

Tencent Interactive Whiteboard

Purchase Guide

Product Documentation



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Billing Overview

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Note :

The following fees are based on the billing rules of TIW. When TIW is used, other cloud products are often used as well. For specific usage restrictions and billing rules, please refer to the corresponding product documentation.

1. IM: TIW by default uses IM for the transmission of interactive signaling, such as graffiti. However, you may choose to use the Custom Signaling Channel. If you choose to use IM, please refer to [Usage Restriction](#) for usage limits and [Pricing Details](#) for billing particulars.
2. TRTC: In-class recording of TIW may require accessing the TRTC room where whiteboard and audio-visual interactions are mixed and recorded. Furthermore, whiteboard streaming pushes the whiteboard visuals to the TRTC room.
3. COS: Post-transcoding, TIW uploads the documents and recorded videos to COS. For details regarding the billing rules of COS, please refer to [Billing Overview](#).
4. CDN: For scenarios with widespread distribution and download of the same video/document, to decrease access latency and increase availability, it is recommended to accelerate access to COS using CDN. For details regarding CDN billing, please refer to [Billing Overview](#).
5. CI: The New Transcoding Solution utilizes document preview capabilities of CI.

Free Quota

User Object	Free Time	Free Quota	How to Obtain
New User	15 days after the service is activated	Unlimited	Activate TIW to get a 15-day trial. Proceed to enable the experience.

Note :

1. During the free trial period, you can enjoy unlimited access to TIW SDK, document transcoding (including static and dynamic transcoding), real-time recording, etc. However, if you use COS to store your transcoded documents, real-time recording resources, etc., you may incur COS charges. For the free quota of COS and detailed billing strategy, please refer to COS [Purchase Guide](#).
2. If you use Tencent Cloud IM as the data synchronization channel for TIW, please refer to [Usage Limits](#) for relevant limitations, and [Pricing](#) for relevant billing information of IM.

Billing Mode

The billable items for TIW include monthly feature fee, TIW usage duration, the number of document transcoding pages and in-class recording duration.

TIW offers two billing methods:

1. Prepaid: Monthly feature fee + prepaid resource packages (TIW usage duration, the number of document transcoding pages and in-class recording duration).
2. Postpaid: Monthly feature fee + daily pay-as-you-go (TIW usage duration, the number of document transcoding pages, in-class recording duration).

As shown below:

Note :

For detailed TIW pricing, see the document [Product Pricing](#).

Billable Item	Service Description	Billing Mode		Billing Overview
		Prepaid	Postpaid	
Monthly Feature Fee	To utilize the services of TIW, you must first purchase the monthly feature fee, as each month you'll be granted a certain free tier of TIW usage feature: TIW usage duration: 10,000 minutes In-class recording duration: 1,000 minutes Number of document transcoding pages: 15,000 pages	Monthly subscription	Monthly subscription	Monthly feature fee billing description
TIW Usage Duration	Supports basic graffiti tools, such as paintbrushes, mouse cursors, laser pointers, and erasers. Supports standard shapes, such as solid and dashed straight lines, hollow and solid ellipses, as well as hollow and solid rectangles. Supports background settings, including background color, background image, and HTML5 background. Supports multi-line text entry, with options to adjust text color, font, and size. Supports frame selection, move and zoom functionalities, diverse gestures, and undo/redo operations. Supports custom whiteboard ratio settings and various content adaptation modes.	Resource package	Daily pay-as-you-go	Whiteboard duration billing description

	Supports advanced capabilities such as pen tip enhancements, whiteboard snapshots, and video playback.			
Number of Document Transcoding Pages	Dynamic document transcoding supports converting PPT/PPTX files into HTML5, maintaining the animations in the original PPT/PPTX files. Static document transcoding supports converting a variety of formats such as PPT/PPTX/DOC/DOCX/PDF into static images, enabling the presentation of the courseware on the whiteboard.	Resource package	Daily pay-as-you-go	Document transcoding billing description
Duration of In-Class Recording	The in-class recording service allows you to record the entire process of each class, fulfilling business scenarios such as class quality analysis and student review. Supports the simultaneous respective recording of each audio and video, as well as whiteboard picture, aligning the sound with the picture between audio/video and whiteboard.	Resource package	Daily pay-as-you-go	In-class recording billing description

Related Documents

For prepayment and postpayment product pricing of billing items, see [Product Pricing](#).

For guidance on buying the monthly function fee and the resource packages, refer to the [Purchase Guide](#).

If you still have inquiries about TIW billing, see [Billing FAQs](#) for answers.

Product Pricing

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Monthly Feature Fee Pricing

The monthly feature fee applies to **all** TIW applications. Only one monthly feature fee is required for a Tencent Cloud account. Within the validity period of the monthly feature fee, a certain amount of free TIW usage will be given each month. The detailed pricing is shown in the table below:

Billing Item	Unit Price	Validity Period	Monthly Free Amount
Monthly Feature Fee	100.00 USD/month	Purchase by period, from the date of activation to the same date of the following month.	TIW usage duration: 10,000 minutes In-class recording duration: 1,000 minutes 15,000 pages of document transcoding

Resource Package Pricing

A TIW resource package represents a prepaid solution where you purchase TIW resources upfront and utilize them later. Each level of resource package includes a certain amount of TIW usage duration, document transcoding pages, and in-class recording duration.

Billing mode: Prepaid

A package becomes effective immediately after purchase with a validity of one year. It is crucial to utilize the resources within the resource package during its validity period, as they become unavailable upon expiration.

The validity period of each resource package is calculated individually. Thus, the validity periods of multiple packages will not amalgamate.

The user's usage of the whiteboard function is initially offset by the free amount granted by the monthly function fee.

Once this free quota is depleted, the corresponding resource package kicks in to cover the remaining cost. Usage exceeding the resource package's limits will incur post-paid (pay-as-you-go) charges. To avert suspension of services due to overdue payments, stay informed about your resource package's depletion status, and remember to purchase new packages or secure enough balance in your account in a timely manner.

Multiple resource packages can be purchased concurrently, allowing for the accumulation of resources within their valid periods. These packages will then be depleted in sequence of their expiration dates, with preferences given to those due earlier.

The TIW duration call volume included in the resource package may solely be utilized for offsetting the consumption of TIW usage duration.

The document transcoding page call volume provided in the resource package can be leveraged to offset the number of static and dynamic transcoding pages used. The static transcoding usage is offset at a **1:1** ratio, while dynamic transcoding usage is offset at a **1:39** ratio. Hence, one page of dynamic transcoding deducts 39 pages from the document transcoding page resource package.

The call volume and pricing details comprised within each level of the TIW resource packages are displayed in the following table:

Resource Package Name	TIW Duration (Thousand minutes)	Number of Document Transcoding Pages (Thousand pages)	In-Class Recording Duration (Thousand minutes)	Unit Price (USD)
Platinum Edition 1.0	240000	12000	60000	101170.00
Platinum Edition 2.0	120000	3600	120	50610.00
Enterprise Edition 1.0	24000	600	2400	10120.00
Enterprise Edition 2.0	12000	120	120	5060.00
Advanced Edition 1.0	2400	240	2400	1493.00
Advanced Edition 2.0	1200	120	120	510.00
Basic Edition 1.0	240	120	120	150.00
Basic Edition 2.0	60	12	12	43.00

Document Transcoding Page Calculation Ratio

Document Transcoding Type	Document Transcoding Page Calculation Ratio
Static transcoding (Document to image)	1 : 1
Dynamic transcoding (Document to webpage)	1 : 39

Pay-As-You-Go Pricing

Once the monthly free quota and valid packages have been fully utilized, Tencent Interactive Whiteboard (TIW) will bill the excess usage based on the actual usage, charging the user's account on a daily basis. The details of the pay-as-you-go pricing are as follows:

Billable Item	Unit Price	Billing Cycle
Tencent Interactive Whiteboard usage duration	1.50 USD/thousand minutes	Daily settlement on a pay-as-you-go basis
Number of pages for document transcoding (static transcoding)	0.38 USD/1,000 pages	Daily settlement on a pay-as-you-go basis
In-class recording duration	7.00 USD/thousand minutes	Daily settlement on a pay-as-you-go basis

Note:

The actual fee of dynamic transcoding is 39x times that of static transcoding. During billing, Tencent Whiteboard's billing system will convert the dynamic transcoding usage into static transcoding usage, that is, total pages of dynamic transcoding × 39.

Free Trial

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Overview

TIW offers a 15-day unlimited trial period to new users (i.e. individual and corporate users who are opening the TIW service for the first time) to experience and integrate the TIW service.

Note :

During the free trial period, you can experience unlimited TIWSDK(usage duration), document transcoding (including static and dynamic transcoding), real-time recording, and other features. However, if you choose to store your transcoding documents and real-time recording resources on COS, additional fees may be generated. For the free quota and detailed billing policy of COS, please refer to the COS [Purchase Guide](#).

The steps are as follows:

1. [Sign up](#) for a Tencent Cloud account and complete [identity verification](#).
2. Log in to the [TIW purchase page](#), if you are an eligible new TIW user, select **15-day trial service** in the **Service Type**, and then click **Start Trial**.
3. You may visit the [TIW console](#) to check service invocation quota and validity period.

Examples

During the trial period, you can normally purchase the monthly feature fee. The start time of the monthly feature fee will be calculated from the end of the trial period, and the monthly free quota will also be given from the end of the trial period.

During the trial period, you can purchase prepaid resource packages as usual. The validity period of a resource package is one year (starting from the day of purchase), and the usage of the resource package will **not** be deducted during the trial period.

For instance, if you applied for a TIW trial on 2020-09-14, and purchased a one-month TIW monthly feature fee and a TIW **Basic 1.0** resource pack on 2020-09-23, then.

The TIW free trial period of 15 days ends on 2020-09-29, before which you can use the TIW services for free.

The monthly feature fee is effective from 2020-09-29 to 2020-10-29, during which you can use the TIW services normally.

The expiration date for the TIW Basic 1.0 resource package is 2021-09-23.

As of 2020-09-29, your account has the following resource quotas. The usage is settled first from the monthly gifted part, followed by settlement from the TIW Basic 1.0 resource package. Excess usage beyond these limits will be charged at [pay-as-you-go](#) prices, with users' accounts billed daily for settlement.

Billable Item		Usage Quota	Remark
Gifted quota by monthly feature fee	TIW Usage Duration	10,000 minutes	-
	In-class recording duration	1,000 minutes	-
	Number of document transcoding pages	15,000 pages	The number of static transcoding pages are deducted at 1:1, while the number of dynamic transcoding pages are deducted at 1:39.
TIW basic edition 1.0 resource package	TIW usage duration	240,000 minutes	-
	In-class recording duration	120,000 minutes	-
	Number of document transcoding pages	120,000 pages	The number of static transcoding pages are deducted at 1:1, while the number of dynamic transcoding pages are deducted at 1:39.

Purchase Guide

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Prerequisites

1. Before utilizing TIW services, you must first [register for a Tencent Cloud](#) account, and successfully undergo [identity verification](#).
2. If you are a new user of TIW, you can refer to [Free Trial](#) to apply for a 15-day free trial.

The steps are as follows:

Monthly Feature Fee Purchase

1. Log in to the [TIW purchase page](#).
2. For **Service Type**, select **Formal Service**. For **Purchase Type**, choose **Monthly Feature Fee**.
3. Select or click **More** to input the duration you want to purchase, then click **Buy Now** in the top-right corner.
4. Confirm your information and finish the transaction.
5. You can view the expiration date of your monthly feature fee in the service overview of the [TIW console](#).

Setting auto-renewal for the monthly feature fee

You can set the TIW monthly feature fee to auto-renewal on the renewal management page of [Tencent Cloud Billing](#). After setting the TIW monthly feature fee to auto-renewal, if your account has a sufficient balance on the expiration date, we will automatically renew the TIW monthly feature fee for 1 month. The steps are as follows:

1, Enter the renewal management page

2, Select interactive whiteboard

3, Check the monthly feature fee

5, After confirming the information, click OK

1. Proceed to the [Renewal Management](#) page in **Tencent Cloud Billing Center**.
2. Select **TIW** for the **Product Type**, check **TIW - Monthly Feature Fee**, and click **Set to Auto-Renewal**.
3. In the pop-up dialog box, verify that the information is correct and then click **OK**.

Purchasing Resource Package

1. Log in to the [TIW purchase page](#).
2. Select **Formal Service** for the **Service Type**, and **Package** for the **Purchase Type**.
3. Choose the level and quantity of the package you wish to purchase, then click **Buy Now** in the top right corner.
4. Confirm your information and finish the transaction.
5. You can check the remaining usage and expiration date of your packages on the package management in the [TIW console](#).

Arrears Explanation

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If your Tencent Cloud account is in arrears and both the gifted quota and the effective resource packages in monthly feature fee for TIW have been exhausted, your service will be suspended 24 hours after your account becomes overdue. Services will be reinstated once your account regains a positive balance.

Upon receipt of an overdue payment notice, promptly proceed to the [Topup Center](#) in the console to top up your account, thereby avoiding any potential disruption to your operations.

If you have any inquiries regarding specific billing items, refer to [Product Pricing](#) for detailed explanations and rules pertaining to each item on the bill.

You can self-configure notifications for overdue payments through the balance alarm feature available in the **Billing Center**. Consult the [Balance Notifications](#) for further information.

Monthly Feature Fee Billing Description

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Note :

1. Purchasing the monthly feature fee is a prerequisite for the regular use of the TIW product. You need to first purchase the monthly feature fee in order to fully utilize resources like whiteboard duration packages.
2. Upon the expiration of your monthly feature fee, the TIW service will be unavailable, which specifically includes duration of usage service, document transcoding service, and in-class recording service.
3. Upon the renewal of the monthly feature, the service will be effective from the day of the renewal.

Pricing

The monthly feature fee supports a prepaid (monthly subscription) purchase plan. You have the option to pay upfront for one month, several months, or even several years in one lump sum. Upon successful payment, the validity period of the TIW service will be automatically extended, and will become invalid upon expiration.

During the validity of the monthly feature fee, a certain amount of feature usage duration will be given each month. The free amount includes:

10,000 minutes of TIW usage duration.

1,000 minutes of in-class recording duration.

15,000 pages of document transcoding.

Examples

Example 1: A new user applied for a trial on July 14, 2020, which was valid until July 29, 2020. On July 23, 2020, the user purchased a 2-month TIW monthly feature plan, extending the service validity to September 29, 2020. Before July 29, the user was in the trial period and could use TIW services for free.

Example 2: A user first purchased a 1-month TIW plan on July 31, 2020, which was valid until August 31, 2020. Before the expiration of the service, the user renewed it for another month. Because there were only 30 days in September, the validity of service extended to September 30, 2020. Before the service expired again, the user renewed it for another month, and the TIW service validity extended to October 31, 2020.

Monthly Feature Fee Purchase Guide

For detailed purchase of the monthly feature fee, refer to the [Purchase Guide](#).

Whiteboard Duration Billing Explanation

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Method of Usage Statistics Collection

The duration of the TIW whiteboard is cumulatively calculated based on the whiteboard usage duration for each whiteboard user in the classroom. As long as the whiteboard is initialized, regardless of whether any operations have been performed on the whiteboard, it will be considered as whiteboard usage and charges will apply, even for solely watching.

TIW begins on the hour with each minute serving as a statistical interval. If a user's usage within this interval falls short of a minute, it will be estimated as one minute.

For Android/iOS/H5/Mini Programs: Billing will cease 3 minutes after moving to the background and will recommence upon returning to the foreground.

For Web: Billing stops when the page is minimized or switched away from for 3 minutes, and resumes once you return to the desktop.

For macOS: Billing is paused 3 minutes after minimizing, and reinitiates once you return to the desktop.

For Windows: Billing commences upon initialization of the whiteboard.

On all platforms, billing ceases immediately upon whiteboard termination.

Pricing

The TIW usage duration billing method is divided into prepaid (resources package) and postpaid (daily pay-as-you-go). For the resources package list, see the [Product Pricing](#) document. The postpaid unit price is \$1.50 per thousand minutes, with daily deductions for postpaid usage as detailed in the table below:

Billing Item	Unit Price	Billing Cycle
TIW usage duration	1.50 USD/thousand minutes	Daily pay-as-you-go billing

Examples

Example 1:

For a lesson with a duration of 40 minutes, where there are 1000 students and teachers participating throughout, the TIW usage duration would be: $1000 \times 40 = 40,000$ minutes.

Example 2:

For a 40-minute lesson with three participants (one teacher, student A, and student B), where the teacher takes part for the full duration, student A participates for 30 minutes, and student B participates for 20 minutes, the TIW usage duration would be: $40 + 30 + 20 = 90$ minutes.

Example 3:

For a 20-minute lesson starting at exactly 10:00, the teacher participates for the whole duration and Student A enters at 10:15 and exits at 10:17. Thus, Student A is counted as participating for 2 minutes between 10:15 and 10:17. The TIW usage duration for this lesson is calculated as: 20 (teacher's participation duration) + 2 (Student A's participation duration) = 22 minutes.

Whiteboard Duration Service Activation and Purchase

For comprehensive information on purchasing whiteboard duration services, please consult the [Purchase Guide](#).

File Transcoding Billing Description

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File Transcoding Billing Method: Charged by the number of pages.

Method of Usage Statistics

The number of file transcoding pages (including dynamic and static transcoding pages) are calculated based on the actual successfully transcoded pages. The calculation proportion is as follows:

File Transcoding Type	File Transcoding Page Calculation Proportion
Static Transcoding (File-to-Image Conversion)	1 : 1
Dynamic Transcoding (File-to-Webpage Conversion)	1 : 39

Pricing

Billing for document transcoding pages is divided into two types: prepaid (resource packs) and postpaid (daily billing for pay-as-you-go mode). For information on resource packages, see [Product Pricing](#). The partial usage for document transcoding pages in resource packages can be used to offset usage for static and dynamic transcoding. Extra usage for the resource packs will be billed and settled daily for postpaid usage. The unit price for postpaid services is as shown in the table below:

Billing Item	Unit Price	Billing Cycle
Document Transcoding Pages	0.38 USD/1,000 pages	Daily Pay-As-You-Go Billing

The pay-as-you-go rates for dynamic and static transcoding are calculated proportionately. Their respective rates are as follows:

Transcoding Type	Calculation Proportion	Unit Price
Static Transcoding (File-to-Image Conversion)	1 : 1	0.38 USD/1,000 pages

Dynamic Transcoding (File-to-Webpage Conversion)	1 : 39	15 USD/1,000 pages
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Examples

Example 1: When the current prepaid resource packages for file transcoding pages has a balance of 1,000 pages, a PPT file of 16 pages in total is submitted for transcoding. By default, the PPT file is converted to dynamic HTML5 pages to reproduce the original animations in the PPT. When the task is executed successfully, the results are as follows:

```
{
  "TaskId": "bj0mt2l23osdj300h130",
  "Resolution": "1024x768",
  "Title": "TEST-IMAGE.ppt",
  "Pages": 16,
  "ResultUrl": "https://transcode-result/0agdnligqgtvkm65emb/index.html"
}
```

This task belongs to the dynamic transcoding with a calculation proportion of 1:39, hence the total number of **file transcoding** page is $16 \text{ pages} * 39$ (the number of dynamic transcoding pages is calculated based on the proportion of 1:39) = 624 pages.

The balance of file transcoding in the resource package is $1,000 \text{ pages} - 624 \text{ pages} = 376 \text{ pages}$.

Example 2: When the current prepaid resource packages for file transcoding has a balance of 1,000 pages, a PPT file of 16 pages in total is submitted for transcoding, which is transcoded as static PPT (`IsStaticPPT = True`) in request parameter. This results in a static transcoding from the static PPT to static images. If this task is successfully carried out, the results are as follows:

```
{
  "TaskId": "bj0mt2l23osdj300h130",
  "Resolution": "1024x768",
  "Title": "TEST-IMAGE.ppt",
  "Pages": 16,
  "ResultUrl": "https://transcode-result/0agdnligqgtvkm65emb/"
}
```

This task belongs to static transcoding with a calculation proportion of 1:1, hence the total number of **file transcoding** pages is $16 \text{ pages} * 1$ (the number of static transcoding pages is calculated based on the proportion of 1:1) = 16 pages.

The balance of file transcoding in the resource package is $1,000 \text{ pages} - 16 \text{ pages} = 984 \text{ pages}$.

Example 3: When the current prepaid resource package for file transcoding pages has a balance of 1,000 pages, a 20-page PPT file is submitted for **dynamic transcoding** and a 10-page PPT for **static transcoding**. The balance in the prepaid resource package is

$1,000 \text{ pages} - 20 \text{ pages} * 39$ (the number of dynamic transcoding pages is calculated based on the proportion of 1:39) - 10 pages (the number of static transcoding pages is calculated based on the proportion of 1:1) = 210 pages.

Example 4: When the current prepaid resource packages for file transcoding has a balance of 400 pages, a 50-page PPT is submitted for **dynamic transcoding** and a 20-page PPT for **static transcoding**. The calculation rule is as follows:

$400 \text{ pages} - 50 \text{ pages} * 39$ (the number of dynamic transcoding pages is calculated based on the proportion of 1:39) - 20 pages (the number of static transcoding pages is calculated based on the proportion of 1:1) = -1,570 pages.

Activation and purchase of document transcoding services

For detailed information on the activation and purchase of document transcoding services, refer to the [Purchase Guide](#).

In-Class Recording Billing Description

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Method of Usage Statistics

The duration of in-class recording is cumulatively calculated based on the length of successfully recorded videos.

Note :

1. Given that mixed-stream recording is based on single-stream recording, three types of videos are produced after a mixed-stream recording ends: videos of whiteboard, audio-visual, and mixed-stream. The duration of the mixed-stream recording does not include the duration of single-stream recordings such as whiteboards and audio-visuals. Therefore, if mixed-stream recording is enabled, the recorded output will include individual whiteboard and audio-visual stream videos along with a mixed-stream video; the duration of each video type is calculated separately.
2. Currently, the video duration produced by real-time mixed-stream recording is not subject to charges. Prior to initiating formal charging, you will be notified via internal messages, SMS, or other channels. It is advisable to pay close attention to the charging methods, balance changes, and make business adjustments accordingly and promptly.
3. In-class recording requires a user to join both the whiteboard and audio-visual rooms to record the whiteboard visuals and audio-visual streams. This recording user will also generate the corresponding duration of whiteboard usage or the duration of audio and visual calls, which are chargeable. For more information, please refer to [Whiteboard Duration Billing Information](#) and [TRTC Billing Overview](#).

Pricing

The billing methods for in-class recording duration are divided into prepaid (resource packages) and postpaid (daily pay-as-you-go). For the list of resource packs, please refer to the [Product Pricing](#) documentation. The postpaid unit price is \$7.00 per thousand minutes, with charges applied on a daily basis for postpaid usage as shown in the table below:

Billable Item	Unit Price	Billing Cycle
In-class recording duration	7.00 USD/thousand minutes	Daily pay-as-you-go billing

Examples

Example: A lecture is being recorded for its full duration of 40 minutes, with screen push and TRTC enabled. The student with the username being ios_test1 turns on the camera to participate for 30 minutes, while the teacher with the

username bring pc_test1 participates for the entire class. The resulting recording follows the schedule below:

```
{ "RoomId":1234,
  "GroupId":"1234",
  "RecordStartTime":1558613140,
  "RecordStopTime":1558615540,
  "TotalTime": 2400,
  "VideoInfos":[
    {
      "VideoPlayTime":0,
      "VideoSize":13151,
      "VideoFormat":"mp4",
      "VideoDuration":1800000,
      "VideoUrl":"http://1253488539.vod2.myqcloud.com/oM86K7X3Ig8b.mp4",
      "VideoId":"5285890781570653827",
      "VideoType":0,
      "UserId":"ios_test1"
    },
    {
      "VideoPlayTime":300000,
      "VideoSize":3756,
      "VideoFormat":"mp4",
      "VideoDuration":2400000,
      "VideoUrl":"http://1253488539.vod2.myqcloud.com/oM86K7X3IsdfA.mp4",
      "VideoId":"5285890781570653828",
      "VideoType":0,
      "UserId":"pc_test1"
    },
    {
      "VideoPlayTime":120000,
      "VideoSize":1241,
      "VideoFormat":"mp4",
      "VideoDuration":2400000,
    }
  ]
}
```

Hence, the cumulative duration of recordings during the class is 30 minutes + 40 minutes + 40 minutes = 110 minutes.

The calculation is divided into three parts:

1. The duration of the camera video (VideoType being 0) of student ios_test1 is 30 minutes.
2. The duration of the camera video (VideoType being 0) of teacher pc_test1 is 40 minutes.
3. The duration of the whiteboard recording video (VideoType being 2) is 40 minutes.

Activation and Purchase of In-Class Recording Services

For detailed information on the activation and purchase of in-class recording services, please refer to the [purchase guide](#).

Refund Instruction

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TIW adheres to [Cloud Service Return Policy](#) of Tencent Cloud. The prepaid package you purchased is eligible for returns and refunds.

Refund Process

Note :

TIW currently does not support self-refunds. You can apply for a return or a refund by submitting a ticket under the corresponding product category.

Click [Submit a Ticket](#) to navigate to the ticket submission page.

Choose **TIW** as the relevant product. You can either look for it in the **all the ticket problem categories > Other Services**, or directly search it using keywords in the search box at the top right corner.

Identify the issue type as **Purchase and Price Inquiry**. After that, navigate to the ticket creation page, fill out the required information, and then click **Submit Ticket**.

Note :

After you apply for a return and refund, your ticket will enter an approval phase. The customer service of Tencent Cloud will handle your application within two business days. The system will then proceed with the return after the ticket approval is approved. You can check your return orders on the [Order Management](#) page.

If the status of the order is **Refunded**, you can view the amount in the [Billing](#) page.

If the approval fails, you can view the results in [Ticket Details](#).

FAQs on Billing

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Related to Free Trial

Is there a limit on utilization during the new user's trial period?

No limit.

Is there a possibility to extend the trial period?

No, please purchase a monthly feature package.

Can the test environment be established during the trial period?

Yes, it is a test environment for clients, but a formal environment for the Tencent Cloud's TIW side.

Does the service cease upon the end of the trial period?

If you do not purchase the monthly feature fee prior to the expiration of the trial period of TIW, the service will cease. If you need to continue using TIW service, please proceed to purchase the monthly feature fee for TIW.

About the Monthly Feature Fee

Are there discounts and commission policies for TIW monthly feature fee?

Currently no.

Is it possible to purchase resource packages directly without purchasing the monthly feature fee?

Purchasing the monthly feature fee is a prerequisite for the normal use of TIW products. If only the resource packages are purchased without purchasing the monthly feature fee, the packages may not function as expected.

What should I do if my service cease due to the expiration of the monthly feature fee?

Prior to the trial period and the expiration of the monthly feature fee, Tencent Cloud will send notifications to remind you. After your monthly feature fee expires, TIW services will cease and unavailable. The specific services include duration of use services, document transcoding services and in-class recording services.

Related to Resource Package

Can resource packages be purchased during the trial period?

Absolutely, the validity of the resource package starts from the day of purchase.

Can multiple resource packages be purchased concurrently?

Indeed. The purchase of multiple resource packages will result in an accumulated quantity. However, the validity of each package remains one year from the day of purchase.

Can the invocation quotas of different functions in the resource package be mutually deducted?

No. The usage duration invocation quotas of TIW can only be used to deduct the TIW usage duration. The invocation quotas of the number of document transcoding pages can only be used to deduct the number of document transcoding pages (including static transcoding and dynamic transcoding). In real-time recording, the invocation quotas can only be used to deduct the real-time recording duration. If the usage duration invocation quotas of TIW in the package are used up, and the invocation quotas of the number of document transcoding pages and the real-time recording duration are still remaining, the TIW usage duration will be used up in the form of post-payment, and the invocation quotas for the document transcoding and real-time recording will be deducted in the package until they are used up.

Regarding Usage Statistics

There is only a teacher using the whiteboard and three students watching in a room. Whether to only charge the fee for the teacher?

No. The three students also consume the usage duration of TIW.

There is one teacher and one student opening the camera in a room, how is the real-time recording billed?

Real-time recording duration = whiteboard recording duration + teacher's recording duration + students' recording duration. If the mixed stream function is activated, no charges apply for mixed streaming during the trial phase.

How to discern whether the document transcoding is static or dynamic?

The document with the suffix being doc/docx/pdf is static transcoding, converting each page of the document into a static image. The document with the suffix ppt/pptx being is dynamic transcoding by default, converting into HTML5 pages to retain the original animation effect of PPT. You can also specify `IsStaticPPT` in the API of a document transcoding task to transcode a document with the suffix being ppt/pptx into a static image. For details about how to use the API, see [CreateTranscode](#).

Can I retain only the mixed stream recording videos for in-class recording?

No, this is not feasible as the single stream recordings of the whiteboard and audio/video form the basis for mixed stream recording. The real-time recording results will include information from single stream recordings.