



TelcoBridges automates renewal payments using Stripe

Q&A

What does it mean for me?

- No change in how your TelcoBridges products work or are delivered.
- Save time and focus on your business with the peace of mind of knowing that your TelcoBridges license, product, or service will renew automatically.

Why the change?

With hundreds of customers all over the world, it has become time consuming to collect and process payments manually. Especially for renewal payments that occur the same way, for the same (or similar) amount, and at the same time, every year. This administrative burden distracts us from our goal of serving service providers.

TelcoBridges implemented a payment system called Stripe that automates renewal payments so that we can focus on serving service providers better (note: Stripe is widely recognized as the industry leader in terms of performance, capability, and security when it comes to payment automation).

How does it work?

All products, such as ProSBC licenses, are purchased via the Dashboard (this doesn't change). After the purchase, Stripe will plan to collect the renewal payment automatically 12 months later.

If, for whatever reason, customers want to change the license (by adding or reducing sessions), change their payment information, or cancel the next scheduled payment because they don't intend on renewing, they can do so in the Dashboard at any point prior to the renewal payment.

Payment methods supported

- Credit cards
- Wire transfers [coming soon]
- ACH [coming soon]

TelcoBridges Inc.

138 de la Barre, suite 01, Boucherville, QC J4B 2X6 CANADA

Sales +1.450.655.8993 / **TB Support** +1.866.438.4703

info@telcobridges.com TelcoBridges.com





TelcoBridges automates renewal payments using Stripe

Guide to Managing Subscriptions

Chapters

- **New TelcoBridges Customer Dashboard User**
- **New SBC license creation**
- **Creating a Subscription on existing license**
- **Cancelling a Subscription**
- **Q&A**

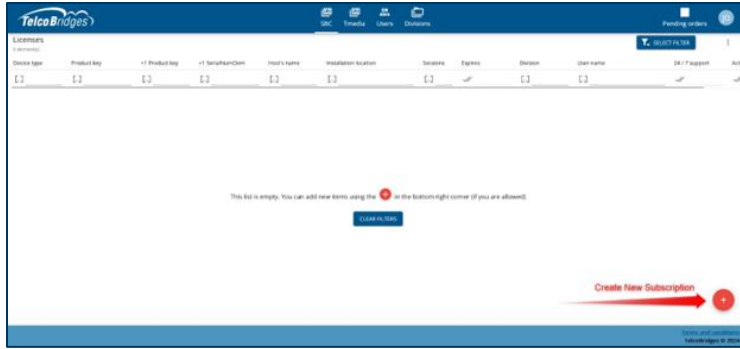
New TelcoBridges Customer Dashboard User

Prior to accessing TelcoBridges Customer Dashboard for purchasing Session Border Controller licenses, it is mandatory to create an account at licenses.telcobridges.com.

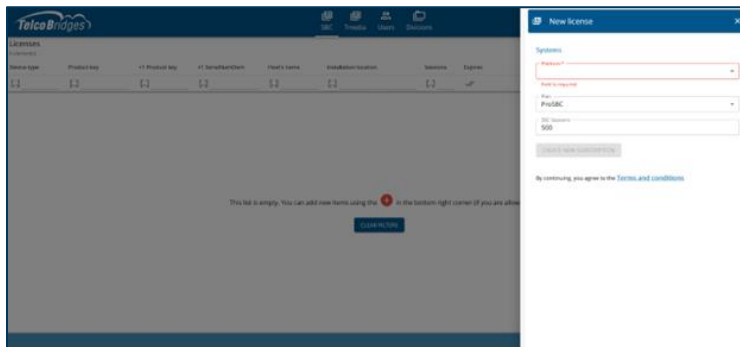
New SBC license creation

In the Customer Dashboard, you'll find a general overview of each license, your product key(s), host name, installation location (for multiple sites), and the number of sessions per license. You can also see each individual expiry date and a visual toggle for the status of each license subscription.

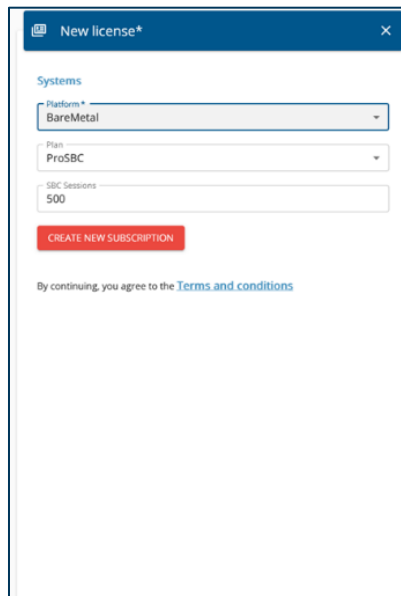
At your first visit, prior to creating your first license, no information will be visible on your main Dashboard. Proceed on purchasing your Session Border Controller subscription at the bottom right by clicking on the “+” button.



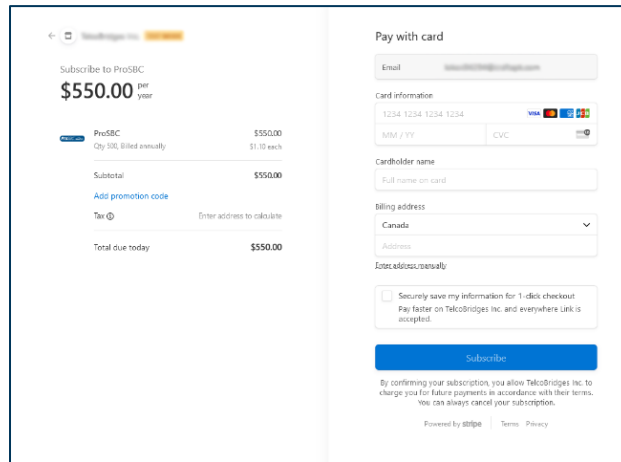
With the introduction of our Stripe Subscription payment platform, it becomes mandatory to create a New Subscription for each license you wish to generate. When creating a new license, the only fields required are the choice of the Platform on which you intend to install the Session Border Controller, the plan (freeSBC, proSBC or proSBC+), and the number of sessions included in the license key.



Once those choices are selected a "Create New Subscription" button is highlighted in red allowing you to be redirected to the Stripe payment portal.

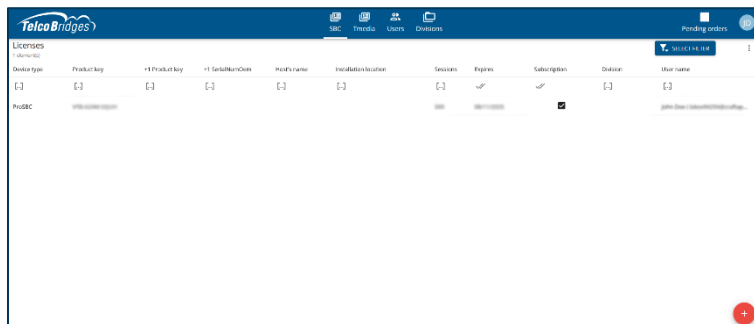


By clicking the "Create New Subscription" button, this will take you to the Stripe interface, where your specific type of SBC and the number of sessions will be transferred to finalize payment.



This step involves registering your credit card for the license and initiating the recurring payment cycle, which will start on confirmation of a new license purchase. Creating a New Subscription for a brand-new license will take effect and process payment immediately once the payment method is set, and subscription is confirmed in Stripe. The SBC license will be generated instantly in the Customer Dashboard and the Renewal date will be set for one year later. Even though Stripe keeps your credit card information hidden for your active subscription(s), at checkout it also offers the possibility to save your payment information for future 1 click checkout to fasten your purchases. In all cases TelcoBridges doesn't have access to your payment information, Stripe services manage all transactions.

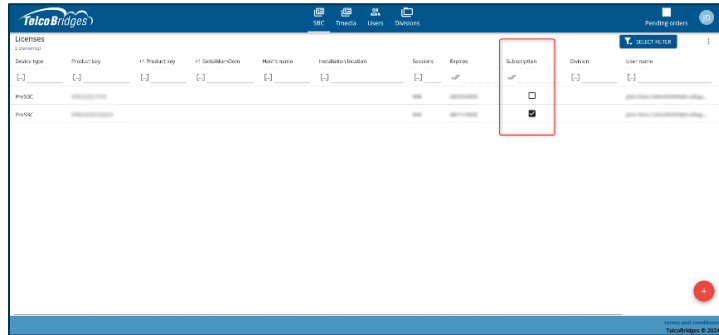
Once you click the blue Subscribe button, if your payment method is validated by Stripe, you will be redirected to TelcoBridges Dashboard where you will get access to your new SBC license Key.



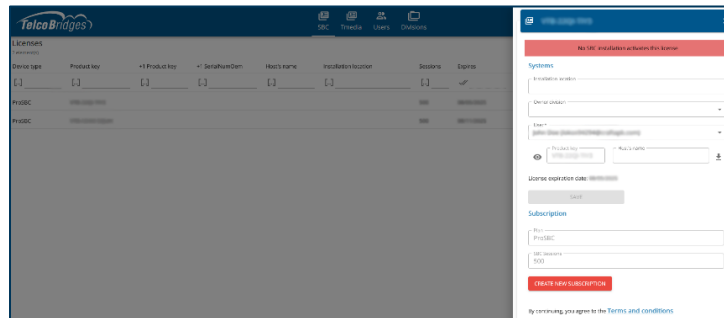
Creating a Subscription on existing license

As per a new license subscription, the process of getting your payment set in Stripe will be the same. The main difference is in the fact that instead of clicking the "+" Button at the bottom right, you will have to select the existing license in your Dashboard you wish to renew automatically at its expiry date.

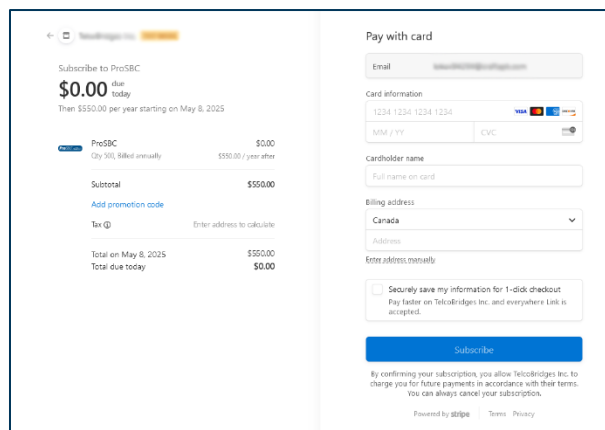
To distinguish which license is already covered by a recurrent billing Subscription, a check box is set to easily identify those needing a Stripe payment registration.



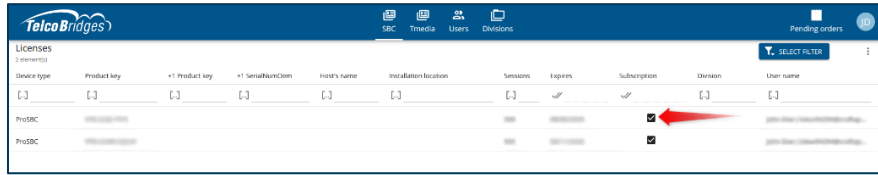
With the introduction of our Stripe Subscription payment platform, it has become mandatory to create a New Subscription for each license you wish to maintain. When making your first modification to an instance, the only fields available for editing will be the installation location, owner division, the user from your Company and the "Create New Subscription" button.



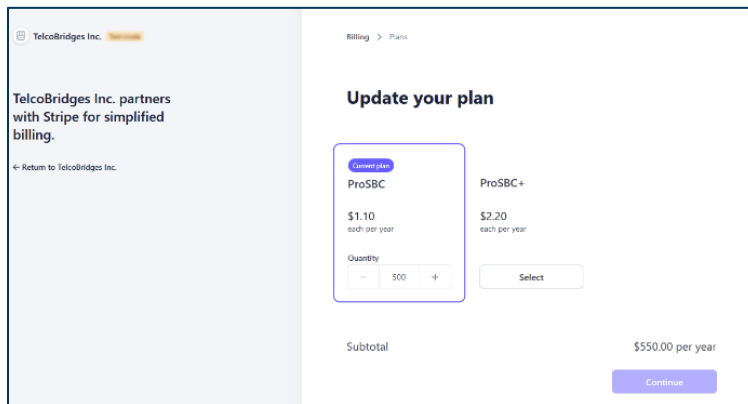
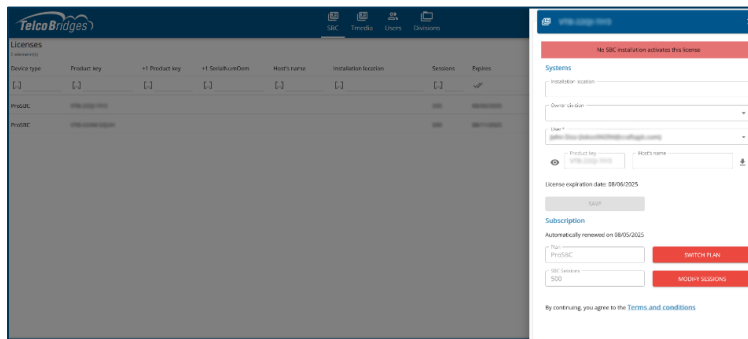
To create a subscription, click the "Create New Subscription" red button. This will take you to the Stripe interface, where the actual type of SBC and the number of sessions the license currently contain will be transferred directly to the basic parameters (**Not modifiable at this point**). This step involves registering your credit card for the license and initiating the recurring payment cycle, which will start on the next License Renewal date. As you can see in the following example, the payment will be processed only at the Renewal date already set on the selected license: 0.00\$ due today then 550\$ per year starting on May 8, 2025.



Finalizing the Subscription process will allow you to return to the license in the Customer Dashboard, where you will see the Subscription column updated.



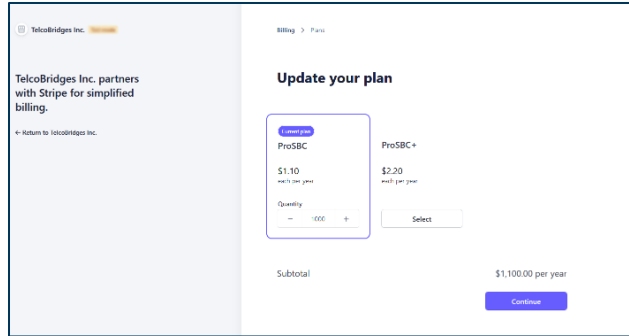
By selecting any of your active subscription, you can modify basic parameters by clicking one of the two buttons: "Switch Plan" or "Number of Sessions" if you wish to upgrade or downgrade any services.



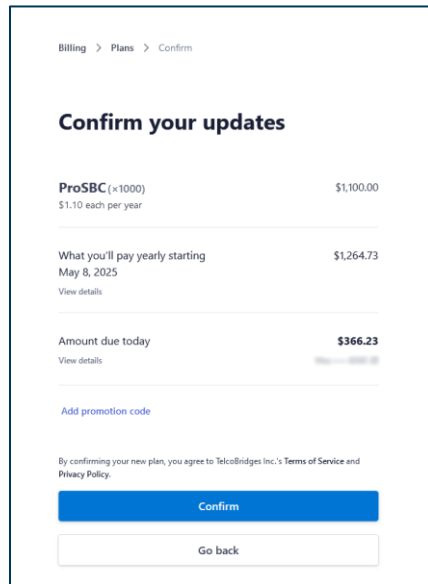
When upgrading, either a plan or number of licenses, from an existing subscription, Stripe will ask you to make a one-time payment as a Proration calculation for the remainder of your billing period. The calculation is simple, the price difference annually / 365 * number of days remaining until the next renewal date.

Your recurring payment will have been adjusted in your subscription for the new changes in your plan selected and number of sessions.

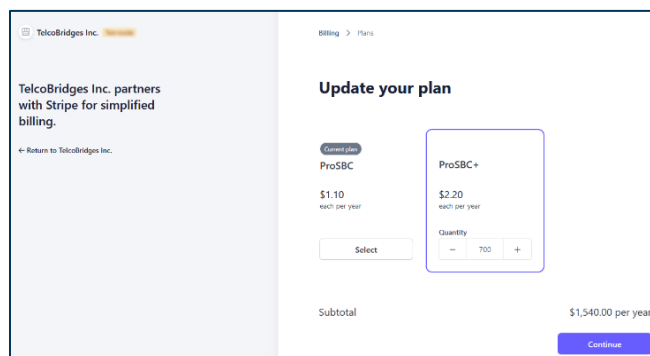
Let's say you want to upgrade from 500 to 1000 sessions for the existing ProSBC plan.



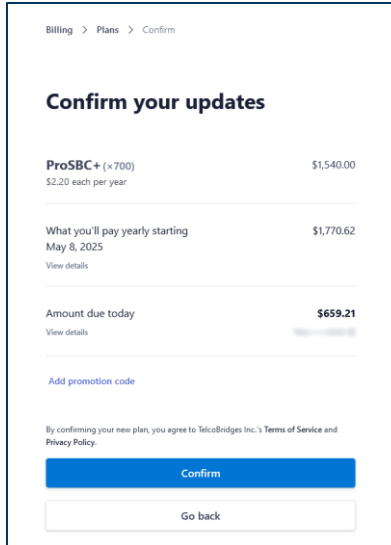
By selecting 1000 instead of 500 in the ProSBC product, Stripe will proceed with a one-time payment to compensate for the extras up until the license Renewal date.



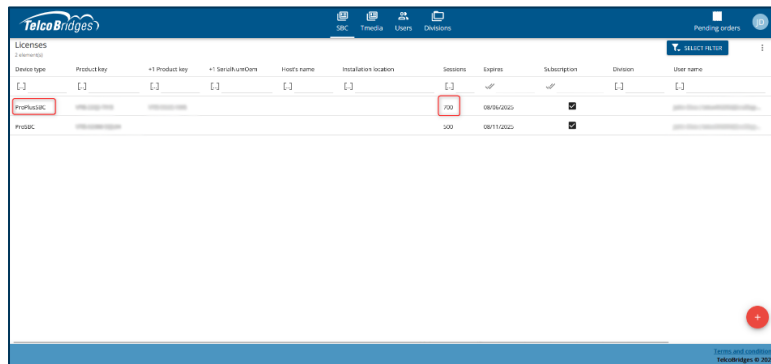
The same logic applies if you wish to switch plan, let's say from 500 sessions ProSBC to 700 sessions ProSBC+



Stripe will require a one-time payment (659.21\$) to cover the end of your license renewal period and will renew the whole license, with modified parameters, on May 8th, 2025.

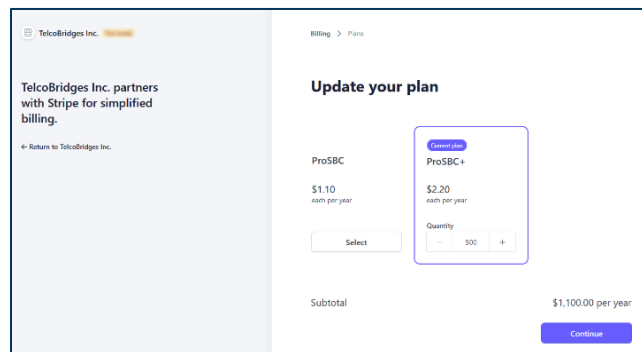


Once more, when Stripe will proceed with the modification of services, you will be redirected on TelcoBridges Dashboard where the updated Plan and/or Quantities will be shown.

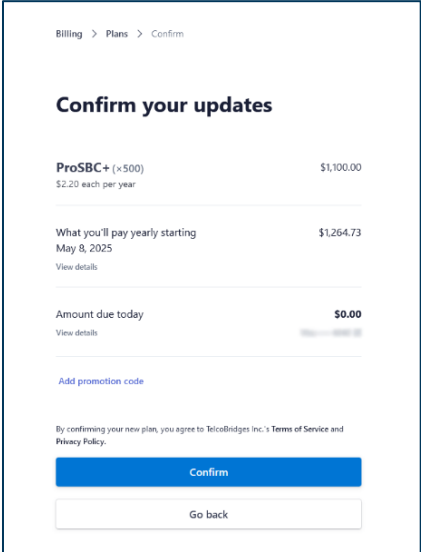


As for downgrading, either a plan or number of licenses, from an existing subscription, no additional action on your part is required. There is no reimbursement for downgrading your current paid subscription. Your next recurring payment will have been adjusted for the new changes in your plan selection and number of sessions, reflecting the downgraded services on the next renewal date.

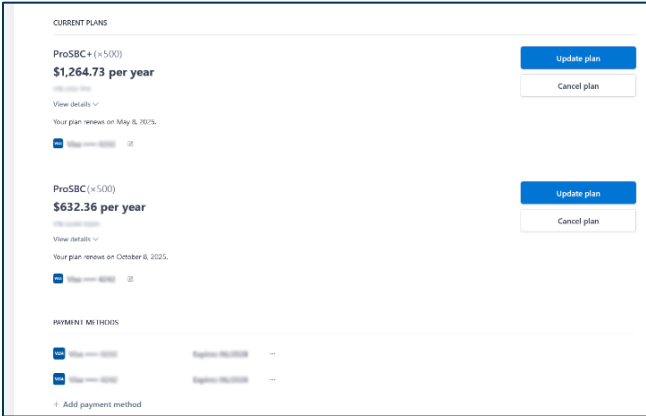
Reducing from 700 to 500 ProSBC+ sessions:



Stripe will inform you that the amount that will be processed upon renewal on May 8th, 2025, is now of 1264.73\$ instead of the 1770.62\$ (sales tax included).



Making any modifications brings you to a current plan page on Stripe where you can update any parameters without returning on TelcoBridges Dashboard.

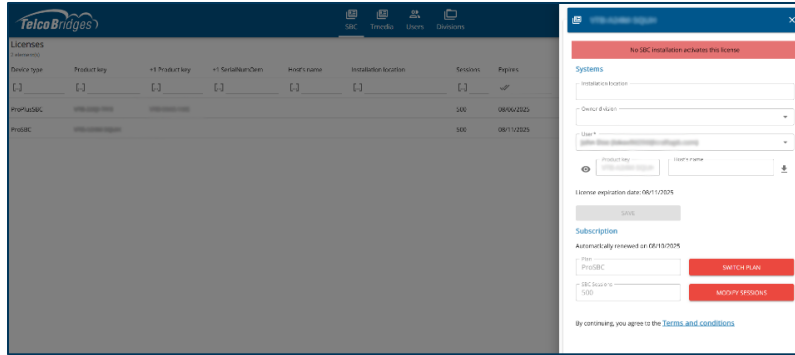


Automating payment is a perfect solution for your company service management. Please note that renewing your payment automatically, won't refresh your license key in your system and will require manual actions on your end to download and install it at the start of each new billing cycle. We leave a 30-day grace period after automatic payment for you to install your new license.

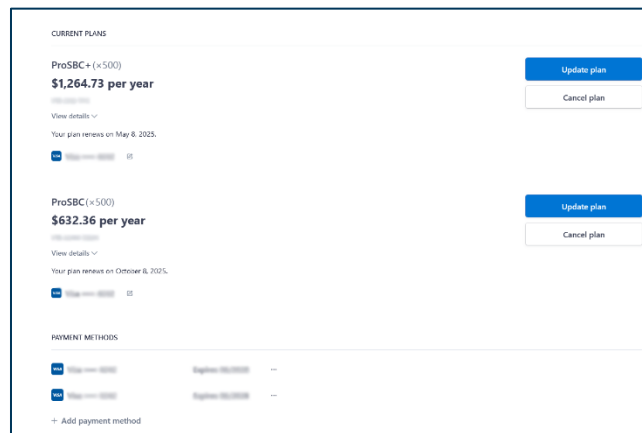
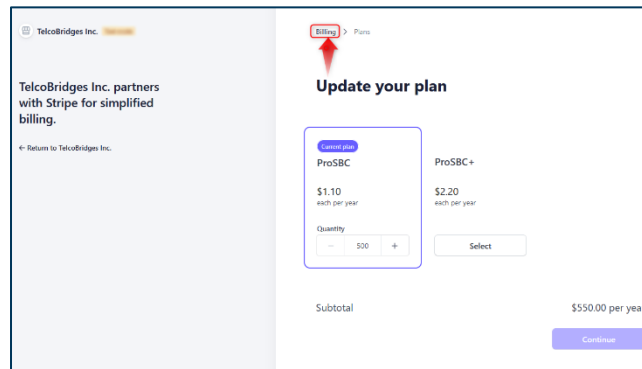
For any questions related to your subscription, please contact sales@telcobridges.com.

Cancelling a Subscription

If the need of cancelling an existing subscription occurs, you will have to get in the concerned license and click either on the "Switch Plan" or "Modify Sessions" red buttons.



Those buttons bring you to the Plans page, Stripe host your billing automation in the previous section, accessible from outside users by the Billing link up top (also accessible by modifying any services and registering payment adjustments through Stripe).



This view allows to 'Update or Cancel any of your active subscriptions on the right section of any plan. You may also change payment methods in this section by clicking "add payment method"

Q&A

I can't modify the session quantity by typing a number, do I have to click to add or subtract each of them?

Please note that ProSBC and ProSBC+ both have a minimum quantity of 500 sessions. Stripe doesn't allow you to modify the number of sessions below that amount. If you would try to erase a number to set a new one, 500 will be put by default, try adding a number in front and remove the incorrect one. i.e. 500 to 800 sessions won't let me erase the number 5 for it will get below 500 (00), by adding an 8 in the sequence (5800) I can remove the number 5 safely without Stripe forcing the minimum quantity.

Having my subscription renewed automatically, does it mean my license will be renewed in my environment as well?

Unfortunately, at this point the license needs to be re-activated manually in your environment every year once payment is made. You have 30 days between the time your credit card is debited and the moment your current license needs to be reset on your part with the issued product key.



TelcoBridges Inc.

138 de la Barre, suite 01, Boucherville, QC J4B 2X6 CANADA

Sales +1.450.655.8993 / **TB Support** +1.866.438.4703

info@telcobridges.com TelcoBridges.com