FAQ: Plans and billing

From the SourceLace manual: What the plans include in general terms, pilots, seats, how AI use is counted, seeing and limiting AI spend, and engine rows. Prices are not listed here: your organization's prices are on the Billing page.

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Plans and billing

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What plans are there?

Four: **Starter**, for a few people using their own AI apps; **Team**, which adds the SourceLace app, AI questions and agents for drafts and summaries; **Business**, which adds access by group, single sign-on, the audit log viewer, automatic provisioning and more agents; and **Enterprise**, for the largest organizations, with the longest audit history and retention, SAML single sign-on and enterprise connectors included. Data protection rules are part of every plan.

Details: The plans.

Can we try SourceLace before we sign a contract?

Yes. Your SourceLace contact can start a pilot: a set time in which you try SourceLace on your own systems, with no card needed and nothing billed. A pilot has a few limits, such as fewer people and sources, and every change to your records still needs approval. If it ends before the contract is signed, sign-in is paused and nothing is deleted at once; ask your SourceLace contact to extend it and you can sign in again at once.

Details: Your pilot.

When does my contract renew?

The **Billing** page shows **Your contract**: its dates, the renewal date (the day after the end date), the notice period and whether the contract renews by itself. Your admins get an email 60 days and 30 days before the renewal (or when the notice period starts, if that is earlier), and, when the contract renews by itself, a week before the notice period ends. Prices do not change without your SourceLace contact confirming them with you, and your contract may fix prices until a date, cap the rise or limit how many seats you can drop at renewal.

Details: Your contract.

Do unused credits roll over?

Only if your contract says so. When it does, the AI credits you did not use in a month are added to the pool of the following months, up to the limit in your contract and for the number of months it names, and credits about to expire are used first. The **Usage** page shows how many credits rolled in. Ask your SourceLace contact to add it.

Details: Your contract.

How is AI use counted?

AI use in the SourceLace app and by AI agents is counted in credits, shown as questions. Each plan includes a pool of questions per seat a month, shared by the whole organization. Your admin sets a monthly maximum for extra use, and gets a notice before it is reached. With your own AI key, or from your own AI app, questions use no credits.

Details: AI use: credits and questions.

How do I see and limit AI spend?

Admins open the **AI spend** tab of the **Usage** page. It shows this month's credits against your plan, a daily chart, and where the credits went: by place (app chat, agents, agent tests, Search everything, the setup assistant), group, agent, person and model, with an export to CSV. To limit spend, set a monthly budget for a group or an agent: you are warned at 80%, and at 100% it either warns again or stops AI use until the 1st, as you choose. Admins are also emailed when the organization reaches 80% and 100% of its plan's AI credits. When an agent's tests show a cheaper model does as well, the tab says so with an estimated saving; nothing changes until its owner changes the model.

Details: AI spend: where credits go, budgets and advice.

Do large questions across systems cost extra?

No. Rows fetched to answer questions across systems (engine rows) use no credits. Each plan includes a number of them a month for the whole organization. Engine rows count what is fetched into SourceLace: when a supported system works out a total itself, that is its small result, not the whole table. Admins get an email when 80% are used, and the **Usage** page shows how many are left. When none are left, questions that need more are refused until the 1st of the month; to get more, ask SourceLace to raise your plan's engine rows.

Details: Engine rows.

What is a seat?

One named person on the **People** page, however they joined. People your identity provider deactivated take no seat. On Starter and Team, nobody new can join once every seat is used. On Business and Enterprise you can go over, and extra seats are counted at the quarterly true-up.

Details: Seats.

Which connectors does each plan include?

Connectors come in three classes: standard, business and enterprise. Each plan includes a number of systems of the standard connectors, and one more is an add-on. Every business and enterprise connector, such as Salesforce or SAP, is a separate charge for each system and shows as its own line on your contract. The app shows which connectors you can add, and why the others are locked.

Details: Connectors.

How do we pay?

Starter and Team pay by card. Business and Enterprise are invoiced. Card details are held by our payment provider, never by SourceLace. Admins see prices, discounts and every invoice on the **Billing** page.

Details: Billing.

What happens if a payment fails?

Admins see a banner linking to the **Billing** page. Nothing is switched off: SourceLace always gives 30 days' written notice before any change to your access.

Details: Billing.

Are features we don't have hidden?

No. Features your plan does not include are shown with the plan they are available on, such as "available on the Business plan". Every call is still recorded in your audit trail on every plan.

Details: Locked features.