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.

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