

FAQs for Flexible Billing (PAYG) in the Avast Business Hub

What is Flexible Billing?

Flexible Billing is our new monthly pay-as-you-go (PAYG) billing option that provides Managed Service Providers (MSPs) with a flexible payment solution that best aligns with how they do business, allowing them to address various business models that support their service offerings.

Who is Flexible Billing for?

Flexible Billing is available for new and existing MSP partners who purchase directly from Avast using the Partner version of the Avast Business Hub multi-tenant console.

How do I enable Flexible Billing?

In order to activate Flexible Billing within the Business Hub, please reach out to your account manager. If you are unsure of who your account manager is, you can find that information on the Partner Portal homepage, or, you can fill out this form and your account manager will reach out to help you.

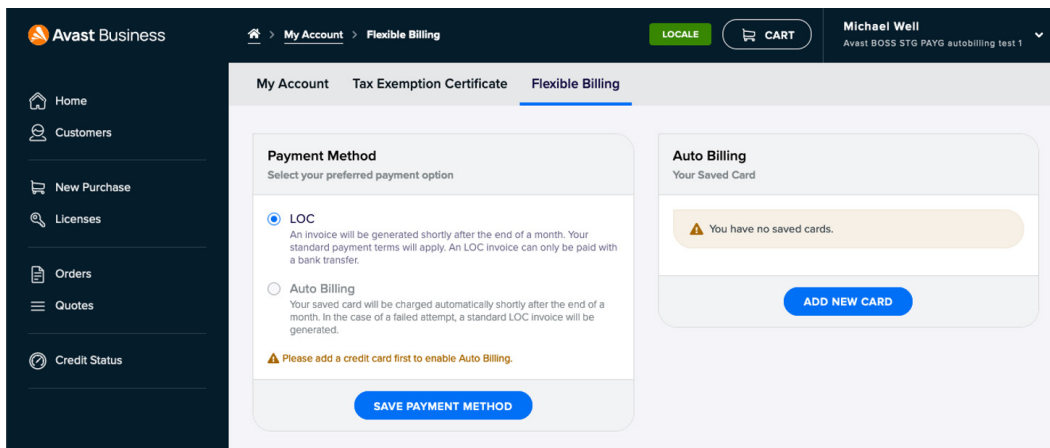
Once you connect with your account manager, they will go over payment options and requirements with you, including line of credit (LOC) or entering a credit card within the Order Management System (OMS). When your account manager enables Flexible Billing, admins will then see the option available on the Subscription page, per customer, in the Business Hub.

- Once Flexible Billing is activated, you will need to go into OMS and enter the credit card that will be billed for services using this feature. Credit card is the most common form of payment; however, upon activating Flexible Billing, there is a default line of credit applied to accounts, which is also a form of payment that can be used with Flexible Billing.

Please note: If Flexible Billing is activated and a credit card has not been entered in OMS, when billing occurs at the end of the month, it will default to using the line of credit. This LOC can be paid by check, bank transfer, or EFT, depending on what region you are located in (this can be discussed with your account manager). When using LOC, payments will be on net 30 terms. *Please see screenshot below to see new options in OMS, where you can select your preferred payment method.*

- For existing customers, or when creating a new one, on the Subscription page, you will see the option to "Activate Flexible Billing" for the Small Business solutions, "Buy" for Patch Management & Cloud Backup, and "Buy Premium" for Premium Remote Control. The Flexible Billing option will be available for newly created customers and existing customers that do not already have a prepaid subscription (for supported services).

- Upon clicking “Activate Flexible Billing” with the Small Business solutions, you will see the option to click “Activate Flexible Billing.” When you click “Activate Flexible Billing,” you will see an option to set a Usage limit. Then, click “Confirm” and add devices as you normally would.
- For the add-on services, click the “Buy” option. You will then see where you can select “Continue” to use Flexible Billing or go to OMS for a prepaid subscription.
- Click “Continue” with Flexible Billing. Then, you will be able to set a Usage limit (this is optional). Finally, click “Confirm.”



What products within the Business Hub are eligible for Flexible Billing?

- Essential Business Security
- Premium Business Security
- Ultimate Business Security
- Patch Management (standalone)
- Cloud Backup
- Premium Remote Control (both one session & unlimited)

Please note: MSPs typically purchase Premium Remote Control from the partner side, as they use it to provide remote assistance to all customer accounts. However, it can be purchased at the customer level using Flexible Billing, if needed.

If you would like to see pricing for Flexible Billing products, you can find it [here](#), in the Partner Portal. Your account manager can also provide you with a price list.

What discounts will be available for partners using Flexible Billing?

- Partner discounts will not be applicable for subscriptions purchased with Flexible Billing
- Segment discounts (EDU/GOV/NP), will be available for Essential, Premium, and Ultimate subscriptions. They will not be available with Patch Management, Cloud Backup, or Premium Remote Control.
- Renewal discounts will not be applicable
- Promotional discounts, discretionary discounts, and deal registration discounts will not be applicable

Can Flexible Billing be used for some customers and annual prepaid still be used for others?

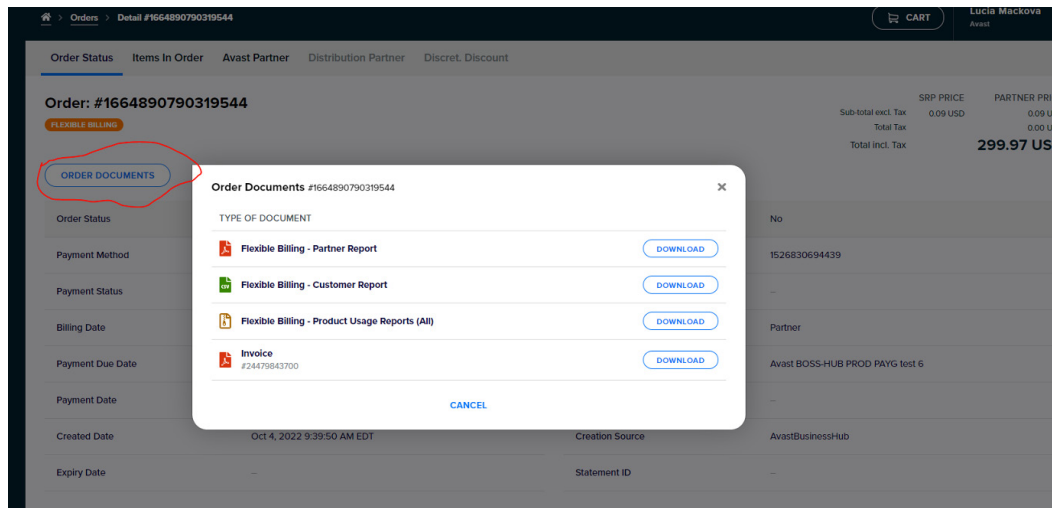
Yes, you can have some customers on Flexible Billing and others on prepaid subscriptions (1,2, or 3-year). Furthermore, within a customer's account, they can have **one** Avast Small Business solution on Flexible Billing and an add-on service, such as Cloud Backup, on either Flexible Billing or prepaid subscriptions. For example, Avast Essential Business Security on Flexible Billing and Cloud Backup on a 2-year subscription. However, you are only able to have one of the Small Business solutions on Flexible Billing, you cannot have multiple solutions on Flexible Billing.

With Flexible Billing, can the seat count be increased or decreased? And if so, will they be prorated, depending on what time of the month that takes place?

Flexible Billing within the Business Hub is based on daily usage. At the end of every day, you are charged for the number of used seats that day, and then invoiced monthly. Once Flexible Billing is enabled, if you have a service installed on 10 devices, you are charged for 10 devices. If you install a service on an additional device the next day, then you are charged for 11 devices. And the same applies if you uninstall services on devices. If you set the "Usage limit" to a specific number, you cannot install a service beyond what you have that set limit to, but you can easily go in and increase or decrease that limit.

In OMS, where can I download a report of the services using Flexible Billing?

The screenshot below shows where you can find reports of the services using Flexible Billing in OMS.



How do I know if I am using the correct Partner version of the Avast Business Hub with multi-tenancy?

You can reach out to your account manager, who can verify your version and help you switch to the appropriate console, if needed.

What happens if Avast is unable to charge the credit card I have on file?

When Flexible Billing is enabled for a Partner's account, a default line of credit is established. If, for some reason, we are unable to bill the credit cards on file, an invoice is generated and issued to the Partner, who would then use the line of credit as a backup payment method. Partners can change the credit cards they have on file within OMS at any time.

If I am using a line of credit for purchases, how will I know that I'm approaching my limit?

When you're approaching the line of credit limit, the primary admin within OMS will receive an email letting them know when they are at 85% of consumption and again when they are at 100% of consumption. If using a line of credit for payment method, please be aware that the line of credit allotted applies to all subscriptions - both prepaid and Flexible Billing subscriptions are deducted from the available credit limit.

Can a Flexible Billing subscription be converted to a prepaid subscription at any point, and vice versa?

If you have a customer on a prepaid subscription and would like to convert them to Flexible Billing, you can do that once the prepaid subscription is up for renewal. If you have a customer on Flexible Billing and would like to switch them to a prepaid subscription, you would simply purchase a prepaid subscription from OMS to apply to the customer.

What if I have a customer that no longer is in need of services where I'm using Flexible Billing?

You can easily go into the Subscriptions page for a customer and click "Cancel flexible subscription," so you will no longer be charged. Being on Flexible Billing means you are only charged for daily usage, so there is no refund policy in place when using this payment method.

Is there a certain day of the month that billing occurs or invoices are displayed?

Invoices will be generated on the first day of every month. If using a credit card, the credit card will be billed on the first day of the month. If using line of credit, the same applies, but these payments carry a standard net 30 term.

About Avast Business

Avast delivers easy-to-use, affordable, and award-winning cybersecurity solutions for small and growing businesses. Avast provides integrated security services to protect your devices, data, applications, and networks. Backed by 30 years of innovation, we have one of the largest, most globally dispersed threat detection networks in the world. Our cybersecurity solutions are built to provide maximum protection so that you can worry less about cyberthreats and focus more on growing your business. For more information about our cybersecurity solutions, visit www.avast.com/business.