

Tencent Real-Time Communication

Purchase Guide

Product Documentation



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Purchase Guide

Billing Overview

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The service items of Tencent Real-Time Communication (TRTC) are divided into two major categories according to the service type: **monthly subscription** and **pay-as-you-go**.

Monthly subscription: TRTC launched prepaid packages on **March 7, 2023, Beijing Time (UTC+8)**, unlocking different value-added service features for different applications (SDKAppID). Call monthly packages, Conference monthly packages, Live monthly packages, and RTC-Engine monthly packages are provided, and you can choose an appropriate prepaid package for your business scenarios.

Pay-as-you-go: TRTC defaults to prepaid package billing. When the service usage cannot be deducted by the package or exceeds the balance of the prepaid package, it will be billed based on pay-as-you-go according to your actual business usage.

The fee breakdown is as follows:

Billing Classification	Billable Item	Description
Monthly subscription	Call Monthly Packages	TRTC Call (TUICallKit) is a call component that comes with a UI kit. You can use it to implement features such as one-to-one/group calls, multi-platform call making/answering, and offline call push.
	Conference Monthly Packages	TRTC Conference (TUIRoomKit) is a component that comes with a UI kit designed for multi-person audio and video conversations in various scenarios such as enterprise meetings, webinars, and online education . By integrating this component, you can easily add features like room management, member management, microphone management, and screen sharing to your application in just three steps within a day. This allows you to quickly launch your business online.
	Live Monthly Packages	TRTC Live (TUILiveKit) is a component that comes with a UI kit. You can use it to add video interactive live streaming scenarios to your application with just a few lines of code, significantly reducing your development workload.
	RTC-Engine Monthly Packages	On March 7, 2023, Beijing Time (UTC+8) , TRTC launched new RTC-Engine monthly packages (Free edition, Standard edition, and Pro edition) , which can unlock different value-added service features for different applications (SDKAppID).
	Monitoring Dashboard	The monitoring dashboard charges in a flat-rate subscription mode, supporting room call survey, real-time monitoring, and data dashboard

	Monthly Packages	features.
Pay-as-you-go	Billing of Audio and Video Duration	<p>Audio and video duration is a fundamental billable item for TRTC. There are three specific application scenarios: audio call, video call, and interactive live audio/video streaming, and all the three scenarios can be billed based on audio and video duration (Video duration usage is priced according to the total resolution of the subscribed video).</p> <p>Note: 10,000 minutes free package per month: All Tencent Cloud accounts with TRTC enabled can receive a package of 10,000 free minutes every month. For accounts registered on or after February 21, 2023, Beijing Time (UTC+8), minutes generated by audio/video calls, interactive live streaming, on-cloud recording, and MixTranscoding can be deducted from the free minutes. For accounts registered before February 21, 2023, Beijing Time (UTC+8), minutes generated by audio/video calls, interactive live streaming, and on-cloud recording can be deducted from the free minutes. For more details, see Free Minutes. After the free 10,000-minute package given each month is used up, you need to unlock the postpaid feature by purchasing a monthly subscription package, otherwise the service will be unavailable.</p>
	Billing of On-Cloud Recording and Recording Delivery	<p>The recording feature includes two parts: on-cloud recording, which records audio and video streams within a TRTC room in the cloud, and recording delivery, which delivers the generated audio and video files to the specified storage product.</p>
	Billing of MixTranscoding and Relay to CDN	<p>MixTranscoding is a paid feature launched by TRTC and can be used to process multiple upstream audio and video streams through image mixing, audio and video transcoding, and repackaging. Relay to CDN is the process of publishing the audio and video streams in the TRTC room to the live CDN, enabling the audio and video streams to be played on regular live players for viewing.</p>

Note:

If you have agreed on other billing methods with your business manager, follow the terms of the contract.

Free Minutes

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All Tencent Cloud accounts (UIN) that have activated the TRTC monthly package (including Call, Conference, Live, RTC-Engine) can receive a free time package of 10,000 minutes each month within a year. A maximum of one free time package can be received per month, and the usage generated by all TRTC (including Call, Conference, Live, RTC-Engine) can be deducted.

Note:

Free minutes expire at the end of each usage cycle and cannot be rolled over to the next cycle.

For example, if you receive the free minutes on November 15, 2022, they would be valid from November 15, 2022 to December 14, 2022.

You can view the validity of your free minutes in [Package Management](#) of the TRTC console.

Additional fees will be incurred only if your monthly usage exceeds 10,000 minutes. If the 10,000-minute Free Quota is deducted and no [RTC-Engine Packages](#), [Call Monthly Packages](#), [Conference Monthly Packages](#), or [Live Monthly Packages](#) has been purchased, it will trigger the suspension of the application.

The following applies to accounts registered on or after February 21, 2023.

Free minutes are deducted at the following ratios:

Item		Actual Usage (Minutes)	Free Minutes Deducted
Audio calls Video calls Interactive live streaming	Audio	1	1
	HD	1	4
	FHD	1	9
	2K	1	16
	4K	1	36
On-cloud recording	Audio	1	1.5
	HD	1	6.1
	FHD	1	13.6
	2K	1	24.2
	4K	1	54.5
MixTranscoding	Audio	1	2
	H.264-HD	1	6.1

	H.264-FHD	1	14.1
	H.264-2K	1	26.3
	H.264-4K	1	70.7
	H.265-HD	1	18.2
	H.265-FHD	1	38.4
	H.265-2K	1	70.7
	H.265-4K	1	191.9
Recording delivered to Tencent Cloud	Audio	1	0.02
	HD	1	0.13
	Full HD	1	0.29
	2K	1	0.58
	4K	1	1.16
Recording delivered to a third party	Audio	1	0.13
	HD	1	0.82
	Full HD	1	1.72
	2K	1	3.6
	4K	1	7.19
Screen Recording	HD	1	14.1
	Full HD	1	28.3

The following applies to accounts registered before February 21, 2023.

Free minutes are deducted at the following ratios:

Item		Actual Usage (Minutes)	Free Minutes Deducted
Audio calls Video calls Interactive live streaming	Audio	1	1
	HD	1	4

	FHD	1	9
	2K	1	16
	4K	1	36
On-cloud recording	Audio	1	1
	HD	1	4
	FHD	1	9
	2K	1	16
	4K	1	36

Monthly subscription

Monthly Packages

Call Monthly Packages

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TRTC Call (TUICallKit) is a call component that comes with a UI kit. You can use it to implement features including one-to-one/group calls, multi-platform call making/answering, and offline call push. With this component, you can enable audio/video call features in your application with just a few lines of code changes. TRTC Call is available for Android, iOS, web, and Flutter.

Cost Breakdown

Call fees include Call monthly package fees and pay-as-you-go fees.

Call monthly package fees: **The TRTC Call component can be used only after you purchase a Call monthly package.** For package prices and features, refer to [Call Monthly Packages](#).

Pay-as-you-go fees: Usage will be billed in the pay-as-you-go mode after the quota of your Call monthly package is used up, **so please note that even if you subscribe to a monthly package, additional fees may still be incurred.** Pay-as-you-go fees include [Chat MAU fees](#) and [audio/video duration fees](#). Additionally, if you use TRTC basic features, there may also be [on-cloud recording fees](#), [recording delivery fees](#), [MixTranscoding fees](#), and [relay fees](#).

Billing Details

TRTC Call features are offered at the application (SDKAppID) level. If you have multiple applications that need to use TRTC Call features, you need to purchase multiple TRTC Call monthly packages.

After the TRTC Call monthly package bound to your application expires, **the features of the package will become unavailable.** To avoid interrupting your business, we recommend you enable **auto-renewal** for your purchased monthly package.

You can subscribe to only one TRTC Call package for one application at a time. For example, for the application "`test_trtc`", if you have already bound it with a **1-to-1 Call package**, before the package expires, you cannot upgrade it to the Group Call edition. If you do need to upgrade your package, please [submit a ticket](#).

TRTC Call packages must be purchased first before they can be used to deduct your usage. The validity period is from the day of purchase to the same day of the following month. For example, if you purchase a package on March 1, 2023, its validity period will be from March 1, 2023, to April 1, 2023.

For specific instructions on how to obtain the free trial edition or purchase the official edition, see [Activate the Service \(TUICallKit\)](#).

You may refer to the [TRTC Monthly Package Refund Instructions](#) for the refund rules regarding the Call monthly packages.

TRTC Call Monthly Packages

Item		Free Trial	1-to-1 Call	Group Call
Price		As low as 0 USD for 7 days Free Trial	199 USD/month Subscribe Now	597 USD/month Subscribe Now
Package resources	Free Minutes	10,000 minutes/month	10,000 minutes/month	10,000 minutes/month
	Package Minutes	-	100,000 minutes/month	300,000 minutes/month
	Quota of Free Monthly Active Users (MAU)	100/month	5,000/month	10,000/month
	Pay-as-you-go upon Exhaustion (within the validity of the package)	Services become unavailable after exhaustion.	✓	✓
TRTC Call features	Audio/Video Calls	✓	✓	✓
	Complete UI	✓	✓	✓
	Call Status Display	✓	✓	✓
	Call Notifications and Offline Push (If the application is not in the foreground, push notifications will be sent.)	✓	✓	✓
	Floating Window (The call page can be displayed as a floating window.)	✓	✓	✓
	Custom Ringtones	✓	✓	✓

	Make/Answer/Decline/Hang up a Call	✓	✓	✓
	Video Call Switch to Audio Call	✓	✓	✓
	One-to-One Call	✓	✓	✓
	Group Call	✓	-	✓
	Invite to/Join Ongoing Calls	✓	-	✓
	Call History API (Supports using callbacks and RESTful APIs to obtain call history data.)	✓	-	✓
	Multi-Platform Call (A successful connection will automatically terminate requests from other platforms.)	✓	-	✓
	Multi-Device Call (A user can be logged in to multiple devices of the same platform, such as several iOS devices. When a call is answered, the device that connects will automatically prevent other devices from accessing the call.)	✓ (Must be used together with Chat Premium)	-	✓
	AI Noise Suppression (Removes background noises with the help of AI.)	✓	-	✓
	Less Stutter under Poor Network Conditions (Reduces stutter rate and loading time under poor network conditions.)	✓	-	✓
TRTC basic features	On-Cloud Recording	✓	✓	✓
	On-Cloud Mixtranscoding	✓	✓	✓

	Relay to CSS	✓	✓	✓
Supported Platforms		iOS, Android, web, Flutter	iOS, Android, web, Flutter	iOS, Android, web, Flutter
Technical Support		-	Response time: 5 day/12 hour P1 - 2 hours P2 - 6 hours P3 - 12 hours	Response time: 7 day/24 hour P1 - 1 hour P2 - 4 hours P3 - 8 hours
		-	Ticket and email support	Ticket and email support
		-	Telegram group	Telegram group

Note:

1.

Package resources

: Package resources can deduct your usage of TRTC Call features, including call durations and MAUs. If you use the trial edition, services will become unavailable for your application after you use up the package. If you use TRTC 1-to-1 Call or TRTC Group Call, after you use up the package, your additional usage will be charged at pay-as-you-go rates.

2.

Free minutes

: Each Tencent Cloud account will get 10,000 free minutes per usage cycle (a usage cycle is one month) after buying a TRTC Call package. The free minutes can deduct usage of both TRTC Call features and basic features such as on-cloud recording and on-cloud mixtranscoding. To learn more, see [Free Minutes](#).

3.

Package minutes

: Package minutes can deduct your call durations. They are valid for one month and will expire at the end of each usage cycle.

4.

Quota of free monthly active users (MAU)

: The number of unique users that log in to Chat in a given month. A user that logs in repeatedly in the same month counts as only one MAU.

5.

TRTC basic features

: In addition to TRTC Call features, you can also use TRTC's basic features, which will incur additional fees. For the billing details, see [Billing of On-Cloud Recording and Recording Delivery](#) and [Billing of MixTranscoding and Relay to](#)

CDN.

Conference Monthly Packages

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TRTC Conference (TUIRoomKit) is suitable for multi-person audio/video chat scenarios such as **business meetings, webinars, and online education**. By integrating this component, you can add room management, member management, screen sharing, and other features to your app in just three steps within one day.

Cost Breakdown

Conference fees include Conference monthly package fees and pay-as-you-go fees.

Conference monthly package fees: **The TRTC Conference component can be used only after you purchase a Conference monthly package.** For package prices and features, refer to [Conference Monthly Packages](#).

Pay-as-you-go fees: Usage will be billed in the pay-as-you-go mode after the quota of your Conference monthly package is used up, **so please note that even if you subscribe to a monthly package, additional fees may still be incurred.** Pay-as-you-go fees include [out-of-package MAU fees](#) and [Billing of Audio and Video Duration](#).

Pay-as-you-go fees include [Chat MAU fees](#) and [audio/video duration fees](#). Additionally, if you use TRTC basic features, there may also be [on-cloud recording fees](#), [recording delivery fees](#), [MixTranscoding fees](#), and [relay fees](#).

Billing Details

TRTC Conference features are offered at the application (`SDKAppID`) level. If you have multiple applications that need to use TRTC Conference features, you need to purchase multiple TRTC Conference monthly packages.

After the TRTC Conference monthly package bound to your application expires, **the features of the package will become unavailable**. To avoid interrupting your business, we recommend you enable **auto-renewal** for your purchased monthly package .

You can subscribe to only one TRTC Conference package for one application at a time. For example, for the application "test_trtc", if you have already subscribed to **Conference Lite**, before the package expires, you cannot upgrade it to **Conference Standard or Pro**. If you do need to upgrade your package, please [submit a ticket](#).

TRTC Conference packages must be purchased first before they can be used to deduct your usage. The validity period is from the day of purchase to the same day of the following month. For example, if you purchase a package on March 1, 2023, its validity period will be from March 1, 2023, to April 1, 2023.

For specific instructions on how to obtain the free trial edition or purchase the official edition, see [Activate the Service \(TUIRoomKit\)](#).

You may refer to the [TRTC Monthly Package Refund Instructions](#) for the refund rules regarding the Conference monthly packages.

TRTC Conference Monthly Packages

Note:

Starter plan

To save users' initial costs, we now offer a limited-time starter plan for Conference:

Price: 39.9 USD/month.

Minutes: 10,000 free minutes and 50,000 package minutes per month, with pay-as-you-go supported

Features: Same as Conference Standard, with a MAU of 1,000.

Purchase Conditions:

Only new users who have never purchased Conference official packages (Lite, Standard and Pro).

An account can purchase up to three times.

[Buy now](#)

Item		Free Trial	Lite	Standard	Pro
Price		As low as 0 USD for 14 days Free Trial	299 USD/month Subscribe Now	599 USD/month Subscribe Now	899 USD/month Subscribe Now
Package Resources	Free Minutes	10,000 minutes/month	10,000 minutes/month	10,000 minutes/month	10,000 minutes/month
	Package Minutes	-	100,000 minutes/month	300,000 minutes/month	450,000 minutes/month
	Quota of Free Monthly Active Users (MAU)	100/month	10,000/month	10,000/month	10,000/month
	Pay-as-you-go upon Exhaustion (within the validity of the package)	Services become unavailable after exhaustion	✓	✓	✓
Conference Features	Participants per Room	100	20	50	200
	Active Rooms	10	20	100	200
	Video Quality	HD, FHD, 2K, 4K	HD, FHD	HD, FHD	HD, FHD, 2K, 4K

	Complete UI	✓	✓	✓	✓
	Custom UI	✓	✓	✓	✓
	Floating Window	✓	✓	✓	✓
	Screen Sharing	✓	✓	✓	✓
	Member Management	✓	✓	✓	✓
	Room Management	✓	✓	✓	✓
	Free Speech Mode	✓	✓	✓	✓
	Audio Mix by default	✓	✓	✓	✓
	On-Stage Speech Mode	✓	-	✓	✓
	Microphone Management	✓	-	✓	✓
	Microphone Quantity	20	-	9	20
	Chat in Conference	✓	-	✓	✓
	AI Noise Suppression	✓	-	✓	✓
	Less Stutter under Poor Network Conditions	✓	-	✓	✓
	Multi-Terminal Login	✓	-	-	✓
TRTC Basic Features	On-Cloud Recording	✓	✓	✓	✓

	On-Cloud Mix-Transcoding	✓	✓	✓	✓
	Relay To CSS	✓	✓	✓	✓
Supported Platforms		iOS, Android, Web, Flutter, Electron	iOS, Android, Web, Flutter, Electron	iOS, Android, Web, Flutter, Electron	iOS, Android, Web, Flutter, Electron
Technical Support	-		Response time: 5 day/12 hour P1 - 2 hours P2 - 6 hours P3 - 12 hours	Response time: 5 day/12 hour P1 - 2 hours P2 - 6 hours P3 - 12 hours	Response time: 7 day/24 hour P1 - 1 hour P2 - 4 hours P3 - 8 hours
	-		Ticket and email support	Ticket and email support	Ticket and email support
	-		Telegram group	Telegram group	Telegram group

Note:

1. Package resources: Package resources can deduct your usage of TRTC Conference features, including call durations and MAUs. If you use the trial edition, services will become unavailable for your application after you use up the package. If you use Lite, Standard or Pro, after you use up the package, your additional usage will be charged at pay-as-you-go rates.

2.

Free minutes

: Each Tencent Cloud account will get 10,000 free minutes per usage cycle (a usage cycle is one month) after it buys a TRTC Conference package. The free minutes can deduct usage of both TRTC Conference features and TRTC basic features such as on-cloud recording and on-cloud mixtranscoding. To learn more, see [Free Minutes](#).

3.

Package minutes

: Package minutes can deduct your conference durations. They are valid for one month and will expire at the end of each usage cycle.

4. Quota of free monthly active users (MAU): The number of unique users that log in to Chat in a given month. A user that logs in repeatedly in the same month counts as only one MAU.

5.

TRTC basic features

: In addition to TRTC Conference features, you can also use TRTC's basic features, which will incur additional fees. For the billing details, see [Billing of On-Cloud Recording and Recording Delivery](#) and [Billing of MixTranscoding and](#)

[Relay to CDN.](#)

Live Monthly Packages

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TRTC Live (TUILiveKit) is a real-time interactive live streaming component that comes with a UI kit. It enables you to add the capability of **interactive live video streaming** to your app with just a few lines of code, significantly reducing your development workload. TUILiveKit is available for Android and iOS.

Cost Breakdown

TRTC Live fees include Live monthly package fees and pay-as-you-go fees.

Live monthly package fees: **The TRTC Live component can be used only after you purchase a Live monthly package.** For package prices and features, refer to [Live Monthly Packages](#).

Pay-as-you-go fees: Usage will be billed in the pay-as-you-go mode after the quota of your Live monthly package is used up, **so please note that even if you subscribe to a monthly package, additional fees may still be incurred.** Pay-as-you-go fees include [Chat MAU fees](#) and [audio/video duration fees](#). Additionally, if you use TRTC basic features, there may also be [on-cloud recording fees](#), [recording delivery fees](#), [MixTranscoding fees](#), and [relay fees](#).

Billing Details

TRTC Live features are offered at the application (SDKAppID) level. If you have multiple applications that need to use TRTC Live features, you need to purchase multiple TRTC Live monthly packages.

After the TRTC Live monthly package bound to your application expires, **the features of the package will become unavailable.** To avoid interrupting your business, we recommend you enable **auto-renewal** for your purchased monthly package.

You can subscribe to only one TRTC Live package for one application at a time. For example, for the application "test_trtc", if you have already subscribed to **Live Lite**, before the package expires, you cannot upgrade it to **Live Standard or Pro**. If you do need to upgrade your package, please [submit a ticket](#).

TRTC Live packages must be purchased first before they can be used to deduct your usage. The validity period is from the day of purchase to the same day of the following month. For example, if you purchase a package on March 1, 2023, its validity period will be from March 1, 2023, to April 1, 2023.

For specific instructions on how to obtain the free trial edition or purchase the official edition, see [Activate the Service \(TUILiveKit\)](#).

You may refer to the [TRTC Monthly Package Refund Instructions](#) for the refund rules regarding the Live monthly packages.

Monthly Package Details

Item		Free Trial	Lite	Standard	Pro
Price		As low as 0 USD for 14 days Free Trial	299 USD/month Subscribe Now	599 USD/month Subscribe Now	899 USD/month Subscribe Now
Package Resources	Free Minutes	10,000 minutes/month	10,000 minutes/month	10,000 minutes/month	10,000 minutes/month
	Package Minutes	-	100,000 minutes/month	300,000 minutes/month	450,000 minutes/month
	Quota of Free Monthly Active Users (MAU)	100/month	10,000/month	10,000/month	10,000/month
	Pay-as-you-go upon Exhaustion (within the validity of the package)	Services become unavailable after exhaustion.	✓	✓	✓
Live Features	Max Live Rooms	10	30 (Back to 10 soon)	100	500
	Max Viewers	2,000	100	500	2,000
	Max mic-on users	10	-	4	10
	Max Input Resolution	2K/4K	1080P	1080P	2K/4K
	Go Live	✓	✓	✓	✓
	Pre-Built UIKits	✓	✓	✓	✓
	Chat And Emoji	✓	✓	✓	✓
	Face	✓	✓	✓	✓

	Beautification				
	Basic Gift	✓	✓	✓	✓
	Advanced Gift	✓	-	✓	✓
	Background Music	✓	✓	✓	✓
	Audience List	✓	✓	✓	✓
	Audience Tag	✓	✓	✓	✓
	AI Noise Suppression	✓	-	✓	✓
TRTC Basic Features	On-cloud Recording	✓	✓	✓	✓
	On-Cloud Mix-Transcoding	✓	✓	✓	✓
Supported Platforms		iOS, Android	iOS, Android	iOS, Android	iOS, Android
Technical Support		-	Response time: 5 day/12 hour P1 - 2 hours P2 - 6 hours P3 - 12 hours	Response time: 7 day/24 hour P1 - 1 hour P2 - 4 hours P3 - 9 hours	Response time: 7 day/24 hour P1 - 1 hour P2 - 4 hours P3 - 9 hours
		-	Ticket and email support	Ticket and email support	Ticket and email support
		-	Telegram group	Telegram group	Telegram group

Note:

1.

Free resources

: The free resources of a package can be used to deduct your live durations and quota of free monthly active users (MAU). If you use the trial edition, services will become unavailable for your application after you use up the package. If you use Lite, Standard or Pro, after you use up the package, your additional usage will be charged at pay-as-you-go rates.

2.

Free minutes

: Each Tencent Cloud account will get 10,000 free minutes per usage cycle (a usage cycle is one month) after it buys a TRTC Live package. The free minutes can deduct usage of both TRTC Live features and TRTC basic features such as on-cloud recording and on-cloud mixtranscoding. To learn more, see [Free Minutes](#).

3.

Package minutes

: Package minutes can deduct your live durations. They are valid for one month and will expire at the end of each usage cycle.

4.

Quota of free monthly active users (MAU)

: The number of unique users that log in to Chat in a given month. A user that logs in repeatedly in the same month counts as only one MAU.

5.

TRTC basic features

: In addition to TRTC Live features, you can also use TRTC's basic features, which will incur additional fees. For the billing details, see [Billing of On-Cloud Recording and Recording Delivery](#) and [Billing of MixTranscoding and Relay to CDN](#).

RTC-Engine Monthly Packages

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To provide you with better services, **starting from March 07, 2023 (UTC+8), RTC-Engine will offer new** monthly subscription plans (**Free, Lite, Standard, and Pro packages**). You can use the packages to unlock different features for different TRTC applications. For details, see [Edition Features and Pricing](#).

You can purchase different packages for your TRTC applications based on your needs.

The **Standard** and **Pro packages** come with package minutes that can be used to deduct audio/video call usage.

Please note that even after you buy packages, you may still incur pay-as-you-go fees if the packages are exhausted or if they cannot deduct the type of usage that occurred.

RTC-Engine Packages Limited-time Promotion:

Effective immediately until December 31, 2024, the audio and video duration included with paid subscription monthly packages will temporarily have the restriction lifted that limits usage to only the currently purchased application (SDKAppID). It can now be applied towards offsetting the audio and video call duration usage across all real-time audio and video applications (SDKAppID) under the current account.

Billing Overview

You must purchase a package before it can be used for deduction.

The validity period of the monthly subscription package spans from the date of purchase to the same date in the following month. For instance, if purchased on March 1, 2023, its effective duration would be from March 1, 2023, to April 1, 2023.

Each package can be used for only one TRTC application (`SDKAppID`).

If you want to use TRTC capabilities in more than one application, you need to [buy](#) multiple packages.

When a package expires, the features unlocked by the package will become unavailable for the corresponding application, and the application will be reverted back to the **Free package**. To ensure you can continue using the features of your purchased package, we recommend you enable auto-renewal in the [TRTC console \(Application Management > Application Info > Enable auto-renewal\)](#).

Edition Features and Pricing

Starter plan :

To save users' initial costs, we are now offering a limited-time promotional starter plan for RTC Engine :

Price: 9.9 USD/month

Minutes: 10,000 minutes/month of free minutes and 50,000 minutes/month of package minutes, with Pay-as-you-go supported

Features: Consistent with the RTC Engine Lite version

Purchase Conditions:

Only new users who have never purchased RTC Engine official packages (Lite, Standard and Pro).

An account can purchase up to three times.

[Buy now](#)

Category	Item	Free (default edition)	Lite	Standard	Pro
Price		0 USD/month	49.5 USD/month	499 USD/month	1,499 USD/month
Minutes	Free minutes (deducts audio/video call, on-cloud recording, and On-Cloud MixTranscoding durations)	10,000 minutes/month	10,000 minutes/month	10,000 minutes/month	10,000 minutes/month
	Package minutes (deducts audio/video call durations)	-	50,000 minutes/month	500,000 minutes/month	1,500,000 minutes/month
	Pay-as-you-go upon exhaustion (before the package expires)	Service suspension upon exhaustion	✓	✓	✓
Basic TRTC services	Audio/Video call	✓	✓	✓	✓
	On-cloud recording	✓	✓	✓	✓
	On-Cloud MixTranscoding	✓	✓	✓	✓
	Relay to CSS	✓	✓	✓	✓
Value-added	Relay to third-party CDNs	-	-	✓	✓

TRTC services	AI noise suppression	-	-	✓	✓
	Less stutter under poor network conditions	-	-	✓	✓
	Push Media Stream	-	-	✓	✓
	Video screenshot upload	-	-	-	✓
	3D spatial audio	-	-	-	✓
	Scaled video coding	-	-	-	✓
	Region of interest coding	-	-	-	✓
	2K/4K video quality	-	-	-	✓
	Pulling and relaying streams to the RTC room	-	-	-	✓
	Voice Changer Effect	-	-	-	✓
Supported SDKs/Platforms	iOS/macOS Android Windows Web Electron Flutter React Native	iOS/macOS Android Windows Web Electron Flutter React Native	iOS/macOS Android Windows Web Electron Flutter React Native	iOS/macOS Android Windows Web Electron Flutter React Native	
Technical support	-	Response time: 5 day/12 hour P1 - 2 hours P2 - 6 hours P3 - 12 hours	Response time: 5 day/12 hour P1 - 2 hours P2 - 6 hours P3 - 12 hours	Response time: 7 day/24 hour P1 - 1 hour P2 - 4 hours P3 - 8 hours	
	-	Ticket and email support	Ticket and email support	Ticket and email support	

	-	Telegram group	Telegram group	Telegram group
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Note:

You get package minutes for purchasing a RTC-Engine package. The minutes are valid for one month and can be used to deduct the audio/video call usage of your account. For details about pay-as-you-go upon exhaustion, see [Billing of Audio and Video Duration](#)

For the deduction ratios of free minutes, see [Free Minutes](#).

Package minutes

deduct audio, HD, FHD, 2K, and 4K durations at a ratio of **1:1, 1:4, 1:9, 1:16, and 1:36** respectively. For example, four package minutes deduct one minute of HD duration.

Billing Example

Hoping to use the AI noise suppression feature (available in RTC-Engine Standard and Pro), a user bought a Pro package on March 1, 2023. This is the **first time** the user purchased a monthly package, and **auto-renewal** was enabled.

In this case:

1. The user would need to pay 1,499 USD when purchasing the first package.
2. On April 2, 2023, auto-renewal would be triggered, and 1,499 USD would be automatically deducted from the user's account balance. A new Pro package would be automatically issued to the user's account.

Must-Knows

.Purchasing a **paid** monthly subscription packages (Lite, Standard, and Pro) will grant corresponding version durations as a bonus, valid for one month. These can be utilized to offset the consumption of audio and video call durations generated by the current application (SDKAppID). Charges for usage exceeding the package will be settled on a post-payment basis. For a detailed deduction policy, please refer to the [Billing Explanation for Subscription Package Duration](#). For information on post-payment settlements, see the [Billing of Audio and Video Duration](#) details.

Newly created applications will be subscribed to your Free package, which enables basic features including audio/video calls, on-cloud recording, and On-Cloud MixTranscoding.

The Free package will be renewed automatically when it expires, and your TRTC account will be offered 10,000 free minutes every month. Subscribing to a Free package will not incur any fees.

If your monthly usage exceeds 10,000 minutes, **TRTC services will be suspended** for your account. You can upgrade to a Standard or Pro package to continue to use TRTC. You can also [submit a ticket](#) to get support from our team.

Each application can be subscribed to only one package edition at a time.

For example, if the application **Application test_trtc** is already using a TRTC Standard package, you cannot upgrade it to TRTC Pro before the package expires. If you do want to change the package edition an application is subscribed to, please [submit a ticket](#).

Monitoring Dashboard Monthly Packages

Last updated : 2024-05-21 15:05:29

Monitoring Dashboard allows you to query call details. It is charged as a subscription.

After you subscribe to a Monitoring Dashboard package, the features of the corresponding edition will become available automatically.

Details

Monitoring Dashboard

Feature	Free Edition	Standard Edition	Premium Edition
Query via console	✓	✓	✓
Data retention	3 days	14 days	14 days
Query using RESTful APIs*	✗	✓	✓
Data latency	10 mins	5 mins	10 s

Note:

For how to use APIs to query call details, see "Server APIs > Call Quality Monitoring APIs".

Real-Time Monitoring

Feature	Free Edition	Standard Edition	Premium Edition
Query via console	✗	✗	✓
Data retention	-	-	14 days
Query using RESTful APIs*	✗	✗	✓
Data latency	-	-	10 s

Data Dashboard

Feature	Free Edition	Standard Edition	Premium Edition
Query via console	✗	✗	✓

Data retention	-	-	14 days
Query using RESTful APIs*	x	x	✓
Data latency	-	-	by day, hour

Pricing

Monthly subscription

	Standard Edition	Premium Edition
Price (USD/month)	4,999	8999
Monitoring Dashboard usage (min/month)*	Unlimited	Unlimited

Managing Packages

Subscribing to a package

Follow the steps below to subscribe to a Monitoring Dashboard package:

Method 1:

1. Visit the [purchase page](#).
2. Select **Standard**, check the agreement, and click **Buy now**.
3. Make the payment.

Method 2:

1. Log in to the [TRTC console](#).
2. Select **Data Monitoring > Monitoring Dashboard** on the left sidebar.
3. Click **Switch to Official edition** in the top right.
4. Select **Standard**, check the agreement, and click **Buy now**.
5. Make the payment.

Unsubscribing

If you want to unsubscribe from Monitoring Dashboard, please [submit a ticket](#).

Billing Explanation for Subscription Package

Duration

Last updated : 2024-09-14 16:57:57

Package duration refers to the free minutes included in the monthly package you purchase and can be used to deduct your TRTC usage. If the package duration is used up and the package has not yet expired, the additional usage will be billed at [pay-as-you-go pricing](#).

Billing Overview

Payment method: Prepaid. You need to buy packages before they can be used for deduction.

Validity: Please refer to the documentation at the time of purchase.

Start time: A package takes effect about five minutes after it is purchased successfully. After taking effect, it will deduct the usage that has not been deducted by other packages since 00:00:00 on the day of purchase. It cannot deduct usage that occurred the day before.

Applicable scope: The minutes of a monthly package can only deduct usage generated by the application (SDKAppID) to which the package is bound. A package is valid for one month (from 00:00:00 on the day of purchase to 23:59:59 on the previous day the following month).

Deduction type: The minutes of a monthly package can only deduct the duration of media subscribed to by participants of audio/video communication. For how the duration is calculated, see [Pay-As-You-Go](#).

Deduction order: The 10,000 [free minutes](#) offered each month are used first, followed by monthly packages. If your application has a package that's still within its validity period and you purchase a new package, the new package will not take effect until the existing one expires. Duration packages with a narrower applicable scope will be used first. If two packages have the same applicable scope, the one that expires sooner will be used first.

Note:

Expiration Instructions: After a duration package expires, the unused minutes will be automatically cleared and cannot be restored.

Notification Reminder: We will notify you before a duration package is used up or expires. However, there may be a delay in our notifications due to data calibration, deduction delay, network fluctuation, etc. Please always pay attention to your package usage.

Excess Pay-as-you-go: If a monthly package or duration package is used up but is still within its validity period, your additional usage, including video/audio duration, on-cloud recording, On-Cloud MixTranscoding, etc., will be billed at pay-as-you-go rates. After the package expires, the service will be suspended.

Refund Instructions: You can refund an unused monthly package or duration package within 5 days of purchase. Refund is not supported in other situations. For details, see [Refund Instructions](#).

Deduction Ratios

[Audio and video duration](#) is deducted at different ratios according to the media type and aggregate video resolution.

Item		Actual Usage (Minutes)	Minutes Deducted
Audio duration Video duration	Audio	1	1
	HD	1	4
	FHD	1	9
	2K	1	16
	4K	1	36

Pay-as-you-go

Billing of Audio and Video Duration

Last updated : 2024-09-14 16:57:57

Audio and video duration is a basic billing item of TRTC. It's applicable to audio calls, video calls, and interactive live streaming.

Charges are based on each participant's duration in an audio call, video call, or interactive live streaming room. The price of video duration varies with resolution.

If you have a contract with TRTC, the billing details in the contract will apply.

Note:

Aggregate video resolution applies to accounts whose first TRTC [application](#) is created on or after October 27, 2021.

Billing Instructions

Billing mode: Daily pay-as-you-go.

Billing cycle: Billing occurs on a daily basis. Audio and video duration fees incurred each day will be deducted the following day at the time of billing (the actual deduction and [bill generation](#) time may vary).

You can buy [pre-paid packages](#) to deduct your audio and video duration. Pre-paid packages will be used first. If you haven't purchased a package or have used up your packages, your audio and video duration will be billed at pay-as-you-go rates. The deduction ratios for pre-paid packages are **1:4, 1:9, 1:16, and 1:36** for audio, HD, FHD, 2K, and 4K duration respectively. For example, for 1 minute of HD video duration generated, 4 minutes will be deducted from a pre-paid package.

10,000 free minutes can also be used to deduct audio and video duration. For details, see [Free Minutes](#).

You can use the [TRTC Price Calculator](#) to estimate the audio and video duration usage and fees for your service.

If the audio/video streams in a TRTC room are relayed to CSS to enable playback via CDN, additional fees will be incurred. For details, refer to [Billing of MixTranscoding and Relay to CDN](#).

Note:

If an audio/video stream processing task (recording, audit, relay, etc.) is initiated for a room, the system will assign a robot to the room (if multiple tasks are initiated, there will be multiple robots). The robot will enter the room as a user and will subscribe to streams of the room. This will incur audio/video duration fees.

For relaying to RTC rooms, because the robot does not subscribe to streams in the room, audio duration fees will be charged according to the robot's length of stay in the room.

In other scenarios (relaying streams in one RTC room to another room or to a third-party platform, etc.), audio/video duration fees will be charged according to the media received by the robot.

If you use other TRTC services that are neither audio/video calls nor interactive live streaming, such as [cloud recording](#), additional fees will be incurred. For details, see billing instructions for the corresponding TRTC services. If you want your pay-as-you-go usage to be billed monthly, please [contact us](#).

Billing Formula

Monthly cost = Audio duration × Unit price of audio duration + Video durations of different categories × Unit price of the corresponding category

Pricing

Category	Unit price (USD/1,000 minutes)	Aggregate Video Resolution
Audio	0.99	-
HD	3.99	Resolution ≤ 921,600 (1280 x 720)
FHD	8.99	921,600 (1280 x 720) < Resolution ≤ 2,073,600 (1920 x 1080)
2K	15.99	2,073,600 (1920 x 1080) < Resolution ≤ 3,686,400 (2560 x 1440)
4K	35.99	3,686,400 (2560 x 1440) < Resolution ≤ 8,847,360 (4096 x 2160)

Note:

You can use the TRTC [Price Calculator](#) to estimate your costs.

TRTC will calculate the total duration generated by your [Tencent Cloud account](#) for each category each day.

Video durations are classified into four categories based on **aggregate video resolution** and are priced differently.

The system will first deduct your usage using [the 10,000 free minutes](#) offered by TRTC for each developer account and the minutes of purchased [monthly packages](#). The remaining audio and video durations are multiplied by their corresponding unit prices and added up. The result is your audio/video duration fee for the day.

Dual-Stream Resolution

In the dual-stream mode, a user's resolution is calculated as follows:

If the user subscribes to the high-quality stream, the resolution of the high-quality stream set by the sender will be used for the calculation of the aggregate resolution.

If the user subscribes to the low-quality stream, the resolution received by the user will be used for the calculation of the aggregate resolution.

Resolution of Screen Sharing Stream

For screen sharing streams, audio/video duration is charged based on the resolution set in `TRTCVideoEncParam`. For details on how the resolution is set, see the following documents:

All platforms (C): ++[startScreenCapture](#)

iOS: [startScreenCaptureInApp](#), [startScreenCaptureByReplaykit](#)

macOS: [startScreenCapture](#)

Android: [startScreenCapture](#)

On the Web, a target resolution may be unattainable due to device and browser restrictions, in which case the browser will adjust the resolution automatically to make it as close as possible to the target, and the actual resolution will be used for billing. For details, see [setScreenProfile](#).

Usage Calculation

Video Duration

For users who successfully enter a TRTC [room](#):

Video duration is defined as **the duration of video streams the users subscribe to** (the duration of received video).

If a user subscribes to both the audio and video streams of another user, only the video duration will be billed.

Users may enter and exit a room multiple times. TRTC will tally up the durations of multiple video segments in real time.

If a user subscribes to multiple video streams simultaneously, the resolution of each video stream will be added up. The result is the user's aggregate resolution.

TRTC will categorize videos based on **the actual received video resolution** and then bill the video duration of different categories respectively.

Audio Duration

For users who successfully enter a TRTC [room](#):

Audio duration is defined as **the duration of a user's stay in the room when video streams are not received**, including when the user subscribes only to audio streams, when the user doesn't subscribe to any streams at all, and when the user only sends but does not receive audio and video in the room.

If a user does not subscribe to any video stream in the room, audio duration fees will be charged based on the user's length of stay in the room.

Users may enter and exit a room multiple times. TRTC will tally up the durations of multiple audio segments in real time.

If there is only one user in the room, whether they publish streams or not, audio duration fees will be charged based on the user's length of stay in the room.

Note:

Durations for each day are calculated in seconds for each application (SDKAppID) and then converted to minutes (rounded up to the nearest minute) for billing.

When there is a screen sharing stream in the room, the shared screen will be seen as published by a virtual anchor, and audio/video duration fees will be charged separately.

Examples of Billing

Example 1

Assume that six users entered a room at the same time and communicated over video for 60 minutes.

There were three anchors (A, B, and C) in the room. The video resolution of A was 960 x 720, and that of B and C were both 640 x 480. Two of the audience members subscribed to the video streams of all anchors, while the other subscribed to audio only. Anchor A also shared the screen at a resolution of 1920 x 1080.

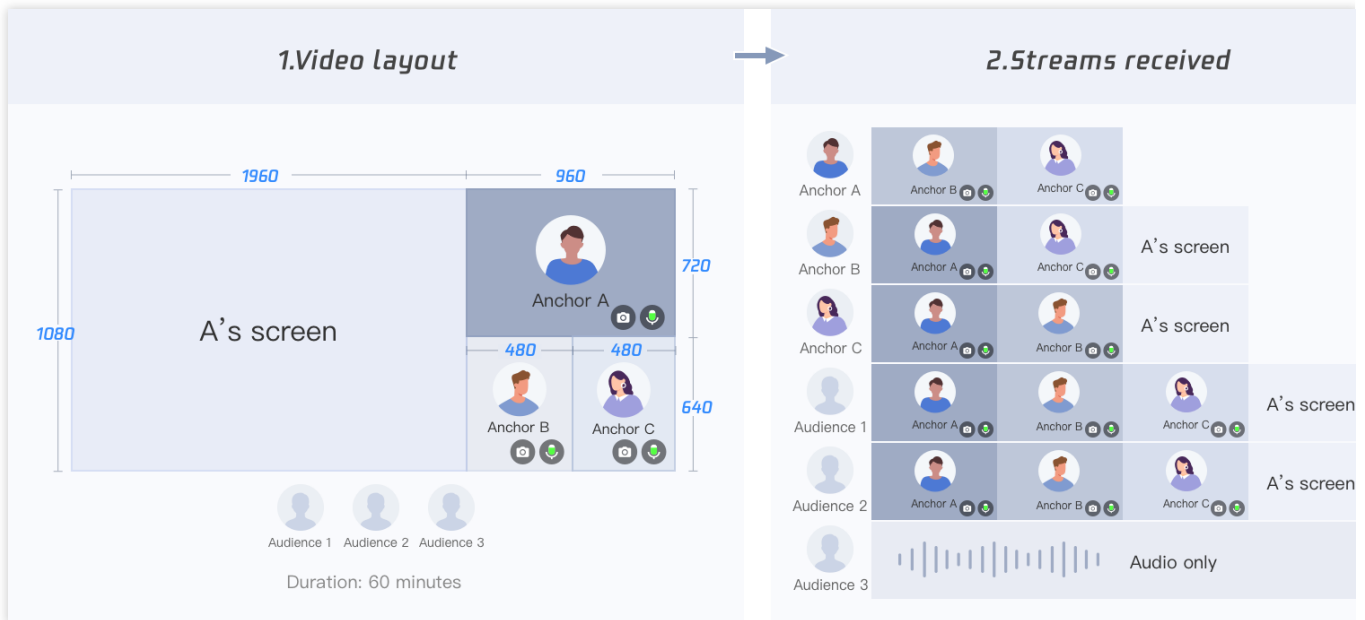
Step 1: Calculating the Aggregate Video Resolution and Duration of Each User

The table below shows the aggregate resolution of videos received by each user, the categories the resolutions fall in, and their prices.

User	Streams Received	Video Resolutions	Aggregate Resolution	Category	Duration (minutes)
A (shared the screen)	B's and C's video streams	640 x 480 x 2	614,400	HD	60
B	A's video and screen sharing streams + C's video stream	(960 x 720) + (640 x 480) + (1920 x 1080)	3,072,000	2K	60
C	A's video and screen sharing streams + B's video stream	(960 x 720) + (640 x 480) + (1920 x 1080)	3,072,000	2K	60
Audience 1	A's video and screen sharing streams + B's and C's video streams	(960 x 720) + (640 x 480 x 2) + (1920 x 1080)	3,379,200	2K	60
Audience 2	A's video and screen sharing streams + B's and C's video streams	(960 x 720) + (640 x 480 x 2) + (1920 x 1080)	3,379,200	2K	60

Audience 3	Audio streams only	-	-	Audio	60
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The figure below shows the billing details:



Step 2: Querying the Unit Price of the Corresponding Category, and Calculating the Final Cost according to the Formula

Formula: **Monthly cost = Audio duration x Unit price of audio duration + Video durations of different categories x Unit price of the corresponding category**

Billable Item	Total duration (minutes) = Sum of each user's duration	Unit price (USD/1,000 minutes)	Cost by Category (USD)	Total cost (USD) (Rounded to two decimal places)
HD	60 x 1 = 60	3.99	$(60/1000) \times 3.99 = 0.2394$	4.14
2K	60 x 4 = 240	15.99	$(240/1000) \times 15.99 = 3.8376$	
Audio	60 x 1 = 60	0.99	$(60/1000) \times 0.99 = 0.0594$	

Example 2

Assume that six users entered a room at the same time and communicated over video for 60 minutes. There were four anchors (A, B, C, and D) in the room. The video resolution of A, B, and C was 480 x 480, while D published only audio. One of the audience members subscribed to the video streams of all anchors, and the other subscribed to audio only.

Step 1: Calculating the Aggregate Video Resolution and Duration of Each User

The table below shows the aggregate resolution of videos received by each user, the categories the resolutions fall in, and their prices.

User	Streams Received	Video Resolutions	Aggregate Resolution	Category	Duration (minutes)
A	B's and C's video streams + D's audio stream	480 x 480 x 2	460,800	HD	60
B	A's and C's video streams + D's audio stream	480 x 480 x 2	460,800	HD	60
C	A's and B's video streams + D's audio stream	480 x 480 x 2	460,800	HD	60
D	A's, B's, and C's video streams	480 x 480 x 3	691,200	HD	60
Audience 1	A's, B's, and C's video streams + D's audio stream	480 x 480 x 3	691,200	HD	60
Audience 2	Audio streams only	-	-	Audio	60

Step 2: Querying the Unit Price of the Corresponding Category, and Calculating the Final Cost according to the Formula

Formula: **Monthly cost = Audio duration x Unit price of audio duration + Video durations of different categories x Unit price of the corresponding category**

Billable Item	Total duration (minutes) = Sum of each user's duration	Unit price (USD/1,000 minutes)	Cost by Category (USD)	Total cost (USD) (Rounded to two decimal places)
HD	60 x 5 = 300	3.99	$(300/1000) \times 3.99 = 1.197$	1.26
Audio	60 x 1 = 60	0.99	$(60/1000) \times 0.99 = 0.0594$	

Billing of On-Cloud Recording and Recording Delivery

Last updated : 2024-07-30 10:52:40

There are two parts to the TRTC recording feature: on-cloud recording, which involves recording audio and video streams in a TRTC room in the cloud, and recording delivery, which is delivering recording files to the specified storage location.

If you have a contract with TRTC, the billing details in the contract will apply.

On-Cloud Recording

Cost Breakdown

Two types of fees may be charged for using on-cloud recording:

Recording Robot Subscription Fees

To start a recording task for a TRTC room, the system will assign to the room a recording robot, who will act as a virtual audience member and will subscribe to the audio and video streams that need to be recorded. Fees will be charged based on the duration of the audio and video streams received by the robot. For details, see [Billing of Audio and Video Duration](#).

On-Cloud Recording Fees

After the recording robot subscribes to the streams, the recording process starts. Recording fees are charged based on the recording duration, and the price varies with the aggregate video resolution.

Billing Details

Billing method: The usage will first be deducted using the [10,000 free minutes](#) provided by TRTC for each developer account per month. Usage beyond the monthly free minutes will be billed on a daily pay-as-you-go basis, as long as your account is not suspended.

Billing cycle: Billing occurs on a daily basis. On-cloud recording fees incurred each day will be deducted the following day at the time of billing. The detailed billing and invoicing time will be based on the actual [billing statement](#).

For the same on-cloud recording task, if recording files are generated in multiple formats, they will be charged separately.

Billing Formula

On-cloud recording fees = Audio duration × Unit price of audio duration + Video durations of different types × Unit price of the corresponding type

Billing Price

Video recording usage is categorized into the following four types according to the aggregate resolution of each recording process. The fees for each type are calculated separately.

Category	Video Usage Type	Aggregate Resolution Range	Unit Price (USD/1,000 Min)
Audio recording	-	-	1.49
Video recording	HD	Aggregate resolution $\leq 921,600$ (1280 x 720)	5.99
	FHD	$921,600$ (1280 x 720) < Aggregate resolution $\leq 2,073,600$ (1920 x 1080)	13.49
	2K	$2,073,600$ (1920 x 1080) < Aggregate resolution $\leq 3,686,400$ (2560 x 1440)	23.99
	2K+	$3,686,400$ (2560 x 1440) < Aggregate resolution $\leq 8,847,360$ (4096 x 2160)	53.99

Usage Calculation

Note :

Durations are calculated in seconds and then converted to minutes by day (rounded up to the nearest minute).

If only one stream is recorded, and the stream has an audio-only segment followed by a video segment, the audio-only segment will be charged as audio recording, and the video segment will be charged as video recording.

If a segment of a recording duration includes both audio-only streams and video streams, it will only be charged as video recording.

A recording process is a recording task that is started and stopped using APIs.

Recording duration: The time from when a recording process starts to when it stops.

Video recording usage: The total duration of segments where video is recorded in all recording processes in a room.

Audio recording usage: The sum of recording durations of all recording processes in a room minus the video recording duration. If a segment of a recording duration has neither video nor audio recorded, it will still be charged as audio recording usage.

Factors affecting duration calculation

Duration calculation is affected by the number of recording processes. If multiple recording processes are started within a room, the duration of each process needs to be calculated and included in the total recording service usage for that month.

Duration calculation is not affected by the number of audio and video streams recorded. The duration of streams recorded by the same recording process will not be added up. For example, if a recording process simultaneously

records two video streams for 5 minutes, the billable recording duration will be 5 minutes, and the fees will be charged based on the aggregate resolution of the two streams.

During the recording process, the recording robot subscribes to the audio and video streams that need to be recorded, which incurs TRTC audio/video duration fees.

Billing Examples

This section describes how TRTC calculates aggregate resolution, recording durations, and recording fees.

Example 1

If a recording process simultaneously records two video streams with a resolution of 960×720 , the aggregate resolution of this recording process would be $960 \times 720 + 960 \times 720 = 1,382,400$. The recording process would be billed as FHD video recording usage.

Example 2

Suppose you have a project named testRTC under your Tencent Cloud account. In addition to using audio/video services, the project also records and saves audio/video interactions.

Recording 1

On February 11, 2022, four users had a video call that lasted for 5,000 seconds. One on-cloud recording process was started to record four audio streams.

Usage: 5,000 seconds of audio recording duration in total.

Recording 2

On February 12, 2022, four users had a video call that lasted for 5,000 seconds. Two on-cloud recording processes were started. One was single-stream recording and the other mixed-stream recording. Four audio streams were recorded in each process.

Usage: $5,000 + 5,000 = 10,000$ seconds of audio recording duration in total.

Recording 3

On February 13, 2022, four users had a video call that lasted for 3,500 seconds. One on-cloud recording process was started to record four audio and video streams. Each video stream had a resolution of 640×360 .

Usage: 3,500 seconds of HD video recording duration in total.

Streams Received	Resolution Calculation	Aggregate Resolution	Recording Duration Type
Audio/Video streams of 4 anchors	$640 \times 360 \times 4$	921,600	HD

Recording 4

On February 14, 2022, three users interacted over video for 1,800 seconds, and their video resolutions were 640×360 , 1280×720 , and 960×720 respectively. After 1,800 seconds, a fourth user entered the room and interacted for

540 seconds, and the user's video resolution was 1920 x 1080. One on-cloud recording process was started to record the audio and video streams of all users throughout the process.

Usage: 1,800 seconds of FHD video recording duration and 540 seconds of 2K+ video recording duration.

Streams Received	Resolution Calculation	Aggregate Resolution	Recording Duration Type
Audio/Video streams of 3 anchors	$640 \times 360 + 1280 \times 720 + 960 \times 720$	1,843,200	FHD
Audio/Video streams of 4 anchors	$640 \times 360 + 1280 \times 720 + 960 \times 720 + 1920 \times 1080$	3,916,800	2K+

Fee calculation (total fees of the above four recordings)

Billable Item (Recording Type)	Duration (Min)	Fees (USD)
Audio	250	$(250/1000) \times 1.49 = 0.3725$
HD	59	$(59/1000) \times 5.99 = 0.35341$
FHD	30	$(30/1000) \times 13.49 = 0.4047$
2K+	9	$(9/1000) \times 53.99 = 0.48591$
Total	-	1.61652 \approx 1.62

Recording Delivery

Recording delivery is a paid feature of TRTC. It allows you to send recording files generated by TRTC to a storage bucket you specify.

Billing Details

Billing method: Daily pay-as-you-go.

Billing cycle: Billing occurs on a daily basis. Recording delivery fees incurred each day will be deducted the following day. The detailed billing and invoicing time will be based on the actual [billing statement](#).

If a recording task produces multiple recording files, recording delivery fees will be incurred for each of them.

Note:

Recording delivery is downstream to on-cloud recording. For the billing details of on-cloud recording, see [On-Cloud Recording](#).

To ensure data security and reliability, TRTC saves recording files in Tencent Cloud VOD by default. This may incur VOD media storage fees and VOD playback acceleration fees.

If recording is enabled for a room, a recording robot will join the room as an audience member and will subscribe to the audio/video streams that need to be recorded. This will incur [audio/video duration fees](#).

Billing Formula

Recording delivery fees = Recording file duration x Unit price (determined by the target storage and resolution)

Billing Price

The table below lists the unit costs of the recording delivery feature:

Billing Type		Price (USD/1,000 Min)
Deliver to Tencent Cloud storage	Audio	0.02
	HD	0.13
	FHD	0.29
	2K	0.58
	4K	1.16
Deliver to third-party storage	Audio	0.13
	HD	0.82
	FHD	1.72
	2K	3.6
	4K	7.19

Note:

The resolution type is determined by a video's total number of pixels. For example, if a video is 720 x 360 pixels, its resolution type will be HD because its total number of pixels is smaller than 1280 x 720.

As part of a special campaign launched by TRTC together with VOD, **if you save recording files generated by TRTC to VOD, we will waive the recording delivery fees**. If you save recording files to other storage services, for example, Tencent Cloud COS, recording delivery fees will be incurred.

Usage Calculation

TRTC calculates recording delivery usage by adding up the audio/video duration of each recording file generated by all TRTC applications under your account and charges them based on the resolution type.

Note: Daily durations are calculated in seconds and then converted to minutes (rounded up to the nearest minute).

Video Duration

Video duration is the video duration of a recording file delivered by TRTC.

Resolution type	Output resolution
HD	≤ 1280 x 720 (inclusive)
FHD	1280 x 720 - 1920 x 1080 (inclusive)
2K	1920 x 1080 - 2560 x 1440 (inclusive)
4K	2560 x 1440 - 4096 x 2176 (inclusive)

If a recording file contains both video and audio, only the video duration will be charged.

Durations of different resolution types are charged separately.

Audio Duration

Audio duration is the audio duration of a recording file delivered by TRTC.

Billing Examples

Audio-only Streams

Suppose three users communicated over audio for 10 minutes in a TRTC room. The call was recorded, and the recording file generated was delivered to a third-party storage service.

The room's recording delivery fee would be **Unit price for delivering audio recording files to third-party storage x Recording file duration** = 0.13 USD/1,000 minutes x (10 minutes ÷ 1,000) = 0.0013 USD.

Audio and Video Streams

Suppose users A, B and C were in a TRTC call for 10 minutes and the entire call was recorded. The output resolution was set to FHD, and the recording file generated was delivered to Tencent Cloud COS. The streams published by the users and their resolutions are as follows:

User	Stream published	Input Resolution	Output Resolution	Billing Type
A	Audio only	-	FHD (1920 x 1080)	Recording delivery to Tencent Cloud - FHD
B	Video + Audio	640 x 360		
C	Video only	1920 x 1080		

Analysis:

Recording delivery fees are charged based on the duration and resolution of the recording file delivered.

The room's recording delivery fee would be **Unit price for delivering FHD recording files to Tencent Cloud x Recording file duration** = 0.29 USD/1,000 minutes x (10 minutes ÷ 1,000) = 0.0029 USD.

Billing of MixTranscoding and Relay to CDN

Last updated : 2024-09-14 17:00:36

MixTranscoding

Billing Components

[MixTranscoding](#) is a paid TRTC feature that can mix, transcode, and repackage multiple audio and video streams published in a TRTC room. You can use this feature either via the console or using APIs.

Billing Instructions

Billing mode: Daily pay-as-you-go.

Billing cycle: Billing occurs on a daily basis. MixTranscoding fees incurred each day will be deducted the following day at the time of billing. For the billing details and actual billing time, see [Billing Statement](#).

Since June 1, 2022, the usage measurement for MixTranscoding has been changed from output-duration-based measurement to input-duration-based measurement.

The billing rules in this document are only applicable to stream mixing and transcoding performed using the MCU cluster provided by TRTC.

The usage generated by pushing RTMP streams into TRTC rooms or pulling RTMP streams and relaying them into TRTC rooms will also be billed as transcoding fees.

If you relay transcoded audio and video streams to a third-party CDN, Tencent Cloud Streaming Services (CSS) will charge fees based on the traffic or bandwidth consumed.

If you relay transcoded audio and video streams to CSS or a third-party CDN, [audio/video duration fees](#) (for the streams received by the relay robot) and [relay fees](#) will be charged.

If you use the [Push Online Media Stream](#) feature to share external media streams to a TRTC room, On-Cloud MixTranscoding fees will also be incurred, plus audio duration fees based on the robot's length of stay in the room.

If you use the transcoding feature only, On-Cloud MixTranscoding fees will still be charged according to the rules described in this document.

Note:

When a transcoding task is initiated for a room, the system will assign a robot to the room (for multiple transcoding tasks, multiple robots will enter the room). The robot will subscribe to the audio and video streams that need to be transcoded, which will incur [audio/video duration fees](#).

In other scenarios (including but not limited to transcoding and relay to other rooms or platforms), the robot subscription duration will be normally charged.

Billing Formula

MixTranscoding fee = Audio transcoding fee + Video transcoding fee = Audio input duration × Audio transcoding unit price + Video input duration × Video transcoding unit price (determined by the aggregate resolution of input streams and encoding method for the output stream).

Billing Prices

The following table lists the unit prices of MixTranscoding.

Codec	Billable Item	<u>Unit Price (USD/1,000 minutes)</u>
Audio transcoding	Transcoding - Voice	1.99
H.264	Transcoding-H264-High Definition HD	5.99
H.264	Transcoding - H264 - Ultra High Definition FHD	13.99
H.264	Transcoding-H264-2K	25.99
H.264	Transcoding-H264-4K	69.99
H.265	Transcoding-H265-High definition HD	17.99
H.265	Transcoding-H265-Ultra high definition FHD	37.99
H.265	Transcoding-H265-2K	69.99
H.265	Transcoding-H265-4K	189.99

Note:

MixTranscoding supports only **pay-as-you-go on a daily basis**. The fees incurred the previous day are deducted at 10:00 AM each day.

Usage Calculation

MixTranscoding usage is **the duration of audio and video** processed by the TRTC MixTranscoding MCU for all applications under your Tencent Cloud account. Depending on the input streams in the room, the transcoding duration falls into two categories: [video input duration](#) and [audio input duration](#).

Video Input Duration

Video input duration refers to **the length of a video segment in the input streams before they are transcoded**. Each duration is categorized based on the aggregate video resolution of the input streams and charged separately. The relationships between video categories and resolutions are as follows:

Video Category	Input Resolution

High Definition HD	Not exceeding 1280 × 720 (inclusive)
Ultra High Definition FHD	1280 × 720 - 1920 × 1080 (inclusive)
2K	1920 × 1080 - 2560 × 1440 (inclusive)
4K	2560 × 1440 - 4096 × 2176 (inclusive)

If a segment of an input stream contains both video and audio, the segment will only be charged as a video duration. If there are audio-only input streams, the streams will be charged separately as an audio duration.

The resolution of the same input stream may change over time, in which case TRTC will calculate the usage in segments. The data is usually updated every 60 seconds. Whenever a resolution change is detected, it will be reported and updated immediately.

For the same stream mixing task at a certain moment, if the ratio of the output resolution to the aggregate input resolution is greater than 2:1, to guarantee the quality of the output video, the system will add an input stream with the same resolution as the transcoding output. This additional input stream will also incur MixTranscoding fees.

When the host uses H.265 as the stream codec and the audience in TRTC room does not support H.265 decoding, the stream codec of the host will automatically downgrade to H.264 to ensure the playback experience of the audience in the room. Also, to ensure a consistent CDN playback experience, when streams are relayed to CDN, the TRTC background will automatically transcode the streams to H.265, which will incur H.265 transcoding fees.

Audio Input Duration

Audio input duration refers to **the length of an audio-only segment in the input streams before they are transcoded**. If there are multiple audio-only streams, they will be charged as one audio transcoding duration.

Note:

Durations for each day are calculated in seconds for each application (SDKAppID) and then converted to minutes (rounded up to the nearest minute) for billing.

If an input section has no video data at all, to ensure the output quality, the system will add a black screen stream with the same resolution as the transcoding output. This additional input stream will also incur MixTranscoding fees.

If one segment of an input stream contains only audio and another segment contains video, the audio-only segment will be charged as an audio transcoding duration, and the video segment will be charged as a video transcoding duration.

Billing Examples

Audio Live Streaming

An anchor streamed audio-only content for 30 minutes and then co-anchored with someone for 30 minutes, during which the two anchors' streams were mixed and then published to Tencent Cloud's live streaming system.

In the first 30 minutes, because there was only one anchor, no MixTranscoding fees would be charged. In the 30 minutes afterward, there were two anchors who communicated over audio, so audio MixTranscoding fees would be

charged.

MixTranscoding fee = $1.99 \times 30/1,000 = 0.0597$ USD.

Video Live Streaming

Anchor A streamed video content at a resolution of 1920 x 1080 for 30 minutes and then co-anchored with anchor B over video for 10 minutes. Anchor B's video resolution was 1280 x 720. The two anchors' streams were mixed and then published to Tencent Cloud's live streaming system.

For anchor A, his or her own video was displayed as the big image, and anchor B's video appeared in a small window in the top right corner. The resolution of the video viewed by anchor A was 1920 x 1080. For anchor B, his or her own video was displayed in the large video window, and anchor A's video appeared in a small window in the top right corner. The resolution of the video viewed by anchor B was 1280 x 720.

In the first 30 minutes, because there was only one anchor, no MixTranscoding fees would be charged. In the 10 minutes afterward, two anchors communicated over video, and two MixTranscoding tasks were started, which would be charged separately. The aggregate resolution of both tasks was $1920 \times 1080 + 1280 \times 720 = 2,995,200$, and the H.264 codec was used, so the H.264 2K category would apply. Note that the applicable video category is not determined by the resolution of the output video.

MixTranscoding fee = $25.99 \times 10/1,000 + 25.99 \times 10/1,000 = 0.5198$ USD.

Relay Fees

Billing Instructions

Billing mode: Monthly pay-as-you-go. Charges are based on the peak bandwidth usage in a month.

Billing cycle: Fees for [relaying TRTC streams to CDN](#) are charged on a monthly basis. The [actual fee deduction](#) and billing time may vary.

Billing Formula: **Bandwidth fee for relay** = **Monthly peak bandwidth usage for relay** x **Unit price for relay**

Pricing

The bandwidth used for relaying is priced as follows:

Category	Price (USD/Mbps/Month)
Monthly peak bandwidth	18.99

Note:

TRTC calculates relay usage based on the peak bandwidth (Mbps) used to relay streams by all applications under your account during each billing cycle, which is monthly by default.

If you relay to Tencent Cloud CSS, and the monthly peak bandwidth consumed by the applications under your account does not exceed 100 Mbps, no bandwidth fees will be charged.

Billing Examples

Example 1

Suppose the bitrate of a stream you published to Tencent Cloud live streaming platform was 500 Kbps (the sum of the audio bitrate and video bitrate), and there were 10 relaying tasks at the peak on that day.

Daily peak bandwidth = 500 (Kbps) × 10 = 5,000 (Kbps) = 5 Mbps.

If you use the relay service to Tencent Cloud during the month and the peak bandwidth generated is 5 Mbps, then this portion of the cost will not need to be paid.

Example 2

Suppose the bitrate of a stream you published to Tencent Cloud live streaming platform was 500 Kbps (the sum of the audio bitrate and video bitrate), and there were 300 relaying tasks at the peak on that day.

Daily peak bandwidth = 500 (Kbps) × 300 = 150,000 (Kbps) = 150 Mbps.

If you use relay to Tencent Cloud services during the month, the monthly peak bandwidth fee for relaying to Tencent Cloud = 18.99 (USD/Mbps/month) × 150 (Mbps) = 2848.50 USD.

Example 3

Suppose the bitrate of a stream you published to third-party platforms was 500 Kbps (the sum of the audio bitrate and video bitrate), and there were 10 relaying tasks at the peak on that day.

Daily peak bandwidth = 500 (Kbps) × 10 = 5,000 (Kbps) = 5 Mbps.

The monthly peak bandwidth fee for relaying to third-party = 18.99 (USD/Mbps/month) × 5 (Mbps) = 94.95 USD.

Video Screenshot Upload

Last updated : 2024-10-12 16:44:02

The Video screenshot upload is a premium feature service launched by Tencent Cloud's real-time audio and video. If you have signed a contract with our sales team, the actual billing information shall be in accordance with the contract.

Billing Instructions

If your application version is the Engine Pro Edition Monthly Package, you can unlock the Video screenshot upload capability. Other Editions cannot unlock this capability.

Billing mode: Monthly pay-as-you-go.

Billing cycle: Billed monthly, Detailed billing and statement issuance times are subject to the actual [billing statement](#).

Billing Formula

Video screenshot upload cost = Video screenshot upload usage × Video screenshot upload unit price

Billing Price

The standard price for Video screenshot uploads is as follows:

Billing Type	Unit Price (USD/Thousand images/Month)	Discount Strategy
SDK Video Screenshot	0.03	A monthly free quota of 10 thousand screenshots is provided, with any excess charged at the unit price

Note:

Billing usage is displayed in units of thousand images for the actual number of Screenshot that occurred. At settlement, if the monthly accumulation is less than 1 thousand images, it will be rounded up to 1 thousand images for measurement.

Usage Statistics

Real-time audio and video TRTC calculates usage based on the number of screenshots (in thousands) generated by the Video screenshot upload service within the billing cycle, across all applications under the same Tencent Cloud account.

Billing Example

Example 1

You use the Video screenshot upload service from October 1, 2024, to October 31, 2024, generating a usage of 8 thousand screenshots.

You have a monthly free quota of 10 thousand screenshots, so there is no charge for this month's usage.

Example 2

You use the Video screenshot upload service from October 1, 2024, to October 31, 2024, generating a usage of 22 thousand screenshots. You have a monthly free quota of 10 thousand screenshots, so the chargeable usage for this month is: 22 (thousand) - 10 (thousand) = 12 thousand screenshots.

Following the rule that amounts less than a thousand are billed as one thousand, your Video screenshot upload cost for this month is as follows:

Video screenshot upload cost = 20 (thousand) x 0.03 (USD/thousand/month) = 0.6 USD.

TRTC Overdue and Suspension Policy

Last updated : 2024-08-09 14:31:46

Note

If you are a customer of a Tencent Cloud partner, the rules regarding resources when there are overdue payments are subject to the agreement between you and the partner.

This overdue and suspension policy applies to Tencent RTC products (**including Call, Conference, Live, and RTC-engine**).

Overdue

The daily settlement of Tencent Real-Time Communication pay-as-you-go billing Item will generate a daily consumption bill on the next day after use, and the billing time is subject to the actual billing time; The monthly settlement of Pay-as-you-go billing items will generate a monthly consumption bill on the 1st day of the next month after use. You can view the detailed bill and deduction breakdown in the Billing Center > [Bill Details](#).

If your Package of Time deduction is exhausted, and you have enabled pay-as-you-go, when it is detected that your Tencent Cloud account balance is insufficient, causing your account to be overdue, you will receive an account overdue reminder. After the overdue, you have 24 hours of recharge time. If the recharge is done within 24 hours, Tencent Real-Time Communication will not face suspension; If 24 hours have passed and the account has not been recharged, even if the Prepaid Package still has remaining capacity, Tencent Real-Time Communication will stop the service.

After the account is overdue, Tencent Real-Time Communication will not immediately terminate the in-progress Video service, but will keep running and billing continues.

Tencent Cloud account overdue payment suspension warning messages support subscription. You may refer to the [Balance Warning Guide](#) to set up a subscription, thus preventing the suspension of all cloud services under your Tencent Cloud account due to overdue payments.

Suspension

After the suspension due to overdue fees, the Tencent Real-Time Communication Console and API will be unavailable, and the Video Record files stored in Tencent Cloud COS or Tencent VOD will be inaccessible. The way of data storage processing will follow the policy of [COS suspension](#) or [VOD suspension](#), please pay attention to it. For accounts with overdue charges not reversed in time, content violation, or other violations of the Tencent Cloud Terms of Service, Tencent Real-Time Communication has the right to auto-remove the resources after the suspension has exceeded 60 days and regularly clean the related data and records under the account.

Due to content violation or other non-compliance with Tencent Real-Time Communication agreement, Tencent Cloud accounts that have experienced suspension will not be supported to resume use.

Note

Starting from Beijing Time September 4, 2023, Tencent Real-Time Communication will adjust the room dismissal policy for suspension:

Original strategy: After triggering the suspension, all rooms will be disbanded within 48 hours.

Adjusted strategy: After triggering the suspension, immediately disband all existing rooms and interrupt the in-progress audio and video business.

If you have other needs for the account settlement, you can [contact sales](#) for evaluation.

Other Suspension Occasion

Your Tencent Cloud account receives a [free trial package](#) monthly. After the free trial package is exhausted, if you have not purchased RTC Engine or Call, Tencent Real-Time Communication will suspend service. You need to [purchase the Monthly Package](#) to resume the service.

If you manually disable the application in the application detail interface, the application will immediately become in suspension status. You can click "enable application" to resume service.

Resource Removal Policy

For accounts with other suspension occasion, Tencent Real-Time Communication does not auto-remove the Tencent Real-Time Communication resources under the account.

For accounts with overdue payments that have led to suspension for more than 60 days, Tencent Real-Time Communication will automatically remove the real-time communication resources under the account, periodically clean up the related data and records of real-time communication under the account (including configuration, service logs, terminal authorization, Package, etc.), and data recovery is not supported after cleaning.

If you no longer use Tencent Real-Time Communication service, you need to shut down the service and clear the account data of Tencent Real-Time Communication. This can be done through [contacting sales](#) or [submitting a ticket](#) to contact us for suspension.

FAQs

Last updated : 2024-08-21 11:16:24

Are there discounts for high-demand customers?

If your monthly spending on TRTC services exceeds 3,000 USD, you can [contact us](#) for contractual discounts.

Is there a package with a low threshold for new users?

Yes, we offer a \$9.9 starter package with a 50,000-minute free duration to new TRTC users to help save the early project cost. [Buy now](#).

How are TRTC services billed?

TRTC offers basic services and value-added services. For details about their billing, see [Billing Overview](#). We provide users with a 10,000-minute [free package](#) each month.

Price calculator

You can use the [TRTC Price Calculator](#) to estimate your cost.

How do I view my bills and transaction history?

You can view your bills and transaction history in [Billing Center > Bill Details](#).

How do I view the details of my billable durations?

Real-time durations: You can find a usage graph and view your usage details in [Usage Statistics](#) of the TRTC console. If you select a single day, the page will show usage statistics on a 5-minute basis. If you select multiple days, it will show usage statistics on a daily basis. The statistics are accurate to the minute.

Billable durations: You can [download](#) an Excel file of your billable durations in Tencent Cloud's billing center. The file shows your usage on a 5-minute as well as daily basis. The statistics are accurate to the second.

Note:

Real-time usage statistics may be slightly different from the durations you are actually billed for. In case of conflicts, **the statistics in your bills shall apply.**

How do I view the remaining minutes in my package?

Durations are deducted from your package in real time, and the number of remaining minutes in your package is updated every 5 minutes. You can view your remaining minutes in [Package Management](#).

Given that billable durations are calculated in seconds and rounded up to the nearest minute, will more minutes than I actually use be deducted from my package?

No. Deductions are based on your cumulative usage in a day.

Below is an example of how deductions work:

Calculation Period	Period Usage	Cumulative Usage	Cumulative Billable Duration	Period Deduction	Cumulative Deduction
00:00:00 - 00:04:59	30 sec	30 sec	1 min	1 min	1 min
00:05:00 - 00:09:59	20 sec	50 sec	1 min	0 min	1 min
00:10:00 - 00:14:59	40 sec	90 sec	2 min	1 min	2 min

How do I estimate my usage of TRTC services and the cost?

You can use the [TRTC Price Calculator](#) to estimate your usage and cost.

Why does a video call or video streaming session generate audio durations?

In most cases, if a user subscribes to a stream, they receive both audio and video data. However, in cases where the sender's camera is turned off, the recipient disables remote video or encounters a network problem, or there is only one user in the room, the user will receive no video data. To reduce your expenses, TRTC bills a period during which a user does not receive video data as audio duration.

How are free Audio & Video Minutes and free MAU calculated in multiple subscription packages with the same SDKAppID ?

The calculation of our audio and video hours and MAUs with the same SDKAppID follows an aggregation logic. If you purchase multiple products such as Chat, Live, Call or Conference, the resources in each product package are added together. For example, if you have purchased the Live Standard package for the same SDKAppID, which includes 10,000 free MAUs and 300,000 free audio/video minutes, and the Call 1v1 package, which includes 5,000 free MAUs and 100,000 free audio/video minutes, you have 15,000 free MAUs and 100,000 free audio/video minutes for the same month. If you have purchased the Call 1v1 package, which includes 5000 free MAUs and 100,000 free minutes, your free MAUs for the month will be 15,000 and your free minutes will be 400,000.

How is MAU (Monthly Active Users) calculated?

MAU calculates the number of unique users that log in to app in a given month. After a user logs in successfully by calling the login function of the SDK to establish a persistent connection with the backend, MAU will be increased by one. A user that logs in repeatedly in the same month is considered as one user only for MAU. Use the login function appropriately according to business scenarios to avoid an excessively high MAU. In addition, if a user simultaneously uses Chat, Live, Call, or any combination of the products, they will only be counted once as one MAU.

How is screen sharing billed?

Screen sharing data is published as a separate stream. If a user receives a screen sharing stream, the user's duration will be billed as video duration.

How is relaying to CDN billed?

TRTC leverages the capabilities of CSS to relay streams to CDNs. **CSS** charges you according to the billing rules described in [CDN Relayed Live Streaming](#).

Are fees charged if there is only one user in a room?

A room with only one user consumes TRTC's resources, even if no streams are pushed (no upstream data). The only user in a room cannot subscribe to other users' streams and therefore won't receive video data. As a result, the duration is billed as **audio duration**.

Why is my service status "Disabled"?

Overdue payments will lead to service suspension. The services will be resumed automatically after you [make the payment](#).

If you manually disabled an application, you can click **Enable Application** to resume TRTC services for the application.

Refund Instructions

TRTC Monthly Package Refund Instructions

Last updated : 2024-07-30 10:52:40

Five-Day Unconditional Refund

To make it more convenient for you to use the audio/video call feature, if your purchased TRTC monthly package (**including Call, Conference, Live, and RTC-Engine**) has not been used, Tencent Cloud supports unconditional return and refund within 5 days. For a single Tencent Cloud entity, within 5 days (including 5 days) from the day of purchase of any package for your SDKAppID, **one package or feature package** can be unconditionally refunded **at a time** within 5 days.

Note:

The five-day unconditional refund policy is not applicable in the following situations:

If the gifted audio/video call duration in the purchased monthly package has been used, regardless of whether it has been used up or not, a five-day unconditional refund is not supported.

If the user's account is suspended due to content review issues (related to pornography and other illegal activities), none of the packages under the account supports refunds.

If the user's account is suspended due to illegal activities, none of the packages under the account supports refunds.

Refund Rules

Tencent Cloud has the right to decline a refund request if suspected abuse is detected.

If a package meets the refund requirements, you will receive a full refund, regardless of whether you used cash credits, commission credits, or free credits for the purchase.

Note:

Discounts or cash coupons will not be refunded.

The refund amount will be returned via the original path to your Tencent Cloud account.

Refund Steps

1. Go to [Console > Ticket System > Submit a Ticket](#).
2. Search for or select **Tencent Real-Time Communication TRTC** in the search box on the right.
3. Select **Billing and Refund Issues** as the issue type and create a ticket.
4. Enter the ticket creation page, fill out the corresponding information, and click **Submit a Ticket**.

Note:

Before returning the resources, please check if the resources comply with the [5-day unconditional refund policy](#). If not, the refund can't be performed.