

Tencent Real-Time Communication

Purchase Guide

Product Documentation



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Purchase Guide

Billing Overview

Last updated : 2022-09-23 17:54:45

Pay-as-you-go, detailed bills

If your monthly spending exceeds 3,000 USD, [contact us](#) to get greater discounts.

10,000-minute free package per month

[Price calculator](#) for a quick estimate of costs

10,000-Minute Free Package Per Month

All Tencent Cloud accounts that have activated TRTC are offered a 10,000-minute free package per month, which can be used to deduct the durations of audio/video call, interactive live streaming, on-cloud recording, and On-Cloud MixTranscoding. For details, see [Free Package](#).

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. For details, see the table below:

Service	Description	Billing Details
Audio call	48 kHz, stereo audio calls for two or more people. Each room allows up to 300 concurrent users, and up to 50 users can keep their mics on at the same time.	Billing of TRTC Basic Services
Video call	720p/1080p HD video calls for two or more people. Each room allows up to 300 concurrent users, and up to 50 users can keep their cameras on at the same time.	Billing of TRTC Basic Services
Interactive live streaming	Co-anchoring and cross-room communication, smooth mic on/off without waiting, anchor latency less than 300 ms. There is no upper limit on the cumulative number of anchors in a room, and up to 50 users can co-anchor at the same time. In the low-latency live streaming mode, up to 100,000 users can play at the same time, with latency as low as 1,000 ms. In the relay-to-CDN mode, there is no limit on audience size.	Billing of TRTC Basic Services

Value-Added Services

In addition to basic services, we also offer value-added services. For details, see the table below:

Service	Description	Billing Details
On-cloud recording	For scenarios such as online education, showroom streaming, video conferencing, online medical consultation, and remote banking, it is often necessary to record entire video calls or live streaming sessions for purposes including content moderation, archiving, and playback. The on-cloud recording feature can help meet these demands.	Billing of On-Cloud Recording

Resolution Categories

Category	Resolution
HD	Resolution \leq 921,600 (1280 x 720)
FHD	921,600 (1280 x 720) < Resolution \leq 2,073,600 (1920 x 1080)
2K	2,073,600 (1920 x 1080) < Resolution \leq 3,686,400 (2560 x 1440)
4K	3,686,400 (2560 x 1440) < Resolution \leq 8,847,360 (4096 x 2160)

Billing of TRTC Basic Services

Last updated : 2022-09-23 17:56:02

This document describes how [audio call](#), [video call](#), and [interactive live audio/video streaming](#) are billed on a monthly basis.

You can use the [TRTC price calculator](#) to estimate your cost.

If you have a contract with TRTC, the billing details in the contract will apply.

explain

Cumulative video resolution applies to accounts whose first TRTC [application](#) is created on or after October 27, 2021.

Billing Details

TRTC adds up the audio and video durations of all projects under your [account](#) at the end of each month. Note that video durations are classified into four categories based on "cumulative video resolution" and are priced differently. TRTC offers each account a [10,000-minute free package per month](#), which can offset your monthly durations. The remaining durations multiplied by their unit prices are your total monthly cost.

Formula

Monthly cost = Audio duration × Unit price of audio duration + Video durations of different categories × Unit price of the corresponding category

Audio and video durations

The audio/video duration of a call is **the sum of the durations of all users**.

Video duration: If a user subscribes to video streams, video duration will be billed. Note that if a user subscribes to both audio and video streams, only video duration will be counted.

Audio duration: If a user does not subscribe to video streams, their duration will be counted as audio duration, regardless of whether they subscribe to audio streams. In other words, if a user subscribes to video streams, their duration will be billed as video duration; if they do not subscribe to video or audio streams, the duration of their stay in the room will still be billed as audio duration.

Pricing

Category	Price (USD/1,000 Min)	Cumulative Video Resolution
Audio	0.99	-
HD	3.99	Resolution ≤ 921,600 (1280 x 720)
Full HD	8.99	921,600 (1280 x 720) < Resolution ≤ 2,073,600 (1920 x 1080)

2K	15.99	2,073,600 (1920 x 1080) < Resolution ≤ 3,686,400 (2560 x 1440)
4K	35.99	3,686,400 (2560 x 1440) < Resolution ≤ 8,847,360 (4096 x 2160)

For example, if a user subscribes to two 960 x 720 video streams, the user's cumulative video resolution is 960 x 720 + 960 x 720 = 1,382,400, which falls in the category of FHD.

Billing Example 1

This section uses an example to show you how TRTC calculates fees.

Assume that six users entered a room at the same time and communicated over video for 60 minutes.

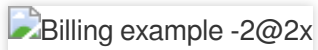
There were three anchors (A, B, and C) in the room. The video resolution of A was 960 x 720, and that of B and C were both 640 x 480. Two of the audience members subscribed to the video streams of all anchors, while the other subscribed to audio only. A also shared the screen at a resolution of 1920 x 1080.

Cumulative video resolution and duration of each user

The table below shows the cumulative resolution of videos received by each user, the categories the resolutions fall in, and their prices.

User	Streams Received	Resolution	Cumulative Resolution	Category	Duration (Min)
A (shared the screen)	B's and C's video streams	640 x 480 x 2	614,400	HD	60
B	A's video and screen sharing streams + C's video stream	(960 x 720) + (640 x 480) + (1920 x 1080)	3,072,000	2K	60
C	A's video and screen sharing streams + B's video stream	(960 x 720) + (640 x 480) + (1920 x 1080)	3,072,000	2K	60
Audience 1	A's video and screen sharing streams + B's and C's video streams	(960 x 720) + (640 x 480 x 2) + (1920 x 1080)	3,379,200	2K	60
Audience 2	A's video and screen sharing streams + B's and C's video streams	(960 x 720) + (640 x 480 x 2) + (1920 x 1080)	3,379,200	2K	60
Audience 3	Audio streams only	-	-	Audio	60

The figure below shows the billing details:



Cost calculation

Formula: **Monthly cost = Audio duration × Unit price of audio duration + Video durations of different categories × Unit price of the corresponding category**

Billable Item	Total Duration (Min) = Sum of User Durations	Unit Price (USD/1,000 Min)	Cost by Category (USD)	Total Cost (USD, rounded to 2 decimals)
HD	$60 \times 1 = 60$	3.99	$(60/1000) \times 3.99 = 0.2394$	4.14
2K	$60 \times 4 = 240$	15.99	$(240/1000) \times 15.99 = 3.8376$	
Audio	$60 \times 1 = 60$	0.99	$(60/1000) \times 0.99 = 0.0594$	

Billing Example 2

This section uses an example to show you how TRTC calculates fees.

Assume that six users entered a room at the same time and communicated over video for 60 minutes.

There were four anchors (A, B, C, and D) in the room. The video resolution of A, B, and C was 480 x 480, while D published only audio. One of the audience members subscribed to the video streams of all anchors, and the other subscribed to audio only.

Cumulative video resolution and duration of each user

The table below shows the cumulative resolution of videos received by each user, the categories the resolutions fall in, and their prices.

User	Streams Received	Resolution	Cumulative Resolution	Category	Duration (Min)
A	B's and C's video streams + D's audio stream	480 x 480 x 2	460,800	HD	60
B	A's and C's video streams + D's audio stream	480 x 480 x 2	460,800	HD	60
C	A's and B's video streams + D's audio stream	480 x 480 x 2	460,800	HD	60
D	A's, B's, and C's video streams	480 x 480 x 3	691,200	HD	60
Audience 1	A's, B's and C's video streams + D's audio stream	480 x 480 x 3	691,200	HD	60
Audience 2	Audio streams only	-	-	Audio	60

Cost calculation

Formula: **Monthly cost = Audio duration x Unit price of audio duration + Video durations of different categories x Unit price of the corresponding category**

Billable Item	Total Duration (Min) = Sum of User Durations	Unit Price (USD/1,000 Min)	Cost by Category (USD)	Total Cost (USD, rounded to 2 decimals)
HD	60 x 5 = 300	3.99	(300/1000) x 3.99 = 1.197	1.26

Audio	$60 \times 1 = 60$	0.99	$(60/1000) \times 0.99 = 0.0594$	
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Note

There are some other matters that merit your attention.

Price calculator

You can use the [TRTC Price Calculator](#) to estimate your cost.

Accuracy of durations

TRTC calculates durations in seconds and converts monthly cumulative seconds to minutes for billing. Specifically, it adds up the audio and video durations (in seconds) for a month and divides them by 60. The results are **rounded up** to the nearest whole number. For example, if your account consumed 59 seconds of audio duration and 61 seconds of video duration in a month, you would be billed for 1 minute of audio duration and 2 minutes of video duration. The margin of error for monthly durations is smaller than 1 minute.

Dual-stream resolution

In the dual-stream mode, a user's resolution is calculated as follows:

If the user subscribes to the high-quality stream, the resolution of the high-quality stream set by the sender will be used for the calculation of the cumulative resolution.

If the user subscribes to the low-quality stream, the actual resolution of the video received will be used for the calculation of the cumulative resolution.

Resolution of screen sharing

The resolution set in `TRTCVideoEncParam` is used for the billing of screen sharing duration. For how to set the resolution, see the documents below:

All platforms (C++): [startScreenCapture](#)

iOS: [startScreenCaptureInApp](#), [startScreenCaptureByReplaykit](#)

macOS: [startScreenCapture](#)

Android: [startScreenCapture](#)

On web, a target resolution may be unattainable due to device and browser restrictions, in which case the browser will adjust the resolution automatically to make it as close as possible to the target, and the actual resolution will be used for billing. For details, see [setScreenProfile](#).

Cost of using other products/services

If you use other Tencent Cloud products or TRTC services that are not video call or interactive live streaming, for example, [on-cloud recording](#), you will be charged additional fees. For details, see the billing documents of the corresponding products or TRTC services.

Billing of On-Cloud Recording

Last updated : 2022-09-23 17:56:58

This documents describes the billing mode of TRTC's [on-cloud recording feature](#).

If you have a contract with TRTC, the billing details in the contract will apply.

Billable Items

TRTC calculates the total audio and video recording durations of all projects under your [account](#) at the end of each month. Note that video recording durations are classified into four categories based on resolution and are priced differently. TRTC offers each account a [10,000-minute free package per month](#), which will be deducted from your total monthly duration. The remaining recording durations multiplied by their unit prices are your total monthly cost.

Cost formula:

Monthly cost = Audio duration × Unit price of audio duration + Video durations of different categories × Unit price of the corresponding category

Duration

The duration usage of the TRTC on-cloud recording service is calculated from the start of recording to the end of recording. If both audio and video streams are recorded simultaneously, only video fees will be charged.

Video duration usage = total duration of all recording processes in the TRTC room

Audio duration usage = total duration of all recording processes in the TRTC room – video duration. During recording, a duration when video is not recorded will be calculated as audio recording duration regardless of whether audio is recorded.

The duration calculation is not related to the number of audio/video streams that are recorded. For example, if a recording process is started to simultaneously record the video streams of anchors A and B for 5 minutes, the duration billed will be 5 minutes, and fees will be charged based on the aggregate resolution of the two anchors.

The duration calculation is related to the number of recording processes. If multiple recording processes are started in the room concurrently, the duration of each process is calculated and included in the total usage of the month.

Recording service refers to the service on-cloud recording offers. A recording process is a task that is started and stopped using on-cloud recording APIs.

Please note that audio/video durations may be generated during recording because the recording server subscribes to audio and video streams in the room.

Unit price

The unit prices of TRTC on-cloud recording are as follows:

Type	Video Duration Type	Unit Price (USD/1,000 Min)
Audio recording	None	1.49
Video recording	HD	5.99
	FHD	13.49
	2K	23.99
	2K+	53.99

Video usage in TRTC is categorized into the following four types according to the aggregate resolution of all videos recorded in a recording task. The fees for each type are calculated separately:

Video Usage Type	Aggregate Resolution of Recorded Videos
HD	Aggregate resolution $\leq 921,600$ (1280 × 720)
FHD	$921,600$ (1280 × 720) < aggregate resolution $\leq 2,073,600$ (1920 × 1080)
2K	$2,073,600$ (1920 × 1080) < Aggregate resolution $\leq 3,686,400$ (2560 × 1440)
2K+	$3,686,400$ (2560 × 1440) < Aggregate resolution $\leq 8,847,360$ (4096 × 2160)

For example, if a recording process simultaneously records two video streams with a resolution of 960 × 720 each, the aggregate resolution will be $960 \times 720 + 960 \times 720 = 1,382,400$, and the recording fees will be charged according to the FHD unit price.

Billing Examples

This section describes how TRTC calculates aggregate resolution, durations, and costs.

Suppose you have a project named testRTC under your Tencent Cloud account. In addition to using audio/video services, the project also records and saves audio/video interactions through on-cloud recording. The usage is as follows:

Example 1

On February 11, 2022, four users made a video call that lasted for 5,000 seconds. One on-cloud recording process was started to record four audio streams.

Usage statistics: 5,000 seconds of audio duration usage in total.

Example 2

On February 12, 2022, four users made a video call that lasted for 5,000 seconds. Two on-cloud recording processes were started, one for single-stream recording and the other mixed-stream recording. Four audio streams were recorded in each process.

Usage statistics: $5,000 + 5,000 = 10,000$ seconds of audio duration usage in total.

Example 3

On February 13, 2022, four users made a video call that lasted for 3,500 seconds. One on-cloud recording process was started to record four audio and video streams. Each video stream had a resolution of 640×360 .

Usage statistics: 3,500 seconds of HD video duration usage in total.

Streams Subscribed	Resolution Calculation	Aggregate Resolution	Recording Usage Type
Audio/Video streams of 4 anchors	$640 \times 360 \times 4$	921,600	HD

Example 4

On February 14, 2022, three users interacted over video for 1,800 seconds, and their video resolutions were 640×360 , 1280×720 , and 960×720 respectively. After 1,800 seconds, the fourth user entered the room and interacted for 540 seconds, and the user's video resolution was 1920×1080 . One on-cloud recording process was started to record the audio and video streams of all users throughout the process.

Usage statistics: 1,800 seconds of FHD video duration usage and 540 seconds of 2K+ video duration usage.

Streams Subscribed	Resolution Calculation	Aggregate Resolution	Recording Usage Type
Audio/Video streams of 3 anchors	$640 \times 360 + 1280 \times 720 + 960 \times 720$	1,843,200	FHD
Audio/Video streams of 4 anchors	$640 \times 360 + 1280 \times 720 + 960 \times 720 + 1920 \times 1080$	3,916,800	2K+

Fee calculation

Billable Item (Recording Usage Type)	Total Duration Usage (Minutes)	Service Fees (USD)
Audio	250	$(250/1000) \times 1.49 = 0.3725$
HD	59	$(59/1000) \times 5.99 = 0.35341$
FHD	30	$(30/1000) \times 13.49 = 0.4047$
2K+	9	$(9/1000) \times 53.99 = 0.48591$

Total	-	1.61652 \approx 1.62
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Notes

Accuracy of durations

TRTC calculates durations in seconds and converts monthly cumulative seconds to minutes for billing. Specifically, it adds up the audio and video durations (in seconds) for a month and divides them by 60. The results are **rounded up** to the nearest whole number. For example, if your account generated 59 seconds of audio duration and 61 seconds of video duration a month, you would be billed for 1 minute of audio duration and 2 minutes of video duration. The margin of error for monthly durations is smaller than 1 minute.

Billing of MixTranscoding and Relay to CDN

Last updated : 2022-09-23 17:58:03

This document describes the billing of MixTranscoding and relay to CDN.

If you have a contract with TRTC, the billing details in the contract will apply.

Billable Items

To deliver content to viewers via a CDN, you need to relay TRTC streams to the CDN.



1. The anchor and co-anchoring audience members publish audio/video streams in a call or live stream.
2. The MixTranscoding server subscribes to the streams (UDP).
3. The MixTranscoding server mixes and transcodes the streams it receives.
4. The MixTranscoding server sends the result to a CDN.

Step 1 incurs TRTC basic service fees. For details, see [Billing of TRTC Basic Services](#).

Step 2 is not charged. Step 3 incurs MixTranscoding fees, and step 4 incurs relaying fees.

notice

Special offer:

In addition to making step 2 free, TRTC also waives relaying fees if you relay to Tencent Cloud's live streaming system. This means you will only be charged MixTranscoding fees.

At the end of each month, TRTC adds up the total audio and video MixTranscoding durations (minutes) as well as the bandwidth (Mbps) used for relaying streams to third-party platforms or CDNs for all projects under your [account](#). Note that video MixTranscoding durations are classified into eight categories based on aggregate resolution and are priced differently. Your monthly MixTranscoding fee is the MixTranscoding durations multiplied by their unit prices, and your monthly relaying fee is the bandwidth used for relaying multiplied by its unit price.

Cost formula:

Monthly fee = MixTranscoding fee + Relaying fee

MixTranscoding fees

Mixing and transcoding audio and video streams will incur MixTranscoding fees.

A MixTranscoding duration is the duration during which streams are mixed. It does not change with the number of streams mixed. For example, if the video streams of user A and user B are mixed in a MixTranscoding task for five minutes, then the billable MixTranscoding duration will be five minutes, which will be charged according to the aggregate resolution of the task.

If multiple MixTranscoding tasks are started in a room, the durations of all tasks will be added up.

Cost formula:

Monthly MixTranscoding fee = Audio duration × Unit price of audio MixTranscoding duration + Video durations of different categories × Unit price of the corresponding category

explain

If both audio-only streams and video streams are transcoded and mixed during a time period in a MixTranscoding task, the period will only be billed as a video MixTranscoding duration.

Pricing

The table below lists the unit prices of audio and video MixTranscoding durations:

Category	Video Category	Price (USD/1,000 Min)
Audio	None	1.99
H.264 video	HD	5.99
	FHD	13.99
	2K	25.99
	2K+	69.99
H.265 video	HD	17.99

	FHD	37.99
	2K	69.99
	2K+	189.99

According to the sum of the resolutions of all videos mixed, TRTC classifies the resolution of video MixTranscoding durations into the following four categories:

Resolution	Range
HD	Aggregate resolution $\leq 921,600$ (1280 x 720)
FHD	$921,600$ (1280 x 720) < aggregate resolution $\leq 2,073,600$ (1920 x 1080)
2K	$2,073,600$ (1920 x 1080) < Aggregate resolution $\leq 3,686,400$ (2560 x 1440)
2K+	$3,686,400$ (2560 x 1440) < Aggregate resolution $\leq 8,847,360$ (4096 x 2160)

For example, if a MixTranscoding task mixes two 960 x 720 video streams, the aggregate resolution is $960 \times 720 + 960 \times 720 = 1,382,400$, which falls in the FHD category.

Billing examples

Audio live streaming

An anchor streamed audio-only content for 30 minutes and then co-anchored with someone for 30 minutes, during which the two anchors' streams were mixed and then published to Tencent Cloud's live streaming system.

In the first 30 minutes, because there was only one anchor, no MixTranscoding fees would be charged. In the 30 minutes afterward, there were two anchors who communicated over audio, so audio MixTranscoding fees would be charged.

MixTranscoding fee = $1.99 \times 30/1,000 = 0.0597$ USD

Video live streaming

Anchor A streamed video content at a resolution of 1920 x 1080 for 30 minutes and then co-anchored with anchor B over video for 10 minutes. Anchor B's video resolution was 1280 x 720. The two anchors' streams were mixed and then published to Tencent Cloud's live streaming system.

For anchor A, his or her own video was displayed as the big image, and anchor B's video appeared in a small window in the top right corner. The resolution of the video viewed by anchor A was 1920 x 1080. For anchor B, his or her own video was displayed in the large video window, and anchor A's video appeared in a small window in the top right corner. The resolution of the video viewed by anchor B was 1280 x 720.

In the first 30 minutes, because there was only one anchor, no MixTranscoding fees would be charged. In the 10 minutes afterward, two anchors communicated over video, and two MixTranscoding tasks were started, which would

be charged separately. The aggregate resolution of both tasks was $1920 \times 1080 + 1280 \times 720 = 2,995,200$, and the H.264 codec was used, so the H.264 2K category would apply. Note that the applicable video category is not determined by the resolution of the output video.

MixTranscoding fee = $25.99 \times 10/1,000 + 25.99 \times 10/1,000 = 0.5198$ USD

Relaying fees

If you publish to Tencent Cloud's live streaming system, we will not charge you relaying fees. If you publish to a third-party platform or CDN, relaying fees will be charged based on the bandwidth used.

Cost formula:

Relaying fees = Monthly peak bandwidth × Unit price of relaying

Pricing

The bandwidth used for relaying is priced as follows:

Category	Price (USD/Mbps/Month)
Monthly peak bandwidth	18.99

Billing examples

Suppose the bitrate of a stream you published to third-party platforms was 500 Kbps (the sum of the audio bitrate and video bitrate), and there were 10 relaying tasks at the peak on that day.

Daily peak bandwidth = $500 \text{ (Kbps)} \times 10 = 5,000 \text{ (Kbps)} = 5 \text{ Mbps}$.

Suppose you used the relaying feature in June 2022, and the bandwidth used for relaying reached 5 Mbps at the peak.

Your relaying fee for June 2022 = $18.99 \text{ (USD/Mbps/month)} \times 5 \text{ (Mbps)} = 94.95 \text{ USD}$.

Free Minutes

Last updated : 2023-01-13 10:03:00

Each Tencent Cloud account that has activated TRTC gets 10,000 free minutes every month.

The free minutes deduct your usage **at the following ratios**:

Item		Actual usage (minutes)	Deduction from free package (minutes)
Call/Live streaming	Audio	1	1
	Video SD	1	2
	Video HD	1	4
	Video FHD	1	9
	Video 2K	1	16
	Video 4K	1	36
On-cloud recording	Audio	1	1
	Video SD	1	2
	Video HD	1	4
	Video FHD	1	9
	Video 2K	1	16
	Video 4K	1	36

Notes:

The free minutes expire at the end of each cycle and cannot be rolled over to the next cycle.

For example, if you receive the free minutes on November 15, 2022, they would be valid from November 15, 2022 to December 14, 2022.

You can view the validity of your free minutes in [Package Management](#) of the TRTC console.

You will incur additional fees only if your monthly usage exceeds 10,000 minutes.

FAQs

Last updated : 2022-09-23 17:59:51

Are there discounts for high-demand customers?

If your monthly spending on TRTC services exceeds 3,000 USD, you can [contact us](#) for contractual discounts.

How are TRTC services billed?

TRTC offers basic services and value-added services. For details about their billing, see [Billing Overview](#). We provide users with a 10,000-minute [free package](#) each month.

Price calculator

You can use the [TRTC Price Calculator](#) to estimate your cost.

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.

notice

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 Management](#).

Given that billable durations are calculated in seconds and rounded up to the nearest 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

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 does a video call or video streaming session generate audio durations?

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

How is screen sharing billed?

Screen sharing data is published as a separate stream. If a user receives a screen sharing stream, the user's duration will be billed as video duration.

How is relaying to CDN billed?

TRTC leverages the capabilities of [CSS](#) to relay streams to CDNs. **CSS** charges you according to the billing rules described in [CDN Relayed Live Streaming](#).

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 **audio duration**.

Why is my service status "Disabled"?

Overdue payments will 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.