Low-code Interactive Classroom

Purchase Guide

Product Documentation

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Purchase Guide
Billing Overview

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LCIC supports pay-as-you-go and also offers prepaid monthly packages. If you buy a package, your usage will be deducted from the package first, and the additional usage will be billed at pay-as-you-go rates. The figure below lists the billable items of LCIC.
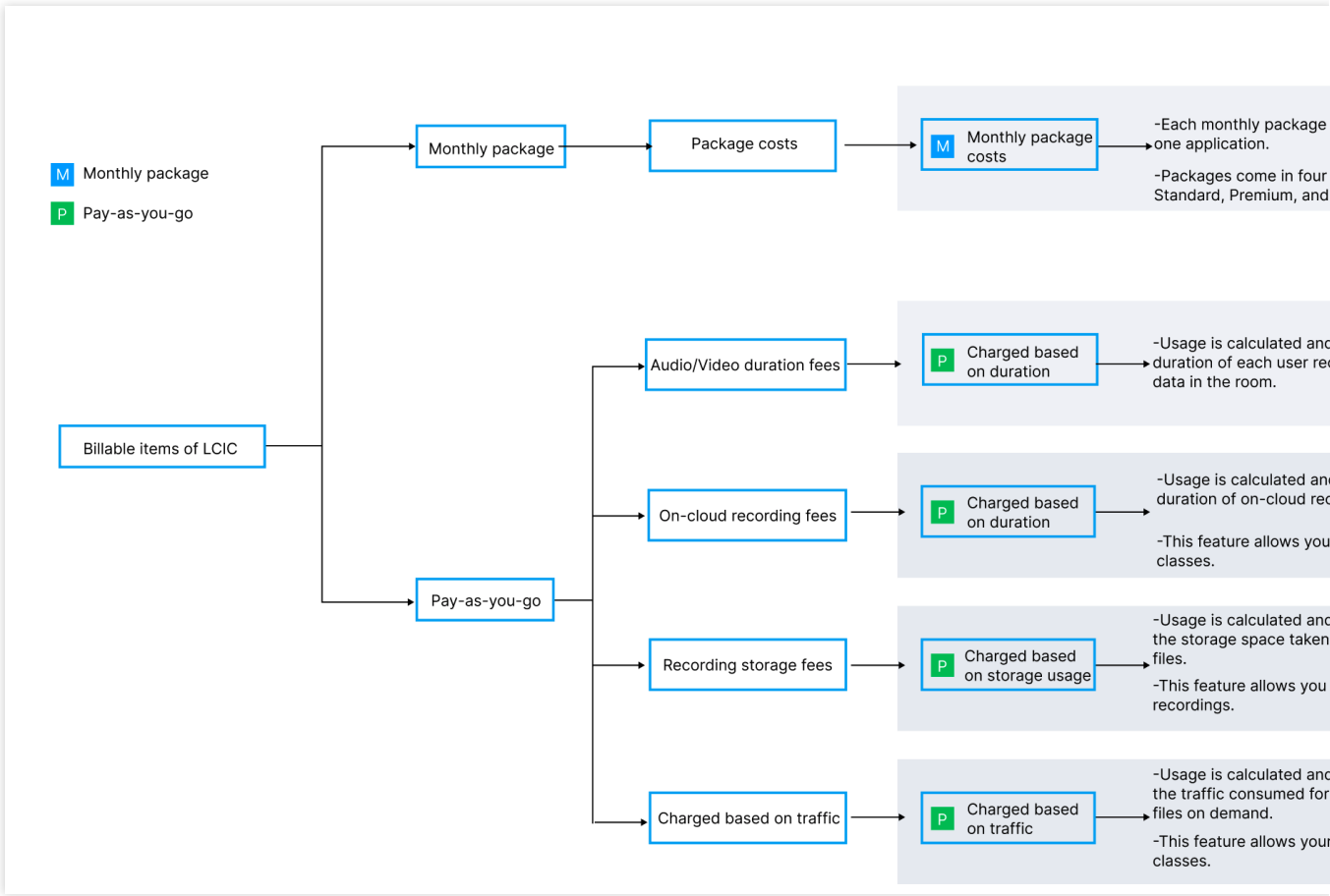
Monthly Packages

LCIC offers packages in five editions: Lite, Standard, Premium, Enterprise, and Trial. For the pricing details, see the table below. To learn about the features offered by different editions, see Monthly Packages.

Note:

A package is valid only within its usage cycle (30 days). Unused resources will expire at the end of the cycle.

Category	Item	Trial	Lite	Standard	Premium	Enterpris
Price	Price	0 USD/month	269 USD/month	649 USD/month	1,299 USD/month	20,000 USD/mo
Specifications	Audio/Video duration	50 hours/month	750 hours/month	2,000 hours/month	4,200 hours/month	
	On-cloud recording	10 hours/month	250 hours/month	700 hours/month	1,500 hours/month	Contact
	Recording storage	0.1 TB/month	0.5 TB/month	1.5 TB/month	3.5 TB/month	
	Replay	Free for a limited time	Free for a limited time	Free for a limited time	Free for a limited time	Free for limited ti
Platforms	Desktop/Mobile web pages	✔	✔	✔	✔	✔
	Weixin Mini Program	✔	-	✔	✔	✔
	Mobile clients (Android, iOS)	-	-	-	✔	✔
	PC clients (Windows, macOS)	✔	-	-	✔	✔
	Others	-	-	-	-	✔

Audio/Video durations are deducted from a purchased package at the following ratios.

Max mic-on users	SD	HD	FHD
1v0	-	1:0.5	-
1v1	1:1	1:2	1:3
1v2-6	1:2	1:3	1:4
1v7-12	1:3	-	-
1v13-16	1:4	-	-

Pay-As-You-Go

After your package is exhausted, the additional usage will be billed as pay-as-you-go rates.

Pay-as-you-go fees may be incurred for audio/video durations, on-cloud recording, recording storage, and replay.

Note:

The trial version does not support post-payment.

Audio/Video duration

The audio and video are priced according to their clarity and category. The prices are as follows:

Max Mic-On Users	SD	HD	FHD
1v0	-	0.0025 USD/min	-
1v1	0.00488 USD/min	0.0099 USD/min	0.0148 USD/min
1v2-6	0.0099 USD/min	0.0148 USD/min	0.197 USD/min
1v7-12	0.0148 USD/min	-	-
1v13-16	0.0197 USD/min	-	-

Value-added services

The value-added services include on-cloud recording, recording storage, and live playback. The specific prices are as follows:

Service	Price
On-cloud recording	0.0049 USD/min
Recording storage	0.0045 USD/GB/day
Replay	Free for a limited time

Monthly Packages

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LCIC offers monthly packages in five editions: **Enterprise, Premium, Standard, Lite, and Trial**.

Category	Item	Trial	Lite	Standard	Premium	Enterpris
Price	Price	0 USD/month	269 USD/month	649 USD/month	1,299 USD/month	
Specifications	Audio/Video duration	50 hours/month	750 hours/month	2,000 hours/month	4,200 hours/month	Contact us
	On-cloud recording	10 hours/month	250 hours/month	700 hours/month	1,500 hours/month	
	Recording storage	0.1 TB/month	0.5 TB/month	1.5 TB/month	3.5 TB/month	
	Replay	Free for a limited time	Free for a limited time	Free for a limited time	Free for a limited time	
Concurrency	Max mic-on users	17	17	17	17	17
	Max users per room	Unlimited	1,000	2,000	Unlimited	Unlimited
Interactive teaching tools	Courseware	✔	✔	✔	✔	✔
	Stage (mic on)	✔	✔	✔	✔	✔
	Stopwatch	✔	✔	✔	✔	✔
	Timer	✔	✔	✔	✔	✔
	Quiz	✔	✔	✔	✔	✔
Platforms	Desktop/Mobile web pages	✔	✔	✔	✔	✔
	Weixin Mini Program	✔	-	✔	✔	✔
	Mobile clients (Android, iOS)	-	-	-	✔	✔

	PC clients (Windows, macOS)	✔	-	-	✔	✔
	Others	-	-	-	-	✔
Basic capabilities	Interactive whiteboard	✔	✔	✔	✔	✔
	Basic beauty filters (brightening, smooth skin, rosy skin)	✔	✔	✔	✔	✔
	Virtual backgrounds (Web, Windows, macOS)	-	-	✔	✔	✔
	AI noise reduction	✔	✔	✔	✔	✔
	Historical messages	20	20	50	200	1,000
	Dual cameras	-	-	-	-	✔
	Watermark	-	✔	✔	✔	✔
Languages	Chinese	✔	✔	✔	✔	✔
	English	✔	✔	✔	✔	✔
Service	Dedicated customer service manager	-	-	-	✔	✔
	SDK Beta	-	-	-	✔	✔
	Integration service	-	-	-	Four times a year	Contact us

Note:

Max mic-on users: A maximum of 17 users (including teachers and students) can turn their mics on at the same time. If a room already has 17 mic-on users, for an 18th user to turn their mic on, one of the 17 mic-on users has to turn their mic off first.

Courseware formats: Dynamic document transcoding converts PPT or PPTX to HTML5 while retaining the animated effects. Static document transcoding converts PPT, PPTX, DOC, DOCX, or PDF to static images so that they can be shown on the whiteboard.

Trial edition: The usage period is one month, and any unused complimentary services do not accumulate. They will be reissued on the first day of the following month.

Billing Examples

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LCIC deducts your usage from packages first and bills the remaining at pay-as-you-go rates. This document shows you how to calculate your usage and fees.

Step 1. Check the Prices for Your Usage

Note:

The unit cost of audio/video durations is determined by resolution and max mic-on users. For details, see Pricing of Audio/Video Durations.

The unit cost of on-cloud recording is fixed. For details, see Pricing of Value-Added Services.

The unit cost of recording storage is fixed. For details, see Pricing of Value-Added Services.

1. A room's maximum number of mic-on users is determined by the MaxMicNumber.

2. A room's resolution is determined by the Resolution parameter.

Step 2. Calculate Your Usage

Note:

Audio/Video durations include teacher durations, assistant durations, and student durations, which are the actual time a teacher, teaching assistant, or student spends in the room. This information is indicated by the PresentTime parameter.

On-cloud recording duration is determined by the actual duration of a room. This information is indicated by the RealStartTime and RealEndTime parameter.

Recording storage usage is determined by the size of recording files. After a room ends, the URL and size of the recording file generated will be returned by RecordFinish.

Example:

The teacher entered the room at 00:00. The class started at 00:10 and ended at 01:10. A teaching assistant joined the class at 00:20 and left at 00:40. Student A joined the class at 00:40 and left at 00:50. Student B joined the class at 00:50 and left at 01:00.
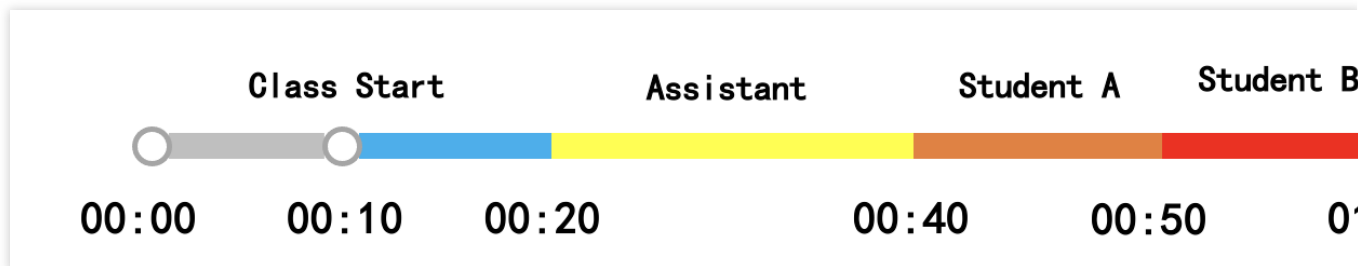
The blue, yellow, red, and orange bars represent the duration of the teacher, teaching assistant, student A, and student B respectively.

Audio/Video duration of the room = Teacher duration + Assistant duration + Student A's duration + Student B's duration = 60 minutes + 20 minutes + 10 minutes + 10 minutes = 100 minutes

On-cloud recording duration = Actual room duration = 60 minutes

A 2 GB recording file was generated, **so the storage usage is 2 GB**.

Note:

The on-cloud recording feature is enabled by default. To disable it, set DisableRecord to `1` when creating a room. After recording ends, the recording file will be saved automatically.

Step 3. Calculate Package Deduction and Pay-As-You-Go Fees

Note:

Pay-as-you-go fees for audio/video durations = Unit price x Audio/Video duration; Pay-as-you-go fees for on-cloud recording = Unit price x On-cloud recording duration; Pay-as-you-go fees for recording storage = Unit price x Recording file size

The monthly package deducts the audio and video duration. = Deduction factor xAudio and video duration. On-cloud recording duration and recording storage usage are both deducted 1:1 from your package.For detailed deduction rules, please refer to the

deduction ratio

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Case 1

Suppose you created a room and set the max mic-on users to 0 and resolution to HD. There were three users in the room: one teacher, one teaching assistant, and one student. The teacher stayed in the room for 60 minutes from beginning to end. The teaching assistant was in the room for 30 minutes, and the student was in the room for 40 minutes. The class was recorded and a 1 GB recording file was generated.

Pay-as-you-go fees

Pay-as-you-go fees for audio/video durations = Unit price x Audio/Video duration = 0.0025 USD/min x (60 minutes + 40 minutes + 30 minutes) = 0.325 USD

Pay-as-you-go fees for on-cloud recording = Unit price x On-cloud recording duration = 0.0049 USD/min x 60 minutes = 0.294 USD

Pay-as-you-go fees for recording storage = Unit price x Recording file size = 0.0045 USD/GB/day x 1 GB = 0.0045 USD/day

Package deduction

Audio/Video duration deduction = Deduction ratio x Audio/Video duration = 0.5 x (60 minutes + 40 minutes + 30 minutes) = 65 minutes

On-cloud recording duration deduction = Deduction ratio x On-cloud recording duration = 1 x 60 minutes = 60 minutes

Recording storage deduction = Deduction ratio x Recording file size = 1 x 1 GB = 1 GB

Case 2

Suppose you created a room and set the max mic-on users to a number from 2 to 6 and resolution to SD. There were 10 users in the room, including one teacher, one teaching assistant, and eight students. The teacher and teaching assistant stayed in the room for 60 minutes from beginning to end. Three of the students stayed in the room for 30 minutes, and the other five stayed for 20 minutes. The class was recorded and a 100 GB recording file was generated.

Pay-as-you-go fees

Pay-as-you-go fees for audio/video durations = Unit price x Audio/Video duration = 0.0099 USD/min x (60 minutes + 60 minutes + 30 minutes x 3 + 20 minutes x 5) = 3.069 USD

Pay-as-you-go fees for on-cloud recording = Unit price x On-cloud recording duration = 0.0049 USD/min x 60 minutes = 0.294 USD

Pay-as-you-go fees for recording storage = Unit price x Recording file size = 0.0045 USD/GB/day x 100 GB = 0.45 USD/day

Package deduction

Audio/Video duration deduction = Deduction ratio x Audio/Video duration = 2 x (60 minutes + 60 minutes + 30 minutes x 3 + 20 minutes x 5) = 620 minutes

On-cloud recording duration deduction = Deduction ratio x On-cloud recording duration = 1 x 60 minutes = 60 minutes

Recording storage deduction = Deduction ratio x Recording file size = 1 x 100 GB = 100 GB

Pricing of Audio/Video Durations

Service	SD	HD	FHD
1v0	-	0.0025 USD/min	-
1v1	0.00488 USD/min	0.0099 USD/min	0.0148 USD/min

1v2-6	0.0099 USD/min	0.0148 USD/min	0.197 USD/min
1v7-12	0.0148 USD/min	-	-
1v13-16	0.0197 USD/min	-	-

Pricing of Value-Added Services

Service	Price
On-cloud recording	0.0049 USD/min
Recording storage	0.0045 USD/GB/day
Replay	Free for a limited time

Deduction Ratios

Max Mic-On Users	SD	HD	FHD
1v0	-	1:0.5	-
1v1	1:1	1:2	1:3
1v2-6	1:2	1:3	1:4
1v7-12	1:3	-	-
1v13-16	1:4	-	-

Purchase Instructions

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Low-code interactive classroom supports both prepaid subscription packages and postpaid. You need to subscribe before you can use the low-code interactive classroom service.

Prerequisites

Before purchasing a basic service package of LCIC, you need to sign up for a Tencent Cloud account.And complete the real-name authentication.

Directions

Purchase

1. Log in to the LCIC purchase page.
2. Select **New** for **Application**.

The name of the new application must be unique and can contain up to 20 characters.

3. Select an edition and purchase period.

4. Select whether to enable pay-as-you-go automatically (we recommend you enable this option to ensure normal continued service).

5. Select whether to enable automatic renewal (we recommend you enable this option to ensure normal continued service).

6. Select the box to indicate that you have read and agree to the Service Level Agreement, SDK Privacy Policy, and Billing Overview of LCIC.

7. Confirm the information and make the payment.

Renewal

1. Log in to the LCIC purchase page or go to the purchase page in the console.

2. Choose the purchase method to **renew an existing application**.

3. Select the application to be renewed.

The edition cannot be changed during renewal. To upgrade the application, please submit a ticket for assistance.

4. Select the renewal period.

5. Select whether to enable pay-as-you-go automatically (we recommend you enable this option to ensure normal continued service).

6. Select whether to enable automatic renewal (we recommend you enable this option to ensure normal continued service).

7. Select the box to indicate that you have read and agree to the Service Level Agreement, SDK Privacy Policy, and Billing Overview of LCIC.

8. Confirm the information and make the payment.

Payment Overdue

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Note:

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.

Overdue payments

A daily usage bill will be generated for daily pay-as-you-go billable items of LCIC the next day after use (subject to the actual billing time). You can go to **Billing Center** > Bill Details to view the detailed bills and transaction history.

If you have exhausted the usage in an LCIC package and have enabled pay-as-you-go, when your Tencent Cloud account has overdue payments due to an insufficient account balance, you will receive account overdue payment reminders. You can top up your account within 24 hours. If your account is topped up to a positive balance within 24 hours, the LCIC service will continue running normally; otherwise, it will be suspended even if the prepaid package is not exhausted.

If your account has overdue payments, LCIC will not immediately terminate the ongoing video service, which will continue to run and incur fees normally.

Service suspension

After the service is suspended due to overdue payments, LCIC and APIs cannot be used, and the VOD files generated by video recording will become inaccessible.

For accounts that are overdue and not rectified, violate content regulations, or do not comply with the Tencent Cloud Service Agreement, Tencent Low-code Interactive Classroom has the right to automatically reclaim low-code interactive classroom resources after the service has been suspended for more than 7 days, and regularly clear low-code interactive classroom-related data and records under the account.

The Tencent Cloud account whose service of the low-code interactive classroom is suspended due to content violations or other violations of the Tencent low-code interactive classroom agreement does not support recovery.

Refunds

Last updated：2023-03-24 15:29:26

Five-Day Unconditional Refund

You can apply for an unconditional refund for an LCIC package within five days of purchase if the package has not been used.

A refund cannot be applied for in the following cases:

It has been more than five days since the day of purchase of the package.

Class usage has been deducted from the package, regardless of whether the package has remaining usage.

The monthly package has been used.

The package is not purchased by you; for example, it is a free trial or is offered as a part of a product promotion.

Services have been suspended for your account due to violations of our rules.

Any usage billed in pay-as-you-go mode cannot be refunded.

Refund Policy

For a package that is eligible for a five-day unconditional refund, you can apply for a refund on the unused package within five days of purchase for each account.

We may reject a refund request if we suspect refund abuse.

If a package meets the refund requirements, you will receive a full refund, regardless of whether you used cash credits, commission credits, or free credits for the purchase.

After your refund request is approved, if there is any frozen amount, it will be unfrozen along with the refund and returned to your Tencent Cloud account according to the rules for frozen funds.

Refund Channel

Discounts and vouchers are not refundable.

The funds will be returned to the Tencent Cloud account that made the payment.

Refund Method

Notes

LCIC currently doesn't support self-service refunds. To request a refund, please submit a ticket in your product ticket category.

Before submitting a ticket for a refund, check whether you meet the rules specified in the Refund Policy.

Submitting a ticket for a refund

Click Submit ticket to enter the ticket submission page.

You can find your product in **All issues** > **Video and communication services** or enter the keyword in the search box in the top-right corner to search for your product.

Select **Bill** as the issue type, go to the ticket creation page, enter the relevant information, and click **Submit ticket**.