

Important client information: Changes to the billing model

From: notification@hetzner.com
To: hetzner@jensjabari.dk
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Your client number: K0822623722

Dear Mr Frederik Jeppesen

We would like to inform you today about upcoming changes to the billing model for our products.

Starting in March 2024, almost all of our products will have consumption-based and hour-based billing, similar to our Cloud products.

If you only use our Cloud products, the only relevant change for you is the below mentioned new date for when we calculate your invoice.

What does this mean for you?

- Consumption-based billing: The invoices for these products is based on the service we provide. This means you always receive an invoice for the previous month.
- Hour-based billing: Billing is based on the actual usage time in hours. There are some exceptions: products with an annual fee (domains and SSL certificates) and licences. These products' invoices are based on the entire calendar month regardless of when during the month you order them. If you use the products for a whole month, you will be charged the monthly price as usual.

What is important during the changeover phase in March and April?

- During the changeover phase, your products will be charged pro rata. This may result in different invoice amounts for March and April. The changeover will happen automatically. You do not need to take further action. Your monthly price will not change.

What is important after the changeover?

- We want to be able to offer you even better customer service in the future. For that reason, we want to change the date of your invoice. This will make it easier for us to quickly answer questions about your invoices. Starting in April, your new permanent billing day will be the 17. of the month.

With this change, we hope to make our billing even more transparent and make our products more user friendly.

If you have any questions, we will be happy to help you. But first, please take a look at our FAQ at <https://docs.hetzner.com/general/others/new-billing-model>. You can reach our customer service by logging onto your account on our customer interface and going to "Support" in the menu.

Thank you in advance for your understanding and for your continued trust.

Kind regards

Hetzner Online

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