# Synacor Billing Requirements for Zimbra X

John Eastman

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## 1 Billing Overview

One important aspect of running a service is being able to monetize the service. This is typically accomplished by directly billing customers for the use of the service. There may be many different components to the actual billing of a customer.

Syancor, acting as the Operator of a Zimbra X service for a Customer, invoices the customer based on the status of individual accounts (mailboxes) along with the account's (end-user's) usage of the system.

While customers are billed at various rates, based on their contracts. The data supporting the bill, however, is consistent across all customers. This document serves to specify the requirements of the data utilized in billing.

# 2   Aspects of Billing

Customer billing is composed of several aspects including active use of the system as well as the amount of storage utilized by an account. An **Account** is defined in terms of a **single mailbox** from Zimbra's perspective.

The invoicing of Customers is based on the following information for each account:

- account status

- last access time to the system

- the forwarding status

- amount of storage utilized

## 2.1   Account States

Any use of the system *should* be considered when evaluating if an account is **Active** or **Inactive**. In the context of the account state, "log in" means any kind of service access to the system.

The system states for accounts is detailed in this section.

### 2.1.1   Active Accounts

Active accounts represent an account which is functioning under normal parameters for the system.

- Account *can* send and receive e-mails

- User *can* "log in" to the system

- User has *"logged in"* within specified timeframe from billing date (180 days)

- Account *may* be set up for email forwarding

- Storage for the account *will* be assessed

- `zimbraAccountStatus`: **Active**

1. Service Access

   Any account which accesses the system with via the following protocols *should* be considered **Active**:

- Web Client (or other "SOAP" access)
- IMAP
- POP
- SMTP

2. Forward-only Accounts

   Special consideration is needed to cover accounts which are setup as "Forward-only accounts." Accounts which have forwarding of emails turned on *should* still be considered as **Active**.

### 2.1.2 Inactive Accounts

Accounts which have not accessed the system for a period of time *should* be considered **Inactive**. The typical period of time would be 180 days of inactivity.

- Account *can* send and receive e-mails

- User *can* "log in" to the system

- User has not *"logged in"* within specified timeframe from the billing date (180 days)

- Account *has not* been set up for email forwarding

- Storage for the account *will* be assessed

- `zimbraAccountStatus`: **Active**

### 2.1.3 Suspended Accounts

Suspended accounts are accounts where access to the account is locked. Accounts are frequently suspended for varying durations.

Suspensions are almost always done in cases of a compromised account, and locking out the account temporarily is part of the standard operating procedure. Suspensions may also be related to service abuse.

- Account *can* receive e-mails

- Account *CANNOT* send e-mails

- User *CANNOT* "log in" to the system

- Account *must not* forward emails

- Storage for the account *will* be assessed

- `zimbraAccountStatus`: **Locked**

- Locked reason: **Abuse**

Zimbra does not currently capture the reason why an account was locked. A lower priority requirement would be to have the Zimbra system capture the reason for an account being locked, based on a fixed set of reasons.

### 2.1.4 Held Accounts

Held accounts are put into a static state and may not be modified. This could be for legal reasons or some financial situation on the part of the end-user (failure to pay their bill).

- Account *CANNOT* receive e-mails

- Account *CANNOT* send e-mails

- User *CANNOT* "log in" to the system

- Account *must not* forward emails

- Storage for the account *will* be assessed

- `zimbraAccountStatus`: **Closed**

### 2.1.5 Deleted Accounts

Once an account has been deleted from the system, data is no longer available for that account.

- Account *CANNOT* receive e-mails

- Account *CANNOT* send e-mails

- User *CANNOT* "log in" to the system

- Account *must not* forward emails

- Storage for the account *will NOT* be assessed, data *will no longer* be stored by the Operator.

- Account *cannot* be restored by the Operator.

- Account and messages have been purged from Zimbra and storage

- `zimbraAccountStatus`: **N/A**

## 2.2   Storage Utilization

Customers are billed for the amount of storage used. Additional reporting *may* be necessary for individual account storage usage.

# 3   Acquisition of Billing Data

Data utilized by the billing *will* be evaluated on a daily basis, including storage usage data. The information will then be rolled-up to the billing period for the customer. Additional reports based on daily usage *may* be required by the customer.