



Understanding Ruby's billing: frequently asked questions

Curious about how Ruby charges for our virtual receptionist and live chat solutions? Want to know what to expect before your first invoice? We've gathered some frequently asked questions and answers from our Customer Happiness team:

Q. How does Ruby charge for receptionist service?

A. Ruby charges two fees for receptionist services, calculated on a monthly basis:

1. First, we charge a fixed fee based on your receptionist plan, which is due in advance, on or before the first day of each monthly billing period.
2. Second, we charge a variable receptionist overage fee if your usage exceeds the base receptionist minutes included with your plan. This is billed in arrears, on or around the first business day following each monthly billing cycle.

Ruby does not bill customers for calls outside of your live answering hours, for calls made through the Ruby app, or for calls made to Customer Happiness.

Q. What is a "receptionist minute?"

A. Ruby only bills for receptionist time, whereas "call time" is an indication of how long the call lasted from start to finish. We measure receptionist time using a concept of receptionist minutes. We bill receptionist minutes in 30-second increments and calls are rounded up to the next 30-second mark.

For inbound calls, receptionist time is calculated starting from the time the receptionist receives the call and ends when a receptionist transfers the call (either to someone, to voicemail), or otherwise disconnects because the call is over. Calls are rounded up in 30-second increments. We include hold time and exclude talk time once a call is transferred to you or your voicemail box.

For outbound call assists, receptionist minutes are calculated by counting the time our outbound call specialist is on the call, as well as the time they spend sending a follow-up email to fill you in on the results of the call.

Q. Does Ruby bill for calls by the second?

A. No. Receptionist minutes are billed in 30-second increments, and calls are rounded up to the next 30-second mark. For example, if a call is 10 seconds long, it will be billed as 30 seconds (or half of a receptionist minute).

Q. Does Ruby charge for the time someone is on hold?

A. Yes. Receptionist minutes begin the moment a receptionist answers the call and includes time the caller is on hold. We stop billing after the call is transferred to the customer or voicemail, or otherwise comes to an end.

Q. How does Ruby charge for chat service?

A. Our fees are calculated on a monthly basis, and we charge two types of fees:

1. First, we charge a fixed fee based on your plan, which is due in advance, on or before the first day of each monthly billing period.
2. Second, we charge a variable overage fee if your usage exceeds the base number of billable chats that are included with your plan, which is due in arrears on or around the first business day following each monthly billing period.

Q. What is considered a billable chat?

A. A chat is an online interaction that starts when a website visitor engages a chat specialist and ends when a) the chat specialist determines the chat is not company-related, b) the visitor closes the chat window, or c) the chat specialist closes the chat window.

We measure usage of our chat services using the concept of engaged chats. All chats considered engaged chats are billed to our customers, including but not limited to those tagged as Leads, Actionable Support, Non-Actionable Support, and Recruitment. Chats that are not engaged are not billed to our customers and are defined as those that are initiated by a bot, contain nonsensical verbiage, or are ended by the website visitor after the initial hello.

Q. What happens if I go over the minutes or chats in my plan? Do you automatically bump us to the next plan?

A. If you go over your monthly plan, any additional minutes/chats used are billed at your plan's predetermined rate.

While you're not automatically bumped up to the next plan based on your usage, you're welcome to contact us to change your current or future plan at any time.

Q. Do unused receptionist minutes and chats roll over?

A. No. Receptionist minutes and chats do not roll over to the next billing period if you don't use them.

Q. When do I get my bill?

A. We'll email you an invoice on the first day of your billing cycle. This invoice will include your base monthly fee for the current billing period and any minutes/chats used in addition to your plan in the previous billing period.

Q. What does a bill look like?

A. Your Ruby invoice will typically consist of two pages. The first page contains a list of all charges and credits applicable to the current invoice. The second page has a section that summarizes your subscription and a section that outlines any transactions or existing credits that have been applied to the current invoice.

Plans

Partner discount



Please remit payment to:

Ruby
805 SW Broadway, Suite 900
Portland, OR 97205

866-611-7829
billing@callruby.com

Invoice Date: 07/01/2021
Invoice #: INV00999999
Payment Terms: Due Upon Receipt
Account Currency: USD
Due Date: 07/01/2021

Account Information: Emma Smith
789 Main Street
Anytown, PA 55555
United States

Current Charges

Billed for service period 07/01/2021-07/31/2021

Charge Item	Total
Bundled Chat Ruby 30 - \$50 Off	\$ 249.00
Call Ruby 500 Minute Plan	\$ 1,499.00
Discount - Partner - The Florida Bar	-\$ 109.52
Subtotal: \$1,638.48	

Billed for service period 06/01/2021-06/30/2021

Charge Item	Total	
Receptionist Minutes -- Overage	269 Minutes at \$3.60 each	\$ 968.40
Discount - Partner - The Florida Bar		-\$ 58.96
Receptionist Minutes	500 Minutes at \$0.00 each	\$ 0.00
Website Chats -- Overage	28 Chats at \$10.00 each	\$ 280.00
Website Chats	30 Chats at \$0.00 each	\$ 0.00
Subtotal: \$1,189.44		

Gross Amount:	\$ 2,996.40
Discount:	-\$ 168.48
Subtotal:	\$ 2,8276.92
Tax:	\$ 0.00
Total:	\$ 2,8276.92
Invoice Balance:	\$ 0.00

Total

Want to make an update? Give us a call at 866-611-7829 or email staff@ruby.com. For receptionist service customers, you may also update your payment information, view your call history, and access your invoice history at my.ruby.com by going to Account>Billing. Please note: All calls are rounded up in 30 second increments. For additional information, please see our Terms at ruby.com/terms and our Privacy Policy at ruby.com/privacy.

Have another question or want to learn more about Ruby? Give us a call at
or chat with us at ruby.com.

844-311-7829