

Billing and cancellation of email service

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Email Auto-Renewal Explanation

At our email service, we have a unique approach to account renewal. While we do not provide an explicit auto-renewal option, all email accounts are automatically renewed. This decision has been implemented to safeguard your valuable emails and prevent any loss of data.

Why Auto-Renewal Is Implemented:

- **Preservation of Emails:** Non-renewal of your email account may result in the potential loss of critical emails and data.
- **User Convenience:** To ensure uninterrupted access and continuous service without the risk of email loss, automatic renewal has been enabled for all accounts.

How Auto-Renewal Works:

- **Automatic Renewal:** Your email account is set to automatically renew to prevent any service disruption.
- **Cancellation Process:** Should you wish to discontinue the service or prevent the account from renewing, you can easily do so by following these steps:
 - Navigate to the "**Email Accounts**" section within your account dashboard.
 - Find the specific email account you wish to cancel.
 - Click on the Delete button (trash icon) associated with that specific email account.

Note:

- **No Charges Upon Cancellation:** Deleting your email account also removes the associated order, ensuring you won't be charged for the upcoming renewal period.
- **Data Backup Recommendation:** Before deleting your email account, ensure that you've backed up any crucial data to prevent the loss of important information.

Email Solution - General

Billing FAQ

1. What subscription options are available for Email Solution?

Answer: The available subscription options are **monthly** and **yearly**.

2. Is it possible to switch from monthly invoicing to yearly or vice versa?

Answer: No. Currently, the subscription period can only be selected at the creation of email accounts. Therefore, it is not possible to switch once an account is created.

3. Is it possible to purchase additional storage space for email accounts and what is the associated cost?

Answer: Yes, additional storage can be added for email accounts at \$0.25 for 5GB.

How do I delete an email order?

Deleting an email order involves a few simple steps:

1. Add Domain Name

- Start by logging into your account and navigating to the email service section (RCP Home >> Email Accounts)
- Look for the option/button labeled "Add Domain" and click on it.
- Enter the domain name you wish to manage and follow the prompts to confirm.

2. Add Email Account

- After adding the domain name, locate the "Add Email Account" button and click on it.
- Fill in the necessary details for the email account you want to create within the added domain.

3. Delete Email Account

- Once the email account is created, go to the email account management section.
- Find the specific email account you want to delete and click on the "Delete" button associated with that account.
- Confirm the deletion action when prompted.

Note:

- Deleting an email account will also remove the associated order linked to it.
- Ensure that you have backed up any essential data before proceeding with deletion as it cannot be undone.

Once an email order is created, there is currently no direct option to delete the email account. As a workaround, a dummy domain can be created, the dummy email accounts can be created under this domain, and then the dummy email addresses can be deleted. We understand this is not ideal, and our product team is actively working on introducing a more efficient deletion process along with additional management features in future updates.