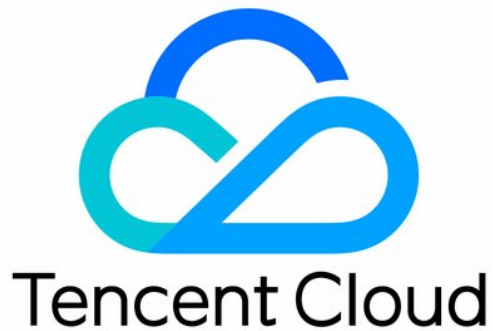


# Chat

## Purchase Guide

### Product Documentation



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# Purchase Guide

## Billing Overview

Last updated : 2024-02-19 15:20:55

### Billing Overview

Chat adopts the following billing methods:

**Plan prepaid:** The validity period of a package is from the day of purchase to the same day the following month. For example, a package purchased on March 1, 2023 is valid from March 1, 2023, to April 1, 2023.

**Pay-as-you-go:** Out-of-plan resource usage fees are billed by calendar month. Fees incurred in a calendar month will be deducted within the first 3 days of the next month.

### Basic Services

The basic service fee covers two parts: the **resource plan** fee and **out-of-plan resource usage** fee.

**Resource plan fee:** Chat offers the Developer, Standard, and Premium editions. After you have created an application in the console, it is defaulted as the Developer edition (free). Based on your business needs, you can upgrade to another plan with different capabilities. For resource plan comparison, see [Comparison of billing plans](#).

**Out-of-plan resource usage fee:** The fee charged for resource usage that exceeds the free quota of the Standard or Premium edition plan.

**Note:**

Developer edition has a default validity period of one month. If needed, you can [apply for an extension](#) upon service expiration in Console.

The following table compares the features of different plans:

Feature	Developer Edition	Standard Edition	Premium Edition
Global coverage	Supported	Supported	Supported
Maximum users	100	Unlimited	Unlimited
Maximum friends for a single user	20	3,000	3,000
Maximum groups a single user can join	50	500	1,000
Maximum members per group (non-audio-video group)	20	200	2,000

Maximum non-audio-video groups (excluding disbanded ones)	100	Unlimited	Unlimited
Maximum audio-video groups that can be created	10	50	Unlimited
Maximum net increase in group quantity per day	100	10,000	10,000
Free retention period of historical messages	7 days	7 days	30 days
Quota of free monthly active users (MAU)	100/month	10,000/month	10,000/month
<a href="#">Pushing to all users</a>	Supported	Not supported	Supported
Concurrent logins on multiple devices on the same platform	Supported	Not supported	Supported
Local message search (Android and iOS)	Supported	Not supported	Supported
Message history for new members in audio-video groups	Supported	Not supported	Supported
<a href="#">Creating a community group</a>	Supported	Not supported	Supported
Read receipts for group messages	Supported	Not supported	Supported
Targeted group messages	Supported	Not supported	Supported
List of online audio-video group members	Supported	Not supported	Supported
Broadcast messaging of audio-video group	Supported	Not supported	Supported
User status	Supported	Not supported	Supported
Conversation mark	Supported	Not supported	Supported
Conversation group	Supported	Not supported	Supported
Audio-video group member banning	Supported	Not supported	Supported

**Maximum audio-video groups that can be created:** The total number of audio-video groups that can be created by all users under an application (SDKAppID). Audio-video groups support only text, image, short audio, and custom messages. Services such as [Cloud Streaming Services](#) and [Tencent Real-Time Communication](#) need to be activated separately.

**Maximum net increase in group quantity per day:** The net total number of groups (of all types) that can be created by all users under an application (SDKAppID) in a calendar day. Its value is 10,000, and up to 5 online

broadcasting chat rooms can be created. If the quantity of groups created reaches the threshold of the day, but you need to create more groups, delete the groups that are no longer needed. For more information, see [Groups](#).

**MAU:** The number of unique users that log in to Chat app in a given month. A user that logs in repeatedly in the same month counts as only one MAU.

**Community:** A community allows users to join and leave freely. It is suitable for chat scenarios with a super large number of community members, such as knowledge sharing and game discussion. For more information, see [Groups](#).

## Value-Added Services

Item	Description
Desk	Desk provides ready-to-use online customer services to answer in-app user inquiries for your Chat applications, offering features such as workstation, route allocation, shortcut reply, and satisfaction evaluation.
AI Chatbot	AI Chatbot provides conversation capability for your Chat application with Chatbot, including FAQ responses, small talk, integration with large language models, and data dashboards.
Call	Call can enable features such as 1-to-1 calls, group calls, and multi-platform call making/answering for your Chat application. It applies to an individual application (SDKAppID). For more billing details, see <a href="#">Call</a> .

### Caution:

More value-added services are under development. If you have additional value-added service requirements when using Chat, please [contact us](#).

## References

[Pricing](#)

[Purchase Guide](#)

# Pricing

Last updated : 2024-03-29 10:37:27

## Chat Service Pricing

The Chat service pricing consists of two parts: [basic service fee](#) and [value-added service fee](#).

### Basic service fee

The basic service fee covers two parts: the **resource plan** fee and **out-of-plan resource usage** fee.

Resource plan fee: Chat offers the Developer, Standard, and Premium editions. The edition for a created application defaults to the Developer edition (free). You can choose a plan based on your needs. For resource plan comparison, see [Comparison of billing plans](#).

Out-of-plan resource usage fee: The fee charged for resource usage that exceeds the free quota of the Standard or Premium edition plan.

The billing details are as follows:

Item	Billing Method	Plan Type		
		Developer Edition	Standard Edition	Premium Edition
Resource plan fee	Prepaid	Free of charge	399 USD/month	699 USD/month
Out-of-plan resource usage fee (MAU)	Pay-as-you-go	-	0.015 USD/user/month	

### Notes:

MAU calculates the number of unique users that log in to your Chat app in a given month. After a user logs in successfully by calling the `login` function of the Chat SDK to establish a persistent connection with the Chat backend, MAU will be increased by one. A user that logs in repeatedly in the same month is considered as one user only for MAU. Use the `login` function appropriately according to business scenarios to avoid an excessively high MAU.

### Value-added services fees

#### Desk

Billable Item	Billing Method	Price
Online Customer Service	Prepaid	299 USD/month (3 agent licenses included)

Plugin		
Agent Service Fee	Prepaid	Add-on agent licenses: 50 USD/pcs/month

**AI Chatbot**

Billable Item	Billing Method	Price
Starter AI Chatbot	Prepaid	200 USD/pcs/month
Premium AI Chatbot	Prepaid	600 USD/pcs/month
AI Chatbot basic message package (100,000 messages)	Prepaid	<del>200 USD/pcs</del> Free for a limited time

**Notes :**

Beta benefits: AI Chatbot basic message package is free for a limited time (unlimited Chatbot messages for a limited time). The deadline for this free offer is tentatively set as June 30, 2024, and the official deadline is to be determined. We will promptly release relevant announcements, and notify you in advance through email, SMS, and Message Center. Kindly stay tuned.

**Call**

Billable Item	Billing Method	Call Plan		
		Free	1-to-1 Call	Group Call
Call	Prepaid	As low as 0 USD for 7 days	199 USD/month	599 USD/month
	Pay-as-you-go	Not supported (Services will become unavailable after exhaustion. To continue the services, you need to purchase the 1-to-1 Call or Group Call edition)	For the billing details of the exceeding call minutes, see <a href="#">Billing of TRTC Services</a> . If you use the TRTC features, additional fees may incur. For the billing details, see <a href="#">Billing of On-Cloud Recording</a> and <a href="#">Billing of MixTranscoding and Relay to CDN</a> .	

**Notes:**

More value-added services are under development. If you have additional value-added services requirements when using Chat, [contact us](#).



# Purchase Instructions

Last updated : 2023-09-15 17:08:08

## Prerequisite

You have signed up for a [Tencent Cloud account](#) and set a payment method.

## Directions

1. Log in to the [Chat purchase page](#).
2. Select a data center as needed.
3. Select the SDKAppID of your app. It cannot be modified after purchase.

If there are no available apps, click **Create Application**, enter your application name and click **Confirm** to add a new application.

### Notes

The service edition for a newly created app is Developer and the app is enabled by default. You can view its status, service edition, `SDKAppID`, creation time, and expiration time on the overview page of the [console](#).

A Tencent Cloud account can create a maximum of 300 Chat apps. If you want to create a new app, [disable and delete](#) an unwanted app first. **Once an app (along with its SDKAppID) is deleted, the service it provides and all its data are lost. Proceed with caution.**

4. Specify the following items as needed:

Item	Description
Billing plans	When the SDKAppID is of the Developer edition, you can select Standard or Premium edition.
Validity period	The plans are purchased on a monthly basis. You can select a length from 1 to 24 months. You can also select to <b>Auto renew subscription</b> when there are sufficient balance.

5. Select **I have read and agree to the** [Tencent Cloud Chat Service Level Agreement](#) and click **Purchase Now**.
6. Check all information and select whether to use a voucher. Click **Confirm** to complete the process.

### Note

You can upgrade your app to Standard or Premium edition but cannot roll it back to the Trial edition or Developer edition after the upgrade. After an app is suspended due to overdue payment or refunds, you can [renew](#) a Standard or Premium edition plan to resume its services. If you want to go back to the Developer edition, [create a new app](#).

## Upgrading Plans

You can upgrade purchased plans for your apps in the console. When the upgrade succeeds, any payment for value-added features that are not needed will be refunded automatically.

### Note

If you need to downgrade your configurations, you need to refund your purchased plan and [Purchase](#) a desired one. If you are successfully refunded, your Chat service will become suspended. Proceed with caution.

## References

[Billing Overview](#)

- [Pricing](#)

# Renewal Guide

Last updated : 2023-06-14 10:59:25

## Prepaid billing plans

### Expiration alerts

Seven days (including the day of the expiration date) before your prepaid Chat plans expire and one day thereafter, the system will send expiration and renewal reminders to the Tencent Cloud account creator via SMS messages and emails.

#### Note

To set up reminders and message recipients, see [Balance Notifications](#).

If your plan is not renewed within 24 hours after expiration, your app will be suspended. You will not be able to use its services, such as login, as well as advanced configurations in the console, including group management, webhook configuration. To resume the service, [purchase](#) a plan.

### Renewal Method

1. Log in to the Tencent Cloud Console and enter the [Billing Center](#).
2. Click **Renewal Management** on the left sidebar. You can find your purchased Chat plans by expiration time range.
3. Renew your plans manually in the following ways:
  1. Single renewal: Find the target plan and click **Renew** in the Operation column.
  2. Batch renewal: Select all plans to be renewed in the list, and click **Batch Renewal** at the top.
4. Specify renewal period and complete the payment.

#### Note

To renew a plan for a suspended app, go to [Basic Configuration page in the console](#) and click **Upgrade** to purchase the plan. Or go to the [Purchase page](#) and select the corresponding SDKAppID to renew your app.

On the Renewal Management page, configure auto-renewal and non-renewal options as per your needs. For details, see [Renewal Management](#).

## Pay-as-You-Go

### Bills

The pay-as-you-go bill for using related Chat service will be pushed to your account on the first to third day of the next month. You can view resource usage details from [Tencent Cloud Billing Center](#).

If your Tencent Cloud account becomes overdue, overdue payment reminders will be sent to the account creator via SMS messages and emails after the bill is pushed.

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**Note**

To set up reminders and message recipients, see [Balance Notifications](#).

If your Tencent Cloud account remains overdue for 24 hours after the bill was pushed, you will not be able to use any Tencent Cloud resources.

## References

[Billing Overview](#)

# Payment Overdue

Last updated : 2023-09-19 14:40:31

## Caution :

If you are a customer of a Tencent Cloud partner, the rules regarding resources when there are overdue payments are subject to the agreement between you and the partner.

If your prepaid Chat plans have expired for over 24 hours or your Tencent Cloud account is past due for over 24 hours after the bill was generated, the service will be suspended. For customers whose services have been suspended for an extended period of time, their resources will be repossessed and **cannot be recovered**.

To ensure uninterrupted Chat service, please pay attention to the status of your prepaid plans and account balance and act properly.

## Service Suspension Policies

### Prepaid plan expiration

If your prepaid Chat plans have expired and you haven't renewed it within 24 hours, your app will be suspended. Thus, you will not be able to use its services, such as login, as well as advanced configurations in the console, including group management, webhook configuration. To resume the service, [purchase](#) a plan.

### Accounts with overdue payments

The pay-as-you-go bill for using related resources will be pushed to your account on the first to third day of the next month. If your Tencent Cloud account is past due for over 24 hours after the bill was pushed to you, the service will be suspended. You will not be able to continue using any Tencent Cloud services after the suspension. Your Tencent cloud account is considered past due if your account does not have a sufficient balance to pay the bill or your balance is below zero.

## Resource Repossession

After the service suspension, your SDKAppID resources will be retained for 90 days (including the day on which the service was suspended). If you fail to top up your account in 90 days, your resources will be repossessed and **cannot be recovered**.

## References

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[Pricing](#)

[Billing Overview](#)

# Refund Policy

Last updated : 2023-09-19 14:43:38

To make it easier for you to use the Tencent Cloud Chat, if you are not satisfied after purchasing **prepaid** Chat plans, you can easily request a refund through our self-service process.

## Return Policy

Fees for consumed resources will be deducted from the refund, and the refund amount will be returned to your Tencent Cloud account by the proportion of the cash and credit paid upon the purchase.

### Note

If you return Standard or Premium edition plans, your SDKAppID will be suspended and any service under the SDKAppID will become unavailable for you. If you have incurred [out-of-plan resource usage fees](#) during the month, you will still be charged for the resource usage. No fees will be charged starting from the next month after the service is suspended.

Tencent Cloud has the right to reject any suspected abnormal or malicious returns.

Certain resources purchased during promotions may not be eligible for return. You can check the latest information on the official website.

## Return Details

Refund amount = currently effective order amount + ineffective order amount - used resource value

**Current effective order amount:** The amount paid for the currently effective orders, excluding discounts and vouchers. The order effective time is accurate down to the second.

**Ineffective order amount:** The amount paid for the order that will take effect in the future, excluding vouchers.

**Used resource value:** The number of days you used the Chat service this month/Total days in the current month x monthly price of the service.

If the refund amount is less than or equal to 0, it will be calculated as 0, and resources will be returned.

### Note

**The voucher used for your orders will not be returned to you. The refund amount** will be returned to your Tencent account **by the proportion of the cash and credit paid upon purchase.**

## References

[Billing Overview](#)

[Pricing](#)