

Understanding Your CRN Usage & Billing

A plain-language guide to what is included, how usage is measured, what happens when you need more, and the safeguards built into the process.

The simple promise

You should be able to understand what your plan includes, what you have used, what happens next, and when an additional charge may occur - without having to understand the underlying technology.

This guide explains the customer experience. It intentionally leaves the technical infrastructure behind the scenes.

One Network. One Mission. Global Harvest.

HOW IT WORKS

Your plan comes first.

Every CRN subscription includes defined allowances for the services that apply to that plan. Those allowances are used before additional usage is calculated.

1. Included Usage Your plan begins with defined included usage for applicable services.	2. Usage Is Measured CRN measures the service you actually use rather than converting everything into one artificial unit.	3. You Stay In Control Notifications and account preferences determine what happens as you approach or exceed included usage.
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Why CRN does not call everything a "token"

Video viewing, storage, AI, and translation behave differently and have different underlying costs. Combining them into one universal token would make the system harder to understand and harder to price fairly.

Service	How it is understood
Video viewing	Viewing usage / minutes
Media storage	Storage consumed over time
AI services	Applicable provider usage
Translation	Applicable translation usage

Important

Your included allowances and any additional-usage rates should be shown with your applicable CRN plan. Final production allowances will be based on validated operating costs rather than arbitrary estimates.

What happens when you need more?

CRN is designed to apply your included plan allowance first and then handle additional usage according to the preferences and authorization on your account.

1	Use a CRN service
2	Usage is measured in the correct service unit
3	Your included plan allowance is applied
4	You receive threshold or low-balance notifications
5	Authorized additional usage can continue

CRN Usage Balance

The CRN Usage Balance is a simple monetary balance that can be used for authorized additional usage after the included plan allowance has been consumed. It is **purchasing capacity**, not a universal service token.

Auto-Replenish For ministries that want service to continue without repeated manual action. A replenishment occurs only according to the authorization and settings on the account.	Manual Replenishment For ministries that want to approve additional capacity themselves. Notifications provide time to add capacity before all available usage is exhausted.
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No uncontrolled negative balances

CRN is designed so usage does not silently accumulate into an unlimited customer debt. The service behavior for an exhausted allowance and exhausted balance will be defined in the applicable plan terms and account settings.

Built to protect your ministry.

CRN separates usage measurement, billing calculation, and payment authorization. This reduces the amount of control any single component needs and makes each transaction easier to review.

One billable event = one transaction

The architecture is designed so a repeated system event cannot create a second charge for the same billable event.

Your authorization controls payment

Payments occur according to the billing authorization and preferences associated with your account.

Your records stay separated

Usage and billing information is isolated by organization rather than mixed with other CRN subscribers.

Activity is recorded

Usage, billing events, and important administrative actions are recorded so they can be reviewed and supported.

Payment data stays within the payment boundary

The usage platform does not need to hold payment credentials simply to measure service consumption.

Security is part of production readiness

Authorization, tenant isolation, callback protection, audit logging, and other Zero Trust controls are production requirements - not future add-ons.

The questions we expect ministries to ask.

Does CRN combine all my usage into tokens?

No. Each service is measured appropriately because the underlying services and costs are different.

Will I be charged before my included allowance is used?

The applicable included plan allowance is applied before additional usage is calculated.

What is the CRN Usage Balance?

It is monetary purchasing capacity available for authorized additional usage. It does not replace the service's actual measurement.

Can I decide whether additional usage is automatic?

The architecture supports both authorized auto-replenishment and notification/manual replenishment approaches.

Can a repeated callback or system retry charge me twice?

The billing design requires duplicate-charge protection so the same billable event does not create multiple financial transactions.

What happens if I use everything available?

You should receive threshold notifications before that point. The exact exhausted-balance behavior will be defined by your plan terms and account preferences.

Before you choose additional usage settings

Review your plan allowances, your usage notifications, and whether Auto-Replenish or Manual Replenishment best fits your ministry's operating needs.

Christian Revival Network

Clear usage. Controlled billing. Secure stewardship.