

Monthly Billing FAQ

What is monthly billing?

Currently, Dropbox partners may only offer plans with annual commitments. These SKUs include:

- Annual plans that are billed once a year
- Annual plans that are billed monthly, although the customer has made a 12-month commitment to make payments

True monthly billing introduces a third option, which requires a monthly commitment with month-to-month billing.

When will the monthly option be available?

June 13, 2018.

Why is Dropbox adding a monthly subscription plan?

To help partners sell to SMBs via flexible payment options, Dropbox will now offer true monthly SKUs in distributor marketplaces for Dropbox Standard and Dropbox Advanced.

This presents an opportunity for partners to grow their businesses with customers that are interested in experiencing the benefits of Dropbox Business without a long-term commitment.

True monthly billing removes the annual commitment. So, while true monthly SKUs cost slightly more, this new option increases flexibility for partners and customers. True monthly billing also more closely matches the billing model and cash flow needs of partners pursuing a managed services business model.

What is the main difference between the different billing options?

Annual commitment with annual billing

This is our most straightforward billing option, ideal for large purchases. Our annual plans are less expensive than the new monthly billing option.

Annual commitment with monthly billing

A commitment to an annual plan, but billed monthly so you can consolidate your monthly service subscriptions. It's a flexible way to control your monthly cash flow for a lower price.

Monthly commitment with monthly billing

This is ultimate flexibility when it comes to billing. Monthly commitment and month-to-month billing means it's low risk for your customers, and also a lower risk for you. The monthly plan costs more than our annual options.

Is there an annual option that offers monthly billing?

Yes. There still is an annual commit plan with monthly billing option, in addition to an annual plan with annual billing.

Can a team switch from Monthly to Annual?

Customers may want to switch from their monthly billing option to annual billing at some point in their subscription. A team can move from a monthly billing option to an annual plan at any time.

How does billing work?

Partners will have the option of selecting one of the following billing options for Dropbox Standard and Dropbox Advanced in the distributor marketplaces:

- Annual subscription that is billed annually
- Annual subscription that is billed monthly
- Monthly subscription that is billed monthly

List prices for plans with a true monthly billing option are more expensive than the annual commitment plans. Reach out to your distributor contact for more information.

Please note that the true monthly billing options are only available via distributor platforms and not via manual purchase orders.

Can a team cancel before the end of the month with the monthly billing option?

Dropbox offers its Distributors a short grace period to process refund requests for all Dropbox Business Products. Please contact your distributor partners for more details about this process.

Can a team switch from an annual plan to monthly billing plan?

Some existing customers who are on an annual plan with annual billing or an annual plan with a monthly billing will want to change to the new monthly plan.

Teams can move to a true monthly plan at the time of their renewal. Teams that select a monthly plan before renewal time may be subject to a termination fee.

How does monthly billing work on the backend?

When a customer purchases through a Dropbox reseller, the reseller will log into the marketplace website and set up the transaction. The CMP will call the Dropbox reseller API which will create the new team and update the Dropbox Channel platform. These updates will create an invoice line item that will be used by Oracle to bill the Distributor.

Who should I reach out to if I have any questions?

You can reach out to your Distributor representative or contact partners@dropbox.com.