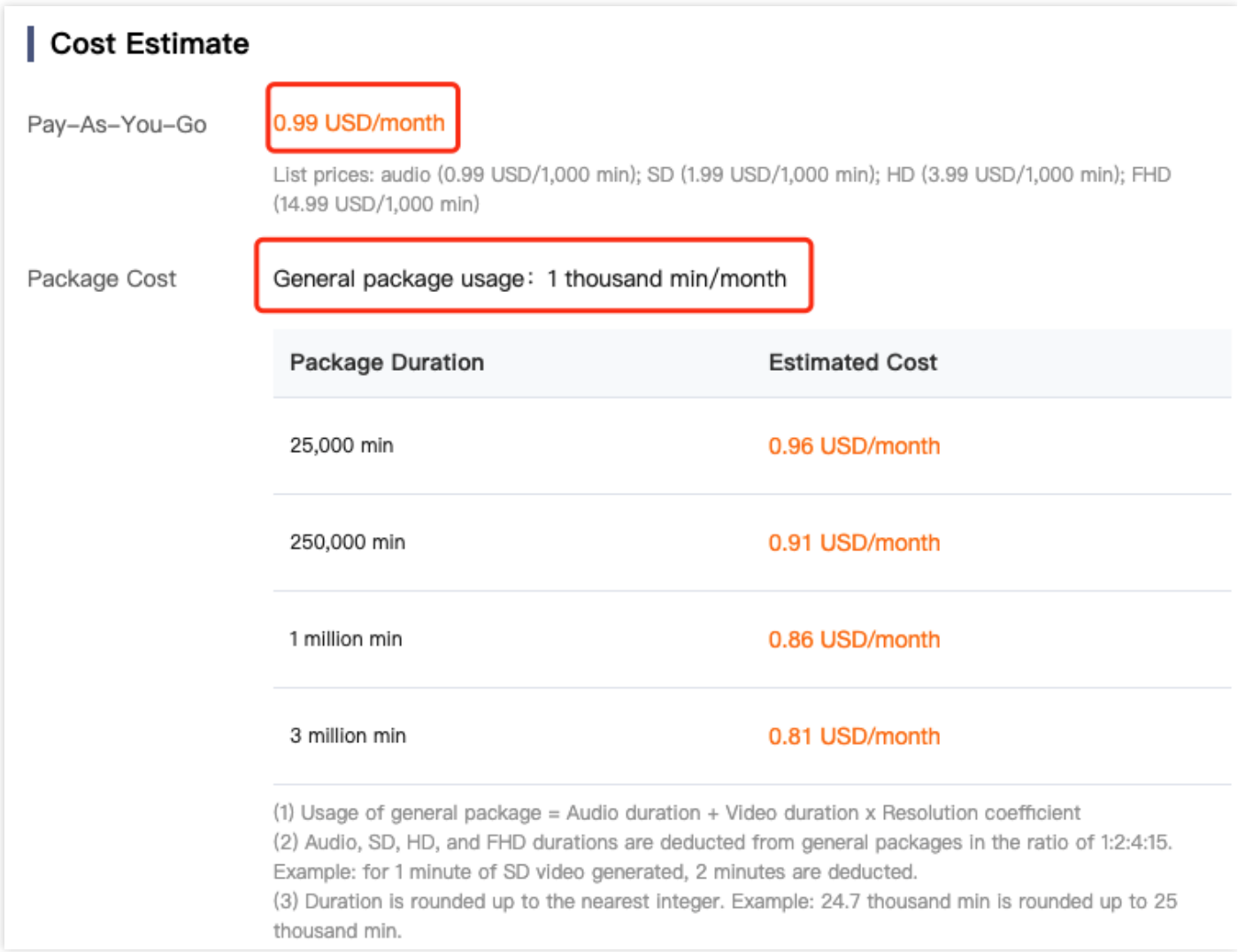

Cost Estimate

Pay-As-You-Go: 0.99 USD/month

List prices: audio (0.99 USD/1,000 min); SD (1.99 USD/1,000 min); HD (3.99 USD/1,000 min); FHD (14.99 USD/1,000 min)

Package Cost: General package usage: 1 thousand min/month

Package Duration	Estimated Cost
25,000 min	0.96 USD/month
250,000 min	0.91 USD/month
1 million min	0.86 USD/month
3 million min	0.81 USD/month

(1) Usage of general package = Audio duration + Video duration x Resolution coefficient
(2) Audio, SD, HD, and FHD durations are deducted from general packages in the ratio of 1:2:4:15. Example: for 1 minute of SD video generated, 2 minutes are deducted.
(3) Duration is rounded up to the nearest integer. Example: 24.7 thousand min is rounded up to 25 thousand min.

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Billing of Audio Calls

Last updated : 2021-09-15 15:39:09

Usage Calculation

Your usage of the audio call service is the cumulative **audio duration** of all users in your TRTC rooms.

- A user's length of stay in a TRTC room is equivalent to the audio duration of the user.
- Billing starts the moment a user enters a TRTC room, even if he or she is the only user in the room.
- In cases where a user enters and leaves a room multiple times, TRTC will add up the durations of the user's stays in the room.

Note :
A duration is calculated in seconds and monthly cumulative seconds are converted to minutes for billing. A duration of less than one minute is calculated as one minute.

Pricing

The price of audio calls is listed below:

Billable Item	Unit Price (USD/1,000 Min)
Audio duration	0.99

Billing Mode

TRTC supports two billing modes: **prepaid packages** and **pay-as-you-go**. The former is the default mode. To switch to pay-as-you-go, please see Enabling Pay-As-You-Go.

Prepaid packages

TRTC offers general packages, from which audio, SD video, HD video, and FHD video durations are deducted in the proportion of **1:1, 2:1, 4:1, and 15:1** respectively. For example, for 1 minute of HD

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video duration used, 4 minutes will be deducted from a general package.
Below are the prices of general packages:

Package Type	Package Duration (1,000 Min)	List Unit Price (USD/1,000 Min)	Package Unit Price (USD/1,000 Min)	Package Price (USD)	Package Price/List Price
Fixed-time package	25	0.99	0.960	24	<97%
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Note：
The package unit prices in the table are rounded up to 3 decimal places. However, in actual billing, unit prices are rounded to 8 decimal places.

About general packages:

- A general package is valid from the day of purchase to the last day of the same month next year. For example, if you purchased a package on May 1, 2021, it would be valid from May 1, 2021 to May 31, 2022.
- You can purchase multiple packages. Durations are deducted in real time from the package that expires the fastest.

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- A new package takes effect in about 5 minutes after payment. **If your account has a duration that is generated after 00:00 of the day of purchase and hasn't been deducted, it will be deducted immediately from the newly purchased package.**

- To avoid interrupting your businesses, **TRTC will not suspend services for your account when your package is used up or expires**. The minutes not deducted from any package will be billed at pay-as-you-go rates.

- Once a general package expires, the remaining minutes in the package will become invalid and cannot be retrieved.

Pay-as-you-go

When you overuse your package, the extra duration will be billed at pay-as-you-go rates.
You can choose to pay daily or monthly.

Daily pay-as-you-go

For accounts that create their first application in the TRTC console on or after September 1, 2020, **daily** pay-as-you-go applies by default. Fees for a day are deducted at 10:00 AM the next day.

Monthly pay-as-you-go

For accounts that created their first application in the TRTC console on or before August 31, 2020, **monthly** pay-as-you-go applies by default. Fees for a month are deducted within the first five days of the next month. For details, see Bills.

Note :

- You cannot change the billing cycle by yourself. If you want to change the billing cycle from monthly to daily, please submit a ticket.
- If your account balance is insufficient for the deduction of the incurred fees, the overdue payment may cause other Tencent Cloud services to be suspended for your account too. For example, because on-cloud recording relies on **CSS** and **VOD**, your on-cloud recording task may fail due to the overdue payment.

Billing Example

Note :

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The example below uses the list price. You can purchase a package to reduce your expenses.

Assume that users A, B, and C stayed in a TRTC room for 30 minutes, during which none of them received video data. The call would be billed as audio duration.

Analysis:

- **Cost of audio-only duration = Unit price of audio duration × Sum of all users' audio durations**
- The **total cost** would be `Unit price of audio duration × The sum of all three users' audio durations = 0.99 USD/1,000 min × (30 min + 30 min + 30 min) ÷ 1,000 = 0.0891 USD`.

Usage and Cost Estimation

You can use the TRTC Price Calculator to estimate your usage of audio calls and the cost.

1. In **Audio/Video Call**, specify **Average Calls Per Day**, **Average Users Per Call**, and **Average Call Duration Per User**.

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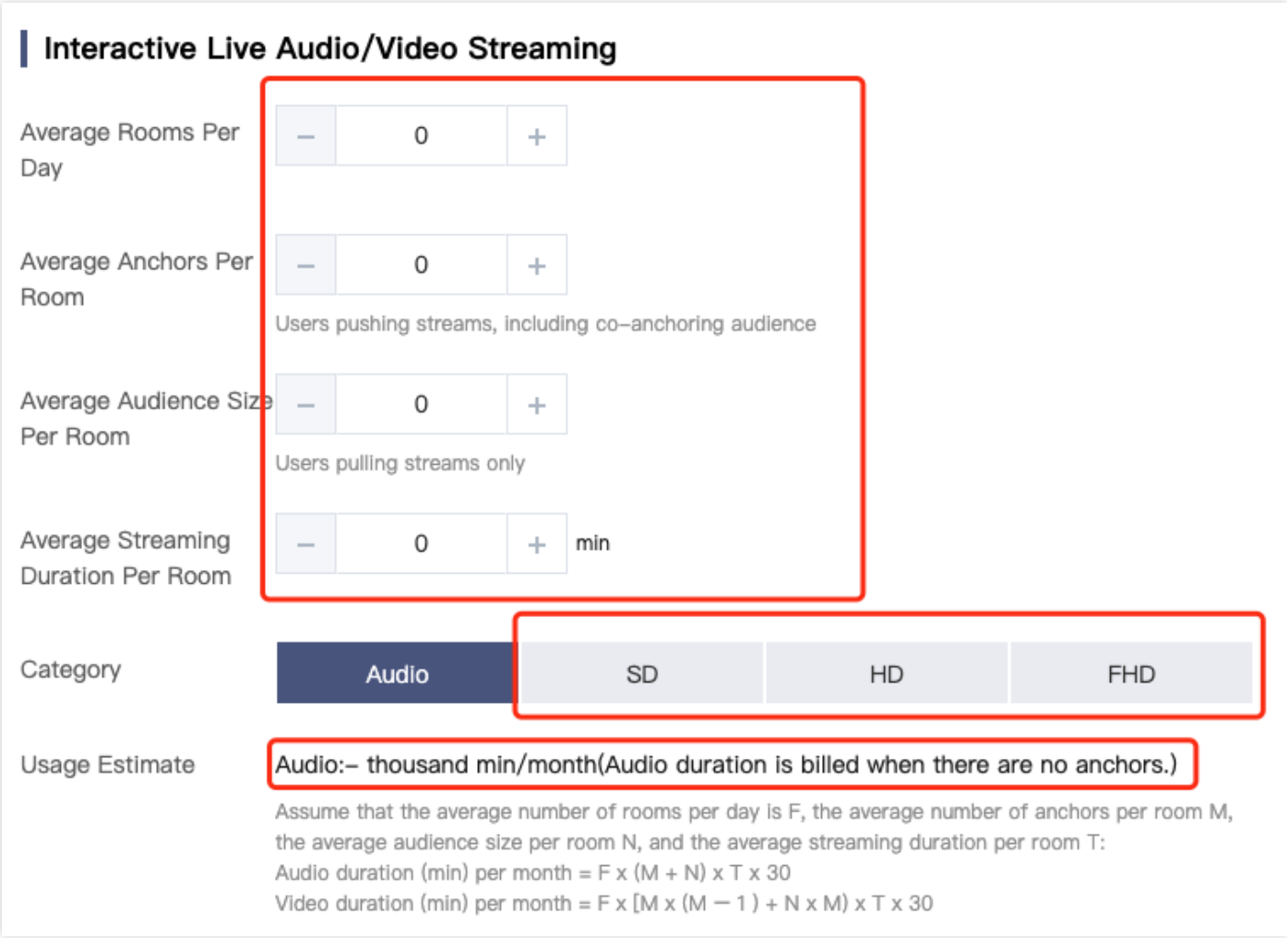
2. Select **Audio** for **Category** to get your monthly **Usage Estimate**.



3. In **Cost Estimate**, you will see your **general package usage** and estimated costs under the prepaid and pay-as-you-go modes.

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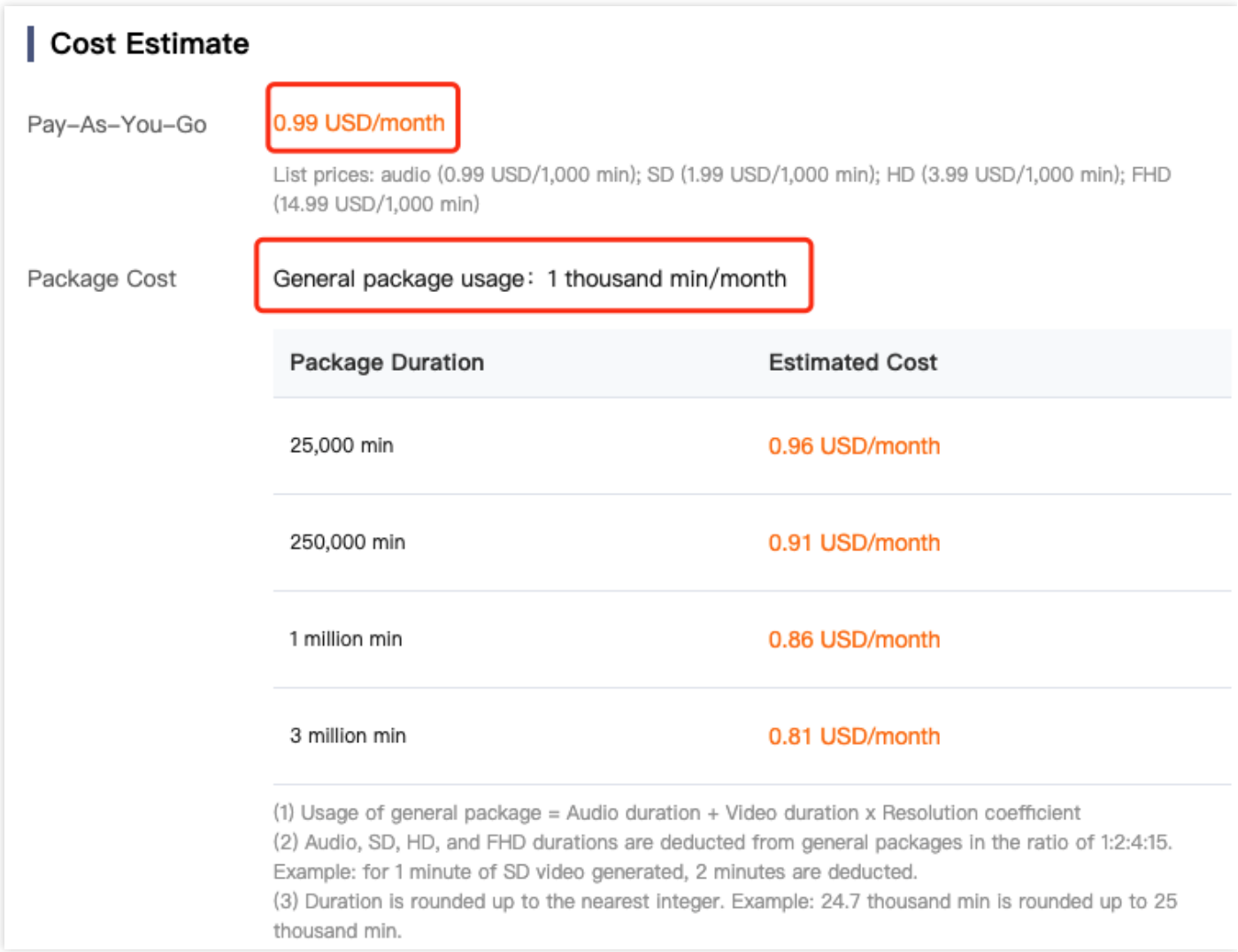

Cost Estimate

Pay-As-You-Go: 0.99 USD/month

List prices: audio (0.99 USD/1,000 min); SD (1.99 USD/1,000 min); HD (3.99 USD/1,000 min); FHD (14.99 USD/1,000 min)

Package Cost: General package usage: 1 thousand min/month

Package Duration	Estimated Cost
25,000 min	0.96 USD/month
250,000 min	0.91 USD/month
1 million min	0.86 USD/month
3 million min	0.81 USD/month

(1) Usage of general package = Audio duration + Video duration x Resolution coefficient
(2) Audio, SD, HD, and FHD durations are deducted from general packages in the ratio of 1:2:4:15. Example: for 1 minute of SD video generated, 2 minutes are deducted.
(3) Duration is rounded up to the nearest integer. Example: 24.7 thousand min is rounded up to 25 thousand min.

References

- Billing Overview
- Free Trial
- Billing of Interactive Live Audio Streaming
- Billing of Interactive Live Video Streaming
- Billing of Video Calls
- Billing of On-Cloud Recording
- Billing of On-Cloud MixTranscoding
- Purchase Instructions
- FAQs

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Billing of Video Calls

Last updated : 2021-09-13 11:46:26

Usage Calculation

Your usage of the video call service is the cumulative video duration and audio duration of all users in your TRTC rooms.

> Note :
> A duration is calculated in seconds and monthly cumulative seconds are converted to minutes for billing. A duration of less than one minute is calculated as one minute.

Video duration

Video duration is the length of video streams received by users who subscribe to video streams after room entry. TRTC categorizes and bills video durations based on the **actual resolution of video received**.
Below is how video durations are categorized by resolution:

Category	Receive Resolution
SD	≤ 640 × 480
HD	640 × 480 - 1280 × 720
FHD	> 1280 × 720

- If a user subscribes to a video stream, you will only pay for the video duration, regardless of whether the stream contains audio.
- If a user subscribes to multiple channels of video streams, TRTC will add up the video duration of each channel.
- The TRTC SDK does not set limits for resolution. You can choose the video quality that fits your needs.

Audio duration

In video calls, audio duration is the total length of users' stays in TRTC rooms minus the period during which video data is received.

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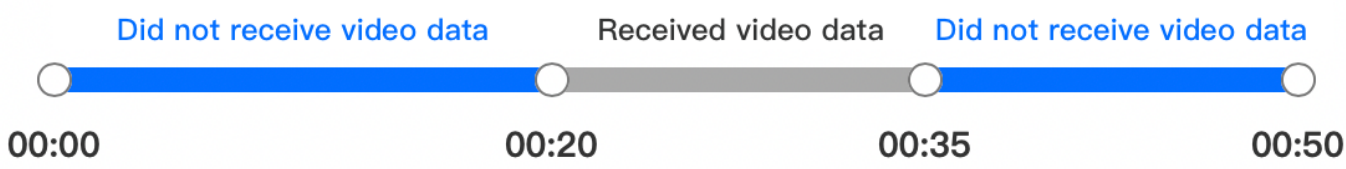
Assume that a user entered a TRTC room at 00:00 and left at 00:50, and the details of the stay are as follows:



The segments in blue are the user's audio duration, which is `The total length of the user's stay - The period during which video is received = 50 min - 15 min = 35 min`.

- Audio duration is billed only when users do not subscribe to video streams.
- Audio duration is billed as long as a user does not subscribe to video streams in a room, regardless of whether streams are pushed.
- In cases where a user enters and leaves a room multiple times, TRTC will add up the length of the user's stays in the room.

Pricing

The prices of video calls are listed below:

Billable Item	Unit Price (USD/1,000 Min)
Audio	0.99
SD	1.99
HD	3.99
FHD	14.99

Billing Mode

TRTC supports two billing modes: **prepaid packages** and **pay-as-you-go**. The former is the default mode. To switch to pay-as-you-go, please see Enabling Pay-As-You-Go.

Prepaid packages

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TRTC offers general packages, from which audio, SD video, HD video, and FHD video durations are deducted in the proportion of **1:1, 2:1, 4:1, and 15:1** respectively. For example, for 1 minute of HD video duration used, 4 minutes will be deducted from a general package.
Below are the prices of general packages:

Package Type	Package Duration (1,000 Min)	List Unit Price (USD/1,000 Min)	Package Unit Price (USD/1,000 Min)	Package Price (USD)	Package Price/List Price
Fixed-time package	25	0.99	0.960	24	<97%
	250	0.99	0.908	227	<92%
	1000	0.99	0.856	856	<87%
	3000	0.99	0.805	2416	<82%
Custom package	0 < T < 25	0.99	0.99	Package unit price × Package duration (T)	100%
	25 ≤ T < 250	0.99	0.960		<97%
	250 ≤ T < 1000	0.99	0.908		<92%
	1000 ≤ T < 3000	0.99	0.856		<87%
	T ≥ 3000	0.99	0.805		<82%

Note :
The package unit prices in the table are rounded up to 3 decimal places. However, in actual billing, unit prices are rounded to 8 decimal places.

About general packages:

- A general package is valid from the day of purchase to the last day of the same month next year. For example, if you purchased a package on May 1, 2021, it would be valid from May 1, 2021 to May 31, 2022.
- You can purchase multiple packages. Durations are deducted in real time from the package that expires the fastest.

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- A new package takes effect in about 5 minutes after payment. **If your account has a duration that is generated after 00:00 of the day of purchase and hasn't been deducted, it will be deducted immediately from the newly purchased package.**
- To avoid interrupting your businesses, **TRTC will not suspend services for your account when your package is used up or expires**. The minutes not deducted from any package will be billed at pay-as-you-go rates.
- Once a general package expires, the remaining minutes in the package will become invalid and cannot be retrieved.

Pay-as-you-go

When you overuse your package, the extra duration will be billed at pay-as-you-go rates.
You can choose to pay daily or monthly.

Daily pay-as-you-go

For accounts that create their first application in the TRTC console on or after September 1, 2020, **daily** pay-as-you-go applies by default. Fees for a day are deducted at 10:00 AM the next day.

Monthly pay-as-you-go

For accounts that created their first application in the TRTC console on or before August 31, 2020, **monthly** pay-as-you-go applies by default. Fees for a month are deducted within the first five days of the next month. For details, see Bills.

Note :

- You cannot change the billing cycle by yourself. If you want to change the billing cycle from monthly to daily, please submit a ticket.
- If your account balance is insufficient for the deduction of the incurred fees, the overdue payment may cause other Tencent Cloud services to be suspended for your account too. For example, because on-cloud recording relies on **CSS** and **VOD**, your on-cloud recording task may fail due to the overdue payment.

Billing Example

Note :
The examples below use the list prices. You can purchase a package to reduce your expenses.

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Audio-only scenario

Assume that users A, B, and C stayed in a TRTC room for 30 minutes, during which none of them received video data. The call would be billed as audio duration.

Analysis:

- **Cost of audio-only duration = Unit price of audio duration × Sum of all users' audio durations**
- The **total cost** would be `Unit price of audio duration × The sum of all three users' audio durations = 0.99 USD/1,000 min × (30 min + 30 min + 30 min) ÷ 1,000 = 0.0891 USD`.

Audio-video scenario

Assume that users A, B, and C stayed in a TRTC room for 30 minutes, during which they received each other's audio/video streams, as shown below.

Sender/div> cipient	A 640 × 360 (SD)	B Audio only	C 1920 × 1080 (FHD)
A	-	✓	✓
B	✓	-	✓
C	✓	✓	-

Analysis:

- A's billable duration and expense:
  - **A's expense = The expense of duration received from B + The expense of duration received from C**
  - The expense of duration received from B = Unit price of audio duration × The duration of audio received = 0.99 USD/1,000 min × (30 ÷ 1000) = 0.0297 USD
  - The expense of duration received from C = Unit price of FHD video duration × The duration of FHD video received = 14.99 USD/1,000 min × (30 ÷ 1000) = 0.4497 USD
  - A's expense = The expense of duration received from B + The expense of duration received from C = 0.0297 + 0.4497 = 0.4794 USD

- B's billable duration and expense:
  - **B's expense = The expense of duration received from A + The expense of duration received from C**

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- The expense of duration received from A = Unit price of SD video × The duration of SD video received = 1.99 USD/1,000 min × (30 ÷ 1000) = 0.0597 USD
- The expense of duration received from C = Unit price of FHD video duration × The duration of FHD video received = 14.99 USD/1,000 min × (30 ÷ 1000) = 0.4497 USD
- B's expense = The expense of duration received from A + The expense of duration received from C = 0.0597 + 0.4497 = 0.5094 USD

- C's billable duration and expense:
  - **C's expense = The expense of duration received from A + The expense of duration received from B**
  - The expense of duration received from A = Unit price of SD video duration × The duration of SD video received = 1.99 USD/1,000 min × (30 ÷ 1000) = 0.0597 USD
  - The expense of duration received from B = Unit price of audio duration × The duration of audio received = 0.99 USD/1,000 min × (30 ÷ 1000) = 0.0297 USD
  - C's expense = The expense of duration received from A + The expense of duration received from B = 0.0597 + 0.0297 = 0.0894 USD

The **total cost** of the TRTC room would be `A's expense + B's expense + C's expense = 1.0782 USD`.

Usage and Cost Estimation

You can use the TRTC Price Calculator to estimate your usage of video calls and the cost.

1. In **Audio/Video Call**, specify **Average Calls Per Day**, **Average Users Per Call**, and **Average Call Duration Per User**.

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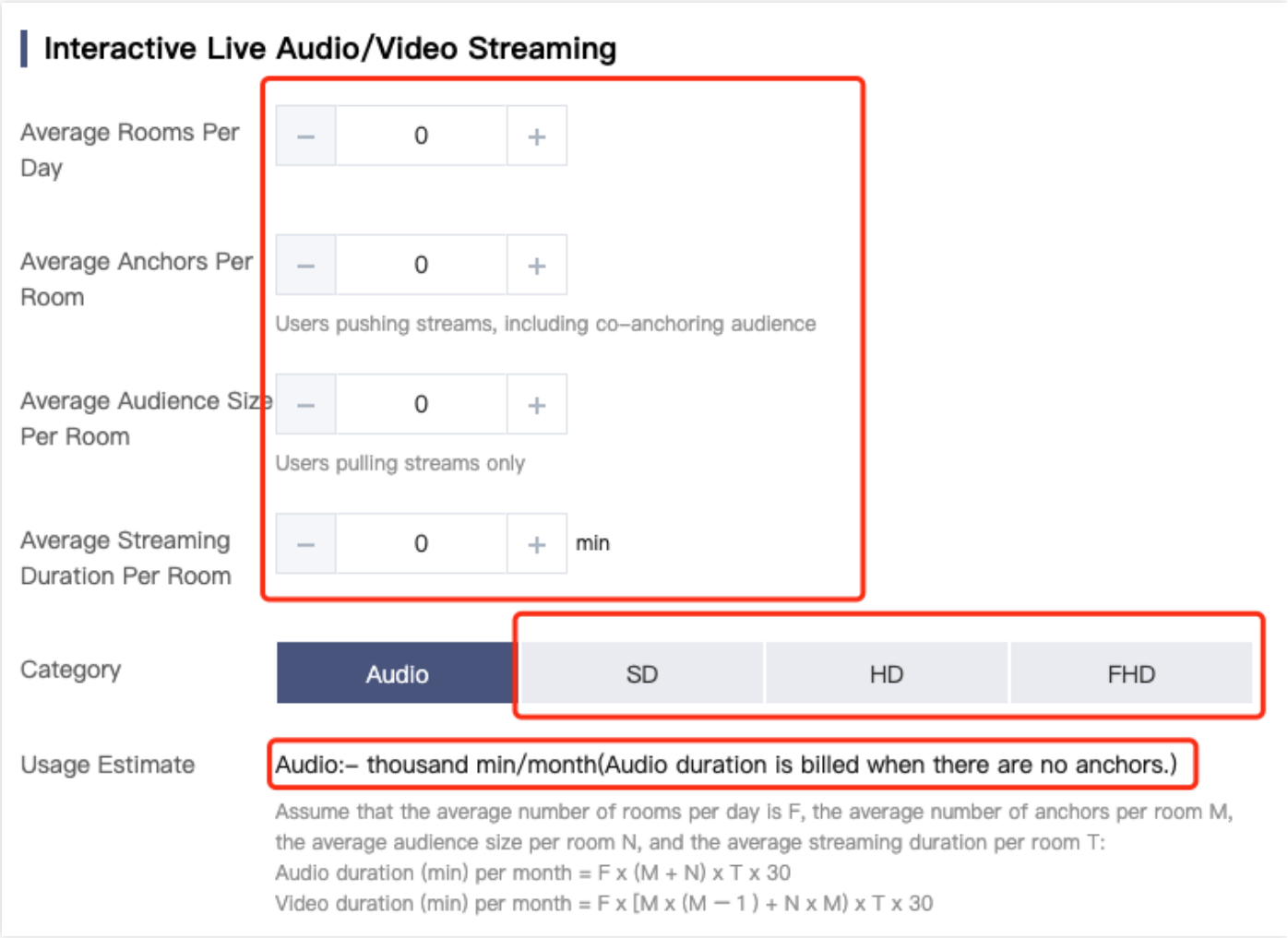
2. Select **SD**, **HD**, or **FHD** for **Category** to get your monthly **Usage Estimate**.



3. In **Cost Estimate**, you will see your **general package usage** and estimated costs under the prepaid and pay-as-you-go modes.

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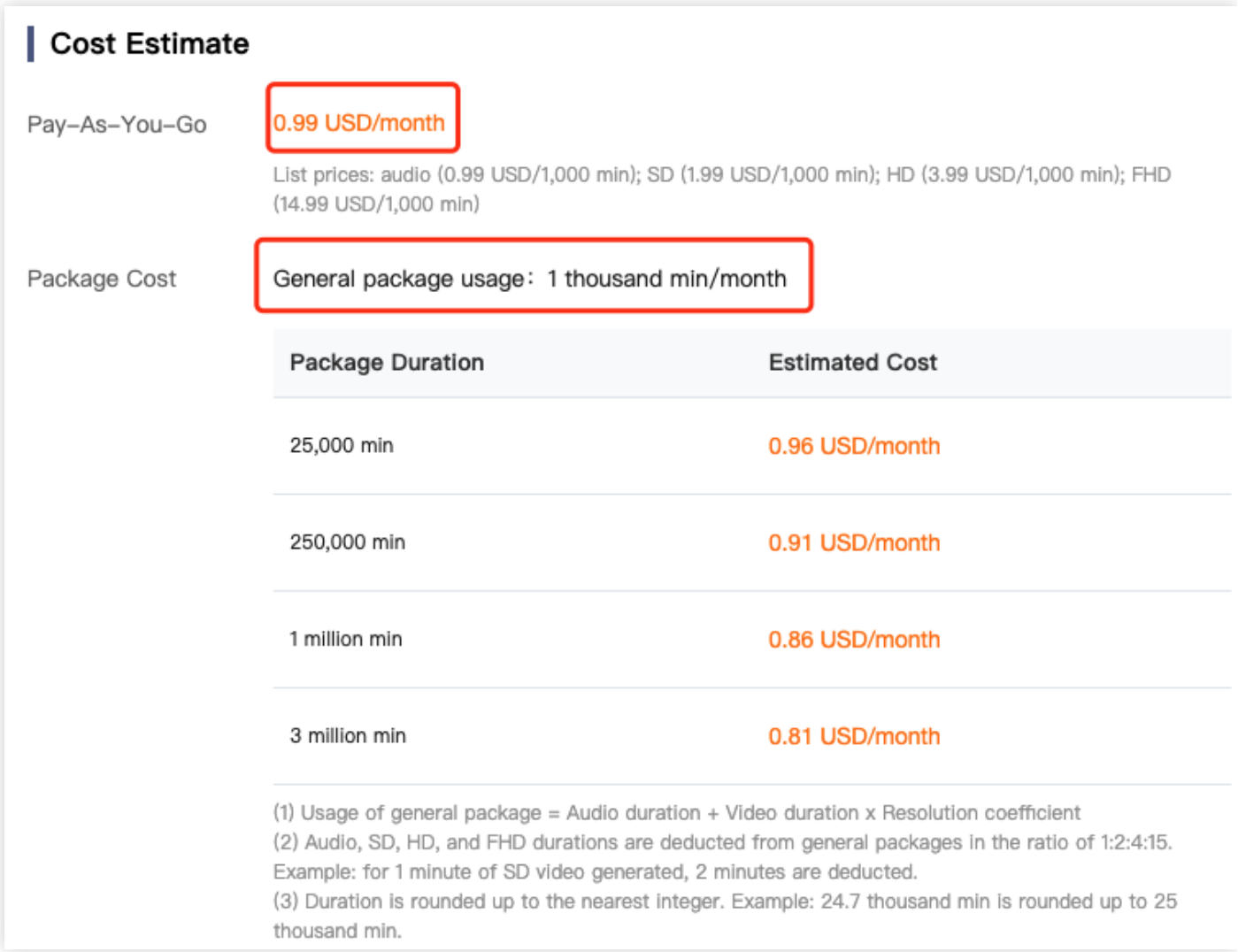

Cost Estimate

Pay-As-You-Go: 0.99 USD/month

List prices: audio (0.99 USD/1,000 min); SD (1.99 USD/1,000 min); HD (3.99 USD/1,000 min); FHD (14.99 USD/1,000 min)

Package Cost: General package usage: 1 thousand min/month

Package Duration	Estimated Cost
25,000 min	0.96 USD/month
250,000 min	0.91 USD/month
1 million min	0.86 USD/month
3 million min	0.81 USD/month

(1) Usage of general package = Audio duration + Video duration x Resolution coefficient
(2) Audio, SD, HD, and FHD durations are deducted from general packages in the ratio of 1:2:4:15. Example: for 1 minute of SD video generated, 2 minutes are deducted.
(3) Duration is rounded up to the nearest integer. Example: 24.7 thousand min is rounded up to 25 thousand min.

References

- Billing Overview
- Free Trial
- Billing of Interactive Live Audio Streaming
- Billing of Interactive Live Video Streaming
- Billing of Audio Calls
- Billing of On-cloud Recording
- Billing of On-Cloud MixTranscoding
- Purchase Instructions
- FAQs

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Billing of On-Cloud Recording

Last updated : 2021-09-13 11:46:26

Note :

- For Tencent Cloud accounts that created their first TRTC applications on or after July 1, 2020, on-cloud recording fees will be charged according to the billing rules described in this document.
- For Tencent Cloud accounts that created TRTC applications before July 1, 2020, on-cloud recording fees will be charged according to the billing rules described in CSS > Live Recording.
- This document only describes the billing rules for TRTC on-cloud recording. Recording files are saved in VOD by default, which will charge **storage fees** and **playback fees** based on your usage. For more information, please see On-Cloud Recording and Playback > Billing.
- If you use the On-Cloud MixTranscoding feature before on-cloud recording, you will incur additional transcoding fees. For details, see Billing of On-Cloud MixTranscoding.

Usage Calculation

Tencent Cloud calculates an account's on-cloud recording usage by adding up the **durations** of all recording files under the account. There are two types of recording durations: **video duration** and **audio duration**.

Note :
A duration is calculated in seconds and daily cumulative seconds are converted to minutes for billing. A duration of less than one minute is calculated as one minute.

Video duration

A video duration refers to the duration containing video in a recording output file. Video durations are categorized and billed based on resolution, as shown below.

Video Type	Resolution
SD	≤ 640 × 480

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Video Type	Resolution
HD	640 × 480 - 1280 × 720
FHD	> 1280 × 720

- If a duration contains both video and audio, it will be charged as a video duration.
- The resolutions of different durations in an output file may vary with the input resolutions. TRTC refreshes the resolution every five seconds and records durations of different resolutions separately.

Audio duration

An audio duration refers to the duration containing only audio in a recording output file.

Pricing

The prices of TRTC on-cloud recording are listed below:

Billable Item	Unit Price (USD/1,000 min)
Audio	0.499
SD	0.99
HD	1.99
FHD	7.499

Billing Mode

The on-cloud recording feature supports only **daily pay-as-you-go**. Fees for a day are deducted at 10 AM the next day.

Note：
On-cloud recording works only when **CSS** and **VOD** are activated. Therefore, if your CSS or VOD service is suspended due to overdue payments, your on-cloud recording task will fail.

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Billing Example

Note :

- The below examples use list prices. If you have signed a Tencent Cloud contract, prices specified in the contract will apply.
- By default, the audio/video stream of each user in a TRTC room is recorded into a separate file. You can also use the On-Cloud MixTranscoding feature to record the videos of multiple users into one file, for which you will be charged additional fees. For details, see Billing of On-Cloud MixTranscoding.

Assume that users A, B and C were in a TRTC call for 10 minutes and the entire call was recorded. Below are the types and resolutions of the streams pushed.

User	Stream Type	Resolution	Billable Item
A	Audio-only	None	Audio
B	Video+audio	640 × 360	SD
C	Video-only	1280 × 720	HD

Recording without stream mixing

If On-Cloud MixTranscoding is disabled, Tencent Cloud will generate three separate recording output files for A, B, and C, and the total recording fee for this call will be:

A's recording fee + B's recording fee + C's recording fee = Unit price of audio duration × A's audio duration + Unit price of SD video duration × B's SD video duration + Unit price of HD video duration × C's HD video duration = 0.499 USD/1,000 minutes × 10 minutes ÷ 1,000 + 0.99 USD/1,000 minutes × 10 minutes ÷ 1,000 + 1.99 USD/1,000 minutes × 10 minutes ÷ 1,000 = 0.03479 USD.

Recording after stream mixing

If On-Cloud MixTranscoding is enabled, the streams of A, B, and C will be mixed and recorded into one file. Assume that the output resolution is 1280 × 720. The recording fee for this call will be:

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> Unit price of HD video duration × HD video duration = 1.99 USD/1,000 minutes × 10 minutes ÷ 1,000 = 0.0199 USD

An additional fee will be charged for the use of On-Cloud MixTranscoding. For details, see On-Cloud MixTranscoding Billing.

References

- Billing Overview
- Free Trial
- Billing of Interactive Live Audio Streaming
- Billing of Interactive Live Video Streaming
- Billing of Audio Calls
- Billing of Video Calls
- Billing of On-Cloud MixTranscoding
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- FAQs

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Billing of On-Cloud MixTranscoding

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Note :

- For accounts that created their first application in the TRTC console on or after November 1, 2020, billing starts from **November 1, 2020**.
- For accounts that created their first application in the TRTC console before November 1, 2020, billing is postponed to **December 8, 2020**.
- This document describes the relaying and transcoding fees for using TRTC's MCU cluster for On-Cloud MixTranscoding. If you relay TRTC streams to CSS and then mix the streams using the live stream mixing feature of CSS, CSS will charge you live transcoding fees.
- If you push transcoded audio and video streams to CSS and stream them to audience via CDNs, CSS will charge you based on the traffic/bandwidth used.

Usage Calculation

TRTC calculates your usage of the relaying and transcoding service by adding up the **durations** of the streams output by all applications under your account via the mixtranscoding MCU cluster. There are two types of durations: video duration and audio duration.

Note :
A duration is calculated in seconds and daily cumulative seconds are converted to minutes for billing. A duration of less than one minute is calculated as one minute.

Video duration

A video duration refers to the duration containing video images in a transcoding result. Videos are categorized by resolution as follows and billed accordingly:

Category	Output Resolution
SD	≤ 640 × 480
HD	640 × 480 - 1280 × 720

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Category	Output Resolution
FHD	> 1280 × 720

- If a segment of a transcoding result contains both video and audio, you will only pay for the video duration.
- A transcoded stream may contain video segments of different resolutions. TRTC checks the resolution at regular intervals (usually every 60 seconds) and updates its calculation when detecting a change in the resolution.

Audio duration

An audio duration refers to the duration containing only audio in a transcoding result.

Pricing

The TRTC On-Cloud MixTranscoding service is priced as follows:

Codec	Item	Unit Price (USD/min)
Audio codec	Relaying and transcoding-audio	0.000799
H.264	Relaying and transcoding-H.264-SD	0.00228571
H.264	Relaying and transcoding-H.264-HD	0.00464286
H.264	Relaying and transcoding-H.264-FHD	0.00899

Billing Mode

TRTC On-Cloud MixTranscoding supports only **daily pay-as-you-go**. Fees for a day are deducted at 10 AM the next day.

Billing Example

Note :
The below example uses list prices. If you have signed a Tencent Cloud contract, prices specified in the contract will apply.

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Assume that, on January 1, you used TRTC's MCU cluster for On-Cloud MixTranscoding and output 1920 × 1080 and 640 × 360 videos of 100 minutes each using the H.264 codec, plus audio of 100 minutes using the audio codec.

Analysis:

- Video with a resolution of 1920 × 1080 falls under the FHD category and is therefore charged 0.00899 USD/min.
- Video with a resolution of 640 × 360 falls under the HD category and is therefore charged 0.00464286 USD/min.
- Audio is charged 0.000799 USD/min.

That means on January 2, you would be charged 0.00899 USD/min × 100 min + 0.00464286 USD/min × 100 min + 0.000799 USD/min × 100 min = 2.16 USD.

References

- Billing Overview
- Free Trial
- Billing of Interactive Live Audio Streaming
- Billing of Interactive Live Video Streaming
- Billing of Audio Calls
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Enabling Pay-As-You-Go

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This document describes how to enable pay-as-you-go for TRTC's basic and value-added services.

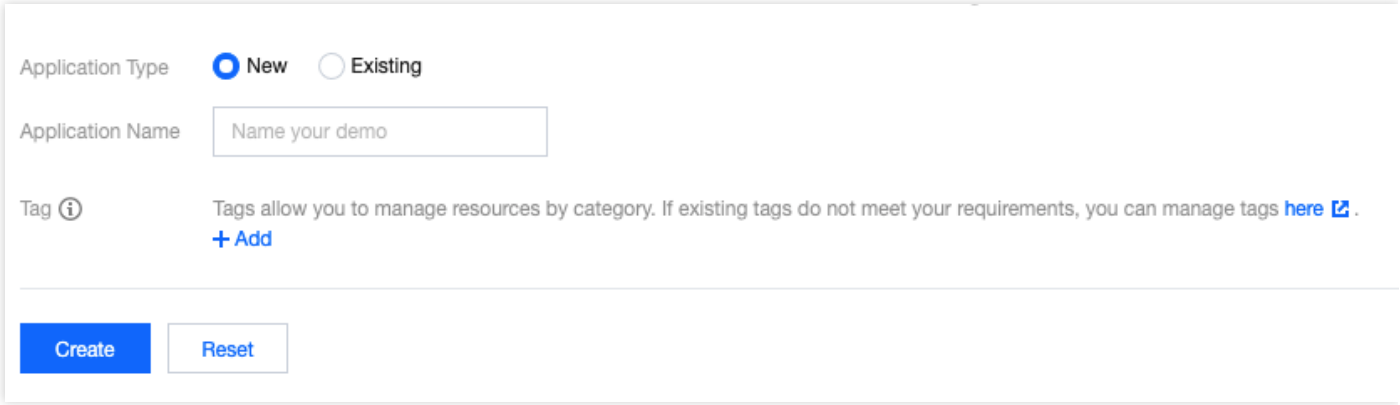
Basic Services

Basic services include interactive live audio streaming, interactive live video streaming, audio call, and video call. You can enable the pay-as-you-go mode for them if necessary.

Method 1: manually enabling pay-as-you-go in the console

Enabling pay-as-you-go when creating your first application

1. Activate TRTC, and go to **Development Assistance** > **Demo Quick Run** to create your first TRTC application.
2. Enter an application name such as `TestTRTC`.
3. Add or edit tags for your application if necessary, and click **Create**.



4. In the pop-up window, select **Do not suspend services. You will be billed at pay-as-you-go rates.**

Enabling pay-as-you-go via the application list

1. If you didn't enable pay-as-you-go when creating your first application and now want TRTC to not suspend services for your account after your trial package is used up or expires, click **Application Management** to open the application list.

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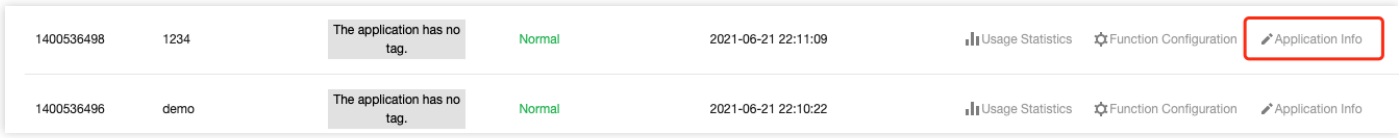
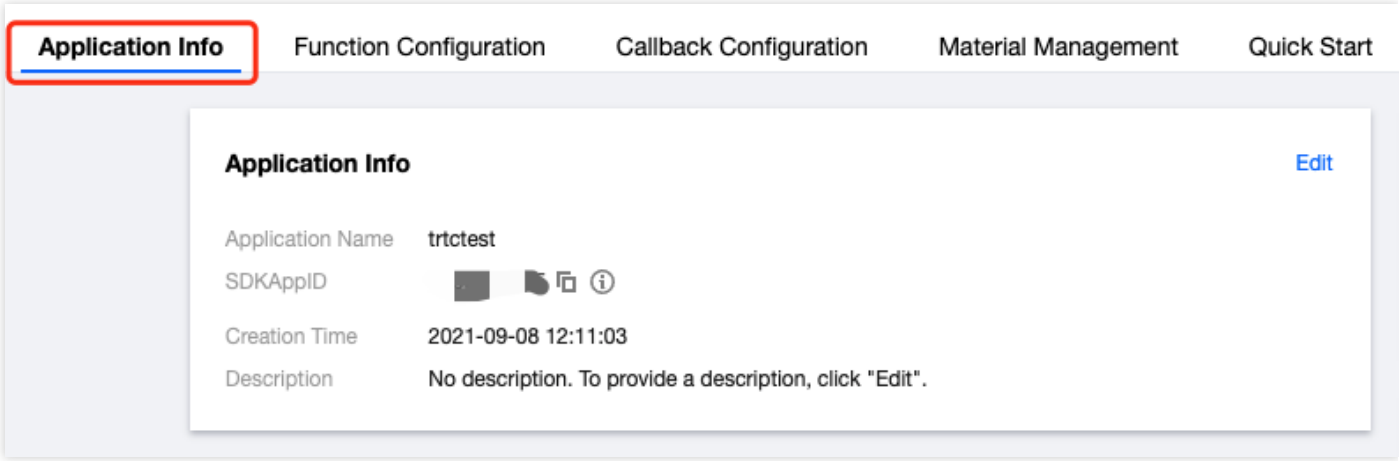
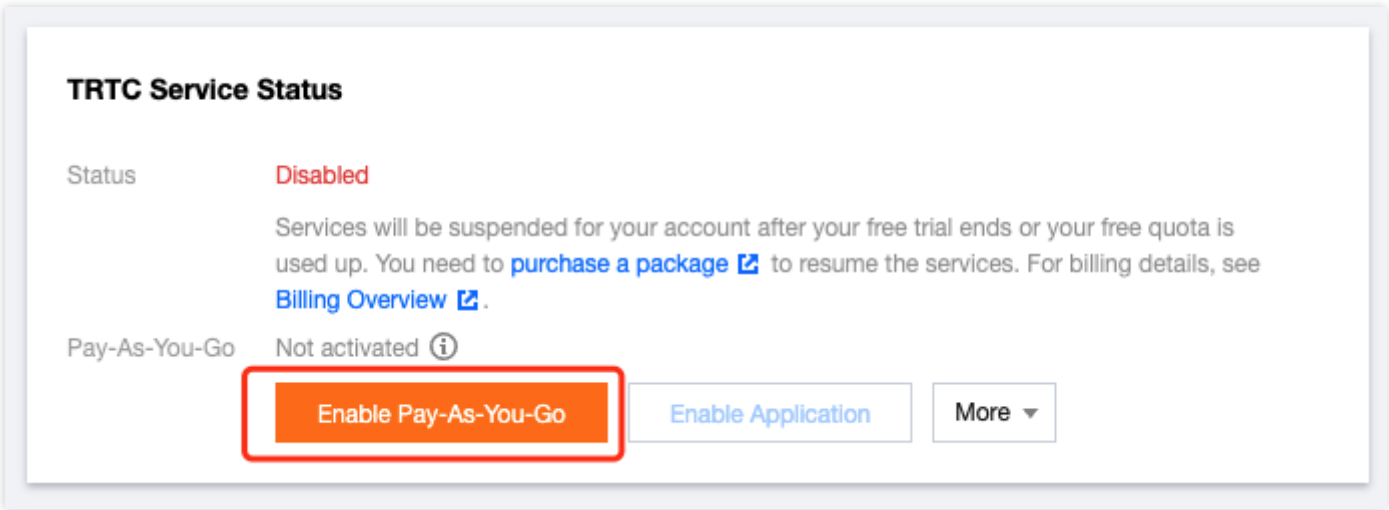
2. Click **Application Info** in the **Operation** column.



3. Under the **Application Info** tab, view the basic information of the application in the **Application Info** section.



4. In the **TRTC Service Status** section, click **Enable Pay-As-You-Go**.



Method 2: automatic switch to pay-as-you-go

If you have purchased a general package, when the package is used up or expires, you will be **automatically switched** to the **pay-as-you-go** mode.

Note :

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If you overuse a package for TRTC basic services, the extra duration will be billed at **pay-as-you-go rates**. **Once enabled, the pay-as-you-go mode cannot be disabled.**

Value-Added Services

Value-added services are additional services TRTC offers on top of the four basic services and cannot be used separately. You will be charged additional fees for using the value-added services on-cloud recording and On-Cloud MixTranscoding. As value-added services support only **daily pay-as-you-go**, you don’t need to manually enable the mode.

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Purchase Instructions

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TRTC supports two payment modes: prepaid packages and pay-as-you-go. The former is the default mode. To switch to the pay-as-you-go mode, please see [Enabling Pay-As-You-Go]. You can use the TRTC Price Calculator to estimate your usage of TRTC services and the cost. This document describes how to purchase prepaid packages.

Prerequisites

Before you purchase a TRTC package, you must sign up for a Tencent Cloud account and contact us to add your account to the allowlist.

Directions

1. Go to the TRTC prepaid package purchase page and log in.
2. Select a **Package Type** and **Package Duration**.

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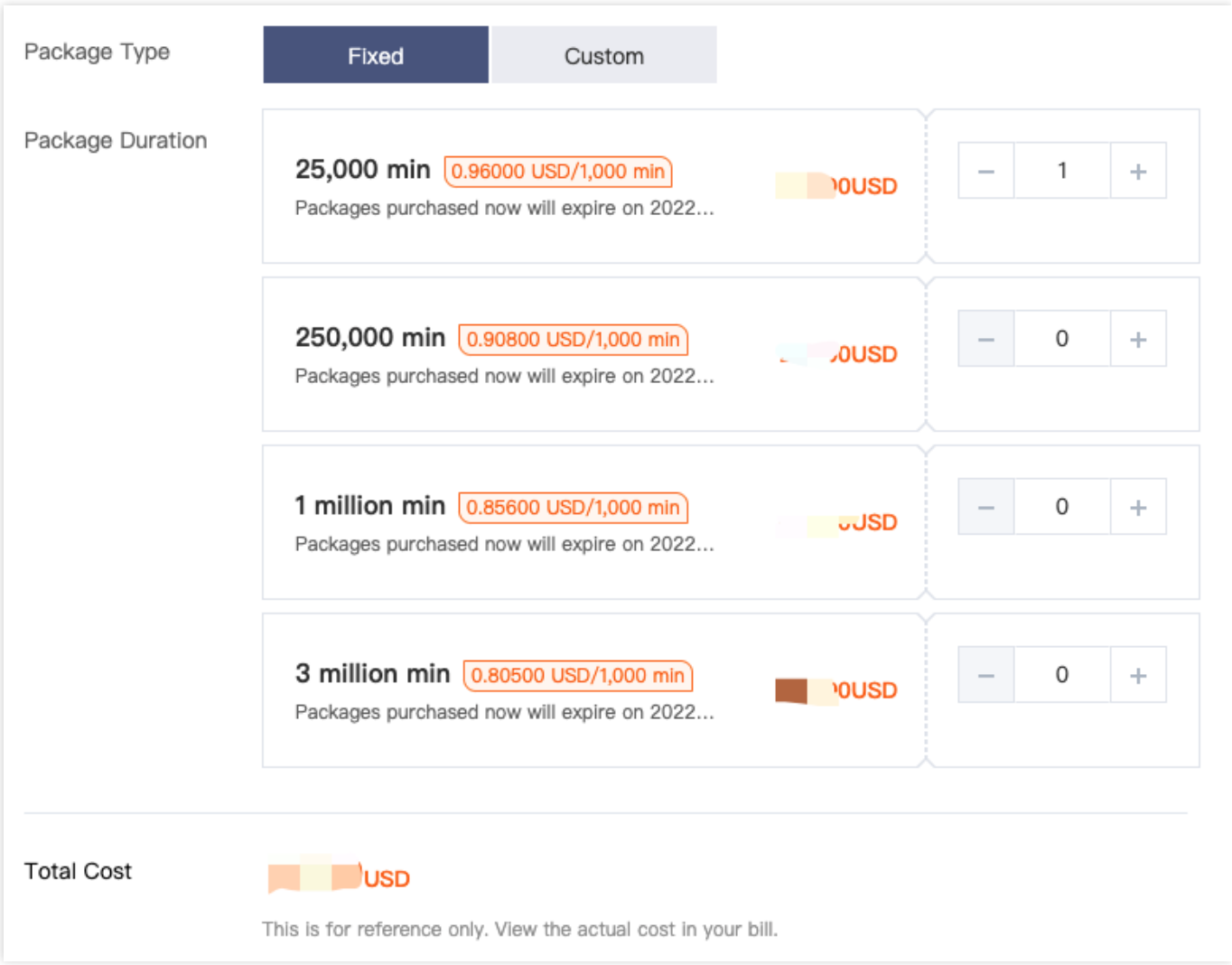
- Fixed-time package:



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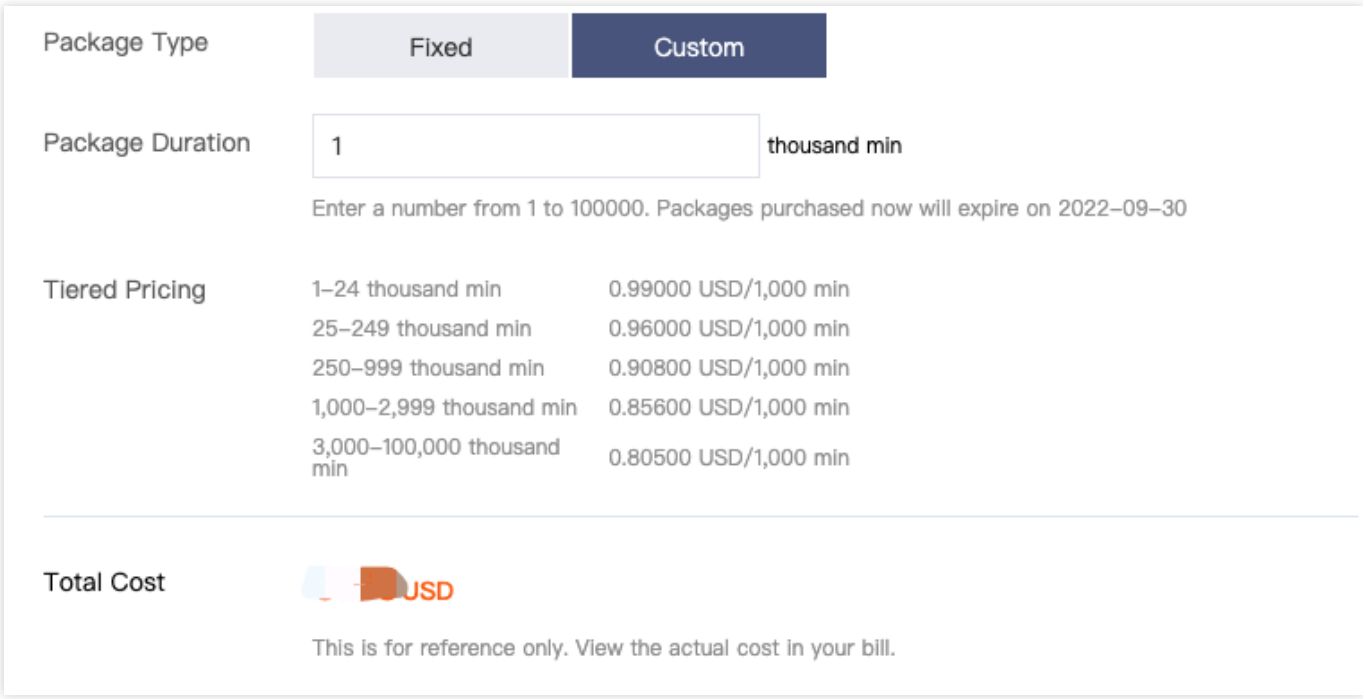
- Custom package:



3. Check **I have read and agree to the TRTC Service Level Agreement**, and click **Purchase**.
4. Confirm your information and complete the payment.

References

- Billing Overview
- Free Trial
- Billing of Interactive Live Audio Streaming
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FAQs

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How are TRTC services billed?

TRTC offers basic services and value-added services. For details about their billing, please see Billing Overview. New users are offered a 10,000-minute free trial.

How do I get a free trial?

Starting from August 20, 2021, accounts creating applications for the first time in the TRTC console will get a 10,000-minute free trial, which can be used for video calls, audio calls, interactive live video streaming, and interactive live audio streaming. For details, see Free Trial.

How do I view my bills and transaction history?

You can view your bills and transaction history in Billing Center > Bill Details.

How do I view the details of my billable durations?

- Real-time durations: You can find a usage graph and view your usage details in Usage Statistics of the TRTC console. If you select a single day, the page will show usage statistics on a 5-minute basis. If you select multiple days, it will show usage statistics on a daily basis. The statistics are accurate to the minute.
- Billable durations: You can download an Excel file of your billable durations in Tencent Cloud's billing center. The file shows your usage on a 5-minute as well as daily basis. The statistics are accurate to the second.
- Server API: You can also get the details of your billable durations through a server API. If the period queried is 1 day or shorter, the usage statistics for every 5 minutes are returned. If the period queried is longer than 1 day, daily statistics are returned. The statistics are accurate to the second.

> Note :
> Real-time usage statistics may be slightly different from the durations you are actually billed for. In case of conflicts, **the statistics in your bills shall apply**.

How do I view the remaining minutes in my package?

Durations are deducted from your package in real time, and the number of remaining minutes in your package is updated every 5 minutes. You can view your remaining minutes in Package

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Management.

Given that billable durations are calculated in seconds and rounded up to the next minute, will more minutes than I actually use be deducted from my package?

No. Deductions are based on your cumulative usage in a day.
Below is an example of how deductions work:

Calculation Period	Period Usage	Cumulative Usage	Cumulative Billable Duration	Period Deduction	Cumulative Deduction
00:00:00 - 00:04:59	30 sec	30 sec	1 min	1 min	1 min
00:05:00 - 00:09:59	20 sec	50 sec	1 min	0 min	1 min
00:10:00 - 00:14:59	40 sec	90 sec	2 min	1 min	2 min

Why are more minutes deducted from my newly purchased package than I actually use after the purchase?

Once a new package takes effect, durations that are generated after 00:00 of the day of purchase and haven't been deducted will be deducted from the new package. You can view your usage on the day of purchase in Usage Statistics of the TRTC console.

Can I convert an audio/SD video/HD video package that I have purchased into a general package?

Yes, you can. The rules for conversion are as follows:

- 1 min in an **audio package** = 1 min in a general package
- 1 min in an **SD video package** = 2 min in a general package
- 1 min in an **HD video package** = 4 min in a general package
- Self-service conversion is not supported at the moment. If you want to convert your package, please submit a ticket.

Why am I unable to purchase a general package?

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Currently, you must be on our allowlist to use TRTC services. Contact us to add your account to the allowlist.

How do I estimate my usage of TRTC services and the cost?

You can use the TRTC Price Calculator to estimate your usage and cost.

Why would a video call or video streaming session generate audio durations?

In most cases, if a user has subscribed to a stream, he or she would receive both audio and video data. However, in cases where the sender's camera is turned off, the recipient has disabled remote video or encounters a network problem, or there is only one user in the room, the user would receive no video data. To reduce your expenses, TRTC bills a period during which a user does not receive video data as an audio duration.

How is screen sharing billed?

Screen sharing data is pushed as a separate video stream. If a user subscribed to the screen sharing stream and received screen sharing images in a period, the period would be billed as a video duration.

How is on-cloud recording billed?

TRTC relays streams to the CSS system to record streams. The recording files are saved in VOD for future playback.

- For Tencent Cloud accounts that create their first applications in the TRTC console on or after July 1, 2020, the billing standards in Billing of On-Cloud Recording will be applied.
- Accounts that created applications in the TRTC console before July 1, 2020 are charged according to the billing standards in CSS > Live Recording.
- Recording files are saved in VOD by default, which charges storage and playback fees based on your usage. For more information, see the "Billing" section in On-Cloud Recording and Playback.
- If you use the On-Cloud MixTranscoding feature of CSS before on-cloud recording, you will be charged an additional standard transcoding fee.

How is CDN relayed live streaming billed?

TRTC leverages the capabilities of CSS to relay streams to CDNs and enable CDN relayed live streaming. **CSS** charges you according to CDN Relayed Live Streaming > Billing.

Are fees charged if there is only one user in a room?

A room with only one user consumes TRTC's resources, even if no streams are pushed (no upstream data). The only user in a room cannot subscribe to other users' streams and therefore won't receive video data. As a result, the duration is billed as an **audio duration**.

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Why is my service status "Disabled"?

- If you haven’t enabled pay-as-you-go, after your trial package is used up or expires, TRTC will suspend services for your account automatically. You can purchase a package or enable pay-as-you-go to resume the services.
- If you have enabled pay-as-you-go, overdue payments will also lead to service suspension. The services will be resumed automatically after you make the payment.
- If you manually disabled an application, you can click **Enable Application** to resume TRTC services for the application.

Are there discounts for high-demand customers?

- Regular discounts: The more minutes a package contains, the higher the discount. For example, you can purchase packages that contain 3 million or more minutes at a discount of 80%.
- Contractual discounts: If your monthly spending on TRTC services exceeds 10,000 USD, you can contact us for contractual discounts.

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