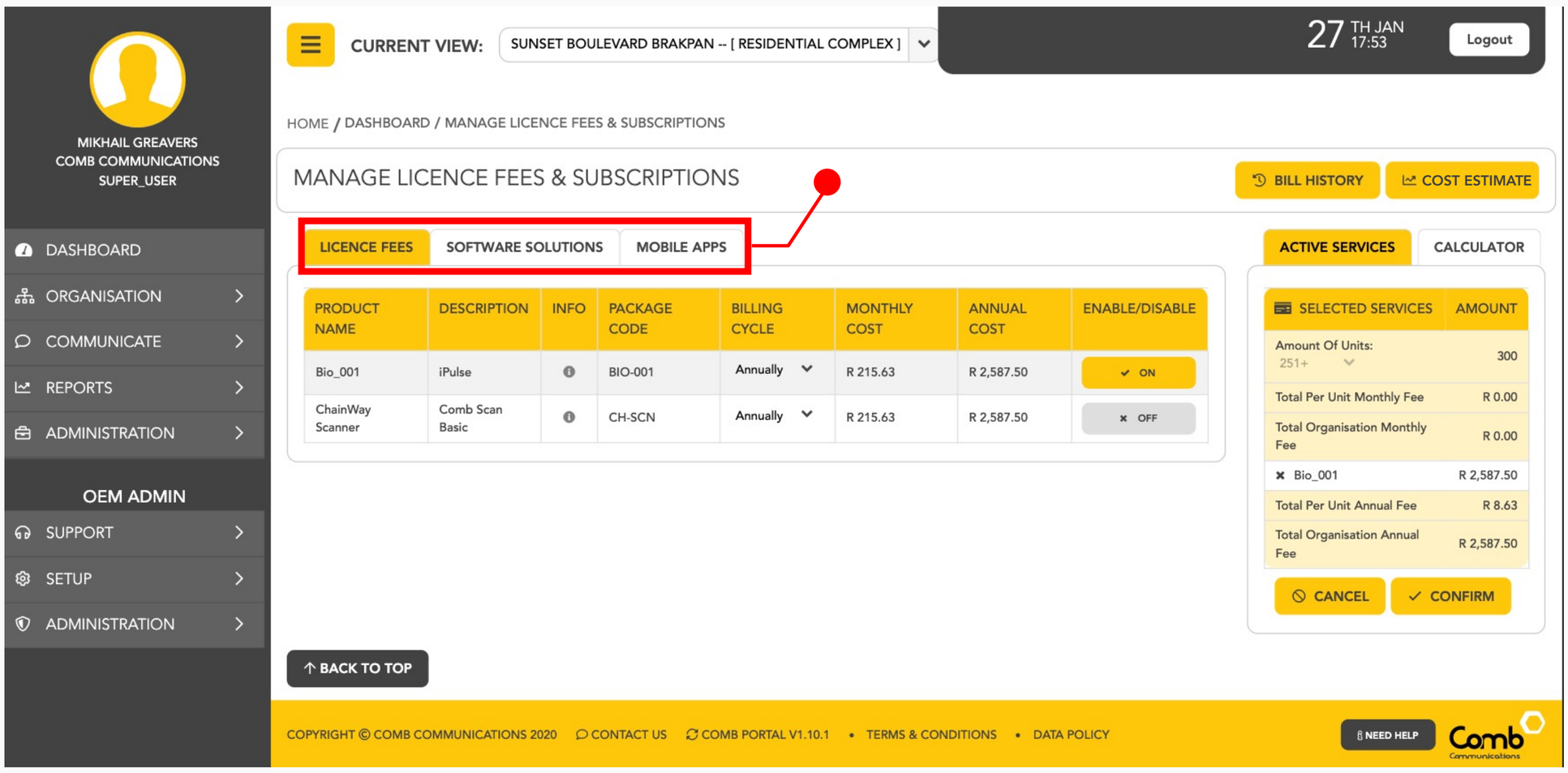
Comb Communications

Modules, Fees and Subscriptions User Guide

We will be going through a few steps to help guide you through our new License fees and subscriptions.

Step 1



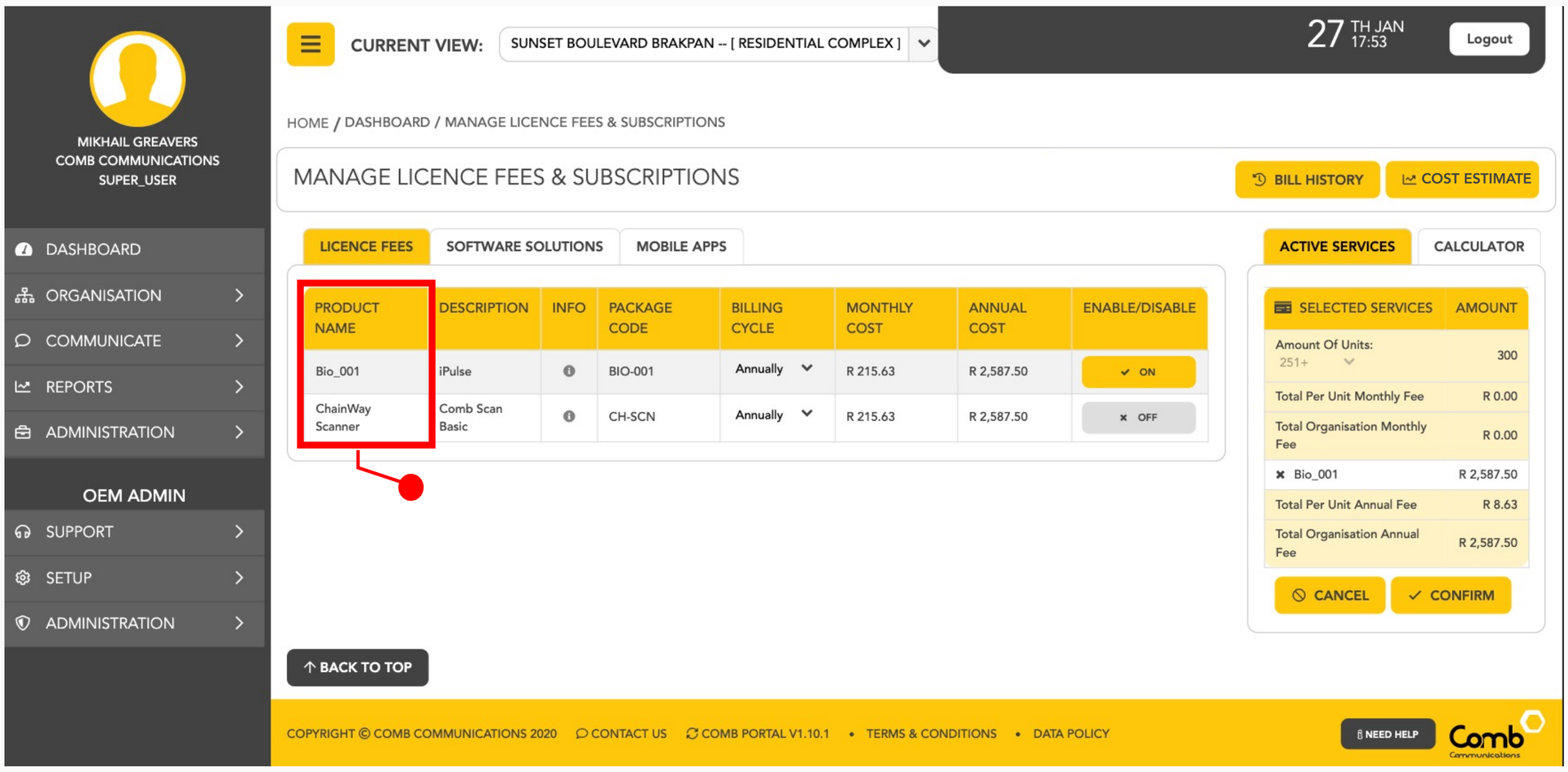
There are 3 types of product categories: **Hardware License Fees**, **Software solutions** and **Mobile Apps**.

Hardware License Fees: Licenses need to be purchased to use Comb's devices. Without a license the linked devices will not work.

Software Solutions: Users can view and purchase software solutions that Comb provides.

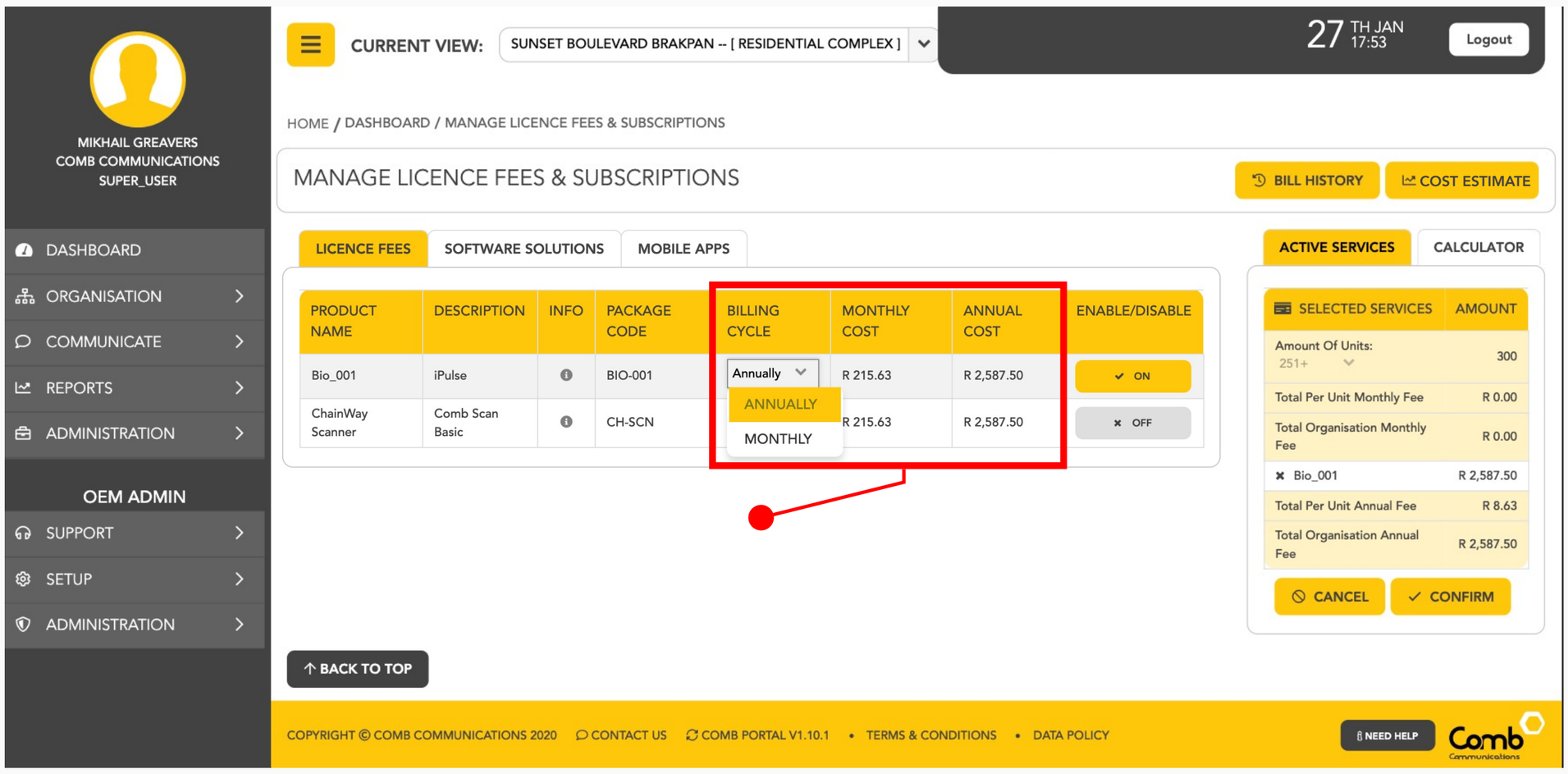
Mobile Apps: The comb mobile application will require a license which can be purchased on this tab.

Step 2



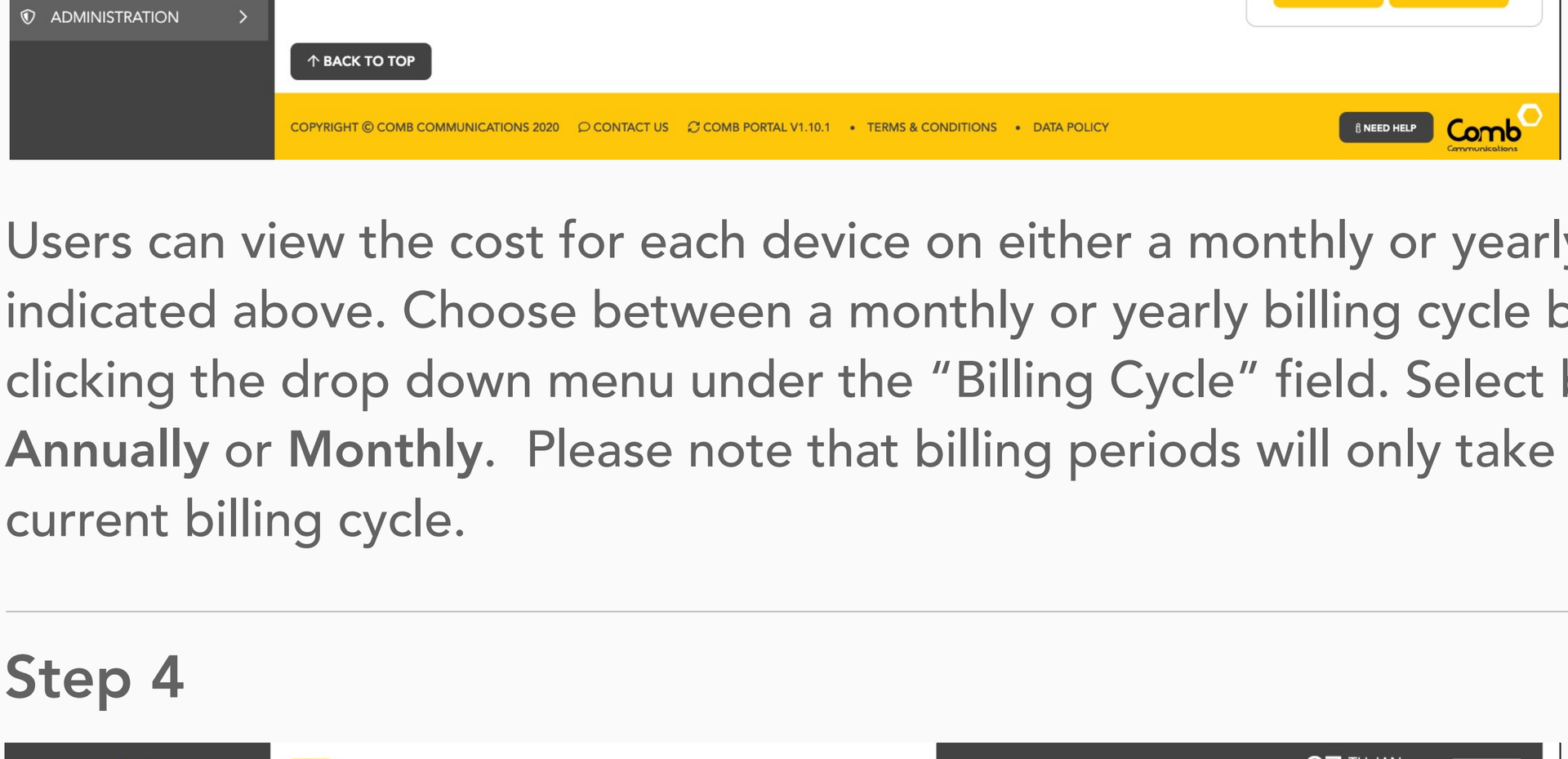
Here you can view a list of products and services that are available for subscriptions. Users that have devices will need to subscribe to the associated license fees.

Step 3



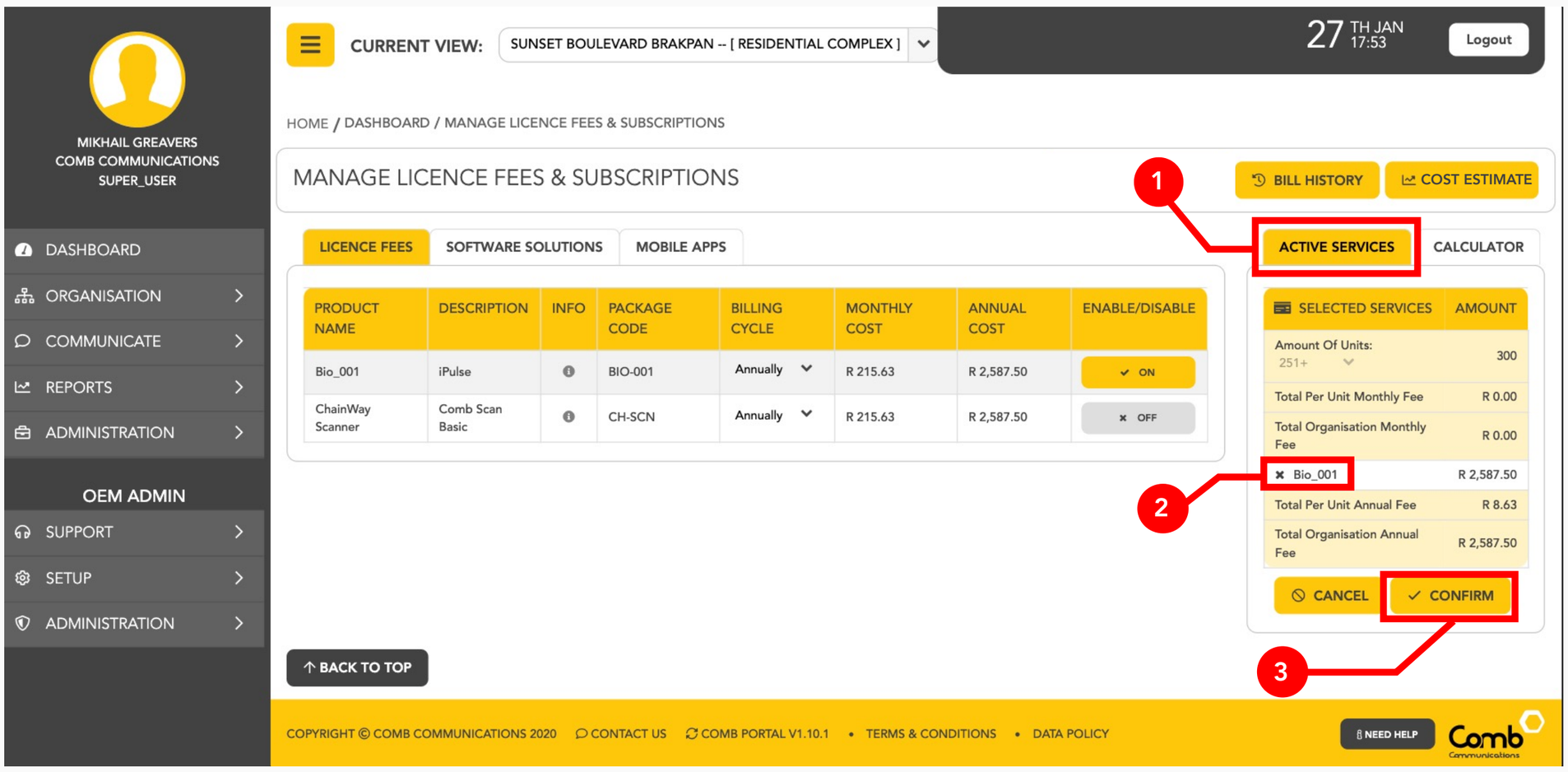
Users can view the cost for each device on either a monthly or yearly billing cycle as indicated above. Choose between a monthly or yearly billing cycle by simply clicking the drop down menu under the “Billing Cycle” field. Select between **Annually** or **Monthly**. Please note that billing periods will only take effect after the current billing cycle.

Step 4



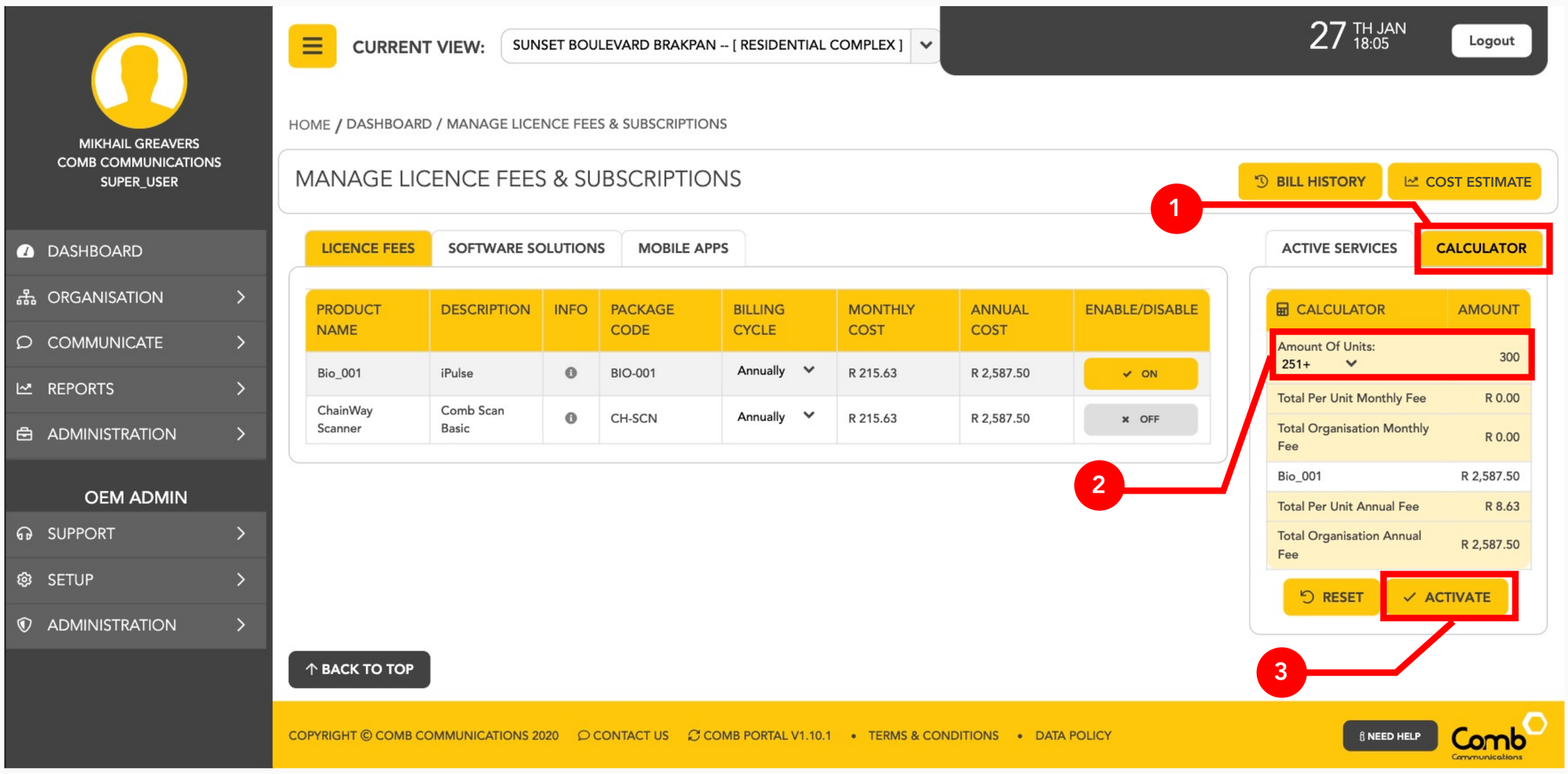
“Enable/Disable” allows the user to select between either enabling (Activating) or disabling (Deactivating) a service/product. Simply click the button under this field to switch between having the subscription **On** or **Off**.

Step 5

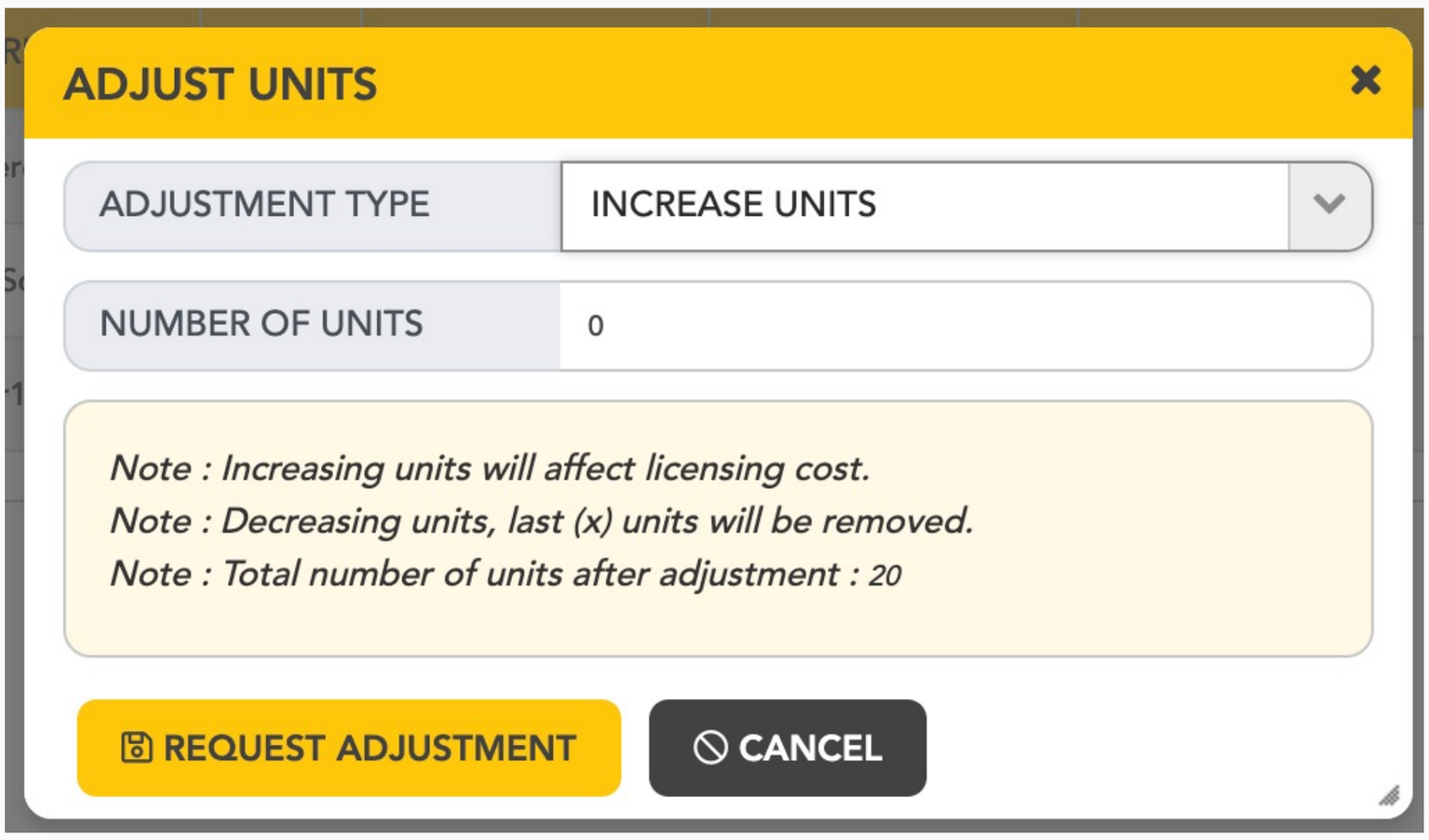


On the right-hand side the user can view their **Active subscriptions**. This component is split into two tabs: **Active Services/Hardware** and **Calculator** respectively. On the “Active Services/Hardware” tab - indicated above, a user can view their current active subscriptions together with their monthly and yearly billing cycle costs. These fields will be locked as this primarily indicates the current active running subscriptions. Users can remove products/services from their current package on the **Active Service/Hardware tab.** If a service/product is removed, click the **Confirm** button to apply the changes. A scheduler runs daily. This will update the requested changes within the next 24 hours. Please note that cancelled products/services/hardware will only take effect after its current billing cycle has ended (monthly/yearly).

Step 6

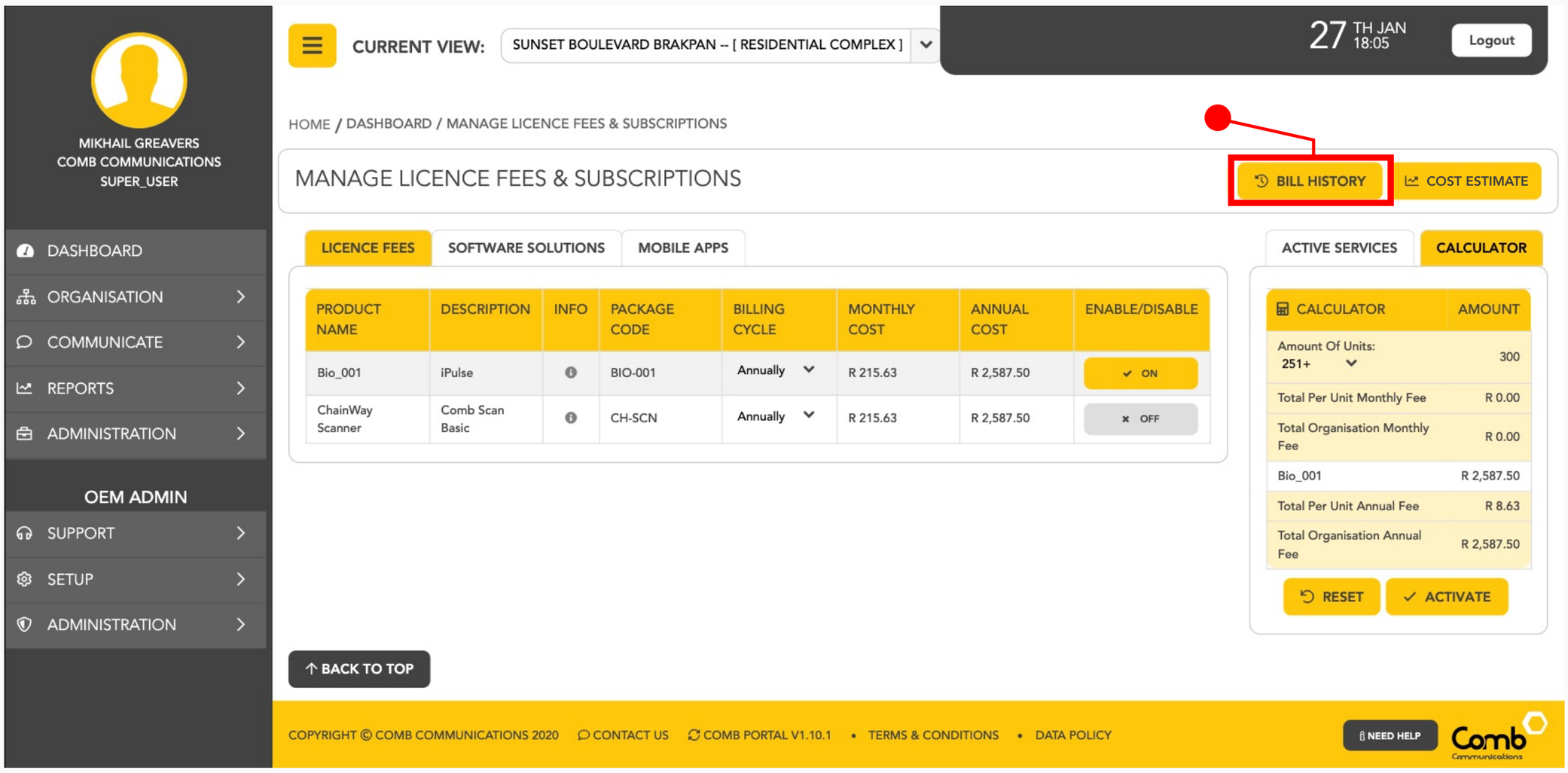


Users can then switch to the “Calculator” tab. Here users can play around and project the expected costs of subscriptions taken to suit their preferences. The moment a product/service is enabled or disabled, the pricing costs on the calculator will be updated. On the Calculator users can edit the Number of units in the product band by clicking on the “**Amount of units**” drop down menu and selecting a different product band. Once completed the user can click the “**Activate**” button to apply and update the changes made. Please note that when increasing or decreasing the amount of units in the estate, the request will need to be approved by OEM first, once approved the number of units will be updated with the changes visible. A scheduler runs daily that will update the requested changes within the next 24 hours. Please note that cancelled products/services will only take effect after its current billing cycle has ended (monthly/yearly).



If you have changed your organisations unit bracket size (**Amount of units**), a pop-up as indicated above will open. Select whether you want to increase or decrease the amount of units in your organisation. Next enter the number of units that you would like to either increase or decrease. Once completed, click the “Request adjustment” button continue. A request will be sent to OEM and once approved, your organisations unit adjustments should take effect.

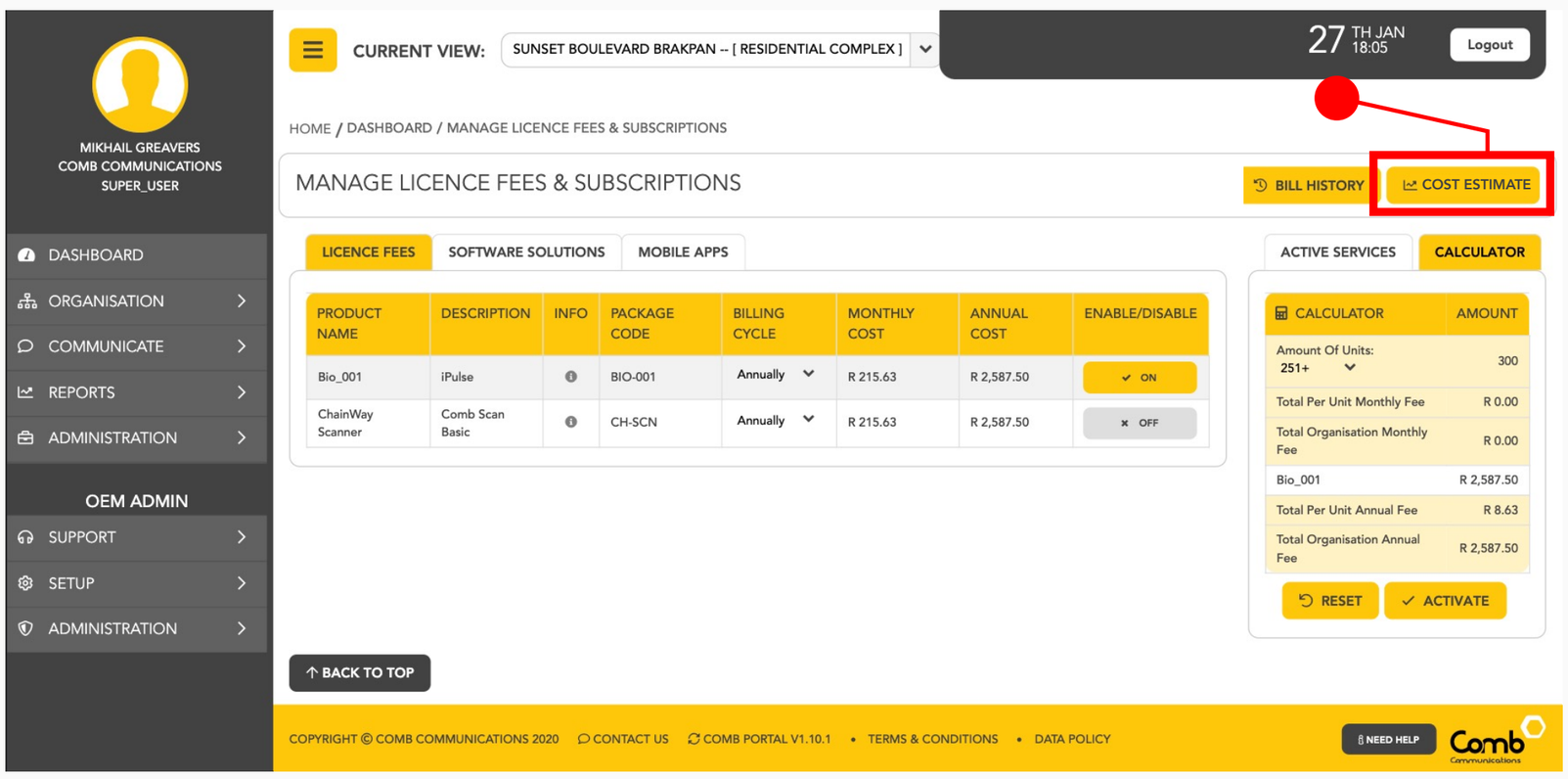
Step 7

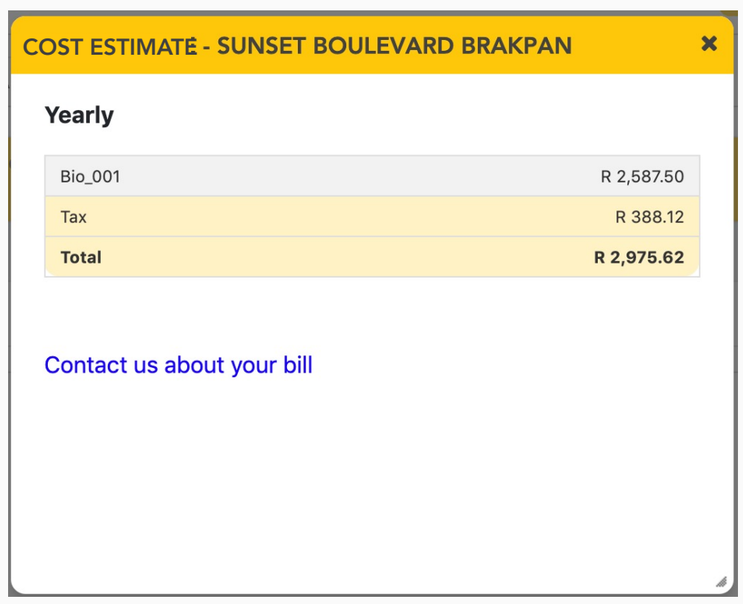


Click the button indicated above to view the billing history. This will open a pop up that displays the past billing payments that you have made to Comb-Communications.

Step 8

Click the “Cost Estimate” button to open a pop up as indicated above. This will show your estimated billing costs for the next Monthly or Yearly billing cycle.





Congratulations, You have successfully completed the Subscriptions User Guide!