

# Billing

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# Overview

All billable resources are attached to a project. At the beginning of each hour, your resources will be billed and the hourly cost will be deducted from the project owner's balance.

If your balance reach zero your services will be suspended and you won't be able to restart them until you add credits to your balance. You must have at least \$5 of credits on your balance to be able to start a service.

Once your services are suspended you have only a few days to add credits to your balance before your services are deleted. Once deleted you have 14 days to restore them. In case of a restoration, you will get a new IP address.

PROJECT:  
elestio-services

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\$138.51  
CREDITS

\$0.0140/hour  
SPENDING

Add credits

Billing for project elestio-services

1  
Services

\$0.0140  
Cost per hour

\$10.22  
Monthly cost

\$123.49  
Total spend since account creation

Search bills by name

ID	Type	Name	Start Time	End Time	Hours Used	Billed
2728	Vm	ci-cd-target-zg7m7	2022-09-28 07:16:50	2022-09-28 01:01:00	6	\$0.084
2725	Vm	ci-cd-target-llcg6	2022-09-27 10:31:52	2022-09-27 10:33:17	1	\$0.027
2724	Vm	postgresql-bzke9	2022-09-27 10:30:06	2022-09-27 10:31:00	1	\$0.014
2723	Vm	ci-cd-target-qmajs	2022-09-27 10:27:01	2022-09-27 02:16:47	4	\$0.108
2722	Vm	ci-cd-target-5i6ri	2022-09-27 07:51:35	2022-09-27 04:12:33	9	\$0.126
2727	Vm	cronicle-ygtvg	2022-09-27 03:48:53	2022-09-27 04:12:18	1	\$0.014
2726	Vm	redis-wpjc7	2022-09-27 02:40:33	2022-09-27 04:12:48	2	\$0.028
2720	Vm	magento-gcdy3	2022-09-26 07:17:27	2022-09-26 07:43:31	1	\$0.070
2721	Vm	cicd-mcrdx	2022-09-26 03:43:08	2022-09-26 04:25:02	1	\$0.028
2713	Volume	ubuntu-ldit5	2022-09-23 11:21:38	2022-09-23 01:19:00	2	\$0.004

Rows per page: 10 1-10 of 1050

Invoices are created when you manually add credits to your account or automatically if you have activated the auto- refill option. Invoices only include the amount of credits added to your account.

Billing and resource utilization details are available separately in each project.

# Add credits

## Add money to your elestio balance

You can easily add credits to your elestio account from your User Profile.


1. Click on the User Icon to access your *User Profile* in the top left above the Main Navigation menu.
2. Select the *Add Credits* tab.
3. Enter the amount you wish to add to your account, in US dollars (USD).
4. Click the *Pay Now*. You will be redirected to the Stripe checkout site to complete your payment.

Funds are automatically added to your account upon successful payment. This can take up to a few minutes, but is usually instantaneous.

elestio has a \$10 minimum, and a \$1,000 maximum per transaction.

If you would like to add a larger amount to your account, [contact our sales team](#) and we'd be happy to talk volume discounts!

If you are a company, please fill out the company relevant fields. This helps us to determine your tax status and whether or not you need to pay VAT.



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\$0.0140/hour  
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Add credits

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Balance :  
138.50\$

Current spending:  
\$0.0140/hour

Time left: (based on current usage)  
412.17 days

 All services on Elestio are prepaid and billed hourly, you must always be sure to have enough credits. If you run out of credits your services will be deleted but restorable for 7 days.

Country of fiscal residence\*  
Portugal

VAT Number (optional)  
IE1234567WA  
For companies located in Europe, please indicate your VAT number.

Company name (optional)  
My Company LLC  
For businesses, please indicate your legal company name.

Enter an amount in US Dollars (US\$) to load on your account  
10  
Limits (min: \$10 - max: \$1,000)

☐ [I agree with the terms and conditions](#)

Add funds

# Per project details

To view a project's billing details, select **Billing** from the left menu, where you'll find a recap and details of all billable items.

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# Payment options

Never worry about your elestio account balance running out or being too low anymore by using our auto refill option to automatically top it up.

## To Enable auto-refill.

1. Select the Account tab from the left sidebar menu.
2. Select the *Payment Options* tab.
3. Toggle the switch to enable it.
4. Enter the minimum balance for activation of auto-refill
5. Enter your refill amount
6. Save by clicking *Save auto refill settings*

Currently, all amounts are in US dollars (USD).

## To Disable auto-refill.

1. Select the Account tab from the left sidebar menu.
2. Select the *Payment Options* tab.
3. Toggle the switch to disable it.
4. Save by clicking *Save auto refill settings*.

Auto refill is always enabled by default. To turn off Auto refill, just toggle the switch to off and save the configuration.



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### Auto Refill Setting

Auto refill account when balance is low?



If balance if below this limit (in US dollars - US\$)

15

Auto refill account with amount (in US dollars - US\$)

10

Save auto refill settings

Elestio has a \$10 minimum, and a \$1,000 maximum per transaction.

If you would like to add a larger amount, [contact our sales team](#) for volume discounts.


# Invoices

Easily view, open or download your invoices in one place via your User Profile.

Navigate to your User Profile via the user icon at the top left of the Dashboard above the Main menu.

Select the *Invoices* tab

Invoices are generated when you add credits to your account or when your account auto-refills.



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Amount	Vat Amount	Tax Rate	Creation	Download
10.00 \$	0.00	0.00	September 22nd 2022, 2:47 ...	
10.00 \$	0.00	0.00	September 22nd 2022, 2:43 ...	
10.00 \$	0.00	0.00	September 22nd 2022, 2:33 ...	
10.00 \$	0.00	0.00	September 22nd 2022, 2:30 ...	
50.00 \$	0.00	0.00	September 16th 2022, 2:35 ...	
10.00 \$	0.00	0.00	September 14th 2022, 3:45 ...	
10.00 \$	0.00	0.00	September 14th 2022, 2:25 ...	

# Free trial

Elestio offers a 3-day free trial with \$20 in credits, during which you can launch up to 4 services.

Additionally to the services in our catalog, you have access to load balancers, volumes, and CI/CD pipelines. Domain names are the only thing that cannot be acquired with free credits.

## Key Considerations for Free Trial Eligibility

- Each customer account is eligible for the free trial offer once.
- Prepaid cards cannot be used as a payment method to access the free trial.
- The free trial is exclusively for first-time subscribers and is not available to those who have previously participated.
- Eligibility verification is required, and any misuse may lead to account suspension.
- The free trial is non-transferable and applicable only to the primary account holder.

## End of the Free Trial offer

***The Free Trial ends when you use all of your credit, or after 3 days, whichever happens first.*** At that time, the following conditions apply:

- Your account will be automatically renewed for \$25 or less based on monthly spending if you have active services.
- You'll need to add credits to your account to keep all the services you've deployed.
- If you do not wish to be billed, simply delete all services from your account and disable auto-refill.

You may disable auto-refill in your payment options from the left sidebar Account tab, or you can click [here](#) to disable auto-refill.





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### Auto Refill Setting

Auto refill account when balance is low?



If balance if below this limit (in US dollars - US\$)

15

Auto refill account with amount (in US dollars - US\$)

10

Save auto refill settings

Any resources you create during the trial will be destroyed if your account runs out of credits. You may add credit using the add credit tab of the Account tab on the left sidebar, or by clicking [here](#) to add credits.



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Balance :  
138.50\$

Current spending:  
\$0.0140/hour

Time left: (based on current usage)  
412.17 days

All services on Elestio are prepaid and billed hourly, you must always be sure to have enough credits. If you run out of credits your services will be deleted but restorable for 7 days.

Country of fiscal residence\*

Portugal

VAT Number (optional)

IE1234567WA

Company name (optional)

My Company LLC

For companies located in Europe, please indicate your VAT number.

For businesses, please indicate your legal company name.

Enter an amount in US Dollars (US\$) to load on your account

10

Limits (min: \$10 - max: \$1,000)

☐ I agree with the terms and conditions

Add funds

# SEPA Direct Debit Payment Option on Elestio

At Elestio, we aim to make payment processing as convenient and accessible as possible for our customers. We're pleased to offer SEPA Direct Debit as a payment option, available to our eligible European customers. This method ensures a secure, easy, and efficient way to manage payments directly from your bank account, adhering to European Union standards.

## Eligibility Criteria for SEPA Direct Debit

To maintain secure and streamlined transactions, SEPA Direct Debit is available under the following eligibility criteria:

- **Available for European Customers Only:** The SEPA Direct Debit option is exclusively available for customers within the Single Euro Payments Area (SEPA). This area covers all EU countries and a few additional European territories.
- **Minimum Hourly Spending Rate:** Eligible customers must maintain an hourly spending rate of at least \$0.15. This spending rate is calculated based on your active services and ensures that SEPA Direct Debit aligns with recurring payments for ongoing services.
- **Account Age Requirement:** Customers must have been with Elestio for at least one month to qualify for SEPA Direct Debit. This requirement is in place to establish a consistent and reliable payment history, providing a seamless experience for both you and our billing system.

If you meet the eligibility criteria and are interested in setting up SEPA Direct Debit, you can do it in the [Add Credits](#) tab. Once enabled, SEPA will be your new secure and convenient method for managing payments on Elestio.

# Bandwidth Billing

At Elestio, we're committed to transparency and simplicity when it comes to billing. One area where we often receive questions is **bandwidth usage**, especially what happens **after your allocated free bandwidth is exceeded**. This post will walk you through how bandwidth billing works on Elestio, depending on the cloud provider and region you're using.

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## ? Understanding Bandwidth Allocation

Every Elestio service comes with a **generous amount of free bandwidth** included in your service plan. This is usually sufficient for most typical workloads. However, if your usage exceeds this free allocation, additional bandwidth usage will be billed separately based on your cloud provider and region.

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## ? Bandwidth Pricing Breakdown

Here's how we calculate **bandwidth charges after you exceed the free allocation**:

### ? Hetzner (Except Singapore Region)

- **\$0.05 per GB** after free bandwidth is used.
- Affordable and ideal for high-traffic workloads.

### ? DigitalOcean (All Regions)

- **\$0.05 per GB** after exceeding the free limit.
- Consistent pricing across all DigitalOcean regions.

### ?? Hetzner (Singapore Region)

- **\$0.15 per GB** after free bandwidth is used.
- Higher costs due to Hetzner's pricing in Asia-based regions.

### ? All Other Providers

- **\$0.15 per GB** after the free bandwidth is used.
  - This applies to providers not explicitly listed above.
- 

## ? How to Monitor Your Bandwidth Usage

You can track your bandwidth usage easily via the Elestio dashboard:

1. Log in to your Elestio account.

2. Navigate to your service details.
  3. Check the **Bandwidth Usage** section to view current usage and free limits.
- 

## ? Why the Difference in Pricing?

Different cloud providers and regions have different network costs. For example:

- Regions like **Singapore** have higher infrastructure and transit costs.
- Some providers, like **Hetzner (EU)** and **DigitalOcean**, offer more affordable network pricing, which we pass directly to you.

Our goal is to **always keep pricing fair, transparent, and aligned with actual costs.**

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## ? Questions?

If you have any questions about your bandwidth usage or billing, feel free to reach out to [support@elest.io](mailto:support@elest.io) —we're here to help!