

SMS pricing and purchasing SMS credits

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[SMS notifications](#) are purchased in packages of credits. You can purchase SMS credits in your OnceHub Account in the **Billing**→ **Licenses** section.

In this article, you'll learn about SMS pricing, purchasing SMS credits, and understanding your SMS balance.

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How do SMS credits work?

- SMS credits can be purchased at any time. You pay for SMS credits as you purchase them.
- Once you've purchased SMS credits, they are immediately available for use by every User with a User License.
- SMS credits are deducted per SMS notification sent.
- SMS pricing is the same for every mobile number globally. We do not charge different prices or deduct more credits based on the destination.
- When you start a OnceHub account, you'll receive 25 free SMS credits to test out this feature. If you run out of credits, you can purchase additional SMS credits in the **Billing**→ **Licenses** section..

SMS Pricing

SMS credits are purchased in packages. Every standard SMS sent requires one SMS credit. A standard SMS is one that is 160 characters or less in length.

SMS credits	Cost	Cost per SMS credit
100	USD 15.00	USD 0.15
200	USD 25.00	USD 0.125
500	USD 50.00	USD 0.10
1000	USD 90.00	USD 0.09

Requirements for purchasing SMS credits

To purchase SMS credits, you must be a [OnceHub Administrator](#).

Purchasing SMS credits

1. Select the gear icon in the top navigation menu → **Billing** → **Licenses**.
2. Click the **Add credits** button (Figure 1).

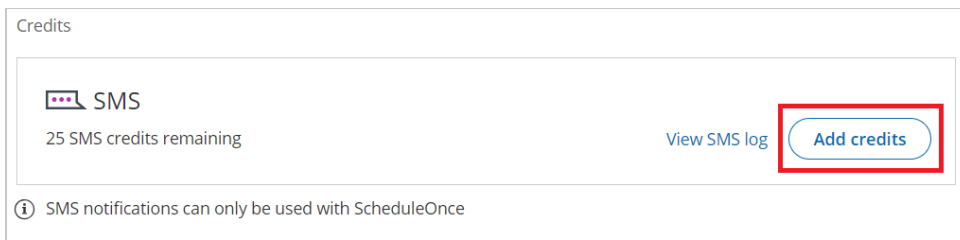


Figure 1: Add SMS credits

3. In the **Secure checkout** page, select the quantity of SMS credits you would like to purchase.
4. Click **Proceed to payment**.
5. Select a payment method. You can choose from payment methods that are already on file or click **use a new payment method** to add and pay with a new payment method. By default, the payment is charged to your primary payment method.
6. Click **Submit payment**.
 - Your SMS credits are immediately available for use by any User in your account with a User license.
 - The transaction is recorded in the **Billing** -> **Transactions** tab.
 - You will receive an Order confirmation email with your invoice attached.

Understanding the SMS balance

To view your SMS balance, select the gear icon in the top navigation menu → **Billing** → **Licenses**. Your SMS balance is displayed in the SMS box (Figure 2).

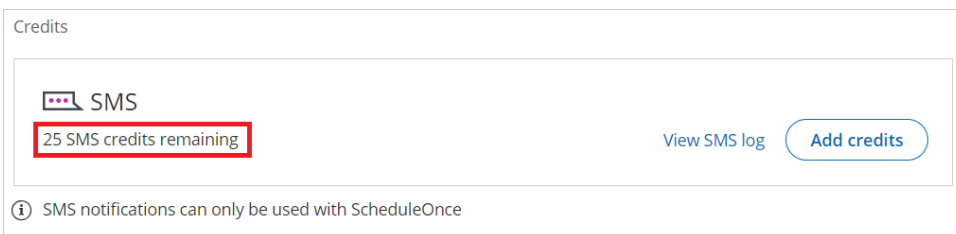


Figure 2: SMS credits remaining

- Every standard SMS sent deducts one SMS credit from the SMS balance. A standard SMS is one that is 160 characters or less in length. SMS notifications that are longer require additional SMS credits.

- SMS credits are charged per SMS notifications sent, not delivered. OnceHub uses a robust stable network with a very high delivery success rate.
- OnceHub Administrators will receive an alert via the [Notification center](#) and via email when the SMS balance reaches 25% of the last SMS credits purchase and when the balance reaches zero.

For more information on how to monitor your account's SMS usage, see our [SMS log data](#) article.
