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Customer's subscription is further subject to the Documentation found here: <https://help.smartsheet.com/articles/2483258-user-subscription-model-documentation>.

As detailed in the article linked above, Customer may add Users during the Subscription Term for a period of provisional unpaid use. During designated reconciliation periods following the provisional use period, Customer may (i) add Users to a paid subscription or (ii) update those Users to an unpaid user type. At the end of each reconciliation period, Smartsheet will issue a true-up invoice for any Users added to a paid subscription.