Subscription Management

Billing and subscription information

Subscription Information

IaaS Credit Rates, Subscription Types, Overage Policies, Cloud PC Flex Credit Rates, DaaS Flex Credit Rates

Subscription Information

IaaS Credit Rates

Multi-tenant customers deploying their workloads on Dizzion-provided public cloud subscriptions (AWS, Google Cloud Platform, and Microsoft Azure) can pay for their public cloud usage (VM and disk) in the form of **IaaS Credits**.

IaaS Credit rates vary based on public cloud and instance type running the VM. More powerful instances consume more credits. Please see tables below for current rates. Note that instance rates are valid across all supported public cloud regions globally.

For pay-as-you-go customers, IaaS Credits consumed during the previous billing cycle are charged at a price of **$0.0125 per credit**. Term customers may also pre-pay their IaaS Credits in bundles of 10,000 credits for **$100 per bundle**.

> To request support for new instance types, please submit a support ticket detailing the requested instances and your use case. Support for new instance types will be added based on demand, availability, performance, and compatibility.

Instance Types

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Air 4GB	t2.medium	1	4 GB		AWS	12
Air 4GB (T3)	t3.medium	1	4 GB		AWS	20
Air 8GB	t2.large	1	8 GB		AWS	24
Air 8GB (T3)	t3.large	1	8 GB		AWS	32
Air 16GB (T3)	t3.xlarge	2	16 GB		AWS	54
Air 4GB (AMD)	t3a.medium	4	4 GB		AWS	20

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Air 8GB (AMD)	t3a.large	4	8 GB		AWS	28
Air 16GB (AMD)	t3a.xlarge	8	16 GB		AWS	50
Air 32GB (AMD)	t3a.2xlarge	16	32 GB		AWS	90
Pro 16GB	g2.2xlarge	4	16 GB	1 GPU	AWS	
Pro 16GB (G4)	g4dn.xlarge	4	16 GB	1 GPU	AWS	125
Pro 32GB	g3s.xlarge	2	32 GB	1 GPU	AWS	170
Pro 32GB (G4)	g4dn.2xlarge	8	32 GB	1 GPU	AWS	170
Pro 122GB	g3.4xlarge	8	122 GB	1 GPU	AWS	340
Pro 64GB (G4)	g4dn.4xlarge	16	64 GB	1 GPU	AWS	340
Pro 128GB (G4)	g4dn.8xlarge	32	128 GB	1 GPU	AWS	680
Pro 16GB (AMD)	g4ad.xlarge	4	16 GB	1 GPU	AWS	80
Pro 32GB (AMD)	g4ad.2xlarge	8	32 GB	1 GPU	AWS	110
Pro 64GB (AMD)	g4ad.4xlarge	16	64 GB	1 GPU	AWS	220
Pro 128GB (AMD)	g4ad.8xlarge	32	128 GB	2 GPUs	AWS	440
Pro 256GB (AMD)	g4ad.16xlarge	64	256 GB	4 GPUs	AWS	880
Pro 192GB (G4)	g4dn.12xlarge	24	192 GB	4 GPUs	AWS	1150

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Pro 256GB (G4)	g4dn.16xlarge	32	256 GB	1 GPU	AWS	1350
Pro 16GB (G5)	g5.xlarge	2	16 GB	1 GPU	AWS	170
Pro 32GB (G5)	g5.2xlarge	4	32 GB	1 GPU	AWS	220
Pro 64GB (G5)	g5.4xlarge	8	64 GB	1 GPU	AWS	340
Pro 128GB (G5)	g5.8xlarge	16	128 GB	1 GPU	AWS	560
Edge 8GB	c4.xlarge	2	7.5 GB		AWS	60
Edge 16GB	m4.xlarge	2	16 GB		AWS	60
Edge 32GB	c4.4xlarge	8	32 GB		AWS	240
Edge 32GB (R5)	r5.xlarge	4	32 GB		AWS	70
Edge 64GB (Z1D)	z1d.2xlarge	8	64 GB		AWS	160
Edge 64GB	m5a.4xlarge	16	64 GB		AWS	220
Edge 8GB (M6)	m6i.large	2	8 GB		AWS	28
Edge 16GB (M6)	m6i.xlarge	4	16 GB		AWS	56
Edge 32GB (M6)	m6i.2xlarge	8	32 GB		AWS	112
Edge 64GB (M6)	m6i.4xlarge	16	64 GB		AWS	224
Edge 4GB (C6)	c6i.large	2	4 GB		AWS	28

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Edge 8GB (C6)	c6i.xlarge	4	8 GB		AWS	
Edge 16GB (C6)	c6i.2xlarge	8	16 GB		AWS	112
Edge 32GB (C6)	c6i.4xlarge	16	32 GB		AWS	224
Edge 64GB (C6)	c6i.8xlarge	32	64 GB		AWS	448
Edge 4GB (C7)	c7i.large	2	4 GB		AWS	30
Edge 8GB (C7)	c7i.xlarge	4	8 GB		AWS	60
Edge 16GB (C7)	c7i.2xlarge	8	16 GB		AWS	120
Edge 32GB (C7)	c7i.4xlarge	16	32 GB		AWS	240
Edge 64GB (C7)	c7i.8xlarge	32	64 GB		AWS	480
Edge 8GB (M7)	m7i.large	2	8 GB		AWS	30
Edge 16GB (M7)	m7i.xlarge	4	16 GB		AWS	60
Edge 32GB (M7)	m7i.2xlarge	8	32 GB		AWS	120
Edge 64GB (M7)	m7i.4xlarge	16	64 GB		AWS	240
Pro 16GB (G6)	g6.xlarge	4	16 GB	1 GPU	AWS	190
Pro 32GB (G6)	g6.2xlarge	8	32 GB	1 GPU	AWS	220

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Pro 64GB (G6)	g6.4xlarge	16	64 GB	1 GPU	AWS	360
Pro 128GB (G6)	g6.8xlarge	32	128 GB	1 GPU	AWS	580
Pro 192GB (G6)	g6.12xlarge	48	192 GB	4 GPUs	AWS	1300
Pro 256GB (G6)	g6.16xlarge	64	256 GB	1 GPU	AWS	1150
Pro 256GB (GR6)	gr6.8xlarge	32	256 GB	1 GPU	AWS	650
Air 4GB	D1_V2	1	4 GB		Azure	12
Air 4GB (A2 v2)	A2_V2	2	4 GB		Azure	20
Air 8GB	D2_V2	2	8 GB		Azure	24
Air 8GB (D2 v3)	D2_v3	2	8 GB		Azure	30
Air 8GB (D2s v3)	D2s_v3	2	8 GB		Azure	30
Air 8GB (D2ds v5)	D2ds_v5	2	8 GB		Azure	32
Air 16GB	D4_v3	4	16 GB		Azure	60
Air 16GB (D4s_v3)	D4s_v3	4	16 GB		Azure	60
Air 16GB (D4ds v5)	D4ds_v5	4	16 GB		Azure	64
Pro 56GB	NV6	6	56 GB	1 GPU	Azure	150
Pro 224GB	NV24	24	224 GB	4 GPUs	Azure	600

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Pro 14GB (NV v4)	NV4as_v4	4	14 GB	1/8 GPU	Azure	70
Pro 28GB (NV v4)	NV8as_v4	8	28 GB	1/4 GPU	Azure	140
Pro 56GB (NV v4)	NV16as_v4	16	56 GB	1/2 GPU	Azure	280
Pro 112GB (NV v4)	NV32as_v4	32	112 GB	1 GPU	Azure	560
Pro 55GB (NV6 A10v5)	NV6ads_A10_v5	6	55 GB	1/6 GPU	Azure	125
Pro 110GB (NV12 A10v5)	NV12ads_A10_v5	12	110 GB	1/3 GPU	Azure	250
Pro 220GB (NV18 A10v5)	NV18ads_A10_v5	18	220 GB	1/2 GPU	Azure	450
Pro 440GB (NV36 A10v5)	NV36ads_A10_v5	36	440 GB	1 GPU	Azure	850
Edge 8GB	F4	4	8 GB		Azure	60
Edge 32GB	E4_V3	2	32 GB		Azure	80
Edge 64GB (E8 v4)	E8_v4	8	64 GB		Azure	160
Edge 128GB (E16 v4)	E16_v4	16	128 GB		Azure	
Edge 256GB (E32 v4)	E32_v4	32	256 GB		Azure	
Pro 122GB (v3)	NV12_v3	12	122 GB	1 GPU	Azure	300
Pro 224GB (v3)	NV24_v3	24	224 GB	2 GPUs	Azure	600

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Pro 448GB (v3)	NV48_v3	48	448 GB	4 GPUs	Azure	1200
Pro 28GB (NCas T4)	NC4as_T4_v3	4	28 GB	1 GPU	Azure	140
Pro 56GB (NCas T4)	NC8as_T4_v3	8	56 GB	1 GPU	Azure	220
Pro 110GB (NCas T4)	NC16as_T4_v3	16	110 GB	1 GPU	Azure	360
Pro 440GB (NCas T4)	NC64as_T4_v3	64	440 GB	4 GPUs	Azure	1440
Air 4GB	D1_V2	1	4 GB		Azure	12
Pro 56GB	NV6	6	56 GB	1 GPU	Azure	150
Pro 224GB	NV24	24	224 GB	4 GPUs	Azure	
Air 8GB	n1-standard-2-Windows	2	8 GB		GCP	30
Air 16GB	n1-standard-4-Windows	4	15 GB		GCP	60
Air 16GB (N2)	n2-standard-4-Windows	4	15 GB		GCP	40
Air 8GB (n2d-standard)	n2d-standard-2-Windows	2	8 GB		GCP	28
Air 16GB (n2d-standard)	n2d-standard-4-Windows	4	15 GB		GCP	56
Air 30GB (n2d-standard)	n2d-standard-8-Windows	8	30 GB		GCP	112
Air 8GB (E2)	e2-standard-2-Windows	2	8 GB		GCP	24

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Air 16GB (E2)	e2-standard-4-Windows	4	16 GB		GCP	48
Pro 16GB	n1-standard-4-GPU-P4-Windows	4	15 GB	1 GPU	GCP	150
Pro 60GB	n1-standard-16-GPU-P4-Windows	16	60 GB	1 GPU	GCP	300
Pro 8GB (T4)	n1-standard-2-GPU-T4-Windows	2	8 GB	1 GPU	GCP	105
Pro 16GB (T4)	n1-standard-4-GPU-T4-Windows	4	30 GB	1 GPU	GCP	130
Pro 30GB (T4)	n1-standard-8-GPU-T4-Windows	8	30 GB	1 GPU	GCP	185
Pro 60GB (T4)	n1-standard-16-GPU-T4-Windows	16	60 GB	1 GPU	GCP	240
Pro 240GB (4xT4)	n1-standard-64-GPU-4-T4-Windows	64	240 GB	4 GPUs	GCP	1250
Pro 16GB (L4)	g2-standard-4-Windows	4	16 GB	1 GPU	GCP	140
Pro 32GB (L4)	g2-standard-8-Windows	8	32 GB	1 GPU	GCP	180
Pro 64GB (L4)	g2-standard-16-Windows	16	64 GB	1 GPU	GCP	250
Edge 8GB	n1-highcpu-8-Windows	8	7.2 GB		GCP	100
Edge 26GB	n1-highmem-4-Windows	4	26 GB		GCP	70

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Edge 104GB	n1-highmem-16-Windows	16	104 GB		GCP	280
Edge 208GB	n1-highmem-32-Windows	32	208 GB		GCP	560
Air 10GB (BX3D)	bx3d-2x10	2	10 GB		IBM	25
Air 20GB (BX3D)	bx3d-4x20	4	20 GB		IBM	45
Air 40GB (BX3D)	bx3d-8x40	8	40 GB		IBM	90
Air 5GB (CX3D)	cx3d-2x5	2	5 GB		IBM	25
Air 10GB (CX3D)	cx3d-4x10	4	10 GB		IBM	45
Air 20GB (CX3D)	cx3d-8x20	8	20 GB		IBM	85
Pro 80GB (GX3)	gx3-16x80x1l4	16	80 GB	1 GPU*	IBM	250
Pro 120GB (GX3)	gx3-24x120x1l40s	24	120 GB	1 GPU**	IBM	565
Air 8GB (CX2)	cx2-4x8	4	8 GB		IBM	40
Air 16GB (CX2)	cx2-8x16	8	16 GB		IBM	80
Air 32GB (CX2)	cx2-16x32	16	32 GB		IBM	155
Air 8GB (BX2)	bx2-2x8	2	8 GB		IBM	25

Instance Name	Instance Type	vCPUs	RAM	GPU	Provider	Credits
Air 16GB (BX2)	bx2-4x16	4	16 GB		IBM	45
Air 32GB (BX2)	bx2-8x32	8	32 GB		IBM	85
Air 64GB (BX2)	bx2-16x64	16	64 GB		IBM	165
Air 8GB (BX2A)	bx2a-2x8	2	8 GB		IBM	25
Air 16GB (BX2A)	bx2a-4x16	4	16 GB		IBM	45
Air 32GB (BX2A)	bx2a-8x32	8	32 GB		IBM	85
Air 64GB (BX2A)	bx2a-16x64	16	64 GB		IBM	165

Subscription Types and Overage Policies

Subscription

Subscription Types

Customers wishing to subscribe to Frame (Commercial) may choose from one of the following two subscription types:

- Named user subscriptions
- Per VM subscriptions

Minimum subscription requirements:

- **Cloud PC Complete:** 50 users/VMs
- **DaaS:** 50 users/VMs
- **Cloud PC Core:** 25 users/VMs

Named User Subscription

Named user (NU) subscriptions are based on the number of unique users that log into Frame (across all Organizations and across all Accounts within a customer's tenant) during a Monthly Billing Cycle (MBC). For each MBC, the subset of unique users can be different. In Frame, a unique user is defined as a user who has authenticated to a specific, customer-configured identity provider with an email address. If the customer configures two identity providers and the user logs into Frame using both identity providers (even with the same email address) in a MBC, the user will be counted as two unique users.

> As a best practice, customers who purchase named user subscriptions should have each user authenticate to only one identity provider to access Frame. Otherwise, if a user authenticates to more than one identity provider (even using the same email address), customers risk having that user consume more than one named user subscription in a MBC.

Per VM Subscription

Per VM subscriptions define the maximum number of users that can connect concurrently to Frame workload VMs in a Monthly Billing Cycle (MBC). Since each user is assigned their own non-persistent workload VM for the life of their session or a dedicated persistent desktop, the maximum number of concurrent user subscriptions is equal to the maximum number of workload VMs provisioned in all test and production pools in all Frame Accounts, under all Organizations for the customer.

Overages

Customers may choose to exceed their pre-paid subscription commitments during a Monthly Billing Cycle (MBC). If this occurs, Frame will invoice the customer for this “overage.” This page discusses how Frame determines whether the customer has incurred overage during an MBC. Instructions for paying the overage can be found at the bottom of the page.

Named User

At the end of each MBC, Frame calculates the number of unique named users who have logged into Frame during the MBC. The difference between the actual number of unique users and the number of named user subscriptions purchased, if greater than 0, is the named user subscription overage that will be billed to the customer. If the customer purchased via credit card, the user subscription overage will be billed to the credit card on file at the “pay as you go” rate. If the customer purchased via purchase order, then Frame will invoice the customer for the named user subscription overage at the named user subscription list price.

Per VM

At the end of each MBC, Frame computes the sum of all test and production pool “max” Default Capacity values set in all Frame accounts, under all Organization entities, for the customer's tenant. Overage is defined the difference between the sum of all test and production pool max values and per VM subscriptions purchased. If this value is greater than 0, then Frame will invoice the customer for the per VM subscription overage at the per VM subscription list price.

Microsoft RDS SAL

For customers who choose to purchase Microsoft Remote Desktop Services Subscriber Access Licenses (RDS SALs) from Frame, at the end of each MBC, Frame calculates the number of unique named users who have logged into Frame during the MBC. The difference between the actual number of unique users and the number of Microsoft RDS SALs purchased, if greater than 0, is the Microsoft RDS SAL overage that will be billed to the customer.

If the customer purchased named user subscriptions via credit card, the Microsoft RDS SAL overage will be included as part of the named user subscription overage and billed to the credit card on file at the “pay as you go” rate. If the customer purchased via purchase order, then Frame will invoice the customer for the Microsoft RDS SAL overage at the RDS SAL list price.

IaaS Credits

For customers who purchase Frame IaaS Credits to run their workloads on Frame-managed public cloud infrastructure subscriptions, at the end of each MBC, Frame calculates the total amount of IaaS Credits used and deducts the credits from the customer's IaaS Credit balance. If the customer's IaaS Credit balance goes below zero credits, the IaaS Credit overage will be billed to the customer. If the customer purchased via credit card, the overage will be billed to the credit card on file at the “pay as you go” rate. If the customer purchased via purchase order, then Frame will invoice the customer for the IaaS Credit overage at the IaaS Credit list price.

> Frame IaaS Credit consumption rates and specifications for each instance type and storage by IaaS provider can be found on our Pricing page.

Paying for Overages

You will receive an overage invoice direct from Dizzion with payment instructions.

Subscription Information

DaaS Flex Credit Rates

Flex Credits offer a consumption-based pricing model that gives you full freedom to scale, resize, and reallocate desktops without modifying your contract. Choose from prepaid annual commit, monthly pay annual commit, or no-commit options.

To calculate estimated Flex Credits required, find the appropriate DaaS product, then multiply the Flex Credit price by the number of VMs or users. Repeat this step for each applicable Add-On product, then add the values together to get your total monthly Flex Credit budget. For prepaid annual commit, multiply by 12.

Example:

- Standard per VM at 36 credits per VM per month for 50 VMs = 1,800 credits per month x 12 months = 21,600 credits annually
- Microsoft OS License for Windows 11 at 4 credits per user per month for 100 users = 400 credits per month x 12 months = 4,800 credits annually
- 21,600 + 4,800 = 26,400 credits annually

Per **User**

Standard: 24 credits per user per month
Education: 18 credits per user per month

Per **VM**

Standard: 36 credits per VM per month
Education: 24 credits per VM per month

Add-On Products

Product Name	Description	Flex Credit Price	Unit of Measure
Microsoft OS License - Windows 11	Microsoft OS License - Windows 11	4	Per VM Per Month
Directory Services (Azure AD, AD DS)	Identity and access management for your users	2	Per User Per Month