

Plans and limits

From the SourceLace manual: What each SourceLace plan includes, how AI use is counted, how you pay, and what happens at each limit. Your organization's plan is set by your SourceLace contact; admins see it on the Manage sources, Team, Settings, Usage and Billing pages.

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The latest version is at <https://sourcelace.onrender.com/docs>

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Prices are not listed here because they can differ by contract: your organization's prices, including any discount you agreed, are on the **Billing** page.

Features your plan does not include are never hidden: the app shows them with the plan they are available on, such as "available on the Business plan".

The plans

	Starter	Team	Business	Enterprise
Seats (people who can sign in)	1 to 5	5 to 50	25 to 500	75 and up
How people use SourceLace	Their own AI app (Claude, ChatGPT, Cursor)	Their own AI app and the SourceLace app	Same	Same
AI questions included per seat a month, pooled	None	100	150	200
Standard connectors	3 systems	Unlimited	Unlimited	Unlimited
Business connectors	None	2 systems	5 systems	Unlimited
Enterprise connectors	None	None	Add-on only	3 included
Changes to records (preview and confirm)	Yes	Yes	Yes	Yes
Tool calls per person a month (fair use)	5,000	10,000	25,000	50,000
Access by group, single sign-on, audit log viewer	No	No	Yes	Yes
Audit history kept	90 days	1 year	3 years	7 years
Longest chat retention	30 days	90 days	1 year	10 years

These are the standard plans. Your SourceLace contact can change any of these for your organization, for example for a pilot.

Seats

A seat is one named person on the **Team** page, however they joined (invited, by email domain or through single sign-on). The Team page shows how many seats are used.

- **Starter and Team:** at the plan's maximum, nobody new can be invited or join by email domain until someone is removed or more seats are added. Admins see a notice at 90% of the maximum.
- **Business and Enterprise:** you can go over the maximum; the extra seats are counted and billed at the quarterly true-up.

Connectors

Every connector belongs to one of three classes:

Class	Connectors
Standard	Gmail and Google Calendar (google_workspace), Google Drive, Google Sheets, Microsoft 365 mail and calendar, SharePoint and OneDrive, Amazon S3, PostgreSQL, MySQL, SQL Server, MongoDB, Jira, Zendesk, HubSpot, custom connectors
Business	Salesforce (with Data 360), Marketing Cloud, Dynamics 365, ServiceNow, NetSuite, Gong, Snowflake, BigQuery, Databricks, Oracle Database
Enterprise	SAP S/4HANA, SAP SuccessFactors, SAP ECC on-premise, Oracle Fusion Cloud, Workday

One more system of a class is a monthly add-on; the **Billing** page shows its price for your organization.

A **system** is one source: two Salesforce orgs are two Business systems. Your plan includes a number of systems per class, and your contract can add more ("Enterprise: SAP S/4HANA x 1"). On **Manage sources**, connectors you can add are listed as usual; the others are marked locked, with the reason: the plan they are available on, what one more system costs, or "Ask your SourceLace contact". SourceLace checks this when a source is added, however it is added (the app or an AI app), so the limit cannot be passed by accident. Your contact can also switch a connector off for your organization, for example while it is in testing; its sources then stop working until it is switched on again.

AI use: credits and questions

AI use in the SourceLace app is counted in **credits**, each worth a small fixed amount. Each question uses credits for what the AI model charged for it plus a markup, so a short question uses fewer credits than a long one. The app shows credits as **questions**: a typical question's worth of credits counts as one. The **Settings → AI use** section shows how many credits make one question.

- **Included.** Each plan includes a pool of questions per seat a month, shared by the whole organization: heavy users borrow from light ones. Billed seats are the most of the seats bought, the plan's minimum and the people on the Team page. The pool renews on the 1st of each month.
- **Prepaid questions.** Packs of questions, bought ahead, are used after the included questions and before any extra use. The **Billing** page shows the size and price of a pack.
- **Extra use.** After that, each question has a price (shown under **Settings → AI use** and on the **Billing** page), up to a monthly **maximum** your admin sets under **Settings → AI use**. By default the maximum is a share of the included questions; 0 turns extra use off. A maximum above the included amount needs a card on file (Team) or your SourceLace contact's approval (Business and Enterprise). Extra use is a separate line, "Extra AI questions", billed after the month ends.
- **At the maximum,** chat in the SourceLace app pauses until the 1st of next month, or until an admin raises the maximum (that applies at once). SourceLace keeps working in your own AI apps: they do their own thinking and use no credits.

- **Your own AI key.** With your organization's own Anthropic or OpenAI key (Settings → AI model), your provider bills you directly and questions use no credits.

Admins see a banner in the app at 80% and at 100% of the included questions, and at 80% of the maximum extra use. (Emails are planned.) The **Usage** page shows this month's credits, and **Billing** shows each month's credits, prepaid use and extra questions. Until online billing is set up for your organization, these are estimates.

Billing

Admins open **Billing** in the menu. It shows:

- **How you pay.** Starter and Team pay by card: click **Pay by card** to go to Stripe's secure payment page (Team can choose yearly or monthly seats). Business and Enterprise are invoiced, payable within 30 days; invoices arrive by email from Stripe. **Manage card** opens Stripe's page to change the card or billing email.
- **What you pay.** Each line of your contract (platform fee, seats, connector add-ons) at list price and at your price, with any discount you agreed, and the total a year. Extra AI questions and prepaid packs show their price each.
- **Prepaid questions.** Card customers can buy packs here; they are added as soon as the payment goes through. Invoiced customers ask their SourceLace contact, who sends an invoice.
- **Invoices.** Every invoice from Stripe, with its status and links to view it online or download the PDF.
- **AI use by month.** Questions, credits, prepaid use and the "Extra AI questions" line for each month, at list price and at your price.

Extra AI questions are billed after each month ends, on a separate invoice line "Extra AI questions". Seats over a Business or Enterprise plan's maximum are added up and billed after each quarter.

If a payment fails or an invoice is past due, 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.

Your SourceLace contact may not have set up online billing for your organization; the page then shows estimates and says so.

Fair use

Each plan has a fair-use number of tool calls per person a month (every lookup, from the app or an AI app). Nothing stops when someone passes it; admins see a notice, and repeated heavy use may be discussed at renewal.

Locked features

- **Starter:** the SourceLace app's chat is available on Team and up. Everything else works through your own AI app, as described in [Getting started](#).

- **Starter and Team:** access by group, single sign-on and the Audit Log page are available on Business and up. Every call is still recorded in your audit trail and counted on the Usage page. If you had groups or single sign-on before, they keep working; you can turn access by group off and remove SSO at any time.

Retention

Your admin chooses how long saved chats are kept, up to your plan's longest setting (see the table). A longer setting is refused with the plan that allows it. If your plan changes to one with a shorter limit, chats are kept for at most the new limit. The audit trail is kept at least as long as your plan's audit history; SourceLace does not delete audit entries today.