

FAQ

Understanding Your Webroot Invoice and Payment Options

Can I pay my invoice online?

Yes. To pay your invoice with a credit card online, or to sign up for auto-pay, visit www.webroot.com/business/pay-your-invoice

Please note: we cannot accept payment via American Express in Canada.

Does Webroot offer flexible billing options?

Yes. You can choose an annual or monthly usage subscription. For annual subscriptions, you can choose to be billed up front, annually, bi-annually, quarterly, or monthly. Commitment is billed up front. Excess usage will always be billed monthly in arrears, based on the usage of the previous month.

Can I switch billing models?

Yes, however, some conditions may apply. Please contact your Webroot sales representative or account manager for details.

What is “excess usage”?

Each Webroot® subscription covers a specified number of endpoint devices, such as computers, smartphones, tablets, or servers. This number is referred to “contracted seats” in your Webroot license agreement. If you deploy Webroot protection on more devices than are covered by the contracted seats for your subscription, you will be charged an overage fee, which will appear on your invoice as “excess usage.” Excess usage is billed monthly in arrears based on the usage of the previous month.

How is excess usage calculated?

Endpoint Protection Excess Usage

Any endpoint used, deployed, or distributed in excess of the number of contracted seats included in your subscription will be billed under excess usage. The excess usage fee is calculated monthly, billed in arrears, and is based on the number of endpoints that have checked into the Webroot management console within the 30 days prior to the invoice date.

DNS Protection Excess Usage

There are two components of DNS Protection: agent-based and network/IP-based. DNS Protection usage is calculated by adding the activity for both components, which are mutually exclusive. Like all excess usage charges, DNS Protection excess usage is billed monthly in arrears.

1. Agent-based solution usage is calculated when DNS Protection is deployed on a specific endpoint. Billing is based on activity, which includes all unique endpoints that have checked in to the console within the 30 days prior to the invoice date.

2. DNS usage for the network/IP-based solution is calculated by totaling all IP requests to the network over 30 days, divided by 30,000 (30 days x 1,000 requests). This number excludes all IP requests from agent-based deployment. The number 1,000 represents the average number of webpages one user will visit in a day.

Security Awareness Training Excess Usage

Security Awareness Training usage is calculated based on the number of target users that have used Security Awareness Training within the 30 days prior to the invoice date. Each target user is equivalent to a unique email address, which is reflected in the number of “seats” on the invoice. When you add a customer’s email address to Security Awareness Training in your console, it is counted as one seat, regardless of how many campaigns the user is in. If you deactivate a target, it will be removed from the usage bill after 30 days of inactivity.

Like all excess usage charges, Security Awareness Training excess usage is billed monthly in arrears.

What is the difference between “active” and “activity”?

The number listed under “Activity” is used for billing. The number listed under “Active” is NOT used for billing.

“Active” refers to the total number of unique endpoints on which you have installed the Webroot® agent using a given keycode, which have not been deactivated in the Webroot management console. Although you may uninstall Webroot protection from a given endpoint, that endpoint will still be counted under “active” until you deactivate it in your Webroot® management console.

“Activity” refers to the number of endpoint devices that have checked in to your Webroot management console within the last 30 days. If you issue a Deactivate command from your console, the agent will be uninstalled from the endpoint(s) you choose, and will no longer check into the console. After 30 days of inactivity, these endpoints will no longer count toward activity. (Please note: the Deactivate command expires after 14 days. If a given endpoint is offline and cannot check into the console during this time, it will not receive the deactivate command. If it checks in after the 14-day window, it will be counted toward your activity.)

If an active device has not checked into the console within the last 30 days, then it will not be included in the activity for that month and will not be billed during that period. The active number is typically higher than the activity number.

Can I renew my subscription early?

Yes. You can renew your subscription as early as 90 days prior to your contract end date. If your business has grown, we strongly encourage you to take advantage of our tiered pricing. Contact your Webroot sales representative or account manager for details.

Note: if your renewal includes a different cost, the new pricing will not take effect until after the contract end date. For example, if your contract ends on June 5, but you renew in April at a tier-discounted rate, the discount will only apply after June 5. Additionally, any excess usage for the months prior to June 5 would be billed at the previous rate, not the discounted renewal rate.

Why am I being charged tax?

If your invoice includes a tax charge when you should be tax exempt, please email your tax certificate to accountsreceivable@webroot.com to rectify the issue.

Note: Webroot now charges tax for customers based in Canada.

About Webroot

Webroot was the first to harness the cloud and artificial intelligence to protect businesses and individuals against cyber threats. We provide the number one security solution for managed service providers and small businesses, who rely on Webroot for endpoint protection, network protection, and security awareness training. Webroot BrightCloud® Threat Intelligence Services are used by market leading companies like Cisco, F5 Networks, Citrix, Aruba, Palo Alto Networks, A10 Networks, and more. Leveraging the power of machine learning to protect millions of businesses and individuals, Webroot secures the connected world. Headquartered in Colorado, Webroot operates globally across North America, Europe, and Asia. Discover Smarter Cybersecurity® solutions at webroot.com.

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