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My Subscription & Billing View

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experience — not included in the PDF

Summary

Learn how the My Subscription view in GC Surge exposes your active subscription, device-based usage, billing details, and how to monitor overage risk. Covers: What My Subscription Does, Available Plans, Payment Method, Devices Usage Table, Monthly Review Workflow, Best Practices.

Subscription Details Card

The Subscription details panel shows billing period (or trial period during the free trial), pricing, and alarm thresholds for your account. It contains:

- PRICE PER DEVICE (EUR) — the flat rate per device per month (€3.00).
- TRIAL PERIOD — shows the start and end dates of your current trial period. The billing rules shown in this card apply when the trial ends.
- INCLUDED ALARMS / DEVICE — the number of alarms included per device each month before overage applies (3,000). This card is shown in place of TRIAL PERIOD once the trial ends.
- MIN. ALARMS (BILLABLE DEVICE) — the minimum alarm threshold before a device is counted as billable (5).
- BILLABLE DEVICES — the current count of devices that meet the billing threshold.
- Trial period — a label tile reading “billing rules below apply when your trial ends.”
- TRIALING — the subscription-state tile (“Your subscription is in a trial period.”). The same state appears as a TRIALING badge in the top-right corner of the card.
- TRIAL TIME REMAINING — repeats the remaining trial time inside the card, below the state tile.

- Explore available tiers — the button at the bottom of the card that opens the Available plans dialog (see below).

TRIAL TIME REMAINING banner — appears at the top of the page during the free trial and shows the exact days, hours, and minutes remaining before the trial expires. Disappears once the account moves to a paid subscription.

ACTIVATE YOUR SUBSCRIPTION button — appears inside the Subscription details card only when the subscription still needs activating, for example once the trial has ended with no payment method on file. In that state the card also shows a **PENDING PAYMENT METHOD** banner (“A payment method is required to continue your subscription”). The button is not shown during an active trial or a running paid subscription.

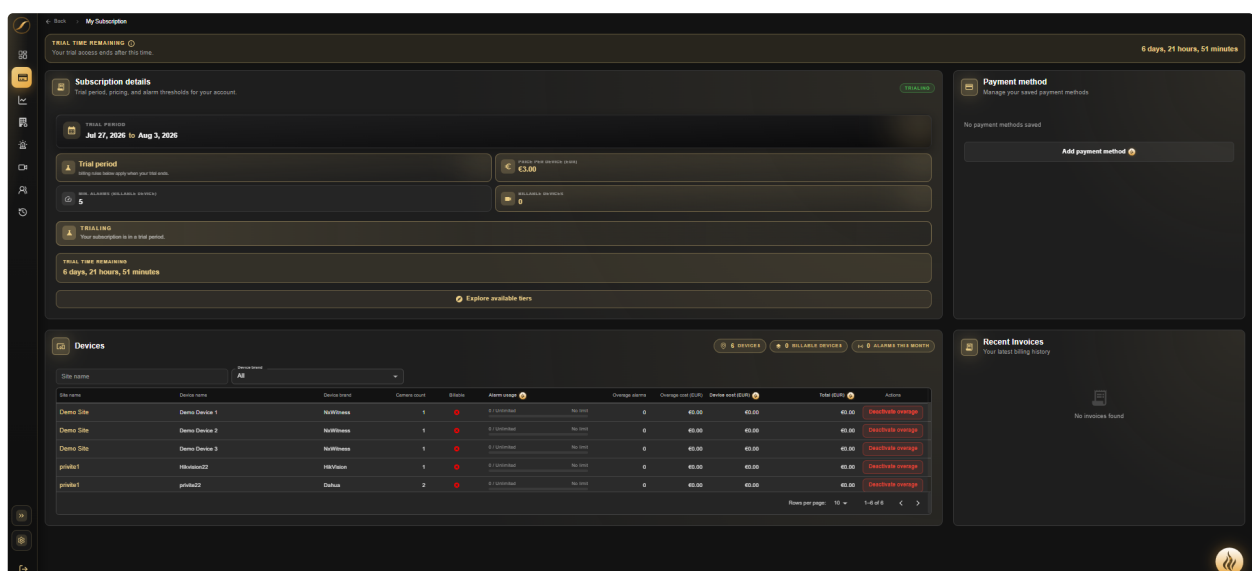


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What My Subscription Does

My Subscription is the customer-facing visibility layer for your commercial relationship with GC Surge.

It shows your active subscription context and device-level usage data. It is your primary tool for understanding your current cost exposure and monitoring for unexpected usage patterns. The view also includes a Payment method panel, a Recent Invoices panel, and an Explore available tiers button — each covered in its own section below. To open My Subscription, click My Subscription in the left sidebar.

Review My Subscription monthly. Surprises at invoice time are almost always the result of not monitoring this view during the month.

Available Plans

Inside the Subscription details card, an Explore available tiers button opens the Available plans dialog (“Compare the first two pricing tiers for your fleet size”). The dialog shows two cards side by side — Flat and Enterprise — each with a device-range header (0–1999 DEVICES for Flat, MORE THAN 2000 DEVICES for Enterprise) plus Price per device (EUR) , Included alarms per device , and Overage per alarm (EUR) , and it closes with Close . The full tier definitions, including the device-count boundaries used to place your account, are:

Flat — No internal tiers. No volume discounts inside the band. One number, threshold to two thousand.

- Device range: 0 to under 2,000 devices
- Price per device (EUR): €3/month
- Min. devices (inclusive): 0
- Max. devices (exclusive): 2,000
- Included alarms per device: 3,000
- Overage per alarm (EUR): €0.03

Enterprise — More than scale pricing. An operations partnership. Applies when your organization operates more than 2,000 devices.

- Device range: More than 2,000 devices
- Price per device (EUR): €3/month
- Min. devices (inclusive): 2,000
- Included alarms per device: 3,000
- Overage per alarm (EUR): €0.03

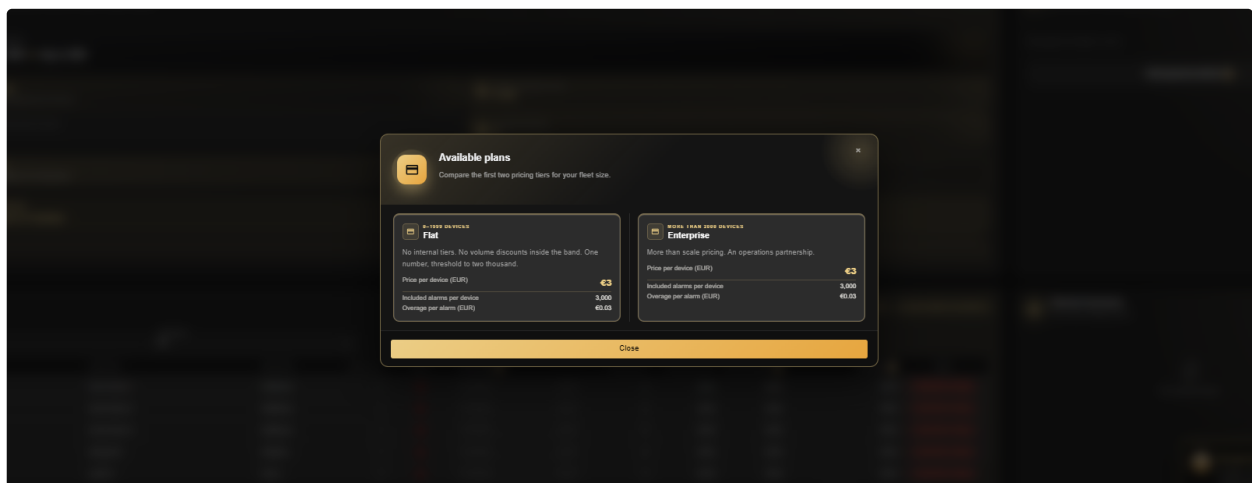


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Enterprise benefits and features — part of the Enterprise agreement, not listed in the Available plans dialog:

- Dedicated Customer Success contact
- Branded or co-branded portal
- Priority FLASH onboarding, engineer-assisted
- Custom SLA on uptime and response
- API access for your own dashboards
- Quarterly business review with NXGEN leadership
- Multi-site, multi-team management view in Insights

- Beta access to new engines as they ship

Billing Context

GC Surge bills at a flat rate of €3 per device, per month across both plans — with an alarm allowance of 3,000 alarms per device per month (included in the base price). Overage is charged at €0.03 per alarm above that threshold. For full pricing and trial limits, see [Plans & Pricing](#).

Two rules that affect how you read the table below: a device is billable only once its alarm count for the calendar month reaches the MIN. ALARMS (BILLABLE DEVICE) threshold (currently 5); overage is calculated per device individually, not pooled across devices.

Payment Method & Invoices

The Payment method panel (“Manage your saved payment methods”) lists the cards saved for the account. Until one is saved it reads No payment methods saved and shows an Add payment method button.

Add payment method opens a dialog with:

- A Secure, fast checkout with Link banner at the top, which expands if you already use Link.
- Card number, Expiration date (MM / YY) and Security code (CVC). Visa, Mastercard and Discover are shown as accepted.
- Country — a dropdown, pre-filled from your account.
- A confirmation line stating that by providing your card information you allow NXGEN Technology AG to charge your card for future payments in accordance with their terms.
- An Optional block, Save my information for faster checkout — Email, Mobile number and Full name. Completing it creates a Link account for faster checkout later — the block notes that by providing a phone number and email you agree to create an account subject to Link's Terms and Privacy Policy. Leave it empty to save the card only.

Finish with Save Payment Method , or dismiss with Cancel or the × in the top-right corner. The card form is served by the payment processor, not by GC Surge.

The Recent Invoices panel (“Your latest billing history”) sits below it and reads No invoices found until the first invoice is issued.

Devices Usage Table

Every registered device appears as a row, and the panel header shows summary counters for total devices, billable devices, and alarms this month. Each row shows:

- Site name
- Device name
- Device brand
- Camera count
- Billable
- Alarm usage for the current period (against the per-device allowance)
- Overage alarms
- Overage cost (EUR)
- Device cost (EUR)
- Total (EUR)
- Actions

The panel is headed Devices , with counter chips for total devices, billable devices, and alarms this month, plus a Site name search and a Device brand filter. The cost columns (Device cost (EUR) , Total (EUR)) and the Actions column are part of the table during the trial as well, with €0.00 amounts until the paid subscription begins.

This table is the primary tool for identifying high-usage devices and verifying that all registered devices are expected and authorized.

What Each Column Means

- Billable** — A device is billable once its alarm count for the current calendar month reaches the MIN. ALARMS (BILLABLE DEVICE) threshold shown in the Subscription details card (currently 5). Devices below the threshold appear in the table but are not charged. The panel chipn BILLABLE DEVICES counts how many currently qualify, and hovering the Billable indicator shows a tooltip restating the rule.
- Alarm usage** — A progress bar tracking alarms received this month against the 3,000-alarm allowance for that device. Three tooltips explain the column: the header tooltip reads “During the trial period, alarm usage has no event limit per device.”; hovering an individual bar during the trial reads “Trial period: alarm usage is unlimited. This device has used [n] events.”; and on a paid plan the tooltip reads “Each device becomes billable at 5 alarms (€3). Events above the included limit are charged €0.03 each.” The bar turns red as the device approaches the limit. Exceeding 3,000 does not trigger automatic overage charges — you must have explicitly accepted overage terms before charges apply. During the free trial, this column shows Unlimited instead of the 3,000 limit — no alarm cap applies until the trial ends.
- Overage alarms** — Alarms sent beyond the 3,000 monthly allowance for that device. Counted pre-filtering: every alarm ingested increments this counter, regardless of whether NOVA99x later classifies it as real or false. During the free trial this column stays at 0, and the Alarm usage cell carries a No limit note — overage counting does not apply until the paid subscription begins.
- Overage cost** — The overage charge for that device this month: $(\text{alarms sent} - 3,000) \times \text{€}0.03$, calculated independently per device. Example: a device that sent 3,080 alarms = €2.40 overage.
- Device cost** — The subscription cost for that device: €3 per device per month.
- Total** — Device cost + Overage cost for that device. This is what appears on your invoice for that device.

- **Actions** — The Actions column shows a toggle button for each device that controls whether overage charging is active for that device. Two states are possible:
 - Deactivate overage** (red outlined button) — the default state for every device row. Clicking it opens a Deactivate overage confirmation dialog reading “Are you sure you want to deactivate overage on “[device name]” device?” Click **Deactivate Overage** to confirm or **Cancel** to dismiss. On success the platform shows “Overage deactivated successfully for [device name].” and the row’s button becomes **Activate overage**. Once deactivated, alarms beyond the 3,000 monthly allowance are not charged for that device for the remainder of the billing period. The button switches to **Activate overage**.
 - Activate overage** (gold filled button) — replaces **Deactivate overage** on that row once overage has been deactivated for the device. It opens an **Activate overage** confirmation that states the charge first: “You will be charged €0.03 for each event that exceeds the limit. Are you sure you want to activate this feature on “[device name]” device?” Click **Activate Overage** to confirm or **Cancel** to dismiss. On success the platform shows “Overage activated successfully for [device name].” Clicking it re-enables billing for alarms above the monthly allowance at €0.03 per alarm. Use this to re-apply charges after a previous deactivation. Use the per-device toggle to cap costs on specific high-volume devices without affecting the rest of your deployment. Devices with overage active show their accrued charge in the **Total (EUR)** column.

For a full explanation of overage, examples, and tooltip copy, see [Device Overage — Deactivate & Reactivate](#).

Filters and Controls

The Devices panel has two controls for navigating large deployments.

- **Device brand** filter — a dropdown (default **All**) that narrows the table to devices from a specific manufacturer. Use this for brand-level usage analysis in mixed deployments. For precise results, verify individual device brand assignments in **Configuration**.

- Site name search — a text field that narrows the table to devices at a matching site. Use this when reviewing usage for a single location rather than the full device roster.
- Rows per page — a page-size selector (default 10) with the current range and total shown beside it, plus back and forward arrows.

Monthly Review Workflow

Conduct this review in the last week of each month to prepare for the incoming invoice.

1. Check total active device count. Compare against your expected operational roster. Unexpected devices may indicate unauthorized onboarding or test devices left registered.
2. Identify devices approaching or exceeding 3,000 alarms. Use the Alarm usage column. Apply the Site name search to focus on specific locations with high-volume devices.
3. Calculate overage exposure. For any device above 3,000 alarms: $(\text{alarm count} - 3,000) \times \text{€}0.03 =$ overage for that device. Sum across all devices to estimate total overage.
4. Prepare a stakeholder summary. Draft a brief note for finance covering: current device count, subscription rate, estimated invoice range, and any anomalies found.

Best Practices

- Name devices meaningfully. Device names appear directly in the subscription table. A device named Device 47 makes anomaly detection slow. Use names that include location, zone, or function so high-usage devices are immediately identifiable.
- Set a calendar reminder for the 25th of each month. Reviewing My Subscription before the billing period closes gives you time to act on unexpected usage — not just observe it after the invoice arrives.
- Designate one subscription owner. Shared responsibility with no named lead means nothing gets reviewed. One person should own monthly review, invoice reconciliation, and escalating anomalies.

- Act immediately on unexpected usage spikes. A device generating a sudden spike in alarms may be in a high-activity environment, stuck in a motion detection loop, or experiencing a hardware issue. Investigate at the source — do not wait until invoice day.