



Mini → Large

DOCUMENTATION · GETTING STARTED

Plans, upgrades and your bill

Pay for the size of phone system you use and the modules you want — change either whenever you like, and see every invoice and payment on one page.

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filantis.com/docs/plans-and-billing/

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At a glance

- **You buy two things:** a phone system size, and the modules for your kind of business.
- **Sizes are priced by calls at once, never per person.** Mini is free with 10 extensions; paid sizes have no extension limit.
- **Change either at any time** from the Subscription page — nothing is renumbered or reset.
- **Monthly or yearly**, with the same cancellation terms either way.
- **Every invoice and payment is on My Billing**, where you also pay and set who is billed.

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1 Phone system sizes

The phone system is in every workspace. Its **size** sets how much of it you can use:

SIZE	EXTENSIONS	CALLS AT ONCE	DEPARTMENTS	SIP TRUNKS	EXTENSION LENGTH
Mini — free	10	4	1	1	3-digit
Small	No limit	8	No limit	Unlimited	3-digit
Medium	No limit	16	No limit	Unlimited	3 or 4-digit
Large	No limit	24	No limit	Unlimited	3 or 4-digit

- **An extension can be assigned to any person, room or location** — a receptionist, a guest room, the back gate.
- **One extension can ring several devices.** Set it up on a desk phone, the Windows app or the Android app — any one of them, or all at the same time — and a call to that extension rings on every device

configured for it.

- **There is no overage.** At the calls-at-once limit the next call waits; nobody is billed extra.
- **Every paid size** — Small, Medium and Large — includes the Android and Windows apps. The free Mini does not.
- **Medium and Large** add call recording and video meetings.
- **Recording and voicemail storage** is 1 GB on Mini, Small and Medium and 2 GB on Large. Additional storage can be purchased at a nominal cost.

Room to grow, free. On every paid size, SIP trunks, call menus (auto-attendants), gateways (FXS, PSTN and mobile), paging groups and zones, and call parking slots are **unlimited**.

Current prices, in your currency, are on the [pricing page](#).

2 Modules and packs

Beyond the phone system, Filantis is sold as **modules** — each a set of pages for one job:

MODULE	WHAT IT ADDS
■ Phone system	Extensions, trunks, call menus, voicemail, meetings. In every workspace; you choose its size.
■ Office	Departments, attendance readers and locations.
■ Hotel management	Front desk, rooms, bookings, housekeeping, wake-up calls and folios. Accounting included.
■ Restaurant & bar	Tables, orders, kitchen tickets, bills, recipes and food cost. Accounting included.
■ Accounting	Invoices, purchases, products, stock, tills, payroll, ledger and reports.



Business packs

Office BOH, Hotel PMS, Restaurant RMS and Hotel + Restaurant — the modules that business needs plus every add-on, for far less than their separate prices. A pack sits on any size, Mini included.



Add-ons, included

Printers & fax, card machines, payment gateways, SMS and service connectors come free with every paid size — Small and up.



Always included

Dashboard, TV display, contacts, system logs and settings are in every workspace.

3 See what you have

Only an **admin** sees billing. Click your name at the top right and choose **Subscription**.



Your subscription

Your modules, your phone system size, monthly or yearly, the price you pay and the date it renews.



Usage

A bar for each limit — extensions, departments, trunks — showing used against allowed. It turns red when you are close.



Invoices

Your latest invoices and whether each is paid, with a link through to My Billing.

The price shown is **your** price. If our list price has gone up since you joined, the page says so — and your rate stays where it was while you keep that selection.

4 Change your subscription

- 1 On **Subscription**, choose **Monthly** or **Yearly**.
- 2 Under **Phone system**, pick a **Size**. Each tile shows its price and calls at once.
- 3 Under **Business bundle**, pick a pack — or **None** for the phone system only.
- 4 Check the **Total**, and the saving a pack brings, beside the button.
- 5 Click the button. It reads **Continue to payment** when there is something to pay, and **Save changes** when you are only taking things away.

Subscription

Size

Small · 8 calls at once

Medium · 16 calls at once

Business bundle

Hotel PMS — Office, Hotel management, Accounting...

Every paid phone size (Small and up) also includes the add-ons free.

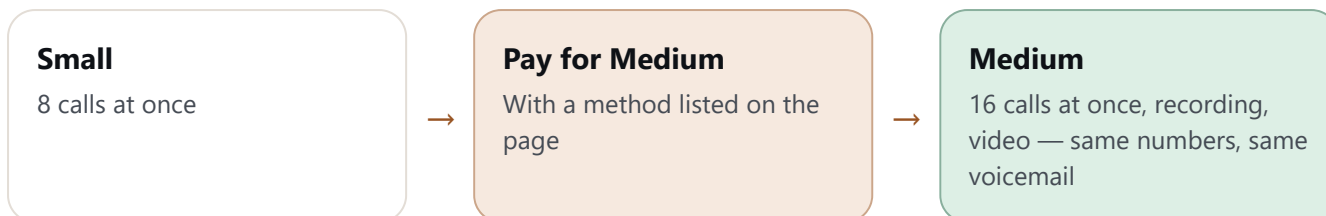
Total

Continue to payment

Adding a hotel or restaurant pack also changes your type of business, so its section appears in the sidebar — see [Choose your type of business and country](#).

5 When a change takes effect

YOU...	IT APPLIES	WHAT YOU PAY
Add a module or a pack	When the payment lands	The new total; a new month or year starts that day
Move up a size	When the payment lands	The new total; a new month or year starts that day
Remove a module	At once	Nothing now, no refund for the current period; the next renewal is the smaller total
Move down a size	At once	Nothing now, no refund for the current period; the next renewal is the smaller total
Switch off automatic renewal	At the end of the paid period	Nothing more — you are simply not invoiced for the next one

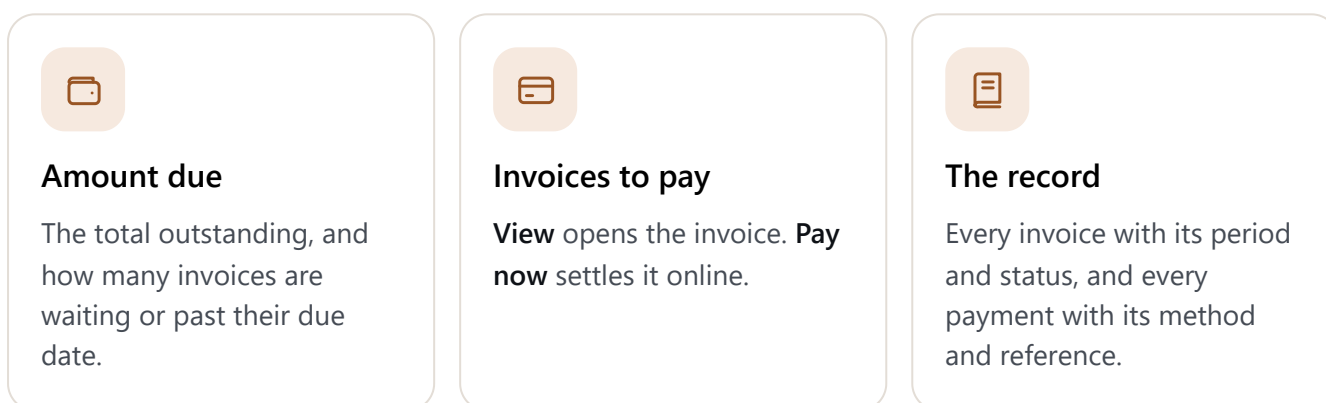


Moving size never rebuilds anything. Extensions, voicemail and call history stay exactly as they were.

Moving down to Mini? Check the Usage bars first. Bring your extensions, departments and trunks inside Mini's limits before you switch.

6 Your bill

Click your name at the top right and choose **My Billing**. What you owe comes first.



Billing details

The **Billing details** card is what we print on your invoices — separate from your workspace name, because the person who pays is often not the person who runs the phones. Set **Billed to**, the **Billing email** that invoices and reminders go to, the address, a **Tax reference** (GSTIN, VAT number or equivalent) and a **PO number**, then click **Save billing details**.

How you pay

- **The methods open to you are listed on the page**, under **How you pay**, with the currency each one charges in. They differ by country and may change.
- **Online methods settle immediately.** We never hold your card details; they stay with the payment provider, who asks for them each time you pay.
- **Transfers are confirmed by us.** Pay to the details shown and quote the invoice number; we check it against our bank statement and mark the invoice paid.

Indian customers are billed in rupees at a rupee price we set — not a dollar price run through the day's exchange rate.

7 Renewal and cancelling

A paid subscription renews at the end of each month or year. The Subscription page reminds you in the last seven days.

- 1 On **My Billing**, find **Renew my plan automatically** under **How you pay**.
- 2 Switch it **off** and click **Save**.
- 3 The period you have paid for still runs to its end date. You are simply not invoiced for the next one.

There is no notice period and no cancellation fee. And if you change your mind early, a first payment for a cloud plan is refunded in full within 7 days — the details and exceptions are in the [refund policy](#).

If a subscription lapses, your phones and your data are untouched, but the paid modules are switched off until it is renewed. Nothing is deleted.

8 Switch off what you do not use

Paying for a module does not mean you have to look at it. On **Tune up → Modules**, each module you have carries a switch. Turn one off and its pages, dashboard sections and TV screens disappear from the workspace.

- **Nothing is deleted**, and you can turn it back on at any time.
- **It does not change your bill**. To stop paying for a module, remove it on Subscription.
- A module that comes with another — Accounting with Hotel — stays on while its parent is on.

9 Questions

– Is Mini really free, or a trial?

Free. No card, no invoice and no end date while you keep that selection. A free trial is something else: by invitation, it opens every module for a set number of days and then moves to the plan named in the invitation — normally the free size — by itself, with everything you set up kept.

– What happens if I upgrade halfway through a month?

The new selection applies as soon as the payment lands, and a new month or year starts that day. Your extensions, numbers and recordings are untouched.

- **Do I get money back if I remove a module?**

Not for the period already paid. The change applies at once and your next renewal is charged at the new, smaller total.

- **Can someone other than me pay the bill?**

Yes. Put their name and address in **Billing details** and their address in **Billing email**; invoices and reminders go there. Anyone with the **Admin** role can open My Billing.

- **Do I lose my phone numbers if I leave?**

No. Your numbers sit with your carrier, not with us. Pointing them at another system is a change you make at the carrier.

- **My Billing says “Nothing to bill”.**

Your system runs on a server of your own, which has no subscription behind it. Invoices and payments apply only to workspaces hosted in our cloud, which is what this guide describes.

Priced like a utility, not a head count

Hire ten more people and your bill does not move. You pay for the calls you make at once and the modules you actually use — and you can change both on a Tuesday afternoon without calling anyone.

Never per user

Priced by simultaneous calls.

No lock-in

Monthly or yearly, cancel any time.

No overage

A limit is a limit, never a surprise bill.

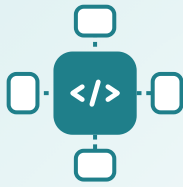
Create my free workspace

See sizes and prices

What to do next

That is the last of the getting-started guides. Go deeper into the phone system with [Extensions and numbering](#) and [Connect your carrier \(SIP trunk\)](#).

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Questions? hello@filantis.com



Phone system, team and accounts — in one place.

Filantis runs the calls, the staff register, the invoices and the front desk of your business, on any phone and any device.

Start free

A free plan, not a trial.
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Every guide

Step by step, for every screen.
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