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Subscription Lifecycle — Trial to Paid

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experience — not included in the PDF

Summary

This page covers the full journey from free trial to paid subscription: what the trial includes, how to subscribe, what happens at trial end, and how invoicing and reactivation work. For pricing details and per-device usage, see [My Subscription & Billing View](#). Covers: The Free Trial, Subscribing — Subscription Entry, End-of-Trial Payment, Invoices, How Billing Is Metered.

The Free Trial

When you sign up, you start a 7-day free trial . No credit card is required to begin — the platform states “No credit card · 7-day trial · Cancel anytime” — but a payment method must be on file before the trial expires to continue into paid service.

Billing-relevant trial limits:

- Up to 10 devices during the trial.
- NOVA99x is always active and has no separate charge — it is included in the subscription from day one. No activation required.

All alarm data and site configurations are retained when you upgrade — no re-onboarding is required.

Subscribing — Subscription Entry

You start a subscription from My Subscription , or from any in-product prompt warning that your evaluation window is ending. No setup fees. No commitments. No contracts. No minimums. Cancel anytime. The entry flow is:

1. Review the pricing. Explore available tiers , inside the Subscription details card, opens the Available plans dialog: €3 per device, per month for 0 to under 2,000 devices, or the Enterprise operations partnership above 2,000 devices.
2. Add a payment method. Add payment method , in the Payment method panel, opens the payment provider's dialog; enter the card and finish with Save Payment Method . Every field in that dialog is listed on [My Subscription & Billing View](#) .

End-of-Trial Payment

The subscription statuses used by the platform are Trialing , Active , Pending payment method , Past due, Unpaid , Canceled and Paused . The current one is shown as a badge in the top-right corner of the Subscription details card, with a matching one-line message inside the card.

Before the trial expires, the account owner receives in-product reminders and billing prompts. If the trial expires without a payment method on file:

- No card added (trial expired without a payment card on file) — the account moves to a pending payment method status, and platform access and alarm processing are restricted until a payment method is added. See [Plans & Pricing](#) for details on this scenario.

Invoices

Invoices appear in the Recent Invoices panel on My Subscription (“Your latest billing history”), which reads No invoices found until the first one is issued. Each entry carries an Invoice # and a View invoice action, and Show all invoices opens the full All Invoices list.

How Billing Is Metered

The paid subscription is billed at €3 per device, per month, at the same rate on both the Flat and Enterprise tiers. Alarm overage is charged at €0.03 per alarm above the 3,000-alarm monthly allowance per device.

The billing period, rate, and billable device count are shown in [My Subscription & Billing View](#).

The Subscription details card shows TRIAL PERIOD (replaced by INCLUDED ALARMS / DEVICE once the trial ends), PRICE PER DEVICE (EUR) , MIN. ALARMS (BILLABLE DEVICE) , and BILLABLE DEVICES .

What counts toward billing

- NOVA99x doesn't change what's billed. NOVA99x is always active — every alarm is received, classified, and stored.
- Billable devices. A device becomes billable once its alarm count for the month reaches the MIN. ALARMS (BILLABLE DEVICE) threshold shown on My Subscription (currently 5). The Billable column shows which devices are actually counting toward this month's bill.

For a full breakdown of each cost column and invoice management, see [My Subscription & Billing View](#).