Barracuda MSP usage-based billing FAQ

1. **What is usage-based billing?**

   Usage-based billing is a new feature that allows the ECHOplatform to automatically determine your customers' usage of certain Barracuda MSP security products, based on Microsoft's usage definitions, to simplify management of your customers' license provisioning.

   Additionally, ECHOplatform will include a feature in the portal that will allow you to see which mailboxes were billed for in the last bill and what they would be billed for on the next billing cycle, based on current usage.

2. **Why is Barracuda moving to usage-based billing?**

   The usage-based billing model aligns with Microsoft's industry-standard licensing model. By standardizing on this model, you can streamline your pricing and billing process, easily view certain Barracuda product usage per customer, granularly, via the ECHOplatform, and eliminate the administrative overhead you may have previously experienced when updating license counts per customer for these Barracuda security solutions.

3. **Which Barracuda products does usage-based billing pertain to?**

   Usage-based billing will be applied to all Barracuda Email Protection products (Email Security, Cloud Archiving Service, Cloud-to-Cloud Backup, Sentinel, Forensics and Incident Response, Essentials, Compliance, Complete, and Total Email Protection), as well as Barracuda Content Shield Plus.

4. **What is the definition of Barracuda product's usage?**

   For customers using Office 365 and Sentinel – Barracuda requires the same number of licenses as the number of mailboxes that have an Exchange license in the organization's Office 365 account. The Sentinel mailbox count will be used for all SaaS products.

   For customers not using Sentinel – Barracuda requires the same number of licenses as the organization's monthly active recipients. This count includes all email addresses that are receiving emails, along with users whose email is being archived. Email aliases, distribution lists, and invalid recipients are excluded from this count, as long as they are marked as such in the ECHOportal.

   Shared Mailboxes - Microsoft requires a license for shared mailboxes bigger than 50GB. As such, under our policy, any shared mailboxes over 50GB will also require a Barracuda license.

5. **What types of mailboxes will be considered for usage?**

   Below are all the mailbox types that will be counted for usage:

   - Active mailboxes
   - Shared mailboxes (if using Barracuda Sentinel this only counts if it has an Exchange mailbox)
   - Archived mailboxes (this only applies to Barracuda Cloud Archiving Service when purchased as a standalone product)

6. Are there any exemptions?

Yes, there are some exemptions available, such as:

- o Distribution lists
- o Aliases
- o Invalid email addresses
- o Shared mailboxes with the following scenarios:
    - An M365-connected product that *does not* have an Exchange license
    - Non M365-connected product where shared mailboxes are *less than* 50GB in storage
- o Students of education customers

7. How can I report on the exempted mailboxes?

An exclusion list functionality will be available that will enable you to maintain and report excluded mailboxes via the ECHOplatform. Through this new functionality, you can submit distribution lists, aliases, EDU student mailboxes, and other exempted mailboxes listed above from being billed.

Once you have gathered the excluded email addresses, you can either save the email addresses to a CSV file and upload the file to the ECHOplatform, or you can select individual email addresses via the ECHOplatform. To learn more about how this functionality works, please watch this [video](#).

8. Had there been a change to our license policy?

No, this policy was in place since 2019. However, with the new feature, we can access and provide visibility into this information seamlessly.

9. When will this go into effect?

Usage-based billing will go into effect starting November 2021. We will notify you once your account has been activated with usage-based billing.

10. Are there any exceptions to our ability to count licensed mailboxes?

Usage-based tracking will not apply to products that have not been configured or to customers with standalone Cloud-to-Cloud Backup version 2 mailboxes. We will use the provisioned amount provided by you in ECHOplatform.

11. What if my customer has both Microsoft 365 connected and non-M365-connected products?

For customers with a mix of Microsoft products, the M365 seat count will be used for all counts across all products. For example, if the customer uses Advanced Email Security for their non-365 mailboxes and Sentinel (M365), the Sentinel seat count will be applied/used for both products.

12. How do I know which email addresses I'm being billed for?

A new page will be available on the ECHOplatform, where you can see the mailboxes you were billed for in the last billing cycle and which you would be billed for in the next billing cycle.

13. **Why aren't all shared mailboxes part of the exclusion?**

    Shared mailboxes are protected by our products in a similar way to individual mailboxes. In addition, our goal is to align with Microsoft's licensing model, which requires a license for any shared mailboxes over 50GB.