ClinicMonk™ fees

A quick guide to phone, texting, email and your wallet.

These tech fees are separate from your ClinicMonk™ subscription. There are three parts: a one-time fee, monthly fees and pay-as-you-go usage.

1. One-time texting verification

About $22-$25 once. We register your practice for business texting so phone carriers recognize who your messages come from. This is a standard carrier requirement.

2. Monthly phone and texting fees

$2.30 per month, per local phone number keeps your number active.
Up to $10.50 per month keeps your business texting registration active. Recurring registration fees are standard for registered business texting.

3. Pay-as-you-go usage

Service	Listed rate
Outgoing calls	2.8 cents per minute
Incoming calls	1.7 cents per minute
Texts	1.66 cents per billable message part
Email	0.14 cents per billable email

There is no separate monthly email fee. Received and forwarded emails, including messages where your clinic is copied in, can also count toward usage.

Example: One outgoing 20-minute call costs about $0.56. Sending 100 short texts costs about $1.66.

4. Your wallet

Your wallet holds credit for phone and email charges. When the balance gets low, your card automatically adds more credit. **A wallet top-up is credit to use, not another service fee.** Read the wallet guide on the next page.

Prefer to watch? Open the optional 3-minute fees video.

Your wallet

How to check your balance, add credit and understand charges.

Check your spending

Open **Settings > Billing > Wallet & Transactions > Transactions**. Your subscription and wallet recharges can both appear as “ClinicMonk” on your card statement. Two charges do not automatically mean you were charged twice for the same thing. Check what each charge covers; some can take 6-24 hours to appear.

Set up or recharge your wallet

Open **Settings > Billing > Wallet & Recharge**.
“Auto Recharge with” is the credit added each time.
“When balance lower than” is the balance that triggers a recharge.
To add credit yourself, choose **+Add**. This charges your card and adds credit to the wallet.

If a recharge fails

We retry a failed recharge up to 7 times, once per day. If those attempts fail, you will be notified. Update your card and recharge manually, or ask Support for help. Phone and email services may pause if the wallet reaches zero.

If a balance or charge looks wrong, or you want to discuss unused credits, contact Support. We will check your account and remaining balance; a refund is not automatic.

Read the wallet article

Open the Support Dashboard for help with your plan or charges.