

Communication Usage in Account Settings

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The **Usage** tab in **Account Settings** shows the number of faxes, text messages, video visits, and telephone reminders you sent during the usage period.

You can also view SMS usage (in SMS segments) in the **Reminder Report (Reports > Reminder Report)**. A SMS segment is made up of 160 characters. Messages that exceed 160 characters are delivered in multiple segments. Each segment counts toward your total SMS usage for your billing cycle. Special characters can result in an increased character count.

1. Select **Account > Account Settings**.
2. Select the **Usage** tab.



It is the user's responsibility to monitor usage. To discuss overages or usage questions, [create a support case](#).

Account Settings

[Profile](#) [View](#) [General](#) [Email](#) [Medical Billing](#) [eRx Info](#) [Services](#) **Usage** [Sample Data](#) [Security](#) [Patient Payments](#)

[Receipt Options](#)

Current Usage [4 provider(s)]

11/05/2024 – 12/05/2024

| Description | Usage | |
|------------------------------------|----------------|------------------------|
| Fax | 0 / 250 | \$ 0.05 per page |
| SMS segments | 14 / Unlimited | \$ 0.05 per text |
| Phone | 7 / Unlimited | \$ 0.15 per phone call |
| Peer 2 peer telemedicine videocall | 0 / 0 | \$ 0.00 per call |
| Updox Video Chat | 0 / 0 | \$ 52.00 per provider |
| Updox Electronic Fax | 0 / 0 | \$ 138.00 per provider |
| Updox Broadcasting | 0 / 0 | \$ 35.00 per provider |

✓ (11/05/2024-12/05/2024)
(10/05/2024-11/05/2024)
(09/05/2024-10/05/2024)



Clients who don't receive invoices see **Previous Month** and **This Month** in the **Selected Period** dropdown. The service period in NetSuite invoices correlates with the selected period.