

Disclaimer

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Plans & Pricing

Updated 8 October 2026

experience — not included in the PDF

Summary

GC Surge uses a flat, device-based subscription model. One number: €3 per device, per month, for 0 to under 2,000 devices. No tiers, no volume discounts, no setup fees, no contracts, no commitments. Above 2,000 devices the engagement becomes an enterprise operations partnership. Covers: Pricing, 2,000+ Devices — Enterprise Operations Partnership, How Billing Works, The 7-Day Free Trial.

Pricing

One number. One model.

The screenshot displays two pricing plans on a dark background with orange accents.

- 1-1,999 CAMERAS:**
 - Price: **€3** per camera, per month. **FLAT.**
 - Details: No internal tiers. No volume discounts. One flat rate for every camera you connect, up to 1,999.
 - Features:
 - ✓ FLASH: onboard up to 2,000 cameras in under 4 minutes
 - ✓ NOVA99x: up to 99% false alarm filtering
 - ✓ ZenMode: up to x5 faster parallel processing
 - ✓ Insights: live per-operator analytics
 - Button: **Start trial at €3/camera**
- 2,000+ CAMERAS:**
 - Headline: **More than scale pricing. Enterprise.**
 - Features:
 - ✓ Dedicated Customer Success contact
 - ✓ 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 view in Insights
 - ✓ Beta access to new engines as they ship
 - Button: **Contact Sales**
 - Text: *The call is the value, not a discount conversation.*

Flat plan (up to 1,999 cameras): €3 per connected camera per month — no setup fees, no contracts, no minimum monthly bill. **Enterprise:** minimum 2,000 cameras at €3 per device. Each device includes 3,000 alarms per month; overage billed at €0.03 per alarm.

Key Benefits:

- ✓ No setup fees
- ✓ No commitments
- ✓ No contracts
- ✓ No minimums

Zero Risk. Activated in Minutes.

- ✓ No credit card
- ✓ Cancel anytime

image-20260721-091051.png

- 0 to under 2,000 devices: €3 per device, per month. Flat. No internal tiers, no volume discounts inside the band.

- 0 setup fees
- 0 contracts
- 0 commitments
- 0 minimums
- FLASH — onboard up to 2,000 devices in under 4 minutes
- NOVA99x — up to 99% false alarm filtering
- ZenMode — up to 5x faster alarm processing
- Insights — live per-operator analytics

2,000+ Devices — Enterprise Operations Partnership

Above 2,000 devices, the engagement shifts from a standard subscription to an enterprise operations partnership. This is not a volume discount — it is a different relationship. The partnership includes:

- 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

[Request your enterprise tier](#) directly — the call is the value, not a discount conversation.

How Billing Works

- Pricing is €3 per device per month under the Flat plan, which applies to organizations with between 0 and 2,000 devices (exclusive). Organizations with more than 2,000 devices move to the Enterprise plan, which also prices at €3 per device but adds dedicated support, custom SLAs, API access, and other operational benefits.
- A device is billed for a calendar month once its alarm count reaches the MIN. ALARMS (BILLABLE DEVICE) threshold shown on My Subscription (currently 5). Devices below the threshold are not included in that month's invoice.
- Each billable device includes 3,000 alarms per month. Alarms above 3,000 are charged at €0.03 per alarm.
- Billing is retrospective. At the end of each calendar month, the system calculates your total and generates an invoice automatically. Auto-debit runs on the 1st of every month. There is no upfront payment or activation fee.
- If you cancel mid-month, you are charged only for the days your subscription was active. Billing is calculated proportionally based on actual days used in that calendar month.

The 7-Day Free Trial

When you sign up, you start a 7-day free trial. No credit card is required to begin. To upgrade to a paid subscription at the end of the trial, payment details must be entered before the trial expires. The only limit during the trial is:

- Device limit: Maximum 10 devices per trial account.
- [NOVA99x filtering](#) is always active from day one of your trial — no enabling required.

Before the trial expires, you receive in-product reminders and billing prompts to add your payment details.

If the trial ends without a payment card added, your account moves to a pending payment method status

— alarms stop being processed, but your devices and site configurations remain intact and nothing is deleted. Adding a payment method reactivates the subscription — no plan selection is required, and your sites and device connections resume without reconfiguration. This scenario (trial expired, no card ever added) is different from a payment failure: if a card was on file at trial end but the charge was declined, the account can be reactivated by completing the payment at any time. For the payment failure scenario and the full trial timeline, see [Subscription Lifecycle — Trial to Paid](#). When you move to a paid subscription, all data is retained — no re-onboarding is required.