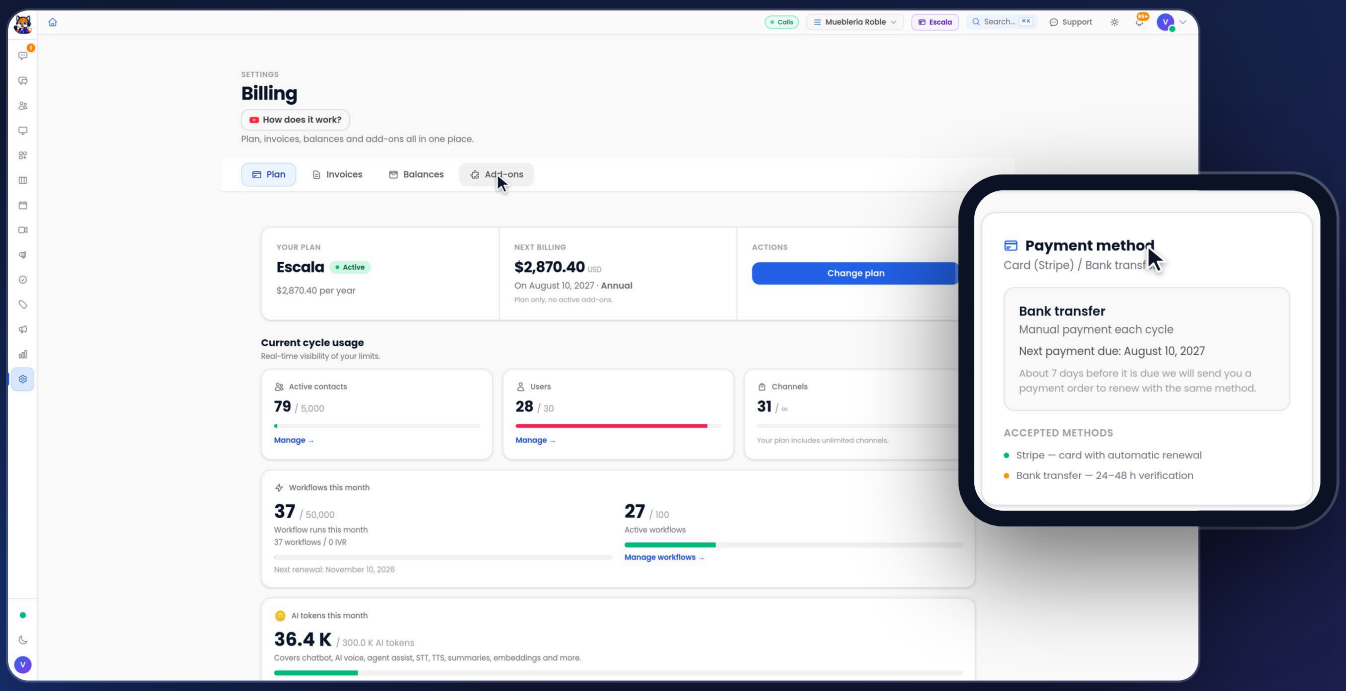
Omnifox

PLANS AND BILLING · COMPLETE GUIDE

Plans and billing

What each plan includes, how much you use, how to change plan and cycle, how to pay, your invoices, the Omnifox Balance and add-ons.



CONTENTS

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How to read this manual

The screenshots are real Omnifox screens in a **demo account** on the **yearly Escala** plan, which pays by bank transfer. Its workspace is **Mueblería Roble**, a fictional furniture store; the usage numbers (contacts, users, tokens) are those of that test account and do not represent any customer.

No payment is completed in the demo. Omnifox payments are real, so each screen is opened up to just before confirming and then we go back: nothing is paid, the plan is not changed, nothing is cancelled, no balance is topped up and nothing is bought. What happens after confirming is explained in text.

Button, field and card names are in **bold**, exactly as they appear on screen (with the app in English). This manual follows, chapter by chapter, the «Plans and billing · Complete guide» video and expands it. Prices are in US dollars (USD).

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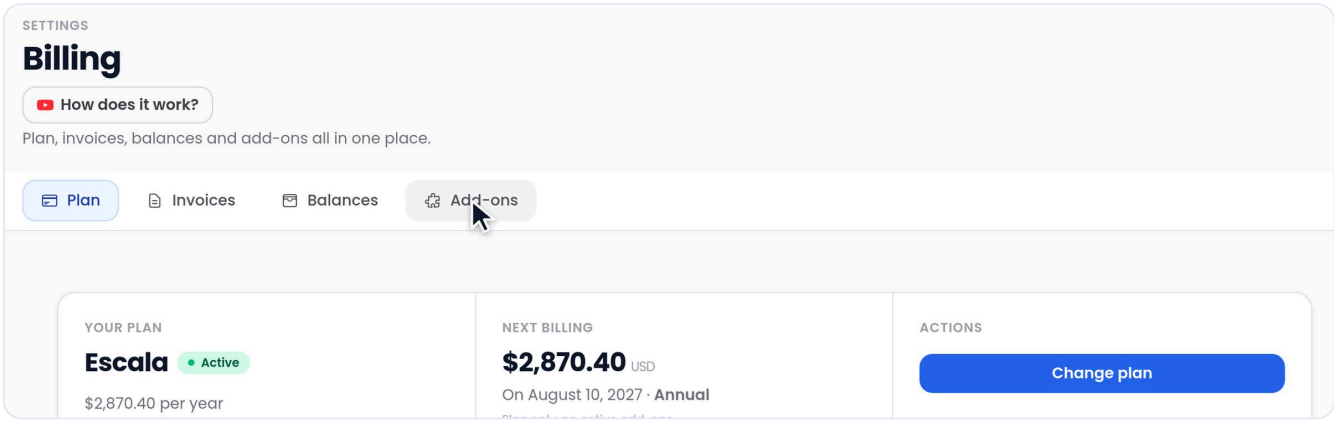
01

CHAPTER 1

Where billing is and who sees it

Plan, invoices, balances and add-ons in one place.

Everything related to what you pay is in **Settings → Billing**. The screen is titled **Billing** and has a fixed bar at the top with four tabs.



Settings → Billing: the Plan, Invoices, Balances and Add-ons tabs, and the first row of the Plan tab.

Tab	What you find	Chapters
Plan	Your plan and the next charge, cycle usage (contacts, users, channels, workflows, AI tokens, broadcasts), MAC On-Demand, the list of plans to change to, the payment method and the danger zone.	2 to 16 and 23
Invoices	The billing details and the history of invoices in PDF.	17 and 18
Balances	The Omnifox Balance (top-ups, auto top-up and movements) and the Meta WhatsApp balance.	19 to 21
Add-ons	The features bought separately from the plan, such as Co-browsing and Video calls.	22

1. In the left sidebar, open **Settings**.
2. Go to **Billing**. The **Plan** tab opens.
3. Switch tabs with the bar at the top: **Plan**, **Invoices**, **Balances** or **Add-ons**.

Who sees what

Role	What they can do
Account **Owner**	Everything: view and also pay, change plan or cycle, cancel or resume, add users and contacts, turn on MAC On-Demand and «Keep going with your Balance», top up the balance, open the Stripe portal and edit the billing details. They are the only one who sees the **Balances** tab.
Admin	Sees the plan, usage, invoices and add-ons, but cannot pay or change anything in the subscription.
Agent	Does not see Settings → Billing.

The map of the Plan tab

The Plan tab is long. From top to bottom, you find:

Block	What it is for	Chapter
Your plan · Next billing · Actions	Which plan you have, how much and when you pay, and the shortcuts.	5
Current cycle usage	The active contacts, users and channels sheets.	6
Workflows this month	Runs and active workflows.	7
AI tokens this month	The AI allowance, the top consumers and «Keep going with your Balance».	8 and 9
Broadcasts this month	Campaigns and recipients.	7
MAC On-Demand	What happens when you reach the active contacts cap.	11
Change plan	The six plans, the Monthly / Yearly selector and the current cycle.	2, 12 and 13
Payment method	What you pay with and how it renews.	16
Danger zone	Cancelling the plan.	23

> **NOTE**
> If you are an admin and need to change the plan or download an invoice you cannot see, ask the account owner.

02

CHAPTER 2

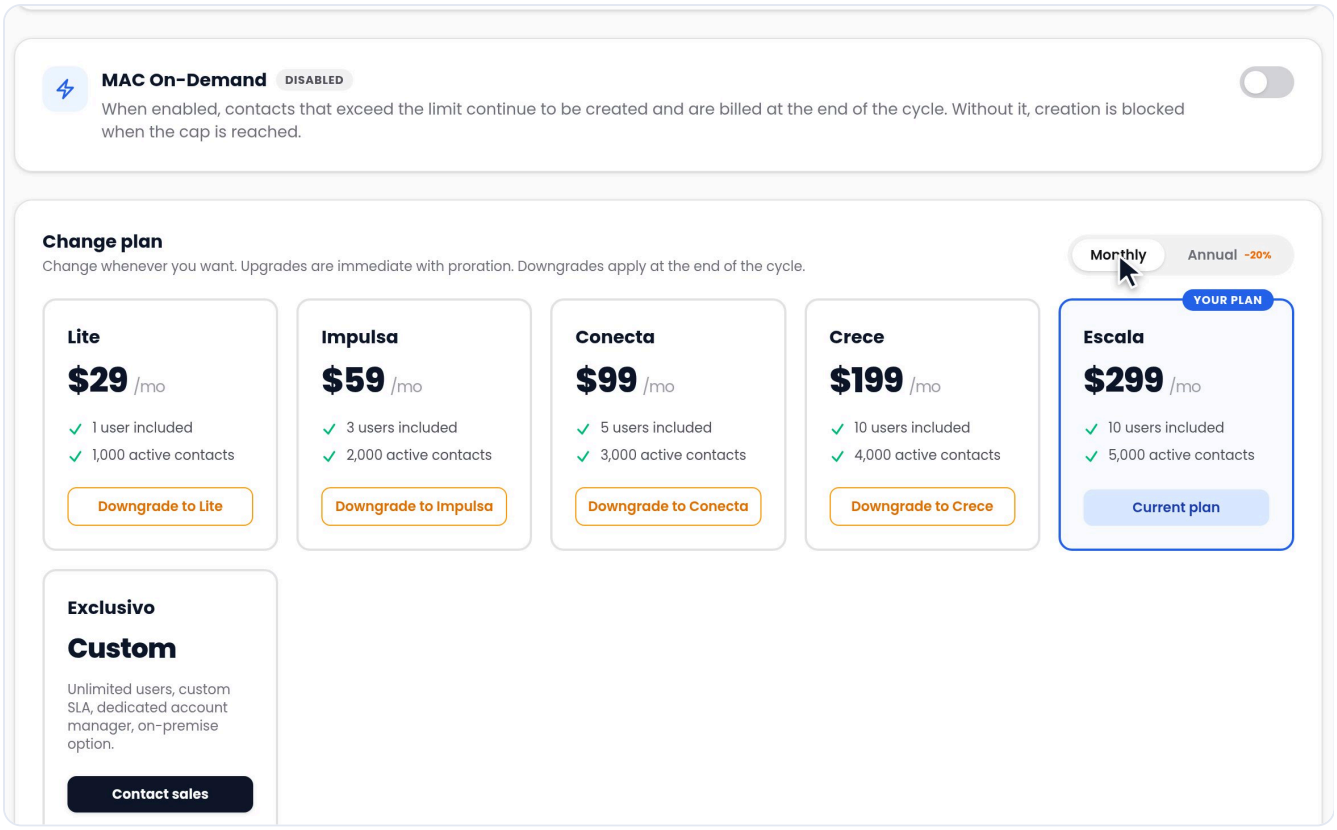
The six plans

Lite, Impulsa, Conecta, Crece, Escala and Exclusivo, priced monthly or yearly.

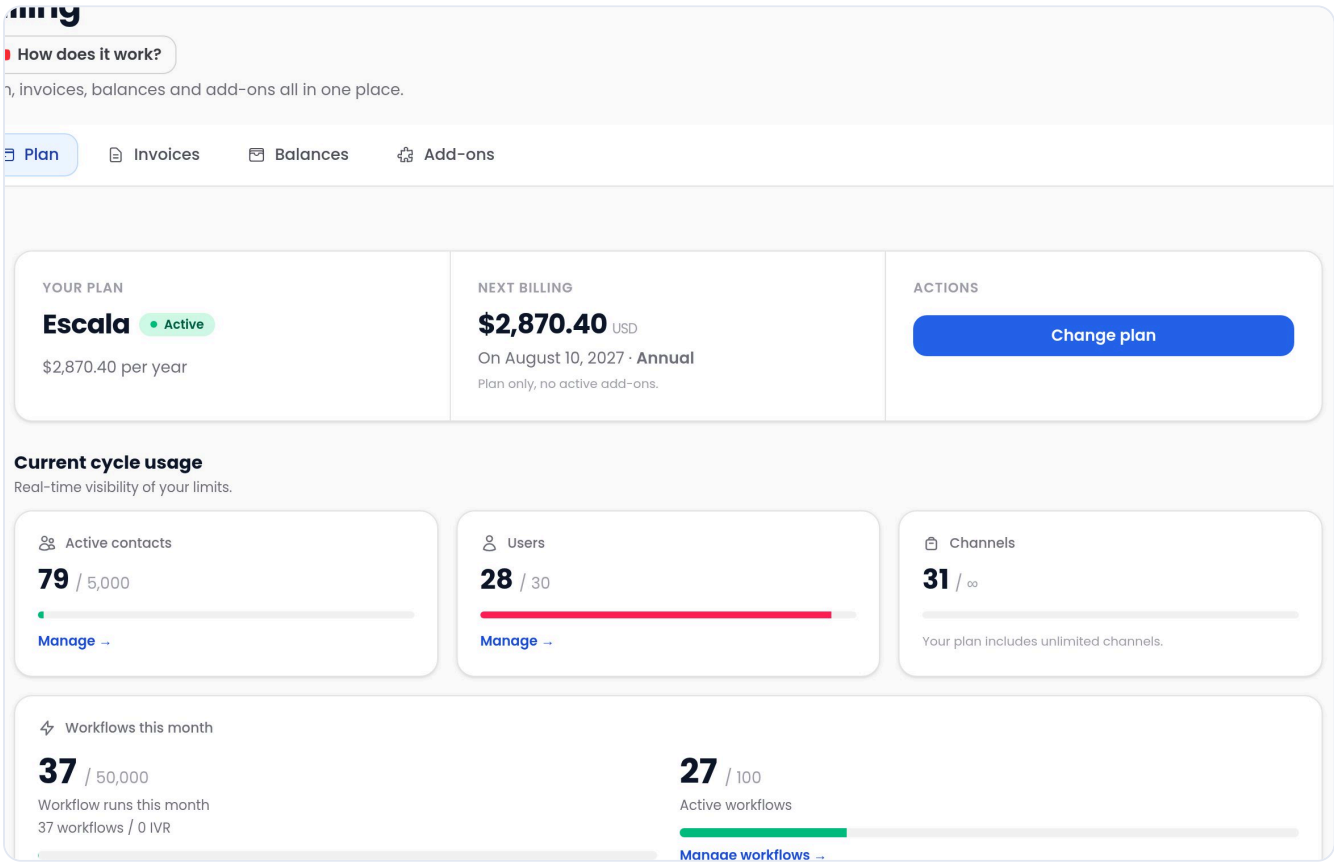
Further down the Plan tab is **Change plan**: change whenever you want; upgrades are immediate with proration and downgrades apply at the end of the cycle. Each card shows the price, the included users and the active contacts per month. Your current plan carries the current-plan mark and the **Current plan** button; the plans below offer a downgrade (chapter 12) and the ones above, if any, let you upgrade (chapter 13).

Monthly or yearly

The **Monthly / Annual -20%** selector in the corner changes the prices you see. On yearly, every plan has a **20% discount** and is paid in a single charge per year. The selector only changes the view: the chosen cycle is applied only when you upgrade or buy.



The same selector on Monthly: Lite $29, Impulsa $59, Conecta $99, Crece $199 and Escala $299 a month.



Change plan with the selector on Yearly (-20%): each plan's price per month, billed once a year.

Plan	Monthly	Yearly (price per month)	Yearly (one charge per year)
Lite	$29 /mo	$23 /mo	—
Impulsa	$59 /mo	$47 /mo	—
Conecta	$99 /mo	$79 /mo	—
Crece	$199 /mo	$159 /mo	$1,910.40 per year
Escala	$299 /mo	$239 /mo	$2,870.40 per year
Exclusivo	Custom	Custom	Talk to sales

The yearly amounts for Crece and Escala are the ones shown on the demo account's screens; for the other plans, the yearly charge is the card's price per month times twelve.

Exclusivo

Exclusivo is the tailor-made plan: unlimited users, custom SLA, dedicated account manager and an on-premise option. It has no fixed price; with **Contact sales** you get a quote from the Omnifox team.

> **TIP**
> Escala is the highest plan you can buy on your own from this screen. For Exclusivo, you always talk to sales.

03

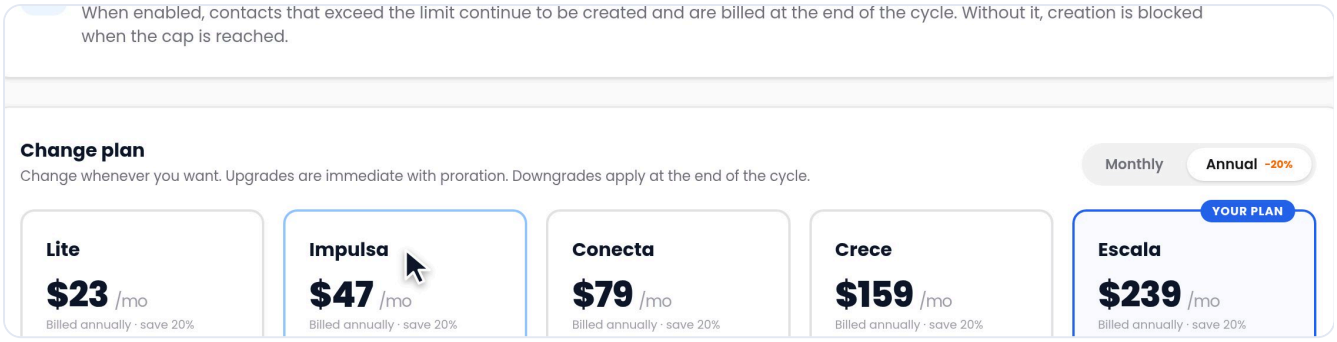
CHAPTER 3

Capacity sheets of each plan

Users, channels, active contacts and AI tokens of each plan.

Each plan raises the capacity of the previous one and adds features. These are the main figures:

Plan	Users	Channels	Active contacts / month	AI tokens / month	Adds, among other things
Lite	1	3	1,000	30,000 (about 600 replies)	To get started. Does not include calls.
Impulsa	3	6	2,000	60,000	WhatsApp and phone calls.
Conecta	5	10	3,000	100,000	Projects and tasks, and call recording.
Crece	10	Unlimited	4,000	200,000	Three workspaces, AI voice on calls and IVR (voice menus) and the API.
Escala	10	Unlimited	5,000	300,000	Ten workspaces, AI translation, live supervisor and SLA policies.
Exclusivo	Unlimited	Unlimited	Custom	Custom	Custom SLA, dedicated account manager and on-premise option.



Each card summarizes the plan's included users and active contacts.

Growing without changing plans

- From **Impulsa** up you can add **users** and **blocks of 1,000 active contacts** without changing plans (chapter 10).
- **Lite** does not sell contact blocks.
- Plans with unlimited channels (Crece and Escala) do not sell extra channels.

> **NOTE**
>
> What is an active contact? It is a contact your team talked to within the cycle. Storing contacts is unlimited: only the ones that were active count (chapter 6).

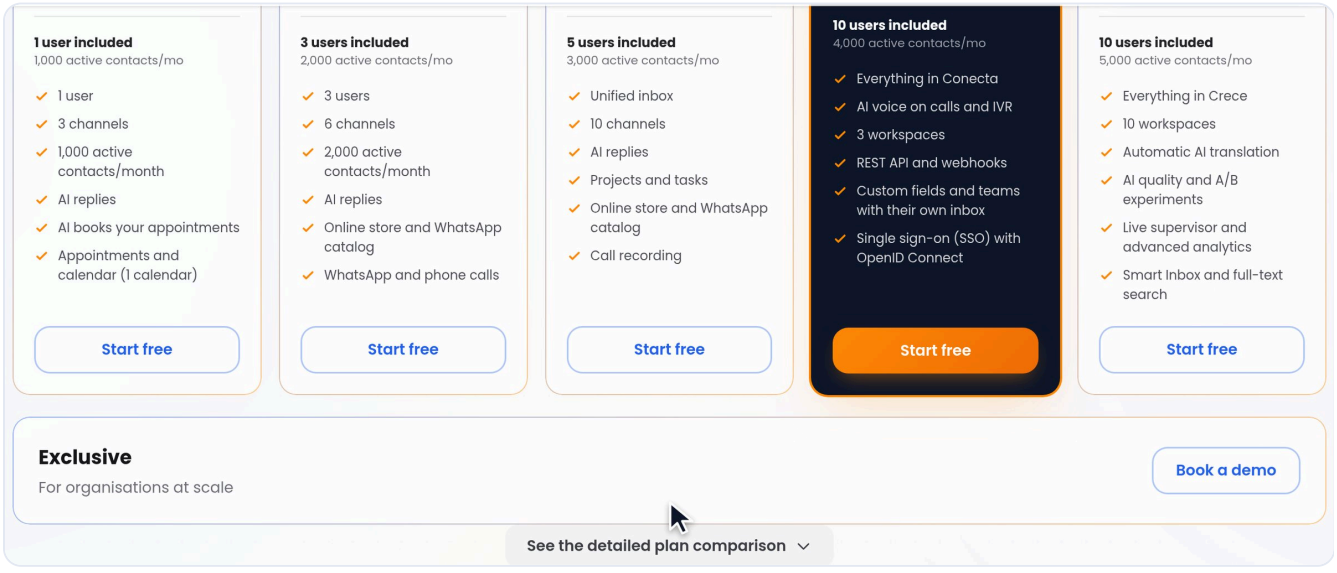
04

CHAPTER 4

Comparing the plans in detail

The pricing page and the feature-by-feature table.

To see everything each plan includes, open the pricing page (the **Pricing** link in the site menu at **omnifox.io**). Each card lists the plan's key features; for example, calls start at Impulsa, AI voice and the API at Crece, and AI translation and the live supervisor at Escala.



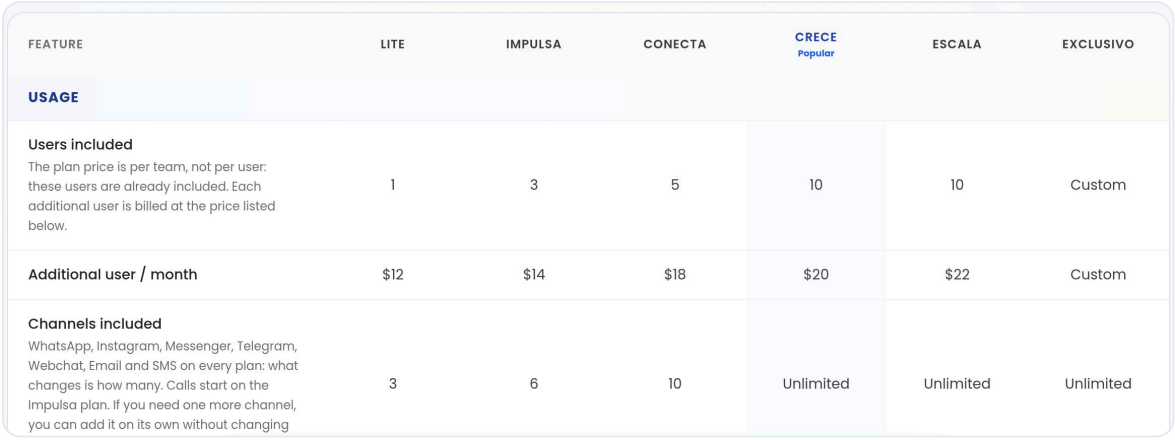
The pricing page: each plan's key features and the link to the detailed comparison.

The calculator

If you are not sure which plan is right for you, the calculator on the pricing page asks for your users, channels and active contacts and recommends a plan with its exact price.

The detailed comparison

The detailed plan comparison link opens the full table, feature by feature, with one column per plan, and it can be hidden again.



FEATURE	LITE	IMPULSA	CONECTA	CRECE Popular	ESCALA	EXCLUSIVO
USAGE						
Users included The plan price is per team, not per user: these users are already included. Each additional user is billed at the price listed below.	1	3	5	10	10	Custom
Additional user / month	$12	$14	$18	$20	$22	Custom
Channels included WhatsApp, Instagram, Messenger, Telegram, Webchat, Email and SMS on every plan: what changes is how many. Calls start on the Impulsa plan. If you need one more channel, you can add it on its own without changing	3	6	10	Unlimited	Unlimited	Unlimited

The detailed comparison, feature by feature: here, included users, additional user and included channels.

The table also has the prices of what you can add separately. For example, the **additional user**:

	Lite	Impulsa	Conecta	Crece	Escala	Exclusivo
Users included	1	3	5	10	10	Custom
Additional user / month	$12	$14	$18	$20	$22	Custom
Channels included	3	6	10	Unlimited	Unlimited	Unlimited

> **TIP**
>
> The plan price is per team, not per user: the included users are already in the price and you only pay for the extra ones you add.

05

CHAPTER 5

Your plan and the next charge

The first row of the Plan tab: what you have, how much you pay and when.

When you open the **Plan** tab, the first row has three blocks:



Your plan, the next charge and Actions: Escala, active, yearly; next charge on August 10, 2027.

Block	What it shows	In the demo
Your plan	The plan, its status and what you pay per cycle.	Escala · **Active** · $2,870.40 per year
Next billing	The amount, the date, the cycle (monthly or yearly) and whether add-ons are added to the plan.	$2,870.40 USD · August 10, 2027 · Yearly · plan only, no active add-ons
Actions	Shortcuts. **Change plan** scrolls straight down to the list of plans.	Change plan

Depending on how you pay, other buttons may appear in Actions: with a card, **Payment method** (opens the Stripe portal); with bank transfer and a pending renewal order, **Pay renewal** (chapter 16).

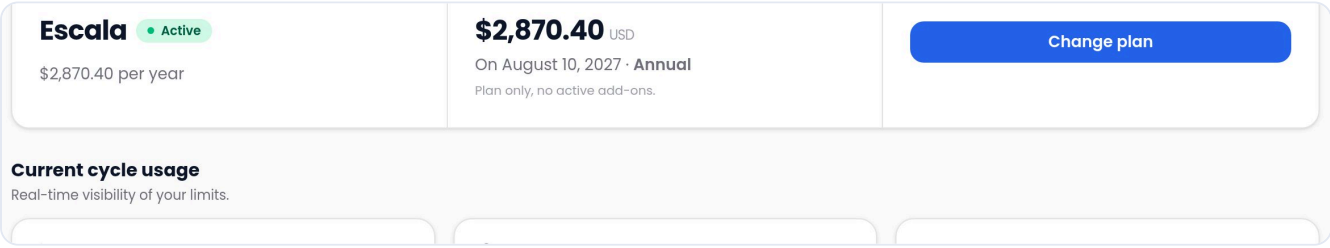
06

CHAPTER 6

Cycle usage: contacts, users and channels

How much of what your plan includes you are using, in real time.

Below is **Current cycle usage**, with real-time visibility of your limits. Each sheet compares what you use with what your plan includes, with a bar that changes color as you approach the cap.



Current cycle usage: active contacts, users and channels, each against what your plan includes.

Sheet	What it counts	In the demo
Active contacts	The contacts your team talked to within the cycle. Storing contacts is unlimited.	79 / 5,000 · **Manage** →
Users	Seats taken versus available seats.	28 / 30 · **Manage** →
Channels	The connected channels. On Escala they are unlimited, so the sheet does not offer to buy more.	31 / ∞

What happens when you reach a cap

Cap	What happens	How to solve it
Users	You cannot invite anyone else.	Free a seat or add one with **Manage** (chapter 10).
Active contacts	New contacts stop being created.	Add a block of 1,000 with **Manage** or turn on **MAC On-Demand** (chapter 11).
Channels	You cannot connect another channel.	On plans with limited channels, add a channel or upgrade.

> **TIP**
> Watch the colored bar: if a sheet turns red, like the users one in the demo account, you are close to the cap.

07

CHAPTER 7

Workflows and broadcasts

Workflow runs and the month's campaigns.

Workflows this month

The sheet counts the **workflow runs this month**, separating workflows from voice menus (IVR), and on the right shows how many **active workflows** you have versus the plan maximum. The manage workflows link takes you straight to the list.



Workflows this month: the runs (workflows / IVR), the next renewal and the active workflows.

Broadcasts this month

It counts the campaigns sent this month (**Broadcasts sent this month**) and the total recipients (**Total recipients this month**). On Escala there is no monthly cap (∞), but each send reaches at most 50,000 recipients.



Broadcasts this month: campaigns, recipients and the maximum per send.

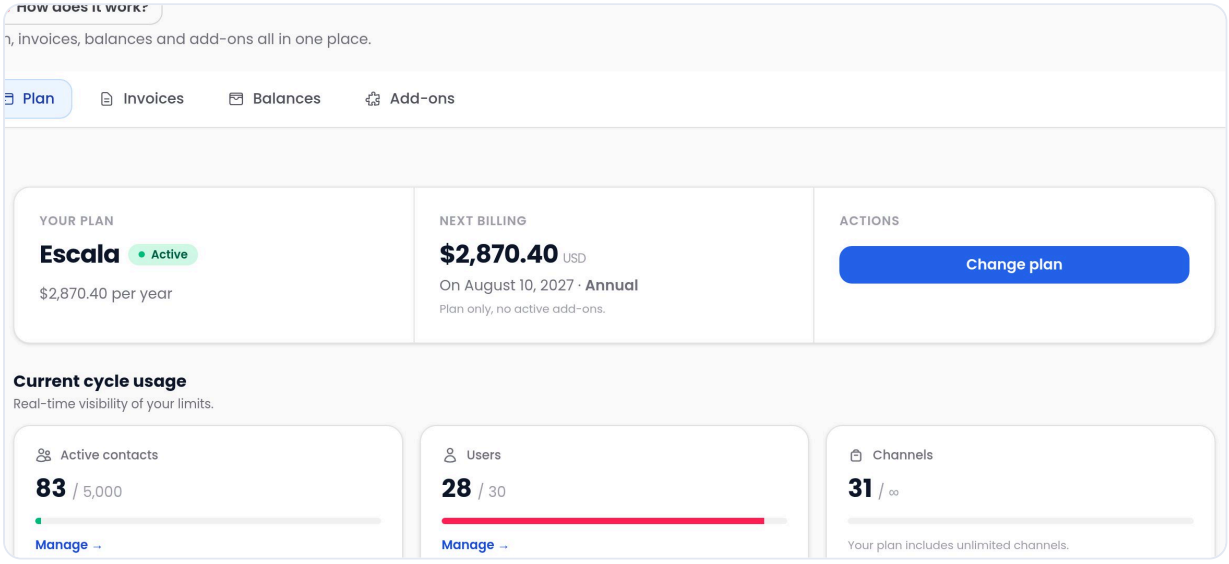
> **NOTE**
> The workflow, AI token and broadcast counters reset on the next renewal date you see on each sheet.

CHAPTER 8

08 AI tokens and top consumers

The monthly allowance that powers all the artificial intelligence.

AI tokens are your plan's monthly allowance for all of Omnifox's AI: the chatbot, AI voice, the agent assistant, transcriptions (STT), synthetic voice (TTS), summaries, embeddings and more. Escala includes 300,000 a month.



AI tokens this month, the top consumers and the option to keep going with your Balance once you pass the cap.

How many replies that is

As a reference, 300,000 tokens are about 6,000 replies. Each reply uses more than it seems, because the AI also reads the agent's instructions, its knowledge base and the conversation (chapter 9).

Top consumers

Below the bar, the top consumers list tells you where the allowance went, with the tokens and percentage of each feature. In the demo account, the text chatbot takes 62% and live AI calls, 34%. With **See the usage detail** you open the full detail.

Keep going with your Balance once you pass the cap

Option	When the plan's tokens run out
Off	AI features pause until the next cycle.
On	The AI keeps answering and the extra usage is charged to your **Omnifox Balance** (chapter 19).

When you top up your balance, this option is turned on automatically, so the AI keeps answering when the plan's tokens run out. In other words, it turns on by itself the first time you top up. Only the owner can change it.

> **WATCH OUT**
> If the option is on but your Omnifox Balance is zero, there is nothing to charge the extra to. Check the balance before a busy season.

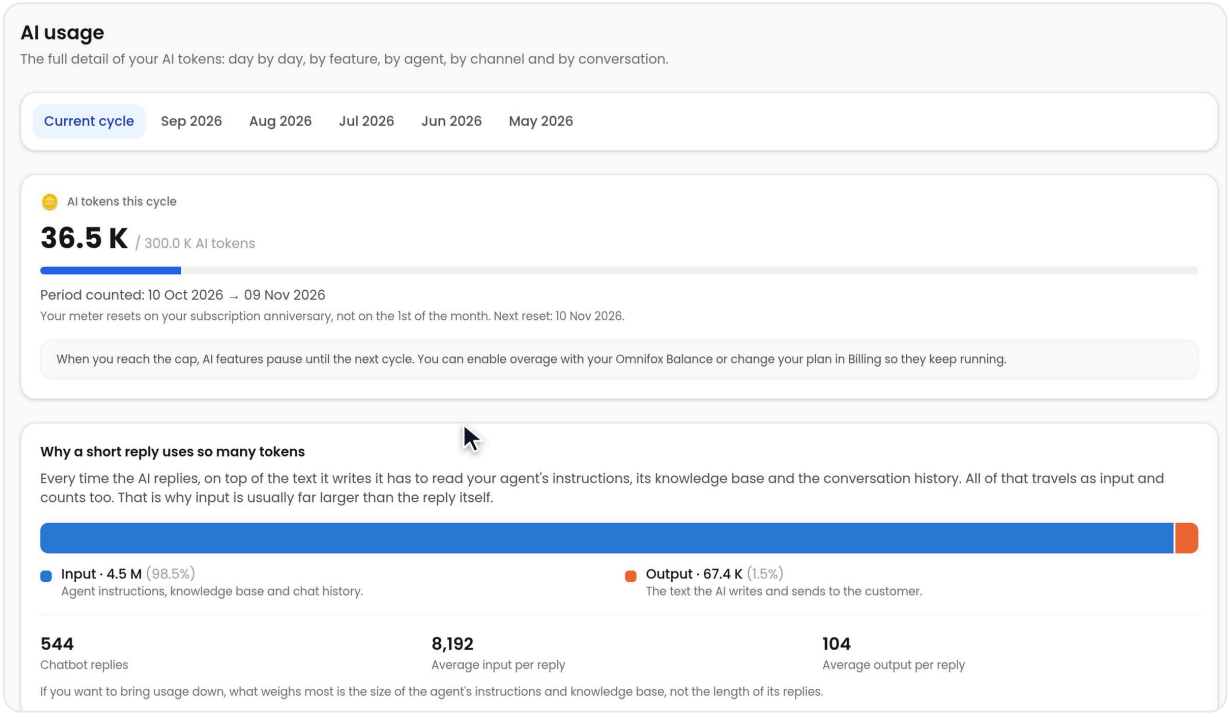
09

CHAPTER 9

AI usage in detail

Settings → AI usage: day by day, by feature, by agent, by channel and by conversation.

With **See the usage detail** you reach **Settings → AI usage**: the full detail of your AI tokens, day by day, by feature, by agent, by channel and by conversation.



Settings → AI usage: the cycle selector, the period counted and why a short reply uses so many tokens.

The cycle being counted

At the top you choose the cycle: **Current cycle** or one of the previous months. The **AI tokens this cycle** card shows the period counted (in the demo, from October 10 to November 9, 2026).

> **WATCH OUT**
> The meter resets on your subscription anniversary, not on the 1st of the month. The next reset date appears below the period.

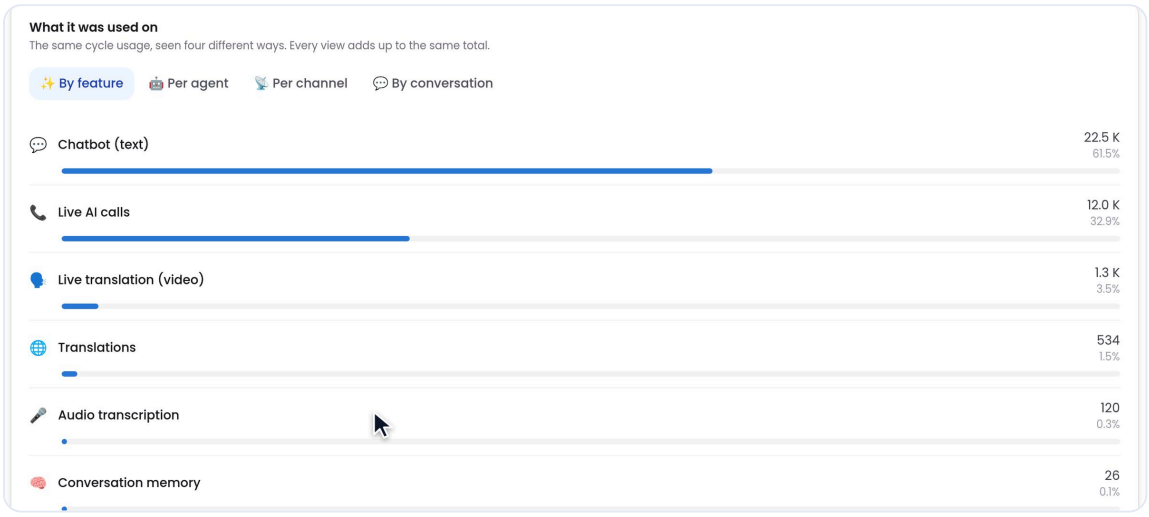
Why a short reply uses so many tokens

Every time the AI answers, besides the text it writes, it reads the agent's instructions, its knowledge base and the conversation history. All of that is **Input** and it also counts; the **Output** is only the text sent to the customer. That is why the input is usually much bigger than the reply: in the demo, 98.6% of the total.

> **TIP**
> To lower usage, what weighs most is the size of the agent's instructions and knowledge base, not the length of its replies.

What it was used on

Further down are **Usage per day** and **What it was used on**, with four views of the same usage: by feature, **Per agent**, by channel and **By conversation**. The totals of each view are the same number.



What it was used on: the same usage by feature, by agent, by channel and by conversation.

1. Choose the cycle you want to review.
2. Look at **Usage per day** to find the day of the peak.
3. In **What it was used on**, switch between feature, agent, channel and conversation until you see what caused it.
4. Decide: adjust the agent's instructions, change plans or leave the balance on.

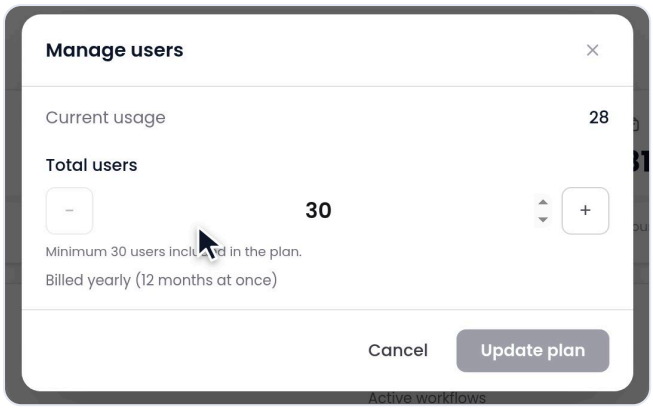
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CHAPTER 10

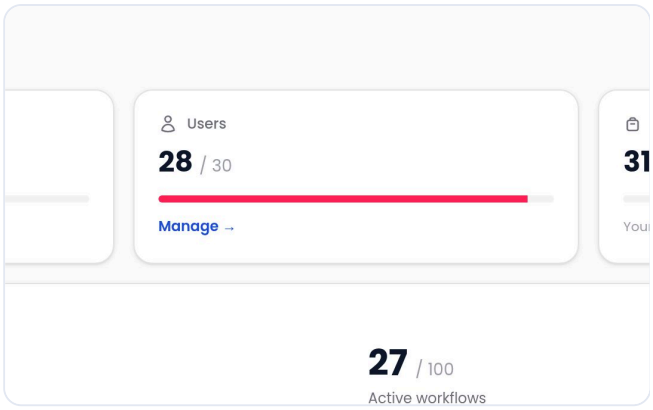
Extra users and contacts

More seats or more contacts, without changing plans.

If you fall short, you do not always need to change plans. The users and contacts sheets have **Manage →**, which opens a dialog to choose the total you want.



Manage users: the current usage and the total seats you want, with – and +.



Manage contacts: the total active contacts (MAC), in blocks of 1,000.

Users

1. On the **Users** sheet, tap **Manage →**. **Manage users** opens.
2. Look at the **Current usage** and, with **–** and **+**, choose the **Total users** you want. The minimum is the number included in the plan.
3. Omnifox calculates the prorated charge until the end of the cycle.
4. **Update plan** makes the purchase; **Cancel** closes without changes.

Contacts

Manage contacts works the same way, with the **Total contacts (MAC)** in blocks of 1,000 active contacts. On the Crece plan, for example, each additional block of 1,000 costs $15.00 (chapter 12).

Plan	Extra users	Contact blocks	Extra channels
Lite	Yes	No	Yes
Impulsa and Conecta	Yes	Yes	Yes
Crece and Escala	Yes	Yes	No (they are unlimited)

> **NOTE**
> In the demo we choose Cancel: updating would be the real purchase. During the free trial you cannot buy extras; the plan is activated first (chapter 14).

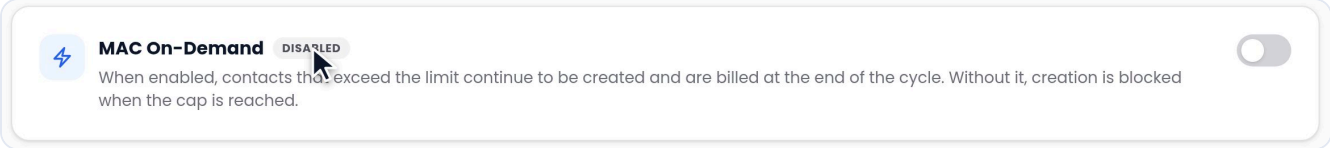
11

CHAPTER 11

MAC On-Demand

The other way out when active contacts fill up.

MAC On-Demand decides what happens when you reach the active contacts cap. When it is on, contacts beyond the limit keep being created and are charged at the end of the cycle. Without it, creation is blocked at the cap.



MAC On-Demand, disabled here.

Status	When you reach the active contacts cap
Disabled (switch off)	Omnifox stops creating new contacts.
Enabled	The extra contacts keep being created and are charged at the end of the cycle.

It is useful during a campaign or high season, so nobody is left unattended. The owner turns it on or off with the switch on the right.

> **NOTE**
> In the demo, MAC On-Demand stays off: the switch is not touched.

12

CHAPTER 12

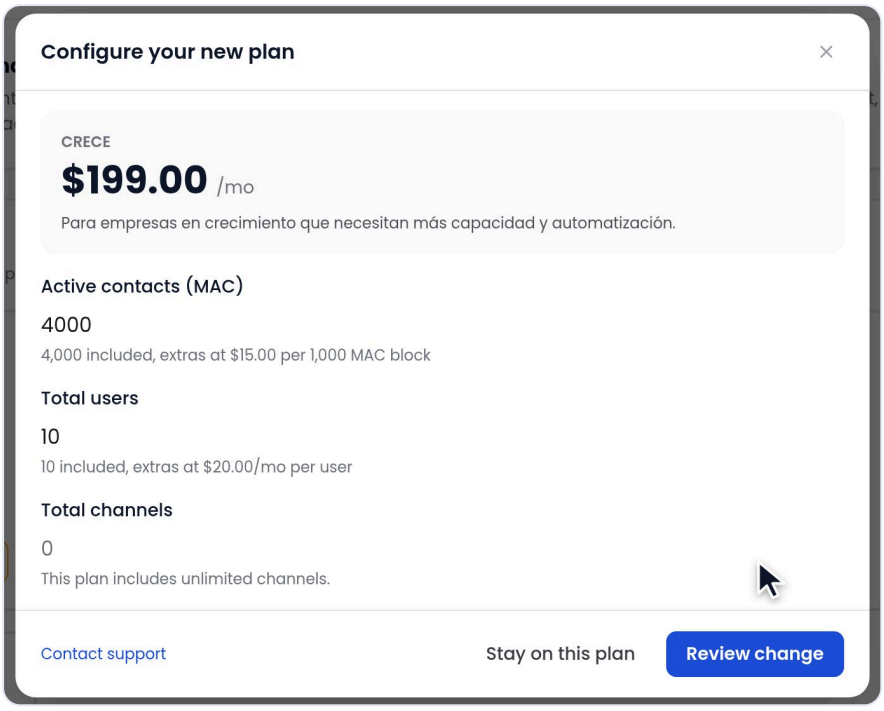
Downgrading

The downgrade sets up the new plan, reviews what needs fixing and schedules it.

To downgrade, tap **Downgrade to...** on the card of the plan you want (for example, **Downgrade to Crece**). A two-step wizard opens.

Step 1: Set up your new plan

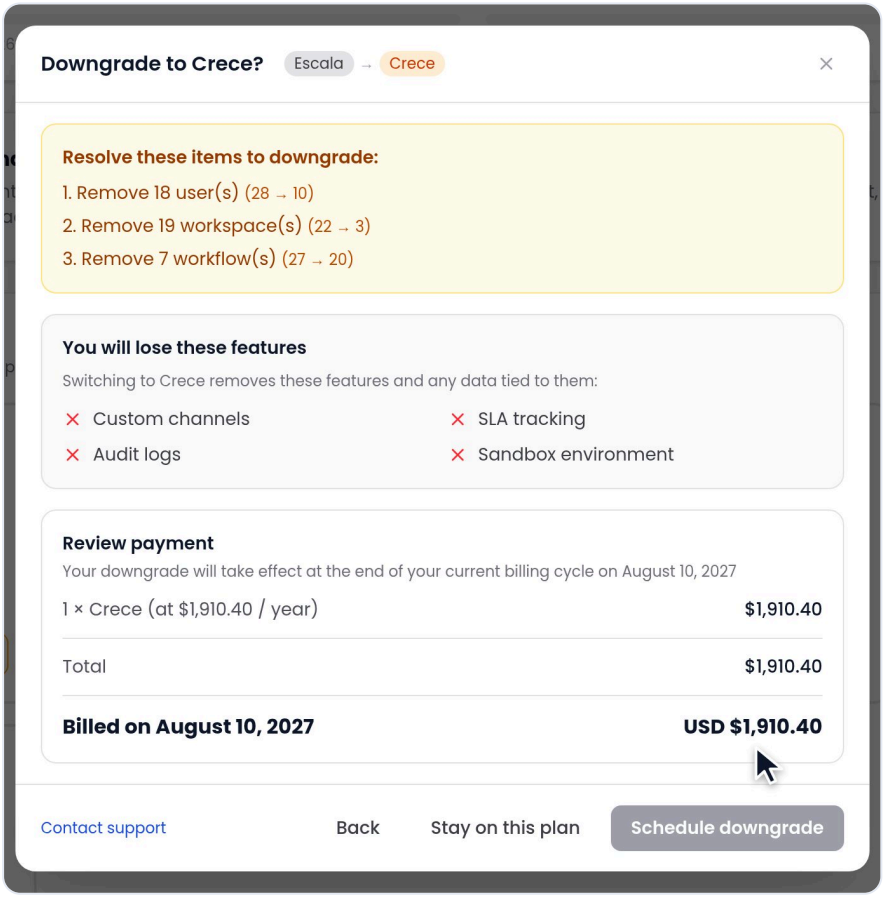
You see the new plan with its price and choose how many **Active contacts (MAC)** and how many **users** you want, with the price of the extras. In the demo, Crece: 4,000 MAC included and extras at $15.00 per block of 1,000; 10 users included and extras at $20.00/month per user; unlimited channels.



Step 1 of the downgrade to Crece: set up your new plan, with the price of additional contacts and users.

Step 2: Downgrade to Crece?

With **Review change**, Omnifox calculates the preview (nothing changes yet) and shows you three blocks:



Step 2: the points to resolve, the features you lose and Review payment. Schedule downgrade stays locked.

Block	What it says
Resolve these items to downgrade	What does not fit in the new plan and you have to remove first. In the demo: remove 18 users (28 → 10), 19 workspaces (22 → 3) and 7 workflows (27 → 20).
You will lose these features	The current plan's features the new one does not have, with their associated data. Here: Custom channels, SLA tracking, Audit logs and Sandbox environment.
Review payment	When it takes effect and how much you will pay: the downgrade takes effect at the end of your current billing cycle on August 10, 2027, at the Crece yearly price, billed on August 10, 2027.

The downgrade applies at the end of the cycle you already paid; from that day you pay the new price. While there are pending points, **Schedule downgrade** is disabled. The footer buttons are **Contact support**, **Back**, **Stay on this plan** and **Schedule downgrade**.

> **NOTE**
> In the demo we choose Stay on this plan: no downgrade is scheduled.

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CHAPTER 13

Upgrading and changing the cycle

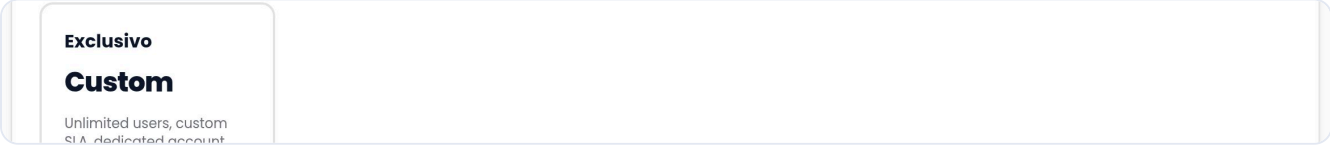
Upgrades are immediate; a cycle change is scheduled for the renewal.

Upgrading

Upgrading is immediate: you get the new features right away and, by card, you only pay the prorated difference until the end of the cycle. Escala is the highest plan you can buy on your own; for Exclusivo you talk to sales (**Contact sales**).

Changing the cycle

At the bottom of Change plan is your current billing cycle. The demo account pays yearly, so it offers **Switch back to Monthly at the end of the cycle**: the change is scheduled for the renewal and nothing is charged today.



Your current billing cycle: Yearly (-20%), with the option to switch back to Monthly at the end of the cycle.

If you pay…	You will see	What happens
Yearly	**Switch back to Monthly at the end of the cycle**	You stay on yearly until the renewal; from then on you pay monthly, without the discount.
Monthly	The option to switch to yearly	You pay one year in advance with the 20% discount.

With the selector on Yearly, the list reminds you that you are seeing prices with the 20% discount and that the chosen cycle is applied when you click upgrade or buy.

> **NOTE**
> In the demo, Switch back to Monthly is not touched.

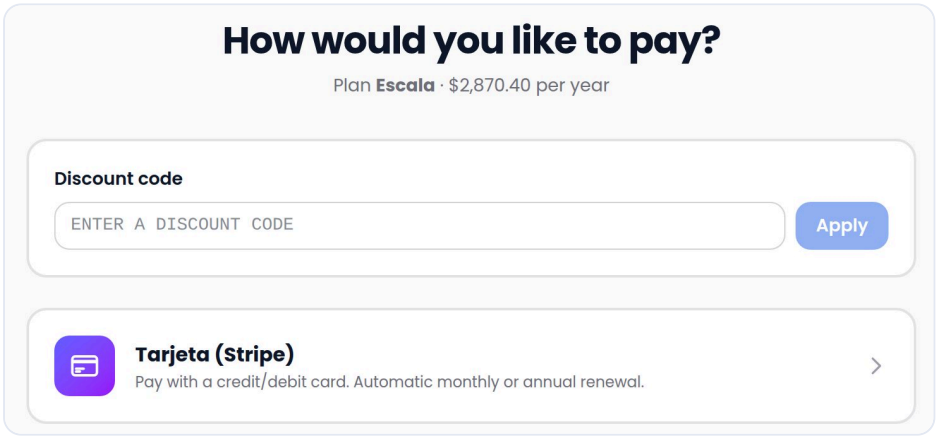
14

CHAPTER 14

The checkout screen and discount codes

The checkout screen: the plan, the discount code and the payment options.

When you buy a plan, for example at the end of the free trial, you reach the checkout screen that asks how you want to pay: at the top, the plan, the amount and the cycle (Escala plan · $2,870.40 per year); below, the payment options available for your account.



The checkout screen: the plan and amount, the Discount code and your account's payment options.

Discount code

1. Type the code in **Discount code**.
2. Tap **Apply**, before choosing how to pay.
3. Omnifox shows you how much you pay on the first charge and whether the discount continues on renewals.
4. Choose the payment option.

The payment options

Card (Stripe): pay by credit or debit card, with automatic monthly or yearly renewal (chapter 15). The payment options shown depend on your country and your plan, so you may see only the card or other options too. With the back link you return to Billing without paying.

At the end of the free trial

This same screen is the one that activates your plan at the end of the **7-day free trial**. During the trial you cannot buy extras such as users or contacts: the plan is activated first and they are added afterwards.

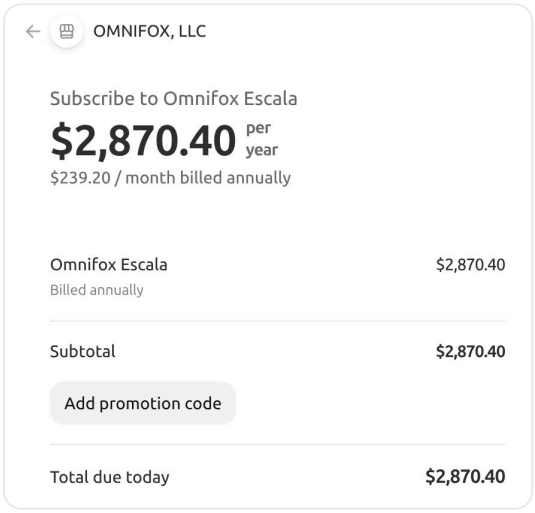
> **NOTE**
> In the demo no code is applied and no payment is chosen from here.

15

CHAPTER 15

Paying by card

Stripe's secure page and automatic renewal.



Stripe's checkout page: the plan, the price per year and the total due today.

With **Card (Stripe)** you go to Stripe's secure checkout page, in the name of **OMNIFOX, LLC**. On the left you see the plan (the Omnifox Escala subscription), the price per year, the monthly equivalent and the total due today; on the right, the contact and card details.

> **TIP**
> Card details are only typed on Stripe's page. Omnifox never sees or stores them.

After paying

- The subscription becomes active immediately.
- It renews automatically every month or every year, depending on the cycle, with the same card.
- The card is changed in the Stripe portal (chapter 16).

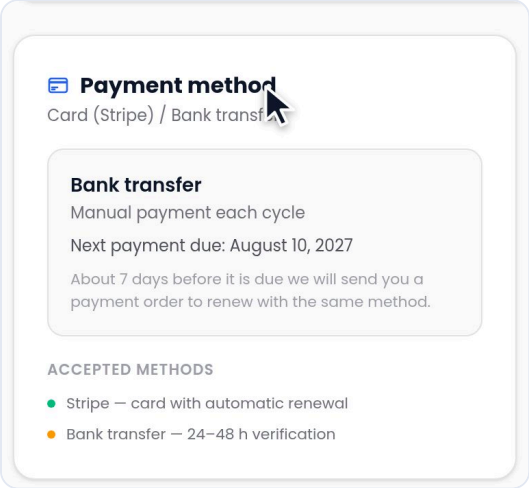
> **WATCH OUT**
> In the demo nothing is typed on Stripe and we go back: the page is in live mode and does not accept test data. For privacy, the figure only shows the plan and price column.

16

CHAPTER 16

Payment methods: card and bank transfer

What you pay with, when the next payment is and how it renews.



Payment method of an account that pays by bank transfer, with the accepted methods.

The **Payment method** card on the Plan tab shows what you pay with. The demo account pays by bank transfer:

- **Bank transfer** · manual payment every cycle.
- Next payment: August 10, 2027.
- About 7 days before the due date you receive a payment order to renew with the same method.

Below, the accepted methods list shows the payment options available for your account.

Renewing by bank transfer

1. About 7 days before the due date, Omnifox sends you a **payment order** to renew with the same method.
2. Make the transfer with the details in the order.
3. Upload the receipt. The team verifies it within 24 to 48 hours.

Once the order exists, the card shows the **Pay renewal** button, which takes you to that order.

By card

By card, renewal is automatic (automatic renewal and next charge), and the **Change method** button opens the Stripe portal, where you change the card and see your payments. Opening the portal charges nothing.

Payment option	Renewal	Button on the card
Card (Stripe)	Automatic	**Change method** (Stripe portal)
Bank transfer	Manual every cycle, with a payment order	**Pay renewal**, when there is a pending order

WATCH OUT

If you already pay by bank transfer, you do not need to buy the plan again by card: to renew, use the payment order you receive before the due date.

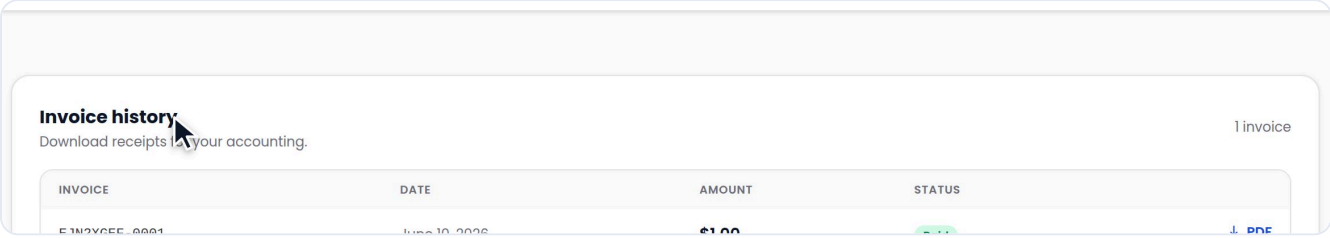
17

CHAPTER 17

Your invoices in PDF

The invoice history and the difference between invoice, payment order and receipt.

The **Invoices** tab has the **Invoice history**, to download your documents for accounting: number, date, amount and status of each invoice. With **PDF** you download the one you need.

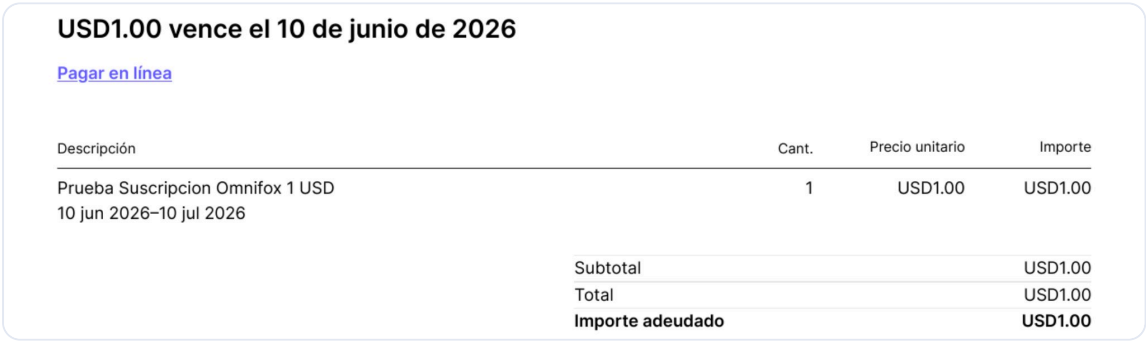


Invoice history: number, date, amount, status and the PDF link.

1. Open the **Invoices** tab.
2. Find the invoice by its date or number.
3. Tap **PDF**. The invoice opens in a new tab, ready to download or print.

The PDF

The PDF says who issues it, who it is made out to (the chapter 18 details), the number, the issue date, the detail of what was charged with its period, and the total.



USD1.00 vence el 10 de junio de 2026

Pagar en línea

Descripción	Cant.	Precio unitario	Importe
Prueba Suscripcion Omnifox 1 USD 10 jun 2026–10 jul 2026	1	USD1.00	USD1.00

Subtotal	USD1.00
Total	USD1.00
Importe adeudado	**USD1.00**

The detail and totals of a PDF invoice (the customer's details are left out of the crop).

The statuses

Status	What it means
Paid	The charge went through.
Pending	Issued and not paid yet.
Void	Cancelled, no longer valid.
Refunded / **Partially refunded**	All or part of the payment was returned.

Invoice, payment order and receipt

Document	What it is
Invoice	The document for the charge, for your accounting.
Payment order	The request for a one-off purchase (extra users, an add-on or a bank transfer renewal). It stays pending until you pay it.
Receipt	The proof that the payment went through.

Payment orders and transfer receipts also appear on this tab when you have them.

> **NOTE**
>
> For privacy, the PDF crop leaves out the bill-to block. In the demo account, the only invoice is a $1.00 test charge.

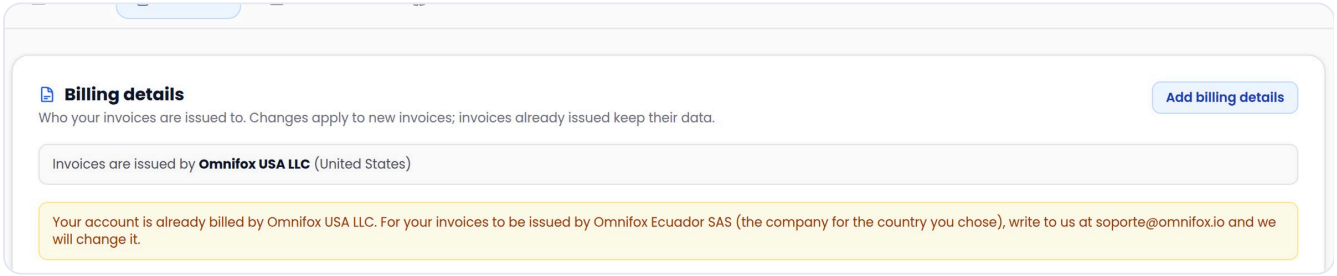
18

CHAPTER 18

Billing details

Who your invoices are made out to.

Above the history are the **Billing details**: who your invoices are made out to. Changes apply to new invoices; the ones already issued keep their details. The box below says which Omnifox company issues them (here, **Omnifox USA LLC**, in the United States). If you have not entered them yet, invoices are made out to the organization.



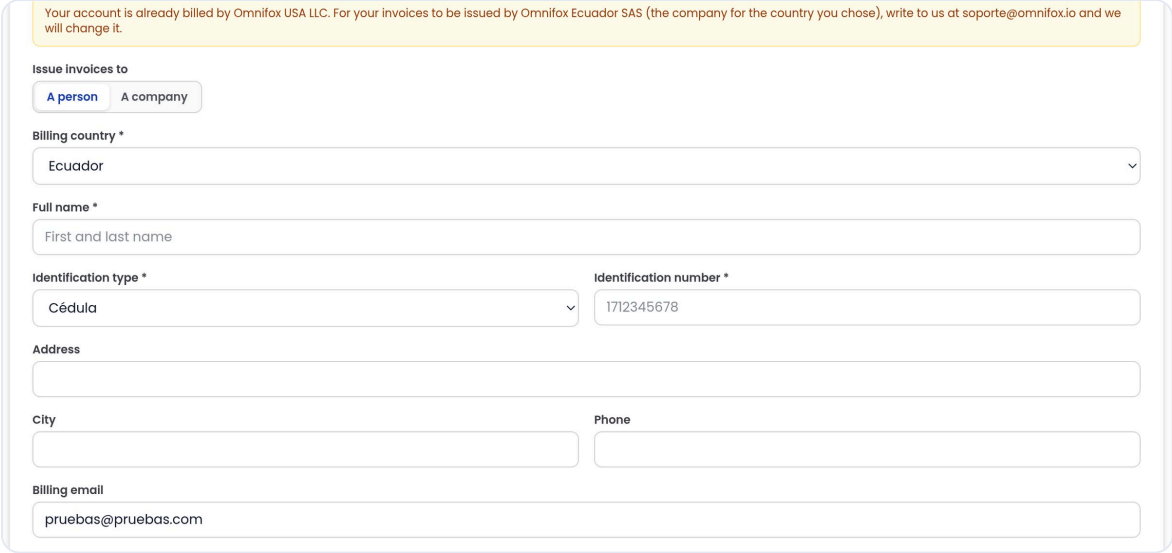
Billing details not entered yet: invoices are made out to the organization.

> **TIP**
>
> If the billing company is not the one for your country, Omnifox warns you in the yellow box: write to soporte@omnifox.io to change it.

Entering the details

1. Tap **Add billing details**.
2. Under **Issue invoices to**, choose **A person** or **A company**.
3. Choose the **Billing country**. Omnifox suggests one based on your organization, but you can change it.

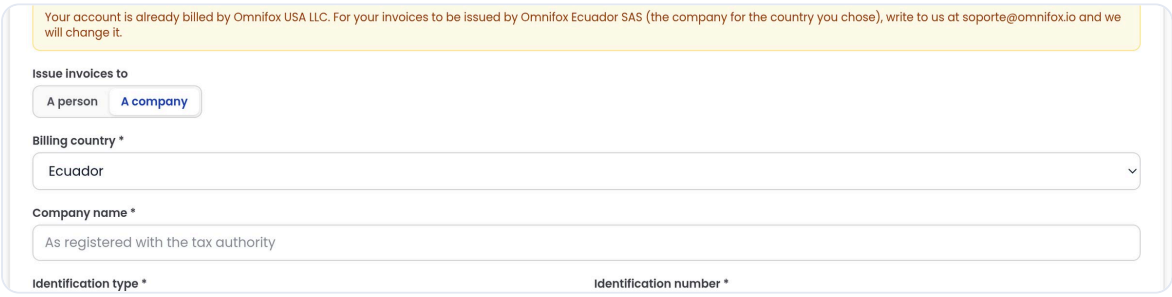
4. Type the **Full name** (person) or the **Company name**, as it appears in the tax registry.
5. Choose the ID type and type the **Identification number**.
6. Fill in **Address**, **City**, **Phone** and the **Billing email**.
7. Tap **Save**. **Cancel** closes without changes.



The form for a person in Ecuador: the ID becomes Cédula.

Ecuador: cédula or RUC

If you choose Ecuador, the ID becomes **Cédula** (national ID) for people and **RUC** for companies. In other countries, the type is a tax ID or passport.



With A company, the name is the one in the tax registry and the ID, RUC.

> **NOTE**
> Only the owner can edit the billing details. In the demo we cancel without saving.

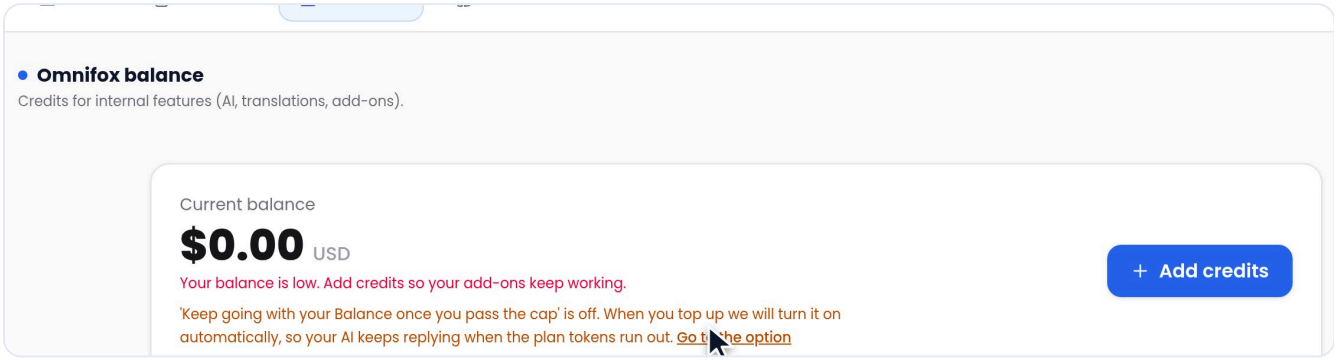
19

CHAPTER 19

Omnifox Balance

Money you load in advance for what goes beyond the plan.

The **Balances** tab has two accounts. The first is the **Omnifox Balance**, credits for internal features (AI, translations, add-ons): an amount in dollars that you pay in advance for what goes beyond the plan, such as AI when the token allowance runs out, translations or some add-ons.



Omnifox Balance at zero, with both notices and the Add credits button.

In the demo the current balance is $0.00 USD, so Omnifox warns that your balance is low and that the «continue with your balance after the cap» option is off, with the **Go to the option** link.

Balance and token allowance are not the same thing

	AI token allowance	Omnifox Balance
What it is	It comes included in your plan.	Money you load.
When it renews	On its own, every cycle.	When you top up (manually or with auto top-up).
When it is used	Always first.	Only when you need it; for example, when the allowance runs out and the continue option is on.

NOTE

Only the account owner sees the Balances tab.

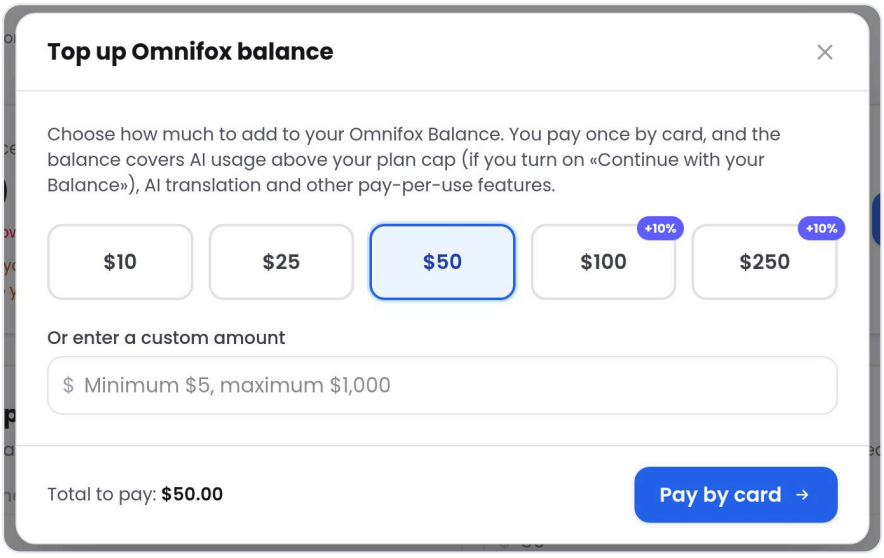
20

CHAPTER 20

Top-ups, auto top-up and transactions

Adding credits, topping up automatically and seeing each transaction.

Topping up

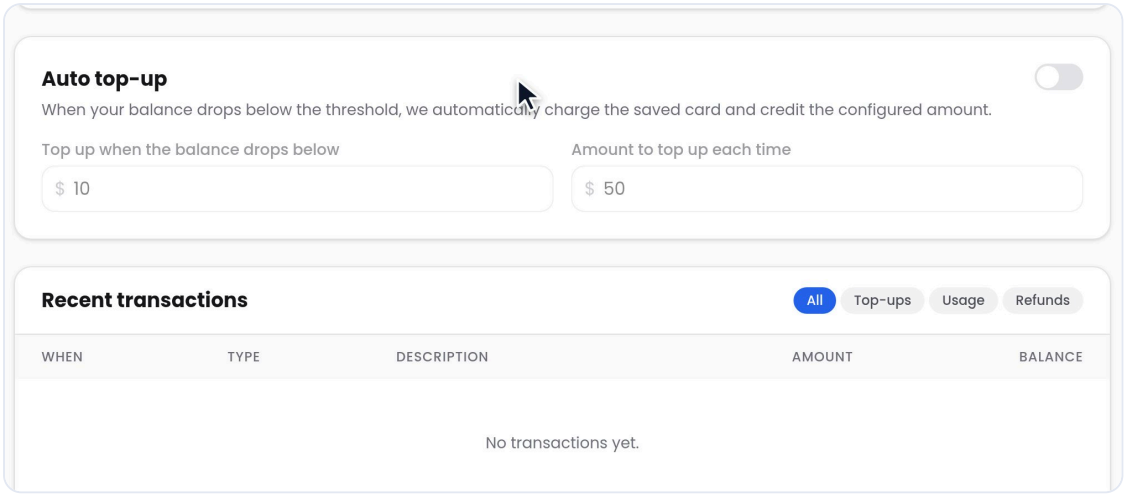


Top up Omnifox balance: fixed amounts (with +10% on $100 and $250) or a custom amount.

1. Tap **Add credits**. **Top up Omnifox balance** opens.
2. Choose an amount: **$10**, **$25**, **$50**, **$100** or **$250**, or type your own in **Or enter a custom amount** (minimum $5, maximum $1,000).
3. Check the **Total to pay**.
4. Tap **Pay by card**. It is a one-time card payment.

Top-ups of $100 and $250 come with a 10% bonus (the **+10%** mark). The first top-up turns on the «continue with your balance» option by itself (chapter 8).

Auto top-up and transactions



Auto top-up and Recent transactions, with the All, Top-ups, Usage and Refunds filters.

Auto top-up charges your saved card when the balance drops below the threshold you choose, for the amount you set, so you never run out of balance. It is turned on with the switch on the right; changes save on their own.

In **Recent transactions** you see every top-up, usage and refund, with its date, type, description, amount and balance. Filter with **All**, **Top-ups**, **Usage** and **Refunds**.

> **NOTE**
> In the demo the top-up is closed without paying and auto top-up is not touched; that is why Recent transactions says «No transactions yet.».

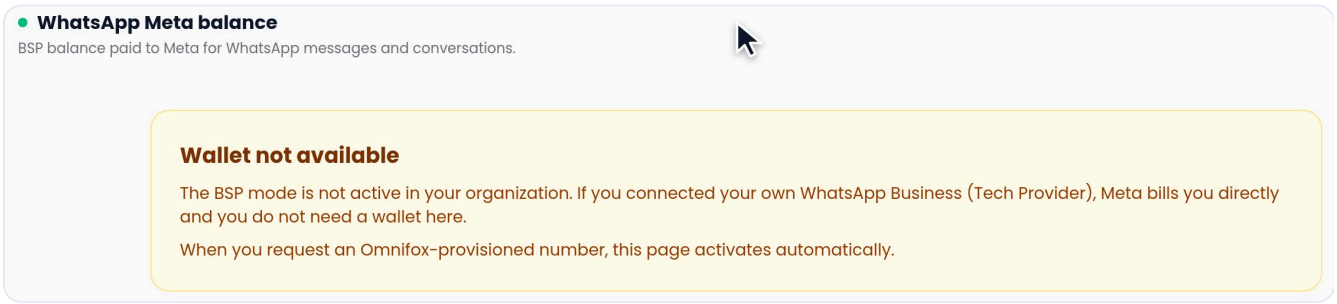
21

CHAPTER 21

Meta WhatsApp balance

Only for the WhatsApp numbers Omnifox gives you.

The second account on the Balances tab is the **WhatsApp Meta balance**: the balance paid to Meta for WhatsApp messages and conversations.



WhatsApp Meta balance: «Wallet not available» on an account with its own WhatsApp Business.

Your WhatsApp number	What happens with this balance
Omnifox gives it to you	Meta charges its messages to this balance. The page activates on its own when you request the number.
You connected your own WhatsApp Business	Meta bills you directly and there is nothing to top up here («Wallet not available»).

The demo account has its own WhatsApp Business, which is why **Wallet not available** appears.

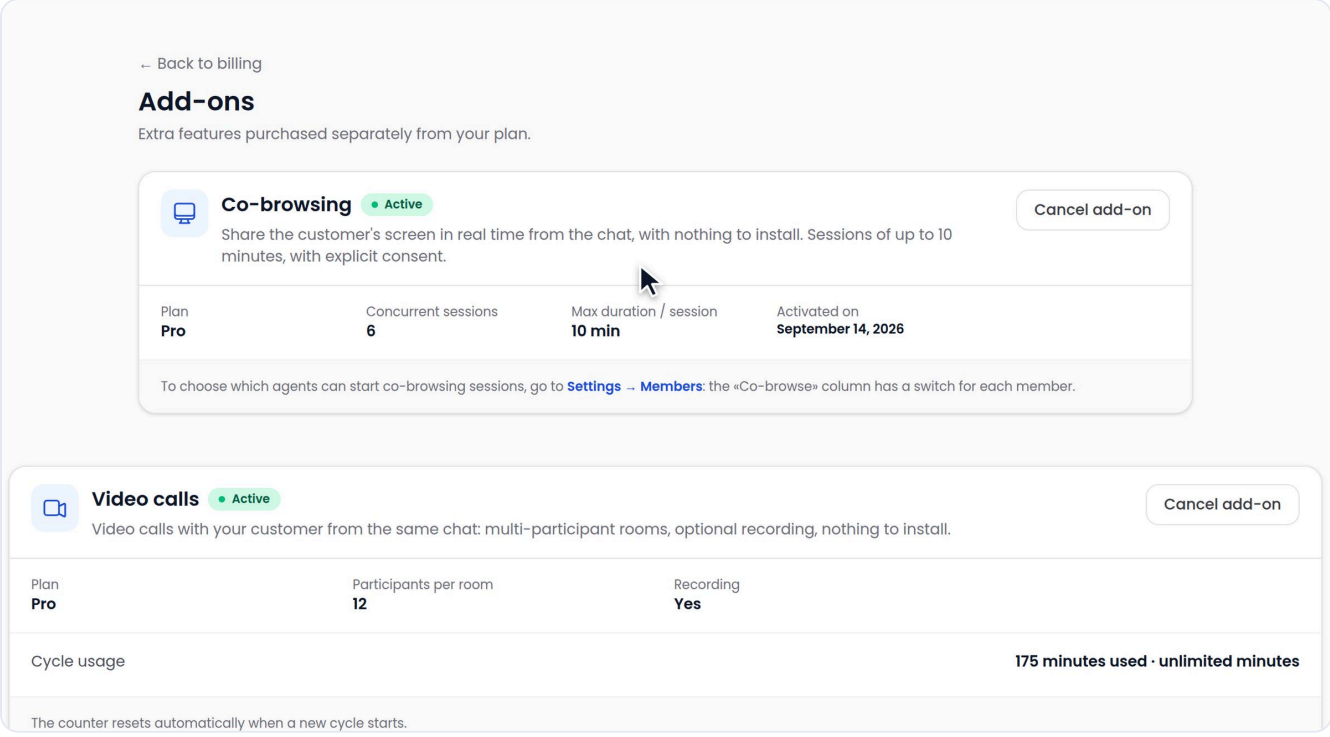
22

CHAPTER 22

Add-ons

The features bought separately from the plan.

The **Add-ons** tab, with extra features bought separately from the plan, holds the add-ons. The demo account has two active:



Active add-ons: Co-browsing and Video calls, with their tier, limits and cycle usage.

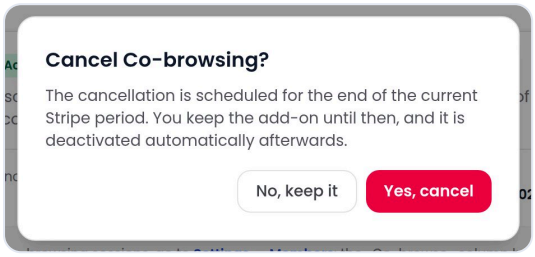
Add-on	What it is for	What the sheet shows
Co-browsing	See the customer's screen in real time from the chat, without installing anything and with their consent.	Plan, simultaneous sessions, maximum duration per session and activation date.
Video calls	Video calls with your customer from the same chat, with several participants and optional recording.	Plan, participants per room, recording and the cycle usage (minutes used).

If you do not have an add-on, here you see its tiers and prices and turn it on.

Who can use Co-browsing

Which agents can start co-browsing sessions is decided per person in **Settings** → **Members**, with the switch in the **Co-browse** column.

Cancelling an add-on



Cancel Co-browsing: it is scheduled for the end of the period. Here, No, keep it.

1. Tap **Cancel add-on** on its sheet.
2. Read the notice: the cancellation is scheduled for the end of the period; you keep the add-on until then and then it is turned off.
3. Confirm with **Yes, cancel**, or choose **No, keep it**.

> **NOTE**
> In the demo we choose No, keep it. Video calls have their own complete guide.

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CHAPTER 23

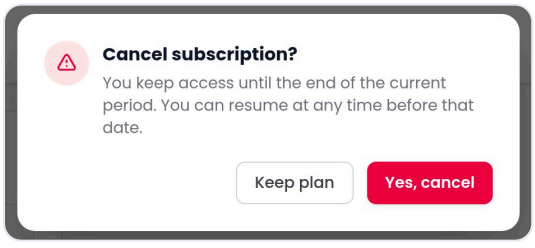
Cancelling the subscription

Cancelling does not cut you off right away: you keep access until the end of the period.

At the end of the Plan tab is the **Danger zone**: cancelling the subscription keeps your access until the end of the current period. After that everything is paused.



The Danger zone, at the end of the Plan tab.



Cancel subscription?: Keep plan or Yes, cancel.

1. Tap **Cancel plan**.
2. **Cancel subscription?** opens: you keep access until the end of the current period and you can resume at any time before that date.
3. Confirm with **Yes, cancel**, or choose **Keep plan**.

Resuming

Before that date you can resume the subscription with one click, without losing anything. After that, the account is paused.

TIP

Before cancelling, see whether downgrading to a smaller plan (chapter 12) or switching to monthly (chapter 13) solves it. In the demo we choose Keep plan.

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CHAPTER 24

Use cases

Four everyday situations and where to solve them.

1. Active contacts fill up in the middle of a campaign

1. On the Plan tab, look at the **Active contacts** sheet.
2. Add a block of 1,000 with **Manage** → (chapter 10), or
3. turn on **MAC On-Demand** so the extra ones are charged at the end of the cycle (chapter 11).

2. New people join the team

1. Look at the **Users** sheet: how many seats you have left.
2. Compare the cost of extra users (chapter 4) with the next plan, which also brings more features.
3. Add the seats with **Manage** → or upgrade (chapter 13).

3. The AI runs out of tokens before the end of the cycle

1. Open **See the usage detail** and find which agent or channel used up the allowance (chapter 9).
2. Top up the **Omnifox Balance** (chapter 20).
3. Leave «Keep going with your Balance once you pass the cap» on (chapter 8).

4. Your accountant asks for the invoices

1. Enter the **Billing details** once, with your cédula or RUC (chapter 18).
2. Download the PDFs from the **Invoices** tab (chapter 17).

25

CHAPTER 25

If a charge fails and where to get help

The 48-hour grace period, the Help Center and Support.

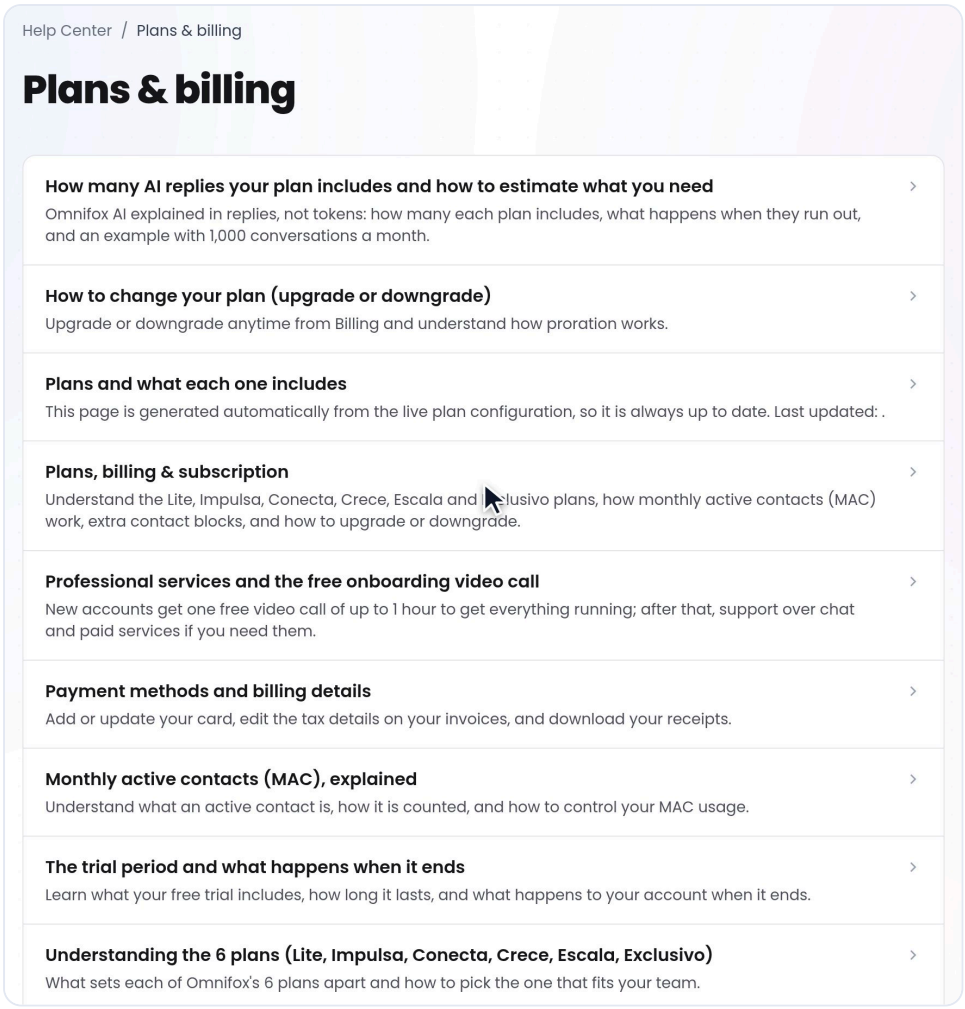
If a charge fails

- Omnifox lets you know by email.
- You have **48 hours** to pay before the account is paused.
- As soon as you pay, the account is reactivated automatically.

> **TIP**
> By card, check that it has not expired and has funds, and change it from the Stripe portal (Change method). By bank transfer, pay the renewal order before the due date.

Where to get help

The **Help Center** (omnifox.io/help) has a whole **Plans and billing** section: how to change plans, how many AI replies each plan includes, monthly active contacts (MAC), payment methods, the trial period and the first payment, among others.



Help Center → Plans and billing: the articles on plans, payments, MAC and the free trial.

And if you have questions about your plan or an invoice, the support team answers you from the **Support** button in the app's top bar.

Quick reference: where each thing is done

I want to…	Where	Who	Ch.
See my plan and the next charge date	Plan → Your plan / Next billing	Owner and admins	5
Know how many contacts, users or tokens I have left	Plan → Current cycle usage	Owner and admins	6 to 8
See which agent or channel used the AI	Plan → See the usage detail	Owner and admins	9
Add users or contacts	Plan → sheet → Manage →	Owner	10
Keep creating contacts at the cap	Plan → MAC On-Demand	Owner	11
Downgrade or upgrade	Plan → Change plan	Owner	12 and 13
Switch from yearly to monthly (or the other way)	Plan → current billing cycle	Owner	13
Apply a discount code	Checkout → Discount code	Owner	14
Change the card	Plan → Payment method → Change method	Owner	16
Pay the renewal by bank transfer	The payment order or Pay renewal	Owner	16
Download an invoice	Invoices → Invoice history → PDF	Owner and admins	17
Change who invoices are made out to	Invoices → Billing details	Owner	18
Top up balance or turn on auto top-up	Balances → Omnifox Balance	Owner	20
Turn on or cancel an add-on	Add-ons	Owner	22
Cancel or resume the subscription	Plan → Danger zone	Owner	23

Before changing plans: checklist

- Check the **Current cycle usage**: is the new plan enough for your users, active contacts and channels?
- If you downgrade, see in step 2 what you have to remove (users, workspaces, workflows) and which features you lose.
- If you only need a little more, compare with adding users or contact blocks without changing plans.
- Decide the cycle: yearly saves 20%; monthly lets you change more often.
- Check the **Payment method** and the **Billing details** before the next charge.

Troubleshooting

What you see	What to check
I do not see Settings → Billing	You are an agent. Only the owner and admins see billing (chapter 1).
I do not see the Balances tab or the change plan buttons	You are an admin: paying and changing the subscription is only for the owner.
I cannot invite another user	The Users sheet reached its cap. Free a seat or add one (chapter 10).
New contacts are no longer created	You reached the active contacts cap and MAC On-Demand is off (chapter 11).
The AI stopped answering	The token allowance ran out and «Keep going with your Balance» is off or the balance is zero (chapters 8 and 19).
The AI meter reset in the middle of the month	It resets on your subscription anniversary, not on the 1st (chapter 9).
Schedule downgrade cannot be clicked	There are points left to resolve in step 2 (users, workspaces, workflows) (chapter 12).
I cannot buy users during the free trial	Activate the plan first; extras are added afterwards (chapter 14).
Only the card appears on the checkout screen	Payment options depend on your country and plan (chapter 14).
The invoice is made out to the organization	Enter the billing details; they apply to new invoices (chapter 18).
I did not receive the renewal payment order	It arrives about 7 days before the due date. Write to Support if less time is left.

Frequently asked questions

Can I change plans whenever I want?

Yes. Upgrades are immediate, with proration; downgrades apply at the end of the cycle.

How much do I save with yearly payment?

20% on every plan, in exchange for paying the year in a single charge.

Is the price per user?

No: it is per team. Each plan includes a number of users and you only pay for the extra ones you add.

What is an active contact?

A contact your team talked to within the cycle. Storing contacts is unlimited.

Does Omnifox store my card details?

No. They are only typed on Stripe's secure page.

What happens to my data if I cancel?

You keep access until the end of the period you paid for and you can resume before that date without losing anything. After that, the account is paused.

Can I pay the plan by bank transfer?

It depends on your country and plan: the checkout screen only shows the payment options available for your account. If you pay by bank transfer, each renewal arrives as a payment order about 7 days before the due date.

What happens to the token allowance I did not use?

The allowance renews every cycle, on your subscription anniversary. If you need more in a particular month, use the Omnifox Balance with the «Keep going with your Balance» option.

When does a downgrade apply?

At the end of the cycle you already paid. Until that day you keep your current plan and all its features.

Can I change the details of an invoice already issued?

No: changes to the billing details apply to new invoices; issued ones keep their details.

Glossary

Cycle
The period each charge covers: a month or a year. It starts on your subscription anniversary.

Active contacts (MAC)
The contacts your team talked to within the cycle.

MAC On-Demand
The option that lets you go over the active contacts cap and charges the extra ones at the end of the cycle.

AI tokens
The unit used to measure artificial intelligence usage; your plan includes a monthly allowance.

Omnifox Balance
Money you load in advance for what goes beyond the plan.

Proration
Paying only the part proportional to the time left in the cycle.

Downgrade
Moving to a smaller plan; it applies at the end of the cycle.

Add-on
A feature bought separately from the plan, such as Co-browsing or Video calls.

Payment order
The request for a one-off purchase or a bank transfer renewal, pending until you pay it.

Grace period
The 48 hours to pay a failed charge before the account is paused.

Need help?

Write to us from the **Support** button in the app or visit the help center at omnifox.io/help. If you don't use Omnifox yet, try it free for 7 days at **omnifox.io**.