Startup Program FAQs

Thank you for joining the Cloudflare for Startups Program! We're excited to help you build, scale and optimize your applications by providing access to a wide range of advanced services.

Q: How do credits work?
- **Usage-based billing products** (e.g., Workers, Argo, R2 Object Storage, Stream) – Your invoices will automatically draw down from your credit balance. You'll see a **$0 balance** at the bottom of your invoice, with your **remaining credit balance displayed in the top left corner**.
- **Recurring billing and usage-based products** (e.g., Pro or Business plans, Argo Smart Routing – These types of subscriptions are covered by your Cloudflare Startup Program credits. When you purchase them, you'll see a notification confirming the payment. The charges will later appear on your monthly invoice and will be marked as **$0.**

Q: What should I do now?
- *Take advantage of your 3 enterprise domains:*
  As a Cloudflare for Startups Program member, you get access to three (3) Enterprise domains at no cost (these do **not** reduce your credits). To upgrade a domain:
  1. Log into your **Cloudflare Dashboard**.
  2. Under **"Websites,"** select the domain you'd like to upgrade.
  3. On the **"Overview"** tab, scroll to **"Active Subscription"** and click **"Change"** next to your current plan.
  4. On the next page, select **"Enterprise"** and confirm the upgrade.
  This ensures you fully leverage your Enterprise-level benefits

Q: Where can I see my credit balance?
Currently, Cloudflare's dashboard does not display credits, as this is a new program. Instead, you can track your balance through your invoices:
- When your usage generates an invoice for usage-based products (e.g., Argo, R2), the remaining credit balance will be displayed in the top left corner of the invoice.
- The total amount deducted from your credits will be shown in the bottom right corner of the invoice.
- Please note that some products do not use the credits' infrastructure, but are still free for you to use, so you may not see the credit balance on all of your invoice

Q: What plan types are available on the Startup Program?
- The Startup Program offers customers up to 3 Enterprise domains. This is in addition to the credits available for additional Cloudflare usage

Q: Can I add more domains?
- Yes, it is possible to add more domains. If they are added under the Business or Pro subscription, the associated costs will be deducted from the program credits.

Q: How long can I participate in the Startups Program?
- The Startup Program is available for up to one year, or if credits have been fully consumed (whichever happens first).

Q: What is the best way to use my credits?
- To maximize the value of your credits, explore Cloudflare's tools on our developer resources page. You can also reach out to our Product Advocate team or join our office hours by filling out this form.

Q: Which type of support do I get access to?
- With the Startup Plan, you have access to chat support and can also contact us directly at startups@cloudflare.com for assistance. Please note that the Startup Plan does not include: Dedicated account management, 24/7 Enterprise telephone support and/or a service level agreement (SLA)

Q: What can I do if I'm getting billed?
- If you have been billed, please reach out to us at startups@cloudflare.com and include the following details for assistance: Invoice number, email address associated with the account and billed amount.

Q: Are there any limitations to the use of my credits?
- Yes, there are some limitations. Key limitations include:
  - Registrar Purchases: All purchases through the Cloudflare Registrar are excluded from credits and must be paid in full using the payment method linked to your account.
  - There is a $10,000 USD credit limit for R2 and Cache Reserve services, and a $50,000 USD credit limit for Workers AI. A member of the Cloudflare team may reach out if you begin to approach or exceed these limits.
  - Credits are non-transferable, non-refundable, non-redeemable for cash, and cannot be sold, purchased, or bartered.

Q: Where can I find the Terms and Conditions of the program?
Please review all terms and conditions of the Startup Program here and here.

Q: Can I reapply if I was in the program before?
Unfortunately, reapplying is not possible. Startups are eligible to participate in the program only once.

Q: Can additional solutions not included in the program be requested?
- Exceptions can be made for specific solutions, such as Bot Management, Rate Limiting, Advanced Certificate Manager, and others. Please complete this Google form to submit your request, and the team will review it and get back to you.

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Included in the Program (Does Not Apply to Credits)

- **CDN**: Access to 330+ global data centers for optimized latency and performance.
- **Enterprise-Level Domains**: Three domains upgraded to Enterprise level.
- **DNS**: Fast and secure DNS services with global redundancy (330+ cities).
- **WAF**: Advanced web protection including zero-day threats and 1,000 Custom Firewall Rules + Cloudflare Managed Rulesets.
- **Page Rules**: Up to 125-page rules to automate URL behavior.
- **Zero Trust Network Access**: 50 seats included for secure access and user authentication.
- **Health Checks**: Monitor endpoints with real-time alerts (1,000 checks included).
- **Waiting Room**: 1 Waiting Room included to manage traffic surges.
- **Page Shield**: Monitors scripts, cookies, and web resources for malicious activity.
- **Zaraz**: Optimizes and offloads third-party tools for speed and security.
- **Logpush & Instant Logs**: Logging and analytics when paired with external data sources.
- **Role-based Account Access**: Assign roles and scopes to account members.

Available via Program Credits

- **Business & Pro Plans**
- **Cache Reserve (Up to $10K limit)**: $10,000 credit limit.
- **R2 (Up to $10K limit)**: Object storage without egress fees. $10,000 credit limit.
- **D1**: Serverless SQL database with Workers integration.
- **Workers, Workers KV**
- **Workers AI (Up to $50K limit)**: Serverless application development.
- **Stream**: Video hosting and delivery.
- **Images**: Image optimization and delivery.
- **Durable Objects**: Infrastructure-free stateful logic for apps.
- **Vectorize**: Vector database for AI use cases.
- **Queues**: Reliable message delivery.
- **Argo Smart Routing**: Reduces latency and connection errors.
- **DDoS Protection**: Multi-layer attack mitigation.

Available Upon Request

These products are available but require manual activation by the Cloudflare team:

- **Rate Limiting**
- **More Load Balancing Origins**
- **Advanced Certificate Manager**
- **SSL for SaaS**
- **API Shield (Extended Use)**
- **Bot Management**

Not Included in the Startup Program Credits:

- Cloudflare Registrar services.
- **Layer 3 & Layer 4 Features** – Including: Magic Transit, Spectrum and BYOIP (Bring Your Own IP)
- **Advanced Cloudflare Zero Trust Features** – Including: Email Security (Area 1), Data Loss Prevention (DLP), Browser Isolation
- **China Network**
- **Custom, Private Workers AI Model Deployments**
- **Network Services** solutions like Magic Firewall and Magic Transit

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