

# 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**

- Services
- Volumes
- Load Balancer
- CI/CD
- Domains
- Members
- Billing**
- Project Setting
- Audit Trail
- Account
- Support Tickets
- Documentation

**\$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-ygtxg	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	ci-cd-mcrrdx	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

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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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**\$138.51**  
CREDITS

**\$0.0140/hour**  
SPENDING

[Add credits](#)

- User Info
- Invoices
- Payment Options
- Add Credits**
- Security
- Service Quota

Balance : <b>138.50\$</b>	Current spending: <b>\$0.0140/hour</b>	Time left: (based on current usage) <b>412.17 days</b>
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**i** 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.

<b>Country of fiscal residence*</b> Portugal	<b>VAT Number (optional)</b> IE1234567WA	<b>Company name (optional)</b> My Company LLC
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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**


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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elestio-services

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**\$138.51**  
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**\$0.0140/hour**  
SPENDING  
[Add credits](#)

### Billing for project elestio-services

**1**  
Services

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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.



← User Profile

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- Security
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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.

The screenshot shows the Elestio user interface. On the left is a sidebar with the Elestio logo and a menu for 'PROJECT: elestio-services' containing items like Services, Volumes, Load Balancer, CI/CD, Domains, Members, Billing, Project Setting, and Audit Trail. The main content area is titled 'User Profile' and has a 'Logout' button in the top right. Below the title is a tabbed interface with 'Invoices' selected. The table below lists several invoices with the following data:

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 2 services.

In addition 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.

For important details about the free trial, please review the [Elestio Free Trial Policy & Fair Use Statement](#).

## 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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elestio-services

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← User Profile

User Info   Invoices   **Payment Options**   Add Credits   Security   Service Quota

### 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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**i** 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.

<b>Country of fiscal residence*</b> Portugal	<b>VAT Number (optional)</b> IE1234567WA	<b>Company name (optional)</b> My Company LLC
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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**

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.

### ☐ NetCup(All Regions)

- **\$0.02 per GB** after exceeding the free limit.
- Consistent pricing across all NetCup 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.
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## ☐☐ 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/NetCup (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!

# Elestio Free Trial Policy & Fair Use Statement

At Elestio, we're committed to empowering users by providing a fast, reliable and flexible platform for deploying services. As part of this commitment, we offer a **3-day free trial** including **\$20 in credits**, allowing new users to try up to 2 services at no cost.

In addition 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.

To ensure the sustainability and security of this program, **Elestio enforces certain eligibility requirements** which may include identity verification.

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## Free Trial Eligibility and Abuse Prevention

The Elestio free trial is **not a right or entitlement** but a **voluntary offer** made by Elestio for genuine new users looking to evaluate the Elestio platform. We reserve the full right to **deny or revoke trial access to any user who does not meet our eligibility criteria or who is found to be using false, misleading, or unverifiable information** in cases including, but not limited to:

- **Duplicate or Multiple Accounts:** Only one free trial is permitted per person.
  - **False or Misleading Information:** Accounts registered using fake names, invalid or throwaway email addresses, or other false details, or using prepaid cards.
  - **Suspicious Activity:** Patterns of behavior indicative of abuse, automation or fraudulent usage.
  - **Violation of Terms:** Any breach of Elestio's [Terms of Service](#) or Acceptable Use Policy, such as spamming, malware hosting or other malicious behavior.
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## KYC (Know Your Customer) Verification

In situations where account information is flagged by our risk management system as warranting further enquiry, **Elestio may require identity verification (KYC)** before allowing continued access to the platform or approval of a free trial.

This process may include submitting a **government-issued photo ID** to confirm the user's identity. If a customer refuses or fails to complete the requested identity verification, we reserve the right to **deny free trial access** and/or **suspend the account**.

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## Geographic & Abuse-Related Restrictions

While Elestio aims to provide fair global access, where our risk assessment systems identify disproportionately high numbers of requests that breach our eligibility criteria or Terms of Service from certain regions and IP ranges, we may temporarily restrict free trial access to accounts from regions or networks. These restrictions are based solely on risk patterns and abuse metrics and are regularly reviewed for accuracy. While unfortunately this can result in increased due diligence checks for legitimate customers from such regions or networks, the precaution is essential to protect all users and maintain platform integrity.

If you believe your access was wrongly restricted, please reach out to [support@elest.io](mailto:support@elest.io) for manual review.

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## Final Note: Discretion to Deny Trial Access

Elestio retains full discretion to deny or revoke free trial access to any customer.

The free trial is a goodwill offering intended for evaluation purposes by legitimate users. It is not an entitlement, and its availability is subject to verification, compliance with platform rules and Elestio's discretion.

Elestio is not responsible for any legal, commercial, operational or reputational consequences of denying trial access.

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## We're Here to Help

We understand that false positives can occur, and we remain committed to fair access. If your account has been affected and you believe it to be an error, please contact us with your details for review.

We appreciate your understanding as we work to maintain a secure, abuse-free environment for all developers and teams.