

Subscription & Billing

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Subscription & Billing Overview

Subscription Model

GrintOps offers a flexible tier-based subscription system applicable across most services:

- **Starter**
Entry-level package with essential features, suitable for startups or small teams.
- **Pro**
Advanced features, access to full reports, automation, and team collaboration tools.
- **Enterprise**
Custom deliverables, dedicated support, SLA-backed services, and integration support.

“ ☒ Tier details may vary slightly depending on the service (e.g. PTaaS, DOaaS, OSaaS). See each service page for exact inclusions.

Billing Cycles

- **Monthly** or **Annual**
- Auto-renewal is enabled by default
- Cancel anytime via portal

Payment Methods

- Credit/Debit Card (via Paypal)
- Bank Transfer & Payment Confirmation to PT Grintec Solusi Global for Indonesia's company

Managing Plans & Upgrades

How to Upgrade or Downgrade

1. Log in to portal.grintops.com
2. Go to **Products / Services**
3. Select your plan → Click **Change Plan**

Pro Tips

- Upgrades are prorated instantly
- Downgrades apply on next billing cycle
- Switching to annual saves ~15% cost

Add-ons & Modules

- Some services offer paid add-ons (e.g. extra scanning, more users)
- Add-ons billed separately but shown in same invoice

Invoice & Payment Details

How to Access Your Invoices

- Go to **Billing** in the Customer Portal
- Click on any invoice ID to view or download PDF

Accepted Payment Methods

- Credit/Debit Card
- PayPal (for selected regions)
- Bank Transfer (Enterprise only)

Tax & Legal Compliance

- VAT-compliant invoices
- Custom PO & invoicing for companies
- Option to include NPWP or tax ID (Indonesia)

Refund Policy

- Full refund if cancelled within 3 days of billing (Starter & Pro)
- Enterprise plans are governed by SLA

Billing Issues & Troubleshooting

Common Issues

- ☐ Card declined? → Check with your bank or try another card
- ☐ No invoice received? → Check your spam folder or billing email settings

What to Do If...

- You're charged twice → Contact support with both invoice IDs
- You forgot to cancel → Contact support within 3 days for refund eligibility

How to Contact Billing Support

- Open a ticket via **Support > Billing**
- Response time: <24h (Pro), <12h (Enterprise)

FAQ

Q: Can I pause my subscription?

A: Not currently. You can cancel and resubscribe later anytime.

Q: Can I pay with my local currency?

A: All prices are in USD, converted automatically by your payment provider.

Q: Will I lose access immediately after cancelling?

A: No — access remains until the end of your billing cycle.

Q: Are reports still accessible after service expires?

A: Yes, for 30 days post-expiry.

Q: Do you support custom contracts?

A: Yes, for Enterprise tier only.

Q: Can I switch payment methods later?

A: Yes, anytime from the Billing > Payment tab in your portal.