Pricing & Licensing

Support and Policies · https://mriacrm.com/docs/pricing-and-licensing/

Mria CRM: CRM for Jira Teams is available exclusively through the Atlassian Marketplace, with flexible **monthly or annual subscription options**.

For the most up-to-date pricing details, please visit the Pricing section of the Marketplace product page.

How Subscription Works

Mria CRM: CRM for Jira Teams follows Atlassian's standard billing rules. Pricing is determined by the number of users in your Jira instance.

- If you have multiple Jira products on the same instance, the app cost is based on the highest user tier.
  Example: if your instance includes Jira Software (50 users) and Jira Service Management (10 agents), you will be billed at the 50-user tier.
- **Subscription model**: App is available on a monthly or annual subscription. Active subscriptions include access to support and automatic product updates during this period.
- **Automatic billing**: At each renewal period, billing is automatically adjusted by Atlassian to match the current number of users in your instance.
- **App availability**: Mria CRM can be installed across your entire Jira instance (Jira Software, Jira Service Management, or both). Licensing rules based on the maximum number of users still apply.

Pricing Structure

The pricing structure for Mria CRM: CRM for Jira Teams is as follows:

- Subscriptions are billed based on the number of users in your Jira instance, **starting from the first user**.
- For instances with more than 100 users, pricing continues to be billed on a **per-user basis**.

- The pricing table on the Marketplace provides example pricing at various user levels.

If pricing changes after your initial purchase, a 60-day grandfathering period allows you to renew at the previous rate.

Customers are always notified of changes in advance, and in many cases, we provide **special pricing offers**. To take advantage of these opportunities, please keep an eye on communications from Mria Labs Inc.

Discounts

Annual subscription is offered at a discount.

We at Mria Labs Inc. support **Atlassian special pricing** initiatives for non-profit organizations, academics and some other organizations. You can find more information here.

Certified Atlassian Partners are welcome to get a free license for their internal use and demo purposes. To get **a free partner license**, please submit a request on our Partner page.

Trial Extension

By default it is impossible to extend your free evaluation period.

Mria CRM for Jira, the same as other marketplace apps, is immediately subscribed by a user, starting with a free evaluation period. This is a minimum of 30 days and ends on the second billing cycle after you first subscribe to the app.

Direct Buy Quoting

Mria CRM: CRM for Jira Teams is part of a new Atassian’s capability, Direct Buy Quoting for Marketplace Apps.

- You can now purchase Mria CRM directly, **skipping the trial period** to streamline your procurement process.
- Subscriptions can begin either on the **quote conversion date** or on a **future start date** that best fits your organization’s needs.

- Direct purchases via a **customized quote** ensure accuracy and provide a tailored buying experience.

For existing customers: you can request a quote via the billing console by navigating to quotes on the left-hand side and clicking request quote on the top right. And then you'd need to follow the steps to submit a ticket for a quote.

For new customers: you can request to skip a trial for Mria CRM: CRM for Jira Teams by visiting Atlassian Support: Contact Us and clicking on "Pricing, billing & licensing". Then navigate to "Quotes and Plan Changes" on the dropdown menu and select "Create a new quote" .