Onflow Ads

The Complete Guide

Everything about advertising, cross-promotion and growth on Onflow Ads — every feature, every flow, step by step.

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Read online at onflowads.com/docs

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Welcome to Onflow Ads

Onflow Ads Guide

Welcome! This is the official guide for **Onflow Ads** — a full-stack advertising and growth platform for brands, creators, and communities. Whether you want to grow your own audience, promote a product on other channels, or earn money from the audience you already have, this guide walks you through every feature step by step.

NEW HERE?

Start with **Getting Started** — it takes you from creating an account to your first campaign in a few minutes.

PREFER TO READ OFFLINE?

Get the whole guide as a single PDF — every section, every step, every screenshot in one file. **Have it emailed to you, or download it** — no account needed.

What you can do with Onflow Ads

Goal	Feature	Where to look
Grow your audience for free	**Cross-Promotion** — partner with similar channels and promote each other	Cross-Promotion
Buy growth on demand	**Boost** — members, views, likes, and followers across Telegram, Instagram, TikTok, X, YouTube, and Discord	Boost
Advertise on real channels	**Paid Promotion marketplace** — book sponsored posts on verified channels	Paid Promotion for Advertisers
Earn from your channel	**Paid Promotion marketplace** — list your channel and sell promo slots	Paid Promotion for Channel Owners
Trade subscribers	**Subscriber Exchange** — earn credits by subscribing, spend them to gain subscribers	Subscriber Exchange

Goal	Feature	Where to look
Write better promos	**AI Studio** — AI-assisted ad copy and content tools	AI Studio
Manage money	**Wallet** — top-ups, earnings, withdrawals, refunds	Wallet & Payments
Unlock more power	**Plans and premium tiers**	Plans & Premium Tiers

How this guide is organized

1. **Getting Started** — create an account, sign in (email or Telegram), secure your account, and take a tour of the dashboard.
2. **Channels & Dashboard** — connect and verify your channels, tracked links, notifications, and your reliability standing.
3. **Boost** — the growth-services store: browsing, ordering, tracking, refills, and the Boost API.
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Quick links

- **Create an account:** onflowads.com/signup
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- **Your dashboard:** onflowads.com/dashboard
- **Pricing:** onflowads.com/pricing

- **Platform status:** onflowads.com/status
- **Contact us:** onflowads.com/contact

> **CAN'T FIND SOMETHING?**
>
> Every page in this guide is indexed. If you're still stuck, open a support ticket from your dashboard or reach us via the contact page.

SECTION

Getting Started

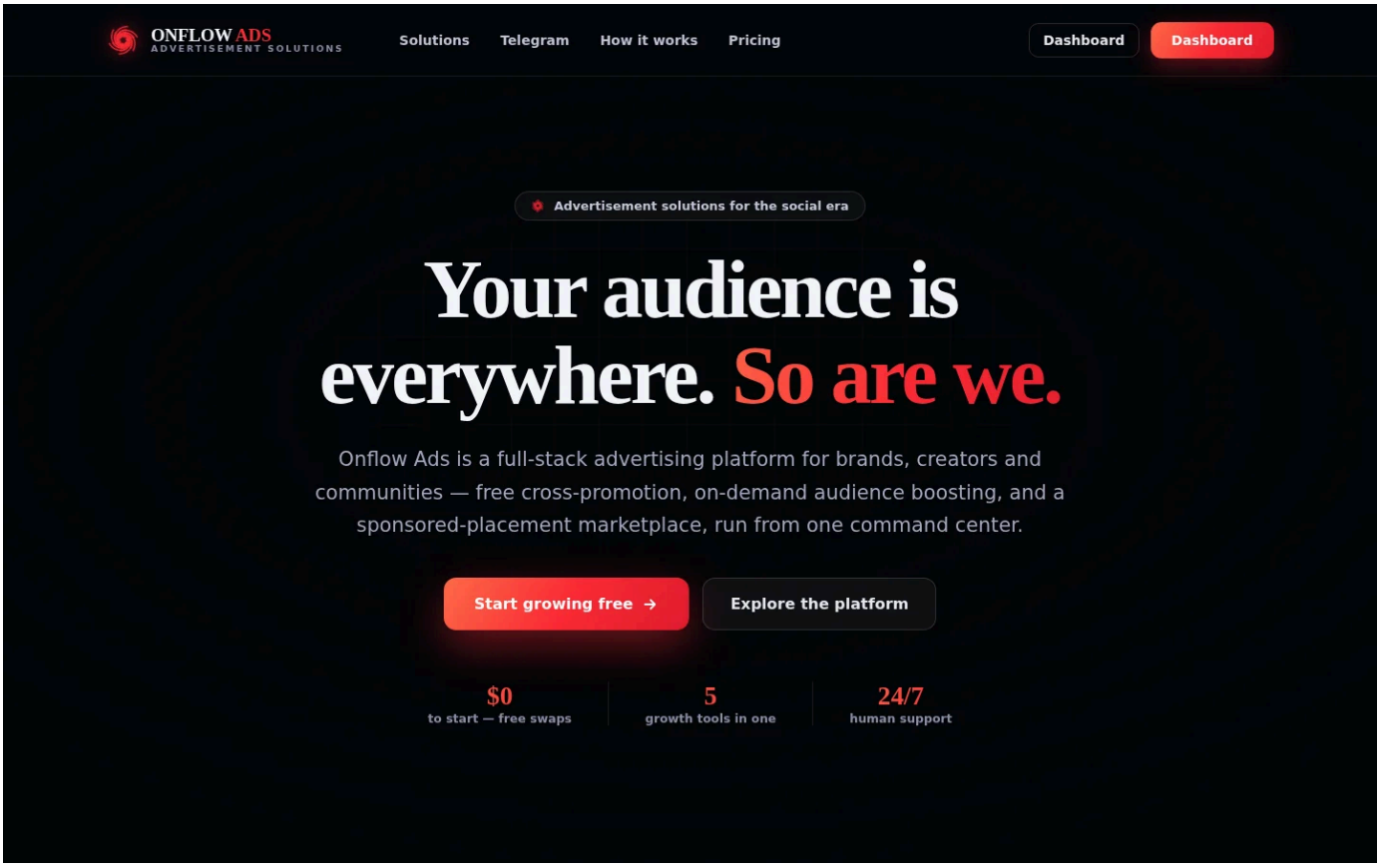
GETTING STARTED

Getting Started

Getting Started

Welcome to **Onflow Ads** — an advertising, cross-promotion and growth platform for Telegram channels and other social audiences. Onflow Ads is currently live on Telegram, with more platforms (Instagram, YouTube, X, TikTok and Discord) rolling out.

The platform lives at https://onflowads.com and works together with the official Onflow Ads Telegram bot, so you can manage everything from your browser, from inside Telegram, or both.



*The Onflow Ads home page at onflowads.com. **Start growing free** is the front door to the sign-up form; the top navigation carries Solutions, Telegram, How it works and Pricing.*

What you can do with Onflow Ads

One account gives you access to every growth engine:

Engine	What it does
Cross-Promotion	Swap promo posts with partner channels for free — create a campaign, share a code, and grow together.
Boost Metrics	Order followers, views, likes and reach on demand, paid from your wallet, with live delivery tracking.
Subscriber Exchange	Host ads in your channels and run your own across the exchange — free and powered by reciprocity.
Paid Promotions	Buy or sell sponsored posts across the network as an advertiser or a channel owner.
AI Studio	AI-assisted post writing, targeting and campaign copy.
Link Tracking	Trackable links so you can measure the traffic your placements deliver.

Who it is for

- **Channel owners and creators** who want to grow their audience and earn from their reach.
- **Advertisers** who want to buy placements in front of real, vetted audiences.
- Anyone doing both — one account can act on either side of the marketplace.

FREE TO START

Creating an account is free and no card is required. You can explore the whole dashboard before spending anything.

The 5-minute quickstart

If you just want to get going:

1. Go to https://onflowads.com/signup and click **Create account** after filling in your details.
2. Enter the 6-digit code we email you on the **Check your email** page.

3. You land signed in. Open https://onflowads.com/dashboard and click **Open dashboard** on the Telegram card.
4. Click **+ Add channel** to connect your first Telegram channel — and you're in business.

Each step is covered in detail on the following pages.

Next: Creating your account — the sign-up form, field by field.

GETTING STARTED

Creating Your Account

Creating Your Account

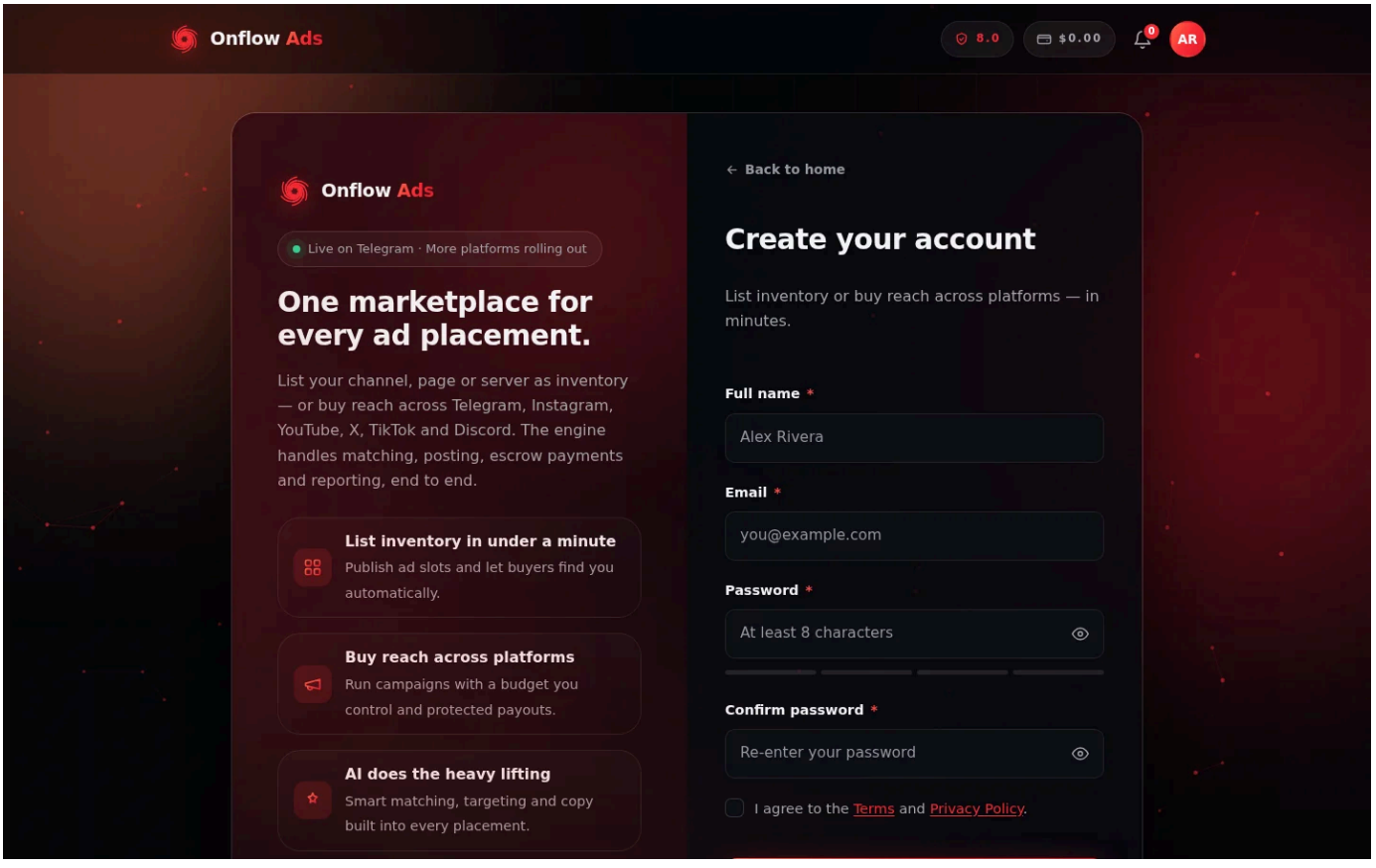
Signing up takes a couple of minutes: you fill in a short form, then confirm your email address with a 6-digit code we send you.

What you'll need

- A working email address you can check right away.
- A strong password (the rules are below).

Step 1 — Fill in the sign-up form

The sign-up page puts the form on the right and a summary of what the platform does on the left. Everything you need is on this one screen: Full name, Email, Password, Confirm password, and the Terms checkbox.



The sign-up form at onflowads.com/signup. The four coloured segments under the password field are the strength meter, and the Terms checkbox sits just below Confirm

password.

1. Go to https://onflowads.com/signup.
2. Enter your **Full name** — this is how we address you in emails and across the app. You can change it later in your account settings.
3. Enter your **Email** — this becomes your sign-in email and is where we send your verification code.
4. Choose a **Password** and repeat it in **Confirm password**. A strength meter under the password field shows how strong your choice is.
5. Tick **"I agree to the Terms and Privacy Policy"**. You can read both at https://onflowads.com/terms and https://onflowads.com/privacy.
6. If a verification challenge (a small "prove you're human" widget) appears on the form, complete it.
7. Click **Create account**.

Password rules

Your password must:

- be **8 to 20 characters** long
- contain a **lowercase letter**, an **uppercase letter**, a **number** and a **symbol** (for example `!`, `?` or `#`)
- contain **no spaces**
- not be a common password (like `password123`)
- not contain the name part of your email address

The form tells you exactly which rule a rejected password missed, so you never have to guess.

> **PREFER TO SKIP THE FORM?**
>
> When these sign-in methods are enabled on the site, the sign-up page also offers **Continue with Telegram**, **Continue with Google** and **Continue with Apple**. These create your account and sign you in in one step, with no password or email code needed. See Signing In with Telegram for how the Telegram option works.

Step 2 — Verify your email

After you click **Create account**, we email a **6-digit code** to your address and send you to the **Check your email** page at https://onflowads.com/verify. The page shows a partly

masked version of your email so you know where the code went.

1. Open the email from Onflow Ads and find the 6-digit code.
2. Type it into the **Verification code** box. As soon as you enter the sixth digit, the page checks it automatically (you can also click **Verify and continue**).
3. On success you'll see **"Email verified — welcome to Onflow Ads!"** and you're signed in and taken into the site.

The verification step has its own dedicated page — Verifying Your Email — covering every rule (code lifetime, attempts, resends, lockouts), every error message, and what to do if the email never arrives.

If the email is already registered

- If an account with that email **already exists and is verified**, you'll see: *"An account with that email already exists. Try signing in."* Head to https://onflowads.com/signin — and use password reset if you've forgotten the password.
- If you previously **started signing up but never finished verifying**, you can simply sign up again with the same email — your name and password are refreshed and you continue the verification step as normal.

What happens behind the scenes

- Your password is stored only as a secure cryptographic hash — never in plain text.
- Your account is automatically assigned its permanent **OFA ID** (see Your OFA ID).
- Once verified, you're signed in on that browser and can go straight to your dashboard.

Next: Verifying your email — the last step before your account goes live. After that, take a tour of the dashboard and turn on two-factor authentication.

GETTING STARTED

Verifying Your Email

Verifying Your Email

When you sign up with an email address, Onflow Ads asks you to prove the address is really yours before your account goes live. We do that with a **6-digit code** emailed to you, which you enter on the **Check your email** page at https://onflowads.com/verify.

Verification matters because your email is your key to the account: it's where sign-in security alerts go, and it's what password reset uses if you're ever locked out. An unverified address can't do either job.

When this flow runs

- **Right after sign-up** — automatically, as Step 2 of creating your account. This page covers that flow in full.
- **When you change your sign-in email** — a code goes to the **new** address; that variant happens inline on the account page and is covered in Account Settings.
- **When you reset your password** — the same code machinery is used on the reset page; see Resetting Your Password.

> **SIGNED UP WITH TELEGRAM?**
>
> Accounts created via **Continue with Telegram** don't go through email verification — there's no email to verify. See Signing In with Telegram.

Step by step

1. After you click **Create account** on the sign-up form, you land on the **Check your email** page. It reads: *"We sent a 6-digit code to [your masked email]. Enter it below to finish creating your account."* — the partly hidden address confirms where the code went.
2. Open your inbox and find the email from Onflow Ads containing the **6-digit code**.
3. Type the code into the **Verification code** box. The box accepts digits only; as soon as you type the sixth digit the page **submits automatically** — you can also click **Verify and continue** yourself.
4. On success you'll see **"Email verified — welcome to Onflow Ads!"** and, a moment later, you're taken into the site — already signed in on that browser. We also send you a welcome email.

Under the code box the page keeps you informed:

- A status line shows how many **resends** you have left and reminds you the *code expires in 10 min*.
- After a resend, a countdown shows *"You can resend in Xs"* until the **Resend code** button unlocks again.

Codes, limits and lockouts

Rule	Detail
Code lifetime	Each code is valid for **10 minutes**. An expired code shows *"That code expired. Tap "Resend code" to get a new one."*
Wrong attempts	You get **5 attempts** per code. Each miss shows *"Incorrect code. N attempts left."*
Resends	**Resend code** works up to **4 times** per verification, with a **60-second** wait between resends. Each resend emails a fresh code (enter the newest one).
Too many failures	After too many wrong codes you'll see *"Too many incorrect codes. For your security this is locked for 6 hours."* The page locks and you'll need to wait before starting again.
Session lifetime	The whole verification step stays open for about **30 minutes**. If it lapses you'll see *"Your verification session expired. Please sign up again."* and be returned to the sign-up page.

THE 6-HOUR LOCK IS FIRM

The lockout after repeated wrong codes protects your address from guessing attacks and cannot be lifted early — not even by signing up again with the same email. Wait it out, then restart. The same protection applies to password-reset and two-factor codes.

What happens on success

- Your account is marked **verified** — dashboards and all engines open up.

- You are **signed in immediately** on that browser (a normal session, about 48 hours — see Signing In with Email).
- A **welcome email** arrives in your inbox.
- Your permanent OFA ID is already attached to the account.

Edge cases

- **You closed the tab.** Your verification isn't lost: within the ~30-minute window, returning to https://onflowads.com/verify in the **same browser** resumes exactly where you left off.
- **You open /verify with nothing pending.** The page sends you to https://onflowads.com/signup — there's nothing to verify.
- **You typed the wrong email at sign-up.** Click **Start over** next to *"Wrong email?"* at the bottom of the page to return to sign-up and register the correct address.
- **The verification window expired.** Sign up again with the same email and password — your details are refreshed and a new code is sent; you don't lose anything.
- **You requested several codes.** Only the **most recent** code counts. If codes arrive out of order, use the one from the newest email.

FAQ

The email never arrived — what now? Wait a minute, then check **spam**, **junk** and **promotions** folders. Still nothing? Click **Resend code** (available every 60 seconds, up to 4 times). If you may have mistyped the address, click **Start over**.

Can I verify on a different device than I signed up on? The verification step belongs to the browser you signed up in. Enter the emailed code in that same browser. If that's no longer possible, simply sign up again from the device you're on.

Do I ever have to verify again? No — verification is one-time per address. You'll only see a code prompt again if you change your sign-in email (the new address gets verified) or reset your password.

Can I use my account without verifying? No. Signed-in pages check for a verified email and send you to the verification page first.

Next: Signing in with email — how to get back into your account next time, and how long a session lasts.

GETTING STARTED

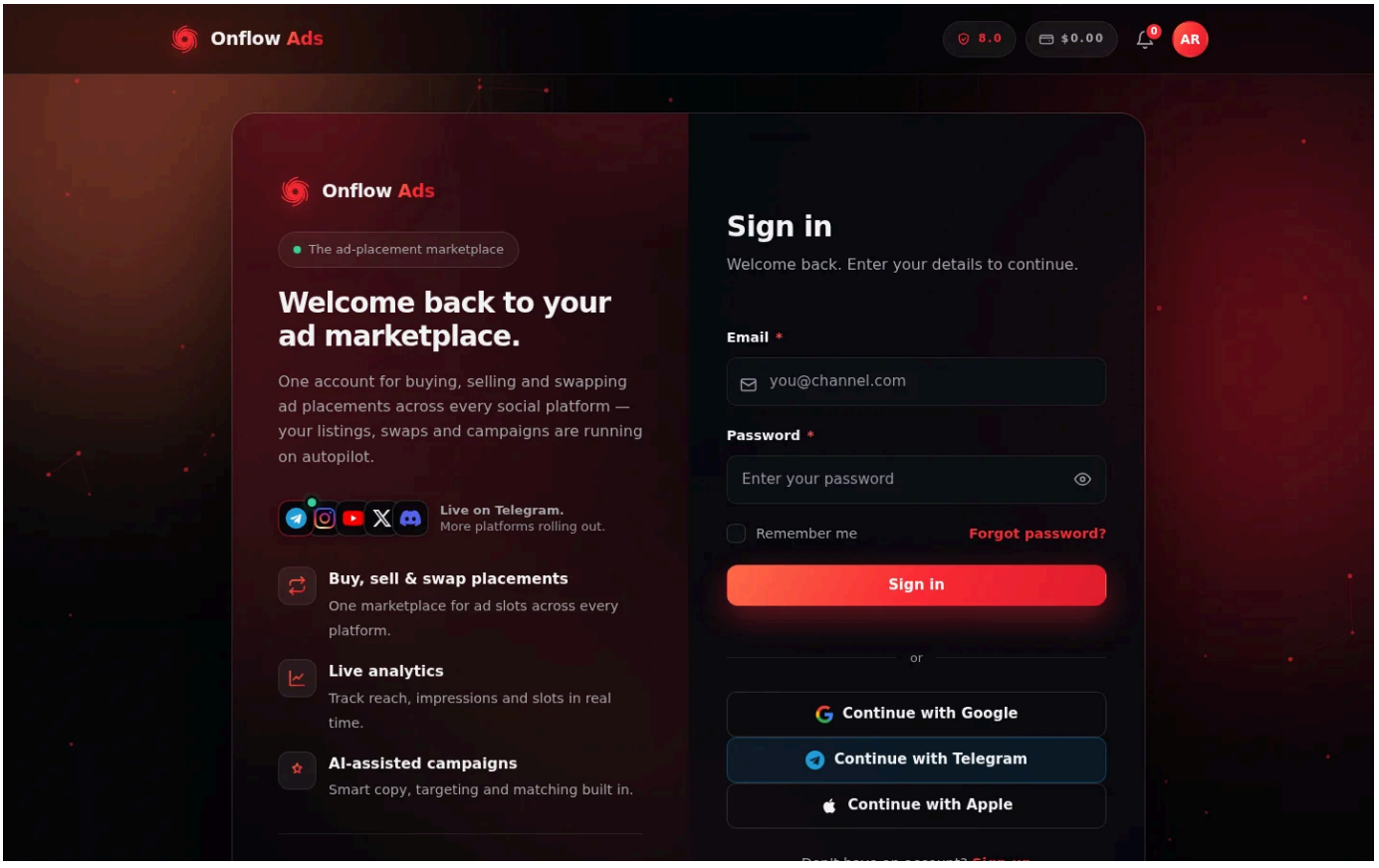
Signing In with Email

Signing In with Email

You sign in at https://onflowads.com/signin. This page covers the **email and password** flow end to end. The password-free alternative has its own page: Signing In with Telegram. (The **Continue with Telegram**, **Continue with Google** and **Continue with Apple** buttons each appear only when that sign-in method is enabled on the site.)

Sign in with email and password

The sign-in page asks for two things — your email and your password — with **Remember me** and **Forgot password?** on the line just beneath them.



*The sign-in page at onflowads.com/signin. Below the **Sign in** button, an "or" divider separates the password form from the Continue with Google, Continue with Telegram and Continue with Apple buttons.*

1. Go to https://onflowads.com/signin.
2. Enter your **Email** and **Password**.

3. Optionally tick **Remember me** (see below).
4. Click **Sign in**.

On success you're taken to your dashboard at https://onflowads.com/dashboard.

”Remember me” and how long you stay signed in

Option	How long your session lasts
Remember me **unticked** (default)	About **48 hours**
Remember me **ticked**	About **30 days**

When a session expires you're simply asked to sign in again. Signing out (or resetting your password) ends sessions immediately.

If two-factor authentication is on

If you've enabled two-factor authentication, the sign-in page switches to a second step after your password is accepted:

1. The page shows *"Two-factor authentication is on for this account."*
2. Enter the **6-digit code** from your authenticator app in the **Authentication code** field — or one of your **recovery codes** if you've lost your device.
3. Click **Verify and sign in**.

Prefer to skip the password?

If you use the Onflow Ads Telegram bot, **Continue with Telegram** signs you in with no password at all: a window shows you a 6-digit code, you type it into the bot chat, and your browser signs itself in automatically. The full walkthrough — every status, error message and rule — is on its own page: Signing In with Telegram.

ONE ACCOUNT EVERYWHERE

Whether you sign in with email, Telegram, or another method, it's the same Onflow Ads account — identified by the same OFA ID.

Common sign-in messages

Message	What it means
Incorrect email or password.	The email/password combination didn't match. Use **Forgot password?** if needed.
Your account is suspended until [date].	Your account is temporarily suspended. Access returns automatically after the date shown.
Your account has been suspended.	Your account has been blocked. Contact support if you believe this is a mistake.
Too many attempts. Please wait a minute and try again.	Sign-in attempts are temporarily rate-limited. Wait a bit and try again.

Forgot your password?

Click **Forgot password?** on the sign-in page (it links to https://onflowads.com/reset-password) and follow the steps in Resetting Your Password.

Signing out

- On the dashboard, click the **Sign out** button in the top-right of the page.
- Or open the account menu in the site navigation and choose **Sign out**.

Signing out ends your session on that browser immediately.

Next: Signing in with Telegram — the password-free route in, through the Onflow Ads bot.

GETTING STARTED

Signing In with Telegram

Signing In with Telegram

Continue with Telegram signs you in to onflowads.com with no password at all. Your browser shows you a **6-digit code**, you type that code into the Onflow Ads bot chat on Telegram, and your browser tab signs itself in automatically.

It's the fastest way in if you already use the Onflow Ads bot — and because the website and the bot share one account system, you land in the **same account** the bot knows you by: same channels, same wallet, same campaigns, same OFA ID.

Why it’s built this way

Typing the code into the bot proves that the **same person** controls both the browser tab (which is the only place the code is shown) and the Telegram account (which is the only place the code can be entered). A forwarded link alone, or a glimpsed code alone, is useless to an attacker — they'd need both.

> **NEVER TYPE A CODE SOMEONE SENT YOU**
>
> Only ever enter a code you can see on **onflowads.com in your own browser**. If anyone sends you a 6-digit code and asks you to type it into the bot, they are trying to sign in to their account as you — refuse and ignore it. The bot repeats this warning every time.

Before you start

- You need the **Telegram app** (or Telegram Web) signed in to your Telegram account.
- The **Continue with Telegram** button appears on the sign-in and sign-up pages only when Telegram sign-in is currently enabled on the site. If you don't see it, use email and password instead.

Step by step

1. Go to https://onflowads.com/signin (the button is on the sign-up page too) and click **Continue with Telegram**.
2. A **Sign in with Telegram** window opens in your browser. It shows:
   - a large **6-digit code** — this is the code you'll type into the bot;
   - an **Open the Telegram bot** button;

  - a status line: *"Waiting for you in Telegram..."*;
  - a **Cancel** button if you change your mind.
3. Click **Open the Telegram bot**. Telegram opens a chat with the official Onflow Ads bot via a one-time sign-in link.
4. Tap **Start** (or send /start) if Telegram asks. The bot replies with **"Website sign-in"**: *"To finish signing in, type the 6-digit code shown in your browser."* — plus the warning about only entering codes from your own browser.
5. Type the **6-digit code from your browser window** into the chat, digits only (for example `123456`).
6. On a match the bot replies **"Verified!"** — *"You are signed in on the website — your browser tab updates by itself."* — with a **Continue on the website** button.
7. Within a couple of seconds your browser tab notices the approval and takes you to your dashboard at https://onflowads.com/dashboard. You're signed in.

Statuses you may see

The browser window checks progress every few seconds and reacts to each state:

Status	What you see	What it means
Waiting	*"Waiting for you in Telegram..."*	The code hasn't been entered in the bot yet.
Approved	The window closes and you land on the dashboard.	The code matched — you're signed in.
Finished in another tab	The window closes and you land on the dashboard.	Another tab of the **same browser** completed the sign-in; the session covers the whole browser.
Denied	*"Too many wrong codes — please start again."*	The 5-attempt limit was hit in the bot. Click **Continue with Telegram** again for a fresh code.

Status	What you see	What it means
Expired	*"That sign-in request expired — please try again."*	The handshake outlived its window. Start again for a fresh code.
Unavailable	*"Telegram sign-in isn't available right now."*	The method is switched off or temporarily down — sign in with email instead.

And on the bot side:

Bot message	What it means
"Please send just the 6-digit code shown in your browser (for example 123456)."	Your message wasn't a plain 6-digit code — send only the digits.
"Wrong code — That code does not match. N attempt(s) left..."	The code you typed doesn't match the one in your browser. Check and retry.
"Too many wrong codes — That sign-in request is now locked."	Attempts exhausted; restart from the website.
"Link expired — This sign-in link has expired or was already used. Go back to the website and tap Continue with Telegram again."	Each sign-in link works once and only while fresh.
"Sign-in unavailable — We could not start the sign-in right now."	A temporary hiccup — try again from the website in a moment.

Rules and limits

- **The handshake is short-lived** — you have about **10 minutes** from clicking the button to finishing in the bot, after which the request expires and you simply start again.

- **5 attempts** to type the right code, then the request locks and you must start over. (A locked request only affects that one sign-in attempt — nothing happens to your account.)
- **Every code and link is single-use.** Once a sign-in completes, its code and link are dead.
- **Only your browser can finish your sign-in.** The handshake is bound to the browser that opened the window — a link or code that leaves your browser can't sign anyone else in.
- **Session length is about 48 hours** — the same as an email sign-in without *Remember me*. (There is no *Remember me* option for Telegram sign-in.) When it expires, just sign in again.

First time? An account is created for you

If no Onflow Ads account is linked to your Telegram yet, **one is created automatically** the moment your sign-in completes — no form, no password, no email code:

- The account takes your **Telegram name** as its display name.
- It gets its own permanent **OFA ID** — the same ID the bot will show you.
- Email verification is **not required**; you go straight to the dashboard.

From then on, **Continue with Telegram** always lands you in this same account.

> **ALREADY HAVE AN EMAIL ACCOUNT? LINK, DON'T FORK**
>
> If you already sign in with an email and password and want your Telegram attached to **that** account, don't use *Continue with Telegram* first — it signs in (or creates) the account tied to your Telegram. Instead, sign in with your email and use **Connect Telegram** on the account page. That links your Telegram to your existing account, wallet and history.

FAQ

I don't see the Continue with Telegram button. The button only appears while Telegram sign-in is enabled on the site. Use email and password (or another available method) in the meantime.

I'm on my phone — does this work? Yes. Start from your phone's browser; **Open the Telegram bot** switches you to the Telegram app, and after the bot says *"Verified!"*, switch back to your browser tab (the bot's **Continue on the website** button also takes you to the site). The signed-in session lives in the browser you started from.

The bot says "Link expired" as soon as I open it. The window between clicking the button and opening the bot was too long, or the link had already been used. Go back to the site and click **Continue with Telegram** again — a fresh code and link are issued instantly.

I typed the code but my browser tab didn't move. Give it a few seconds — the tab checks periodically. If it still shows *Waiting*, make sure you typed the code into the **bot chat** (not somewhere else) and that the tab showing the code is still open. Worst case, cancel and start again.

Is this the same as using the bot's Mini App? Signing in with Telegram is for the **website in your browser**. Inside Telegram, the bot's Mini App signs you in automatically — no code needed there. Both roads lead to the same account.

Do I have a password now? No — an account created through Telegram has no password to remember, and it doesn't need one: **Continue with Telegram** is its sign-in method. (Email password reset can't help such an account, since there's no inbox of yours attached to it.)

Next: Your OFA ID — the one short ID that proves the website and the bot are showing you the same account.

GETTING STARTED

Resetting Your Password

Resetting Your Password

If you've forgotten your password, you can reset it yourself in three short steps at https://onflowads.com/reset-password. You'll need access to the email inbox on your account.

Step 1 — Request a reset code

1. Go to https://onflowads.com/reset-password (or click **Forgot password?** on the sign-in page).
2. Enter your account's **Email address**.
3. Click **Send reset code**.

You'll see: *"If an account exists for that email, we've sent a 6-digit code."* For your privacy and security, the page shows the same message whether or not the email is registered — so nobody can use this form to check whether an address has an account.

Step 2 — Enter the code

1. Open the email from Onflow Ads and find the **6-digit reset code**.
2. Type it into the **Reset code** box on the **Check your email** step.
3. Click **Verify code**.

The same code rules apply as during sign-up:

- The code is valid for **10 minutes**.
- You get **5 attempts**; the page tells you how many are left.
- **Resend code** is available with a **60-second** cooldown, up to **4 resends**.
- Too many wrong codes locks the flow for **6 hours** for your security.

If the code expires, the page sends you back to Step 1 to request a fresh one.

Step 3 — Choose a new password

1. On the **Choose a new password** step, enter your new password and repeat it in **Confirm new password**.
2. Click **Reset password**.

Your new password must meet the same rules as at sign-up: 8-20 characters with a lowercase letter, an uppercase letter, a number and a symbol, no spaces, not a common password, and not containing your email's name part.

On success you'll see *"Your password has been reset. Please sign in with your new password."* and be taken to https://onflowads.com/signin.

> **YOU'LL BE SIGNED OUT EVERYWHERE**
>
> Resetting your password immediately signs your account out of **all devices and browsers**. This is deliberate: if someone else had access to your account, their session is now dead. Sign back in with the new password.

> **TIME LIMIT ON STEP 3**
>
> After your code is accepted you have about **15 minutes** to set the new password. If the page says your reset session expired, start again from Step 1.

Troubleshooting

- **No email arrived** — check spam/promotions, then use **Resend code**. If you signed up with **Telegram** (or Google/Apple) and never set a password, sign in that way instead — see Signing In with Telegram.
- **"Password reset by email isn't available right now"** — email delivery is temporarily unavailable on our side; please contact support.
- **You still know your password and just want to change it** — password reset is currently the way to set a new one; run the flow above while signed out.

Next: Two-factor authentication — make a password alone never enough to get into your account.

GETTING STARTED

Two-Factor Authentication

Two-Factor Authentication

Two-factor authentication (**2FA**) adds a second lock to your account: after your password, you also enter a **6-digit code** from an authenticator app on your phone. Even if someone learns your password, they can't sign in without your device.

Onflow Ads uses the standard **TOTP** ("time-based one-time password") system, so it works with **Google Authenticator** or any similar authenticator app (Authy, Microsoft Authenticator, 1Password, and so on).

> **BEFORE YOU START**
>
> You need a verified email on your account, and an authenticator app installed on your phone.

Turning 2FA on

1. Sign in and go to https://onflowads.com/account.
2. Open the **Security** tab.
3. Click **Enable two-factor**.
4. A setup panel appears with a **QR code**. Scan it with your authenticator app — or, if you can't scan, type the **manual key** shown next to it into your app instead.
5. **Save your recovery codes.** The panel shows **10 recovery codes**. Copy them somewhere safe (a password manager is ideal). They are shown **only once**.
6. Enter the current **6-digit code** from your app in the confirmation field and click **Turn on 2FA**.

You'll see **"Two-factor is on"**, and we send a confirmation email to your address. If the setup panel sits unconfirmed for too long it expires — just click **Enable two-factor** again to restart (a fresh QR code and fresh recovery codes are generated).

Signing in with 2FA

With 2FA on, sign-in gains a second step:

1. Enter your email and password as usual and click **Sign in**.
2. The page switches to an **Authentication code** field.

3. Enter the 6-digit code from your app and click **Verify and sign in**.

You get 5 attempts per sign-in; too many wrong codes locks sign-in for **6 hours** as an anti-guessing protection.

Recovery codes — your backup key

Each recovery code is a one-time replacement for an app code. If your phone is lost, broken or reset:

- At the 2FA step of sign-in, enter a **recovery code** instead of an app code.
- Each code works **exactly once** — after use it's gone.

To get a fresh set at any time:

1. Go to **Account → Security**.
2. Click **Regenerate recovery codes**.
3. Enter a current code from your app (or an unused recovery code) to confirm.
4. Save the **new** set — regenerating replaces all previous recovery codes.

> **DON'T LOSE BOTH**
>
> If you lose your authenticator device **and** have no recovery codes left, you will not be able to pass the 2FA step. Store recovery codes somewhere you'll still have if your phone disappears.

Turning 2FA off

1. Go to **Account → Security**.
2. Click **Disable 2FA**.
3. Enter a current code from your app (or a recovery code) and confirm.

You'll see **"Two-factor disabled"** and receive a confirmation email. Your account goes back to password-only sign-in.

What else 2FA protects

Beyond sign-in, sensitive account changes also ask for your 2FA code. For example, changing your email address requires your current password **and** a 2FA code when 2FA is on.

Keeping your account secure — a quick checklist

- **Turn on 2FA.** It's the single biggest upgrade to your account's safety.
- **Use a unique password** you don't use anywhere else, stored in a password manager.
- **Keep your recovery codes** somewhere safe and separate from your phone.
- **Sign out on shared computers**, and skip "Remember me" on devices that aren't yours.
- **Watch for confirmation emails.** We email you when 2FA is enabled or disabled — if you get one you didn't trigger, reset your password immediately.
- Onflow Ads will **never ask for your password or 2FA codes** by email or chat.

Next: Account settings and profile — the page the Security tab lives on, alongside your profile, email and wallet.

GETTING STARTED

Your OFA ID

Your OFA ID

Every Onflow Ads account has one short, permanent, human-friendly identifier: the **OFA ID**. It looks like this:

```
OFA-1234-5678
```

That is: the letters `OFA`, then two groups of four digits — always the same shape, easy to read out loud or paste into a chat.

What it's for

Your OFA ID is the one ID you ever need to share about your account:

- **Support** — quote it when contacting support so we can find your account instantly, without you sharing your email in public. It's the first thing to include in any support message, along with a screenshot of the problem.
- **One identity everywhere** — the website and the Onflow Ads Telegram bot show the **same** OFA ID for the same person, because both read the same account. If the ID matches, it's the same account, wallet, channels and history — a quick way to confirm you're signed in as the right person on both sides.

It is **safe to share**: knowing your OFA ID does not let anyone sign in as you, message you, or see your email, balance or any other details. It identifies you the way a ticket number identifies a ticket — nothing more.

Where to find it

On the website:

1. Sign in and open https://onflowads.com/account.
2. Look under your name and email at the top of the page — it reads **User ID: OFA-XXXX-XXXX**.

In Telegram: the Onflow Ads bot's Mini App shows the same ID for your account. Whether you reached your account through the website or through Telegram, the string is identical.

The rules behind it

Rule	Detail
Assigned	**Automatically**, the moment your account is created — no action needed.
Format	Always `OFA-` followed by two groups of four digits.
Random	The digits are drawn at random — the ID doesn't encode your sign-up date, email, Telegram ID or anything else about you.
Permanent	It **never changes** — not when you change your name, email, or anything else on the account.
Unique	No two accounts can ever share an OFA ID.
Not editable	There's no way to choose or customize it — and no need to: it's an identifier, not a username.

FAQ

Is my OFA ID the same as my Telegram ID? No. Your Telegram ID belongs to Telegram; the OFA ID belongs to your Onflow Ads account. If you sign in with Telegram, the two are *linked* — but the OFA ID is what Onflow Ads (website and bot alike) uses to identify your account.

The website and the bot show me different OFA IDs. Then you're looking at **two different accounts** — typically one created with an email and another created through Telegram. If you want them to be one, sign in to the website with your email account and use **Connect Telegram** on the account page; see also Signing In with Telegram for how Telegram picks which account you land in.

My account page doesn't show a User ID right now. That's a temporary display hiccup — your ID still exists and hasn't changed. Refresh the page or check again shortly.

Can support ask me for more than my OFA ID? Support may ask you to confirm details only you would know, but will **never** ask for your password or two-factor codes. The OFA ID itself is all you need to volunteer.

Next: Account settings and profile — the page your OFA ID is shown on, and everything else you can change about your account.

GETTING STARTED

Account Settings and Profile

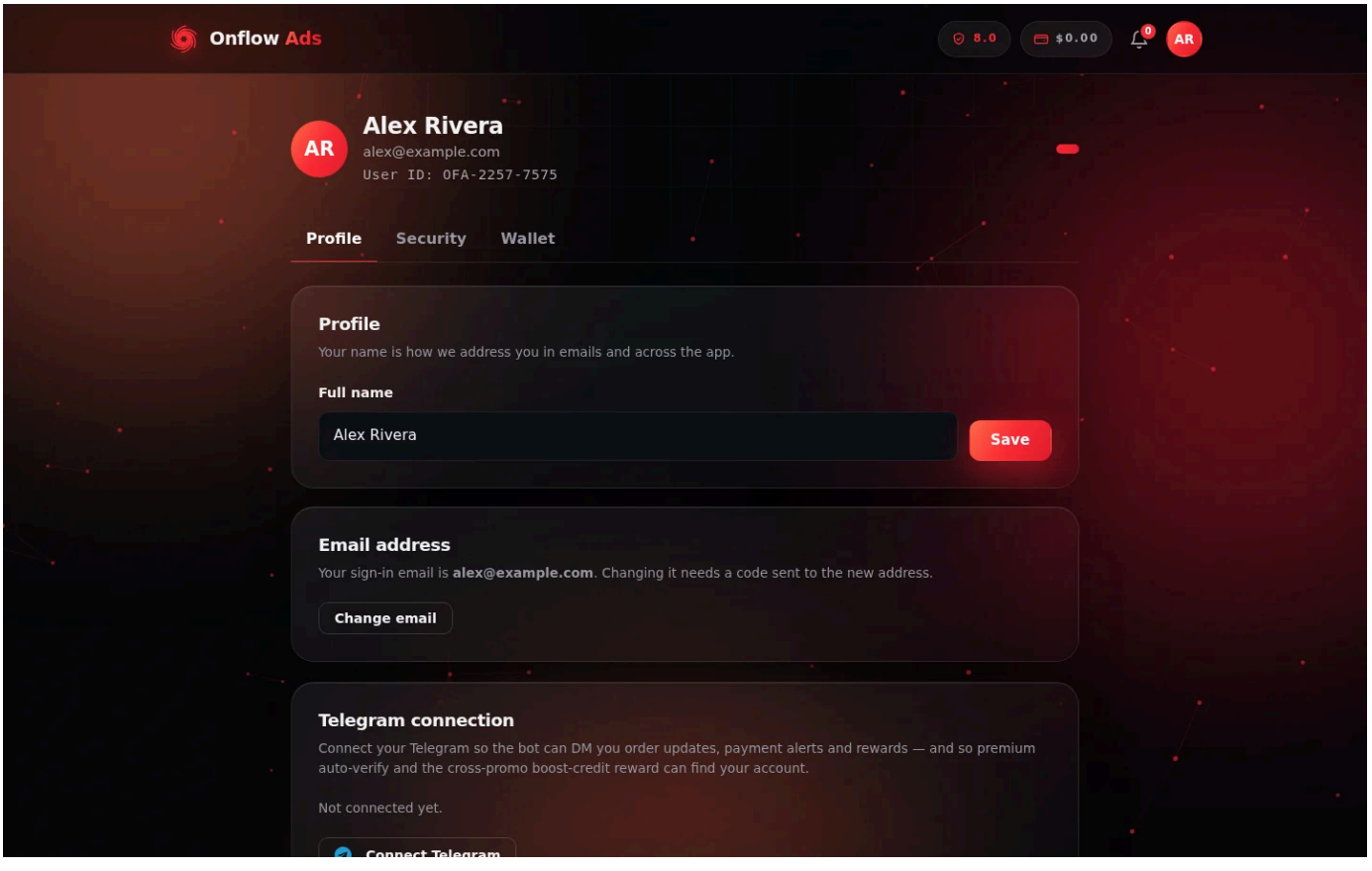
Account Settings and Profile

Everything about your account lives on one page: https://onflowads.com/account. You can also reach it from the account menu in the site navigation (**Account**) or from the **Account settings** quick link on your dashboard.

At the top of the page you'll see:

- your avatar (your initials), **name** and **sign-in email**
- your **User ID** (your OFA ID)
- a role badge (**Advertiser** or **Channel Owner**) if you've enlisted in Paid Promotions

Below that are three tabs: **Profile**, **Security** and **Wallet**.



*The account page at onflowads.com/account. Your **User ID** sits under your email at the top, and the Profile tab stacks the Full name, Email address and Telegram connection cards.*

Profile tab

Changing your name

1. Edit the **Full name** field.
2. Click **Save**.

Your name is how we address you in emails and across the app. That's all it affects.

Changing your email address

Your sign-in email can be changed, but the new address must be verified first — a code is sent to the **new** email to prove you control it.

1. In the **Email address** card, click **Change email**.
2. Enter the **New email** and your **Current password**.
3. If you have two-factor authentication on, also enter your **2FA code**.
4. Click **Send verification code**.
5. We email a **6-digit code** to the new address. Enter it in the field that appears.
6. On success you'll see **"Email updated"** and the page reloads with your new address.

Things to know:

- The new email must not already be in use by another Onflow Ads account.
- After the change, **other devices are signed out** for security — the browser you made the change in stays signed in.

Telegram connection

Connecting your Telegram lets the Onflow Ads bot DM you order updates, payment alerts and rewards — and lets features like premium auto-verify and cross-promo boost-credit rewards find your account.

1. In the **Telegram connection** card, check the status. It shows either *"Your Telegram is connected."* or *"Not connected yet."*
2. If not connected, click **Connect Telegram**.
3. Telegram opens with our bot — tap **Start** in the chat to finish.
4. Refresh the account page; the card now shows the connected state.

> **ALREADY SIGN IN WITH TELEGRAM?**
>
> If you created your account (or sign in) via **Continue with Telegram**, your Telegram is already linked — this card is mostly for accounts created with email.

Security tab

The Security tab manages **two-factor authentication**: enabling it, disabling it, and regenerating recovery codes. It's covered in full in Two-Factor Authentication.

Wallet tab

The Wallet tab is your money hub:

- **Wallet balance** — your balance, held in USD, with a **Display currency** selector to view it in other currencies.
- **Add funds** — appears when a top-up method (such as UPI or card) is enabled; pick a payment method and amount and see a live breakdown of fees and the amount credited before you pay.
- **Request Withdrawal** — withdraw your earnings via **Telegram Stars**, **UPI**, or **USDT (BEP-20)**. The minimum and fee are shown on the card, along with the exact amount you'll receive.
- **Recent transactions** — your latest credits and debits.
- **My Withdrawals** — the status of each withdrawal request (pending, approved, paid, rejected, refunded).
- **Refund a top-up** — when eligible, request a refund of a recent unspent top-up; the policy and time window are shown on the card.

The wallet has its own section of this guide with full details on top-ups, withdrawals and refunds — this tab is simply where you'll find it all.

Where the rest lives

A few account-adjacent things are on the dashboard rather than the account page:

- **Your channels** — managed from the Telegram dashboard (see A Tour of the Dashboard).
- **Reliability score** — your delivery track record, reachable from the site navigation.
- **Notifications** — also in the site navigation.

Next: A tour of the dashboard — where the channels, engines and wallet you just set up actually live.

GETTING STARTED

A Tour of the Dashboard

A Tour of the Dashboard

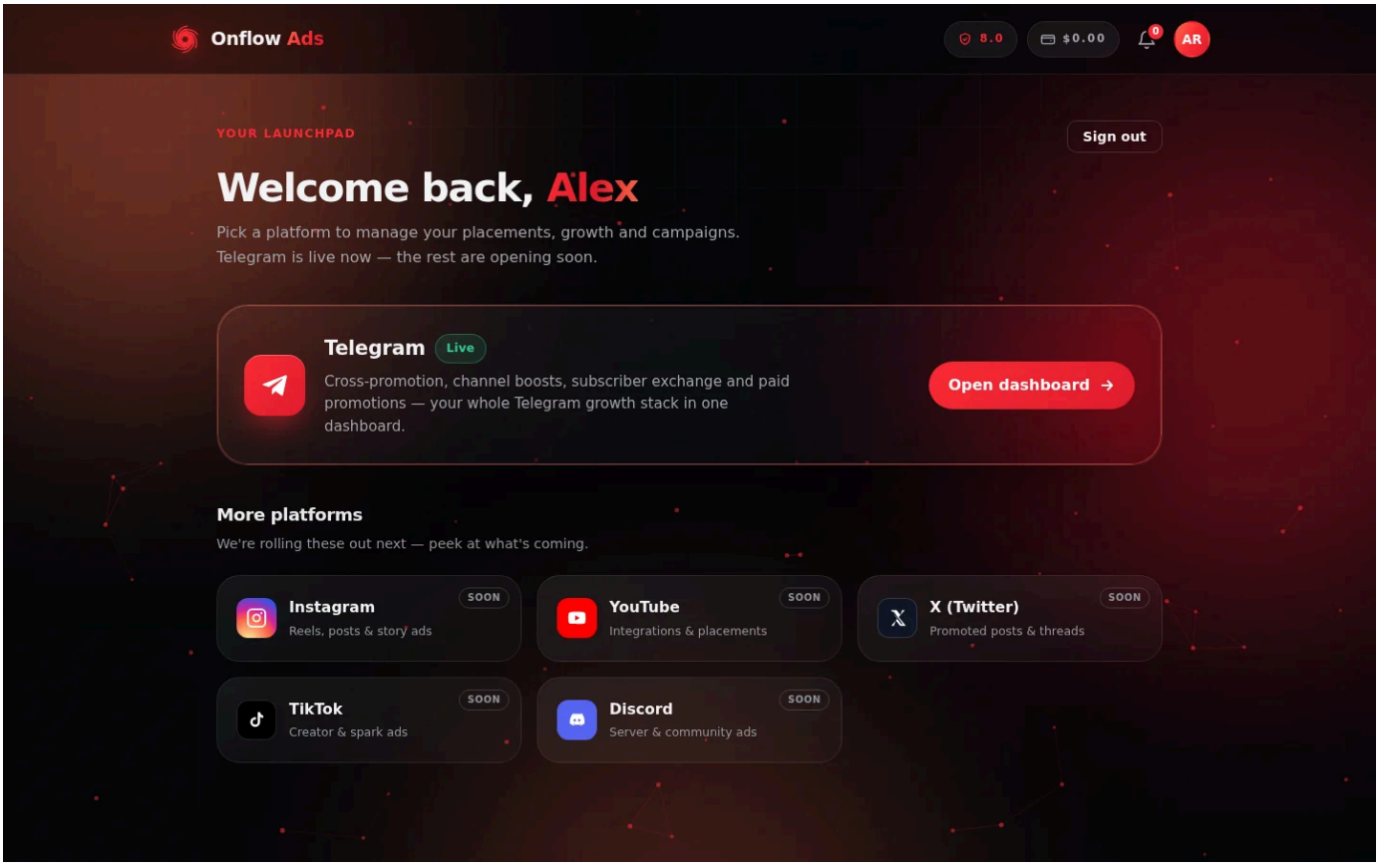
Once you're signed in (and your email is verified), Onflow Ads gives you two levels of home base:

1. **The platform launchpad** at https://onflowads.com/dashboard — pick which platform you're working on.
2. **The Telegram dashboard** at https://onflowads.com/telegram/dashboard — the command center for everything on Telegram, the platform that's live today.

> **VERIFIED EMAIL REQUIRED**
>
> Dashboard pages are for verified, signed-in accounts. If you're not signed in you'll be sent to the sign-in page; if your email isn't verified yet you'll be sent to the verification page first.

The platform launchpad (/dashboard)

This is the first thing you see after signing in: **"Welcome back, [your name]"**, a **Sign out** button, and a card per platform.



*The platform launchpad at onflowads.com/dashboard. The Telegram card is the live one — **Open dashboard** takes you into the Telegram hub; the platforms under "More platforms" are marked Soon.*

- **Telegram** — marked **Live**. Click **Open dashboard** to enter the Telegram hub.
- **Instagram, YouTube, X, TikTok, Discord** — marked **Soon**; these platforms are rolling out.

Below the platform cards:

- **Quick links** — jump straight to the **Telegram dashboard**, **Add a channel**, **Account settings**, or **Pricing**.
- **Do more** — one-tap shortcuts that open the Onflow Ads bot in Telegram: **Create a campaign**, **AI Post Helper**, and **Withdraw earnings**.

The Telegram dashboard (/telegram/dashboard)

This is your Telegram command center. The layout is a sidebar of engines on the left and your overview on the right.

The sidebar

Sidebar entry	Where it takes you
Overview	This hub page.
Cross-Promotion (LIVE)	Create or join free promo-swap campaigns with partner channels.
Boost Metrics (LIVE)	Order followers, views, likes and reach, paid from your wallet.
Paid Promotions (DEV)	The sponsored-post marketplace — buy or sell placements. Marked DEV while in development.
Subscriber Exchange	Host ads in your channels and run your own across the exchange.
AI Studio (NEW)	AI-assisted copy and campaign tools.
Link Tracking (NEW)	Trackable links for measuring placement traffic.
Wallet	Your balance, top-ups and history.
Support	Chat with the Onflow Ads team.

Under the links sits a **Wallet** panel with a **Top up wallet** button — one balance is spent across every engine.

The header and KPI strip

The header greets you by name and carries the **Sign out** button. Below it, four live stats give you a pulse on your account:

- **Active campaigns** — across all engines
- **Connected channels** — on Telegram
- **Reach · 7 days** — impressions delivered

- **New subscribers · 7 days** — from swaps and boosts

(The numbers show a dash until there's data to count.)

Your engines

Large cards repeat the sidebar's engines with a one-line description each — **Cross-Promotion**, **Boost Metrics**, **Subscriber Exchange**, **Paid Promotions** and **Support**. Click any card to enter that engine.

Power tools

Two shortcut cards that open the Onflow Ads bot in Telegram:

- **Create a campaign** — start a new ad campaign, guided, synced with your account.
- **Paid Promotions marketplace** — browse and book sponsored post slots via the bot.

My channels

At the bottom, **My channels** lists every Telegram channel you've connected, and the **+ Add channel** button (which goes to `/telegram/dashboard/channels/new`) lets you connect a new one. Connecting a channel is the key first step for almost everything else — cross-promos, boosts and paid placements all act on your connected channels.

The account menu in the navigation

Wherever you are on the site, the account menu in the top navigation gives you one-click access to:

- **Account** — your settings page
- **Dashboard** — the platform launchpad
- **Upgrade plan** — when a higher plan is available for your account
- **Reliability** — your reliability score
- **Wallet** — with your live balance shown
- **Notifications**
- **Help and Guide** — this documentation
- **Sign out**

On larger screens, **Wallet**, **Reliability** and **Notifications** also appear as their own icons in the header next to the account menu; on phones they live inside the menu.

Suggested first steps

1. Open the **Telegram dashboard** and click **+ Add channel** to connect your channel.
2. Visit **Cross-Promotion** and create (or join) your first free swap campaign.
3. Check your **Wallet** and top it up if you plan to use Boost Metrics or paid placements.
4. Pop into **Account → Security** and turn on two-factor authentication.

Next: Account FAQ and troubleshooting — quick answers if anything along the way didn't behave.

GETTING STARTED

Account FAQ and Troubleshooting

Account FAQ and Troubleshooting

This page collects the questions that come up most often while getting into an Onflow Ads account: verification emails that don't arrive, codes that expire, lockouts, sign-in errors and 2FA trouble. Each answer links to the page with the full detail if you need it.

Sign-up and verification

The verification email never arrived. What now?

1. Wait a minute — email can lag.
2. Check your **spam**, **junk** or **promotions** folders.
3. On the verify page, click **Resend code** (available every 60 seconds, up to 4 times).
4. If you may have mistyped your address, click **Start over** and sign up again with the correct email.

My code says it expired.

Codes are valid for **10 minutes**. Click **Resend code** to get a fresh one and enter that instead.

It says "Too many incorrect codes... locked for 6 hours."

After repeated wrong codes, verification locks for **6 hours** to protect the account from guessing. There's no way to shorten this — wait it out, then start again. The same protection applies to reset codes and 2FA codes.

It says an account with my email already exists.

That email is already registered and verified. Go to https://onflowads.com/signin and sign in — or use password reset if you don't know the password. If you originally joined through Telegram, try **Continue with Telegram**.

I closed the verification page. Is my sign-up lost?

No. If your verification window (about 30 minutes) is still open, going back to https://onflowads.com/verify in the same browser resumes it. If it has expired, sign up again

with the same email and password — you'll get a new code and continue where you left off. Every verification rule is on Verifying Your Email.

Signing in

”Incorrect email or password.”

The combination didn't match. Double-check for typos (and that you're using the email currently on the account — if you changed it, use the new one). Use **Forgot password?** if needed.

I signed up with Telegram and I’m asked for a password.

Accounts created via **Continue with Telegram** don't need a password — click **Continue with Telegram** on the sign-in page instead of filling in the form; see Signing In with Telegram. (Note that password reset works by email, so it only helps accounts that signed up with an email address you can check.)

The ”Continue with Telegram” window says my request expired.

The handshake is short-lived (about 10 minutes). Click **Continue with Telegram** again to get a fresh code, and type it into the bot promptly. Make sure you type the code shown **in your browser** into the **bot chat** — not the other way around. Full details: Signing In with Telegram.

The Telegram / Google / Apple buttons aren’t on my sign-in page.

Those buttons appear only when the corresponding sign-in method is currently enabled on the site. Use email and password if a button isn't shown.

”Your account is suspended until [date].” / ”Your account has been suspended.”

Your account is suspended (temporarily, until the date shown) or blocked. A timed suspension lifts automatically at the date shown. If you believe this is a mistake, contact support — include your OFA ID.

I keep getting signed out.

Sessions last about **48 hours**, or about **30 days** with **Remember me** ticked. Also note that resetting your password or changing your email signs out all other devices by design.

Two-factor authentication

I lost my phone and can’t get 2FA codes.

Use one of your **recovery codes** at the sign-in code prompt — each works once. Once in, go to **Account → Security** and either **Regenerate recovery codes** or disable and re-enable 2FA with your new device. If you have no recovery codes left either, contact support.

My authenticator codes are always ”incorrect.”

TOTP codes depend on your phone's clock. Make sure your phone's time is set to **automatic/network time** — even a small clock drift makes every code fail.

Account details

Can I change my sign-in email?

Yes — **Account → Profile → Change email**. You'll need your current password (plus your 2FA code if enabled), and a 6-digit code sent to the **new** address. See Account Settings.

Can I change my role (Advertiser / Channel Owner)?

No. The Paid Promotions role you enlist as is **permanent** — the site will tell you *"You're already enlisted, and your role can't be changed."* Choose carefully when enlisting.

What’s the ”User ID: OFA-XXXX-XXXX” on my account page?

Your permanent public account ID — see Your OFA ID. Quote it when contacting support.

Is my data safe?

Passwords are stored only as secure cryptographic hashes, sessions use secure HTTP-only cookies, and sign-in activity on your account is logged for security. For everything else, see the Privacy Policy at https://onflowads.com/privacy.

Still stuck?

Open **Support** from the Telegram dashboard sidebar, or use the contact page at https://onflowads.com/contact. Including your **OFA ID** and a screenshot of any error message gets you the fastest answer.

SECTION

Channels & Dashboard

CHANNELS & DASHBOARD

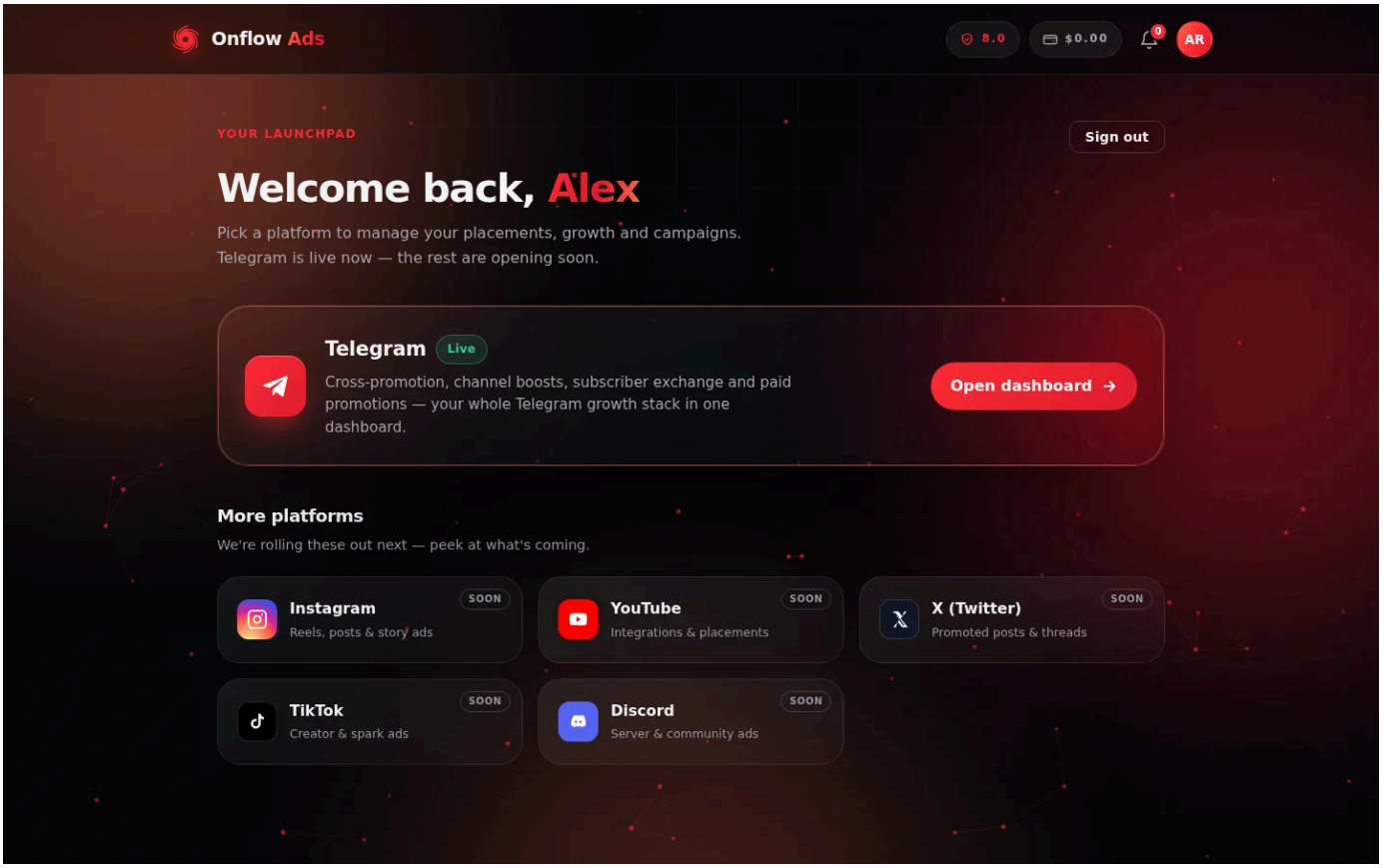
Channels & Dashboard

Channels & Dashboard

Your dashboard is home base for everything you do on Onflow Ads: the channels you own, the growth engines you run, the links you track, the notifications you receive, and the reliability score that follows your account everywhere.

This section covers the dashboard itself and the account-wide tools that every product on Onflow Ads shares.

Signing in lands you on your **launchpad**, where you pick the platform you want to work on:



Your launchpad after signing in. Telegram is live today; the other platforms are marked "Soon". Everything in this section starts behind the Telegram card.

Who it is for

- **Channel owners** who list, verify and manage Telegram channels from one place.

- **Any member** — advertiser or creator — who uses the dashboard, notifications or link tracking.
- **Anyone whose reliability score matters**, which is everyone: the same score gates every product on the platform.

What you can do here

- **See everything at a glance** on the dashboard home — your channels, campaigns, wallet and quick links to every engine.
- **Connect a Telegram channel** by pasting its public link and verifying ownership with our bot — it takes under a minute.
- **Set up a channel listing** with a guided three-step wizard: details, ad prices and audience info, then submit it for review.
- **Manage multiple channels** from one list — edit, inspect live stats, or delete any of them.
- **Track every link** you promote: clicks, unique visitors, devices, referrers, countries and conversions.
- **Control your notifications** — in-app, email and Telegram — including hourly or daily email digests.
- **Understand and grow your reliability score**, the single trust number that decides what you can do across the platform.

Where things live

All dashboard pages require you to be signed in with a verified email address.

Destination	URL
Signed-in home (platform launchpad)	https://onflowads.com/dashboard
Telegram dashboard hub	https://onflowads.com/telegram/dashboard
Add a channel	https://onflowads.com/telegram/dashboard/channels/new
Link Tracking	https://onflowads.com/telegram/dashboard/links

Destination	URL
Notifications	https://onflowads.com/telegram/dashboard/notifications
Reliability score	https://onflowads.com/telegram/dashboard/reliability
Wallet	https://onflowads.com/telegram/dashboard/wallet

TIP

If you use Telegram, start our bot and link it to your account. You will get every important notification as a Telegram DM, and during channel verification we can also confirm directly that you are an admin of the channels you list.

Next: The dashboard home — the hub every engine hangs off.

CHANNELS & DASHBOARD

The dashboard home

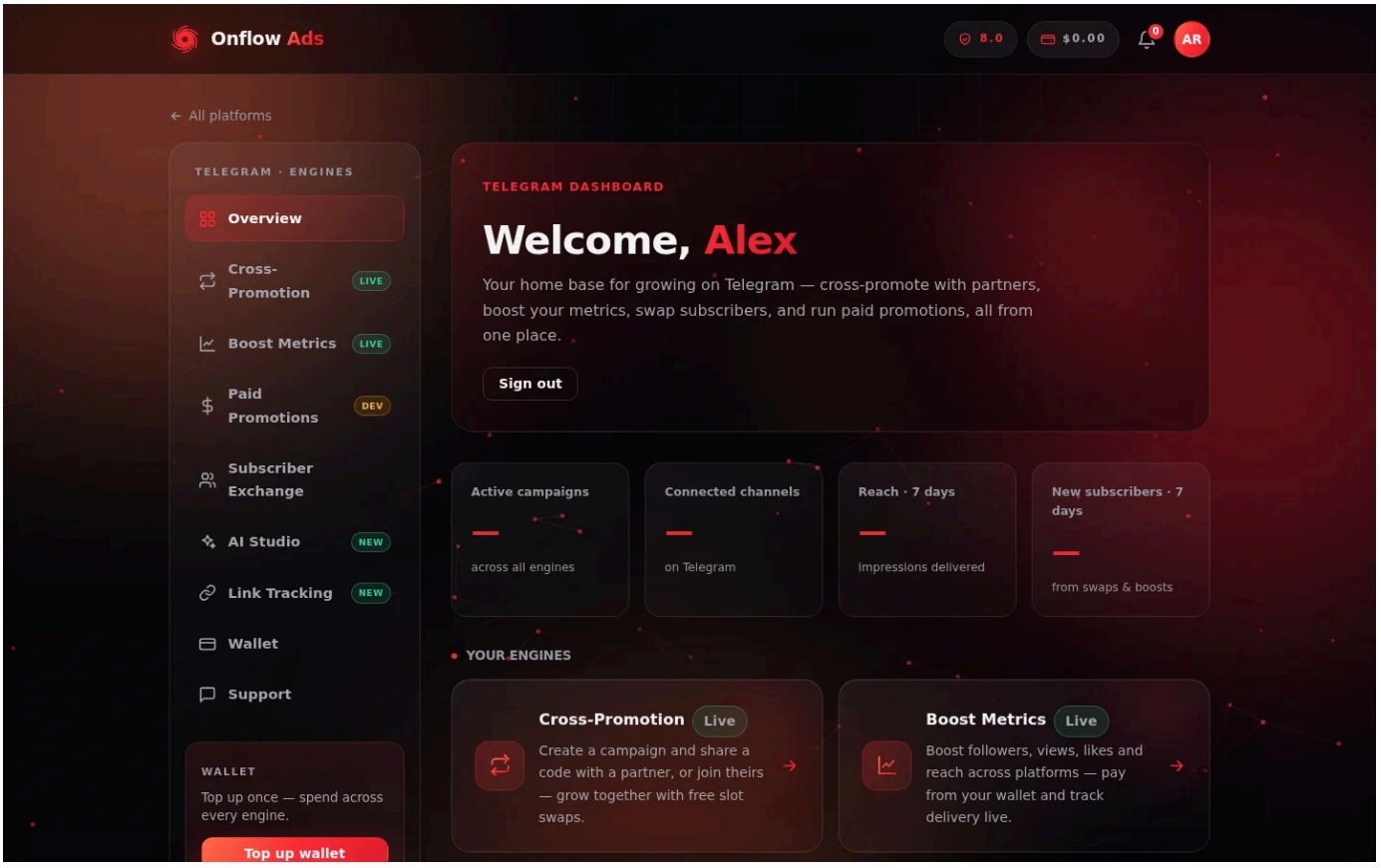
The dashboard home

When you sign in, Onflow Ads takes you to **https://onflowads.com/dashboard** — a platform launchpad. Telegram is fully live today; other platforms are opening soon. Choosing Telegram takes you to the **Telegram dashboard hub** at **https://onflowads.com/telegram/dashboard**, which is where you will spend most of your time.

> **INFO**
>
> Every dashboard page requires a signed-in account with a **verified email address**. If your email is not verified yet, you will be redirected to the verification page first.

The Telegram hub layout

The hub is a two-pane command center: a **sidebar** on the left and your **main workspace** on the right. On phones, the sidebar becomes a horizontal rail you can swipe through.



The Telegram hub. The sidebar on the left reaches every engine and tool; the stat tiles and engine cards on the right are your workspace.

Sidebar navigation

The sidebar links to every engine and tool:

Entry	Where it goes
Overview	The hub itself (this page)
Cross-Promotion	Free slot swaps with partner channels
Boost Metrics	Paid boosts for followers, views, likes and reach
Paid Promotions	Buying and selling sponsored posts (carries a "DEV" badge — see the note below)
Subscriber Exchange	Reciprocal subscriber trading between channels
AI Studio	AI-generated ad copy and creatives
Link Tracking	Click analytics for your tracked links
Wallet	Top up and manage your balance
Support	Chat with the Onflow Ads team

Below the links sits a **Wallet** card — "Top up once — spend across every engine" — with a **Top up wallet** button.

The header panel

At the top of the main column you are greeted by name ("Welcome, ...") with a short description of the hub, plus a **Sign out** button.

Your stats at a glance

A four-tile strip shows key numbers for your account:

- **Active campaigns** — across all engines
- **Connected channels** — on Telegram
- **Reach · 7 days** — impressions delivered
- **New subscribers · 7 days** — from swaps and boosts

While the numbers are loading (or if stats are temporarily unavailable) the tiles show a dash placeholder.

Your growth engines

The **Your engines** section is the heart of the hub — one card per way to grow:

- **Cross-Promotion** (Live) — create a campaign and share a code with a partner, or join theirs. Free slot swaps that grow both channels.
- **Boost Metrics** (Live) — boost followers, views, likes and reach across platforms. Pay from your wallet and track delivery live.
- **Subscriber Exchange** (Live) — host ads in your channels and run your own across the exchange. Free, powered by reciprocity.
- **Paid Promotions** (In development) — buy or sell sponsored posts across the network.
- **Support** — chat with the team in real time or send a message.

> **ABOUT THE PAID PROMOTIONS "IN DEVELOPMENT" BADGE**
>
> The DEV / "In development" badge on the hub simply marks Paid Promotions as the newest engine, still being actively expanded. The marketplace itself is open and fully usable — browsing, booking, escrow, auctions, delivery monitoring and payouts all work today, and this guide documents them in the two Paid Promotion sections (one for advertisers, one for channel owners).

Power tools

Two extra cards deep-link straight into our Telegram bot, so you can work from inside Telegram:

- **Create a campaign** — start a new ad campaign, fast and guided, synced with your account.
- **Paid Promotions marketplace** — browse and book sponsored post slots via the bot.

My channels

At the bottom of the hub, the **My channels** section lists every Telegram channel you have added, each with its photo, title, handle, subscriber count, average views and a status pill. The **+ Add channel** button starts the add-a-channel flow.

See Managing your channels for everything you can do from this list.

Header tools on every page

Once signed in, a cluster of tools appears in the site header on **every** page, left of your account avatar:

- **Reliability pill** — a shield icon with your current score, colored by tier. Click it to open your reliability page.
- **Wallet pill** — your current balance. Click it to open the wallet.
- **Notification bell** — your unread count and latest updates. See Notifications.
- **Account avatar** — a menu with Account, Dashboard, Help & Guide and Sign out, plus an **Upgrade plan** entry whenever a higher plan is available to you.

> **NOTE**
>
> On phones, the reliability, wallet and notification entries move inside the avatar menu instead of appearing in the header.

Next: Adding a channel — connect your first Telegram channel to the hub.

CHANNELS & DASHBOARD

Adding a channel

Adding a channel

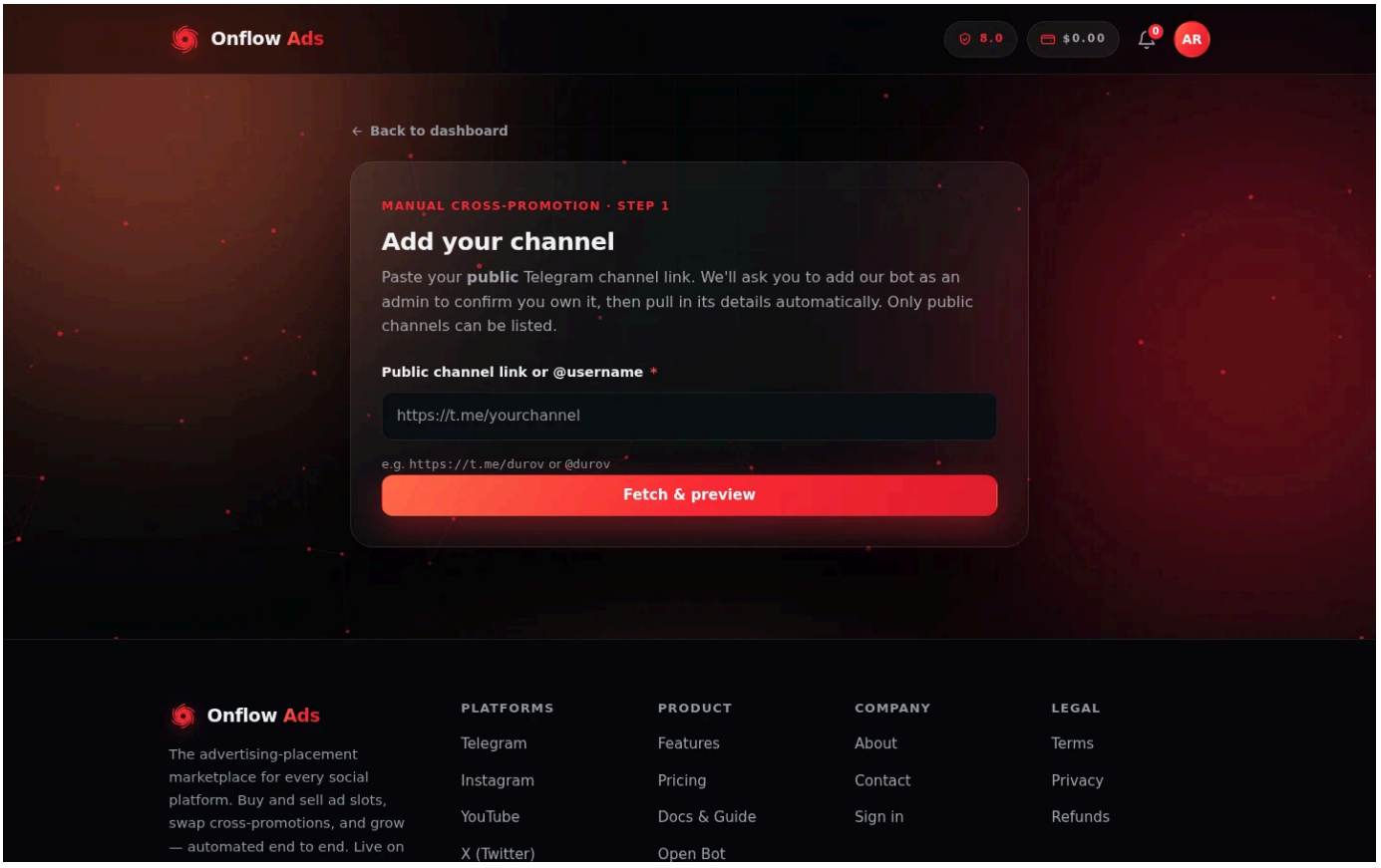
Adding a channel connects one of your public Telegram channels to your Onflow Ads account so you can list it for cross-promotion and other engines. The whole flow takes under a minute.

REQUIREMENTS

- A signed-in Onflow Ads account with a **verified email**.
- A **public** Telegram channel (one with a public `@username` / `t.me` link). Private channels, groups and personal accounts cannot be listed.
- You must be an **administrator** of the channel you are adding.

Step by step

The whole flow starts on the **Add your channel** page — a single card with one field and one button:



The Add your channel page. Paste your link in the one field, press Fetch & preview, and everything else is pulled from Telegram for you.

1. Go to **https://onflowads.com/telegram/dashboard** and click **+ Add channel** in the **My channels** section (or open **https://onflowads.com/telegram/dashboard/channels/new** directly).
2. On the **Add your channel** page, paste your channel into the **Public channel link or @username** field. Any of these formats works:
   - `https://t.me/yourchannel`
   - `t.me/yourchannel`
   - `@yourchannel`
3. Click **Fetch & preview**.
4. If our bot is not yet an administrator of the channel, the **verification panel** appears (full guide). Add our bot as an admin, then click **I've done it — check again**.
5. Once verified, a live preview card appears with the badge **Public channel found**, showing the channel's photo, title, handle, description, subscriber count and average views — all pulled automatically from Telegram.
6. Click **Continue to setup** to open the listing wizard.

Channel verification: adding our bot as an admin

To confirm the channel exists and that **you** control it, Onflow Ads asks you to add our verification bot to the channel as an administrator. When the check has not passed yet, the **"Add our bot to verify your channel"** panel appears with the bot's `@username` (and a **Copy** button), a checklist of the admin rights needed, a one-tap **Add @bot as admin** deep link that pre-selects the right toggles in Telegram, and an **I've done it — check again** button. Verification is instant.

The panel, the exact rights, every result message, and what to do when a check fails are covered end to end on their own page: **Verifying your channel**.

Other messages you might see

- **"Enter a public Telegram link, e.g. https://t.me/yourchannel."** — The value you entered does not look like a Telegram channel link or handle.
- **"That channel isn't public, or it doesn't exist."** — Only public channels can be listed; check the link.

- **"You've already added that channel."** — Each channel can only be connected once per account.
- **"We couldn't reach Telegram from our server right now. Please try again in a moment."** — A temporary connectivity issue on our side; retry shortly.

> **NOTE**
>
> Adding channels is rate limited to protect the platform. If you hit the limit, wait a little while and try again.

What happens after you add a channel

The channel is saved to your account as a **draft**. Its details (title, description, photo, subscribers, average views) are pre-filled from Telegram. Nothing is public yet — the channel only enters the marketplace after you complete the setup wizard and it passes review.

Next: Verifying your channel — the bot-admin check, the exact rights to grant, and what to do when it fails.

CHANNELS & DASHBOARD

Verifying your channel

Verifying your channel

Verification is how Onflow Ads confirms two things before your channel can go anywhere near the marketplace: that the channel **really exists** on Telegram, and that **you actually control it**. You prove both at once by adding our verification bot to your channel as an **administrator** — something only a channel admin can do.

The same verification panel appears on every surface that lists or confirms a channel, so once you know it here, you know it everywhere.

Why a bot, and why admin rights

- **Proof of control.** Only an administrator of a channel can appoint another administrator. If our bot shows up in your channel's admin list, you (or someone on your team) put it there.
- **Proof of existence.** Once the bot is inside, we ask Telegram directly for the channel and its admin list — no guesswork, no screenshots.
- **Ability to deliver.** The engines that publish posts for you (cross-promotion, sponsored posts) need the bot to be able to post in the channel. That is why the **Post Messages** right is required, not just membership.

> **INFO**
>
> Verification is **instant**. The moment the bot is an admin with the required right, the check passes — there is no waiting period and no human in the loop.

When verification runs

You will meet the verification panel at these moments:

1. **When you add a channel** — on the **Add your channel** page, after you click **Fetch & preview**. The channel's details are only fetched after the bot check passes.
2. **When you submit your listing for review** — clicking **Submit for review** in the setup wizard re-runs the check. If the bot was removed in the meantime, the panel reappears and the submission is held until you fix it.

3. **On other engines** that confirm channels — for example when enlisting a channel for Cross-Promotion or submitting a Paid Promotions listing. It is the exact same panel with the same rules.

> **NOTE**
>
> The **Subscriber Exchange** additionally requires the **Delete Messages** right, because it promises advertisers that a placement comes down on schedule — and the bot cannot keep that promise without it. The panel always shows exactly which rights the surface you are on needs.

The verification panel, piece by piece

When a check fails, the panel **"Add our bot to verify your channel"** appears with everything you need:

- **The bot's @username**, shown as a chip with a **Copy** button next to it, in case you prefer to add the bot manually from inside Telegram.
- **A rights checklist.** Each admin right we ask for is listed with a short explanation of why it is needed. Rights marked with a red **required** badge block verification if missing; the rest are recommended. Once the bot is an admin, each right it already holds shows a green check, and any missing required right is highlighted with an exclamation mark.
- **The "Add @bot as admin" button** — a one-tap Telegram deep link. It opens Telegram, lets you pick which of your channels to add the bot to, and **pre-selects the exact admin toggles** we ask for, so you can just confirm.
- **"I've done it — check again"** — click this after adding the bot. The button shows a brief "Checking..." spinner and the panel updates with the result.

The rights we ask for

Right	Required?	Why we ask
Post Messages	**Required**	So the bot can publish the sponsored or cross-promo post
Edit Messages	Recommended	So the bot can fix or refresh a post it published
Delete Messages	Recommended	So the bot can remove the post when the placement ends

If your Telegram account is the **creator** of the channel and you make the bot an admin, Telegram lets you choose its rights just like for any admin — the deep-link button pre-selects them for you.

What the check verifies

Check	What it means
The channel exists and is public	We can reach it on Telegram from the link you pasted
It really is a channel	Groups and personal accounts are rejected — only public channels can be listed
Our bot is an admin	The bot appears in the channel's administrator list
The bot has the required rights	In particular, **Post Messages** must be switched on
You are an admin	If your Telegram account is linked to Onflow Ads, we also confirm that **you** are an administrator of the channel — so nobody can list a channel they do not control

LINK YOUR TELEGRAM ACCOUNT

The "you are an admin" check only runs when your Onflow Ads account is linked to your Telegram account (by starting our bot and signing in with it). Linking is worth doing anyway — it also unlocks Telegram DM notifications.

Every result message, decoded

Message you see	What it means	What to do
"We couldn't find that channel. Add @bot to your channel as an administrator, then try again."	The link is wrong, the channel does not exist, or the bot has not been added yet — Telegram will not show us a channel the bot cannot see	Check the link, add the bot, check again
"Only public Telegram channels can be verified — that looks like a group or user."	You pasted a group or a personal profile link	Paste your channel's public link instead
"Add @bot to your channel as an administrator (with 'Post Messages'), then verify again."	The bot is in the channel but not as an administrator, or not there at all	Promote the bot to admin
"@bot is an admin but is missing the 'Post Messages' right."	The bot is an admin, but that specific toggle is off	Open your channel's admin settings, edit the bot's rights, switch **Post Messages** on
"You must be an administrator of this channel to list it."	Your linked Telegram account is not in the channel's admin list	Have the channel owner add you as an admin, then check again
"We couldn't reach Telegram from our server right now. Please try again in a moment."	A temporary connectivity issue on our side	Wait a moment and retry — nothing you did was wrong

After verification passes

- On the **Add your channel** page, the panel disappears and the live preview card appears with the badge **Public channel found** — you can continue to setup.
- On **Submit for review**, your submission goes through and the channel enters the moderation queue.
- Your subscriber count is taken directly from Telegram via the bot, so the number on your listing is exact, not an estimate.

Keep the bot in your channel

Verification is not a one-off hoop:

- **Removing the bot later** means the next check fails — you will not be able to resubmit a listing, and engines that post through the bot cannot deliver into your channel.
- **Turning off the Post Messages right** has the same effect as removing the bot for verification purposes.
- The bot never posts anything in your channel on its own — it only publishes the placements you accept through the engines.

FAQ

Can I verify a private channel?

No. Only channels with a public `@username` / `t.me` link can be verified and listed. Private channels, groups and personal accounts are all rejected.

The deep-link button opened Telegram but my channel is not in the list

Telegram only offers channels where **your** account has the right to add admins. If your channel is missing, your Telegram account is not an admin of it (or lacks the "Add New Admins" permission there).

I added the bot but the check still fails

Give Telegram a few seconds to register the change, then click **I've done it — check again**. If it still fails, confirm you added the bot to the **channel itself** — not to a linked discussion group — and that the **Post Messages** toggle is on.

Does the bot see my subscribers or messages?

The bot uses its admin position to confirm the channel, read its public details and exact subscriber count, and publish the placements you accept. Granting only the rights in the checklist is enough — nothing more is asked for.

Next: Setting up your channel listing — the three-step wizard that turns a verified channel into a listing.

CHANNELS & DASHBOARD

Setting up your channel listing

Setting up your channel listing

After adding a channel, click **Continue to setup** (or **Set up** next to the channel on your dashboard) to open the listing wizard. The wizard has three steps — **Details**, **Pricing** and **Audience** — with a live preview and a **Listing completeness** meter in the right-hand rail so you always know how your listing will look and what is still missing.

Your progress is saved every time you click **Continue** — you will see a brief **Saved** ✓ confirmation — so you can leave and come back any time.

> **TIP**
>
> A more complete listing gets more bookings. The completeness meter tracks your title, description, category, language, keywords, photo, prices and subscriber source — aim for 100%.

Step 1 — Details

Your channel's details are pre-filled from Telegram; polish anything you like.

- **Channel photo** — upload a JPG, PNG, WebP or GIF up to **2 MB** with **Upload image**, or click **Remove** to clear it. The photo you had on Telegram is used automatically until you change it.
- **Channel name** (required) — pre-filled from Telegram.
- **Description** — a short pitch for advertisers.
- **Category** — pick one: Crypto & Web3, Tech & Software, News & Media, Finance & Trading, Education & Courses, Books & Literature, Gaming & Esports, Entertainment, Marketing & Business, Lifestyle, Health & Fitness, Travel, Art & Design, Sports, or Other.
- **Primary language** — pick one: English, Russian, Spanish, Hindi, Arabic, Portuguese, Indonesian, French, German, Turkish, Persian, or Other.
- **Keywords** (up to 3) — type a keyword and press Enter to add it as a chip; click the small button on a chip to remove it.

Step 2 — Pricing

Set your **price per ad placement, in USD**. A placement is defined by how long the ad **stays** in your channel and how many hours it is **pinned** at the top.

- The **1-day placement is required**. It is always pinned for 1 hour, and its price must be at least **$1**.
- Placements from **2 to 7 days** are optional — switch on any you want to offer. For each one you choose:
  - **Pinned for** — how many hours the ad stays pinned. The pin can never be longer than the stay (a 2-day placement can be pinned at most 48 hours, and so on).
  - **Price (USD)** — what an advertiser pays for that placement.
- **Offer a discount on repeat orders** (optional) — tick the checkbox and enter a percentage, up to a maximum of **90%**.

The preview rail summarizes your prices as you type, e.g. "1d · $5 · pin 1h".

Step 3 — Audience

Help advertisers understand who they will reach.

- **Audience gender split** — drag the slider to set the men/women percentage. The two sides always add up to 100%.
- **Source of subscribers** (required) — describe how you grew the channel: organic, cross-promotions, paid ads on specific platforms, and so on. Honest detail here builds trust with reviewers and advertisers.
- **Automatically approve ad requests from trusted advertisers** — this option is labeled **Soon** and is not active yet.

Submitting for review

On the last step, click **Submit for review**. Before submitting, make sure you have filled in everything — the wizard checks and points you to any missing step:

- a channel name
- a short description
- a category and a primary language
- at least one keyword
- the required 1-day price (at least $1)
- your subscriber source

Submission also re-runs channel verification — the bot must still be an administrator of your channel with the required rights. If it was removed, the verification panel appears again with instructions.

Once submitted:

- Your channel status changes to **Pending review** and the wizard becomes a read-only **Under review** panel: "Your channel is in the moderation queue. We'll email you the moment it's approved."
- The listing is **locked while under review** — you cannot edit details, change the photo or resubmit until a decision is made.
- You receive a confirmation email that the channel was submitted.

After the decision

- **Approved** — the status page shows **Approved & live** 🎉: your channel is live in the cross-promotion network. Approved listings stay locked for editing; their public details are what reviewers approved.
- **Needs changes (rejected)** — the wizard reopens for editing and shows the reviewer's note ("Changes requested: ..."). Fix what was flagged and submit again — resubmission clears the old note and puts you back in the queue.

> ⚠ **WARNING**
>
> While your channel is **Pending review** or **Approved**, edits are blocked. If you try, you will see "This channel is locked while it's under review." If you need to change an approved listing, contact support, or delete and re-add the channel (which starts the review from scratch).

Next: Managing your channels — the My channels list, every status pill, and the live details view.

CHANNELS & DASHBOARD

Managing your channels

Managing your channels

Every channel you have connected appears in the **My channels** list at the bottom of the Telegram hub (**https://onflowads.com/telegram/dashboard**). Each row shows the channel's photo, title, `@username`, subscriber count, average views, a status pill, and two buttons: **Set up** and **Delete**.

Channel statuses

Status pill	What it means	Can you edit?
Draft	Added but not yet submitted for review	Yes
Pending review	Submitted and waiting in the moderation queue	No — locked
Approved	Live in the network	No — locked
Needs changes	Reviewed and sent back with a note	Yes — fix and resubmit

The typical journey is **Draft → Pending review → Approved**, with **Needs changes** as the detour when a reviewer asks for fixes. Statuses, locking, and resubmission are covered in depth in Editing channel details.

Viewing full channel details

Click a channel's name or photo in the list (or the channel name in the wizard preview) to open the **channel details** view. It combines everything stored on Onflow Ads with a **fresh live pull from Telegram**:

- **Headline stats** — subscribers, average views, engagement rate, and how many recent posts were sampled.
- **Content mix** — how many photos, videos, files and links appear in recent posts.

- **Listing info** — category, language, audience split, keywords, when the channel was listed on Onflow Ads, and when its data was last refreshed.
- **Ad prices** — every placement tier you offer, with pin hours and any repeat-order discount.
- **Source of subscribers** — the growth story you provided.
- **Recent posts** — up to 8 of the newest posts with their view counts and a link to open each one in Telegram.

> **NOTE**
>
> Telegram does not expose a channel's exact creation date publicly, so that one detail cannot be shown. If Telegram is temporarily unreachable, the view falls back to the last stored values and says so.

Editing a channel

Click **Set up** to open the listing wizard for that channel. Editing is available while the channel is a **Draft** or **Needs changes**; it is locked while **Pending review** or **Approved**.

Everything about editing — what you can change, the locks, and how resubmission works — has its own page: **Editing channel details**.

Deleting a channel

The **Delete** button on each row removes the listing after a two-click confirmation. Deletion works at any status and is permanent.

The full flow — the confirmation, what is removed, what is kept, and what re-listing takes — has its own page: **Deleting a channel**.

Running more than one channel

There is no special mode for multiple channels — simply add each one with **+ Add channel**. Each channel:

- verifies independently (our bot must be an admin in **each** channel you list — see Verifying your channel),
- has its own listing, prices, and review status,
- appears as its own row in **My channels**, sorted by most recently updated.

Your account-level tools — wallet, notifications, reliability score and tracked links — are shared across all of your channels.

Next: Editing channel details — what you can change, and when the listing is locked.

CHANNELS & DASHBOARD

Editing channel details

Editing channel details

Your channel listing — its name, description, photo, category, keywords, ad prices and audience info — is not set in stone. This page covers when you can change it, exactly what you can change, and what happens after you do.

When editing is open — and when it is locked

Editing depends entirely on your channel's **status** (the pill next to it in **My channels**):

Status	Editing	Why
Draft	**Open**	The listing is yours to shape until you submit it
Needs changes	**Open**	A reviewer sent it back — fix it and resubmit
Pending review	**Locked**	Reviewers must see a stable listing while they decide
Approved	**Locked**	What is live in the network is exactly what was approved

While locked, any attempt to change details, upload or remove the photo shows: **"This channel is locked while it's under review."** There is no way around the lock — it protects both you and advertisers from a listing changing under review or after approval.

> ⚠ **CHANGING AN APPROVED LISTING**
>
> Approved listings stay locked. If something about your live channel genuinely must change, contact support from **https://onflowads.com/contact** — or delete the channel and re-add it, which starts verification and review again from scratch.

How to edit

1. Open **https://onflowads.com/telegram/dashboard** and find the channel in **My channels**.
2. Click **Set up** on its row. This opens the same three-step wizard you used to create the listing — **Details**, **Pricing**, **Audience** — pre-filled with everything you saved before.

3. Change what you need, then click **Continue** to move through the steps. **Each click of Continue saves that step** — you will see a brief **Saved** ✓ confirmation next to the buttons.
4. You can leave at any point; your changes up to the last **Continue** are kept.

The right-hand rail shows a live **preview card** of your listing and the **Listing completeness** meter, both updating as you type.

What you can change

Everything you set in the wizard is editable while the listing is open:

- **Channel photo** — **Upload image** (JPG, PNG, WebP or GIF, up to 2 MB) or **Remove** to clear it. Removing clears the photo entirely — it will not silently revert to the old Telegram picture.
- **Channel name** — required, up to 200 characters.
- **Description** — up to 1,000 characters.
- **Category** and **Primary language** — pick from the lists.
- **Keywords** — up to 3 chips; add with Enter, remove with the button on each chip.
- **Ad placement prices** — the required 1-day placement (minimum $1), any optional 2–7 day placements with their pin hours (a pin can never be longer than the stay), and the optional repeat-order discount (up to 90%).
- **Audience gender split** — the slider; the two sides always total 100%.
- **Source of subscribers** — required, up to 2,000 characters.

What you cannot change

- **The channel itself.** The `@username` / link is fixed when you add the channel. If you renamed your channel's handle on Telegram, delete the listing and add it again under the new handle.
- **The photo by URL.** The photo comes from Telegram automatically or from your own upload — there is no way to point the listing at an external image address.
- **Live Telegram stats.** Subscriber counts and average views are pulled from Telegram, not typed in.

What happens after you edit

The outcome depends on the status you were in:

- **Draft** — your changes are simply saved. Nothing is public yet; the listing only enters the marketplace after you click **Submit for review** and it is approved.
- **Needs changes** — editing is how you answer the reviewer. The note explaining what to fix appears at the top of the wizard ("Changes requested: ..."). Make the fixes, then click **Submit for review** on the last step:
  - the old reviewer note is cleared,
  - your channel re-enters the moderation queue as **Pending review** with a clean slate,
  - the listing locks again until the new decision,
  - you get a confirmation email that it was submitted.

Submitting also re-runs channel verification — our bot must still be an administrator of your channel with the **Post Messages** right.

> **TIP**
>
> Saving edits on a **Needs changes** channel does not resubmit it by itself. Until you click **Submit for review**, the channel stays in "Needs changes" and reviewers will not look at it again.

FAQ

I clicked Set up but got a read-only ”Under review” panel

That is the lock: your channel is **Pending review** (or already **Approved**). The panel shows the current status — "Your channel is in the moderation queue. We'll email you the moment it's approved." — and, if a reviewer left one, their note. You will be able to edit again only if the review comes back as **Needs changes**.

My photo upload fails

Check the file is a JPG, PNG, WebP or GIF and **2 MB or smaller** — oversized files are rejected with "That image is over the 2 MB limit." Compress the image and try again.

Do my edits change what advertisers currently see?

Only an **Approved** listing is visible in the network, and approved listings are locked — so no edit can ever change a live listing silently. Advertisers always see exactly what passed review.

Next: Deleting a channel — how to take a listing down, and what deletion does and does not remove.

CHANNELS & DASHBOARD

Deleting a channel

Deleting a channel

Deleting a channel removes its listing from your Onflow Ads account. You might do this because you sold or closed the channel, changed its public handle on Telegram, or simply no longer want it listed. This page covers exactly how deletion works and what it does — and does not — remove.

DELETION IS IMMEDIATE AND PERMANENT

There is no trash, no grace period and no undo. The listing, its setup and its uploaded photo are gone the moment you confirm. To list the channel again, you start over: re-add it, redo the setup wizard, and pass review from scratch.

Step by step

1. Open **https://onflowads.com/telegram/dashboard** and scroll to **My channels**.
2. On the channel's row, click **Delete**.
3. The button arms and changes to **Confirm delete**. Click it again **within about four seconds** to go through with it. If you do nothing, the button safely reverts to **Delete** and nothing happens — a stray click can never delete a channel on its own.
4. While the request runs, the button shows **Deleting…**. On success, the row fades out of your list. If it was your last channel, the list returns to its empty state: "No channels yet — add your first public channel to get started."

You can delete at any status

Deletion works no matter where the channel is in its lifecycle:

Status when deleted	Effect
Draft	The unsubmitted listing is discarded
Pending review	The channel leaves the moderation queue — it will not be reviewed

Status when deleted	Effect
Approved	The listing comes out of the network
Needs changes	The listing and the reviewer's note are discarded

This is also the only way to "edit" a **Pending review** or **Approved** channel yourself, since those statuses are locked — delete, re-add, and go through review again with the new details.

What is deleted — and what is not

Removed with the channel:

- the listing itself (name, description, category, keywords, prices, audience info),
- the uploaded or cached channel photo,
- its review status and any reviewer note.

Not touched:

- your **Telegram channel itself** — Onflow Ads never posts to, changes or deletes anything on Telegram when you delete a listing,
- your Onflow Ads **account**, **wallet balance** and transaction history,
- your **tracked links** and their statistics,
- your **notifications** history,
- your **reliability score** and its ledger — the score belongs to your account, not to any one channel,
- your **other channels** — each listing is independent.

> **OUR BOT STAYS IN YOUR TELEGRAM CHANNEL**
>
> Deleting the listing does not remove our bot from the channel's admin list — that is done on Telegram, by you. If you plan to re-list the channel later, leaving the bot in place means verification passes instantly next time. If not, you can remove it from your channel's administrator settings in Telegram.

Re-listing a deleted channel

Nothing stops you from adding the same channel again later — the "You've already added that channel" rule only applies while a listing exists. Re-listing means the full journey:

1. Add the channel again and pass verification.
2. Complete the setup wizard — none of the old listing's details are remembered.
3. Submit for review and wait for the decision.

FAQ

I clicked Delete by accident — is my channel gone?

No. A single click only **arms** the button; it must be clicked a second time, as **Confirm delete**, within a few seconds. If you did not click twice, nothing was deleted.

Can I delete a channel while it has activity on other engines?

The delete button is always available in **My channels**. Commitments you have made on other engines are governed by those engines' own rules — deleting a listing does not settle or cancel anything you agreed to elsewhere, and walking away from active deals can affect your reliability score.

Does deleting a channel affect my reliability score?

Not by itself. Deleting a listing is not a penalty. Your score only moves on the confirmed outcomes listed in its rulebook.

Next: Link Tracking — the account-wide tools start here, beginning with click analytics for every link you promote.

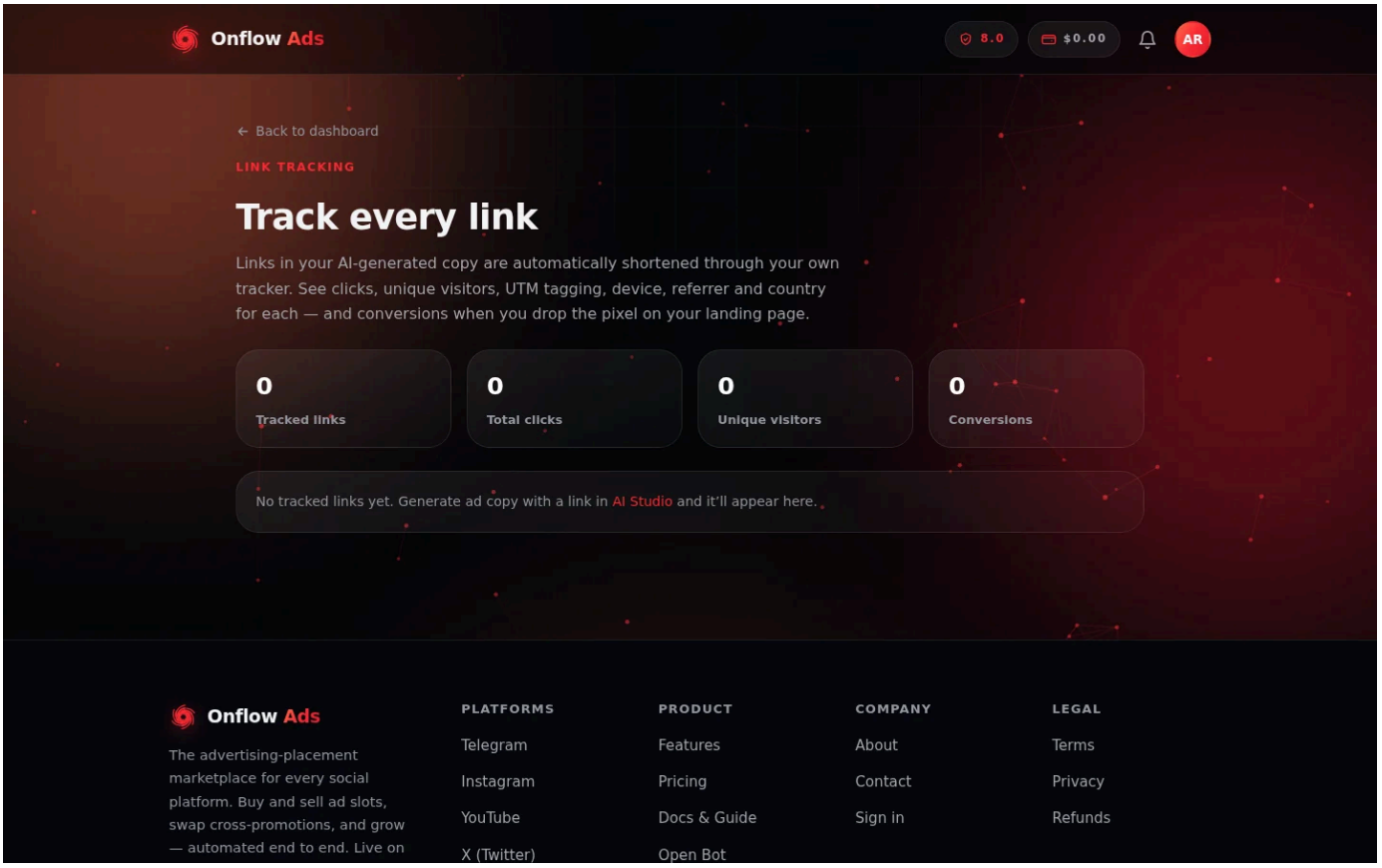
CHANNELS & DASHBOARD

Link Tracking

Link Tracking

Link Tracking answers the question every advertiser has after a campaign: **did the ad work?** Links you promote through Onflow Ads are automatically shortened through Onflow Ads' own tracking redirect, so every click is measured — no external analytics setup needed.

Open it from the sidebar (**Link Tracking**) or go straight to **https://onflowads.com/telegram/dashboard/links**.



Link Tracking on a brand-new account. The four totals sit across the top; your links appear as rows underneath as soon as the first one is minted.

Where tracked links come from

You do not create tracked links by hand — they are minted automatically:

- **AI Studio** — when you generate ad copy that contains a link, the link is shortened automatically and tagged **AI** in the list.
- **Paid Promotions campaigns** — links inside your ad creative are rewritten through the tracker when you book a campaign, so a completed placement can report clicks alongside views. Up to 10 distinct links per campaign are tracked.

Each tracked link becomes a short redirect address on the Onflow Ads domain. When a reader clicks it, they are counted and instantly forwarded to your real destination.

> **NOTE**
>
> Two kinds of destinations are deliberately **never** rewritten: `t.me` / Telegram links (rewriting them would break Telegram's smooth in-app navigation) and links to Onflow Ads itself. Those keep their original form.

UTM tagging, done for you

Tracked destinations get standard UTM parameters (like `utm_source=onflowads`) appended automatically, so clicks show up properly attributed in your own analytics tools too. If you already added your own UTM tags to a link, **yours are kept untouched** — we only fill in parameters you have not set.

Reading the dashboard

The page opens with four totals across all of your links:

- **Tracked links** — how many links you have
- **Total clicks** — every click across all links
- **Unique visitors** — repeat clicks from the same visitor on the same day count once
- **Conversions** — actions recorded by your conversion pixel

Below, each link is a row showing its label (or destination), its clicks, uniques and conversions. **Click a row** to expand the full breakdown:

- The tracked short URL, with a **Copy link** button, and the real destination.
- **Clicks over time** — a daily bar chart.
- **By device** — desktop, mobile, tablet, and bot traffic classified separately.
- **By referrer** — which sites (or direct opens) sent the clicks.
- **By country** — where clicks came from.

Counting conversions

Clicks tell you people arrived; **conversions** tell you they did what you wanted — signed up, purchased, subscribed. Each link's detail panel includes an optional **conversion pixel**: a tiny invisible image you place on the success or thank-you page of a site **you control**.

1. Expand the link's row and find **Conversion pixel (optional)**.
2. Click **Copy pixel** and paste the snippet into your landing page's success page. It looks like this (with your own link code):

```
<img src="https://onflowads.com/lc/YOURCODE.gif" width="1" height="1"
alt="" style="display:none">
```

3. Optionally add a value and event name to the pixel URL, e.g. `?v=1999&e=purchase` — `v` is the value in cents and `e` is a short event label.

Every time the success page loads, a conversion is counted against that link.

> **TIP**
>
> Conversions only work on destinations where you can add the pixel. Links pointing to sites you do not control will still track clicks, uniques, devices, referrers and countries — just not conversions.

Privacy, by design

- **No IP addresses are stored.** Unique visitors are counted with a salted, non-reversible fingerprint that cannot be turned back into an address.
- Referrers are stored as the **site name only**, never the full page URL a visitor came from.
- Country comes from a coarse network-level lookup — never precise location.
- Redirects are temporary (never cached as permanent), so your counts stay accurate on repeat clicks.

If a link stops being used

Tracked links keep working even after a campaign ends — a reader clicking an old post is still forwarded to your destination and still counted. If a tracked address is ever invalid or retired, visitors are sent to the Onflow Ads homepage rather than an error page.

Next: Notifications — how Onflow Ads tells you what just happened, and how to choose the way it reaches you.

CHANNELS & DASHBOARD

Notifications

Notifications

Everything that happens on your account — payments, orders and platform updates — lands in one notification feed. You can read it from the **bell** in the header on any page, or from the full **notification center**. On top of the in-app feed, the same events can reach you by **email** and by **Telegram DM**, each under your control.

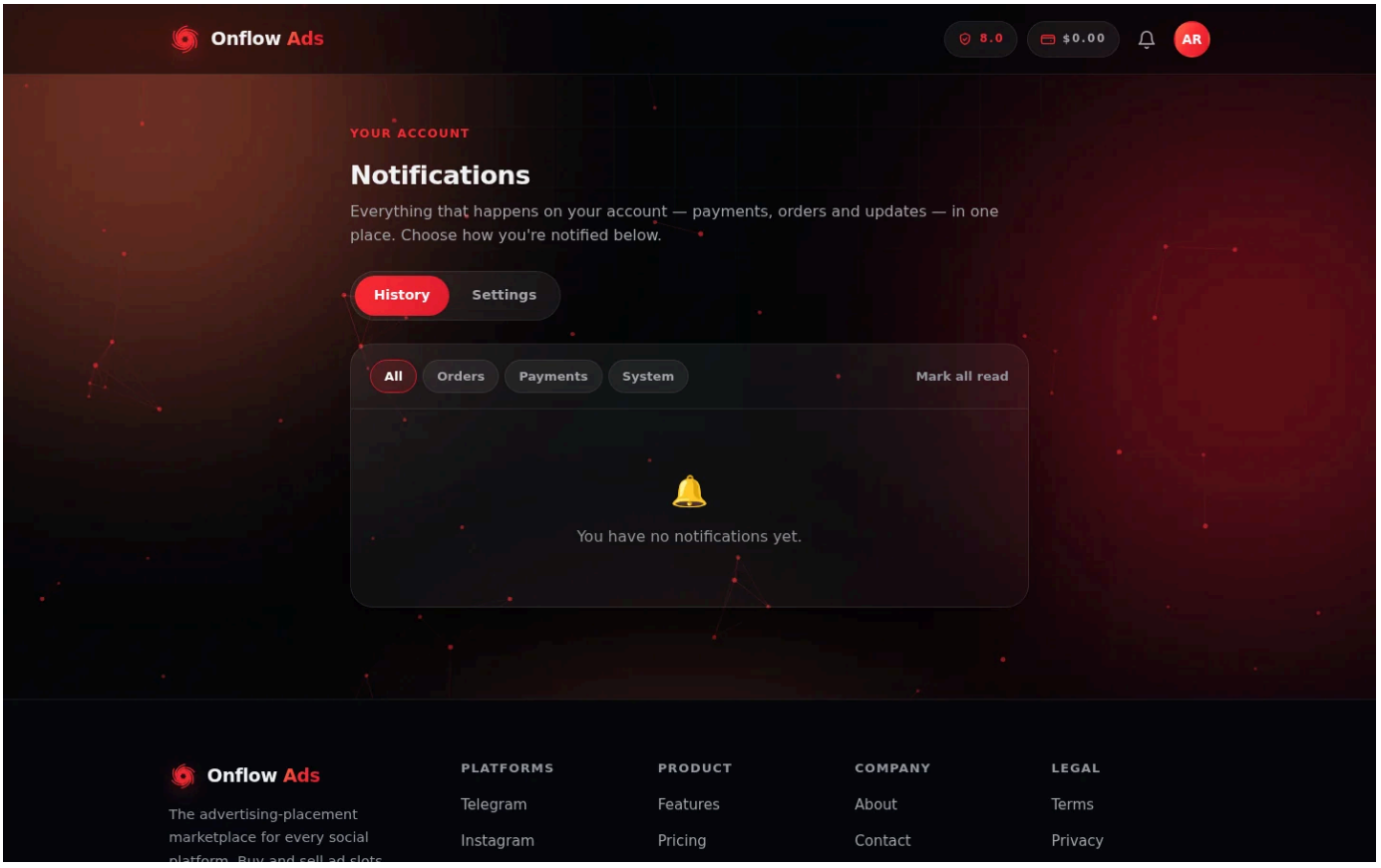
The bell

On every signed-in page, a bell icon sits in the header next to your avatar:

- A badge shows your **unread count** (capped at "99+").
- Click the bell to open a popover with your latest notifications. Click any notification to jump straight to the thing it is about (an order, your wallet, and so on) — opening it also marks it read.
- **Mark all read** clears the badge in one click.
- **See all notifications** opens the full center.

The notification center

Open **https://onflowads.com/telegram/dashboard/notifications** (or the bell's "See all notifications" link). The page has two tabs: **History** and **Settings**.



The notification center on a new account. History is your full feed with its filter chips; Settings, the tab beside it, is where you choose email and Telegram delivery.

History

Your complete feed, newest first, with filters: **All**, **Orders**, **Payments**, **System**. Use **Mark all read** to clear everything, and **Load more** to page back through older items.

Settings

Choose how you are notified about each type of update. Your **in-app notifications (the bell) always stay on** — the toggles control the extra delivery channels:

Notify me about	What it covers	Email	Telegram
Orders	Requests, acceptances, delivered posts and completions	toggle	toggle
Payments	Successful and failed wallet top-ups	toggle	toggle

Notify me about	What it covers	Email	Telegram
System	Account, security and platform updates	toggle	toggle

Changes save automatically — you will see a brief ✔ **Saved** confirmation.

> **GET ALERTS ON TELEGRAM**
>
> Telegram delivery only works once you have **started our bot** and linked it to your account. If you have not, the Settings tab shows a note with a **Start our bot** link — after that, every notification you have toggled on arrives as a Telegram DM at the same time as your email.

Email frequency: instant or digest

Below the toggles, the **Email frequency** selector controls how notification emails arrive:

- **Send each email right away** (default)
- **Hourly digest** — one roundup email per hour
- **Daily digest** — one roundup email per day

On a digest setting, non-urgent notification emails are batched into a single roundup so your inbox stays quiet. **Time-sensitive alerts always arrive right away, even on a digest** — a failed payment, a declined order with its refund, your ad going live, a rejected withdrawal, or a paused Auto-Boost subscription.

> **NOTE**
>
> Digests batch **email only**. The in-app feed and Telegram DMs are always delivered immediately.

Browser (push) notifications

On top of the bell, email and Telegram, Onflow Ads can also reach you through your **browser's own notification system** — used for occasional platform announcements, these pop up on your device even when the site's tab is not in front of you. Clicking one opens the page it is about.

How you turn it on:

- A small, dismissible **"Enable notifications"** pill (a bell icon, bottom-left of the page) offers it a few seconds after a page loads. Clicking the pill opens your **browser's own permission prompt** — allow it, and push delivery is set up for that browser.
- Onflow Ads **never opens the permission prompt on its own** — only your click on the pill does. If you dismiss the pill with the **×**, the choice is remembered and it will not nag you again in that browser.

A few things worth knowing:

- The pill only appears where browser notifications are actually available — a browser that supports them, with the feature enabled on the site, and where you have not already allowed or blocked notifications for onflowads.com.
- Permission is **per browser, per device**. Allowing it on your laptop does not affect your phone.
- To turn it off later, use your browser's site settings for onflowads.com (usually the padlock/settings icon next to the address bar) and set Notifications to Block. There is no on-site toggle for push.

Marketing emails and unsubscribing

Two different kinds of email leave Onflow Ads, and they are controlled separately:

Kind of email	What it includes	How you control it
Account and order emails	Receipts, delivery updates, security notices, and the notification categories above	The Settings tab toggles and the email-frequency selector on this page
Marketing and lifecycle emails	Occasional product updates, offers, and nudges tied to your usage — for example, an email when you hit a monthly allowance that a higher plan would lift. On by default	The unsubscribe link in the footer of any marketing email

Every marketing email carries an **unsubscribe link** in its footer. Clicking it opens a small confirmation page on onflowads.com — no sign-in needed — where a single **"Unsubscribe me"** button opts you out:

- The change applies to **marketing emails only**. Account and order emails still come through — the page says exactly that.
- Nothing changes until you press the button, so an email scanner following the link can never unsubscribe you by accident.
- Changed your mind? The confirmation you see after unsubscribing includes a **Resubscribe** link, and every future eligible email would too.

If you keep receiving emails you did not ask for, contact support from **https://onflowads.com/contact**.

What you get notified about

A few examples of the events that flow through the system:

- **Orders** — a new promotion request on your channel; your booking placed, accepted, declined (with automatic refund) or delivered; a promotion completing (owners hear about the payout, advertisers about the wrap-up); a Boost order delivered in full or partially delivered with the shortfall refunded; an Auto-Boost subscription pausing.
- **Payments** — a top-up received or failed, a wallet charge or refund with its reason, withdrawal updates (requested, sent, declined), and a premium membership activating.
- **Marketplace** — watchlist price drops and auction opportunities appear in your feed as well.
- **System** — account, security and platform notices.

Some routine events deliberately skip email to avoid clutter — for example, a successful top-up already sends you an invoice email, so the notification itself arrives in-app and by Telegram DM only. Frequent wallet debits are likewise recorded in-app and by DM, with your wallet ledger as the permanent record.

Next: Your reliability score — the trust number that decides what you can start across every engine.

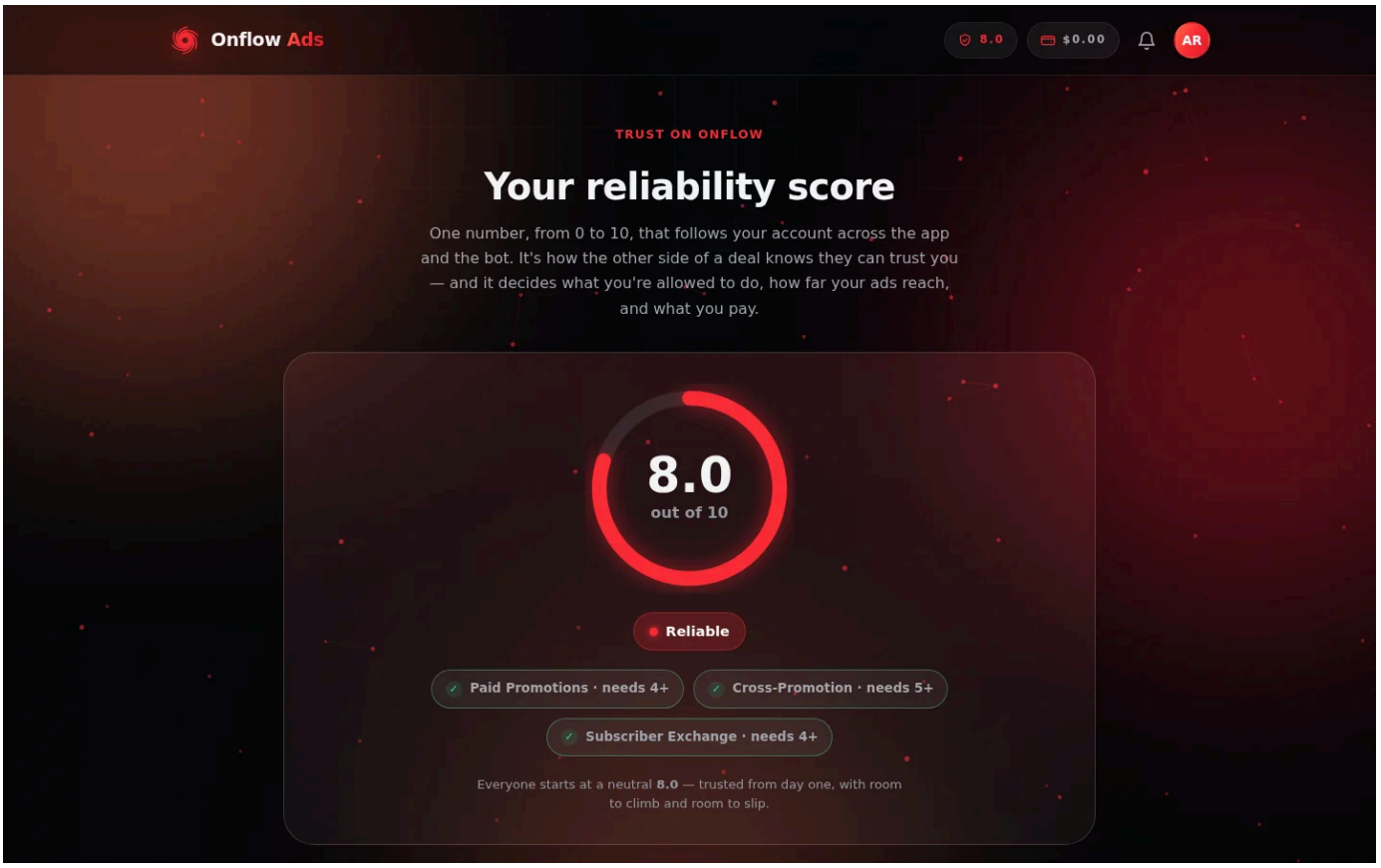
CHANNELS & DASHBOARD

Your reliability score

Your reliability score

Your reliability score is **one number, from 0 to 10**, attached to your account. It follows you across the whole platform — the website and the Telegram bot, and every product: Paid Promotions, Cross-Promotion, Boost, the Subscriber Exchange. It is how the other side of a deal knows they can trust you, and it decides what you are allowed to start, how far your ads reach, and what you pay.

See yours any time at **https://onflowads.com/telegram/dashboard/reliability** — it is also the shield pill in the header on every page. **Everyone starts at a neutral 8.0**: trusted from day one, with room to climb and room to slip.



The top of your reliability page: the score dial, the tier it falls in, and a chip per product showing the score that product asks for — ticked when you clear it.

> **THE RULEBOOK LIVES IN POLICIES**
>
> This page is a tour of the reliability **page** itself. The complete published rules — every penalty amount, every credit, the automatic healing schedules, and the recovery limits — live on the **"Your reliability score"** page in the **Policies** section of this guide. The same tables are shown live on your reliability page, which is always the authoritative view of the current values.

What the page shows

The reliability page is built from a handful of panels, top to bottom:

- **Your score and tier** — the big number, with the tier band it falls in.
- **The rulebook** — the current penalty and credit tables (fixed, published amounts — nothing moves your score by surprise, and penalties fire only on **confirmed** outcomes).
- **The product floors** — the minimum score each marketplace requires to start something new.
- **Your ledger** — every change ever made to your score, with reasons and appeal buttons.

The tiers

Score	Tier	What it means
9.0–10	**Trusted**	Top ranking, lowest fees, full reach, extra AI allowance
7.5–8.9	**Reliable**	A strong, dependable record — full reach, no fee surcharge above 8.0
5.0–7.4	**Fair**	Good standing — cross-promotion stays open; reach reduced
4.0–4.9	**Building**	Paid promotions open; cross-promotion locked; reach reduced further, AI throttled
0–3.9	**Low**	Marketplaces locked — rebuild before starting new deals

Where the floor stops you

Each product has a minimum score to **start** something new. Below the floor, that surface locks until you recover — but anything already in flight always finishes. The exact floors are

shown live on your reliability page; as displayed there:

- **Paid Promotions** — needs **4.0 or higher**, for advertisers *and* channel owners alike.
- **Cross-Promotion** — needs **5.0 or higher**. The community bar is higher because both sides trade audience with no money in escrow.
- **Subscriber Exchange** — needs **4.0 or higher** to join as a host.

If you try to start a deal below a floor, the block message tells you your current score, the floor, and points you to the reliability page.

Under Review

While a fraud concern about you is being investigated — or your wallet is frozen — your score displays as **Under Review** and you cannot start a new deal on any surface until it clears. Deals already in progress still finish. The score is frozen in the meantime so it cannot be used against you unfairly mid-dispute, and it neither heals nor drops until the concern is resolved.

How the score moves — the short version

- **Up:** finish deals cleanly. Each clean completion credits your score immediately (owners earn a larger credit than advertisers). Above 9.0, each completion is worth steadily less — no one can farm a permanent 10 — and self-dealt completions earn nothing.
- **Down:** only on confirmed failures — ghosting a request, not posting in the window, pulling a post early, upheld fraud, false disputes, and similar. Every penalty has a fixed, published size.
- **Back up after a drop:** three routes — earn it back with clean deals, let a clean streak heal it automatically, or **appeal** a mark you believe is wrong.

The full tables — exact amounts, healing speeds and their limits — are in the Policies section and on your reliability page itself.

Reading your ledger

The **Your ledger** section at the bottom of the reliability page lists your most recent changes (up to the last 50 entries): the amount (green for credits, red for penalties), a plain-language label, the date, and your score after the change — plus recovery credits, restorations and admin adjustments. Nothing moves your score without a line here.

Labels you may see include, among others: **Clean delivery**, **Clean campaign**, **Clean-streak recovery**, **Ignored a request**, **Did not post in the window**, **Post removed early**, **Fraud concern upheld**, **Abandoned a deal**, **Restored — not at fault**, **Forgiven**, and **Admin adjustment**.

Each entry also carries its appeal state on the right:

- an **Appeal** button — the penalty stands and you have not contested it yet,
- **Appeal under review** — you contested it and the team is looking,
- **Reversed** — the penalty was overturned and its exact points restored.

If nothing has happened yet, the ledger simply says "No activity yet — your score sits at the neutral 8.0 until you complete deals."

Appealing a penalty — step by step

If a mark on your ledger should not be there, you can contest it directly from the page. Every appeal is reviewed by a human on the team — you can never remove a ledgered penalty yourself, and appealing is exactly how you ask.

1. Open **https://onflowads.com/telegram/dashboard/reliability** and scroll to **Your ledger**.
2. Find the penalty and click its **Appeal** button. Only entries that can be appealed show one: the entry must be a **penalty** (a negative amount) that still **stands** — not already reversed, and not already appealed.
3. A dialog asks: "Briefly, why do you think this penalty is wrong?" Write a short explanation — up to 500 characters — and confirm. Leaving it empty cancels; a reason is required.
4. The entry immediately switches to **Appeal under review**. That is your receipt: the team has it.

Possible outcomes

- **Appeal upheld** — the penalty is overturned. The **exact points** it took are restored, and the entry is tagged **Reversed**. A genuine restore can even carry you back **above the usual recovery ceiling**, because it returns standing you had already earned. A forgiven mark also stops slowing your clean-streak healing — it no longer counts against you at all.

- **Appeal declined** — the mark stands. You get a notification — "Your appeal was reviewed" — pointing you back to the reliability page, and the **Appeal under review** tag clears. You can still recover the points the ordinary ways: clean completions and the clean-streak healing schedule.

Rules and edge cases

- **One open appeal per entry.** While your appeal is under review, trying again shows "You've already appealed this — our team will review it."
- **Already-reversed penalties cannot be appealed** — "That penalty was already reversed — nothing to appeal."
- **Credits and restorations cannot be appealed** — only negative marks can ("That isn't a penalty you can appeal.").
- Appeals do not freeze anything: while the review runs, your score, gates and healing behave exactly as they did.

What a low score costs — beyond the gates

Even above every floor, the score keeps working quietly in the background: it lifts (or sinks) your **marketplace ranking**, scales your **ad reach** below the Reliable band, can add a small **commission surcharge** for owners below 8.0, and caps your **AI allowance**. The exact multipliers and rates are published in the Policies section and shown on the reliability page.

FAQ

Someone falsely accused me of fraud — will the penalty stick?

Penalties fire only on **confirmed** outcomes. An accusation alone does not mark your ledger; it opens a review (during which your score may show **Under Review**). If the concern is rejected, the accuser — not you — takes the "false dispute" consequence. If a penalty does land and you believe it is wrong, appeal it from the ledger.

How long do appeals take?

Every appeal is read by a human, so there is no fixed clock. The entry shows **Appeal under review** the whole time, and the outcome appears right on the ledger — **Reversed** if upheld.

Why is there no Appeal button on my entry?

Either the entry is a credit (only penalties can be appealed), it was already reversed, or you have already appealed it — an entry can only be contested once.

Next: FAQ & troubleshooting — quick answers for everything in this section.

CHANNELS & DASHBOARD

FAQ & troubleshooting

FAQ & troubleshooting

Short answers to the questions people actually hit in this area — connecting and verifying channels, the dashboard, tracked links, notifications and the reliability score. Each answer points back to the page with the full story if you need it.

Channels & verification

Why does Onflow Ads need its bot as an admin in my channel?

Two reasons: it proves the channel exists and that **you** control it (only an admin can add another admin), and it lets the platform post and verify promotions for the engines that need it. The verification panel lists exactly which admin rights are required and why — nothing more is asked for.

The check keeps failing even though I added the bot

Work down this list:

1. Confirm you added the bot to the **channel** itself, not a linked discussion group.
2. Open your channel's administrator settings and check the bot has the **Post Messages** right switched on — that specific right is required.
3. Make sure the link you pasted is your channel's **public** `t.me` link or `@username`, not a private invite link.
4. Wait a few seconds after changing rights, then click **I've done it — check again**.

Can I list a private channel or a group?

No. Only **public Telegram channels** can be listed. Groups and personal profiles are rejected during verification, and private channels have no public link to verify.

It says "You've already added that channel"

Each channel can only be connected once per account. Find it in **My channels** on the dashboard and continue from there.

Why can’t I edit my channel?

Listings are locked while **Pending review** and after being **Approved** — you will see "This channel is locked while it's under review." If your channel comes back as **Needs changes**, editing reopens along with the reviewer's note.

My channel was rejected — what now?

Open the channel with **Set up**. The reviewer's note appears at the top ("Changes requested: ..."). Fix what was flagged and click **Submit for review** again — resubmitting puts you back in the queue with a clean slate.

My channel photo is not showing

The photo is pulled from Telegram when you add the channel. If it did not come through, open the wizard's **Details** step and use **Upload image** to set one yourself (JPG, PNG, WebP or GIF, up to 2 MB). If an upload fails with a size error, compress the image and try again.

How do I remove a channel?

In **My channels**, click **Delete**, then click **Confirm delete** within a few seconds. This is permanent — the listing and its setup are gone, and re-listing means going through verification and review again.

Dashboard

The stat tiles on my dashboard show dashes

The tiles fill in once your account stats load. Dashes mean the numbers are still loading or temporarily unavailable — your channels, orders and wallet are unaffected. Refresh the page, or check back shortly.

Where do I find my wallet, reliability score and notifications quickly?

They live in the header of every signed-in page: the wallet pill, the shield-shaped reliability pill, and the bell. On phones, open your avatar menu — the same entries are inside it.

Link Tracking

The Link Tracking page says "No tracked links yet"

Tracked links are created automatically when you generate ad copy containing a link in **AI Studio**, or when links in your ad creative are rewritten during a Paid Promotions booking. Run one of those and the link appears here on its own.

My Telegram link was not shortened

That is intentional. `t.me` and Telegram links are never rewritten, because a redirect would break Telegram's in-app navigation for your readers. Links back to Onflow Ads are also left alone.

Clicks and unique visitors do not match — which is right?

Both. **Clicks** counts every click; **unique visitors** counts repeat clicks from the same visitor on the same day only once. The **By device** breakdown also separates out bot and link-preview traffic so you can judge real interest.

Conversions stay at zero

Conversions only count when the **conversion pixel** fires. Check that you pasted the pixel snippet onto the **success or thank-you page** of the destination site (a page only reached after the action you want to count), and that the destination is a site you control. External sites you cannot edit will never report conversions.

Notifications

I'm not getting Telegram notifications

Telegram DMs require your account to be linked to our bot. Open **https://onflowads.com/telegram/dashboard/notifications**, go to **Settings**, and if you see the "Start our bot" note, follow it. Then check the **Telegram** toggle is on for the categories you want.

I chose a digest but still got an instant email

That is by design. Time-sensitive alerts — a failed payment, a refund, your ad going live, a declined withdrawal, a paused Auto-Boost — always send immediately, even in digest mode. Everything else waits for the roundup.

Can I turn off the bell?

No — the in-app feed always records everything, so you always have a complete history. The Email and Telegram toggles control the channels that reach you outside the site.

I completed a top-up but got no ”payment” notification email

Successful top-ups send you a PDF invoice email already, so the notification arrives in-app (and as a Telegram DM if linked) without a duplicate email. Failed payments do email you immediately.

Reliability

Why did my score drop?

Open **https://onflowads.com/telegram/dashboard/reliability** and scroll to **Your ledger** — every change lists its amount, reason and date. Penalties only fire on confirmed outcomes, never silently.

I think a penalty is wrong

Use the **Appeal** button on that ledger entry and briefly explain why. Every appeal is reviewed by the team; if it is upheld, the exact points are restored and the entry is marked **Reversed**.

How long until my score recovers on its own?

It depends on the most serious recent mark: after a clean streak of 14 to 45 days (lighter marks need shorter streaks), the score drifts up daily. Completing clean deals is always faster — those credits apply immediately. Self-healing never lifts you above 8.0; beyond that, only real completed deals count.

What does ”Under Review” mean on my score?

An open fraud concern (or a wallet freeze) is being investigated. Your score is frozen so it cannot be weaponised mid-dispute, and you cannot start new deals until it clears — anything already in progress still finishes.

SECTION

Boost (Growth Services)

BOOST (GROWTH SERVICES)

Boost Overview

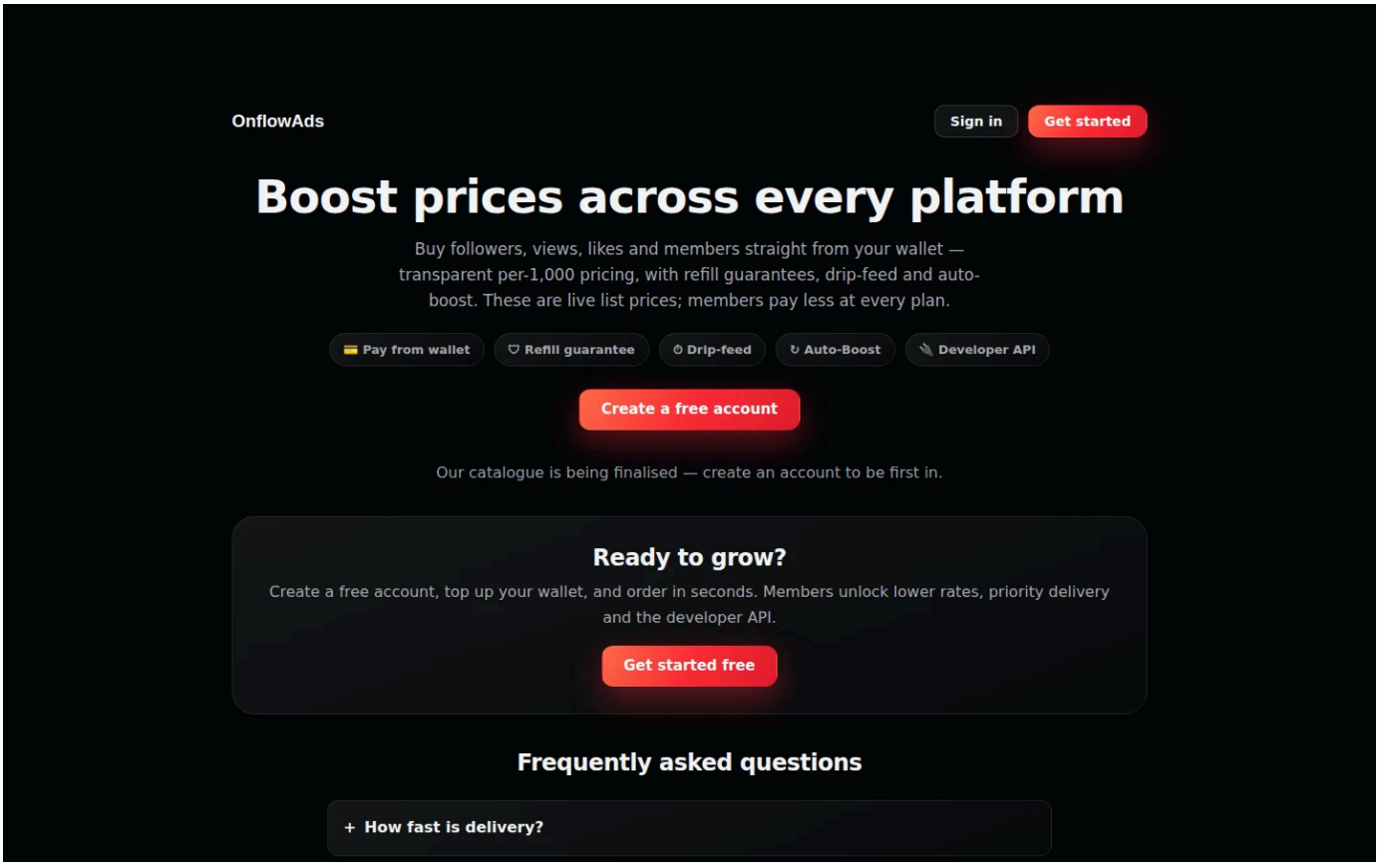
Boost Overview

Boost is the Onflow Ads growth-services store. You buy measurable growth — members, followers, views, likes, reactions, subscribers and more — for your channels and profiles, pay from your Onflow Ads wallet, and watch delivery progress live.

Boost works across many platforms, including:

- **Telegram** — members, post views, reactions
- **Instagram** — followers, likes, views, reel plays
- **YouTube** — subscribers, views, watch time, likes
- **TikTok** — followers, likes, video views
- **X (Twitter)** — followers, likes, reposts, views
- **Facebook** — page likes, followers, reactions
- **Discord** — server members
- **Spotify, Twitch and Threads** — plays, followers, viewers and more

The exact services available at any moment are listed live on the public price list at https://onflowads.com/boost/prices — the catalogue is curated and updated continuously, and this is the page to open first if you have not signed in yet.



The public price list, readable without signing in — the capability badges, the "Create a free account" button, and the frequently asked questions below them.

Who it is for

- **Channel and page owners** who want to grow an audience or add social proof to posts.
- **Creators** who want a new channel, video or profile to look active from day one.
- **Agencies and resellers** who manage growth for clients — including a bulk "mass order" mode, a developer API, and (on the Ultimate plan) a branded storefront you can share under your own name.

How it works in one minute

1. **Browse** the catalogue — publicly at https://onflowads.com/boost/prices, or signed in from your Boost dashboard.
2. **Pick a service**, paste the **link** to your channel, post or profile (never a password — public links only), and choose a **quantity**.
3. **Pay from your wallet.** Any boost credit you hold is spent first, then wallet cash. The full price breakdown is shown before you confirm.

4. **Track delivery live** — every order has a progress bar, a status, and a delivery timeline. Completed orders can earn a refill; stuck or failed orders are refunded automatically.

> **NO PASSWORDS, EVER**
>
> Boost services only need a public link or @username. Onflow Ads never asks for your account password on any platform.

Key concepts

Term	What it means
Service (booster)	One thing you can buy — e.g. "Telegram Channel Members". Each has its own price, minimum and maximum quantity, and capabilities (refill, cancel, drip-feed).
List price	The public price, quoted in **USD per 1,000 units**. This is what signed-out visitors see.
Member price	Your price after your plan's standing discount and any volume rate-break. Paid plans pay less on every order.
Wallet	Your Onflow Ads cash balance. Orders are charged to it — no card entry per order.
Boost credit	A separate, non-withdrawable balance that is **spent before wallet cash** on every boost. Earned from deposit bonuses, discount rebates, referrals and guarantee make-goods.
Order ID	Every boost gets a public ID like `BO-XXXXXXXX`. You use it to track, refill, cancel, and share proof of delivery.
Refill	On eligible services, asking the provider to top the count back up if it drops after delivery, inside a guarantee window.
Drip-feed	Delivering an order in batches over time instead of one burst, for a more natural pace.

Term	What it means
Auto-Boost	A standing rule that automatically boosts every new post in your Telegram channel from a prepaid budget.

Where everything lives

Page	URL
Public price list (all platforms)	https://onflowads.com/boost/prices
Per-platform pages (e.g. Telegram)	`https://onflowads.com/boost/telegram` — also `/boost/instagram`, `/boost/youtube`, `/boost/tiktok`, `/boost/x`, `/boost/facebook`, `/boost/discord`, `/boost/spotify`, `/boost/twitch`, `/boost/threads`
One service's page	`https://onflowads.com/boost/service/ID-name` (linked from the price list)
Compare services side by side	`https://onflowads.com/boost/compare?ids=…` (built for you from the price list)
Boost dashboard (sign in required)	https://onflowads.com/telegram/dashboard/boost
Your orders	https://onflowads.com/telegram/dashboard/boost/orders
Developer API reference	https://onflowads.com/telegram/dashboard/boost/api

Page	URL
Delivery proof page for an order	`https://onflowads.com/boost/proof/YOUR-ORDER-ID`
A member's branded storefront	`https://onflowads.com/boost/store/handle`

The Boost dashboard is organised into a few views, reachable from its top navigation:

- **Command center** — your channels, live metric tiles, orders in flight, the delivery feed, and the full catalogue of boosters.
- **Boost lab** — the order composer: pick a booster, target, amount and delivery options, see the exact quote, and launch.
- **Cart** — check out several boosts in one go (2 or more earns the bundle discount).
- **Delivery console / Orders** — every order with live progress, refill and cancel actions.
- **Auto-Boost** — standing rules that boost every new post automatically.
- **Developer** — API keys and order webhooks for power users.

You can also place and track boosts from the Onflow Ads Telegram bot (https://t.me/OnflowAdsBot) — orders from the bot and the website share one history, one wallet and one price list.

Next: Browsing Services and Prices — see what each platform sells and what it costs before you order.

BOOST (GROWTH SERVICES)

Browsing Services and Prices

Browsing services and prices

You can browse the Boost catalogue two ways: **publicly** (no account needed) on the price pages, or **signed in** from the Boost dashboard, where every price already includes your member discount.

The public price list

Open https://onflowads.com/boost/prices. It shows every live service, grouped by platform, with:

- the **service name** (click it to open that service's own page),
- quality **tags** (and a "members" tag on services reserved for paid plans),
- the **category** and, when the provider publishes one, an **average delivery time**,
- the allowed **quantity range** (minimum – maximum),
- the **price in USD per 1,000 units**, with an approximate INR conversion where available,
- a **star rating** from verified buyers, when the service has reviews.

Prices on this page are **live list prices** — members pay less at every paid plan, and the page's totals update as the catalogue does.

> **DELIVERED COUNTER**
>
> When there is real order volume, the page also shows live totals — units delivered, orders completed and the number of live services.

Estimating a price for your quantity

Every row has a **"Calculate a quantity"** button. It opens the **Price calculator**, where you type or slide a quantity (within the service's min/max) and see the estimated USD total (plus an INR estimate where available).

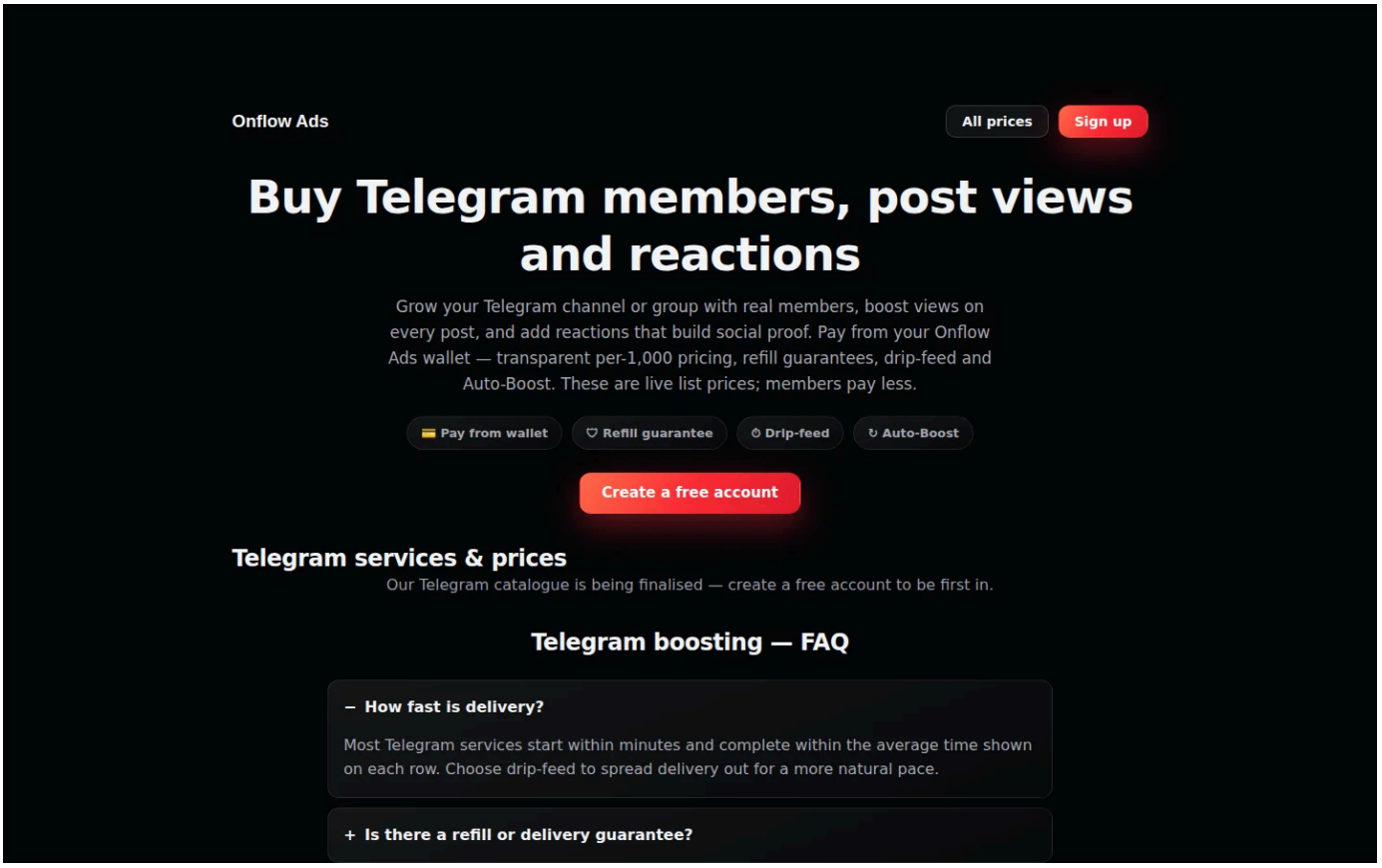
The calculator shows the **list price**. Sign in to see your member discount, volume breaks and any coupon applied at checkout — the full quoting story is on Getting a quote.

Reading reviews

If a service shows a star rating, click it to open the **reviews wall**: the average rating, the number of verified buyers, and their written notes. Only people who actually bought the service can review it, so ratings are real testimony. How reviews work — reading, writing, anonymity and the standards check — has its own page: Verified-buyer reviews.

Per-platform pages

Each platform has its own landing page with just that platform's services and prices, plus a short FAQ. They are the quickest way to see one platform's catalogue without the noise of the others:



A per-platform page (Telegram). The "All prices" button top-right returns you to the full cross-platform list, and the FAQ at the bottom answers delivery and guarantee questions for that platform.

- https://onflowads.com/boost/telegram
- https://onflowads.com/boost/instagram
- https://onflowads.com/boost/youtube
- https://onflowads.com/boost/tiktok

- https://onflowads.com/boost/x
- https://onflowads.com/boost/facebook
- https://onflowads.com/boost/discord
- https://onflowads.com/boost/spotify
- https://onflowads.com/boost/twitch
- https://onflowads.com/boost/threads

A single service's page

Every service has a shareable permalink like `https://onflowads.com/boost/service/12-telegram-channel-members` (service ID plus its name). The page shows the current per-1,000 price, quantity range, delivery info, quality tags, the platform, its rating, a full description and related services — and an **"Order this boost"** button that takes you into the store. These links are handy for sharing a service with a teammate or client before ordering.

Comparing services side by side

The price list can put up to 4 services in one shareable comparison table — tick the checkboxes next to services and press **Compare** in the bar that appears. The full flow, the table's contents and its rules have their own page: Comparing services.

Browsing signed in

Once signed in, open your Boost dashboard at https://onflowads.com/telegram/dashboard/boost. The **Command center** lists every booster you can order with:

- your **member price** per 1,000 (already discounted for your plan),
- rating, order count and typical start speed,
- sorting chips: **Popular**, **Cheapest**, **Fastest**, **Top rated**.

Services reserved for a higher plan appear with a **lock** and the plan that unlocks them. If you have added your Telegram channels, the Command center also shows live metric tiles (Members, Views, Reactions, Shares) with a **"BOOST THIS"** button on each — a shortcut straight into the order composer for that metric.

> **NOTE**
>
> The signed-in catalogue is the same catalogue as the public price list — the only difference is that your plan discount is already applied to every card, and member-only services unlock according to your plan.

Next: shortlisted a few services? Put them side by side in Comparing services.

BOOST (GROWTH SERVICES)

Comparing Services

Comparing services side by side

When two or three services look similar — say, three flavours of "Telegram members" at different prices — the **compare** tool puts up to **4** of them in one table so you can decide on facts instead of tab-hopping. The comparison lives at a stable, shareable URL, so you can also send it to a teammate or client.

Why use it

- **Pick on the numbers.** Price per 1,000, allowed quantity range, delivery speed, verified-buyer rating and quality tags — lined up in columns.
- **Share the decision.** The page's URL encodes the selection; anyone who opens it sees the same live comparison, no account needed.
- **Always current.** The table is rebuilt from the live catalogue on every visit — prices and ratings are never stale.

Build a comparison

1. Open the public price list at https://onflowads.com/boost/prices.
2. Tick the **checkbox** in the first column of each service you want to compare. A floating **compare bar** appears at the bottom of the page, counting your picks (for example "2 selected").
3. Select at least **2** and at most **4** services. The **Compare** button enables once you have 2.
4. Press **Compare**. You land on the comparison page at a URL like:

```
https://onflowads.com/boost/compare?ids=12,31,54
```

Picked the wrong ones? Press **Clear** in the compare bar to empty the selection and start over.

BUILDING THE URL BY HAND

The page accepts service IDs directly in the `ids` parameter (comma-separated, up to 4). You can read a service's numeric ID from its permalink — for example `/boost/service/12-telegram-channel-members` is service `12`.

What the comparison shows

Each selected service gets a column headed by its **name** (a link to its own service page) and its platform and category. The rows are:

Row	What it tells you
Price	The live list price in USD per 1,000 units, with an approximate INR conversion where available.
Quantity	The minimum and maximum you can order in one go.
Delivery	The provider's average delivery time, or its typical start speed ("Starts fast" when no time is published).
Rating	The verified-buyer star average and review count — or "No reviews yet".
Quality	The service's quality tags (up to 4).

Under every column there's an **Order** button that takes you into your Boost dashboard to place the order.

PRICES SHOWN ARE LIST PRICES

The comparison page is public, so it shows **list prices** — members pay less at every paid plan. Once you order from your dashboard, your plan discount and any volume break are applied automatically. See Pricing and discounts.

Rules and edge cases

- **2 to 4 services.** Fewer than 2 valid selections and the compare button stays disabled; extra IDs beyond 4 in a hand-built URL are ignored.
- **Duplicates are collapsed.** The same ID listed twice counts once.

- **Unavailable services are dropped.** If a service in a shared link has since been retired or paused, its column simply disappears; if none of the IDs are valid any more, the page returns "not found".
- **Cross-platform is fine.** You can compare services from different platforms (say, Instagram followers vs TikTok followers) — the table doesn't require them to match.

FAQ

Can I compare with my member prices applied? Not on the compare page — it's a public page and shows list prices. Sign in to your Boost dashboard to see every service at your member price, or use Getting a quote for an exact figure.

Does the link expire? No. The URL just names the service IDs; the page re-reads the live catalogue every time it's opened.

Why does a shared comparison look different from when I sent it? Prices, ratings and tags are live. If the catalogue changed since you shared it, the table reflects the current state.

Next: picked a winner? Find out what it will actually cost you in Getting a quote.

BOOST (GROWTH SERVICES)

Getting a Quote

Getting a quote

A **quote** answers "what will this cost me, exactly?" before any money moves. Nothing is reserved and nothing is charged when you quote — you can price as many combinations as you like.

There are two places to get one:

- the **public price calculator** on the price list — a quick list-price estimate, no account needed;
- **"The quote" panel in the Boost lab** — your exact, personal price, computed live by the server as you build the order.

The second one is the real thing: it is priced by **the same server code that will charge you**, so the number you read is the number you pay, to the cent.

Quick estimate: the public price calculator

Use this when you're still browsing and just want a ballpark.

1. Open https://onflowads.com/boost/prices.
2. On any service's row, press **"Calculate a quantity"**. The **Price calculator** opens.
3. Type a **Quantity** or drag the slider. The calculator keeps you inside the service's minimum–maximum and shows the estimated **USD total** (plus an INR estimate where available) as you move it.

> **THIS IS THE LIST PRICE**
>
> The calculator works from the public list price. As the note under it says: sign in to see your member discount, volume breaks and any coupon applied at checkout. Your real price at any paid plan is lower.

Your exact price: the quote in the Boost lab

Open your Boost dashboard at https://onflowads.com/telegram/dashboard/boost and click any booster to enter the **Boost lab**. The right-hand card titled **"The quote"** re-prices your order live, every time you change anything — the service, the quantity, a delivery option, a coupon.

Each re-price is a real round trip to the pricing server (you'll see the numbers settle a moment after you stop typing). The panel's badge states the pricing promise: *"never below cost · never above list — server-priced"*.

Reading the quote, line by line

Line	Meaning
List · quantity × rate/1k	The public list price for your quantity — the starting point.
Priority lane +15%	Shown only if you toggled the priority add-on. It's priced as +15% of the list line.
Guarantee +8%	Shown only if you bought the 30-day guarantee add-on. On Elite, Master and Ultimate a guarantee is included free, so this line doesn't appear — the toggle shows "Included" instead.
Discount line	Your stacked discounts, named exactly — for example "tier 8% + volume 6% + bundle 10% → capped 15%". The label tells you which discounts applied and whether the 15% cap kicked in. A coupon appears here too.
Past the 15% cap → credit back	If your stacked discounts exceeded the 15% cap, the overflow returns to you as boost credit on top of the order (capped at 3%).
Total	The final price. This is exactly what the order will charge.
Boost credit — spent first	How much of the total your boost-credit balance will cover.
Wallet charge	What's left for wallet cash — the same number shown on the launch button.

The lines always reconcile: list + add-ons − discount = total. There are no hidden fees, and rounding happens once, up, to whole cents.

Applying a coupon

Type a code into the **Coupon code** field and press **Apply**. The server validates it immediately and re-prices the quote. If the code can't be used you're told exactly why — expired, not started yet, fully redeemed, already used by you, first-order-only, restricted to another platform, or below its minimum order value. A valid coupon shows a confirmation line and its saving is folded into the quote. See Pricing and discounts for coupon rules.

Quotes for a cart

The **Cart** view quotes the same way: every line is priced again at checkout (with the 10% bundle discount applied when 2 or more lines check out together, on plans that include it), and the **Batch summary** shows the combined list total, combined discount, any credit-back rebate, the total, and the credit/cash split. The note under the cart says it plainly: *"Every line re-quotes server-side at checkout — what you see is what each order charges."*

Quotes in the API

Programmatic users get the same personal pricing from the Boost API: the `services` action lists every service at **your** per-1,000 rate — plan discount and volume break already included — so multiplying rate × quantity ÷ 1,000 gives your pre-coupon price.

Rules and things to know

- **A quote moves no money and reserves nothing.** It's a read-only calculation — quote freely.
- **A quote is not a lock.** Prices follow the live catalogue; the binding number is the quote shown at the moment you press launch (that same computation performs the charge).
- **Quotes are per-account.** Your plan discount, your volume break, and any negotiated wholesale rate are baked in — someone else quoting the same order may see a different total.
- **Wholesale accounts:** when a negotiated flat rate exists for your account (Master/Ultimate, arranged with the team), the quote automatically uses it whenever it beats your regular price — it can only make the order cheaper.
- **If a service can't be priced right now** (its provider is unavailable), the quote returns "That service is temporarily unavailable" — try again shortly or pick a comparable service.

FAQ

Why did my quoted total change when I enabled priority? Priority (+15%) and a paid guarantee (+8%) raise the list line before discounts, so both the add-on line and the discount line change — your percentage discounts apply to add-ons too.

Why does the discount label say "capped 15%"? Your plan, volume and bundle discounts added up to more than 15%. The applied discount is capped there — and the overflow comes back as boost credit, shown on its own line. See Pricing and discounts.

The quote shows less boost credit spent than I hold. Why? The credit line only ever covers up to the order's total. Whatever credit remains stays in your balance for the next boost.

Is the public calculator ever exact? Only for accounts with no discount (the Free plan, no volume break, no coupon). For everyone else the Boost lab quote is lower.

Next: happy with the number? Walk through the order itself in Placing an order.

BOOST (GROWTH SERVICES)

Placing an Order

Placing an order

All ordering happens in your Boost dashboard: https://onflowads.com/telegram/dashboard/boost. You need a signed-in account with a verified email, and enough balance (wallet cash plus boost credit) to cover the order.

Order a single boost

1. **Open the store.** In the Command center, click any booster card (or a **"BOOST THIS"** button on one of your channel's metric tiles). This opens the **Boost lab** — the order composer.

2. **Step 1 — Pick the booster.** The lab lists the services in that group (for example all the "members" services) with their per-1,000 rates. Click the one you want.

3. **Step 2 — Target.** Enter the link the boost should be delivered to:

   - For channel-level services: your channel link or @username (e.g. `t.me/yourchannel` or `@yourchannel`).
   - For post-level services: the post link itself (e.g. `t.me/yourchannel/123`).
   - If you've added your channels to the dashboard, click a channel chip to fill the link for you.

   The field validates as you type and shows exactly what's wrong if the link doesn't fit the service. The link is checked again on the server before any money moves.

   Boost several targets at once (multi-link). Click **"+ another link"** to add up to 9 extra target links. All targets are placed together as one batch of independent orders — and because it's 2 or more orders in one checkout, the **bundle discount** applies automatically (see Cart, bundles and mass orders).

4. **Step 3 — Amount.** Pick a quantity with the preset chips (1,000 / 2,500 / 5,000 / 10,000 / 25,000, where they fit the service), the slider, or by typing. The service's **minimum and maximum** are shown, along with a rough completion estimate based on its typical daily speed.

5. **Step 4 — Delivery options.**

- **Drip-feed** — deliver in natural-looking runs instead of one burst. Presets like "4 × 30m", "8 × 1h" and "12 × 2h" are offered; behind the scenes any split from 2 to 100 batches, 1 to 1440 minutes apart, is supported. Drip-feed is available on services that support it and on paid plans.
- **Priority lane (+15%)** — front of the delivery queue with a faster status cycle. A premium-plan feature; priced as a +15% add-on on the list price (your discount still applies to it).
- **30-day guarantee (+8%)** — the order's delivered count is re-measured at day 7 and day 30; if it drops, you get a refill or a boost-credit make-good. On **Elite, Master and Ultimate** plans a delivery guarantee (30 / 60 / 90 days respectively) is **included free** and the toggle shows "Included" instead of a price.
- **Schedule for later** — when scheduling is available, you can charge now and have the boost launch at a time you pick, between 10 minutes and 30 days ahead. A scheduled order can be cancelled for a full refund any time before it launches (see Cancellations and refunds).

6. **Check the quote.** The quote panel is priced by the server — the exact same code that will charge you (every line of it is explained on Getting a quote) — and itemises:

   - List price (quantity × rate per 1,000)
   - Priority lane and guarantee add-ons, if selected
   - **Discounts** (your plan discount + volume break, capped at 15% off)
   - Any **"past the cap → credit back"** rebate (discount you earned beyond the cap, returned as boost credit)
   - **Total**, then how it will be paid: **"Boost credit — spent first"** and the remaining **"Wallet charge"**.
7. **Coupon (optional).** Type a code and press **Apply**. The server validates it immediately and re-prices the total; if the code is invalid, expired, used up, platform-restricted or below its minimum order, you're told exactly why.

8. **Launch.** Press **"Launch boost · $X"** (the button shows the exact wallet charge). If your balance is short, the exact shortfall is shown and your order stays on screen while you top up — the balance button in the page header opens the top-up flow.

Once placed, you're taken to a confirmation and the order appears in your orders with live progress. You'll get an order ID like `BO-XXXXXXXX`.

SAFE AGAINST DOUBLE-CLICKS

An identical repeat of the same order (same service, link and quantity) within a short window is treated as an accidental double-submit and blocked with a clear message — check your Orders first, then try again if you really meant it.

WHAT CAN BLOCK AN ORDER

- Your email must be verified.
- The quantity must be inside the service's min/max.
- Each plan has a cap on **orders in progress at once** and a **maximum value per order** — the error message names your plan's limit and which plan raises it.
- Some services are members-only or need a minimum plan.

Ordering more than one boost

Everything batched — the **Cart** (collect boosts and pay once, with the 10% bundle discount on 2 or more lines), **multi-link** batches, and **Mass order** (paste rows in bulk, with per-plan row limits) — has its own page: Cart, bundles and mass orders. In short: press **"+ Cart"** in the Boost lab instead of launching, and check out from the Cart view.

Paying: wallet, credit, and top-ups

- Orders are paid **boost credit first, then wallet cash** — always in one atomic step with the order itself, so there is never a charge without an order or an order without a charge.
- If no provider can accept your order after it is charged, it is **refunded in full automatically** — credit back as credit, cash back as cash.
- The balance button in the dashboard header opens a top-up. Larger top-ups can earn bonus boost credit — the current bonus offer, when one is running, is shown in the top-up flow.

Ordering from the Telegram bot

Everything above also works inside the Onflow Ads Telegram bot (https://t.me/OnflowAdsBot). The bot and the website share the same catalogue, prices, wallet and order history — an order placed in one shows up in the other.

Next: your boost is live — follow it to completion in Tracking your orders.

BOOST (GROWTH SERVICES)

Cart, Bundles and Mass Orders

Cart, bundles and mass orders

When one boost isn't enough, three tools let you order in batches:

- the **Cart** — collect boosts as you browse and pay once;
- **multi-link ordering** — the same boost delivered to several targets in one launch;
- **Mass order** — paste many orders as text rows, for real bulk work.

All three feed the same batch checkout, and all three earn the **bundle discount**: when **2 or more** orders check out together, a **10% bundle discount** joins your other discounts (on plans that include it — Lite and above; everything still capped at 15% total, with overflow returned as boost credit).

> **BATCH MEANS INDEPENDENT ORDERS**
>
> A batch is not one big order — it's several **independent** orders placed together. Each line is validated, priced and charged on its own. One line failing (a bad link, an over-limit quantity) never blocks or rolls back the others, and a rejected line stays in the cart with its error so you can fix and retry it instead of it vanishing.

The cart

Adding to the cart

1. In the Boost lab, set up a boost as usual — booster, target, amount, delivery options.
2. Instead of launching, press **"+ Cart"** next to the launch button.
3. The **cart icon** in the page header counts your lines. Keep browsing and add more.

Checking out

1. Press the cart icon to open the **Cart** view. The heading confirms the model: your lines are "one batch, independent orders — failed lines stay for retry".
2. Review each line — service, quantity, target, price — and remove any with its ×.
3. Read the **Batch summary**: the list subtotal, your combined discounts (the summary explains the math: tier + volume + bundle 10%, summed and capped at 15%, with overflow returned as boost credit up to 3%), the total, and how it splits into boost credit and wallet cash.

4. Press **"Place N orders · $X"** (the button shows the line count and the exact wallet charge).

Every line is **re-priced by the server at the moment of checkout** — what you see is what each order charges. After checkout you get a per-line result: placed lines move to your orders with live progress; failed lines stay in the cart with the exact error.

If your combined balance can't cover the batch, checkout stops with the shortfall ("Wallet short — top up above") and nothing is charged; top up and try again.

- The cart holds up to **20 lines** on every plan. Mass order raises the batch ceiling further on paid plans (below).
- An empty cart reminds you why bundling matters: "Two or more boosters in one checkout earn the bundle bonus."

Multi-link: one boost, many targets

Inside the Boost lab's **Target** step you can press **"+ another link"** to add extra target links — up to **9 extra** (10 targets in total). Each target becomes its own order in one batch, so:

- every target is validated separately (one bad link doesn't stop the others — but fix or remove it before launch; the lab won't submit while an extra link fails validation),
- the note under the links confirms the deal: "N targets · placed together, 10% bundle discount applied at checkout".

This is the fastest way to, say, push the same view count to ten posts at once.

Mass order: paste rows

For serious volume — many services, many links, many quantities — use **Mass order**:

1. Open the **Cart** view and press **"⌁ Mass order · paste rows"** (a **Mass order** button is also available in the store toolbar).
2. In the dialog, enter **one order per line** in the format:

```
service_id | link | quantity
```

For example:

```
12 | t.me/yourchannel | 1000
12 | @anotherchannel | 500
31 | t.me/yourchannel/123 | 2500
```

3. The dialog live-counts how many rows parse cleanly and tells you your plan's row allowance (for example "up to 25 rows on Lite"). Bad rows are skipped, never guessed.
4. Press **"Add N lines to cart"**. The rows land in the cart as ordinary lines.
5. Review and check out as usual — the bundle discount applies when 2 or more lines go together.

Where to find service IDs: every service's numeric ID is in its permalink (`/boost/service/12-…` is service 12) and in the API's `services` list.

Mass-order limits by plan

How many rows one batch may carry depends on your plan:

Plan	Rows per batch
Free	— (cart's 20 lines only)
Lite	25
Plus	50
Elite	150
Master	500
Ultimate	2,000

Exceed your allowance and the checkout tells you exactly: "That's N items — the most you can order at once on the your-plan plan is X", naming the plan that raises it.

ORDERING IN BULK FROM YOUR OWN TOOLING

If you're scripting bulk orders rather than pasting them, the Boost API places orders programmatically with the same pricing, and webhooks (Master+) replace polling.

The bundle discount — exact rules

- Triggers when **2 or more** orders are placed in one checkout (cart, multi-link, or mass order — they all count).
- Worth **10%**, added to your plan discount and volume break; the summed percentage is **capped at 15%**, and anything past the cap returns as **boost credit** (up to 3% of the order value).
- Available on **Lite and above**. On the Free plan the batch still works — the bundle line simply doesn't apply, and the quote never shows a discount the checkout wouldn't honour.

Money in a batch

- Each line charges **boost credit first, then wallet cash**, exactly like a single order, in one atomic step with the order itself.
- You are only ever charged for lines that **succeed**. Failed lines charge nothing.
- If a placed line later fails delivery (no provider accepts it), that line is refunded in full automatically — credit as credit, cash as cash. See Cancellations and refunds.

Ordering in bulk from the Telegram bot

The Onflow Ads Telegram bot (https://t.me/OnflowAdsBot) has the same machinery: a cart with one atomic checkout, and — on paid plans — a **"Mass Order — many channels"** button on a service's detail screen. There you paste up to your plan's row allowance of links (one per line), enter a single quantity, and every channel is queued through the cart checkout, with per-item refunds if a line fails. Bot and website share one wallet, one price list and one order history.

FAQ

Do the lines in a batch share one order ID? No — each line gets its own `BO-…` order ID, its own status, its own timeline, its own proof page. They share a batch, not an identity.

One of my lines failed. Was I charged for it? No. Failed lines never charge; you paid only for the lines that were placed. The failed line stays in the cart with its error.

Can I mix platforms in one batch? Yes — any services from the catalogue can share a batch, and the bundle discount still applies.

Can I put drip-feed or priority on cart lines? Yes — the delivery options you set in the Boost lab before pressing "+ Cart" travel with the line.

Why doesn't my batch show the bundle discount? Either it has only one line, or you're on the Free plan (the bundle discount unlocks at Lite).

Next: every line becomes its own order — follow them all in Tracking your orders.

BOOST (GROWTH SERVICES)

Tracking Your Orders

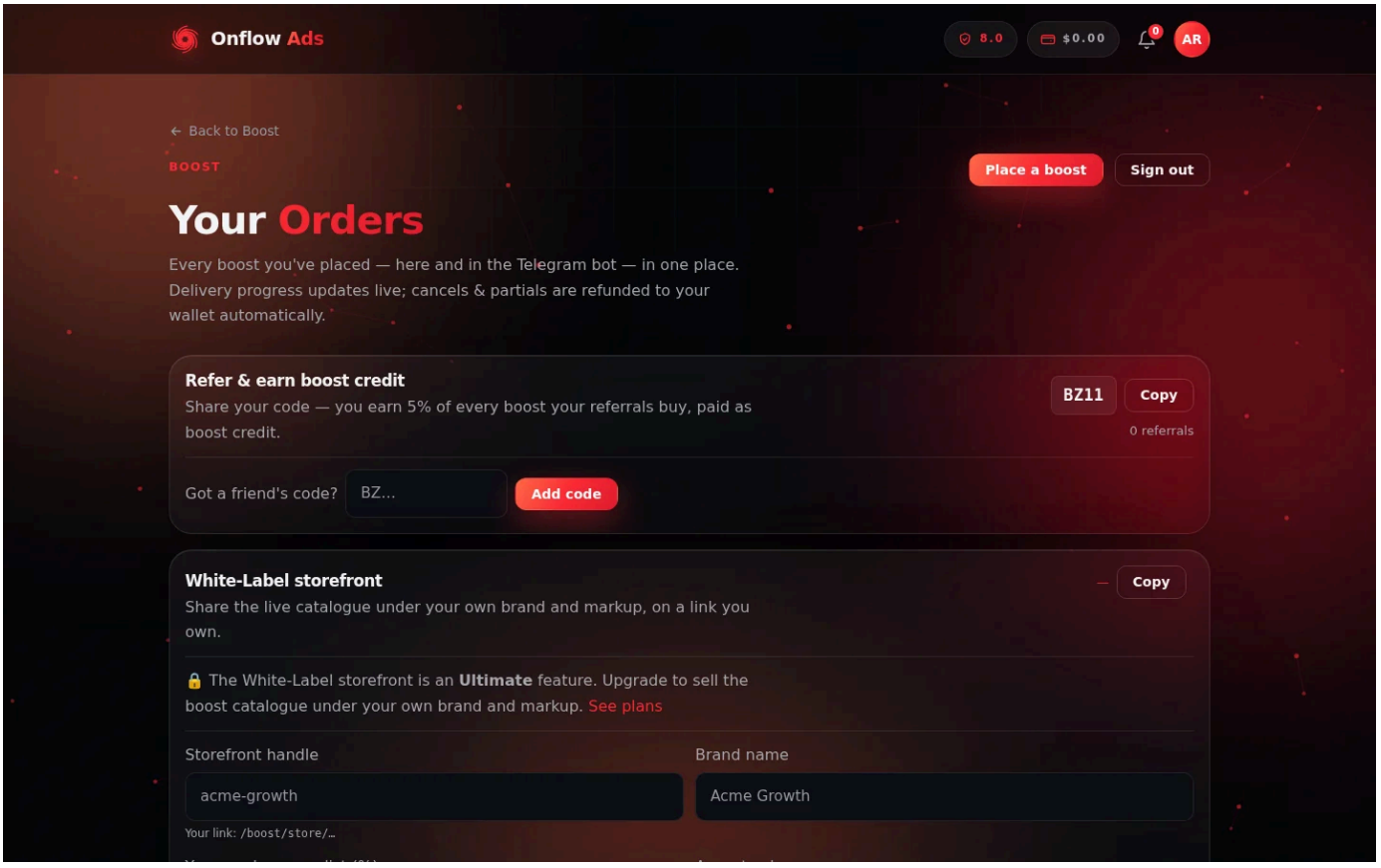
Tracking your orders

Every boost you place — on the website or in the Telegram bot — lands in one shared history with live delivery progress.

Where to look

- **Delivery console** — inside the Boost dashboard (https://onflowads.com/telegram/dashboard/boost), the "Console" view shows each order as a card with a progress ring, badges (PRIORITY, GUARANTEE, DRIP), a status pill, and a progress bar. Filter with the tabs **All / In progress / Completed / Needs attention**.
- **Your Orders page** — https://onflowads.com/telegram/dashboard/boost/orders is the full history with tabs **All / Active / Completed / Refunded**, a **search box** (order ID, link or service name), a **platform filter**, an **Export CSV** button and a **Load more** pager. Search and filters run on the server, so they reach your entire history, not just the rows on screen.

The pages update **live** — when an order's delivery changes, the list refreshes within moments without you reloading. A **Refresh** button is there too.



Your Orders. The header carries your reliability score, wallet balance and notifications; the refer-and-earn and White-Label cards sit above the order history itself.

Order statuses

Status	Meaning
Submitting	Charged and being handed to a delivery provider. If this ever gets stuck, the order auto-refunds — you're never left charged for nothing.
Scheduled	Charged and waiting for the launch time you picked. Can be cancelled for a full refund until it launches.
Submitted / Pending	A provider accepted the order; delivery hasn't started yet.
Queued	Waiting in the provider's queue.

Status	Meaning
Processing / In progress	Actively delivering.
Completed	Delivered in full.
Partially delivered	The provider delivered part and stopped; the undelivered remainder is refunded to you automatically, pro-rata.
Canceled	Stopped before finishing (usually at your request). The undelivered remainder the provider returns is refunded; delivered units are kept.
Refunded	Fully refunded (e.g. no provider accepted it, or it was cancelled before any delivery).
Error	It couldn't be placed — refunded in full automatically.

Understanding the numbers

Open an order's detail (press **"Detail"** on its card) to see:

- **Start count** — the metric's value on your channel/post when delivery began. Progress is measured from this snapshot.
- **Delivered / Delivered peak** — how much has arrived (quantity minus what remains).
- **Remains** — the units still to deliver.
- **Charge** — what you paid, split into boost credit and wallet cash.
- **The delivery timeline** — a timestamped event log of the whole life of the order: created, accepted by a provider, started, drip runs, checks, refill requests, refunds. This is the same timeline shown on the public proof page.
- Orders with a guarantee also show their **drop checks** (day 7 / day 30 re-measures).

From the detail you can also **Request refill**, **Cancel remainder** and **Report a problem** where applicable — see Refills and Cancellations and refunds.

Exporting your history (CSV)

On the Orders page, press **Export CSV**. The export honours whatever filters and search you have applied, so it matches what you're looking at.

- CSV export is a **member feature** (paid plans). If your plan doesn't include it, the button explains which plan unlocks it.
- Column depth grows with your plan: base plans get the operational columns (what, where, how many, status, charge); higher plans add the full money split (list, discount, credit vs cash, refunds, coupon) and, at the top plans, raw identifiers for data pipelines.

Reporting a problem

If something is wrong with a specific order — nothing arrived, it stopped short, it's too slow, the count dropped, the target was wrong, or quality is poor:

1. Open the order and press **"Report a problem"**.
2. Pick what's wrong from the list (**Nothing delivered / Partly delivered, stopped short / Delivery too slow / Delivered then dropped / Wrong link or target / Low-quality delivery / Other**) and describe it.
3. Press **Send report**.

This opens a support ticket pre-loaded with the order's full context, and gives you a ticket code so you can follow the conversation in the support area of the site.

After the order settles

Two things a settled order (**Completed** or **Partially delivered**) unlocks, each with its own page:

- **Rate the service.** Open the **"Rate this boost"** dialog from the order row, pick 1–5 stars and press **Submit review** — the full flow, anonymity and standards check are on Verified-buyer reviews.
- **Share the delivery proof.** Every settled order has a public proof page at `https://onflowads.com/boost/proof/YOUR-ORDER-ID` — no price, no buyer identity, unguessable link. Details on Delivery proof pages.

Next: if a delivered count slips afterwards, Refills explains how to top it back up.

BOOST (GROWTH SERVICES)

Refills

Refills — topping a dropped count back up

Some services include a **refill**: if the delivered count drops after the order finishes (for example, some delivered members leave), the provider tops it back up **at no extra cost**. This page covers when you're entitled to one, how to ask, and what the automatic protection does without you asking.

When an order qualifies

A refill is available when **all** of these are true:

1. **The service supports refills.** Refill-capable services advertise it — look for the refill tag on the service's card and row (often with the window, e.g. "Refill 30d"). If the service doesn't include one, the request is refused with "This service doesn't include a refill."
2. **The order has settled** as **Completed** or **Partially delivered**. Until then you'll see "You can request a refill once the order has finished delivering."
3. **You're inside the guarantee window**, counted from the order's completion time. The window is the order's own guarantee length if it carries one, otherwise **30 days**. Past it, the request is refused with the exact window named: "The 30-day refill window for this order has closed."

Guarantee windows by plan

Plan	Included guarantee on every order
Free / Lite / Plus	none included — a 30-day guarantee can be bought at checkout (+8%)
Elite	30 days, included free
Master	60 days, included free
Ultimate	90 days, included free

On plans with an included guarantee the checkout's guarantee toggle simply shows **"Included"** — you don't pay the +8%.

Requesting a refill

1. Open the order — in the **Delivery console** inside your Boost dashboard, or on the Orders page.
2. Press **"↻ Request refill"** (labelled simply **"Refill"** on the Orders page row). The button only appears when the order qualifies.
3. The provider is asked to top the order back up. On success the button changes to **"✔ Refill requested"**, the confirmation reads "Refill requested — the provider is topping it back up", and the request is stamped onto the order's delivery timeline.

The provider then re-delivers the missing units the same way the original order was delivered — you'll typically see the count recover over hours, not instantly.

If the provider can't start the refill right now (a temporary upstream problem), you'll see "The provider couldn't start a refill" with the reason — try again a little later; your window doesn't care about failed attempts, only the calendar.

Via the API: the `refill` action does the same thing for eligible orders, and `refill_status` reports the refill's progress (`Pending`, `In progress`, `Completed`, `Rejected`). See The Boost API.

Automatic drop protection (guaranteed orders)

Orders with a guarantee — bought at checkout or included by your plan — are also protected **without you doing anything**:

- The delivered count is **re-measured automatically at day 7 and day 30** after completion ("drop checks", visible on the order's detail).
- If the count regressed, a refill is requested for you; if the supplier will not refill it, the shortfall is **credited back to you as boost credit** — a "guarantee make-good" that appears in your boost-credit statement.

So on a guaranteed order, the manual **Request refill** button is your fast path — the safety net runs regardless.

Rules and edge cases

- **A refill never charges you.** It's part of what you already bought.
- **Refills restore, they don't add.** The provider tops the count back toward what was delivered — a refill can't push you past the original order.
- **Repeated drops within the window** can be refilled again — the button stays available while the order qualifies.
- **Partial orders refill too**, toward their delivered portion (the undelivered remainder was already refunded — see Cancellations and refunds).
- **Check the tag before you buy.** If the count holding matters to you, prefer services advertising a refill window, or add the guarantee at checkout.

FAQ

How do I know if my order still has time left? The window counts from the order's completion timestamp (shown on the order detail). Add the guarantee days (or 30) to that date.

My count dropped but the Refill button isn't there. Either the service doesn't include refills, the order hasn't settled yet, or the window has closed — the store shows the exact reason if you try. If none of those fit and the drop is real, use **"Report a problem"** on the order and pick "Delivered then dropped".

Does requesting a refill change my order's status? No — the order stays Completed (or Partially delivered). The refill is tracked on the order's timeline and in the refill status.

Is a refill the same as a refund? No. A refill restores the delivered count at no cost; a refund returns money. Refunds are covered in Cancellations and refunds.

Next: when money should come back instead of units, read Cancellations and refunds.

BOOST (GROWTH SERVICES)

Cancellations and Refunds

Cancellations and refunds

This page covers stopping an order — and every way money comes back to you. The two principles behind all of it:

1. **You only pay for what is delivered.**
2. **Money returns to the pocket it came from** — boost credit refunds as boost credit, wallet cash as wallet cash. Promotional balance never converts into withdrawable cash through a refund.

Cancelling a scheduled order

An order you scheduled for later (charged, but not yet launched — status **Scheduled**) can **always** be cancelled, right up to its launch time:

1. Open the order and press cancel.
2. The order settles immediately and the confirmation reads **"Scheduled order cancelled and refunded."** The **full amount** comes back at once — credit as credit, cash as cash.

If the launch time arrives first, the order becomes a normal live order and the rules below apply. A cancel that races the launch simply tells you "That order is no longer scheduled."

Cancelling a live order

A live order (Submitted / Pending / Queued / In progress / Processing) can be cancelled when its **service supports cancellation** — not all providers allow it. Cancel-capable services carry the capability in the catalogue (the API's `services` list shows `cancel: true`).

1. Open the order in the Delivery console or on the Orders page and press **"Cancel remainder"**. The button only appears while the order is live and the service supports it.
2. The request goes to the provider. You'll see the confirmation: "Cancellation requested. Anything undelivered is refunded automatically as soon as the provider confirms." The request is stamped on the order's timeline; the order keeps its current status meanwhile.

3. When the provider confirms, the order settles as **Canceled** and the **undelivered remainder is refunded automatically**, pro-rata, split back into the credit/cash pockets you paid from.

> **WHAT A CANCELLATION REFUNDS**
>
> Only the undelivered remainder that the provider returns is refunded — **units already delivered are kept and are non-refundable**. As the store puts it: "standard protocol applies: only the undelivered remainder recovered upstream is refunded."

Why you might be refused:

- "This service doesn't support cancellation." — the provider doesn't allow cancels; the button never appears for these services.
- "This order can no longer be cancelled." — the order already settled (completed, partial, refunded). Note that partial deliveries are refunded automatically anyway (below).
- "The provider couldn't cancel it: ..." — the upstream refused right now; try again shortly.

Via the API: the `cancel` action cancels up to 100 orders at once, with the same eligibility rules. See The Boost API.

Every kind of refund

All refunds are **automatic** — there is no claim form:

Situation	What happens
No provider accepts your order	Refunded **in full**, immediately; the order shows as failed. You're never charged for nothing.
Order stuck in **Submitting**	Auto-refunded in full after a short timeout — a charge can never outlive a failed placement.
Provider accepts, then reports it **failed**	The undelivered portion is refunded automatically. Where nothing was delivered, that is the whole charge.

Situation	What happens
Partially delivered	The undelivered portion is refunded pro-rata, automatically, the moment the order settles.
Cancelled in flight	The undelivered remainder the provider returns is refunded when the provider confirms.
Scheduled order cancelled before launch	Full refund, instantly.
Auto-Boost rule cancelled	The unspent budget pool is refunded to your wallet immediately — see Auto-Boost.
Order fully refunded after earning a discount rebate	The boost-credit rebate minted for that order is reversed (never taking your credit below zero).

Where to see a refund

- On the **order's timeline** — e.g. "refunded $4.11 ($0.72 as boost credit)".
- In your **wallet history** (the cash part) — wallet refunds also trigger a notification.
- In your **boost-credit statement** (the credit part) as a "Boost refund" line — see Boost credit and referrals.

The credit/cash split, precisely

An order paid $2 credit + $8 cash and refunded in full returns **$2 as credit and $8 as cash**. A partial refund splits pro-rata across both pockets. This is deliberate: refunds restore your balances exactly as they were, and promotional credit can never be laundered into withdrawable money by ordering and cancelling.

FAQ

Can I cancel a completed order? No — there's nothing left to stop, and delivered units are non-refundable. If the delivery was defective, use **"Report a problem"** on the order; if the count later drops, see Refills.

How long does a cancellation refund take? The refund lands as soon as the provider confirms the cancel — usually minutes, occasionally longer. The order stays visibly live until then.

I cancelled but got less back than I expected. The refund covers only the units the provider hadn't delivered at the moment it processed the cancel. Delivery continues until the provider acts, so the delivered share can grow between your click and their confirmation.

Does cancelling cost anything? No fees. You keep (and pay for) delivered units only.

Can I cancel one line of a batch? Yes — batch lines are independent orders; cancel any line on its own without touching the others.

Next: to see how the amount you paid was built in the first place, read Pricing and discounts.

BOOST (GROWTH SERVICES)

Pricing and Discounts

Pricing and discounts

Boost pricing is deliberately transparent: one pricing engine answers "what does this cost?" everywhere — the public price list, the order quote, the checkout, the Telegram bot and the API all show the same number, to the cent.

How a price is built

Every service is priced in **USD per 1,000 units**. Your order's price is assembled in this order:

1. **List price** — the public rate × your quantity.
2. **Add-ons raise the list** — Priority lane (+15%) and a paid guarantee (+8% for 30 days) are products, not fees, so your discounts apply to them too.
3. **Discounts are summed, then capped:**
   - your **plan's standing discount** (see the ladder below),
   - your **volume rate-break** (earned automatically as your lifetime boost spend crosses thresholds),
   - the **10% bundle discount** when 2 or more orders check out together (Lite plan and above) — see Cart, bundles and mass orders.

   The total percentage applied to the price is **capped at 15%**.
4. **Discount overflow becomes credit.** If your stacked discounts add up to more than 15%, the surplus is not lost — it is returned to you as **boost credit** on top of the order (capped at 3% of the order's value). The quote shows this as "Past the 15% cap → credit back". See Boost credit and referrals.
5. **A coupon**, if you applied one, comes off the already-discounted subtotal.
6. **Honesty floor.** The engine never sells below its own cost floor and never above the list price — the quote panel says exactly that: *"never below cost · never above list — server-priced"*. In rare cases this floor can limit how much a coupon actually takes off; the receipt always shows the true final numbers.

7. **Rounding** happens once, up, to whole cents.

The quote you see itemised in the Boost lab **is** the charge — the same server code computes both.

Plan discounts

Every paid plan carries a standing discount on every boost order:

Plan	Standing discount
Free	0%
Lite	5%
Plus	8%
Elite	10%
Master	12%
Ultimate	15%

The discount applies automatically to every order — dashboard, bot, cart and API alike — and stacks with the volume break and bundle discount inside the 15% cap.

Coupons

Enter a coupon code in the Boost lab and press **Apply**. Coupons can be:

- percentage or fixed-amount, sometimes with a maximum discount,
- limited to one platform (e.g. Telegram only),
- limited to a minimum order value,
- limited to first orders only, to a number of total uses, or to a number of uses per account.

If a code can't be applied, the checkout tells you the exact reason (expired, not yet active, fully redeemed, already used by you, wrong platform, order too small…). A coupon is consumed only if your order actually goes through.

Volume rate-breaks

As your lifetime boost spend grows, you cross volume tiers that add an automatic percentage discount to every order. These stack with your plan discount (inside the 15% cap). The current break, when you have one, appears in the quote's discount label (for example "tier 8% + volume 6%"), and your current rung is shown in the Command center ("volume rung").

Wholesale rates

Master and Ultimate accounts with high volume can be set up with a **negotiated flat rate** by the Onflow Ads team. When a wholesale rate exists for your account, the checkout automatically uses it whenever it beats your regular ladder price — it can only ever make an order cheaper (the quote flags when a wholesale rate won). Contact support if you're interested in wholesale pricing.

Plan limits at a glance

Beyond the discount, your plan determines:

- how many **orders you can have in flight** at once,
- your **maximum value per order**,
- access to **drip-feed** and **scheduling** (Lite+), **priority delivery** (Plus+), an **included delivery guarantee** (Elite 30 days / Master 60 / Ultimate 90),
- **CSV export** (Lite+), the **developer API** (Elite+), **order webhooks** (Master+),
- the **mass-order row limit**, the number of **Auto-Boost slots**, and the **White-Label storefront** (Ultimate).

The exact numbers for each plan are listed at https://onflowads.com/pricing, and any limit you hit in the store names your plan's value and the plan that raises it.

FAQ

Why is my price different from what my colleague sees? Prices are personal: plan discount, volume break and any wholesale rate differ per account. The list price is the shared baseline.

Do discounts apply to the priority and guarantee add-ons? Yes — add-ons are priced into the list before discounting, so your percentage comes off them too.

Can a coupon take the price below cost? No. The honesty floor stops any combination of discounts from selling below cost — the receipt always shows what actually applied.

Where do I see what I actually paid? On the order's detail: the charge, split into boost credit and wallet cash, plus the itemised discount. The CSV export (higher plans) carries the full money split per order.

Next: the balance that pays first on every order has its own page — Boost credit and referrals.

BOOST (GROWTH SERVICES)

Boost Credit and Referrals

Boost credit and referrals

Boost credit is a second balance that lives next to your wallet — promotional money that can only be spent on boosts, never withdrawn. On every boost order it is **spent before wallet cash**, automatically. Your credit balance is always visible: as the **Boost credit chip** in the Boost dashboard header (next to your wallet chip) and as the **Boost credit** card on the Orders page.

How you earn boost credit

Source	When it's granted
Deposit bonus	Larger wallet top-ups mint bonus credit — the current thresholds and bonus, when an offer is running, are shown in the top-up flow.
Discount rebate	Your stacked discounts on an order exceeded the 15% cap — the overflow (up to 3% of the order) comes back as credit instead of being lost. The quote shows it as "Past the 15% cap → credit back".
Referral earnings	People you referred buy boosts — you earn a share of their settled spend (below).
Guarantee make-good	A guaranteed order's count dropped and the supplier would not refill it — the shortfall is credited back. See Refills.
Boost refund	Any refund of an order that was paid (partly) with credit returns that part as credit. See Cancellations and refunds.

Cross-promotion campaigns you initiate as a Premium member can also pay completion rewards in boost credit — see the Cross-Promotion section of this guide.

How it’s spent

- Every boost order charges **credit first, then wallet cash**. The quote itemises the split before you confirm ("Boost credit — spent first", then "Wallet charge").

- Credit works everywhere orders are placed: the Boost lab, the cart, mass orders, the Telegram bot and the API — one balance across all of them.
- Credit does **not** fund Auto-Boost budget pools (those are wallet-cash prepaid pools) — see Auto-Boost.
- Credit is never withdrawable and never converts to cash — including through refunds, which return it as credit.

Your credit statement

Open https://onflowads.com/telegram/dashboard/boost/orders. The **Boost credit** card at the top shows:

- your current **balance**,
- your lifetime **earned** and **spent** totals.

Expand **"View activity"** for the full itemised ledger, newest first — every entry labelled by source: *Deposit bonus, Discount rebate, Referral earnings, Guarantee make-good, Spent on a boost, Boost refund, Rebate reversed*. Use **Load more** to page back through your whole history. If credit ever appears "from nowhere", this ledger is the answer — every cent is itemised.

Refer and earn

The **"Refer & earn boost credit"** card on the same Orders page runs the referral program: share your code, and you earn boost credit on every boost your referrals buy.

Sharing your code

1. Your personal referral code is shown on the card. Press **Copy**.
2. Send it to anyone you like. The card tracks your **earnings** and how many accounts you've **referred**.

Entering a friend’s code

If someone referred **you**:

1. Sign in and open the Orders page **before placing your first boost order**.
2. In the "Got a friend's code?" row on the referral card, enter the code and press **Add code**.

Attribution rules — the store enforces all of these and tells you which one applies:

- A code can be added **only before your first boost order** ("A referral code can only be added before your first boost order.").
- A code can be added **only once** — the first code wins, permanently ("You've already added a referral code.").
- You can't refer **yourself** ("You can't refer yourself.").
- An invalid code is refused ("That referral code isn't valid.").

Once you've been attributed (or placed your first order), the code-entry row disappears.

What the referrer earns

From attribution onward, every **settled** boost order your referral places earns you a percentage of its spend as boost credit — currently **5%**, with a per-order cap, granted automatically when the order settles and itemised as **Referral earnings** in your credit statement and in the card's recent-earnings list. Refunded orders don't pay.

> **REFERRALS PAY IN CREDIT, NOT CASH**
>
> Referral earnings are boost credit — spendable on any boost, spent before your wallet cash, never withdrawable. It's a discount engine, not a payout program.

FAQ

Where did this credit come from? Expand **View activity** on the Boost credit card — every grant is labelled with its source and timestamp.

Why did my credit go down without me ordering? Two possibilities, both visible in the ledger: a "Spent on a boost" line (credit is spent first on every order — including orders you placed via the bot or API), or a "Rebate reversed" line (an order that had earned a rebate was fully refunded).

Does boost credit expire? No expiry mechanism applies to earned credit — it stays until spent.

Can I transfer credit to another account? No. Credit is bound to your account.

My friend used my code but I see no earnings. Earnings post when their orders **settle** (complete or partially deliver) — not at placement. Also check the card's referred-accounts count: if it didn't increase, the code wasn't successfully attached (it must be added before their first order).

Next: once an order settles you can rate it — see Verified-buyer reviews.

BOOST (GROWTH SERVICES)

Verified-Buyer Reviews

Verified-buyer reviews

Every service in the Boost catalogue can carry **reviews** — but only from people who actually bought it. That's the whole point: the star ratings on the price list are real testimony from verified buyers, not marketing copy.

Reading reviews

On the public price list

1. Open https://onflowads.com/boost/prices (or any per-platform page).
2. Services with reviews show a **star rating** with a count. Click it to open the **reviews wall** for that service.
3. The wall shows the average rating, the number of verified buyers, and the most recent written notes.

Each review displays:

- a **pseudonymous author label** like "Verified buyer 7F3A" — stable for that review, but revealing nothing about the person,
- a **verified** mark (the review is tied to a real settled order),
- the reviewer's **plan badge** (e.g. the Elite badge),
- the **star rating** and the written note.

Services with no written notes yet simply say "No written reviews yet."

Everywhere else

The same aggregate rating appears on each service's own page (`/boost/service/…`), on the comparison page's Rating row, on catalogue cards in your Boost dashboard, and in the "Top rated" sort. It's one rating system, shown everywhere the service is.

Writing a review

Who can review

You can review a service once you have a **settled order** for that exact service — one that finished as **Completed** or **Partially delivered**. Anyone else is refused: "Only buyers of this service can review it."

Leaving your review

1. Open your Orders page and find the settled order.
2. Press the rate action on its row. The **"Rate this boost"** dialog opens.
3. Pick **1 to 5 stars**.
4. Optionally write a note — up to **1,000 characters** — about how the delivery actually went: speed, quality, whether the count held.
5. Press **"Submit review"**.

Your review appears on the public wall and the service's aggregate updates immediately (unless it's held for a check — below).

One review per service — updates included

You hold **one review per service**. Submitting again for the same service **replaces** your earlier review (new stars, new text, new timestamp) — so if a refill fixed your problem, or a later order went worse, just re-rate it.

The standards check

Every submission passes a quick automatic screening for spam and abuse:

- Almost all reviews pass instantly and publish at once.
- A flagged review is **held** — kept off the public wall and out of the average — for a **human decision**. You're told when this happens: "Thanks — your review is in a quick standard check and will appear once it clears."
- Holding is a quarantine, not a deletion: a moderator releases or removes it. If you resubmit a clean version, it publishes normally.

> **NEGATIVE REVIEWS ARE WELCOME**
>
> The screening looks for spam (ads, links, promo codes, gibberish) and abuse (harassment, threats) — **not** for negativity. A harsh one-star review of the service itself is fine and will publish.

Anonymity and integrity

- Reviews are **anonymised** — readers see the pseudonym, verified mark and plan badge, never your name or account.
- Ratings only count **published** reviews; held reviews can't move a service's average.
- The average and count are recomputed from the reviews themselves, so an updated or removed review always leaves the aggregate correct.

FAQ

Why can't I find a review button on my order? The order must be settled — Completed or Partially delivered. In-flight, refunded and errored orders can't be reviewed.

I reviewed the wrong service by mistake. Submit again on the right service's order — and re-submit on the wrong one to replace that text (your one review per service is always your latest word).

Do reviews affect the price? No. They inform buyers and drive the "Top rated" sorting, nothing else.

Can the seller reply to my review? No reply mechanism exists — the wall is buyer testimony only. For problems that need action, use **"Report a problem"** on the order instead: it opens a support ticket. See Tracking your orders.

Next: found a service worth repeating? Keep it one tap away with Favorites and reordering.

BOOST (GROWTH SERVICES)

Favorites and Reordering

Favorites and reordering

If you boost the same things again and again — the weekly views push, the monthly member top-up — **favourites** save you from rebuilding the order every time. Star an order once, and it lives in a **Favourites** list with a one-tap **Reorder**.

Favourites are a feature of the **Onflow Ads Telegram bot** (https://t.me/OnflowAdsBot). The bot shares one wallet, one price list and one order history with the website, so an order you favourite in the bot is the same order you see on the website's Orders page.

Starring an order

1. In the bot, open **My Orders & History** and tap an order to open its **detail screen**.
2. Tap the ★ **star** to favourite it. The order — service, target link and quantity — is saved to your Favourites.
3. Tap the star again at any time to unstar it.

Anything you order repeatedly is worth a star: the star captures the whole recipe, not just the service.

The Favourites list

Your starred orders live in the **Favourites** list, under **My Orders & History**. Each favourite shows the service and its order details, with two actions:

- **Reorder** — place the same boost again, in one tap.
- **Remove** — take it off the list (the original order is untouched).

The list holds your **20 most recent** favourites — starring a 21st drops the oldest. If an underlying order is ever deleted, its favourite quietly disappears from the list too.

What Reorder actually does

Reorder re-places the order through the exact same order flow as a fresh purchase. That means, deliberately:

- **Today's price, not yesterday's.** The order is re-quoted at the current rate with your current plan discount and volume break — prices move with the live catalogue.
- **Every check still applies.** Balance check (credit first, then wallet cash), the service's current min/max, your plan's cap on orders in flight and per-order value — a reorder is refused for exactly the same reasons a new order would be.
- **A brand-new order.** It gets its own order ID, its own live tracking, timeline, refill window and proof page.

So a favourite is a saved *recipe*, not a saved *price*.

Quick reordering on the website

The website's Boost dashboard has its own repeat-purchase shortcuts, no starring needed:

- The **Command center** lists your recent orders in flight and your channels' metric tiles with **"BOOST THIS"** buttons — one click re-opens the Boost lab pre-set for that metric and channel.
- Your full order history keeps every past order's service, link and quantity, ready to copy into a new order — or into a mass order if you repeat many at once.

FAQ

Is there a favourites list on the website too? The star-and-reorder list lives in the Telegram bot. On the website, use the Command center's shortcuts and your order history (above) for fast repeats.

Does starring cost anything or place an order? No — starring only saves the recipe. Money moves only when you tap Reorder and the order is actually placed.

Why did my reorder fail when the original worked? Same reasons any new order can fail now: the service's min/max changed, the service is temporarily unavailable, your balance is short at today's price, or you're at your plan's in-flight cap. The error names the exact cause.

Why did a favourite vanish from my list? Either it aged out (the list keeps the 20 most recent) or its underlying order no longer exists — the list prunes those automatically.

Next: to show a client what a finished boost delivered, share a Delivery proof page.

BOOST (GROWTH SERVICES)

Delivery Proof Pages

Delivery proof pages

Every settled boost order has a **public delivery-proof page** — a live, verifiable receipt of what was delivered, when, and to where:

```
https://onflowads.com/boost/proof/YOUR-ORDER-ID
```

For example `https://onflowads.com/boost/proof/BO-7K2M9XQ4`.

Why proof pages exist

They're built for showing third parties — a client, a partner, a community — that a delivery really happened, **without exposing anything sensitive**:

- **No price.** The page never shows what you paid.
- **No buyer identity.** Nothing on the page names or links to your account.
- **Verified by the platform.** The page carries a "Verified by Onflow Ads" stamp and the proof ID — it's served by Onflow Ads from the order's real delivery records, not something the buyer can edit.

Agencies use them as client receipts: run the boost, send the link, done.

What’s on the page

- The **status badge** — "Completed", or "Partially delivered" for partial orders.
- **Service, platform and category** — what was ordered.
- **Ordered vs delivered** counts.
- The **count movement** where known — the before → after numbers, from the start-count snapshot to the final count.
- **Placed** and **Completed** timestamps (UTC).
- The **target link** — the channel, post or profile that was boosted.
- The **delivery timeline** — the same timestamped event log you see on the order's detail: accepted, started, delivery checkpoints with delivered/remaining counts, refill requests. Third parties see delivery progress exactly as it was recorded.

Getting an order's proof link

1. Every order's public ID (`BO-…`) is shown on its card in the Delivery console and on the Orders page (it's also a column in the CSV export).
2. Append the ID to `https://onflowads.com/boost/proof/` — that's the proof link.
3. Share it with whoever needs to see the delivery.

Availability and privacy rules

- **Only settled orders have proof pages.** The page exists once the order is **Completed** or **Partially delivered**. In-flight, refunded, cancelled and errored orders return "not found" — there's no delivery to prove.
- **Unguessable by design.** Order IDs are randomly minted, so the page is effectively private until *you* share the link. There is no public index of proof pages.
- **Kept out of search engines.** Proof pages ask search engines not to index them, so a shared link doesn't leak into search results.
- **Anyone with the link can view it** — no Onflow Ads account needed. Treat the link accordingly: sharing it reveals the target link and the delivery numbers (never the price or the buyer).
- **Live data.** The page renders from the order's current records — a refill stamped after completion appears on the shared timeline too.

FAQ

Can I turn a proof page off? Proof pages can't be disabled per order — but they're unguessable and unindexed, so a page you never share is effectively invisible.

My order shows "Partially delivered" on the proof page. Is that bad? It's the honest record: the page shows exactly how many units of the ordered amount arrived. (You were automatically refunded for the rest — that part is your business, and the page doesn't mention money at all.)

Why does a proof link I was sent show "not found"? Either the ID is mistyped, or the order hasn't settled (or didn't settle as completed/partial). Ask the sender to check the link against their order card.

Does the proof page prove who bought the boost? Deliberately not — it proves delivery, not identity. That's what makes it safe to share.

Next: stop reordering by hand — let Auto-Boost boost every new post for you.

BOOST (GROWTH SERVICES)

Auto-Boost

Auto-Boost

Auto-Boost watches a Telegram channel and boosts **every new post automatically**, the moment it goes live — no reordering each time. Each Auto-Boost rule has its own **prepaid budget pool**; posts are boosted from the pool until it runs dry, and cancelling refunds whatever is left.

Auto-Boost lives in your Boost dashboard: open https://onflowads.com/telegram/dashboard/boost and switch to the **Auto-Boost** view. The Command center also shows a live "Auto-Boost armed" shortcut when you have rules running.

> **REQUIREMENTS**
>
> - Your Onflow Ads account must have **Telegram connected** — the bot watches your channel through it. Without it, creation is refused with "Connect your Telegram first."
> - The channel must be **public** (an @username or t.me link) — or paste a private channel's **invite link**, which is passed through for the engine to resolve.
> - The budget pool is funded from **wallet cash** (boost credit is for one-off orders, not pools).
> - The number of Auto-Boosts you can run at once depends on your plan — the view's header shows your used/available slots (e.g. "2 / 3 slots").

Create an Auto-Boost

1. In the Auto-Boost view, find the **"New rule"** card.
2. **Booster** — pick the service to apply to each new post (e.g. post views or members). Members-only services still need the qualifying plan here, exactly as for one-off orders.
3. **Per new post** — pick the quantity delivered per post. It must sit inside the service's own minimum–maximum (the store tells you the exact range if it doesn't).
4. **Prepaid pool** — pick the starting budget (e.g. $10 / $25 / $50). The card's summary estimates your **cost per post** at your member price and roughly how many posts the pool covers.
5. Choose whether to enable **auto-renew** (top the pool back up from your wallet automatically each cycle).
6. Enter or pick the **channel** and press **"Arm the rule · funds from wallet"**.

What happens on creation:

- The channel is **verified before any money moves** — you'll be told if the handle is invalid ("Enter a valid channel @username or t.me link."), if the channel can't be accessed ("We couldn't access that channel. Make it public (or paste its invite link if it's private), then try again."), or if checks are momentarily down (try again in a few minutes). Invite links skip the public check and are verified by the engine itself.
- Your **cost per post** is quoted by the same pricing engine as one-off orders, with your plan discount and volume break applied.
- The pool must cover **at least one post** — otherwise: "Fund at least $X — one post costs that much."
- The pool is charged to your wallet in the same step that arms the rule. If your wallet is short, nothing is created ("Wallet short for that pool — top up first.").

On success: "Auto-Boost started — new posts in your channel will be boosted automatically."

Rule statuses

Status	Meaning
ARMED (active)	Watching the channel; every new post triggers an order from the pool.
PAUSED	Not boosting. Either you paused it, or it **auto-paused** — most commonly because the pool ran too low to cover a post. The card notes the pause reason when there is one.
Cancelled	Ended for good; the unspent pool was refunded. Cancelled rules can't be resumed — create a new rule instead.

Managing a running rule

Each Auto-Boost card shows its status, the pool remaining out of the total, roughly how many posts are left, how many runs it has made and when it last ran. From the card:

- **Pause / Resume** — stop and restart boosting without touching the pool. Resuming a rule also clears its low-budget flags, so it warns you afresh if the pool runs low again.

- **+ $10 pool** — top the budget up from wallet cash (the button adds $10 at a time). A top-up on a rule that auto-paused for lack of budget **reactivates it automatically**. If your wallet can't cover the top-up: "Not enough wallet cash for that top-up."
- **Renew on / Renew off** — toggle auto-renewal (below).
- **Cancel** — end the rule; the **unspent pool is refunded to your wallet immediately**, and the card confirms the refunded amount. A second cancel tap is harmless ("That subscription is already cancelled.").

Cycles and auto-renew

An Auto-Boost runs in **30-day cycles** from the day it's armed:

- With **auto-renew off**, the rule runs until the cycle ends or the pool empties — whichever comes first — and then waits for you.
- With **auto-renew on**, shortly before the cycle ends the renewal charges your wallet, tops the pool back up, extends the rule for another month, and clears any low-budget pause so it keeps running hands-free.
- If your wallet can't cover a renewal, the renewal is skipped and the rule simply waits — nothing partial happens, and no debt accrues. Top up your wallet or the pool to continue.

You can toggle auto-renew at any time from the card.

> **BUDGET RUNNING LOW**
>
> A rule that empties its pool stops boosting new posts (and pauses) until money is added — top it up from the card, or leave auto-renew on. Keep an eye on the "posts left" estimate on each card.

Slots by plan

Plan	Concurrent Auto-Boost rules
Free	1
Lite	3
Plus	5

Plan	Concurrent Auto-Boost rules
Elite	8
Master	15
Ultimate	50

At your cap, creating another rule is refused with your plan's limit and the plan that raises it; the view also shows an "All N slots armed" card. Cancel a rule to free a slot, or upgrade.

How it relates to ordinary orders

Every post the engine boosts becomes a normal boost order in your history, with the same tracking, statuses and automatic refund rules as a manual order. Auto-Boost is simply the trigger; the delivery and money paths are identical. The engine is shared with the Telegram bot — rules created on the website and in the bot appear together and are executed by the same watcher.

FAQ

Does Auto-Boost boost old posts? No — only posts published **after** the rule is armed trigger a boost.

Can I run several rules on one channel? Yes — for example views on every post from one rule and reactions from another. Each rule has its own pool and slot.

Why did my rule pause itself? Almost always: the pool dropped below the cost of one post. Top it up (which resumes it automatically) or enable auto-renew.

Is the pool refund really immediate? Yes — cancelling credits the unspent remainder straight back to your wallet, in the same action.

Can the pool spend more than I funded? No. Each post's order is drawn from the pool; when it can't cover the next post, the rule pauses. There's no overdraft.

Next: resell the same catalogue under your own brand with the White-Label storefront.

BOOST (GROWTH SERVICES)

White-Label Storefront

White-Label storefront

The **White-Label storefront** lets you share the live Boost catalogue under **your own brand, at your own markup**, on a public page you control:

```
https://onflowads.com/boost/store/your-handle
```

Visitors see your brand name, logo, colours and tagline over the real, always-current catalogue — priced at the public list price **plus your markup**. It's built for agencies and resellers who quote growth services to clients.

> **ULTIMATE PLAN FEATURE**
>
> The storefront is available on the **Ultimate** plan. If your plan lapses, the storefront automatically goes offline (visitors get a not-found page) until you're Ultimate again — it never serves a stale branded page.

What a storefront is (and isn’t)

- It **is** a live, branded price catalogue with a lead-capture form ("Request a service") and an optional call-to-action button to any site of yours.
- It is **read-only**: visitors cannot place orders or pay on it. When a visitor requests a service, you get the lead and place the order yourself from your own account.
- Members-only services are not listed — only the public catalogue is resold.
- Storefronts are kept out of search engines so they never compete with the main Onflow Ads pages.

Set up your storefront

1. Open https://onflowads.com/telegram/dashboard/boost/orders and find the **"White-Label storefront"** card.
2. Fill in:
   - **Storefront handle** — the last part of your URL (e.g. `acme-growth` → `/boost/store/acme-growth`).
   - **Brand name** — shown as the page title and heading.

- **Your markup over list (%)** — 0 to 100%, applied on top of the public list price. Under **"Per-platform markup"** you can optionally override the markup for specific platforms (Telegram, Instagram, YouTube, TikTok, X, Facebook, Discord, Spotify, Twitch, Threads); blank fields use your default.
- **Accent colour** — recolours the page's highlights to your brand.
- **Tagline** (optional) — the line under your brand name. The **"Write copy"** button can draft one for you with AI.
- **Call-to-action link and button label** (optional) — a button on the page pointing anywhere you like (your order form, your WhatsApp, etc.).
- **Logo URL** (optional) — an https link to your logo image, shown at the top of the storefront.

3. Press **"Save storefront"**. The card shows your live link with a **Copy** button and a view counter.

To take the page down at any time, press **"Take offline"**.

Custom domain (optional)

You can serve your storefront on your own domain (e.g. `shop.yourbrand.com`):

1. Enter the domain in the **Custom domain** field and save.
2. At your DNS provider, point a **CNAME** from that domain to `onflowads.com`.
3. Your storefront then serves at your domain's root; HTTPS is provisioned automatically once the domain is connected.

Receiving order requests (leads)

Every storefront ends with a **"Request a service"** form: visitors leave their email or @handle, optionally the service and quantity they want, and a note. After submitting they see a thank-you banner with your brand name.

Your leads appear in the same White-Label card on the Orders page, under **"Order requests"** (with a badge showing how many are waiting). Follow up with the visitor, then place their order yourself from your own Boost dashboard — your margin is the difference between your storefront price and your member price.

YOUR EDGE AS THE OWNER

Storefront visitors see list price plus your markup; you buy at your member price with your Ultimate discount. That spread — plus any per-platform markup tuning — is your margin.

Visiting someone’s storefront

If someone shares a `https://onflowads.com/boost/store/…` link with you: it's a member's branded catalogue **powered by Onflow Ads** (as noted in the page footer). Prices there are set by the storefront owner and can be higher than the public list at https://onflowads.com/boost/prices. Ordering through the storefront owner is an arrangement between you and them; ordering directly on Onflow Ads always uses the public/member pricing.

Next: to place your clients' orders from your own tooling instead of by hand, see The Boost API.

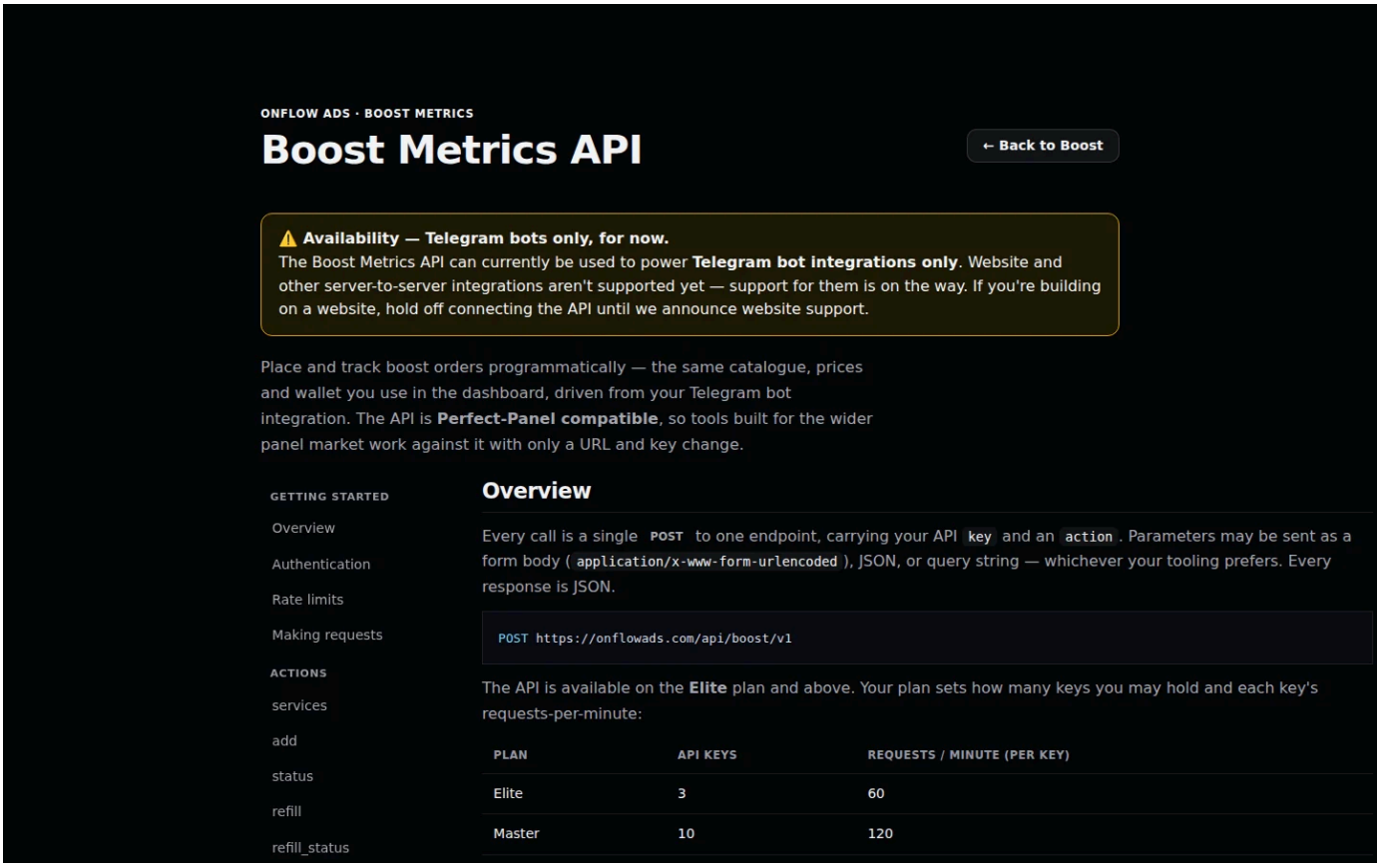
BOOST (GROWTH SERVICES)

The Boost API

The Boost API

Power users can drive the Boost store from their own tooling. The API is **Perfect-Panel compatible** — the de-facto standard of the panel market — so existing reseller tools work against it with only a URL and key change. It uses the same catalogue, the same prices and the same wallet as your dashboard.

The always-current reference lives in your dashboard at https://onflowads.com/telegram/dashboard/boost/api. This page summarises it.



The in-dashboard API reference. The left rail jumps between Getting started and each action; the endpoint and your plan's key and rate limits are stated at the top.

> ⚠ **AVAILABILITY — TELEGRAM BOTS ONLY, FOR NOW**
>
> The Boost API can currently be used to power **Telegram bot integrations only**. Website and other server-to-server integrations aren't supported yet — support for them is on the way. If you're building on a website, hold off connecting the API until website support is announced.

Overview

Every call is a single **POST** to one endpoint, carrying your API `key` and an `action`:

```
POST https://onflowads.com/api/boost/v1
```

Parameters may be sent as a form body (`application/x-www-form-urlencoded`), JSON, or query string. Every response is JSON.

The API is available on the **Elite** plan and above. Your plan sets how many keys you may hold and each key's requests-per-minute:

Plan	API keys	Requests per minute (per key)
Elite	3	60
Master	10	120
Ultimate	25	300

Creating and managing keys

1. Open your Boost dashboard and switch to the **Developer** view (or "Developer API").
2. Press the create/mint key button. The full key (it starts with `bk_`) is shown **once** — copy and store it securely. Afterwards only its prefix is visible; a lost key can only be revoked and replaced.
3. Each key row shows when it was created, when it was last used and how many calls it has made, with **Rotate** (revoke and mint a replacement) and **Revoke** actions.

> **TREAT KEYS LIKE PASSWORDS**
>
> A key is tied to your account and **spends from your wallet** — anyone holding it can place orders billed to you. Revoke a leaked key immediately from the dashboard.

Authentication

Send the key with every request, in any one of:

- the `key` parameter (form / JSON / query), or
- an `Authorization: Bearer YOUR_API_KEY` header, or
- an `X-Api-Key: YOUR_API_KEY` header.

Rate limits

Each key is limited to your plan's requests-per-minute. Exceeding it returns HTTP `429` with an error message. Space your polling out — an order's status doesn't change second-to-second.

Making requests

```
# form-encoded
curl https://onflowads.com/api/boost/v1 \
  -d key=YOUR_API_KEY \
  -d action=balance

# JSON
curl https://onflowads.com/api/boost/v1 \
  -H "Content-Type: application/json" \
  -d '{"key":"YOUR_API_KEY","action":"balance"}'

# header auth
curl https://onflowads.com/api/boost/v1 \
  -H "Authorization: Bearer YOUR_API_KEY" \
  -d action=services
```

Actions

`services` — list what you can order

Lists every service your account may order, **priced for your plan** (USD per 1,000 units — your plan's standing discount and any volume rate-break are already included).


```
[
  {
    "service": 1,
    "name": "Telegram Channel Members",
    "type": "Default",
    "category": "Telegram",
    "rate": "2.4000",
```

```
    "min": 10,
    "max": 1000000,
    "refill": true,
    "cancel": false,
    "dripfeed": true
  }
]
```

`add` — place an order

Charged to your wallet exactly as in the dashboard — same price, same boost-credit-then-cash split, same automatic refund if no provider accepts it.

Parameter	Required	Description
`service`	yes	The `service` id from `services`.
`link`	yes	The target link or @username.
`quantity`	yes	Units to deliver, within the service's min/max.
`runs`	no	Drip-feed: number of batches (send together with `interval`).
`interval`	no	Drip-feed: minutes between batches (send together with `runs`).
`coupon`	no	A discount code to apply.
`request_id`	no	Your idempotency key — resend the same one to retry safely without ordering twice.

```
curl https://onflowads.com/api/boost/v1 \
  -d key=YOUR_API_KEY \
  -d action=add \
  -d service=1 \
  -d link=https://t.me/yourchannel \
  -d quantity=1000
```

Response:

```
{ "order": "BO-7K2M9XQ4" }
```

IDEMPOTENCY

Pass a unique `request_id` per intended order. If a network error leaves you unsure whether an order was placed, resend the identical request with the same `request_id` — the API returns the original order instead of charging you a second time.

`status` — check an order

Pass `order` (one id) or `orders` (up to 100 ids, comma-separated).

```
{
  "charge": "2.4000",
  "start_count": 1240,
  "status": "In progress",
  "remains": 320,
  "currency": "USD"
}
```

With `orders`, you get one result per id keyed by order id; unknown ids return an `error` entry. Batched status is served from recently synced delivery data rather than a fresh provider check per order, so it can lag a single-order `status` call by a moment.

`refill` — request a refill

Requests a refill on a settled order whose count has dropped, while it's inside its guarantee window. Only available on services where `refill` is `true`. Pass `order` (or `orders` for up to 100 at once).

```
{ "refill": "91245" }
```

`refill_status` — check a refill

Pass `refill` (or `refills`, comma-separated). Returns `Completed`, `Pending`, `In progress` or `Rejected`.

```
{ "status": "Completed" }
```

`cancel` — stop in-flight orders

Pass `orders` (up to 100 ids, comma-separated; a single `order` works too). Only available for services where `cancel` is `true`. Only the undelivered remainder the provider returns is refunded — back to the balance it was paid from (boost credit as credit, wallet cash as cash). Delivered units are non-refundable; refunds settle as soon as the provider confirms.

```
[
  { "order": "BO-8F2A11AA", "cancel": 1 },
  { "order": "BO-9C10ZZZZ", "cancel": { "error": "Incorrect order ID" } }
]
```

`balance` — your spendable balance

Wallet cash plus boost credit, in USD.

```
{ "balance": "128.5000", "currency": "USD" }
```

Order statuses

The `status` field returns one of: **Pending**, **In progress**, **Processing**, **Completed**, **Partial**, **Canceled**, **Refunded**.

- **Partial** — part of the order couldn't be delivered; the undelivered portion is refunded automatically, back to the balance it was paid from.
- **Canceled** — terminal; the refund covers only the undelivered remainder the provider returns.
- **Refunded** — fully refunded (e.g. no provider accepted it, or cancelled before any delivery).

Errors

Errors return an `error` field with a human-readable message:

HTTP	Meaning
`400`	Missing or invalid parameters (e.g. unknown action).
`401`	Missing, unknown or revoked API key.
`429`	Rate limit exceeded for this key.
`500`	The request could not be completed — safe to retry with the same `request_id`.
`503`	Temporarily unavailable — retry after a short wait.

Order-level failures — insufficient balance, a bad link, a quantity outside the service's range, a plan limit — come back as an `error` field in the response body (for example, an `add` without enough balance returns an `error` telling you exactly how much you are short).

A failed `add` never leaves you charged: if no provider accepts the order, it's refunded in full to the pocket it was paid from.

Webhooks (Master plan and above)

Instead of polling `status`, register a URL and Onflow Ads will **POST** a JSON event to it the moment an order reaches a terminal state. Add and manage webhooks in the dashboard's **Developer** view (under "Order webhooks"). Webhook URLs must be https and publicly reachable; you can hold up to 10 active webhooks.

Events: `order.completed`, `order.partial`, `order.refunded`, `order.canceled`.

Payload shape:

```
{
  "event": "order.completed",
  "order": { "...": "the full order object — id, service, quantity,
delivered, status, charge, timestamps" },
  "at": "2026-07-24T09:54:00+00:00"
}
```

Each delivery also carries an `X-Boost-Event` header naming the event.

Verifying the signature. Every delivery carries an `X-Boost-Signature` header of the form `sha256=HEX` — an HMAC-SHA256 of the **raw request body**, keyed with your webhook's signing secret (shown once when you add the webhook). Recompute and compare in constant time before trusting the payload:

```
# Python
import hmac, hashlib
expected = "sha256=" + hmac.new(secret.encode(), raw_body,
hashlib.sha256).hexdigest()
if hmac.compare_digest(expected, request.headers["X-Boost-Signature"]):
    ...  # genuine
```

Respond with a `2xx` status to acknowledge. A webhook that keeps failing is retried on later events and automatically disabled after a run of failures — re-add it once your endpoint is back.

BOOST (GROWTH SERVICES)

Boost FAQ and Troubleshooting

Boost FAQ and troubleshooting

Short answers to the questions that come up most in the Boost store, grouped by where you hit them — plus the exact message the store shows you and what to do about it. If you arrived here from an error message, search this page for its wording.

Ordering

How fast is delivery? Most services start within minutes and complete within the average time shown on each service's row. You can watch progress live in your orders, and choose drip-feed to spread delivery out at a more natural pace.

Do I need to share a password? Never. Public services only need your channel, profile or post link. Onflow Ads never asks for an account password, and payment comes from your wallet — no card entry per order.

"Please verify your email before placing an order." Open the verification email sent to your account address (you can re-send it from your account settings), then try again.

"You're $X short for this order." Your combined balance (boost credit + wallet cash) doesn't cover the total. Top up from the balance button in the dashboard header — your order stays on screen and you can place it right after.

"You just placed this exact boost — check your Orders." A protection against accidental double-submits: an identical order (same service, link, quantity) placed twice within a short window is blocked. Check the Orders page — the first one almost certainly went through. If you really meant to order it again, try once more in a moment.

"Quantity must be between X and Y for this service." Every service has its own minimum and maximum; the message shows the exact range. Adjust the quantity (or split a very large order).

"That service is temporarily unavailable." The service can't be priced or accepted right at this moment. Try again shortly or pick a comparable service.

"You already have N orders in progress..." / "That order is $X, above the per-order limit..." Each plan caps concurrent in-flight orders and the value of a single order. Wait for some orders to finish (or lower the quantity), or upgrade — the message names the plan that raises the limit.

My link keeps getting rejected. Match the format the field hints at: channel-level services want `t.me/yourchannel` or `@yourchannel`; post-level services want the post link like `t.me/yourchannel/123`. Links are validated again on the server, and lookalike/spoofed domains are rejected.

A coupon won't apply. The error states the exact reason — expired, not yet active, fully redeemed, already used by you, first-order-only, restricted to another platform, or below its minimum order value. Coupons are consumed only when the order succeeds.

One line of my cart/mass order failed. Lines are independent orders: the rest were placed normally, you were only charged for what succeeded, and the failed line stays in the cart with its error so you can fix and retry it.

Delivery and tracking

My order has been "Pending" for a while. Pending means a provider accepted it but delivery hasn't started. Most services start within minutes, but some take longer — check the service's average time. The page refreshes live; the order detail also has the full timeline.

What is the start count? A snapshot of your channel/post's metric taken when delivery began. Progress ("delivered") is measured from that baseline, so organic growth during delivery doesn't confuse the numbers.

The order finished but the count dropped later. If the service supports refills and you're inside the guarantee window, press **Request refill** on the order — see Refills. Orders with a guarantee are also re-checked automatically at day 7 and day 30, with a refill or boost-credit make-good if they regressed.

What does "Partially delivered" mean for my money? You keep (and pay for) what was delivered; the undelivered remainder is refunded automatically, pro-rata, split back into the same credit/cash pockets you paid from.

Can I get an invoice/record of my orders? Yes — the **Export CSV** button on the Orders page downloads your history (a paid-plan feature; column depth grows with plan). Every order also has a shareable public proof page at `https://onflowads.com/boost/proof/YOUR-ORDER-ID` once it settles.

Refills and cancellations

"This service doesn't include a refill." Refills exist only on services that advertise them. Check the service's tags before ordering if refill matters to you.

"The 30-day refill window for this order has closed." Refills are only honoured inside the order's guarantee window, counted from completion. Higher plans carry longer included windows (Elite 30 / Master 60 / Ultimate 90 days).

"This order can no longer be cancelled." / "This service doesn't support cancellation." Cancellation is only possible while the order is live, and only on services whose provider supports it. Settled orders (completed, partial, refunded) can't be cancelled — but partial deliveries are already refunded automatically.

Reviews

Why can't I review a service? Only verified buyers can review — you need a settled (completed or partially delivered) order for that exact service. See Verified-buyer reviews.

"Your review is in a quick standard check." Reviews pass an automatic screening for spam and abuse; a flagged one is held for a human decision before appearing publicly. Honest negative reviews are fine and are not held for being negative.

Boost credit and referrals

Where did this boost credit come from? Open the **Boost credit** card on the Orders page and expand **View activity** — every grant is itemised (deposit bonus, discount rebate, referral earnings, guarantee make-good, refunds).

Why can't I withdraw boost credit? It's promotional balance, spendable only on boosts. It's always spent before your wallet cash, and refunds return it as credit.

"A referral code can only be added before your first boost order." Referral attribution must be set before you've bought anything, and only once — the first code wins permanently.

See Boost credit and referrals.

Favourites and reordering

Where did the star/favourites feature go? Favourites live in the Telegram bot: star an order from its detail screen, then find it under My Orders & History → Favourites with one-tap Reorder. See Favorites and reordering.

Reorder charged a different price than last time. Reorder re-places the order at today's live price with your current discounts — a favourite saves the recipe, not the price.

Auto-Boost

"Connect your Telegram first." Auto-Boost watches your channel through the Onflow Ads bot, so your account needs Telegram linked. Connect it from your account settings, then create the rule.

"We couldn't access that channel." The channel must be public (an @username or t.me link) — or paste its private **invite link** instead.

Auto-Boost stopped boosting posts. Check the rule's card: the pool may be empty (top it up or enable auto-renew), or the rule may be paused.

The API

"Invalid API key." (HTTP 401) The key is missing, mistyped, or was revoked. Keys are shown once at creation — if it's lost, mint a new one in the Developer view.

"Rate limit exceeded." (HTTP 429) You exceeded your plan's per-key requests-per-minute. Slow the polling, spread work over more keys (within your plan's key limit), or upgrade. Better still, use webhooks (Master+) instead of polling.

"The developer API is an Elite plan feature." API keys are available from the Elite plan; order webhooks from Master. See https://onflowads.com/pricing.

Still stuck? Use **"Report a problem"** on the affected order, or contact support at https://onflowads.com/contact.

SECTION

Cross-Promotion

CROSS-PROMOTION

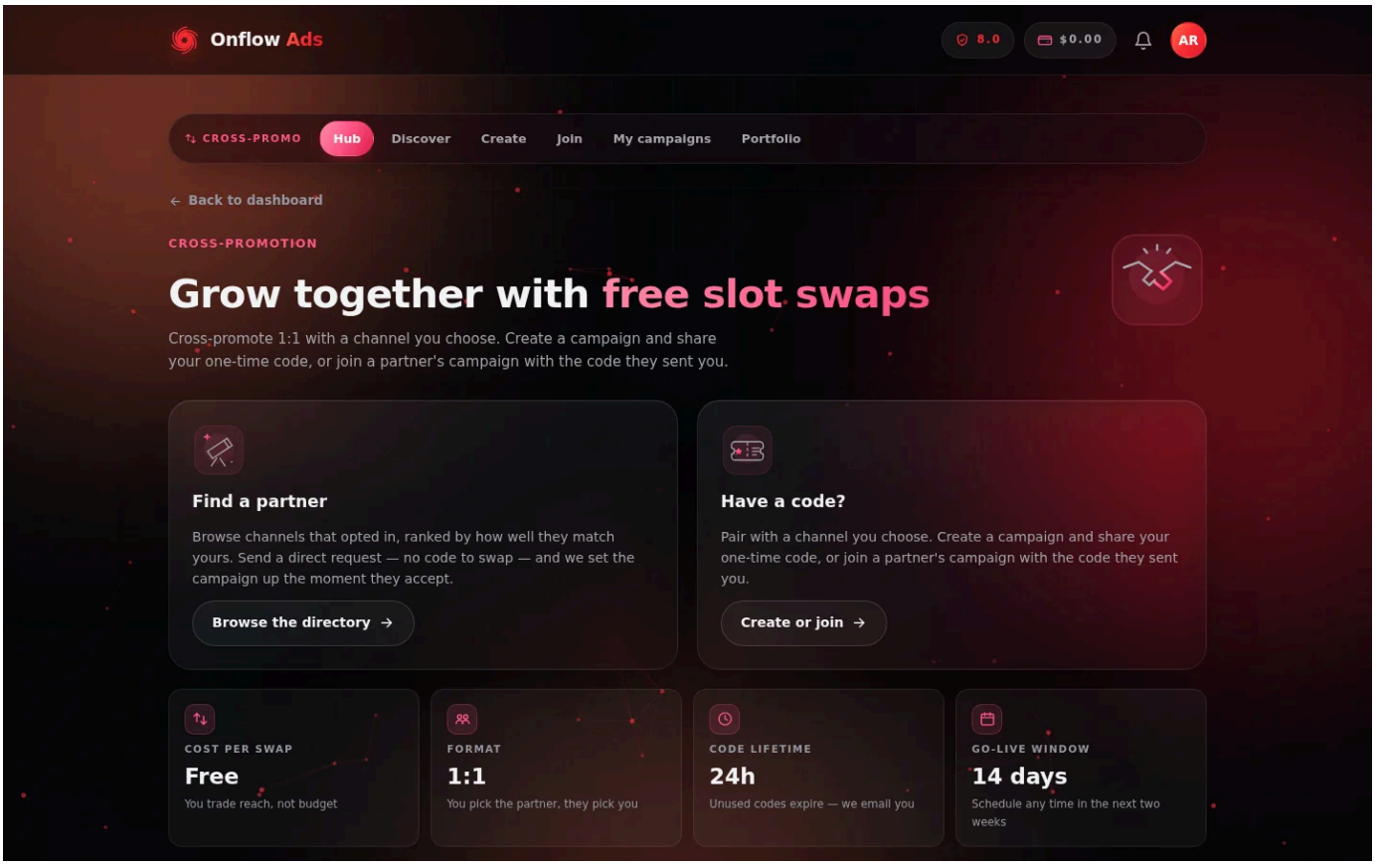
Cross-Promotion Overview

Cross-Promotion Overview

Cross-promotion is Onflow Ads' free growth tool for Telegram channel owners. You pair up with another channel, agree a go-live time, and each channel carries the other's promotional post for an agreed run. No money changes hands — you trade reach, not budget.

Once both of you have written and approved each other's posts, our bot publishes both posts automatically at go-live and removes them at the end of the run. You get real results afterwards: how many people opened each ad, proof links to the live posts, and subscriber-gain numbers.

Everything starts from the Cross-Promotion hub in your dashboard.



The Cross-Promotion hub. The pill strip along the top — Hub, Discover, Create, Join, My campaigns and Portfolio — is how you move between every cross-promotion flow.

Who it is for

- **Channel owners** who want to grow their audience without spending on ads.
- **Creators with several channels** — the Portfolio page lets you run cross-promotion across your whole roster.
- Any **public** Telegram channel. Private channels cannot be cross-promoted.

The two ways to pair up

Route	How it works	Start here
Find a partner	Browse the opt-in partner directory, ranked by how well each channel matches yours. Send a direct request — no code needed — and the campaign is set up the moment they accept.	Discovering partners and Partnership requests
Have a code?	Create a campaign and get a one-time code like `CP-7K4M-Q2XP` to hand to a partner you already know — or enter the code a partner sent you.	Manual promos with CP codes

There is also an **open-campaigns board**: creators can list an unclaimed campaign publicly so any well-matched member can find and join it without being sent the code privately. See Discovering partners.

How a swap runs, end to end

1. **Pair up** — via a code, a directory request, or the board.
2. **Agree the schedule** — the joiner accepts the proposed go-live as-is, or proposes new timing for the other side to approve. See Schedule proposals.
3. **Build your posts** — each of you writes the promo that will run in the *other's* channel (text plus optional link buttons). See Creatives.
4. **Review each other's post** — you approve the post that will appear in your own channel, or send it back for changes. Unanswered reviews auto-approve after six hours so a silent partner cannot stall the campaign.
5. **Automatic delivery** — once everything is approved, the campaign is handed to our bot. It publishes both posts at go-live and takes them down at the end of the run. Nothing to post by hand.

6. **Results and ratings** — see ad opens, proof links and subscriber gains (Campaign results), then rate your partner to help the next member decide.

Key facts

Cost per swap	**Free**
Format	**1:1** — you pick the partner, they pick you (plus an optional multi-partner Blitz mode on higher plans)
Code lifetime	Unused codes expire **24 hours** after creation — we email you if that happens
Go-live window	Any time within the next **14 days**
Run durations	12, 24, 36, 48, 72, 96 or 168 hours (up to 1 week)
Channel requirement	Public Telegram channel, with the Onflow Ads bot added as an admin

MONTHLY ALLOWANCE

The number of cross-promotions you can *start* each month depends on your plan; joining someone else's campaign is never capped. Your current usage and limit are shown in the plan strip on the create and campaign pages. Campaigns that never ran — expired codes, cancelled campaigns, or ones closed because a partner went silent — do not count against your allowance. See Rules and fairness.

Where everything lives

All cross-promotion pages are inside your dashboard at https://onflowads.com/telegram/dashboard/cross-promotion. Every page carries the same sticky sub-navigation bar with pills for **Hub**, **Discover**, **Create**, **Join**, **My campaigns** and **Portfolio**.

Page	Address	What it is for
Cross-Promotion hub	`/telegram/dashboard/cross-promotion`	The front door: "Find a partner" and "Have a code?"
Find Partners	`/telegram/dashboard/cross-promotion/discover`	Directory, requests, open-campaigns board, recurring swaps, your listings
Manual cross-promotion	`/telegram/dashboard/cross-promotion/manual`	Create or join with a code, plus a list of your campaigns
Create a campaign	`/telegram/dashboard/cross-promotion/create`	The four-step create wizard
Join a campaign	`/telegram/dashboard/cross-promotion/join`	Enter a partner's code
Campaign details	`/telegram/dashboard/cross-promotion/campaign/YOUR-CODE`	Manage one campaign: schedule, posts, results
My Cross-Promotions	`/telegram/dashboard/cross-promotion/campaigns`	Every campaign you have run, on the website and in the Telegram bot
Portfolio	`/telegram/dashboard/cross-promotion/portfolio`	Cross-promotion across all of your channels in one view

WEBSITE AND TELEGRAM BOT

Cross-promotion also exists inside the Onflow Ads Telegram bot, and both surfaces share the same campaign history — the **My Cross-Promotions** page shows campaigns from both, with bot-run campaigns shown read-only ("Managed in Telegram"). However, a code minted in the bot must be joined in the bot, and a code minted on the website is joined on the website.

Next: Discovering partners — the partner directory, the open-campaigns board, and how to make your own channel discoverable.

CROSS-PROMOTION

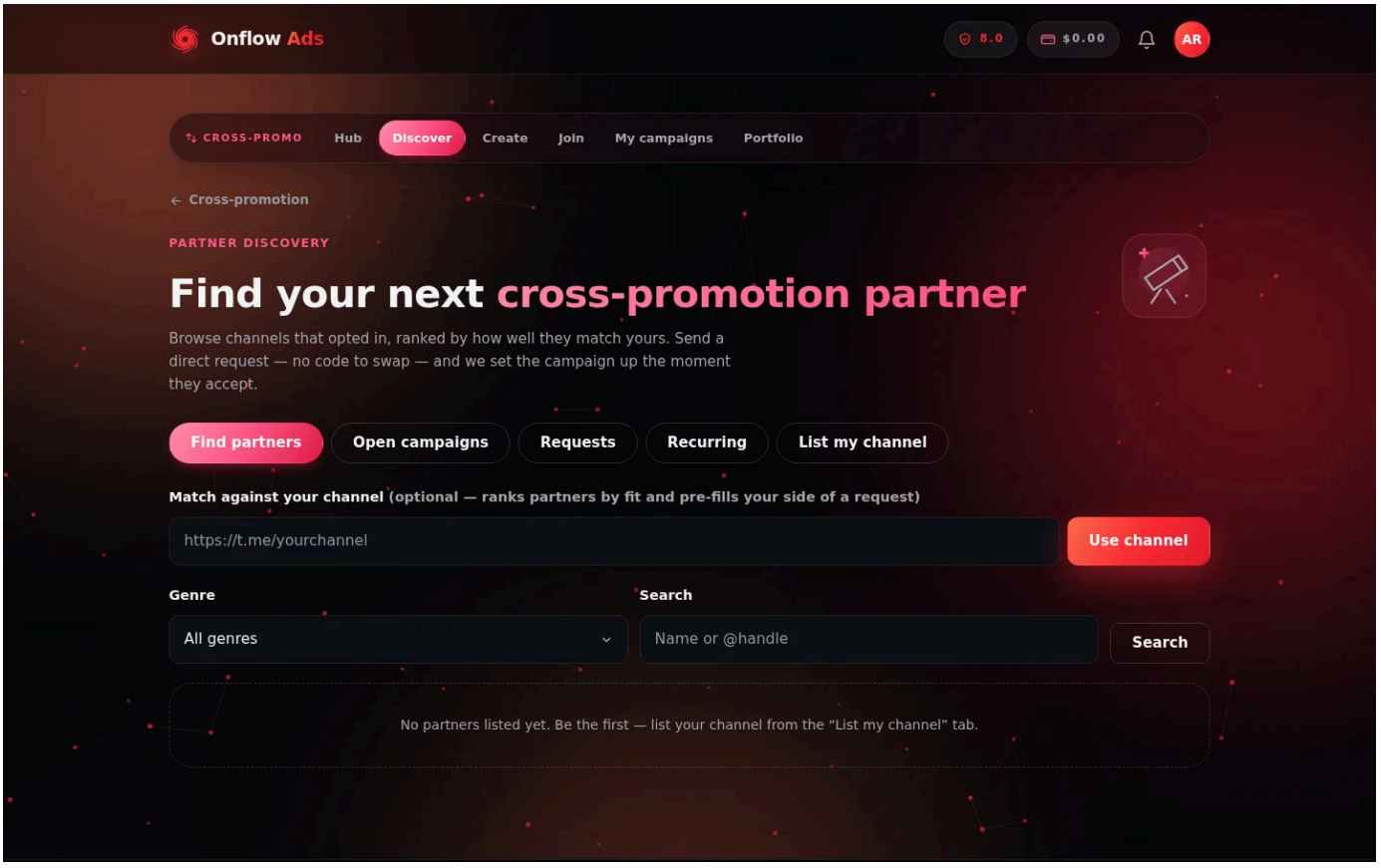
Discovering Partners

Discovering Partners

You don't need to already know a partner to cross-promote. The **Find Partners** page at https://onflowads.com/telegram/dashboard/cross-promotion/discover (also reachable from the hub's **Find a partner** card, or the **Discover** pill in the sub-navigation) has five tabs:

Tab	What it does
Find partners	Browse the opt-in partner directory, ranked by how well each channel matches yours
Open campaigns	Campaigns whose creators listed them publicly — join one directly, no code to swap
Requests	Your inbound and outbound swap requests — see Partnership requests
Recurring	Partnerships set to repeat — see Recurring promos
List my channel	Put your own channel in the directory (see Listing your channel below)

This page covers the discovery flows: browsing the directory, the open-campaigns board, and opting your own channel in and out of the directory.



The Find Partners page. Set your own channel at the top first — that is what ranks the results by fit and pre-fills your side of any request you send.

Browsing the directory

1. On the **Find partners** tab, optionally paste your channel link under **"Match against your channel"** and press **Use channel**. This is optional but recommended: it ranks partners by fit, shows a size verdict on every card, and pre-fills your side of any request you send. Until you set a channel, results are shown in recency order without size verdicts.
2. Filter by **Genre**, or **Search** by name or @handle and press **Search**.
3. Each partner card shows the channel's title, @handle, subscriber count, average views and genre, an optional pitch line written by the owner, and the same trust signals used everywhere in cross-promotion:
   - the **size verdict** — *Great match*, *Good match*, *Fair match* or *Uneven sizes* (shown once you've set your channel);
   - their **track record** — completed and dropped swap counts with a reliability percentage, or *"New partner · no completed swaps yet"*;
   - their **average star rating** from past swaps.

4. When you're ready to approach someone, press **Request swap** on their card — the full request flow is covered in Partnership requests.

Listings marked ★ **Featured** paid for placement at the top of the results. Featuring buys *position only* — match verdicts, track records and ratings are never for sale. See Rules and fairness.

> **AI SHORTLIST**
>
> When you've set your channel, a **"Find my best matches"** button appears above the results. It weighs the visible partners against your channel and returns a short ranked list with a one-line reason for each pick. This uses one of your daily AI actions — if you've used them all, the page says so.

Some cards also show a **"Book a paid promotion"** link — that partner also sells placements through Paid Promotions, so you can buy guaranteed reach from them on top of a free swap.

> **EMPTY DIRECTORY?**
>
> If no partners match your filters, the page suggests being the first to list: "No partners listed yet. Be the first — list your channel from the 'List my channel' tab."

The open-campaigns board

The **Open campaigns** tab shows campaigns whose creators chose to list them publicly (via the "List this on the open-codes board" checkbox at creation, or the **List on the board** toggle on the campaign page). Each card shows the creator's channel, the trust signals, and the **Proposed go-live** they already set.

1. Optionally set your channel on the **Find partners** tab first — the board then ranks listings by fit and shows size verdicts.
2. Press **Join this campaign** on a card — it opens the join page with the code pre-filled and looked up automatically, and the normal join flow takes over.

Listings drop off the board automatically when they are joined or their code expires. If the board is empty you'll see: "No open campaigns on the board right now. Create one and list it, or check back soon."

Listing your channel in the directory

The directory is strictly **opt-in** — your channel never appears unless you list it. To become discoverable:

1. Open the **List my channel** tab.
2. Paste your channel link under **Your channel** and press **Fetch**. The same checks as every other cross-promotion flow apply here: the channel must be public, and you'll be walked through adding the Onflow Ads bot as an admin if it isn't already.
3. Pick your **Genre** and optionally write a **Pitch** — up to 240 characters shown on your directory card (the placeholder suggests the style: "e.g. Daily crypto alpha, 12k engaged traders — open to weekly swaps.").
4. Press **List my channel**. You'll see "Your channel is now discoverable."

Managing your listings

Your listings appear under **Your listings** on the same tab, each with a **Listed** or **Hidden** badge. From there you can:

- **Remove from directory** — hides your listing immediately. The listing is kept, so you can press **List again** later to reactivate it (with its saved genre) in one click. While hidden, partners cannot find you or send you requests from the directory.
- **★ Feature** — pay to pin your listing to the top of directory browsing for a set number of days. The exact price and duration are shown on the button itself — for example "★ Feature — $1.99 / 7 days" — and higher plans get a discount, up to free on the top plan. Pressing it arms a **"Confirm — charge my wallet"** step before your wallet is charged. While featured, your card carries a **★ Featured** badge and the listing shows "Featured until" its end date. A listing can't be featured twice at once — the Feature button reappears when the current run ends.

> **TIP**
>
> You can also list or unlist channels in bulk from the Portfolio page, and an AI **pitch drafting** helper can write your directory blurb from your channel's own profile — you always review the draft and press **Use this pitch** before it is saved.

FAQ

Why don’t I appear in the directory?

Listing is opt-in — add your channel from the **List my channel** tab. If you removed the listing earlier, it shows as **Hidden**; press **List again** to reactivate it.

Does removing my listing affect running campaigns?

No. Unlisting only removes you from directory browsing; campaigns you're already part of continue as normal.

Can I list more than one channel?

Yes — repeat the listing flow for each channel you own. Each channel gets its own card, genre and pitch. The Portfolio page shows the listed/unlisted state of every channel in one place.

Next: Partnership requests — once you have spotted a partner in the directory, this is how you approach them.

CROSS-PROMOTION

Partnership Requests

Partnership Requests

A partnership request is the direct, no-code way to start a swap: you pick a partner in the directory, propose a schedule up front, and if they accept, the campaign is created automatically with both channels already attached. Nobody needs to copy or enter a CP code.

Requests live on the **Find Partners** page at https://onflowads.com/telegram/dashboard/cross-promotion/discover — you send them from the **Find partners** tab, and manage them on the **Requests** tab.

Why use a request instead of a code?

	Request	CP code
Best for	Partners you found in the directory	Partners you already know and talk to
Schedule	You propose it up front, in the request	Creator sets it; joiner confirms or renegotiates
Pairing	Automatic on accept — both channels attached	Partner enters the code and attaches their channel
Can expire	After 72 hours unanswered	After 24 hours unjoined

Sending a request

1. On the **Find partners** tab, set your channel at the top of the page (**"Match against your channel"** then **Use channel**). This is required before sending: it's the channel you'll promote, and it becomes your side of the campaign. If you skip it, pressing Request swap shows "Set your channel at the top first — that's the channel you'll promote."

2. Press **Request swap** on a partner's card. The card is replaced by an inline form titled "Request a swap with" that partner.
3. Pick a proposed go-live **date**, **time**, **timezone** and **duration** — the same scheduler as the create wizard, with the same 14-day window and the same run durations (12h to 168h).
4. Optionally add a short **Message** (up to 240 characters — the placeholder suggests "Say hi and why you'd be a good match.").
5. Press **Send request**. You'll see "Request sent — we'll let you know when they respond." The partner is notified by Telegram DM and email.

Rules for outbound requests

- **One pending request per partner** at a time. The partner's card shows a disabled **Request sent** button until it is resolved; trying to send another returns "You already have a pending request to this partner."
- Sending a request counts against the same **monthly initiation allowance** as creating a campaign — if the partner accepts, you become the campaign's creator. If you're at your cap, the request is refused with the same message and options as the create wizard (see Rules and fairness).
- The same **account-standing check** as creating a campaign applies (reliability floor — see Rules and fairness).
- Pending requests **expire after 72 hours** if the recipient doesn't act. An expired request shows an **Expired** badge; send a fresh one if you're still interested.
- You can only request partners who are **currently listed** in the directory. If they unlisted since you loaded the page you'll see "That partner is no longer listed in the directory."

Boosting a request

On a pending outbound request, a ⚡ **Boost** button may appear, with the price on the button itself (for example "⚡ Boost — $0.99"; higher plans get a discount, and on the top plan it shows "free"). Boosting moves your request to the **top of the recipient's inbound queue** with a ⚡ **Priority** badge.

1. Press ⚡ **Boost**. The button arms to **"Confirm — charge wallet"**.
2. Press it again within a few seconds to confirm. Your Onflow Ads wallet is charged the shown price and the request is marked boosted.

Boosting buys *priority position only* — it never changes whether the recipient can or will accept, and it never alters your trust signals.

Cancelling a request

On the **Requests** tab, any pending request you sent has a **Cancel request** button. Cancelling withdraws it immediately; the recipient can no longer accept it.

Requests sent to you

The **Requests** tab lists two sections — **Requests to you** (inbound) and **Requests you sent** (outbound). Each card shows:

- the other channel's name, @handle, subscribers and photo;
- their optional message, in quotes;
- the standard trust signals — size verdict, track record, star rating (see Rules and fairness);
- the **Proposed schedule** — go-live, timezone, duration and end time;
- a status badge: **Pending**, **Accepted**, **Declined**, **Cancelled** or **Expired**, plus ⚡ **Priority** on boosted requests.

Accepting

Press **Accept & set up**. What happens:

1. The campaign is created instantly — the requester is the creator, you are the partner, both channels are already attached, and the schedule is the one they proposed.
2. If the proposed go-live is still in the future, the campaign is immediately **Confirmed** and both of you receive the full confirmation by Telegram DM and email.
3. If the proposed go-live has already passed by the time you accept, the campaign opens in the **Awaiting confirmation** state instead, and the requester is notified to agree a new time with you — use Schedule proposals to fix the timing.
4. Either way, you land straight on the campaign page, ready to build posts (Creatives).

> **ACCEPTING IS A COMMITMENT**
>
> Accepting a request makes you the campaign's joiner, so the same checks as joining with a code apply: the anti-ghost join gate and the reliability floor. If you're in a join cooldown or your account is under review, the accept is refused with the reason. See Rules and fairness.

Declining

Optionally type a reason in the **"Reason if you decline (optional)"** field (up to 300 characters), then press **Decline**. The requester is told — with your reason, if you gave one

— by Telegram DM and email. The reason also appears on their request card under "Reason:".

After a request is accepted

The request card gains an **Open campaign** button linking to the new campaign page. From there the normal flow continues: schedule (already agreed or renegotiated), posts, review, automatic delivery.

Request statuses at a glance

Status	Meaning	Who can act
Pending	Waiting for the recipient	Recipient: accept/decline. Sender: boost or cancel
Accepted	Campaign created — open it from the card	Both: open the campaign
Declined	Recipient said no (reason shown if given)	Nobody — send a new request later if things change
Cancelled	Sender withdrew it	Nobody
Expired	72 hours passed with no decision	Sender: send a fresh one

FAQ

My request expired — does it count against my monthly allowance?

No. Only campaigns that actually form (and keep) a partner count. Expired, declined and cancelled requests never consume a slot.

Can I edit a request after sending?

No — cancel it from the **Requests** tab and send a new one with the corrected schedule or message.

I boosted a request and they still declined. Do I get a refund?

No — boosting buys queue position, not an acceptance. It's best used when a partner's inbound queue is likely busy.

Why can’t I accept an inbound request?

If the accept is refused, the message tells you why: the request may have expired (72 hours), already been handled, or your account may be in a join cooldown or below the reliability floor. See Rules and fairness.

Next: Manual promos with CP codes — the other way to pair up, for a partner you already know and talk to.

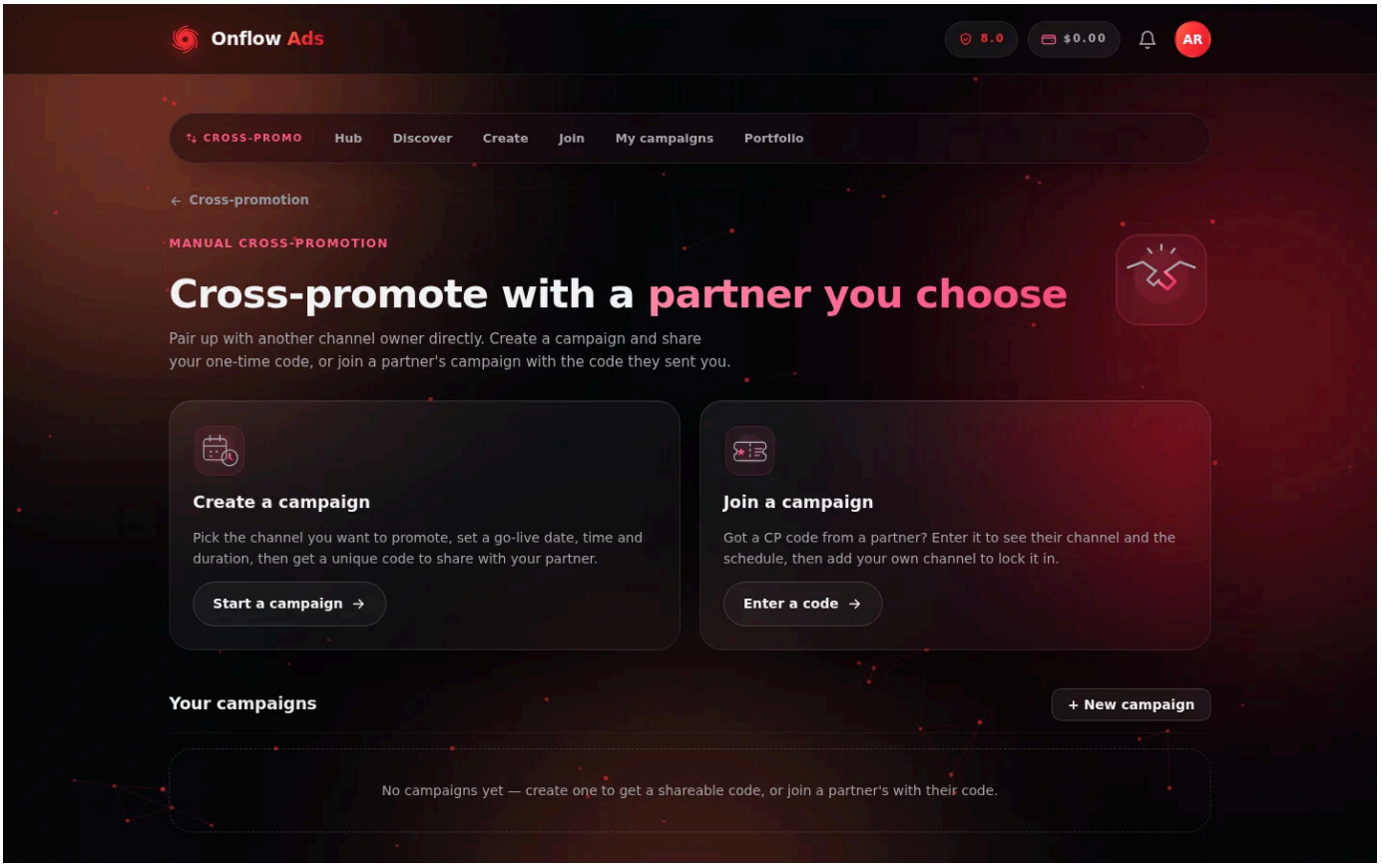
CROSS-PROMOTION

Manual Promos with CP Codes

Manual Promos with CP Codes

A **manual** cross-promotion is one where you choose the partner yourself and pair up with a one-time **CP code** — as the page puts it, "Cross-promote with a partner you choose." It's the right route when you already know the channel owner you want to swap with (from a group chat, a community, or a past swap) and just need Onflow Ads to run the agreement, the posts and the delivery.

The manual landing page is at https://onflowads.com/telegram/dashboard/cross-promotion/manual — reachable from the hub's **Have a code?** card ("Create or join").



The manual page is the fork in the road: mint a code on the left, redeem a partner's code on the right. Your campaigns collect underneath.

What's on the page

Two big choice cards and your campaign list:

Card	What it says	Where it goes
Create a campaign	"Pick the channel you want to promote, set a go-live date, time and duration, then get a unique code to share with your partner." — **Start a campaign**	The create wizard
Join a campaign	"Got a CP code from a partner? Enter it to see their channel and the schedule, then add your own channel to lock it in." — **Enter a code**	The join page

Below them, a **Your campaigns** section lists every website campaign you're part of, with a **+ New campaign** shortcut.

How a CP code works

- **Format:** `CP-` followed by two groups of four characters, e.g. `CP-7K4M-Q2XP`. Codes never contain easily-confused characters (no 0/O, 1/I/L), and entry on the join page is forgiving — capitalisation, spaces and dashes don't matter.
- **One-time:** exactly one partner can join with a code. Once joined, entering the same code takes each participant to their campaign page instead.
- **Expiry:** if nobody joins within **24 hours** of creation, the code expires automatically and you're emailed. Blitz campaigns are the exception — they stay open while collecting partners until launched or cancelled.
- **Private by default:** only someone you give the code to can join. You can optionally list the campaign on the **open-campaigns board** so well-matched strangers can find it too — see Discovering partners.
- **Surface-bound:** a code minted on the website is joined on the website; a code minted in the Telegram bot is joined in the bot. Entering a bot code on the website returns "No campaign found for that code."

The Your campaigns list

Each row in **Your campaigns** shows:

- the campaign's **code** (e.g. `CP-7K4M-Q2XP`);
- the pairing — "with @partnerhandle", or "No partner yet" while the code is unclaimed;

- the agreed **go-live** in your local time, once set;
- a status pill: **Awaiting partner**, **In progress**, **Changes proposed**, **Confirmed**, **Expired** or **Cancelled** (see Campaign lifecycle for what each means).

Click any row to open that campaign's manage page at `/telegram/dashboard/cross-promotion/campaign/YOUR-CODE`.

If you haven't run anything yet, the list shows: "No campaigns yet — create one to get a shareable code, or join a partner's with their code."

> **WEBSITE CAMPAIGNS ONLY**
>
> This list shows campaigns created or joined **on the website**. For the combined history including campaigns run in the Telegram bot, use the **My Cross-Promotions** page — see Campaign lifecycle.

Manual codes vs. directory requests

Both routes end in exactly the same campaign — same schedule agreement, same post builder, same automatic delivery, same results. The only difference is how you pair up:

- **Manual (code):** you find the partner yourself and hand them the code. Nothing about the partner is pre-vetted for you — check their channel yourself, and look at the trust signals shown on the join page before committing.
- **Directory (request):** Onflow Ads shows you opted-in partners ranked by fit, with trust signals up front, and pairing happens on accept. See Partnership requests.

FAQ

Can I have several open codes at once?

Yes — each create mints its own campaign and code, and each counts toward your monthly initiation allowance once it finds (and keeps) a partner. All of them appear in **Your campaigns**.

I shared my code but my partner can’t join

Walk through the checks in Joining a campaign: the code may have expired (24 hours), already been used, been minted in the bot rather than the website — or your partner may be in a temporary join cooldown.

Can I re-use a code after the campaign finishes?

No. Codes are one-time and stay attached to their campaign forever — the code doubles as the campaign's permanent address (`/campaign/YOUR-CODE`), including for its results. Start a new campaign to get a new code, or set up a recurring promo so new rounds are created for you automatically.

Next: Creating a campaign — the four-step wizard that mints your code.

CROSS-PROMOTION

Creating a Campaign

Creating a Campaign

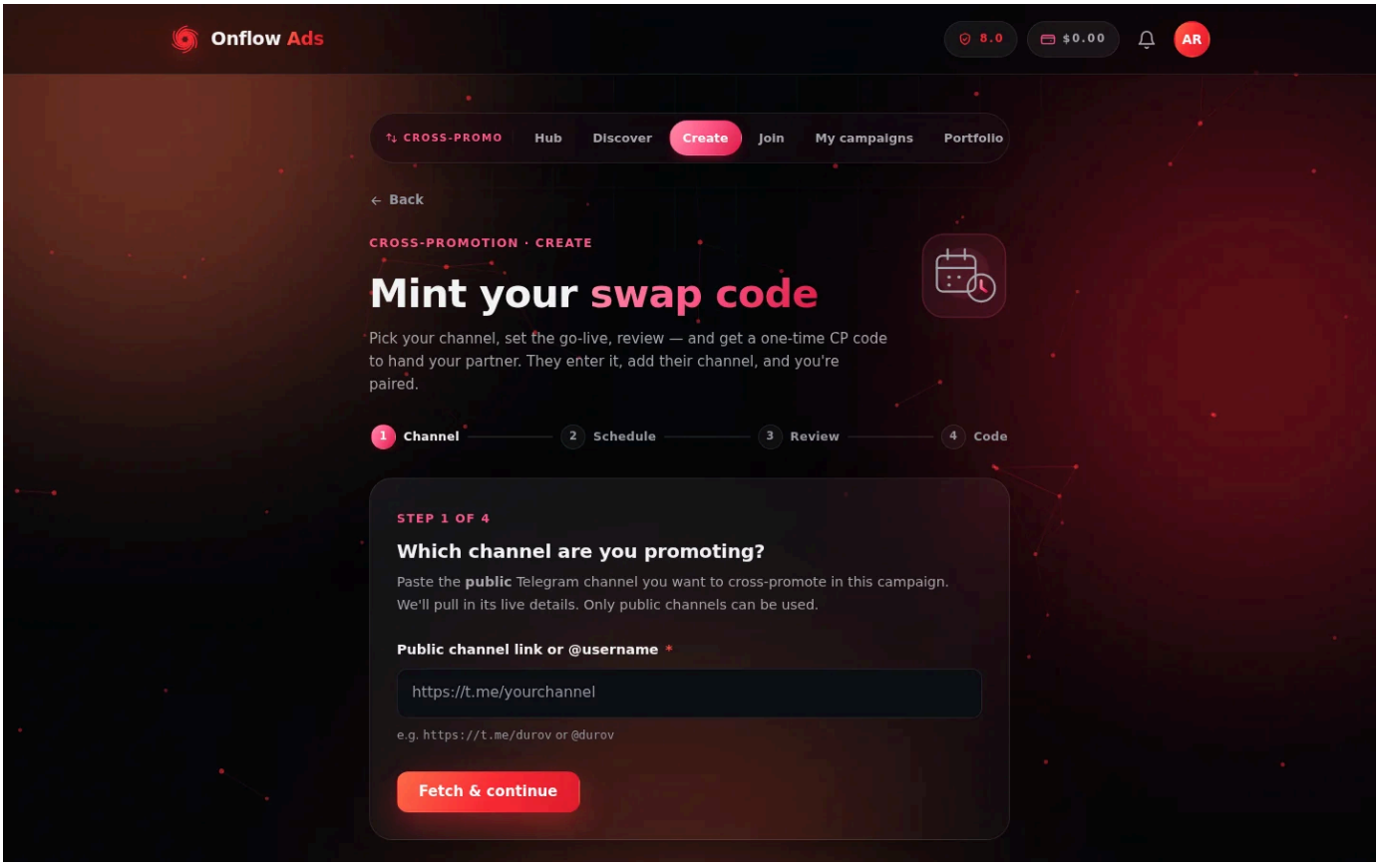
Creating a campaign mints a one-time **CP code** (it looks like `CP-7K4M-Q2XP`). You hand the code to a partner; when they enter it, they see your channel and your proposed schedule, attach their own channel, and the two of you are paired.

Before you start

- Your channel must be a **public** Telegram channel (it has a `t.me/...` link or an @username).
- You will be asked to **add the Onflow Ads bot as an admin** of your channel if it is not already. This is required so the bot can later publish and remove the promotional posts automatically. The page walks you through it and lets you retry once done.
- Your account must be in good standing — accounts with a very low reliability score are asked to improve it before starting new cross-promotions, and you must have room in your monthly initiation allowance. See Rules and fairness.

Step-by-step

The create wizard runs in four numbered steps — Channel, Schedule, Review, Code — with a progress strip at the top so you always know where you are.



Step 1 of the create wizard. You start by pasting the public channel you want to promote; the page pulls in its live details.

1. Open https://onflowads.com/telegram/dashboard/cross-promotion, choose **Have a code?**, then **Create a campaign**. (Direct link: `/telegram/dashboard/cross-promotion/create`.)

2. **Step 1 — Channel.** Paste your public channel link or @username (e.g. `https://t.me/yourchannel` or `@yourchannel`) and press **Fetch & continue**. The page pulls in the channel's live details — title, photo, subscriber count and average views — and shows them as a card with a **Public** badge. Once fetched, the button reads **Continue**.

3. **Channel genre.** Pick your channel's genre from the list (Crypto & Web3, Tech & Software, News & Media, Finance & Trading, Education & Courses, Books & Literature, Gaming & Esports, Entertainment, Marketing & Business, Lifestyle, Health & Fitness, Travel, Art & Design, Sports, or Other). This is saved on your channel so you never have to enter it again, and it powers partner matching and the directory's genre filter.

4. **Step 2 — Schedule.** Choose when the cross-promotion goes live and how long it runs:

- **Timezone** — detected automatically from your device; press **Change** to pick another from the list.
- **Go-live date** — any day within the next 14 days, picked on a calendar (the calendar hint shows the exact selectable range).
- **Go-live time** — set the hour and minute with the steppers or by typing; switch between **12h** and **24h** formats. The time must be in the future — a past time today returns "That time has already passed today — pick a later time or another day."
- **Duration** — how long the posts stay up: 12h (half a day), 24h (1 day), 36h, 48h, 72h, 96h or 168h (1 week).

If you are unsure which day to pick, the 🤖 **Best day to go live** button suggests an upcoming date based on your channel's busiest posting days, marking the pick with a ⭐ note. (This uses one of your daily AI actions and is only offered when there is enough posting data — otherwise it says no suggestion is available yet.)

5. **Step 3 — Review.** Check the channel card and the schedule. This step also shows:
   - **Your plan strip** — how many campaigns you have started this month out of your plan's allowance (with a usage meter), plus any plan perks: completion rewards, included insurance, add-on discounts, Blitz capacity, and a one-line upgrade hint. See Rules and fairness.
   - **List this on the open-codes board** — an optional checkbox: "List this on the open-codes board so a well-matched partner can find and join it — instead of only sharing the code privately. You can change this anytime." Ticked, your campaign appears on the public board; left unticked, only someone you send the code to can join. You can toggle this any time while the campaign is still awaiting a partner.
   - ⚡ **Make it a Blitz** — on plans that include it, a checkbox turns this into a one-to-many campaign with an "Up to N partners" selector. See Blitz campaigns.
6. Press **Create CP code**. Step 4 shows your code on a ticket with a **Copy code** button (it flashes "Copied ✓"), plus **View campaign** and **Back to dashboard** links.
7. **Share the code** with your partner however you normally talk to them — Telegram, email, anywhere. They enter it on the join page.

> ⚠ **CODES EXPIRE AFTER 24 HOURS**
>
> If nobody joins within 24 hours of creation, the code expires automatically and we email you. Blitz campaigns are the exception — they stay open while collecting partners until you launch or cancel them.

> **TIP**
>
> After creating, the campaign page (linked from **View campaign**) shows the code again with a copy button, a reminder that "Unused codes expire 24 hours after creation", a **List on the board** / **Remove from board** toggle, and a **Cancel campaign** button if you change your mind.

If you hit your monthly limit

Each plan includes a set number of cross-promotion **initiations** per month (joins are never counted). If you reach it, the create call is refused with a message showing your usage, which plan raises the limit, and a one-off **+1 CP Action** override you can buy in the Telegram bot (the price is shown in the message). Expired, cancelled and partner-abandoned campaigns are not counted — only campaigns that found and kept a partner spend a slot. Full details in Rules and fairness.

What happens next

- You get a Telegram DM confirming the campaign was created (if your Telegram is linked).
- Your campaign sits in **Awaiting partner** — visible in **Your campaigns** on the manual page and on its own campaign page.
- When a partner joins, you are notified and the campaign moves to **Awaiting confirmation** while they accept your schedule or propose changes.
- Once the schedule is confirmed by both sides, you both build your posts — see Creatives.

Edge cases

- **Wrong channel fetched?** Edit the link in Step 1 — changing it clears the fetched card and you fetch again.
- **Bot not admin yet?** The fetch shows an add-bot panel with instructions and a retry — nothing is created until the check passes.
- **Changed your mind after creating?** Open the campaign page and press **Cancel campaign** (two-tap confirm). A cancelled unclaimed code never counts against your allowance.
- **Nobody joined in time?** The code expires at 24 hours, you're emailed, and the campaign shows **Expired** with a one-click "Create a new campaign" action.

Next: Joining a campaign — exactly what your partner sees when they enter the code you just sent them.

CROSS-PROMOTION

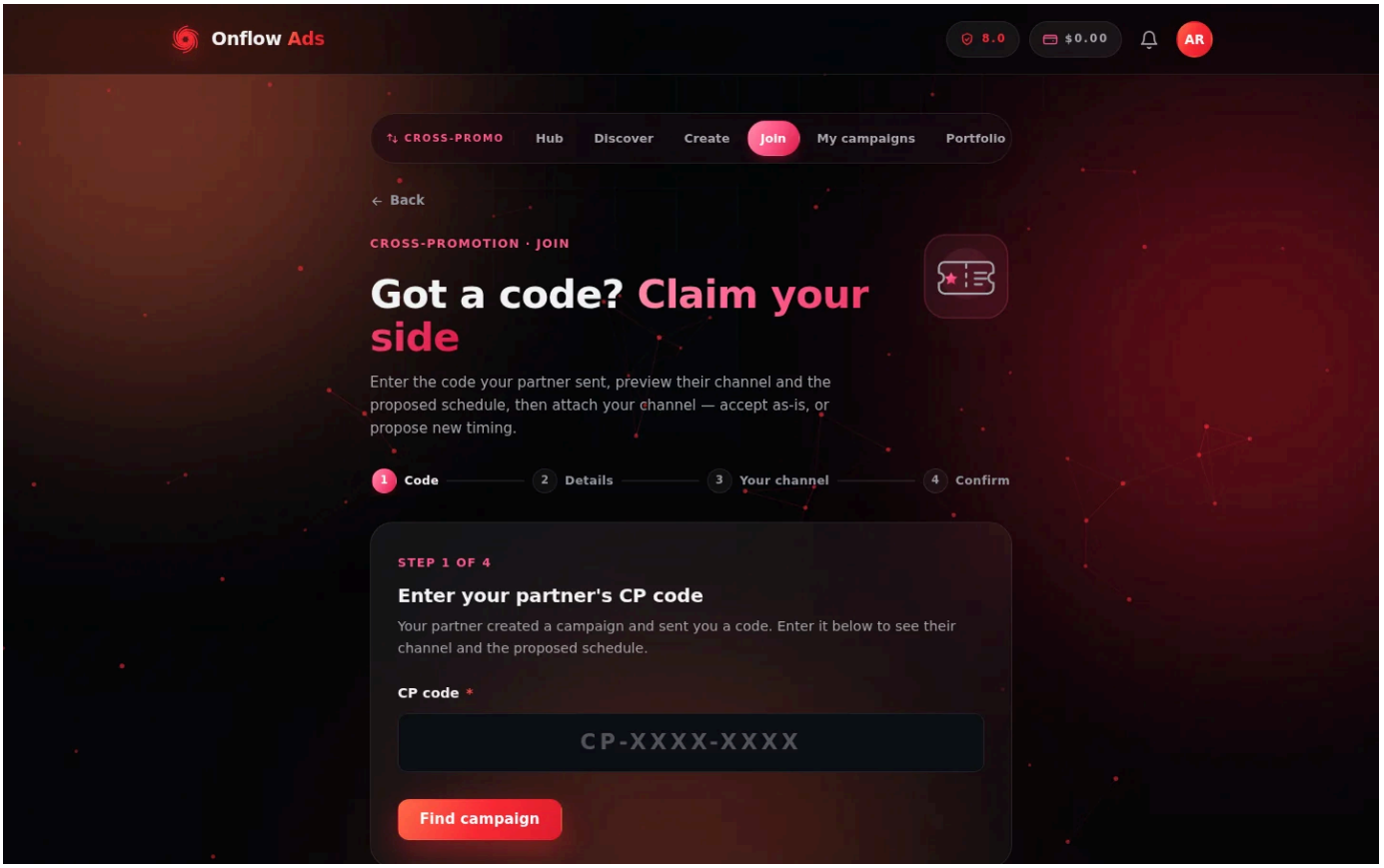
Joining a Campaign

Joining a Campaign

Got a code from a partner? Enter it, preview their channel and proposed schedule, attach your own channel, then either accept the schedule as-is or propose new timing. Joining is always free and never counts against any monthly allowance.

Step-by-step

Joining runs in four numbered steps — Code, Details, Your channel, Confirm — and nothing is committed until you attach your channel at step 3.



Step 1 of the join flow. Entering the code only looks the campaign up — you get to see the partner's channel and schedule before deciding anything.

1. Open https://onflowads.com/telegram/dashboard/cross-promotion, choose **Have a code?**, then **Join a campaign**. (Direct link: `/telegram/dashboard/cross-promotion/join`.)

2. **Step 1 — Code.** Type the code your partner sent (format `CP-XXXX-XXXX` — capitalisation, spaces and dashes don't matter) and press **Find campaign**.

   > **TIP**
   > If you found the campaign on the open-campaigns board, the **Join this campaign** button brings you here with the code pre-filled and looked up automatically.

3. **Step 2 — Details.** You see the creator's channel card (title, @handle, subscribers, average views) and the schedule they set — go-live in their timezone plus UTC, the duration, and when it ends. Above the schedule is a **"Before you commit"** panel with trust signals:

   - **Track record** — how many swaps this partner has completed, how many they dropped, and a reliability percentage with a small meter. Brand-new partners are flagged *"New partner · no completed swaps yet"*.
   - **Star rating** — the average rating other members have given them after completed swaps, with the rating count.
   - **Size verdict** — how closely your two channels match in audience size: *Great match*, *Good match*, *Fair match* or *Uneven sizes*. Because it compares your channel with theirs, it appears once your channel is known — for example on directory and board cards after you've set your channel, and on the campaign page once you've attached your channel in the next step.

   Press **Continue** if you're happy to proceed, or **Back** to bow out — nothing is committed yet.

4. **Step 3 — Your channel.** Paste your own **public** channel link or @username and press **Fetch & continue**. Like the create flow, you may be asked to add the Onflow Ads bot as an admin of your channel, and to pick your channel's genre. Attaching your channel pairs you into the campaign — from this point the creator can see you joined.

5. **Step 4 — Confirm.** Two choices:

   - **Keep this schedule** — accepts the date, time and duration exactly as the creator set them and **confirms the cross-promotion right away**. You'll see *"It's confirmed! 🤝"* and both of you receive the full details by email.
   - **Propose changes** — opens the scheduler pre-filled with the creator's timing so you can suggest a different date, time or duration. Press **Send proposed changes**;

you'll see *"Changes sent ✈️"* and your partner gets an email and decides. You'll be emailed the moment they accept or decline. The full negotiation flow is covered in Schedule proposals.

After joining

- Once confirmed, both of you move on to building your posts — see Creatives.
- You can revisit the campaign any time at `/telegram/dashboard/cross-promotion/campaign/YOUR-CODE` or from the **Your campaigns** list on the manual page. Entering the same code again on the join page also takes you straight to your campaign.

> ⚠ **CONFIRM PROMPTLY**
>
> If you attach your channel but never confirm the schedule, the campaign is automatically released after about two days so the creator isn't left hanging — and repeat no-shows are temporarily blocked from joining new campaigns. See Rules and fairness.

Messages you might see when entering a code

Message	What it means
"No campaign found for that code. Double-check it with your partner."	The code is wrong — or it was created in the Telegram bot. Bot codes must be joined in the bot, not on the website.
"This code has expired — ask your partner to create a new campaign."	Nobody joined within 24 hours, so the code auto-expired.
"This campaign has already been joined by someone else."	Codes are one-time; another channel got there first.
"That's your own code — share it with a partner instead."	You entered a code you created yourself.

Message	What it means
"Joining is paused for now — a campaign you recently joined went unconfirmed."	You are in a temporary join cooldown after leaving campaigns unconfirmed. You can still create your own campaigns; the message shows when joining reopens.
"This blitz campaign is already full." / "...already been launched or closed."	The multi-partner campaign has no free slots left, or its creator already launched it.

Joining a Blitz campaign

If the code belongs to a **Blitz** (one-to-many) campaign, the join page shows a special claim pane instead of steps 3–4: you see the creator's post (which will run in *your* channel), fetch your channel, write the post that will run in *their* channel, and press **Claim slot**. See Blitz campaigns for the full flow.

FAQ

Does joining cost a campaign slot?

No — only *initiating* (creating a campaign or sending a request) counts against a monthly allowance. Joins are unlimited on every plan.

The proposed go-live already passed — can I still accept?

No. Accepting an elapsed go-live is refused; use **Propose changes** to agree a fresh time. See Schedule proposals.

Can I back out after attaching my channel?

Yes — either **Propose changes** if it's just the timing, or cancel the campaign from its campaign page if you no longer want the swap at all. Just don't go silent: unconfirmed campaigns are auto-released after about two days and count as a strike against you.

Next: Schedule proposals — how to negotiate a different go-live time instead of accepting the one on offer.

CROSS-PROMOTION

Schedule Proposals

Schedule Proposals

A cross-promotion only runs when **both** sides have agreed the same go-live date, time, timezone and duration. Schedule proposals are how that agreement is negotiated: one side proposes timing, the *other* side decides. You can never rule on your own proposal.

Proposals happen in two situations:

1. **Before confirmation** — you joined a campaign (or accepted a request whose go-live had passed) and want different timing than the creator set.
2. **After confirmation** — plans changed, and either side wants to move an already-confirmed campaign.

Both use the same flow and the same rules.

Proposing new timing

As the joiner, during the join flow

On the join page's final step, choose **Propose changes** instead of **Keep this schedule**. The scheduler opens pre-filled with the creator's timing — adjust the date, time, timezone or duration and press **Send proposed changes**. You'll see *"Changes sent ✈️"*: "We've emailed your partner to review your proposed schedule. You'll get an email the moment they accept or decline."

From the campaign page

On the campaign page (`/telegram/dashboard/cross-promotion/campaign/YOUR-CODE`):

- On a campaign in **Awaiting confirmation**, the joiner sees **Propose changes** next to **Accept & confirm**.
- On a **Confirmed** campaign, either participant sees **Propose new time** — available any time while the current go-live is still ahead.

Pressing either opens the **"Propose new timing"** panel with the shared scheduler ("Your partner will review and approve this new time before it takes effect."). Pick the new schedule and press **Send proposed changes**.

What happens next:

- The campaign moves to the **New time proposed** state.
- Your partner is emailed (and DM'd if their Telegram is linked) that new timing awaits their review.
- Your side of the campaign page shows **"Waiting on your partner"** with your proposed schedule, and: "You proposed new timing. Your partner will review and accept or decline — we'll email you the moment they do."

Reviewing a proposal sent to you

When your partner proposes new timing, your campaign page shows the banner **"New schedule proposed — Your partner proposed new timing. Review the changes and accept or decline."** with the two schedules side by side:

Column	Contents
Currently agreed	The schedule as it stands — go-live, timezone, duration, end time
Partner proposes	The new schedule they want

Below the comparison is an optional text field — **"Reason if you decline (optional)"**, up to 300 characters — and two buttons:

- **Accept changes** — the new schedule takes effect immediately and the campaign is (re-)confirmed. Both of you are emailed the updated details.

- **Decline** — the campaign reverts to what it was before the proposal:

  - a previously **confirmed** campaign stays confirmed on its original time;
  - a never-confirmed campaign drops back to **Awaiting confirmation**, where the joiner can accept the original schedule or propose again.

  The proposer is notified by DM and email, and your reason (if you typed one) is shown to them on the campaign page — "A proposed reschedule was declined. Reason: …" — and in the notification.

Rules

- **One decider:** only the side that did *not* propose can accept or decline. If you proposed, you wait.
- **Any number of rounds:** a declined or superseded proposal doesn't end anything — either side can propose again as long as the campaign's current go-live is still ahead.
- **Everything is renegotiable:** date, time, timezone and duration all travel together in a proposal, within the same limits as creation — go-live within 14 days, in the future, one of the standard durations.
- **Notifications at every step:** proposal sent, accepted or declined — both sides get email, plus Telegram DMs when linked.

When a time has already passed

Two related edge cases:

- **Accepting an elapsed go-live is refused.** A code can sit for hours before it's actioned; if the proposed go-live passed in the meantime, pressing accept returns an error and asks for a fresh proposal instead. This applies to the joiner's initial accept and to accepting a partner's proposal alike.
- **Accepting a partnership request whose go-live passed** creates the campaign in **Awaiting confirmation** rather than Confirmed, and the requester is told to agree a new time — the proposal flow above is exactly how you do that.

> ⚠ **ONCE DELIVERY STARTS, TIMING IS LOCKED**
>
> Proposals are only possible while the campaign is being set up or is confirmed with its go-live still ahead. Once both posts are approved and the campaign is handed to the delivery bot as **Scheduled**, the timing can no longer be changed — your options are to let it run or cancel before go-live.

FAQ

We agreed a new time in chat — do we both need to do something on Onflow Ads?

Yes: one of you presses **Propose new time** and sends the agreed schedule; the other presses **Accept changes**. The bot delivers on the schedule stored in the campaign, not on what you agreed elsewhere.

Does proposing changes reset our posts?

No. Posts and their approvals are independent of scheduling — only editing a post resets its approval.

My partner declined but gave no reason

The reason field is optional. The campaign simply reverts; you can propose different timing or keep the original.

How many times can we go back and forth?

There's no fixed cap — but remember the anti-ghost clock: a joined campaign that never reaches confirmation is auto-released after about two days. See Rules and fairness.

Next: Creatives: posts and delivery — with the schedule agreed, it is time to write the post that runs in your partner's channel.

CROSS-PROMOTION

Creatives: Posts and Delivery

Creatives: Posts and Delivery

The **creative** is the promotional post itself — the text and buttons that will actually appear in a channel. Every 1:1 campaign has two creatives: yours (promoting *your* channel, running in your *partner's* channel) and your partner's (running in *yours*). Each side builds their own and approves the other's.

Once your campaign has a partner, the campaign page (`https://onflowads.com/telegram/dashboard/cross-promotion/campaign/YOUR-CODE`) grows a **Posts & delivery** section. You can build posts at any point while the campaign is being set up — before or after the schedule is confirmed.

The status chips

At the top of the section, chips show where things stand:

- **Your post: built / not built**
- **Partner post: built / not built**
- **Ready for go-live** — appears when both posts are built and both reviews are approved.

Writing your post

Your post is the promo for **your** channel that runs in your **partner's** channel — the hint under the heading says exactly that: "This runs in your partner's channel."

1. Under **"Your cross-promotion post"**, write your promo text (up to 1,024 characters).
2. Optionally add up to **6 link buttons** — each needs a label (up to 64 characters) and a full web link (starting with `http://` or `https://`). Use **+ Add button** for more rows and the ✕ button to remove one. Buttons render under the post in Telegram, so they're the natural place for your channel link, a lead magnet, or a pinned-post link.
3. Not sure what to write? 🤖 **Draft with AI** writes a first draft grounded in your channel's profile and tuned to your partner's audience — you'll see "Drafted — edit it to taste, then save." Edit it, then save. (Uses one of your daily AI actions; if you're out, the page says "You've used today's AI actions.")
4. Press **Save post** (or **Update post** if you're editing). The page confirms "Post saved."

A saved post shows "Saved — you can still edit it until go-live."

Editing resets approval

You can edit your post right up until go-live — but every save resets your partner's approval of it, and they must approve the new version before delivery can proceed. Edit late and you may delay the hand-off.

What a post can’t contain

Posts are text plus link buttons. Empty posts can't be saved ("Write your post text first."), button labels are capped at 64 characters, and links must be full web URLs. Content that breaks Telegram's or Onflow Ads' rules can be rejected at save time with a message explaining why.

Reviewing your partner’s post

Under **"Your partner's post"** you see a preview of the post that will run in **your** channel — its text plus its buttons ("This runs in YOUR channel. Approve it, or send it back for a change."):

- **Approve** — you're happy for it to run in your channel. The page then shows "You approved this".
- **Send back** — clears their post so they rebuild it; they get a nudge asking for a revision.

If they haven't built anything yet, you'll see "Waiting for your partner to build their post."

> **REVIEWS AUTO-APPROVE AFTER 6 HOURS**
>
> Once both posts are built, a review clock starts — the page shows the exact deadline ("Unanswered reviews auto-approve after ..."). Any review left unanswered when the clock runs out is automatically approved, marked "(auto)", so a silent partner can't strand a fully built campaign. If you care about what runs in your channel, review promptly.

You'll get Telegram DMs when a post is ready for your review and when your own post is sent back.

The hand-off: automatic delivery

When all four things are true — the campaign is **Confirmed**, both posts are **built**, both reviews are **approved** (by hand or auto), and the go-live time is still ahead — the campaign

automatically moves to **Scheduled** and both of you get a DM: everything is locked in, and *nothing more needs to be done manually*.

From then on, our delivery bot runs the campaign:

- At **go-live**, it publishes each side's post into the other's channel. (This is why the bot must be an admin of both channels.)
- During the run, the campaign page shows a **Live now** badge and live results.
- At the **end of the run**, the bot removes both posts automatically and the campaign completes.

The campaign page describes it while Scheduled: "Both posts are approved — our bot publishes them at go-live and removes them at the end automatically. You can still cancel any time before go-live."

While the campaign is Scheduled (before go-live) either side can still **cancel** it from the campaign page; once it starts going live, it can no longer be cancelled. The delivery statuses — Scheduled, Going live, Live now, Wrapping up, Completed, Didn't run — are covered in Campaign lifecycle.

> **CAMPAIGN INSURANCE**
>
> Some plans include **campaign insurance** (the plan strip on the page shows a 🛡️ badge when it applies, and the scheduling DM says so). On an insured campaign, if one side's post is taken down early, our automated monitoring compensates the wronged side. A campaign is insured when either partner's plan includes it, or when insurance was bought as an add-on in the Telegram bot.

Timeline at a glance

1. Partner joins and the schedule is confirmed.
2. Both sides build posts (any time while the campaign is being set up — before or after confirming the schedule).
3. Both sides review — 6-hour auto-approve backstop.
4. Campaign flips to **Scheduled** and both parties are notified.
5. Bot posts at go-live → **Live** → posts removed at the end → **Completed**.
6. Campaign results become available, then rate your partner.

Blitz creatives

In a Blitz campaign the shape changes: the creator builds **one** post that runs in *every* partner's channel, and each partner writes their post while claiming their slot on the join page. Same composer, same limits (1,024 characters, up to 6 buttons) — but no per-post review step; instead the creator sees every partner's post before launching, and every partner sees the creator's post before claiming.

FAQ

I approved, but the campaign isn’t Scheduled

Delivery needs *all* of: confirmed schedule, both posts built, both reviews approved, and a go-live still in the future. If your partner edited their post after your approval, your approval reset — re-approve the new version. If the go-live slipped into the past, propose a new time.

Can I use formatting, photos or videos in my post?

The website composer takes plain text plus link buttons. Keep it short and punchy — 1,024 characters is a hard cap, and shorter promos generally perform better.

What does ”(auto)” next to an approval mean?

The review clock ran out and the post was approved automatically after 6 hours. If an auto-approved post really isn't acceptable, you can still edit *your own* post (which resets nothing on their side) — or cancel the campaign before go-live if the partner won't fix theirs.

My partner keeps sending my post back — what do they see?

Sending back clears your post entirely on their side and DMs you for a revision. Ask them what they'd like changed — the optional request message and your normal chat are the place to align.

Next: Campaign lifecycle — every status your campaign can show from here on, and how campaigns end.

CROSS-PROMOTION

Campaign Lifecycle

Campaign Lifecycle

Every cross-promotion moves through a defined set of statuses, shown as a coloured pill on the campaign page and in every campaign list. This page explains each status, what you can do in it, and how campaigns end.

Setup states (agreeing the deal)

These are the states while you and your partner are pairing up and agreeing the schedule. The campaign page is fully interactive here.

Status shown	What it means	What you can do
Awaiting partner	The code is minted; nobody has joined yet	Creator: copy/share the code, list or unlist it on the board, or cancel. Unused codes expire after 24 hours
Awaiting confirmation (shown as **In progress** in campaign lists)	A partner attached their channel and is reviewing the schedule	Joiner: **Accept & confirm** or **Propose changes**. Either side can cancel. Both sides can already build posts
New time proposed (shown as **Changes proposed** in lists)	One side proposed new timing; the *other* side decides	The decider sees both schedules side by side and presses **Accept changes** or **Decline** — see Schedule proposals
Confirmed	Both sides locked in the schedule	Build and review posts (Creatives); either side can still **Propose new time** or **Cancel campaign** while go-live is ahead

Delivery states

Once the schedule is confirmed, both posts are built and both reviews are approved, the campaign is handed to our delivery bot and becomes read-only — the page tells you "our bot publishes them at go-live and removes them at the end of the run automatically."

Status shown	What it means
Scheduled	Everything approved; the bot will publish at go-live automatically. You can still cancel
Going live	The bot is publishing the posts right now
Live now	Both posts are up; results update live
Wrapping up	The run ended; the bot is removing the posts
Completed	Done — final results and ratings available
Didn't run	Delivery failed — the campaign closed without running

Closed states

Status shown	What it means
Expired	No partner joined within 24 hours (you were emailed) — or a joiner attached but never confirmed, and the campaign was released with the note "Partner didn't confirm in time" (see anti-ghost protections)
Cancelled	One side cancelled before go-live; the other side was notified by DM and email
Declined	(Bot-run campaigns) the invited partner declined

Bot-run campaigns can also show **Awaiting acceptance** and **Building posts** while being set up in the Telegram bot — those campaigns are managed there.

Cancelling

Cancel campaign is a two-tap button (it arms to **Confirm cancel** first). The rules:

- **Awaiting partner:** only the creator can cancel (there's no partner yet). The campaign never counts against your allowance.
- **Awaiting confirmation / New time proposed / Confirmed / Scheduled:** either participant can cancel.
- **Once the campaign starts going live**, it can no longer be cancelled — you'll see "This campaign can't be cancelled — it may already be live or finished."

The other participant is always told by Telegram DM and email when a swap is called off.

Expiry, at both ends

Two clocks protect you from a partner who never shows up:

- **Unjoined codes** expire **24 hours** after creation. You're emailed, the campaign shows **Expired**, and it costs nothing from your allowance. (Blitz codes are exempt — they stay open until launched or cancelled.)
- **Unconfirmed joins** are released after about **48 hours**: if a joiner attaches a channel but never confirms or proposes, the campaign is closed out, the creator is freed (no allowance spent) and the joiner takes a strike. Details in Rules and fairness.

Your campaign lists

My Cross-Promotions

The **My Cross-Promotions** page is the one place that holds your complete history, whichever surface a campaign was run on.

My Cross-Promotions before your first swap. Campaigns run on the website and in the Telegram bot both land on this page.

`https://onflowads.com/telegram/dashboard/cross-promotion/campaigns` (the **My campaigns** pill) shows **every** cross-promotion you've run — on the website *and* in the Telegram bot — in one place, with filter tabs **All / Active / Completed / Ended**. Each row shows the channel pairing, status, schedule, code, and a source tag (**via Web** or **via Bot**). Website campaigns have a **View** button into their manage page; bot campaigns are read-only here and labelled **Managed in Telegram** — open the Onflow Ads bot to manage those.

Your campaigns (manual page)

The manual page lists your website campaigns under **Your campaigns**, with a **+ New campaign** shortcut — handy while you're actively creating and joining with codes.

Portfolio

If you run several channels, the Portfolio page aggregates activity per channel — active swaps, completions, opens and directory state.

FAQ

Who can see my campaign page?

Only participants. Anyone else opening the link sees "You don't have access to this campaign." A campaign found via the board shows a limited preview until you join it.

The status says Scheduled — do I need to do anything at go-live?

No. Scheduled means the hand-off already happened; the bot posts and removes everything on time. You only act again if you want to cancel before go-live, or when results come in.

What does ”Didn’t run” mean and what should I do?

Delivery failed — for example, the bot lost admin rights in one of the channels before go-live. Check that the Onflow Ads bot is still an admin of your channel, then start a fresh campaign. If something looks wrong, contact support from the dashboard.

Why does my campaign show ”Managed in Telegram”?

It was created in the Onflow Ads Telegram bot, so the bot surface owns its management and delivery. The website shows it read-only for a complete history.

Next: Campaign results — the numbers and proof links a campaign reports once it goes live.

CROSS-PROMOTION

Campaign Results

Campaign Results

From the moment a campaign goes live, its campaign page becomes a permanent, linkable results view. Open it any time at `https://onflowads.com/telegram/dashboard/cross-promotion/campaign/YOUR-CODE`.

The Results panel

While the campaign is running it is badged ● **Live now** and the numbers update as the run progresses — "These update as the campaign runs — refresh to see the latest." After the run it is badged **Completed** and the numbers are final.

Stat	Meaning
Your ad opens	How many times your promo (running in your partner's channel) was opened
Partner ad opens	The same for your partner's promo running in your channel
Total opens	Both sides combined
Subscribers gained	Each channel's own subscriber change between go-live and the end of the run (completed campaigns only), shown as a signed +/− chip

A mirrored split chart compares your opens against your partner's when both were measured.

ABOUT THE SUBSCRIBER NUMBERS

Subscriber gain is each channel's total change over the run — it *includes organic growth*, not only the swap (the page says so under the tiles). A channel can also shrink over a run, so the number can be negative. If a channel's member count couldn't be captured (for example a transient Telegram error), the tile is simply hidden rather than showing a misleading zero.

Posting proof

View your live post and **View partner's post** buttons link straight to the actual delivered posts on Telegram, so both sides can verify the swap really ran. (Proof links exist only for public channels, since private channels have no public message links.)

Insurance

If the campaign was insured, the results header shows a 🛡️ **Insured** badge — and **"paid out"** if the insurance was actually triggered by an early takedown. See Creatives: Posts and Delivery for how campaigns become insured.

After a good swap

The results panel offers the natural next steps:

- **Run another campaign** — a one-click link to the create wizard (appears once the campaign completes).
- **Rate your partner** — the rating box appears under the results on completed campaigns; see Ratings.
- **Book a paid promotion** — if your partner also sells placements through Paid Promotions, the panel shows "Want more reach from this partner?" with a **"💼 Book a paid promotion"** link to their listing. The free swap just proved the audience fit; this is how you buy guaranteed reach from the same partner.
- **Make it recurring** — the campaign page's 🔁 **Recurring swap** panel lets you propose repeating this swap weekly, fortnightly or monthly. See Recurring promos.

Blitz results

A launched Blitz (one-to-many) campaign reports **per partner slot** instead of the single 1:1 panel:

- Top tiles: partner channel count, total opens of the creator's ad across all channels, and the creator's own subscriber gain.
- An **"Opens by partner"** bar chart for the creator when at least two slots have measured numbers.
- A **per-partner row** with each channel's subscriber gain, ad opens and proof links (**Creator ad** and **Their ad**).

The creator sees every partner's row; each partner sees only their own slot.

RESULTS ARE NEVER PAYWALLED

Match verdicts, track records and campaign results are free for everyone, on every plan — always.

FAQ

When do results appear?

Ad-open counts and proof links appear from go-live and update during the run. Subscriber-gain tiles appear once the campaign completes (the closing snapshot is taken at the end of the run).

Why is there no subscriber-gain number?

The member count couldn't be captured for that channel at go-live or close (for example a transient error). The tile is hidden rather than showing a wrong number.

Do results expire?

No — the campaign page keeps its final results permanently at the same address, and completed campaigns stay in your campaign lists.

Can other members see my results?

No. Results are visible only to the campaign's participants. What the community sees is your track record and ratings — counts and averages, never your campaign numbers.

Next: Ratings — close the loop by rating the partner you just swapped with.

CROSS-PROMOTION

Ratings

Ratings

Ratings are the community's memory. After every completed swap, each side can leave a one-to-five-star rating; those stars roll up into the average that every future member sees before committing to a partner. An honest rating after every swap makes the next member's decision easier.

Rating your partner

Once a website campaign reaches **Completed**, a **"Rate your partner"** box appears under the results on the campaign page ("How was working with them? This helps the next member decide."):

1. Tap **1–5 stars** — the stars fill in as you tap.
2. Optionally add a short note (up to 300 characters) in the **"Add a note (optional)"** field.
3. Press **Submit rating**. You'll see "Thanks — your rating was saved."

After submitting, the box is replaced by "You rated your partner" with your stars — ratings are final once submitted.

The rules

- **One rating per side, per campaign.** You and your partner each rate once; you never see a prompt twice.
- **Completed campaigns only.** The box appears only after the run finishes — you can't rate a swap that didn't happen.
- **Participants only.** Only the two channels in the swap can rate each other.
- **Website campaigns are rated on the website.** Bot-run campaigns are rated in the Telegram bot; both feed the same partner reputation.

Where your rating goes

Your stars feed your partner's **public track record** — the trust signals every member sees at decision points:

- The **"Before you commit"** panel on the join page.
- Every **directory card** in partner discovery.

- Partnership request cards and **open-campaigns board** cards.

There, the rating appears as ★ **average (count)** — for example "★ 4.6 (12)" — alongside the completed/dropped counts and reliability percentage. Green means a strong average (4 stars and up), and lower averages tint accordingly. A partner with no completed swaps yet shows *"New partner · no completed swaps yet"* instead of a fake score.

Individual notes are not published as public reviews — the community signal is the star average and count.

Being rated yourself

Everything above applies to you symmetrically: your partners rate you after each completed swap, and your average follows your channel across the directory, requests, the board and the join page. The way to a strong rating is simple — confirm promptly, build a decent post, review on time, and let the campaign run its full course.

> **RATINGS CAN'T BE BOUGHT**
>
> Paid features — Featured directory placement, request boosts — never touch ratings or track records. See Rules and fairness.

FAQ

I can't rate my partner

Ratings open only after a **website** campaign reaches **Completed**, one rating per side. If the campaign was cancelled, expired, or ran in the Telegram bot, there's no website rating box (bot campaigns are rated in the bot).

Can I change a rating after submitting?

No — submitted ratings are final. Rate when you've seen the full run and the results.

My partner rated me unfairly — can it be removed?

Ratings are one member's honest opinion and generally stand. If you believe a rating breaks the rules (harassment, extortion), contact support from your dashboard.

Do ratings affect my ability to use cross-promotion?

Ratings themselves don't gate anything — they inform partners. Separately, your account's **reliability score** (driven by completing what you start, across Onflow Ads) does gate deal-forming; see Rules and fairness.

Next: Blitz campaigns — once you have the 1:1 swap down, run one campaign across many partner channels at once.

CROSS-PROMOTION

Blitz Campaigns

Blitz Campaigns

A **Blitz** is a one-to-many cross-promotion: one campaign with up to N partners. You build **one post** that runs in *every* partner's channel, and each partner runs *their* post in yours. Everyone goes live together on the same schedule — one creation, one launch, many channels of reach.

Use a Blitz when you want a coordinated push — a launch, an announcement, a milestone — amplified across several audiences at once instead of running several separate 1:1 swaps.

Availability

Blitz is a higher-plan feature. Your plan strip shows **"Blitz: up to N partners"** when you have it, and the create wizard only offers the option then. The partner cap (N) depends on your plan. If you don't see the checkbox, the plan strip's upgrade hint names the plan that unlocks it.

Creating a Blitz

1. Go through the normal create wizard — channel, genre, schedule.
2. On the **Review** step, tick ⚡ **Make it a Blitz** ("one campaign, many partners on the same go-live. You build one post that runs in every partner's channel; each of them runs a post in yours. You'll build your post and launch once partners have joined.") and choose the slot count with the **"Up to"** selector (from 2 partners up to your plan's cap).
3. Press **Create CP code** and share the code — and/or tick "List this on the open-codes board" so partners can find it. Every partner claims a slot with the same one code.

> **BLITZ CODES DON'T EXPIRE AT 24 HOURS**
>
> Unlike a normal code, a Blitz campaign stays open while it collects partners — it only closes when you launch it or cancel it.

Managing your Blitz (creator view)

While the Blitz is collecting partners, its campaign page shows:

- The banner: "⚡ Blitz campaign — Share your code — up to N channels can each claim a slot. Your one post runs in all of them; each of them runs a post in yours. Launch when ready and everyone goes live together."
- Your **CP code** ticket with a copy button.
- **Your Blitz post** — the composer for the one post that runs in *every* partner's channel ("This runs in EVERY partner's channel."). Same composer as a 1:1: text up to 1,024 characters plus up to 6 link buttons, **Save post** / **Update post**. You can edit until you launch.
- The **Partners** list ("claimed / max") — every claimed slot with the partner's @handle, a **Post ready** or **No post** badge, and a preview of their post. Until anyone joins: "No partners yet — share your code so channels can claim a slot."
- The ⚡ **Launch Blitz** button.

Launching

You can launch when your own post is built **and at least one partner** has built theirs — until then the page says "Build your post, then launch once at least one partner has built a post."

1. Press ⚡ **Launch Blitz (N ready)** — it arms to **Confirm launch**.
2. Press again to confirm. You'll see "Blitz launched — going live at your scheduled time."

At launch, partners who claimed a slot but never built a post are **dropped** — only slots with a ready post go live. After launch the campaign is **Scheduled** and read-only: the bot publishes everything at the agreed go-live and removes it at the end, exactly like a 1:1 campaign. Launching is final — you can't add more partners afterwards.

Claiming a slot in someone's Blitz (partner view)

Enter the code on the join page as usual. Instead of the normal steps you get the **Claim a slot** pane:

1. You see the creator's channel card, the schedule, the creator's post under **"Their post — runs in your channel"**, and how many slots are taken ("X of N slots taken").
2. Paste your public channel link and press **Fetch channel** (the add-bot-as-admin check applies).
3. Write **your post** — the promo that will run in the *creator's* channel — with optional link buttons.
4. Press **Claim slot**. You'll see "Slot claimed! ⚡ — Your post is in and your channel is set. You'll go live when the creator launches the Blitz — we'll DM you then."

Re-entering the code later shows your claimed state: "✓ You've claimed a slot and built your post. Waiting for the creator to launch." A full or already-launched Blitz can't be claimed — you'll see "This blitz campaign is already full." or that it has "already been launched or closed."

To claim a slot, your Onflow Ads account must have its **Telegram linked** (so we can DM you at launch) and your channel needs a **public @username** — you'll see a clear message if either is missing. The same join gate and account-standing checks as any other join apply.

Blitz results

Once live or completed, the campaign page shows a dedicated **Blitz results** panel instead of the 1:1 panel: partner channel count, total opens of the creator's ad across all channels, the creator's own subscriber gain, an "Opens by partner" comparison, and a per-partner row with each channel's subscriber gain, ad opens and proof links. The creator sees every partner's row; each partner sees only their own slot. Details in Campaign results.

Differences from a 1:1 campaign

	1:1 campaign	Blitz
Partners	Exactly one	Up to N (plan-dependent)
Code expiry	24 hours unjoined	None — open until launch or cancel
Creator's post	One post, runs in the partner's channel	One post, runs in **every** partner's channel
Post review	Mutual approve / send back, 6-hour auto-approve	No review step — creator sees partner posts before launch; partners see the creator's post before claiming
Go-live trigger	Automatic once everything is approved	Manual — the creator presses **Launch Blitz**
Schedule negotiation	Joiner can propose changes	Fixed — partners claim on the creator's schedule as-is

	1:1 campaign	Blitz
Results	One combined panel	Per-partner slots

FAQ

Do partners in my Blitz see each other?

Each partner sees the creator's channel, post and slot count — not the other partners' posts. Only the creator sees every slot.

What if only one partner joins my five-slot Blitz?

You can launch with any number of ready partners from one upward. Unfilled slots simply go unused; unbuilt slots are dropped at launch.

Can a partner leave after claiming?

A claimed slot is a commitment to the creator's schedule. If you truly can't proceed, contact the creator — they control the launch — and remember that dropping out of swaps affects your track record.

Does a Blitz cost more allowance?

A Blitz consumes one initiation from your monthly allowance, like any campaign you create. Claiming a slot in someone else's Blitz is a join, which is never capped.

Next: Recurring promos — the other way to scale, by putting a partnership that already works on repeat.

CROSS-PROMOTION

Recurring Promos

Recurring Promos

Found a partner worth keeping? A **recurring promo** makes the swap repeat on a cadence you choose — weekly, fortnightly or monthly. Each round is set up automatically ahead of go-live with both sides' posts carried over, so there is nothing to redo: no new code, no re-confirmation, no rebuilding posts.

Recurring promos are ideal for partners whose audience proved a good fit in the results — steady, compounding cross-exposure instead of one-off spikes.

Proposing a recurring swap

1. Open a campaign with that partner that has reached **Confirmed** (or later — a completed campaign works too). The campaign page shows a 🔁 **Recurring swap** panel: "Swap with this partner on repeat — we auto-set-up each round and carry your posts over. Nothing to redo."
2. Choose a cadence by pressing one of the buttons: **Weekly**, **Fortnightly** or **Monthly**.
3. That's the proposal sent. Your panel now reads "Waiting for your partner to accept the … recurring swap", with a **Cancel proposal** button (two-tap confirm) if you change your mind.

Either participant can be the one to propose.

Accepting or declining

Your partner sees the proposal in two places — the 🔁 **Recurring swap** panel on the shared campaign page, and the **Recurring** tab of the Find Partners page — with the cadence, the next round's date, and **Accept** / **Decline** buttons.

- **Accept** — the partnership becomes **Active**; the panel shows "Active · Weekly" (or your cadence) and the next round's date.
- **Decline** — the proposal is dismissed; the campaign itself is unaffected.

How rounds run

- About **two days before** each next go-live, the next campaign round is created automatically — already **confirmed**, on the same weekday/time cadence, **carrying both sides' posts from the last round**. It flows straight through review to automatic delivery with no manual step.
- You can still **edit your post** on the new round before go-live if you want to freshen it (normal editing rules apply — an edit needs your partner's re-approval).
- Each round is a full campaign of its own, with its own code, campaign page and results — so your history shows every round separately.
- The recurring entry links to the latest round via **"Open current campaign"**.

> **ROUNDS AND YOUR ALLOWANCE**
>
> Auto-created rounds are initiated on the original creator's side and use the allowance rules shown in your plan strip. If a round can't be created, both sides are notified rather than the partnership silently stalling.

Managing a recurring swap

Manage from the campaign page panel or the **Recurring** tab at `https://onflowads.com/telegram/dashboard/cross-promotion/discover`:

Action	Effect
Pause	Stops new rounds from being created; the partnership is kept
Resume	Picks the schedule back up
End	Ends the recurring partnership for good (two-tap **Confirm** step)
Cancel proposal	(While Pending) withdraws a proposal you sent

Either partner can pause, resume or end at any time — the partnership is fully mutual.

The **Recurring** tab lists every partnership with the partner's name, a status pill (**Pending / Active / Paused**), the cadence, the next round's date, and the actions above. Empty state: "No recurring swaps yet. Set one up from a confirmed campaign to auto-rebook with a partner."

Recurring statuses

Status	Meaning
Pending	Proposed; waiting for the partner to accept or decline
Active	Rounds are being created automatically on the cadence
Paused	Kept, but no new rounds are created until resumed

An ended partnership disappears from the list; you can always propose a fresh one from any confirmed campaign with that partner.

FAQ

Can I change the cadence later?

There's no in-place cadence edit — end the current partnership and propose a new one at the cadence you want.

What happens to a round that’s already created if we pause?

Pausing stops *future* rounds from being created. A round that already exists is a normal campaign — let it run or cancel it like any other.

Do recurring rounds skip the review step?

Rounds carry the posts both sides already approved, so they proceed straight to delivery. If you edit your post on a round, the edit resets approval and your partner must approve the new version, as usual.

We stopped getting rounds — why?

Check the **Recurring** tab: the partnership may be **Paused** or ended by your partner, or a round couldn't be created (you'll have been notified). Resume or re-propose as needed.

Next: Portfolio — if you run more than one channel, manage every channel's swaps from a single page.

CROSS-PROMOTION

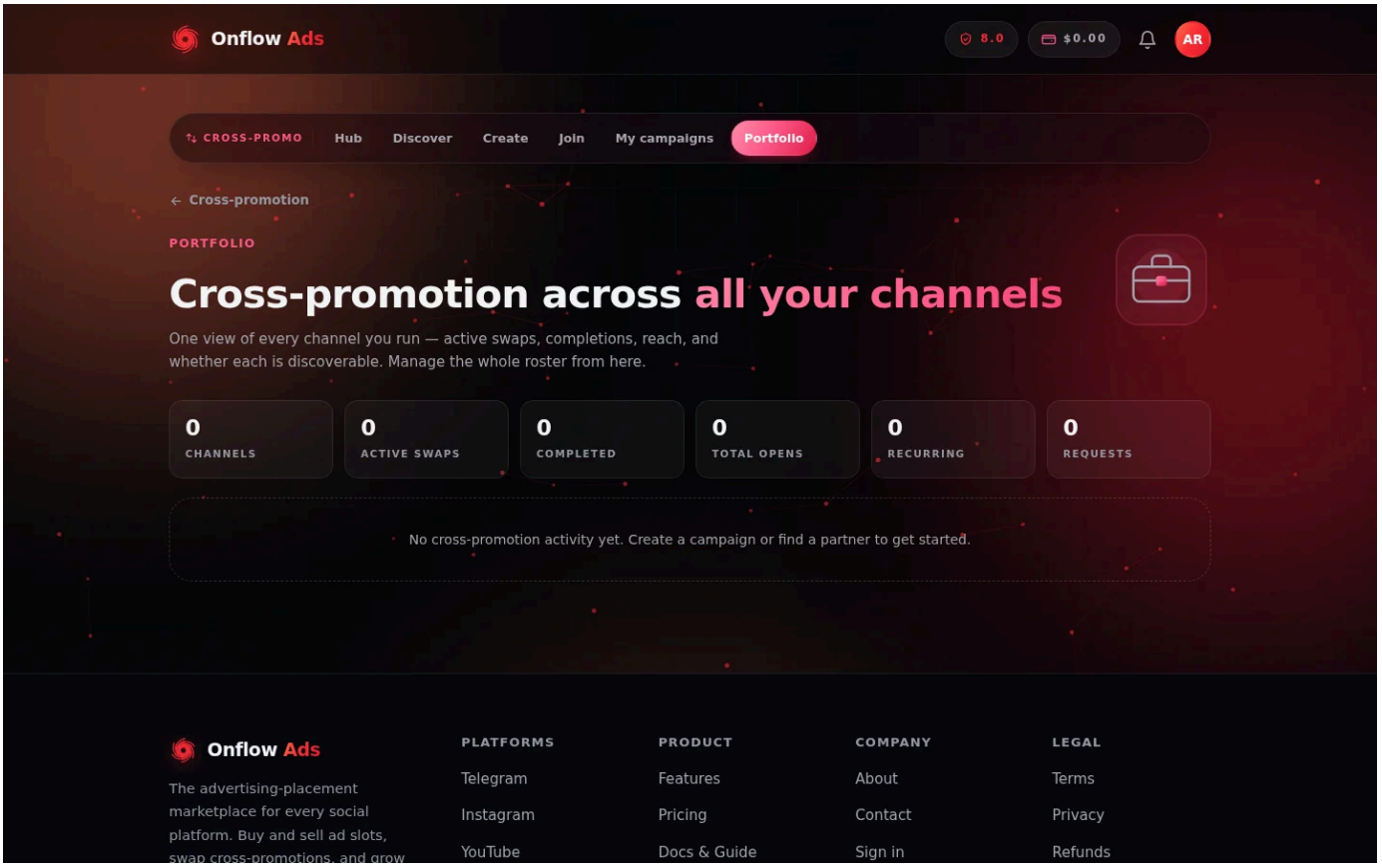
Portfolio

Portfolio

The **Portfolio** page is the control room for members who run **several channels**: "One view of every channel you run — active swaps, completions, reach, and whether each is discoverable. Manage the whole roster from here."

Open it at https://onflowads.com/telegram/dashboard/cross-promotion/portfolio, or via the **Portfolio** pill in the cross-promotion sub-navigation.

If you run a single channel you don't need this page — the campaign lists cover you. It earns its keep from two channels upward.



The Portfolio page. The six totals tiles summarise your whole roster; each channel's own card sits underneath them.

The totals strip

Six tiles aggregate your whole account:

Tile	What it counts
Channels	Channels of yours with cross-promotion activity or a directory listing
Active swaps	Campaigns currently in setup or delivery across all channels
Completed	Finished swaps across all channels
Total opens	Ad opens across all your campaigns, all channels
Recurring	Active recurring partnerships
Requests	Pending inbound partnership requests waiting for your decision

Per-channel cards

Below the totals, each channel with cross-promotion history or a directory listing gets a card showing:

- the channel's photo, title, @handle and subscriber count;
- pills for its **active** and **completed** swap counts, its total **opens**, and a **Listed** badge when it's currently in the partner directory;
- a small activity bar chart comparing those numbers;
- quick actions:
  - **New campaign** — jumps to the create wizard;
  - **List on directory** / **Remove from directory** — the same opt-in/opt-out as the Find Partners page's List my channel tab, one click per channel. The page confirms "Listed on the directory." or "Removed from the directory."

Idle channels with no cross-promotion history are not shown. If nothing has activity yet, the page offers the two starting points: "No cross-promotion activity yet. Create a campaign or find a partner to get started."

What the portfolio is good for

- **A weekly health check** — which channels are actively swapping, which have gone quiet, and where your opens are coming from.

- **Directory hygiene** — see at a glance which channels are discoverable and toggle listings in bulk instead of re-fetching each channel on the discover page.
- **Spotting the next move** — a channel with completions but no active swaps is a candidate for a new campaign or a recurring promo; a pending-requests count above zero means partners are waiting on you.

FAQ

Why isn't one of my channels showing?

Cards appear only for channels with cross-promotion activity or a directory listing. Run a campaign with the channel, or list it in the directory, and it appears.

Does listing from here differ from the discover page?

No — it's the same directory listing. The portfolio re-uses the channel's saved genre and pitch; to edit those, use the **List my channel** tab on the Find Partners page.

Are portfolio numbers live?

They reflect your campaigns' current recorded state — reload the page for the latest. Per-campaign live numbers are on each campaign's results.

Next: Rules and fairness — the trust signals, no-show protections and plan limits behind every swap.

CROSS-PROMOTION

Rules and Fairness

Rules and Fairness

Cross-promotion only works if both sides show up. This page collects the rules that keep swaps fair: the trust signals you see before committing, the automatic protections against no-shows, the account-standing requirements, and the plan limits — plus the guarantees about what money can and cannot buy.

The trust signals

Cross-promotion shows you the facts that matter *at the moment of decision* — on the join page's "Before you commit" panel, on every directory card, on requests and on the board:

- **Size verdict** — *Great match*, *Good match*, *Fair match* or *Uneven sizes*, computed from both channels' subscribers and average views with the same formula everywhere on Onflow Ads. It appears wherever both channels are known.
- **Track record** — completed swaps, dropped swaps, a reliability percentage (with a meter), and the partner's average star rating from past swaps (see Ratings). New accounts are labelled *"New partner · no completed swaps yet"* rather than given a fake score.

These signals are free for everyone, identical on every plan, and computed the same way for every member.

Paid extras never buy trust

A few optional paid features exist around cross-promotion. All of them buy *visibility or convenience* — none of them touch the trust signals:

Paid feature	What it buys	What it never does
★ **Featured** directory listing	Position at the top of directory browsing, with a visible ★ Featured badge	Never changes match verdicts, track record or ratings

Paid feature	What it buys	What it never does
⚡ **Boost** on a request	Top of the recipient's inbound queue, with a ⚡ Priority badge	Never changes whether they can or will accept
+1 CP Action override	One extra monthly initiation	Never bypasses standing checks
Campaign insurance add-on	Compensation if a post is taken down early	Never alters results or ratings

And the flip side: **results, match verdicts and track records are never paywalled** — they're free on every plan, always.

Anti-ghost protections

"Ghosting" — joining a campaign and then never confirming — wastes the creator's time and allowance. Cross-promotion handles it automatically:

- If a joiner attaches but doesn't confirm for about **48 hours**, the campaign is closed out automatically with the note "Partner didn't confirm in time".
- **The creator is freed**: they're notified that the partner went inactive, and the campaign does **not** count against their monthly allowance — starting a fresh one costs nothing extra.
- **The joiner is warned** by DM ("Please only join campaigns you intend to follow through on."), and after it happens a few times, joining is **paused for a couple of days** (creating your own campaigns is never blocked). The cooldown clears on its own; if you try to join while paused you'll see "Joining is paused for now — a campaign you recently joined went unconfirmed" with the exact reopening time.
- The same join gate applies to **accepting directory requests** and **claiming Blitz slots**, since both make you a joiner.

The mirror-image protections for creators are the two expiry clocks: unjoined codes die at 24 hours, and neither expired nor ghosted campaigns ever cost allowance. See Campaign lifecycle.

Backstops exist on the other side of the fence too: unanswered post reviews **auto-approve after 6 hours** so a silent partner can't strand a built campaign (Creatives), and pending requests **expire after 72 hours** (Partnership requests).

Account standing

Starting, joining, or accepting a cross-promotion requires your account's **reliability score** to be above a minimum floor, and accounts under review are paused from forming new deals. The same check runs at every deal-formation point — create, join, request send, request accept, Blitz claim. If you're affected, the error message states the floor and your current score. Finishing campaigns you're already part of is never blocked.

Reliability recovers by completing what you start — across cross-promotion and the rest of Onflow Ads.

Limits and plan gates

The monthly initiation allowance

Each plan includes a monthly number of cross-promotion **initiations** — creating a campaign or sending a partnership request. Joining is never capped, on any plan.

- Your usage is shown in the **plan strip** on the create and campaign pages ("X of Y this month", with a meter), along with your plan's other cross-promotion perks.
- Only campaigns that found and kept a partner spend a slot — **expired, cancelled and ghost-released campaigns don't count**.
- At the cap, creating or sending a request is refused with a message naming your plan, your usage, the plan that raises the limit — and a one-off **+1 CP Action** override you can buy in the Telegram bot at the price quoted in the message.

What higher plans add

Depending on the plan (the strip shows exactly what yours includes and what the next plan would add):

- a larger — or unlimited — monthly allowance;
- a cash-equivalent **completion reward** credited per clean completion ("Earn $X / clean completion", with a monthly cap);
- **campaign insurance** included on your campaigns;
- discounts on add-ons and paid extras, up to free at the top plan;

- **Blitz** multi-partner campaigns ("Blitz: up to N partners").

Upgrades live at https://onflowads.com/pricing.

The rules in one list

1. **Public channels only**, with the Onflow Ads bot as admin — checked at every channel fetch.
2. **Show up**: confirm or renegotiate promptly after joining; unconfirmed joins are released at ~48 hours and strike your record.
3. **One decider per proposal**: you never approve your own schedule proposal, and only the receiving side approves a post.
4. **Review on time**: post reviews auto-approve after 6 hours.
5. **One rating per side**, after completion only.
6. **Initiations are metered, joins are not.**
7. **Money buys position, never trust**: featured placement and boosts don't touch verdicts, records or ratings.
8. **Results are free**, permanent, and visible only to participants.

FAQ

Is the size verdict a rule or a suggestion?

A suggestion — *Uneven sizes* doesn't block anything. It exists so both sides commit with open eyes; an uneven swap can still be worth it (for example a big channel supporting a sister project).

Can I appeal a join cooldown?

Cooldowns expire on their own after a couple of days, and the message shows the exact time. If you believe something went wrong, contact support from your dashboard.

Does cancelling hurt my standing?

An occasional pre-go-live cancel with notice is normal and both sides are informed. What damages your track record is *dropping* swaps — ghosting after joining, or letting insured campaigns fail — which shows up in your dropped count and reliability percentage.

Next: FAQ and troubleshooting — quick answers and the exact messages you might run into.

CROSS-PROMOTION

FAQ and Troubleshooting

FAQ and Troubleshooting

Short answers to the questions that come up most often about cross-promotion, grouped by where you hit them: general, codes and joining, scheduling, limits and plans, posts and delivery, results, and the directory. Each answer links to the page with the full detail.

General

Does cross-promotion cost anything?

No — swaps are free. You trade reach, not budget. Optional paid extras exist (Featured directory placement, request boosts, a one-off extra-action override, per-campaign insurance add-ons), but the swap itself, partner vetting, and results never cost anything. See Rules and fairness.

Do I have to post anything manually?

No. Once both posts are built and approved, our bot publishes them into both channels at go-live and removes them at the end of the run automatically. You'll get a DM when the campaign is scheduled confirming there's nothing more to do. See Creatives: Posts and Delivery.

Why does the bot need to be an admin of my channel?

So it can publish your partner's post into your channel at go-live and remove it afterwards. Every flow that fetches a channel (create, join, directory listing, Blitz claim) checks this and walks you through adding the bot if needed.

Can I use a private channel?

No — only public Telegram channels (ones with an @username) can be cross-promoted.

What's the code format?

`CP-` followed by two groups of four characters, e.g. `CP-7K4M-Q2XP`. Entry is forgiving — case, spaces and dashes don't matter. Codes never contain easily-confused characters (no 0/O, 1/I/L). More in Manual promos with CP codes.

Codes and joining

My partner says the code doesn’t work

- Check it was typed correctly (though formatting doesn't matter).
- The code may have **expired** — unused codes die 24 hours after creation. Create a fresh one.
- The code may have been **created in the Telegram bot** — bot codes are joined in the bot, website codes on the website.
- Someone else may have already joined — codes are one-time.

I entered my own code

Codes are for your *partner*. Share it with them; you manage your side from the campaign page.

”Joining is paused for now” — why?

You recently joined one or more campaigns and never confirmed the schedule, so those campaigns were released back to their creators. After a few of these, joining is paused for a couple of days. The message shows exactly when you can join again, and you can still create your own campaigns in the meantime. See Rules and fairness.

The campaign I joined disappeared / shows ”Expired”

If you attach a channel but don't confirm for about two days, the campaign is automatically closed so the creator isn't held hostage. Confirm (or propose changes) promptly after joining.

Scheduling

How far ahead can I schedule?

Any time within the next 14 days, in your own timezone. The go-live must be in the future.

The page says the go-live time has passed — what now?

A code can sit for a while before it's actioned. If the proposed go-live elapsed before confirmation, accepting is refused — use **Propose changes** to agree a new time. See Schedule proposals.

Can we change the time after confirming?

Yes. Either side can press **Propose new time** on a confirmed campaign while its go-live is still ahead; the other side accepts or declines. A declined proposal leaves the original confirmed schedule untouched. Full flow in Schedule proposals.

Limits and plans

How many campaigns can I run?

Each plan includes a monthly number of cross-promotion **initiations** (creating a campaign or sending a directory request). Joining other people's campaigns is unlimited. Your usage is shown in the plan strip on the create and campaign pages. Campaigns that never ran — expired, cancelled, or released because the partner ghosted — don't count.

I hit my monthly cap — options?

The message shows which plan raises your limit, and the Telegram bot sells a one-off **+1 CP Action** override at the price quoted in the message. Upgrades are at https://onflowads.com/pricing.

What do higher plans add to cross-promotion?

Depending on the plan: a larger (or unlimited) monthly allowance, a cash-equivalent **completion reward** credited per clean completion (rate shown in your plan strip, with a monthly cap), **campaign insurance** included, discounts on add-ons and paid extras (up to free at the top plan), and **Blitz** multi-partner campaigns. The plan strip on the create and campaign pages shows exactly what your plan includes and what the next plan would add. See Rules and fairness.

Posts and delivery

What can a post contain?

Text up to 1,024 characters plus up to 6 link buttons (label up to 64 characters, each with a full web link). An AI draft button can write a first version for you. See Creatives.

My partner’s post isn’t appearing for review

They haven't built it yet — the page shows "Waiting for your partner to build their post." They get DM nudges too.

I approved, but the campaign isn’t scheduled

Delivery needs *all* of: confirmed schedule, both posts built, both reviews approved, and a go-live still in the future. If your partner edited their post after your approval, your approval reset — re-approve the new version. If the go-live slipped into the past, propose a new time.

What does ”auto” next to an approval mean?

Reviews left unanswered for 6 hours auto-approve so a silent partner can't stall a built campaign. "(auto)" marks an approval that happened that way.

Can I cancel after it’s scheduled?

Yes — up until the bot starts publishing. Once the campaign is going live, live, or finished, it can no longer be cancelled. See Campaign lifecycle.

Results

When do results appear?

Ad-open counts and proof links appear from go-live and update during the run. Subscriber-gain tiles appear once the campaign completes (the closing snapshot is taken at the end of the run). See Campaign results.

Why is there no subscriber-gain number?

The member count couldn't be captured for that channel at go-live or close (for example a transient error). The tile is hidden rather than showing a wrong number. Note the gain includes organic growth, not only the swap.

I can’t rate my partner

Ratings open only after a **website** campaign reaches **Completed**, one rating per side. Bot-run campaigns are rated in the Telegram bot. See Ratings.

Directory and requests

Why don’t I appear in the directory?

Listing is opt-in — add your channel from the **List my channel** tab on the Find Partners page. If you removed the listing, press **List again** to reactivate it. See Discovering partners.

My request expired

Pending requests expire after 72 hours if the recipient doesn't respond. Send a fresh one — or use ⚡ **Boost** on your next request to jump to the top of their queue. See Partnership requests.

Does Featured placement improve my match score?

No. Featuring buys position at the top of browsing, nothing else — match verdicts, track records and ratings are computed identically for everyone.

Still stuck?

Contact support from your dashboard at https://onflowads.com/telegram/dashboard/support.

SECTION

Paid Promotion — Advertisers

PAID PROMOTION — ADVERTISERS

Paid Promotion for Advertisers

Paid Promotion for Advertisers

The **Paid Promotion marketplace** is where you buy sponsored posts in verified Telegram channels. Channel owners list their channels with a public rate card; you browse the catalog, compose your ad, pick a posting time, and pay from your Onflow Ads wallet. Your money sits in **escrow** — it is only released to the channel owner after our monitoring bot has verified that your post ran as promised. If the owner declines or ignores the request you are refunded automatically, and if the post is pulled early our monitor pauses the payout (on insured plans that refund is automatic too).

This section covers the **advertiser** (buyer) side of the marketplace. If you own Telegram channels and want to sell placements, see the channel-owner section of this guide instead.

Who it is for

- **Brands and product owners** who want their post in front of a real, vetted Telegram audience.
- **Agencies and media buyers** placing campaigns across several channels from one budget.
- **Channel owners who also advertise** — the owner role and the advertiser role sit on the same account, so you can buy placements and sell them.

Where everything lives

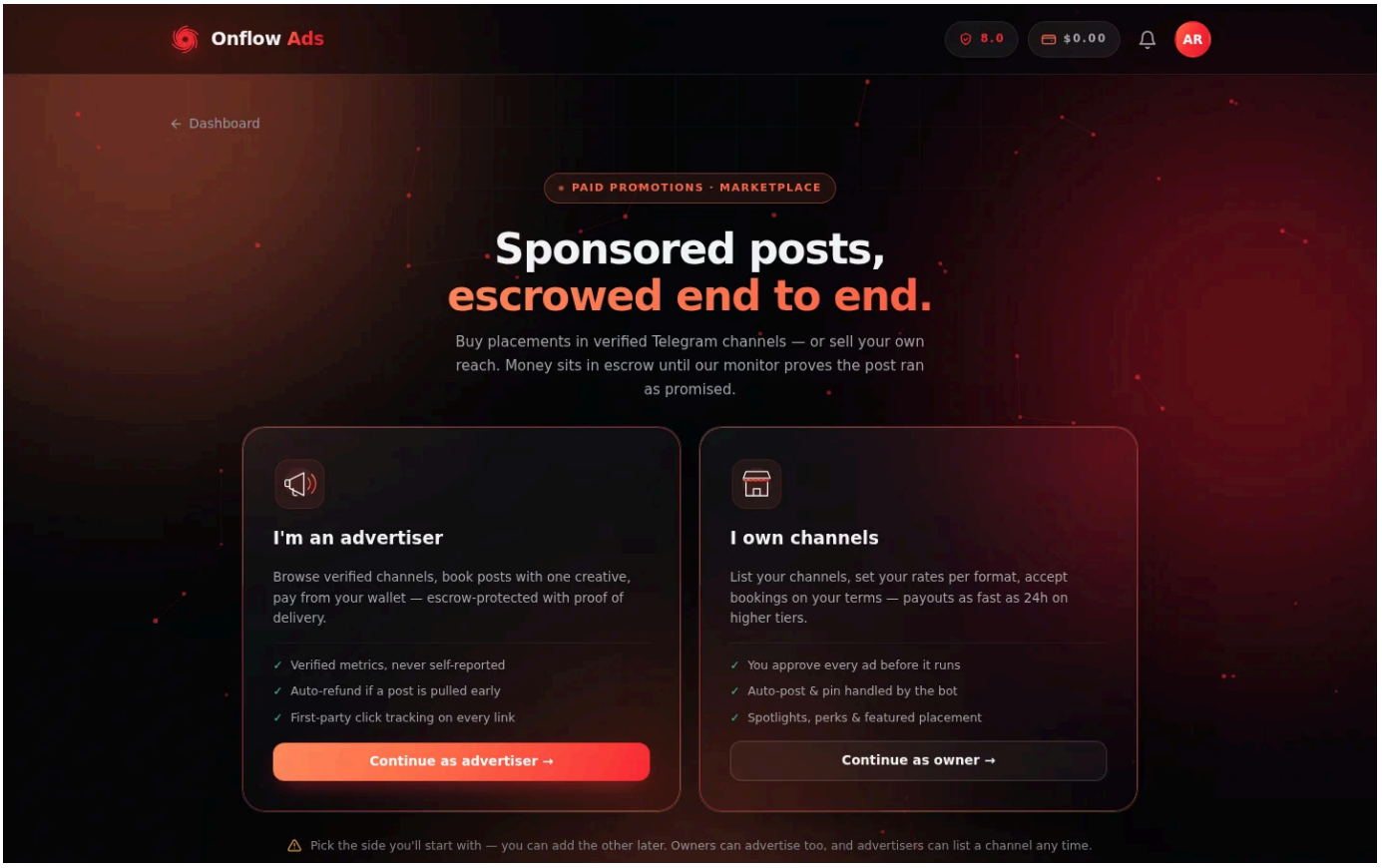
The marketplace lives inside your dashboard at **https://onflowads.com/telegram/dashboard/paid-promotion**. A navigation bar at the top of every Paid Promotions page carries the main pills — Home, Marketplace, Campaigns, Cart, Watchlist, Media plan and Auctions; the Analytics and Activity pages are reached from within the flow (or by their direct URLs below):

Page	URL	What it is
Home	https://onflowads.com/telegram/dashboard/paid-promotion	Your advertiser home: stats, spotlight deals, quick links
Marketplace	https://onflowads.com/telegram/dashboard/paid-promotion/catalog	The channel catalog — browse, search, filter, compare
Campaigns	https://onflowads.com/telegram/dashboard/paid-promotion/orders	Every booking and campaign, with live status and proof
Cart	https://onflowads.com/telegram/dashboard/paid-promotion/cart	Review placements and pay into escrow
Watchlist	https://onflowads.com/telegram/dashboard/paid-promotion/watchlist	Saved channels with daily price tracking
Media plan	https://onflowads.com/telegram/dashboard/paid-promotion/plan	Budget-to-basket builder (Plus feature) and curated bundles
Auctions	https://onflowads.com/telegram/dashboard/paid-promotion/auctions	Escrow-backed bidding on prime slots

Page	URL	What it is
Analytics	https://onflowads.com/telegram/dashboard/paid-promotion/analytics	Per-campaign rollups, exports and rebooking (reached from your campaign cards or this URL)
Activity	https://onflowads.com/telegram/dashboard/paid-promotion/activity	A feed of everything that happened on your account

Choosing the advertiser role

The first time you open Paid Promotions you are asked which side you want to start on:



The first screen in Paid Promotions. Pick "I'm an advertiser" to buy placements — the note underneath confirms you can add the other side later.

1. Go to https://onflowads.com/telegram/dashboard/paid-promotion.
2. Click the **"I'm an advertiser"** card.
3. The button changes to **"Tap again to confirm — this can't be undone"**. Click the same card a second time to confirm. (Depending on your account's verification age, you may be asked to confirm a 6-digit code sent to your email first.)

> **NOTE**
>
> Picking a side is not a dead end. You pick the side you start with — you can add the other later. An advertiser can become a channel owner at any time with the **"Become a channel owner"** button on the advertiser home page, and keeps full advertiser access afterwards. Channel owners can also advertise: their navigation bar carries the advertiser pages (Marketplace, Campaigns, Cart, Watchlist, Auctions) under an "Advertise" divider.

The three-step flow

New advertiser accounts see a dismissible first-run guide on the home page. The whole flow really is three steps:

1. **Browse the marketplace** — compare verified channels by real reach, engagement and CPM.
2. **Compose and schedule** — write your post and pick a slot; you see it rendered in Telegram's own style before you book.
3. **Pay into escrow** — your money is only released to the channel once our monitor proves delivery.

Your wallet and your reliability score

Two account-wide numbers matter throughout the marketplace, and both are shown on your advertiser home page:

- **Wallet.** All Paid Promotion purchases are paid from your main Onflow Ads wallet — one balance across every product. If your balance can't cover a checkout, you'll be told the exact shortfall and pointed to the wallet top-up page.
- **Reliability** (a score out of 10). Paid Promotions requires a minimum reliability score to book or bid — the current floor is shown right on the cart and bid screens if you fall below it. Clean, on-time activity raises it; false dispute claims lower it.

The escrow promise, in one paragraph

When you pay, your money moves into escrow, not to the owner. The owner then has a fixed window to accept your booking (a countdown is shown on the order — currently 24 hours); if they decline or the window lapses, you are refunded in full automatically. Once the post is published, our monitoring bot repeatedly checks that it is still live and still pinned for the promised hours, and samples its view counts. The owner is paid only after delivery has been verified (exact release timing depends on the owner's standing) — and a monitor-detected failure pauses the payout and can refund you without you having to do anything. The full mechanics are on the Escrow and buyer protection page.

> **TIP**
>
> Everything in this marketplace is measured by the platform, not claimed by owners. Channel statistics carry "measured" or "self-reported" labels, delivery numbers come from our own monitor, and clicks are tracked first-party. When a number can't be measured, it is shown as blank — never as zero.

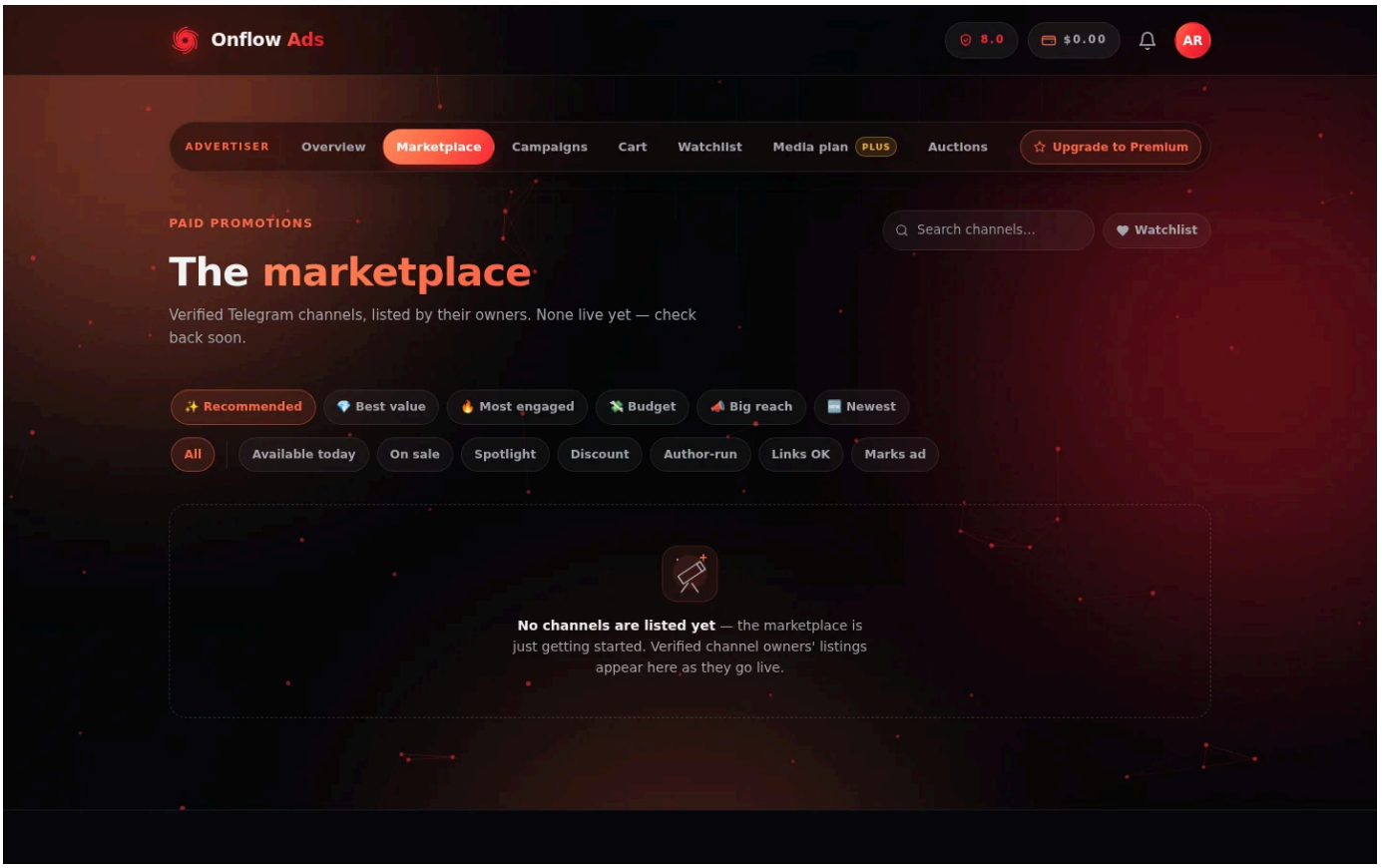
Next: Browsing the marketplace — find and shortlist the channels worth your budget.

PAID PROMOTION — ADVERTISERS

Browsing the Marketplace

Browsing the Marketplace

The catalog at **https://onflowads.com/telegram/dashboard/paid-promotion/catalog** (the **Marketplace** pill in the navigation bar) lists every verified channel currently taking bookings. This page covers finding and shortlisting channels; a channel's full detail page is covered on Reading a channel page, and saving channels for later on Watchlist and price alerts.



The marketplace. Everything you need to narrow the list sits above the grid: search on the right, the quick-view sort presets on the first chip row, and the tag filters on the second.

Each catalog card shows the channel's name and handle (with a green check if it passed platform verification), its category, subscribers, average views, engagement rate (ER — views as a share of subscribers), its cheapest live price ("from …") and its CPM (cost per 1,000 views). The header above the grid always states the total channel count and **what the list is currently sorted by**.

> **HONEST ORDERING BY DESIGN**
>
> The catalog's default ordering is honest by design: a paid boost never outranks a materially bigger channel, and the page says so under the header. Featured and sponsored placements are always labelled — a paid top slot never pretends to be an organic result.

Search

The **"Search channels..."** box filters the grid as you type (results update after a brief pause, so the list doesn't flicker under your fingers).

Quick views

One-tap sorting presets — exactly one is active at a time, and the header restates which:

Chip	What it sorts by
✨ Recommended	Featured first, then fit (reach, rank, standing) — the default
💎 Best value	Lowest cost per 1,000 views
🔥 Most engaged	Engagement rate, showing channels at 3% or higher first
💸 Budget	Cheapest first
📣 Big reach	Most subscribers first
🆕 Newest	Most recently verified

Category and tag filters

- **Category chips** — click a category to browse only that category; **"All"** clears it. One category at a time.
- **Tag chips** — toggle any combination of filters:

Tag	Shows only channels that...
Available today	Accept bookings that can run today (short lead time)
On sale	Have any live discount
Spotlight	Are running a limited-time flash deal on a format
Discount	Offer an owner perk discount
Author-run	Are run by their author
Links OK	Allow external links in ad posts
Marks ad	Label sponsored posts as ads

- **Watchlist** — the heart-labelled toggle next to search shows only channels you've saved.

If your filters match nothing, the page says *"Nothing matches those filters"* with a one-click **"Clear filters"** button. If the page can't load at all, you'll see *"We couldn't reach the marketplace just now"* with a **Retry** button — a connection problem, never an empty marketplace.

What the card badges mean

Badge	Meaning
★ Sponsored	The channel's owner paid for the top slot on this category page — always disclosed, and always shown first on the card
Featured	Appears in the "Featured channels" rail above the grid — a paid or plan-included promotion by the owner
−N% (spotlight)	The owner is running a limited-time flash deal on one format
⚡ Today	The channel accepts bookings that can run today

Badge	Meaning
NEW · first look	A newly verified listing you're seeing before the wider marketplace — an early-access perk on the top plan
Green check next to the name	The channel passed platform verification

Comparing channels side by side

You can compare up to **3** channels at once:

1. Click the **compare arrows icon** on a catalog card (next to the heart). A "Compare" tray appears at the bottom of the screen. (Trying to add a fourth tells you the limit.)
2. Add up to two more channels the same way — remove one with the ✕ on its avatar in the tray, or **"Clear"** to start over.
3. Click **"Compare N"** in the tray (it enables at 2+ channels).

An overlay table shows **Subscribers, Avg views, Engagement, CPM, From price and Category** side by side, with the best value in each numeric row highlighted in green ("Best"). For CPM and price, **lower** is better — the overlay's footnote says so. Click **"View →"** under any column to open that channel's page, or press Escape to close.

From browsing to booking

- **Open a channel** — click any card. See Reading a channel page for every section of the listing: standing grade, measured stats, audience quality, price history, the performance passport, formats and rates, availability, and reviews.
- **Save it for later** — tap the **heart**. See Watchlist and price alerts for daily price tracking and drop alerts.
- **Book it** — the channel page's **"Book a post →"** button opens the booking composer.

FAQ

Why does a smaller channel rank above a bigger one under ”Recommended”?

Recommended weighs fit — reach, rank and standing together — and featured listings surface first. But the ceiling holds: a paid boost never outranks a *materially* bigger channel.

Switch to 📣 **Big reach** for a pure subscriber sort.

What’s the difference between ”Sponsored” and ”Featured”?

★ **Sponsored** is the single paid top slot on a category page, shown above the grid. **Featured** channels appear in the "Featured channels" rail. Both are always labelled — neither ever pretends to be an organic result.

A channel disappeared from the catalog

Owners can pause or remove their listings at any time. If you'd saved it, it stays on your watchlist with an "Unavailable" badge so you'll notice if it returns.

Next: Reading a channel page — how to judge a shortlisted channel before you spend on it.

PAID PROMOTION — ADVERTISERS

Reading a Channel Page

Reading a Channel Page

Click any card in the marketplace catalog to open that channel's detail page (its URL looks like `…/paid-promotion/channel/…`). This is where you decide whether a channel deserves your budget, so every number on it tells you where it came from — checked by the platform, or claimed by the owner.

This page walks each section top to bottom.

The header

The header shows the channel's name and handle, a green verification check if the channel passed platform verification, its category and language badges, and — when the owner is running a limited-time flash deal — a **"Spotlight −N%"** badge with the deal's end date.

On the right you see the **"from"** price (the channel's cheapest live format) and the **"Book a post →"** button, which opens the booking composer.

Once the channel has verified buyer reviews, a **"★ 4.8 · 12 reviews"** chip joins the header badges.

The Standing grade

Channels whose owner has enough platform-witnessed history show a **Standing** grade next to the name — a letter summary of the owner's reliability record:

Grade	Owner reliability
A+	9 or higher out of 10
A	8–9
B+	7–8
B	6–7

Grade	Owner reliability
C	4–6

Below that range the raw score is shown instead of a letter. The grade is derived from the owner's platform-witnessed reliability record — clean, on-time deliveries raise it; failures lower it.

Stat tiles — and the ”measured” vs ”self-reported” labels

A row of tiles summarises the channel:

- **Subscribers** and **Avg views** — each labelled **"measured"** (checked by the platform) or **"self-reported"** (the owner's own figure), so you always know the basis of the headline numbers.
- **Engagement** — the channel's engagement rate (ER), views as a share of subscribers.
- **CPM from** — the cost per 1,000 views at the entry price.
- **On-time record** — the share of this owner's deliveries that ran clean, with the number of delivered placements underneath.

Audience quality score

Channels with platform-measured stats also get an **Audience quality** tile: a 0–100 score with a band label and a meter. It is computed from the view-to-subscriber ratio and engagement. Two warning flags can appear under the tiles:

- *"Views are a small fraction of the subscriber count — reach may be limited."* — the channel has many subscribers but few of them see a post.
- *"Views run unusually close to the subscriber count."* — a pattern that rarely occurs naturally.

The note always states the view/subscriber ratio the score was computed from, so you can check it yourself.

Entry price · 90 days

A daily price-history chart of the channel's cheapest live format, with the low and high over the period. Prices are snapshotted once a day.

- The chart only draws once there are at least a few days of history — a single data point is never rendered as a trend. Until then the panel says *"No price history yet — snapshots begin once this channel has been listed a few days."*
- The fine print reminds you: *"Watchers get a drop alert when it falls."* — see Watchlist.

> **TIP**
>
> Published prices stay published. The history exists precisely so an owner can't quietly raise the price the day you commit — what the channel charged is on the chart.

Performance passport

For owners who publish one, the **Performance passport** is a platform-witnessed record minted **only** from placements our delivery monitor actually measured — never from claims. It shows:

Row	Meaning
Delivered vs promised	Measured views as a percentage of what the owner promised, across monitored placements
Median real CPM	What buyers actually paid per 1,000 measured views
Median CTR	Click-through rate from first-party tracked links
Monitored placements	How many placements the record is built from

Badges below note the number of monitor checks behind the record and, where known, the owner's average turnaround time in hours.

If the owner doesn't publish a passport — or the channel is below the minimum sample of monitored placements — the panel says so instead of publishing a record built on too little data, and reminds you that every placement is still monitored end to end regardless.

Formats and rates

The owner's rate card. Each row is one placement format with its live price — click a row to jump straight into the booking composer with that format pre-selected.

Format	What it means
1 hour top · 24 hours in feed	Pinned to the very top for 1 hour, then stays in the feed for a full day
2 hours top · 48 hours in feed	Two hours pinned at the top, then two days live in the feed
3 hours top · 72 hours in feed	Three hours pinned, then three days in the feed — maximum dwell time
Native · 7 days in feed · 1 hour top	A softer, longer-lived placement that lives in the feed for a week
30 days in feed · 3 hours top	A full month of presence with a three-hour pin at launch
Forward / repost	The ad is forwarded from your channel, keeping the original source visible
Permanent pin	The post stays pinned to the top until the campaign ends — the most premium slot

Owners choose which formats to offer and at what price, so not every channel lists every row. The in-feed duration is a promise: the escrow release clock and our delivered-post monitoring are both tied to it.

Perk badges above the rows tell you the channel's terms at a glance:

- a green **owner perk** badge with its discount (an owner-offered discount, applied automatically in the composer and cart);
- **"Links OK"** — the owner allows external links in ad posts;

- **"Marks the post as an ad"** — the owner labels sponsored posts.

Availability

A day-by-day calendar strip covering the next few weeks:

- **Green days** are open — when the owner caps ads per day, the day shows how many slots are left ("2 left").
- **Grey "full" days** are fully booked.
- **"closed" days** are owner blackout dates.

If the owner caps daily ads, the cap is shown ("N/day max"); otherwise the panel notes that every day is open to book.

Live auction strip

If the owner is running a prime-slot auction on this channel, a gold strip shows the format being auctioned, the number of bidders, the **current bid**, a live countdown, and a **"Bid $X"** button (the amount is the next valid bid). See Auctions and bidding for how bidding works — the strip only appears while the auction is genuinely live.

Reviews

Verified buyer reviews, with star ratings. Each review shows:

- the reviewer under a stable pseudonym;
- a **"✓ Verified"** badge when the review was left on a completed, paid placement;
- the format that was booked;
- the review text, and the owner's reply if they wrote one.

Similar channels

A rail of other channels in the same category, each with its subscribers and "from" price — useful for quick comparison shopping without going back to the catalog. (For a side-by-side table, use the catalog's compare tool.)

If the page won't load

Two different messages, two different meanings:

- **"This channel isn't available in the marketplace."** — the listing was removed or paused by its owner. The rest of the marketplace is still open.
- **"We couldn't reach this channel just now."** with a **Retry** button — a connection hiccup. Nothing was charged or changed; try again in a moment.

FAQ

Why do some channels show ”self-reported” numbers?

Not every channel has been independently measured yet. The label exists so you're never guessing: **"measured"** means the platform checked the number; **"self-reported"** means it's the owner's own figure. Measured channels also get the audience-quality score.

The channel has no Performance passport — is that a red flag?

Not by itself. A passport needs a minimum sample of monitored placements; new or lightly booked channels simply haven't accumulated one yet. Your protection doesn't depend on it — escrow, monitoring, and refund rules apply to every booking equally.

The price chart is empty

Snapshots begin once the channel has been listed a few days. An empty chart means "too new to chart", not "no price".

Next: Booking a promo slot — write the ad, pick the slot, and add the placement to your cart. Not ready to commit? Save the channel to your watchlist and let the price come to you.

PAID PROMOTION — ADVERTISERS

Watchlist and Price Alerts

Watchlist and Price Alerts

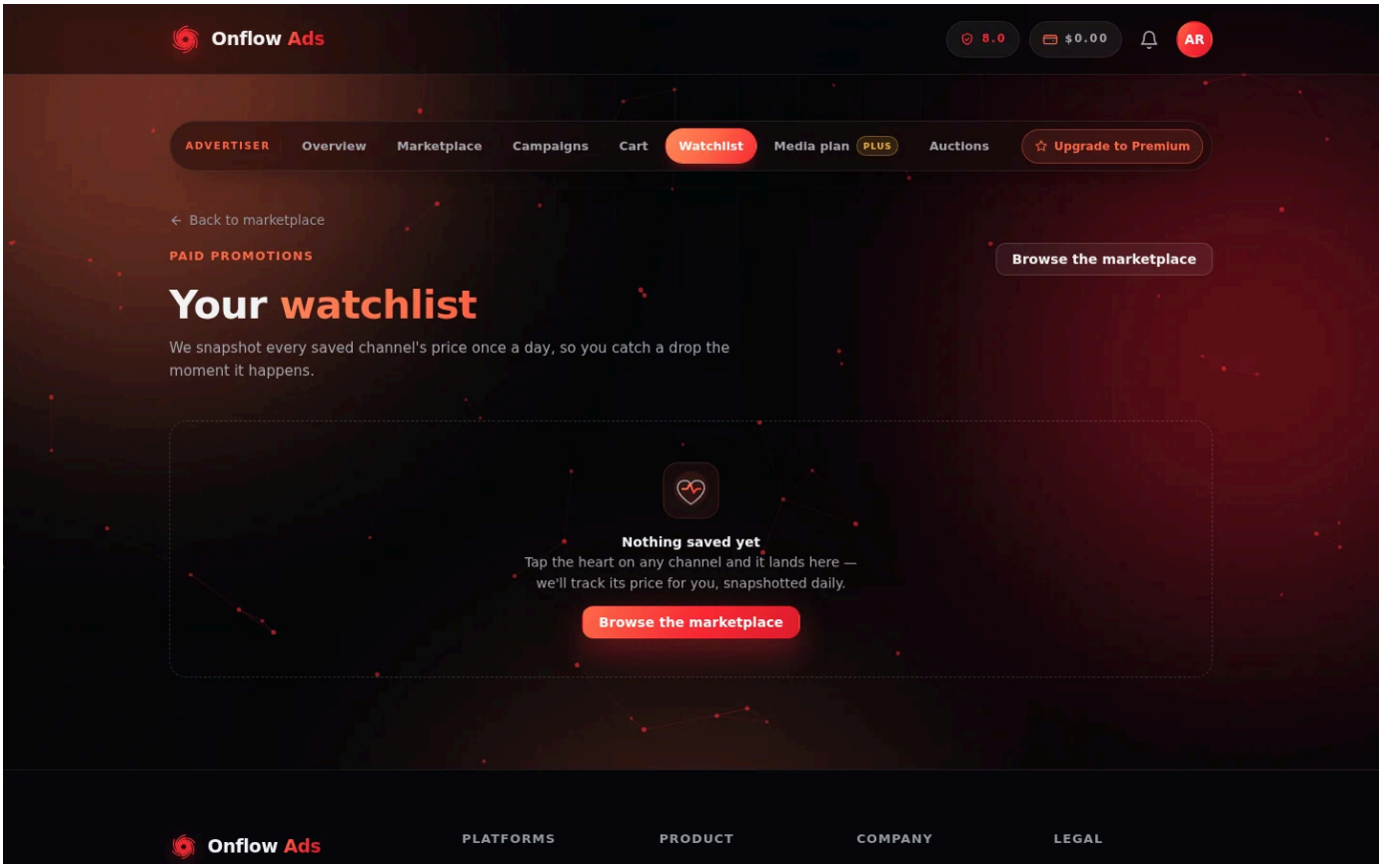
The watchlist is your saved-channels list with built-in price tracking. Save a channel you're not ready to book, and the platform snapshots its price **once a day** — so when it gets cheaper, you know, and you can prove it was cheaper than when you saved it.

The watchlist lives at **https://onflowads.com/telegram/dashboard/paid-promotion/watchlist** (the **Watchlist** pill in the navigation bar).

Why use it

- **Timing.** Prices in the marketplace move — owners run spotlight deals, adjust rates, and (if they opt in) let demand-based pricing lower quiet weeks. The watchlist catches the drop for you.
- **Shortlisting.** Building a campaign across ten candidate channels is easier when they're saved in one place with live stats.
- **Auction opportunities.** When a channel you watch opens a prime-slot auction, you can be told before it closes.

Saving a channel



The watchlist page before anything is saved. Saved channels appear here as cards; until then it points you back to the marketplace, where the heart lives.

1. In the marketplace catalog, tap the **heart** on any channel card.
2. You'll see the confirmation: *"Added to your watchlist. We'll tell you if the price drops."*
3. Tap the heart again to remove it (*"Removed from your watchlist."*).

The heart responds instantly and syncs in the background — if the save fails (for example, the connection drops), the heart reverts and you're told your watchlist didn't change. A double-tap on a slow connection can never leave the icon disagreeing with what's actually saved.

Two rules apply when adding:

- **The listing must be live.** A paused or removed channel can't be added — you'd see *"That channel isn't open for bookings right now."* (A price alert on a channel that can't be booked would be a control that does nothing.)
- **There's a cap on saved channels.** If your watchlist is full, you're told the exact limit and to remove one before adding another. The watchlist page header shows how many

you've saved out of your allowed maximum.

Reading the watchlist page

Each saved channel is a card showing:

- its current entry price (**"now"**) next to the price when you saved it — struck through if it has changed;
- a green **"−N% since saved"** badge when the price has dropped since you saved it;
- the date you saved it (**"saved Mar 4"**), plus its live subscribers, average views, and engagement rate;
- an **"alerts"** bell badge when price-drop notifications are armed for this channel;
- an **"Unavailable"** badge (card dimmed) if the listing has since been paused or removed — it stays on your list so you notice if it comes back.

Clicking a card opens the channel page. The filled heart on a card removes it — the card dims while the removal confirms, and comes back (with the reason) if it fails.

> **THE PRICE THAT'S TRACKED**
>
> The tracked number is the channel's **entry price** — the same "from" price the catalog card shows. That's deliberate: an alert about a format you never see on the card wouldn't be a drop you asked to hear about.

You can also filter the whole marketplace to just your saved channels with the heart-labelled **Watchlist** toggle next to the catalog's search box.

Price-drop alerts

Everyone can keep a watchlist. **Being told** about drops is a paid-plan benefit, included from the Lite plan up:

- When a watched channel's entry price falls below what it cost when you saved it, you get a notification — *"ChannelName dropped 12%"* — with the new starting price against the saved price, linking straight to the channel page.
- **Only meaningful drops notify.** Tiny moves are noise, and a notification for them would teach you to mute us.
- **One alert per drop.** An alert re-arms only after the price recovers to (or above) your saved price — a channel that simply stays cheap doesn't ping you every day.

Alerts are armed automatically when you save a channel on an eligible plan; the bell badge on the card confirms it.

Auction alerts

On the same plans, the watchlist also pings you **once per auction** when a channel you watch opens a prime-slot auction: *"ChannelName opened a bidding slot"*, with the current top bid (or the opening price if nobody has bid), linking to the Auctions page. You're never pinged twice about the same auction.

Limits and rules at a glance

Rule	Behaviour
Watchlist size	Capped per account; the page shows your count against the maximum, and the error tells you the exact limit when it's full
Who can save	Every plan, including Free
Who gets alert notifications	Paid plans (Lite and up)
Price snapshots	Once a day, per saved channel
Alert threshold	Only meaningful drops; small moves don't notify
Alert re-arm	After the price recovers — never repeats while the price stays low
Auction pings	One per auction per watcher, same plan requirement
Unavailable channels	Stay on the list, dimmed and badged

FAQ

I saved a channel on Free — will I get drop alerts?

No — but your watchlist still works, snapshots still run, and the green "−N% since saved" badges still appear when you open the page. What a paid plan buys is being *told* the moment it happens.

The price dropped but I wasn’t notified

Three usual reasons: the drop was too small to clear the alert threshold; you were already notified for this drop and the price hasn't recovered since (alerts re-arm only after recovery); or your plan doesn't include alert notifications.

A channel on my list shows ”Unavailable”

Its owner paused or removed the listing after you saved it. It stays on your list — dimmed — so you'll notice if it returns. You can remove it with the heart any time.

Does saving a channel reserve a slot or a price?

No. The watchlist is tracking, not booking — prices are always re-quoted live when you actually book. The saved price exists so you can see how today's price compares.

Next: Booking a promo slot — when a watched price drops, this is what happens next.

PAID PROMOTION — ADVERTISERS

Booking a Promo Slot

Booking a Promo Slot

The booking composer is where you write your ad, schedule it, and add the placement to your cart. You reach it from a channel page — either the **"Book a post →"** button in the header or a specific row in **Formats and rates** (which pre-selects that format).

The page walks a three-step progress bar: **1 · Schedule → 2 · Creative → 3 · Add to cart**. An "Escrow-protected" badge in the header is a reminder that nothing is charged until checkout, and the charge goes into escrow, not to the owner.

Step 1 — Schedule

1. Pick a **day** from the row of day chips (about a week of upcoming dates).
2. Pick a **time** from the time chips: 09:00, 12:00, 15:00, 18:00 or 21:00.

Times are shown in **your local time** — the owner sees the same moment in theirs. Bookings must start **at least 48 hours from now**, so chips inside that lead window are disabled.

> **NOTE**
>
> If you later check out with a start time that falls inside the short-notice window, a **rush premium** (a percentage shown at checkout) is added — see Cart and checkout.

Step 2 — Creative

Write your ad post in the text area ("Write your ad post — a hook, the offer, and your link."). A live counter shows your length against Telegram's **1,024-character** caption limit.

Live Telegram preview

The right-hand panel renders your post exactly as it will look in Telegram — the channel's name and avatar, your text, attached media, the expected view count and your chosen time, and a pin note describing the format ("📌 pinned 1h · stays 24h in feed"). If your post contains a link, the preview shows the tracked-link card ("onflow.link · tracked — clicks measured first-party, deduped, no IP stored").

Photos and video

Below the text area are media slots:

- **Photos** — click a "+ photo" slot to upload an image (JPG, PNG, WebP or GIF). The number of photo slots depends on your plan (from 2 on entry plans up to 8 on the top plans). Click the ✕ on a thumbnail to remove it.
- **Video** — on plans that include video creatives (Elite and above), a "+ video" slot accepts MP4, MOV or WebM clips. On lower plans the slot is shown locked with the plan it unlocks on. A video takes the whole creative — Telegram can't mix a video with photos in one ad.

Your caption and media are saved together as a reusable **ad post** (creative) on your account. The cart books this exact saved post, and the same saved posts are what you attach to auction bids and bundle bookings.

AI assistance (optional)

A set of AI helpers sits in the composer. All are metered per day; when you've used your daily AI actions the buttons tell you so.

- 🤖 **Draft** — type a plain-language brief ("Describe your ad and let AI draft it...") and click **Draft**. The suggestion fills the text area for you to review and edit.
- 🎨 **Generate image** — AI-paints an ad photo straight into your next free media slot (a top-tier feature; the button explains if your plan doesn't include it). Nothing is charged for a failed generation.
- 🤖 **Fix to pass** — appears only when the pre-flight has hard failures; rewrites your current post to clear exactly those issues, for your review.
- 🤖 **AI compliance check** — an opt-in advisory read of your post against this channel's own stated rules. It flags subtle-conflict risk the keyword checks can't catch. It never blocks your booking — it only advises.

Pre-flight checks

Under the media slots, a checklist updates as you type:

Check	Behaviour
Length	✓ when your post fits the caption limit; a warning when it's over

Check	Behaviour
Link	✓ "Link found — it will be wrapped with first-party click tracking"; a soft warning if there's no link yet
Disclosure	✓ when `#ad` (or similar) is present; otherwise a warning with a one-tap **"+ add #ad"** chip
Channel rules	Hard failures fetched from the server: this channel's **links policy** and its **prohibited topics** (which you can't see directly — this check is how you avoid booking blind and getting declined)

Soft warnings don't stop you. **Hard failures (red × rows) block "Add to cart"** until fixed — every avoidable decline costs you time, so the composer refuses to let you book a post the owner is bound to reject.

Step 3 — Add to cart

The **Price** panel shows the format and slot you chose, the owner's unit price, any owner discount applied automatically (a **Spotlight** deal price on this format, or the owner's **perk** discount for you), a "Platform service fee — included" line, and the total.

Click **"Add to cart"**. The composer:

- saves your creative (caption plus any media) as your campaign's ad post,
- adds one cart line for this channel and format (re-adding the same channel and format replaces the line rather than duplicating it),
- carries your schedule and creative along to checkout,
- and morphs the button into **"Added ✓ · Review cart →"**.

You can keep browsing and add more channels — the same creative and schedule apply to the whole cart, so one checkout runs one campaign across every channel in it.

> ⚠ **ONE CREATIVE PER CHECKOUT**
>
> A cart books **one ad post across all its channels**. If you need different copy for different channels, book them in separate checkouts.

Next: Cart and checkout — review your placements, apply discounts, and pay into escrow.

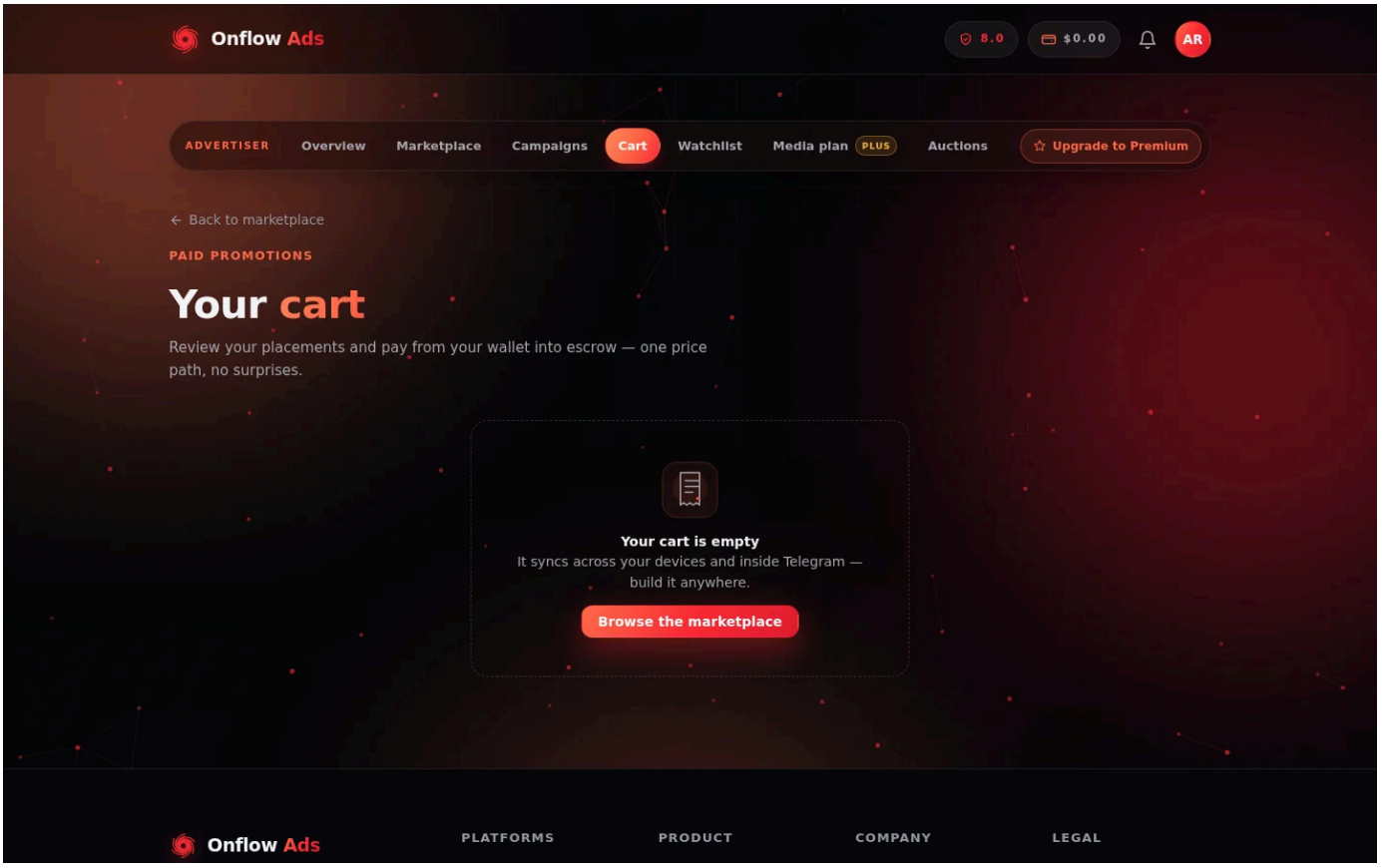
PAID PROMOTION — ADVERTISERS

Cart and Checkout

Cart and Checkout

The cart is the last stop before your money moves: it collects every placement you've composed, prices them once, and pays the total into escrow. It lives at **https://onflowads.com/telegram/dashboard/paid-promotion/cart** (the **Cart** pill in the navigation bar shows a live line count).

The header promise — *"One price path — the button is the invoice"* — is literal: the amount on the pay button is priced by the same server code that charges you, so the quoted total is the charged total.



The cart page. Composed placements stack up on the left and the Summary panel prices them on the right; empty, it reminds you the cart follows you between devices.

Cart lines

Each line shows the channel, the format, your scheduled slot, the owner's price, and any owner discount (spotlight or perk) as a green badge with the original price struck through.

Remove a line with the ✕.

- Prices are **quoted live** — a line re-prices only if the owner changes their rate before you pay.
- If a channel in your cart becomes unavailable (paused, removed, or its format withdrawn), the line is removed automatically and you're told.

> **YOUR CART FOLLOWS YOU**
>
> The cart is stored in your browser, and on Lite plans and above it also **syncs to your account** — build a basket on your laptop and it's waiting on your phone or inside Telegram's in-app browser. If two devices edit at once, one device's save is refused and it's refreshed with the latest cart, with a notice that the cart was changed on another device.

The Summary panel

The right-hand **Summary** itemises exactly what you'll pay:

Row	What it is
Owner prices	The sum of each channel's published rate
Owner discounts (spotlight · perks)	Discounts the owner is offering — these reduce both your price and their payout, because they're the owner's own offer
Volume discount	Your standing discount earned from lifetime wallet funding (see below)
Volume + promo	When a promo code is applied, the combined saving
Rush premium (with its percentage)	Added when your chosen start time is inside the short-notice window shown at checkout
Total	What the pay button will charge

Below the rows: *"Platform discounts come out of our fee — an owner's payout never drops below their price. Final total is confirmed at checkout."* That's the standing rule: promo

codes, volume discounts and bundle discounts are funded from the platform's own commission, never from the channel owner's earnings.

You'll also see a green shield line: your order is *"Covered by the Onflow Buyer Protection Fund — guaranteed-view shortfalls and monitor-verified delivery failures are made good automatically, no dispute needed."*

Volume discount

The more you have funded your wallet over its lifetime, the bigger your standing discount on every Paid Promotion checkout. The cart shows the rate you've earned — or the exact amount left to reach the next rung — pulled from the same numbers checkout charges by.

Promo codes

Enter a code in the **Promo code** field and click **Apply**. A valid code shows "Code XXXX applied." and reprices the summary (the promo preview comes from the server, so it exactly matches what you'll be charged). An invalid or expired code explains why. Codes can carry expiry dates, usage caps, minimum order sizes, first-order-only and once-per-user rules.

The bundle offer

When your cart holds **2 or more distinct channels**, a green offer may appear: **"🤝 Book all N channels as one campaign"** with the saving and a **"Book as a bundle — $X into escrow"** button. The discount is platform-funded ("Our treat — every owner is still paid in full") at a fixed server-set rate. Booking via the bundle button books the same lines through the same escrow — just cheaper.

This is your own basket at a discount — different from the pre-packaged curated bundles, where Onflow Ads picks the channels.

Audience overlap check

With 2 or more channels in the cart, an **Audience overlap** panel offers **"🤖 Check overlap"**. It groups the channels in your basket that likely share an audience (clusters marked "Likely same audience" or "Some overlap", each with a reason), with an AI note on how to diversify — so you don't pay twice to reach the same people. The check uses your daily AI actions.

What your fee covers

A **"What your fee covers"** panel names the platform services your fee funds for your plan — escrow on every dollar, delivery monitoring, dispute arbitration and its response target, verified metrics, make-goods, insurance on eligible plans, and the buyer-protection fund. If the marketplace is running in single-fee mode, the cart says **"List price · no buyer fee added"** at the total — you pay exactly the channel's list price.

Before you can pay

The cart pre-checks the same gates checkout enforces, so you see the reason before the charge attempt rather than after:

- **Reliability floor.** Paid Promotions needs a minimum reliability score to book (the exact floor is shown — e.g. "at least 4/10"). If you're below it, the cart says so and how to fix it: clean, on-time activity.
- **Monthly placement allowance.** Your plan covers a set number of placements per calendar month (shown as "X of N used"). If the order would exceed it, the cart tells you exactly how many lines to remove or that an upgrade is needed. Cancelled and refunded bookings don't count against the allowance.
- **Creative and schedule.** If your cart has lines but no composed ad post, the pay attempt links you back to the composer.

Paying

Click **"Pay $X into escrow"**. On success you get a receipt screen: *"N placements booked — $X moved into escrow — owners have 24h to accept. Declined or expired bookings refund to your wallet automatically."* From there, **"Track my campaign →"** opens your Campaigns page, or **"Keep browsing"** returns you to the catalog.

Possible outcomes if the payment can't complete:

What you see	What it means / what to do
"Balance is short by $X — top up from your wallet."	Your wallet can't cover the total. The link takes you to the wallet page. Nothing was charged.

What you see	What it means / what to do
"Some channels are no longer available — your cart was refreshed."	A listing went inactive between quoting and paying. The stale lines are dropped; review and pay again.
A specific error message	Nothing was charged — fix the stated issue and retry.

> **NOTE**
>
> Checkout is idempotent — a double-click or a retried request can never charge you twice for the same order.

After checkout

One checkout becomes **one campaign**: every channel in the cart gets its own order under a shared campaign, all visible on the Campaigns page. Each owner independently accepts or declines within the accept window; any declined or expired line refunds automatically while the rest of the campaign proceeds.

Next: Orders and campaigns — follow your placements from payment to payout.

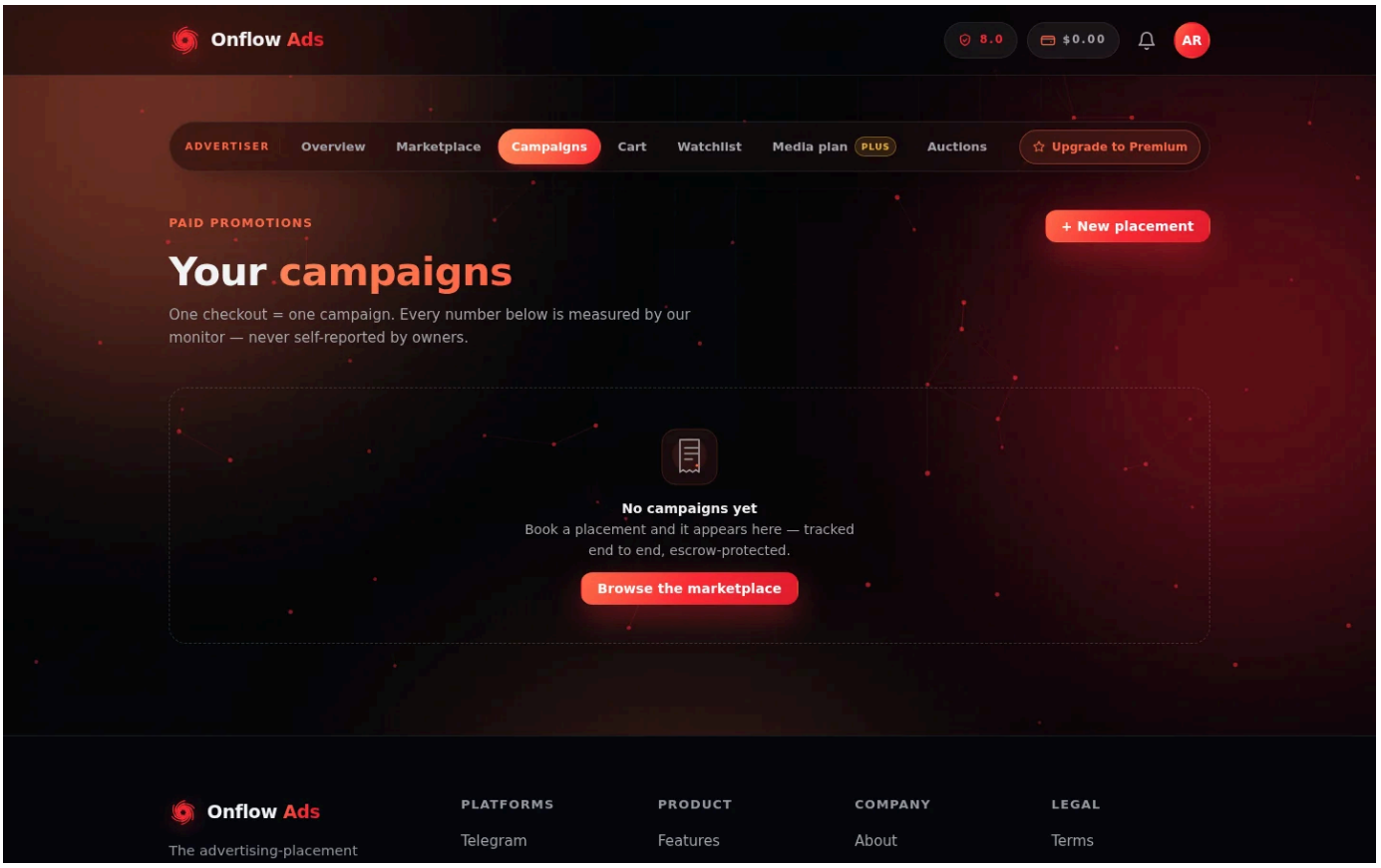
PAID PROMOTION — ADVERTISERS

Orders and Campaigns

Orders and Campaigns

Everything you've booked lives at **https://onflowads.com/telegram/dashboard/paid-promotion/orders** — the **Campaigns** pill in the navigation bar. One checkout equals one campaign; every number on this page is measured by our monitor, never self-reported by owners.

This page covers the life of an order from payment to payout. The proof machinery a delivered order carries (live post link, proof archive, certificates) is on Tracked links and delivery proof; the escalation path when something went wrong is on Raising a dispute.



The Campaigns page. Each checkout becomes one campaign card here, with its individual placements listed underneath it.

Campaign cards

Each campaign (one checkout) gets a card summarising:

- **Spend in escrow** — what you paid;
- **Measured reach** — total monitor-measured views across the campaign's placements;
- **Blended CPM** — computed from **measured lines only**, labelled with how many of the campaign's orders are measured ("N of M"). "Not measured yet" is never rendered as "delivered zero";
- **CTR · tracked links** — from first-party click tracking;
- a **"Measured views per channel"** bar chart once at least two placements are measured;
- **Export CSV** and **PDF report** links (plan-gated — see Analytics and reporting).

Under each campaign card sit its individual placements (orders). Bookings that don't belong to a listed campaign appear in a flat **Placements** section.

Order lifecycle and statuses

Every order carries a status badge:

Badge	Meaning
AWAITING ACCEPT · countdown	Paid and in escrow; the owner has a live countdown (24 hours) to accept. If it lapses, you're refunded in full automatically.
SCHEDULED · date	The owner accepted; the post is waiting for its slot.
LIVE · verifying (countdown)	The post is live and your verification window is running (see below).
LIVE · pinned	The post is live and pinned.
RELEASED ✓	The placement ran clean — funds released to the owner; the order is complete.
DECLINED	The owner declined — you were refunded to your wallet automatically.
CANCELLED	You cancelled the booking.

Badge	Meaning
REFUNDED	The money came back to your wallet (auto-refund, insurance, or an upheld dispute).

Click **"Details"** on any order to expand its **timeline**: Booked and held in escrow → Accepted by owner → Posted and pinned → Delivery measured (with measured views and real CPM once final) → Funds released to owner. Declined/cancelled/refunded orders show a short two-step history with the reason.

Orders with delivery data also show a progress meter: **measured views vs promised views** — and once delivered, the delivery-proof panel.

While the post is live

Our monitoring bot repeatedly checks that the post is still live and still pinned for the promised top-hours, and samples views, forwards and reactions on a schedule throughout the run. The check cadence is a benefit of your plan and is **locked onto the order at purchase** — a plan change later can't downgrade a protection mid-placement. A monitor flag pauses the release to the owner (see Escrow and buyer protection).

The verification window

After your post goes live, you get a short window (up to 48 hours, never longer than the ad's own duration) to check the live post and raise a concern if something is wrong. The **"🔗 View live post ↗"** chip opens the actual Telegram post. If you do nothing, the placement is auto-judged delivered when the window closes — you don't need to click anything for a clean delivery. (You can still dispute for up to 14 days after delivery.)

Cancelling a booking

You can cancel an order that hasn't gone live yet, straight from its expanded details:

- **Before the owner accepts** ("AWAITING ACCEPT") — cancelling is free and refunds you in full.
- **After the owner accepts** ("SCHEDULED") — a **late-cancellation fee** applies (the percentage is shown on the button, e.g. "Cancel booking · 15% fee"). The fee compensates the owner for the slot they committed; the rest refunds to your wallet.

- **Live or delivered** — cancellation is no longer possible; the dispute path is what remains.

The cancel button uses a two-tap confirm that states the **exact refund and fee** ("Confirm · refund $X (fee $Y)") before anything happens.

> **NOTE**
>
> Cancelled and refunded bookings don't count against your plan's monthly placement allowance — cancelling never burns quota.

Counter-offers

An owner can respond to your booking with a **counter-offer** — a new price, optionally with a note. The order shows a **"NEW PRICE"** badge and a blue panel: *"The owner proposed a new price: $X."*

- **Accept $X** — your wallet is adjusted by the difference and the booking is confirmed at the new price (you'll be prompted to top up if the difference exceeds your balance).
- **Decline** — the counter is rejected and your original request stands (the owner can still accept or decline it as booked).

While a counter is pending, the order's details stay expanded so you can't miss it. The accept countdown continues to protect you throughout — an unanswered booking still auto-refunds when the window lapses.

After delivery

A delivered order's expanded details carry everything you need to judge and prove the placement:

- **"🔗 View live post ↗"** — the actual Telegram post.
- **"🛡️ Delivery proof"** — the frozen, signature-verified proof trail. See Tracked links and delivery proof.
- **Placement Proof Certificate** — on plans that include them, a publicly verifiable signed document for your client. Also covered on Tracked links and delivery proof.
- **"Open a dispute"** — if something went wrong, for up to 14 days after delivery. See Raising a dispute.

FAQ

The countdown ran out and nothing happened yet

Auto-decline and auto-refund run on a background sweep — the refund lands in your wallet moments after the window lapses, and the order flips to show it. The Activity page lists every event as it happened.

The order says LIVE but I can’t see the post in the channel

Open it via the **"🔗 View live post ↗"** chip first — channels with lots of traffic scroll fast, and a pinned post shows at the top, not in feed order. If the chip's target is genuinely gone, that's what the monitor watches for — and what a dispute is for if it slips through.

Can I change the schedule after paying?

No — schedule and creative are both frozen into the booking. Cancel under the rules above and rebook. Note the owner sees your slot in their own local time automatically; there's nothing to coordinate.

What does ”Measuring…” mean on a placement?

The monitor is still sampling the run. Views are sampled on a schedule across the whole promised duration and the campaign uses the peak observation — blank or "Measuring…" means *not measured yet*, never "delivered zero".

Next: Tracked links and delivery proof — the evidence trail behind a delivered order, and the certificate you can hand a client.

PAID PROMOTION — ADVERTISERS

Tracked Links and Delivery Proof

Tracked Links and Delivery Proof

Two questions matter after your money leaves escrow: **did the ad actually run as promised**, and **did it work**? This page covers the machinery that answers both — first-party tracked links (clicks and CTR), the signed delivery-proof archive on every delivered order, and Placement Proof Certificates you can hand to a client.

First-party click tracking

When your ad contains a link, Onflow Ads rewrites it through a tracked redirect at checkout, before the post goes out. That's what lets your campaign report clicks and CTR alongside views — without you instrumenting anything yourself.

What happens to your links

- Each distinct link in your caption is swapped for a short tracked address; a campaign tracks up to **10 distinct links**.
- Standard UTM parameters are appended (source `onflowads`, medium `telegram`, plus a campaign tag) — **without overwriting any UTM values you already set**, so your own analytics keep working.
- **Telegram-internal links (t.me) are left untouched.** Rewriting them would break Telegram's in-app navigation — they'd bounce the reader out to a browser and back.
- The redirect itself is instant for the reader: one lookup and a straight redirect to your destination.

What's measured — and what's never stored

- Clicks are counted, and **deduplicated to unique visitors** using a salted, non-reversible hash. **No IP address is ever stored** — the system recognises a repeat visitor without identifying anyone.
- Click totals and unique clicks roll up onto the order, the campaign's CTR, and your analytics.

You can see all of this coming before you book: the composer's pre-flight confirms *"Link found — it will be wrapped with first-party click tracking"*, and the live Telegram preview

shows the tracked-link card — *"onflow.link · tracked — clicks measured first-party, deduped, no IP stored"*.

> **TRACKING NEVER BLOCKS A BOOKING**
>
> If a link can't be tracked for any reason, your post goes out with the original link — a booking never fails because of tracking.

Proving the ad ran: three layers

From weakest to strongest:

1. The live post link

Every published order carries a **"🔗 View live post ↗"** chip that opens the actual Telegram post. Good for a quick look — but a live link can't prove what the post looked like last week.

2. The delivery-proof archive

Once a placement is delivered, its expanded details on the Campaigns page grow a **"🛡️ Delivery proof"** panel — the frozen, signature-verified proof trail, and the artefact a dispute is argued over:

- **Creative as booked** — your caption and media manifest, frozen at delivery and cryptographically signed. This is why your ad can't be edited after paying: the archive verifies the post against exactly what you booked.
- **Monitor captures** — each live check our bot made during the run: timestamp, view/forward/reaction counts, links to the post and any screenshot, and a **"✔ signature valid"** stamp recomputed from the row's own contents on every view — a tampered copy fails on itself.
- **"edited since booking"** — a capture is flagged this way if the live content drifted from what you booked. *"The content was altered"* is one of the standard dispute reasons, and this flag is its evidence.
- 🤖 **What does this prove?** — an optional plain-language AI explanation of the trail (uses your daily AI actions).

3. Placement Proof Certificates

On plans that include them (see the plan comparison — a monthly allowance on Elite and Master, unlimited on Ultimate), a **Placement Proof Certificate** turns a delivered placement's

evidence into a document a third party can verify **without trusting you or Onflow Ads' word for it**.

A certificate is issued for one placement that has actually run, and freezes what the platform itself witnessed:

- the channel, format, post link, publish time, and how long the ad stayed in the feed;
- how many times the monitoring bot checked the post, and whether any check ever found it missing or unpinned;
- the measured delivery: views, forwards, reactions, first-party clicks, CTR, delivered-versus-promised percentage, and the real CPM of your spend.

Three properties make it worth showing to a client:

1. **Frozen at the moment of issue.** The numbers never change afterwards — a proof document that showed today's numbers under yesterday's date would be worthless.
2. **One per placement, forever.** Requesting a certificate again returns the original document (and never spends a second unit of your monthly allowance) — there can never be two contradicting certificates for the same booking.
3. **Publicly verifiable.** Every certificate has a public verification page at `https://onflowads.com/verify/placement/...` (the exact link comes with the certificate). Anyone can open it — no Onflow Ads account needed. The page recomputes the cryptographic signature from the stored document on every load and shows **"✓ Signature valid — issued by Onflow Ads"**, or a clear failure if the document has been altered. A machine-readable version is linked from the same page for programmatic checks. Nothing on the page identifies you — it describes the placement, not the buyer.

Practical rules:

- A certificate can only be issued **once the ad has actually run** — never for pending or declined orders.
- Counted allowances reset **on the 1st of each month**; if you've used all of this month's certificates, you're told exactly that.
- The certificate deliberately does **not** claim the views were human, unique, or that clicks converted. It proves the post existed, stayed up (or was flagged), was seen N times by Telegram's own counter, and drove N clicks through Onflow Ads's first-party redirect — which is precisely what a screenshot cannot prove.

FAQ

My destination page shows odd `utm_` parameters

Those are the standard tags the tracker appends (`utm_source=onflowads`, `utm_medium=telegram`, and a campaign tag) so your own analytics can attribute the traffic. Any UTM values you set yourself are preserved untouched.

Why weren’t my t.me links tracked?

By design — rewriting a Telegram-internal link would break in-app navigation for the reader. Clicks are only tracked on external (http/https) destinations.

Clicks show but CTR is blank

CTR needs both clicks *and* measured views. While the placement still says "Measuring…", the views side isn't final — blank means "not measured yet", never zero.

Can I get a certificate for a screenshot I took myself?

No. Certificates are minted only from what the platform's own monitor witnessed — that independence is exactly what makes the public verification page persuasive to your client.

Next: Analytics and reporting — turn those measured views and clicks into a campaign rollup you can act on.

PAID PROMOTION — ADVERTISERS

Analytics and Reporting

Analytics and Reporting

This page is where you answer "did that campaign work?" — and decide what to book next. Campaign analytics live at **https://onflowads.com/telegram/dashboard/paid-promotion/analytics**. The page opens with a list of your campaigns (spend, measured reach, blended CPM, CTR); click **"View analytics →"** on any campaign for its full rollup.

Every number here is **platform-measured**: views come from our delivered-post monitor's samples, clicks from first-party tracked links. Nothing is self-reported by channel owners.

> **BLANK NEVER MEANS ZERO**
>
> Blended CPM and CTR are computed against **measured lines only**, and the page labels how many placements are measured ("N of M measured"). A blank metric means *we haven't measured it yet* — never that the placement delivered nothing.

The campaign rollup

For one campaign you get:

- **KPI tiles** — Spend, Measured reach (against promised views where owners promised them), Blended CPM (measured lines only), Blended CTR (tracked links), and Delivered % (measured reach as a share of what owners promised).
- **Measured views per channel** — a bar chart (appears once at least two channels are measured); hover a bar for that channel's CPM and CTR.
- **Delivered vs promised** — a big percentage with a meter.
- **Signals** — Forwards, Reactions, Unique clicks, Gross booked, and Refunded.
- **Per-channel breakdown** — a card per placement with Views, CPM, CTR and Delivered %, plus badges: **"Measuring..."** while the monitor is still watching, **"⚑ Flagged"** if the monitor flagged the placement, and **"Rebookable"** for channels still available to book.

Rebook the winners

When some channels beat your campaign's blended CPM, a green **"Rebook the winners"** panel counts them and offers **"Rebook N →"** — one click adds those channels, in the formats you originally booked, straight to your cart.

Exports

Export access is graded by your plan, and the chips on the campaign page say exactly where each unlocks:

Export	What you get	Included from
Export CSV	The per-placement data as a spreadsheet	Plus
PDF report	A shareable branded campaign report	Elite
Raw data feed	The raw per-sample measurement data	Master

Unlocking one campaign's exports

If your plan doesn't include an export, you don't have to upgrade: an **"Unlock exports"** button (with the one-off price shown) buys the full export set — CSV, PDF and the raw feed — **for that one campaign, forever**. It's paid from your wallet and applies immediately; the export chips light up in place.

Where clicks and CTR come from

When your ad contains a link, Onflow Ads rewrites it through a first-party tracked redirect before the post goes out — clicks are deduplicated to unique visitors, no IP address is ever stored, and your own UTM parameters are preserved. That's the source of every click and CTR number on this page. The full mechanics — what gets rewritten, what doesn't, and the limits — are on Tracked links and delivery proof.

Where else your numbers appear

- The **Campaigns** page (https://onflowads.com/telegram/dashboard/paid-promotion/orders) shows the same campaign cards inline with your orders, including the measured-views chart and export links.
- Each order's expanded view shows its **delivery progress** (measured views vs promised) and, after delivery, its proof archive.
- Channel pages show the supply side of the same measurements: a channel's **Performance passport** and **On-time record** are built from placements the monitor measured — including yours.

Next: Media plan builder — turn what this campaign taught you, and a budget, into the next basket of channels.

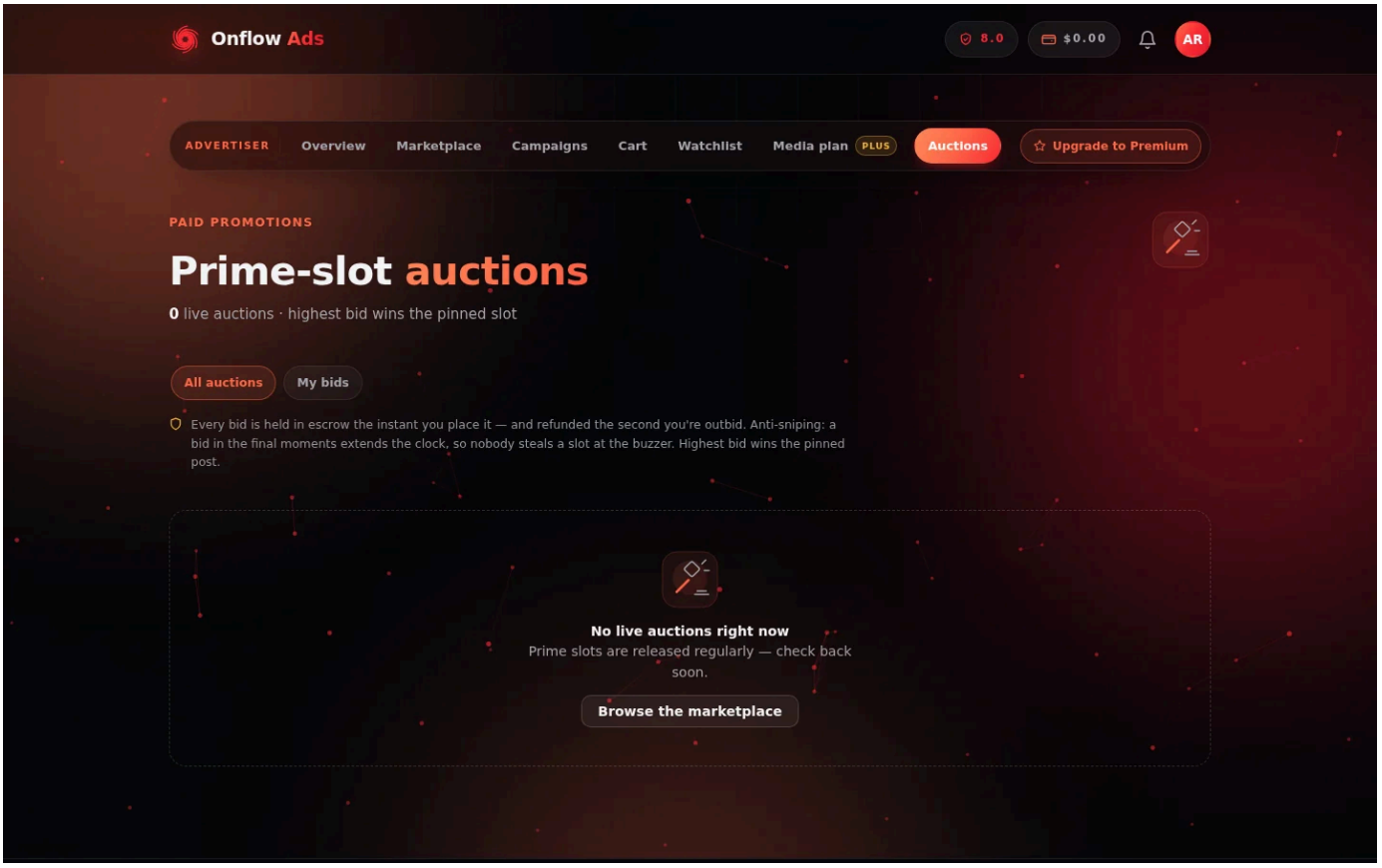
PAID PROMOTION — ADVERTISERS

Auctions and Bidding

Auctions and Bidding

Channel owners can auction off **prime slots** — premium pinned placements sold to the highest bidder instead of at a fixed price. Auctions live at **https://onflowads.com/telegram/dashboard/paid-promotion/auctions** (the **Auctions** pill), and a channel with a live auction also shows a gold auction strip on its own page.

Bidding is open to every plan, including Free. (Hosting an auction is a channel-owner feature on paid plans — the selling side is covered on the "Running auctions on your slots" page in the channel-owner section of this guide.)



The Auctions page. The "All auctions" and "My bids" tabs switch between the whole board and the auctions you have money on; the rules sit above the grid so you read them before you bid.

The rules, up front

The page states them above the grid:

- **Every bid is held in escrow the instant you place it** — you can only bid money you actually have, and the hold is your bid.
- **You're refunded the second you're outbid.** No waiting for the auction to end.
- **Anti-sniping:** a bid in the final minutes extends the clock, so nobody steals a slot at the buzzer. (The extension window is shown by the auction UI.)
- **Highest bid wins the pinned post.**

Reading an auction card

Each card shows the channel (click through to its listing), the slot format being auctioned, a live per-second **"Ends in"** countdown (turning red in the final minutes), the **current bid** (or starting bid if nobody has bid), and the bid count, plus the channel's subscribers and average views.

- **Reserve badges** — some auctions carry a hidden reserve price. You'll see **"Reserve met"** or **"Reserve not met"**; the amount itself is never published (publishing it would just become the opening price).
- **Your position** — once you've bid, the card shows **"You're winning · $X"** in green or **"Outbid · your $X"**, and, if you set one, "Auto-bidding up to $Y".
- The **"My bids"** tab filters to auctions you've bid on.

Placing a bid

1. Click **"Bid $X"** on a live auction card (the amount shown is the next valid bid — current bid plus the increment).
2. An inline form opens:
    - **"Ad post you'd run if you win"** — pick one of your saved ad posts. This is required: your creative travels with the bid so a win can settle instantly into a real booking. If you have no saved ad post yet, the form links you to the composer to create one first.
    - **"Auto-bid up to (optional)"** — on plans with proxy bidding (Elite and above), set a maximum and the system bids on your behalf: it answers each rival bid with the minimum needed to keep your lead, up to your cap, including through anti-snipe extensions.
3. Click **"Confirm"**. Your bid amount is held from your wallet into escrow immediately. The note under the form repeats the promise: *"Held in escrow · refunded instantly if you're outbid."*

The confirmation message is precise about what happened — including when another bidder's auto-bid immediately beat you (your funds are released right back in that case, and the card shows the new price to beat).

Bidding also requires the standard Paid Promotions reliability floor (shown if you're below it), and enough wallet balance to cover the bid — you'll be prompted to top up otherwise.

Winning

When the clock runs out, the highest bid wins (provided any reserve was met):

- Your held bid becomes the payment — **you're charged your winning bid, never more** — and the slot books automatically as a normal order using the ad post you attached.
- The won placement appears on your Campaigns page with the same escrow protection, delivery monitoring, proof archive and dispute rights as any other booking.
- Only the leading bid is ever held — every other bidder was already refunded the moment they were outbid.
- Your card shows **"You won this slot 🎉"**.

If an auction ends without meeting its reserve (or with no bids), the slot goes unsold and every hold is released.

Next: Orders and campaigns — a won slot lands there as an ordinary order, with the same protections as anything you booked at a fixed price.

PAID PROMOTION — ADVERTISERS

Media Plan Builder

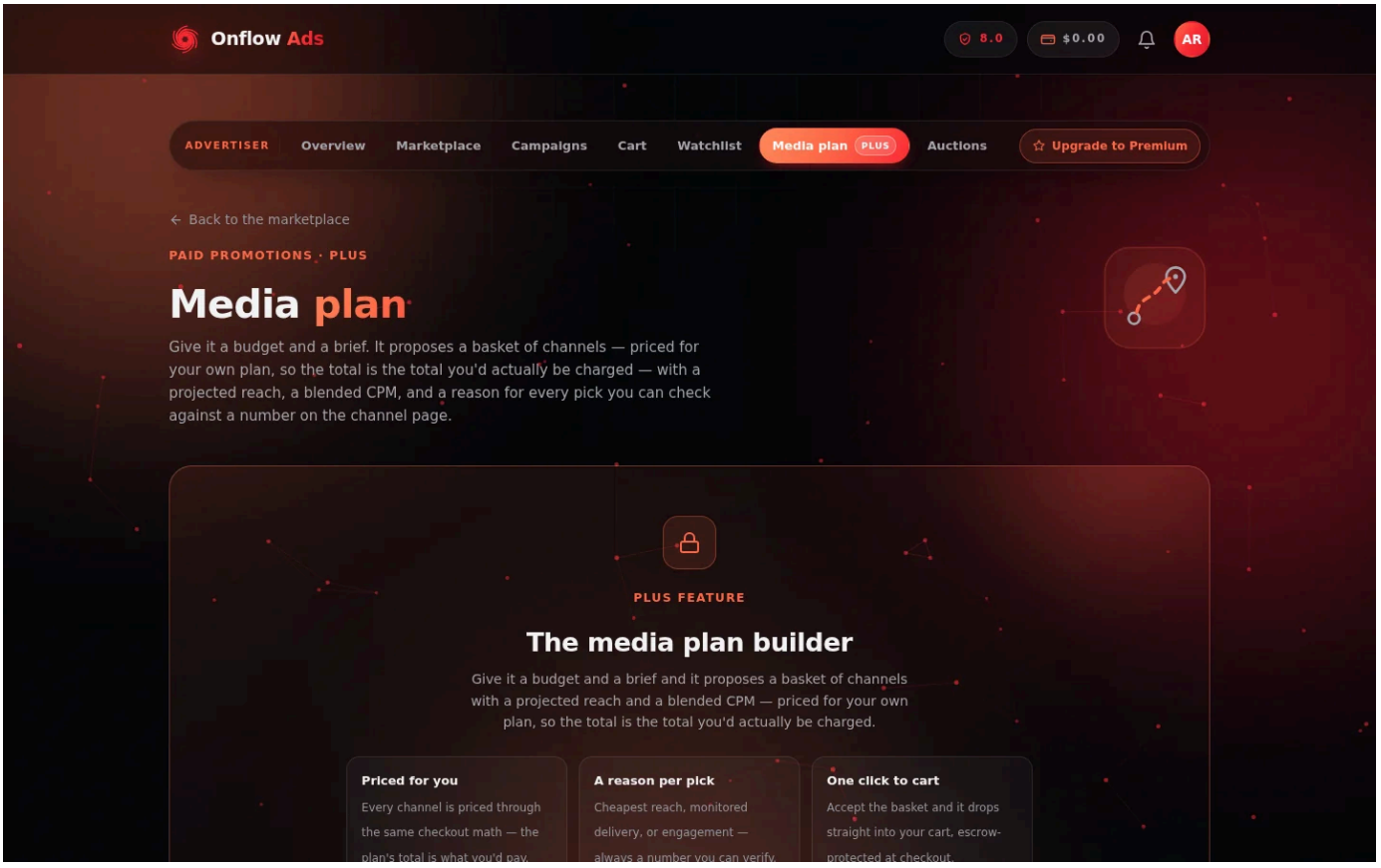
Media Plan Builder

The media plan builder turns a budget into a proposed basket of channels — with a projected reach, a blended CPM, and a stated reason for every pick. It lives on the **Media plan** page at **https://onflowads.com/telegram/dashboard/paid-promotion/plan** (the **Media plan** pill in the navigation bar).

Use it when you know **how much** you want to spend but not **where**. If you already know your channels, build your own cart; if you want a pre-vetted set at a discount, book a curated bundle.

> **A PLUS-PLAN FEATURE**
>
> The builder is included from the **Plus** plan up. On lower plans the page shows what the builder does and which plan unlocks it, with a **"See plans"** link. (Curated bundles on the same page are open to everyone.)

Building a plan



The Media plan page. The builder's brief form sits here on eligible plans; on lower plans the page explains what it does and which plan unlocks it.

1. Enter your **Budget (USD)**.
2. Optionally narrow the brief:
   - a **Category** chip;
   - a **Format** chip — defaults to the "1 hour top · 24 hours in feed" format;
   - a **Max CPM** ceiling;
   - a **Min subscribers** floor.
3. Click **"Build my plan"**.

The builder searches the live catalog (it tells you how many candidate channels it considered) and proposes a basket.

What comes back

- **Summary tiles** — Channels, Spend, Projected reach, Blended CPM, and Unspent budget.
- **Budget allocation** — a per-channel spend chart, "as this basket would be charged at checkout".
- **Channel cards** — each pick with its stats, its price, and a one-line **reason**.
- **"Add all to cart"** — the booking button (see below).

If nothing in the catalog fits, the builder says so plainly: *"Nothing in the catalogue fits that brief yet. Try widening the category, the budget, or the CPM ceiling."*

Prices are your real prices

Every pick is priced through the **same code checkout charges by, for your own plan** — so the plan's total is the total you'd actually pay, not a list-price estimate that grows at the till.

How picks are chosen

Each candidate is scored on four things, in descending weight: **cost per view** (relative to the cheapest reach actually available in your brief today), **engagement** (views as a share of subscribers), **witnessed delivery** (how the channel performed on placements our monitor actually measured), and the **owner's reliability score**. The best-scoring channels that fit the remaining budget are added until the budget or the channel cap runs out.

Two properties are deliberate:

- **Raising the budget only ever adds channels — it never reshuffles the ones already chosen.** You can nudge the number up without losing picks you liked.
- **Every pick carries a reason you can check** against a number on the channel's page — for example *"Cheapest reach in this brief"*, *"Delivered 104% of promised reach on monitored placements"*, *"34% of subscribers see a post"*, or *"Owner reliability 9.2/10"*. "Our model liked it" is not a reason you can act on or argue with, so the builder never gives it.

The projection is labelled, not oversold

Projected reach is the average views each owner advertises, not a measurement — the plan says so under the tiles, and tells you how many of the picked channels have a delivery history our monitor actually witnessed ("N of M of these channels have delivered placements we monitored"). Blended CPM is derived from projected reach, so it inherits exactly the same confidence.

Limits and gates

Gate	Behaviour
Plan requirement	Builder unlocks on Plus and up
Channels per plan	Capped by your plan; the maximum is shown on the page
Monthly placement allowance	If the plan would exceed it, the page tells you exactly how many placements it needs, how many your plan covers, and how many you've used
Early-access listings	Channels in their "first look" window appear in plans only for buyers whose plan includes first look — the builder will never book you a channel you can't see in the catalog
Your own channels	Never picked — you can't buy ads from yourself

Booking the plan

Click **"Add all to cart"** — the whole basket drops into your cart, where the ordinary checkout takes over: same escrow, same discounts (volume, promo codes, the cart's own bundle offer on 2+ channels), same protections.

Saved plans

Every build is kept under **Saved plans** on the same page. Each saved plan card shows its budget, projected reach, channel count, spend, CPM and the filters used, plus a **"Booked"** badge once its basket has been booked. Two actions:

- **"Load into builder"** — restores the plan's budget and filters and rebuilds it fresh. Prices are always re-quoted live, never frozen — a saved plan is a saved brief, not a saved price.
- **"Add N to cart"** — sends the saved basket straight to your cart.

FAQ

Why did the builder skip a channel I know is cheaper?

Cheapest isn't the only axis — a pick also has to fit the remaining budget after better-scoring channels, clear your Max CPM and Min subscribers filters, offer the chosen format, and be visible to your plan. Check the channel's page: if it's cheaper per view than everything picked, it likely failed one of the filters.

I rebuilt the same plan and got a different basket

Plans are rebuilt against the **live** catalog — prices, availability and listings change between builds. Loading a saved plan restores your brief, then rebuilds it fresh at today's prices.

The plan left budget unspent

The builder never partially books a channel — if the remaining budget can't cover the next best pick, it stays unspent and is shown in the **Unspent budget** tile. Raise the budget or loosen the filters to fill it.

Does building a plan cost anything?

No. Building and saving plans is free on eligible plans; you're only charged when you check the basket out through the cart.

Next: Curated bundles — the pre-packaged alternative, sitting on the same page and open to every plan.

PAID PROMOTION — ADVERTISERS

Curated Bundles

Curated Bundles

Curated bundles are hand-picked channel packages assembled by Onflow Ads — one price, one creative, one schedule, booked as a unit, at a discount the platform funds out of its own fee. They live on the **Media plan** page at **https://onflowads.com/telegram/dashboard/paid-promotion/plan**, below the media plan builder.

Bundles are open to every buyer, on every plan — including Free.

Why book a bundle

- **A vetted starting set.** Each bundle is a themed package of verified channels (for example, a category cluster), so you don't have to shortlist from scratch.
- **A real discount that costs owners nothing.** The saving is the platform's own spread — as the card says: *"Every owner is still paid their full rate; the saving comes out of our fee."* Owners stay happy to sell; you pay less.
- **One campaign, everything protected.** A bundle books as a normal campaign: same escrow, same delivery monitoring, same payout and dispute routes for every channel in it.

Reading a bundle card

Each card shows:

- the bundle's **name and description**;
- the **channels and formats** it contains;
- the **individual total** (what the same placements cost separately, struck through);
- the **bundle price**;
- the saving — **"Save $X · N%"**.

Booking a bundle

1. Click **"Book bundle →"** on the card. An inline composer opens right on the card.
2. Pick an **Ad creative** — one of your saved ad posts. One creative runs across every channel in the bundle. If you don't have a saved ad post yet, the composer links you to

the booking page to write one, then reopen the bundle.
3. Pick a **Start** date and time (shown in your local time).
4. Click **"Book for $X"**.

The bundle books directly — it doesn't pass through the cart — and lands on your Campaigns page as one campaign with an order per channel. Each owner independently accepts or declines within the usual accept window, with the usual automatic refunds for declines.

Pricing is live

Bundles re-price **fresh at booking** from each listing's current rate — the price on the card is live, and the amount on the book button is the amount charged. If an owner changed a rate since you loaded the page, the button reflects it before you commit.

If something goes wrong

What you see	What it means / what to do
"Top up your wallet to book this bundle."	Your wallet balance can't cover the bundle total. Nothing was charged — top up and book again.
"Some channels went unavailable — reopen the bundle and try again."	A listing in the bundle was paused or removed between loading and booking. Reopen the bundle — the remaining channels still price correctly.
Any other error message	Nothing was charged — fix the stated issue and retry.

Bundles vs the cart's bundle offer

There are two "bundle" discounts, and they're different things:

	Curated bundles	The cart's bundle offer
Who picks the channels	Onflow Ads	You — any 2+ distinct channels in your cart

	Curated bundles	The cart's bundle offer
Where	Media plan page	Cart page ("Book all N channels as one campaign")
Discount funded by	The platform's fee	The platform's fee
Who can use it	Everyone	Everyone

Either way the standing rule holds: **platform discounts never come out of the owner's payout.**

FAQ

Can I change which channels are in a bundle?

No — the channels (and their formats) are the bundle. If you want to hand-pick, add channels to your own cart and use its bundle offer, or let the media plan builder propose a basket you can edit.

Can I use different creatives per channel in a bundle?

No — a bundle runs one saved ad post across all its channels at the chosen start time. Book channels separately if they need different copy.

Does a bundle count against my monthly placement allowance?

Yes — each channel in the bundle is a placement, and the same monthly allowance rules apply as for any other booking. Cancelled and refunded placements don't count.

Is a bundle riskier than booking channels one by one?

No. Under the hood a bundle is the same escrow-protected orders you'd get from the cart — every channel's owner must still accept, every placement is still monitored, and every decline refunds automatically while the rest of the campaign proceeds.

Next: Escrow and buyer protection — the guarantees that sit under every booking on this page.

PAID PROMOTION — ADVERTISERS

Escrow and Buyer Protection

Escrow and Buyer Protection

Every dollar you spend in the Paid Promotion marketplace is escrowed end to end. This page explains exactly what that means from the buyer's side, which protections fire automatically, and when you'd ever need to act yourself.

The escrow lifecycle

1. **You pay at checkout.** The money leaves your wallet and moves into **escrow** — the channel owner cannot touch it.
2. **The owner accepts (or doesn't).** A countdown starts the moment you book (currently 24 hours, shown live on the order). Decline or timeout = **automatic full refund** to your wallet. You do nothing.
3. **The post goes live.** Either the owner posts it manually, or (if they opted in) our bot auto-posts and pins it at the window open.
4. **The monitor watches.** Our bot repeatedly checks that the post is still live and still pinned for the promised top-hours, and samples views, forwards and reactions on a schedule throughout the run. The check cadence is a benefit of *your* plan and is locked onto the order at purchase — a plan change later can't downgrade a protection mid-placement.
5. **You get a verification window.** After delivery you have a short window (up to 48 hours) to inspect the live post and raise a concern; doing nothing counts as a clean delivery.
6. **Funds release.** The owner is paid only after the post has been delivered and monitor-checked clean — the exact release timing depends on the owner's standing, never sooner than a clean check. A monitor flag or an open dispute **pauses** the release.

> **THE MONITOR CAN PAUSE A PAYOUT — NEVER FAKE A DELIVERY**
>
> A metric the monitor could not measure is recorded as *unknown*, never as zero, and "we didn't look" is never treated as "nobody saw it". Payout decisions only ever ride on real observations.

Protections that fire without a dispute

Protection	What triggers it	What you get
Auto-refund on decline / timeout	Owner declines, or the accept window lapses	Full refund, automatic
Verified Delivery Insurance (included on Elite plans and above)	Our monitor flags the delivery as failed (post deleted early, unpinned early, altered)	Automatic refund of the held funds, plus a goodwill service credit — no dispute, because our own bot witnessed it
Guaranteed-views make-good	A placement with a view guarantee delivers fewer measured views than guaranteed	An automatic pro-rata refund of the shortfall. If the placement could not be measured at all, the guarantee premium itself is refunded
Onflow Buyer Protection Fund	Named on your cart at checkout	The fund backs guaranteed-view shortfalls and monitor-verified delivery failures — made good automatically
Late-decline / availability refunds	A channel goes unavailable between quoting and paying	The cart refreshes and nothing is charged for the vanished line

The guarantee terms in force (coverage percentage, premium, minimum channel reach) are set by the platform and shown wherever the guarantee is offered — always the same numbers checkout charges by. Channels with very low advertised reach aren't sold guarantees at all.

What the fee funds

The cart's **"What your fee covers"** panel names the platform-unique services behind your fee, resolved for your plan: escrow on every dollar, the delivery monitor and its cadence, automatic make-goods, dispute arbitration with a published response target on higher

plans, verified metrics and proof certificates, delivery insurance on eligible plans, and the buyer-protection fund. If the marketplace is in single-fee mode, your side carries **no buyer fee at all** — you pay the channel's list price, and the cart labels it "List price · no buyer fee added".

When you *do* act: disputes

For anything the automatic protections don't catch, you have the dispute path on every delivered order — see Raising a dispute. Held funds freeze while we investigate, the dispute can be raised up to 14 days after delivery, and an upheld concern refunds you.

Discounts never come out of the owner's pocket

Worth knowing because it keeps owners happy to keep selling: platform discounts (promo codes, volume discount, bundle discounts) come out of Onflow Ads's own commission and are floored at the owner's payout — the owner always receives the price they published. Owner-authored discounts (spotlight deals, perks) are the owner's own offer and reduce both sides. Either way, the total shown on the pay button is the total charged.

FAQ and troubleshooting

My cart shows a different count on my phone than my laptop

The cart is stored in your browser and, on Lite plans and above, synced to your account. Open the cart page on either device — it pulls the server copy and reconciles. If two devices edited at once, one device's save is refused and it's refreshed with the latest cart, with a notice that the cart was changed on another device.

A channel disappeared from my cart

If a listing is paused or removed by its owner (or a format is withdrawn) between adding and paying, the cart prunes the line automatically and tells you. Nothing was charged.

Checkout says my reliability is too low

Paid Promotions requires a minimum reliability score to book or bid (the exact floor is shown in the message, e.g. "at least 4/10"). Reliability recovers with clean, on-time activity — and falls with things like upheld fraud findings or rejected dispute claims.

Checkout says I've hit my monthly placements

Your plan includes a set number of placements per calendar month; the cart shows "X of N used". Cancelled and refunded bookings do **not** count against it. Remove lines or upgrade your plan to continue.

The owner hasn't accepted — how long do I wait?

The order badge shows a live countdown (24 hours from booking). If it expires, the booking auto-declines and you're refunded in full — nothing to do.

The post is live but views look low

Give the monitor time — views are sampled on a schedule across the whole run, and the campaign metrics use the peak observation. "Measuring..." on a placement means exactly that. If the placement carried a view guarantee and finishes short, the make-good refund is automatic.

The post was deleted before its promised time

If our monitor sees it, the release to the owner pauses; on insured plans (Elite and above) you're refunded automatically with a service credit. Otherwise, open a dispute from the order within 14 days of delivery — the frozen delivery-proof archive is the evidence.

Can I change my ad after paying?

No — the creative is frozen into the booking (that's what the delivery-proof archive verifies). Cancel (see cancellation rules) and rebook if you must change the post.

Do I get anything if a post stayed up but was edited?

Monitor captures compare the live content against the frozen "creative as booked" and flag it **"edited since booking"** in the proof archive. "The content was altered" is one of the standard dispute reasons.

Where's my refund?

Refunds go to your Onflow Ads wallet, not your card — check the wallet page and the order's status badge (DECLINED / CANCELLED / REFUNDED all mean the money moved back). The Activity page (https://onflowads.com/telegram/dashboard/paid-promotion/activity) lists every event on your account as it happened.

Something failed to load

Every Paid Promotions page distinguishes a display hiccup from real data: if you see "We couldn't reach …" with a **Retry** button, your bookings and escrow are untouched — it's a connection problem, not a marketplace one.

Next: Raising a dispute — the manual escalation path for what the automatic protections didn't catch.

PAID PROMOTION — ADVERTISERS

Raising a Dispute

Raising a Dispute

A dispute (the interface calls it a **fraud concern**) is your manual escalation path for a delivered placement that went wrong — the post never appeared, was deleted early, was altered, or ran in the wrong place. It freezes the owner's payout while the platform's team reviews the evidence, and refunds you if the concern is upheld.

> **MANY FAILURES NEVER NEED A DISPUTE**
>
> Check the automatic protections first: declined or ignored bookings refund automatically, monitor-verified delivery failures auto-refund on insured plans (Elite and up), and guaranteed-view shortfalls make good pro rata on their own. A dispute is for what the automatics *didn't* catch.

When you can dispute

- **Only after the post was published.** Before that, the automatic accept/decline machinery covers you — if you try earlier you'll see *"You can raise a concern once the owner has posted your ad."*
- **Up to 14 days after delivery** — even if the payout has already been released to the owner. After that: *"The window to raise a concern on this booking has closed."*
- **One open concern per order.** While one is under review: *"A concern on this booking is already under review."*

Before you submit: check the evidence yourself

The review is argued over the same evidence you can already see:

1. The **"🔗 View live post ↗"** chip on the order — is the post live, pinned, intact?
2. The **"🛡️ Delivery proof"** archive — the frozen creative-as-booked and monitor captures, including any **"edited since booking"** flags.

If the trail already shows the failure, your concern is on solid ground. If it shows a clean delivery, read on to what a rejected concern costs.

Raising the concern, step by step

1. Open your Campaigns page and expand the order's **"Details"**.

2. Click **"Open a dispute"**. The chip also shows your plan's published resolution target (for example **"48h SLA"**) — or **"queue-ordered"** on plans without one, which is honest rather than a countdown to a promise nobody made.
3. The dispute form opens with a warning banner (see below). Pick a reason chip:
   - **"The post was never published"**
   - **"It was deleted early"**
   - **"The content was altered"**
   - **"Wrong channel or audience"**
4. Optionally add detail in the text box ("Add any detail that helps us investigate").
5. Click **"Submit concern"** and confirm the browser prompt.

On success: *"Thanks — our team will review this. The owner's payout is held while we investigate."* — plus your plan's resolution target in hours, if it has one.

What happens the moment you submit

- **Held funds stay frozen.** The dispute blocks the automatic release to the owner — and if the payout already went out (a dispute can be raised up to 14 days after delivery), the owner's wallet is frozen for the investigation instead.
- **The evidence is frozen with it.** The platform snapshots what its own monitor witnessed at that moment — every check, any flags, and the measured delivery numbers — so the review is decided on what the monitor saw, not on competing stories.
- **Your resolution clock is locked in.** The SLA is stamped from **your plan at the moment you raise the concern** — changing plans mid-review can't move the clock you were sold.
- **The order shows its state.** The order carries a **"Dispute · open"** badge with a live countdown to your resolution target (or "in the review queue"), and its normal actions are replaced with *"Our team is reviewing your concern. The owner's payout is on hold."*
- The owner is notified that a concern was raised and that their payout is on hold.

Outcomes

Outcome	What you see	What happens
Upheld	"Concern upheld" badge; the order moves to REFUNDED	You're refunded to your wallet

Outcome	What you see	What happens
Rejected	"Concern reviewed" badge	The hold clears, the owner's release proceeds, and the concern costs you **−0.5 reliability**

Either way the owner's frozen wallet is released the moment the concern is decided — a cleared owner isn't punished by the review itself.

> ⚠ **FALSE CONCERNS COST RELIABILITY**
>
> The form says it before you type: if the review finds the concern doesn't stand, it costs you **−0.5 reliability**, and a **pattern** of rejected concerns costs more. A genuine concern is always safe — this only affects false or unfounded ones. Since Paid Promotions requires a minimum reliability score to book or bid, repeated unfounded claims can lock you out of new bookings until your score recovers.

FAQ

The owner never posted at all — dispute?

If the accept window lapsed or the owner declined, you were already refunded automatically — no dispute needed. If the owner *accepted* and the post then never appeared, that's exactly what the **"The post was never published"** reason is for, available once the promised window has come and gone.

Can the owner and I just talk it out?

The dispute flow exists precisely so you don't have to negotiate with the counterparty about money the platform is holding. If an owner responds to your *booking* with different terms, that's the separate counter-offer flow, which happens before anything is posted.

How long does the review take?

Plans with a published resolution target show it on the dispute chip and count down to it on the order badge. Plans without one are handled in queue order — the interface says "queue-ordered" rather than inventing a deadline.

The payout already released — is it too late?

No. You can raise a concern up to **14 days after delivery** even if funds released; the owner's wallet is frozen for the investigation instead.

Will disputing affect my future bookings?

An *upheld* concern: not at all. A *rejected* one costs −0.5 reliability (more for a pattern), and your reliability gates booking and bidding. Check the live post and the proof archive before you submit — they're the same evidence the review uses.

Next: FAQ and troubleshooting — quick answers to the rest of the "why did that happen?" moments.

PAID PROMOTION — ADVERTISERS

FAQ and Troubleshooting

FAQ and Troubleshooting

Quick answers to the questions advertisers ask most. The task pages in this section cover each flow in depth — this page collects the "why did that happen?" moments.

Booking and paying

The checkout says my balance can't cover it

All Paid Promotion purchases are paid from your Onflow Ads wallet. When the balance falls short, the message tells you the exact shortfall — top up from the wallet page and check out again. Nothing was charged and your cart is untouched.

"Your reliability is X/10 — Paid Promotions needs at least 4/10"

Booking and bidding require a minimum reliability score (the floor is shown in the message and on your reliability page). Anything already in flight still finishes; you just cannot start new deals until your score recovers. Clean completions raise it — see the reliability pages of this guide.

The owner never answered my booking. Where is my money?

Back in your wallet, automatically. An owner has a live 24-hour countdown to accept; if it lapses or they decline, the full amount is refunded from escrow without you doing anything. The order shows **DECLINED** (or the lapse) with the refund in its timeline.

Can I change my ad after booking?

No — the creative is frozen into the booking; that is exactly what the delivery-proof archive later verifies. If the post must change, cancel under the cancellation rules and rebook.

Why did my cancellation carry a fee?

Cancelling is free while the order is still **AWAITING ACCEPT**. Once the owner has accepted (**SCHEDULED**), a late-cancellation fee compensates them for the slot they committed — the exact percentage and the resulting refund are shown on the cancel button and its confirmation before anything happens. A live or delivered placement can no longer be cancelled.

Auctions

I placed a bid and was instantly outbid — without anyone doing anything

Another bidder left an **automatic maximum** (proxy bid). The system answered your bid on their behalf with the minimum needed to keep their lead. Your funds were released back to your wallet the moment it happened, and the message tells you the new price to beat. On plans with proxy bidding you can set your own maximum so the same works in your favor.

Why must I attach an ad post before I can bid?

A winning bid settles **instantly** into a real booking, using the creative attached to the bid. Without it, the owner's sold slot would sit empty while everyone waited for the winner to come back and write a post. If you have no saved ad post yet, the bid form links you to the composer.

The countdown suddenly got longer

That is **anti-sniping**: a bid landing in the closing minutes extends the clock (the window is stated on the Auctions page). Nobody can steal a slot at the buzzer — if you are outbid late, you always get time to answer.

I'm the top bid but the card says "Reserve not met." Will I win?

Not at the current price. Some auctions carry a hidden minimum sale price; if the final top bid is below it, the auction ends unsold and every hold is refunded. Bid above the reserve — the badge flips to **"Reserve met"** — to be in a winning position. The reserve amount itself is never published.

It says I won, but the slot "couldn't be booked"

Rarely, the slot becomes unavailable between bidding and closing (for example, the listing went inactive). In that case your funds are returned in full and the auction closes unsold — a hold is never kept against a placement that cannot run.

Does a bid cost anything if I lose?

No. A bid holds the amount in escrow only while you lead; the moment you are outbid it is released back to your wallet in full. Only the final winner is ever charged — exactly their winning bid, never more.

Proof and reporting

How do I prove to a client that the ad really ran?

Three layers, strongest last:

1. The **"🔗 View live post ↗"** chip on the order opens the actual Telegram post.
2. The **"🛡️ Delivery proof"** panel shows the frozen, signature-verified proof trail — the creative as booked plus every monitor capture.
3. On plans that include them, a **Placement Proof Certificate** freezes the placement's witnessed numbers into a signed document with a **public verification page** at `https://onflowads.com/verify/placement/...` — your client opens the link themselves, no account needed, and the page proves the document genuine on its own. See Tracked links and delivery proof.

Can I get a second certificate for the same placement with updated numbers?

No — and that is the point. One certificate per placement, forever; asking again returns the original document (without spending your monthly allowance). Two certificates with different numbers for the same booking would be a forgery the platform produced itself.

A metric on my campaign shows blank. Did it deliver zero?

No. Across the marketplace, a number that could not be measured is shown as blank or "not measured yet" — **never as zero**. Blended CPM, for example, is computed from measured lines only and labelled with how many orders are in it.

Disputes and refunds

The post looks wrong — deleted early, edited, or never appeared

Open a dispute from the order's details within **14 days of delivery** — see Raising a dispute. Held funds stay frozen while it is investigated. Many failure cases never need a dispute at all: monitor-verified failures auto-refund on insured plans, and guaranteed-view shortfalls make good automatically.

Where do refunds go?

Back to your Onflow Ads wallet, immediately spendable — auto-refunds (declined or lapsed bookings), cancellations, released auction holds, insurance payouts, and upheld disputes all

work this way. Moving money out of the platform is a separate, stricter flow covered in the wallet section of this guide.

Is raising a dispute risky?

A genuine concern is always safe. But a concern our review finds unfounded costs **−0.5 reliability**, and a pattern of rejected concerns costs more — the dispute form says so before you submit. Check the live post and the delivery-proof trail first; they are the same evidence the review uses.

SECTION

Paid Promotion — Channel Owners

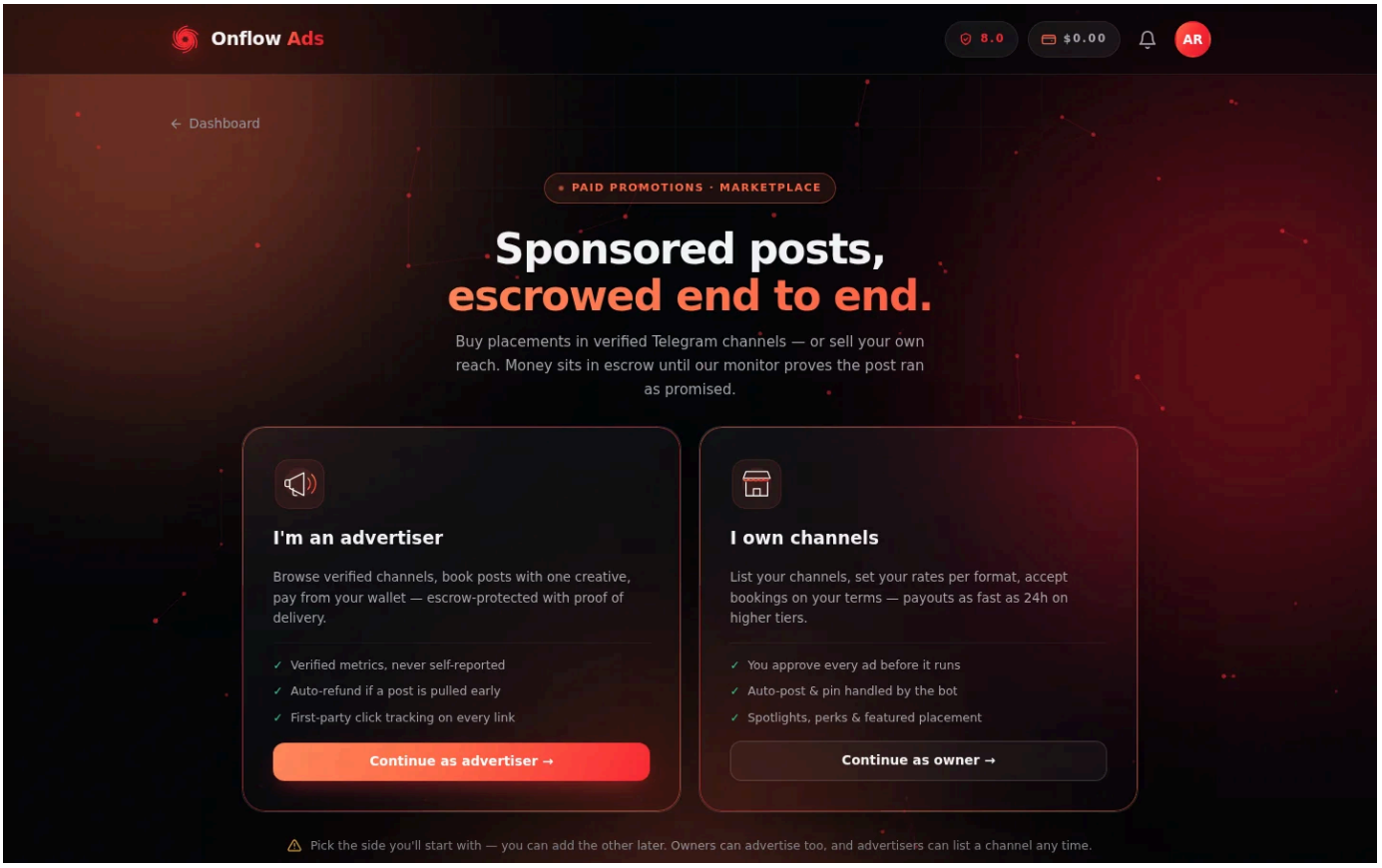
PAID PROMOTION — CHANNEL OWNERS

Earning as a Channel Owner

Earning as a Channel Owner

The Paid Promotion marketplace lets you sell ad placements in your public Telegram channel. Advertisers browse the catalog, pick your channel, and book a slot from your rate card. Their money is held in escrow by Onflow Ads, you post the ad, our monitoring bot verifies it actually ran, and the payout lands in your wallet.

This section covers everything on the selling side, one page per task: setting up your seller profile, listing a channel, pricing it, controlling when it can be booked, answering booking requests, posting the ad, proving delivery, getting paid, and keeping your standing healthy.



Paid Promotions opens on this choice. Everything in this section lives behind the "I own channels" card on the right — and the note underneath is true: picking one side never closes the other.

Who it is for

You can sell placements if:

- You own or manage a **public** Telegram channel. Private channels, groups, and invite-only links cannot be listed.
- The channel has at least **1,000 subscribers** (if your channel falls short, the exact current minimum and your channel's real count are shown when you try to add it).
- You can add **@OnflowAdsBot** as an admin of the channel with the **Post Messages** right, so Onflow Ads can verify its reach and monitor delivered posts.
- Your account has the **Channel Owner** role. If you signed up as an advertiser, you can add the owner role at any time without losing anything — the roles are additive.

Where everything lives

All owner tools sit inside your dashboard. Once you have the owner role, a subnav bar appears at the top of every Paid Promotions page with the pills **My channels**, **Bookings** and **Add channel**, then a separator and the advertiser pills (**Marketplace**, **Campaigns**, **Cart**, **Watchlist**, **Auctions**) — because an owner can buy placements too.

Page	Address	What you do there
Owner desk ("My channels")	`/telegram/dashboard/paid-promotion`	See your listed channels, how many are live, your wallet balance and your reliability at a glance
List a channel ("Add channel")	`/telegram/dashboard/paid-promotion/new`	The four-step wizard that creates or edits a listing
Bookings queue	`/telegram/dashboard/paid-promotion/bookings`	Accept, counter or decline requests; mark ads posted; claim payouts; verify your identity; find your referral code

Page	Address	What you do there
Listing manager	`/telegram/dashboard/paid-promotion/listing/` plus your listing's id	Rate card, performance and analytics, spotlights, sponsorship, lead time, auto-accept, dynamic pricing, blackout dates, reviews
Activity feed	`/telegram/dashboard/paid-promotion/activity`	Booking requests, payouts, feedback and disputes as they happen
Wallet	`/telegram/dashboard/wallet`	Your balance, transaction history and withdrawals
Auctions	`/telegram/dashboard/paid-promotion/auctions`	Host an auction on one of your slots, and watch it run

OPENING YOUR LISTING MANAGER

The listing manager is the per-channel control room, and it has its own address. The quickest way in is the **Manage channel** button on the Telegram message Onflow Ads sends you when a listing is verified. The **Manage listing** button on your owner desk opens something different — the pricing and rules editor. See Prices and offers for both routes.

You can also answer bookings **directly from Telegram**: when your Telegram account is linked, every new request arrives as a bot message with **Accept**, **Decline** and **Snooze** buttons — the same actions, the same escrow, no need to open the website.

The life of a booking

1. **An advertiser books a slot.** Their payment is debited immediately and held in escrow. You see the request in your bookings queue and in a Telegram message.
2. **You answer within 24 hours.** Accept it, propose a different price (a counter-offer), or decline it with a reason. A request nobody answers auto-declines after 24 hours, refunds the advertiser in full, and costs you 0.30 reliability points.
3. **You post the ad.** Either the bot publishes and pins it for you at the scheduled time (auto-post), or you post it yourself inside the agreed window.

4. **Delivery is proven.** On a manual delivery you paste the public link to the live post and press **Mark posted**; on auto-post that happens for you. The monitoring bot then checks repeatedly that the post exists and stays pinned for its promised hours, and samples its real view counts.
5. **The money releases.** The advertiser gets a short window to review the live post. After that, escrow releases on your plan's payout schedule — or immediately if the advertiser confirms the post. The payout, minus the platform commission, lands in your wallet.
6. **You withdraw.** Wallet funds earned from placements are withdrawable from the wallet page.

What Onflow Ads takes

Onflow Ads charges a commission on each booking. The rate depends on your subscription plan and is always shown up front — on your listing manager's rate card ("Buyers are quoted your price plus Onflow Ads's fee") and on every booking card ("you receive $X after N% fee"). The payout amount you see on a request is exactly what you will be paid; it is fixed when the booking is priced, and only changes if you yourself counter at a different price.

> **INFO**
>
> A consistently low reliability score can add a small surcharge to your effective commission, and it is applied to your side of the booking only. At the default score of 8.0 the surcharge is exactly zero. The rate actually applied to each booking is always shown on its card, so a fee that differs from your plan's headline rate is never silent. See Delivery monitoring and your reliability.

Next: Becoming a channel owner — add the seller role to your account and find your way around the owner desk.

PAID PROMOTION — CHANNEL OWNERS

Becoming a Channel Owner

Becoming a Channel Owner

Before you can list a channel or accept a booking, your account needs the **Channel Owner** role. This page walks through picking the role, adding it to an existing advertiser account, connecting your Telegram, what your owner desk shows once you are in, and the short checklist that stands between the role and your first booking.

What the role means

Paid Promotions has two sides — advertisers who buy placements and channel owners who sell them — and both live on one Onflow Ads account. The Channel Owner role is the seller side:

- It unlocks the owner desk, the listing wizard, the bookings queue, the listing manager, and payouts.
- It is **additive**: a channel owner can still advertise. You never lose the buying side by gaining the selling side. The owner subnav literally carries the advertiser pills after a separator labelled "Advertise".
- It is **forward-only**: once your account can sell, it is never demoted back to advertiser-only. That would strand your listings, bookings and payouts, so the platform simply does not do it.

The role is a permission, not a fee. Adding it costs nothing and does not change your subscription plan.

Choosing your role (new accounts)

1. Sign in at https://onflowads.com — or create an account and verify your email first.
2. Open **Paid Promotions** at https://onflowads.com/telegram/dashboard/paid-promotion. An account with no role yet sees the role chooser: two cards under the heading "Sponsored posts, escrowed end to end."
3. Pick the card that says **"I own channels"**. It summarises the selling side — "List your channels, set your rates per format, accept bookings on your terms — payouts as fast as 24h on higher tiers", with three ticks: you approve every ad before it runs, auto-post and pin handled by the bot, spotlights, perks and featured placement. Press **Continue as owner**.

4. The button changes to **"Tap again to confirm — this can't be undone"**. Tap the same card a second time to commit. The two-tap confirm exists because the choice is deliberate; pressing the other card instead re-arms that one.

What happens next depends on how recently you verified your email:

- **Verified within the last 48 hours** — the role commits immediately ("You're enlisted!"), a welcome email is sent, and you land on your new owner desk.
- **Verified longer ago** — Onflow Ads emails you a **6-digit confirmation code** and routes you to a confirmation page. Enter the code to commit the role. The code expires after a short while (**Resend code** gets a new one), and too many wrong entries lock the confirmation for a few hours.

> **PICKED "I'M AN ADVERTISER" INSTEAD?**
>
> No problem. The note under the chooser says it plainly: pick the side you will start with — you can add the other later. Owners can advertise too, and advertisers can list a channel any time (see the next section).

Adding the owner role to an advertiser account

If you already advertise on Onflow Ads, you do not choose again — you add:

1. Open https://onflowads.com/telegram/dashboard/paid-promotion. Your advertiser home loads as usual.
2. Scroll to the panel **"Own a Telegram channel?"** — "List it and earn from bookings — you keep everything you have here as an advertiser. The two sides live on one account."
3. Press **Become a channel owner**.

The change is instant: "You're a channel owner now too — list your first channel to start earning." The page reloads showing the owner desk, and every campaign, order, review and wallet balance from your advertiser side is untouched. If you press it on an account that already sells, you simply get "You can already list channels."

Connect your Telegram account

Connecting Telegram is optional but strongly recommended for sellers. It is how booking requests reach you as bot messages with **Accept**, **Decline** and **Snooze** buttons, so you can answer inside the 24-hour window without opening the website.

1. Go to your account page at https://onflowads.com/account.
2. Find the **Telegram connection** card and press **Connect Telegram**.
3. Telegram opens with a personal deep link to the Onflow Ads bot. Tap **Start** in Telegram to finish, then refresh the account page — it shows "Your Telegram is connected."

What the connection buys you as a seller:

- **Booking requests as messages**, with the same buttons the dashboard has and one extra: **Snooze**.
- **The instant-verification path.** Automatic verification of a listing requires Onflow Ads to confirm that *your linked Telegram account* is an admin of the channel you are listing. With no linked Telegram, that check cannot run and your listing goes to manual review instead. See Listing your channel.
- **Outcome messages.** When a listing is verified you get "Your channel is live!" with a **Manage channel** button that opens that listing's manager page; when it cannot be verified you get "Channel needs attention" with the reason.
- Payment alerts and order updates alongside the in-app feed and email.

> **TIP**
>
> The message buttons are personal — they only work from the Telegram account linked to your Onflow Ads account, so a forwarded message cannot be used by anyone else.

Your owner desk

Once the role is set, https://onflowads.com/telegram/dashboard/paid-promotion becomes **your desk** ("Your desk — approve bookings, price your slots, and get paid"). It shows:

- **Booking requests** and **+ List a channel** — the two primary buttons.
- Four live stats: **Channels listed** (in your pool), **Live now** (visible in the marketplace), **Wallet** (one balance across every Onflow Ads product), and **Reliability** (your score out of 10).
- **My channels** — a card per listed channel showing its avatar, name, handle, subscriber count and a status badge (**LIVE** in green, or the current stage in gold), plus two buttons:
  - **Manage listing** — opens the listing wizard in edit mode, at the pricing step, so you can change prices and rules.
  - **Remove** — takes the channel out of your pool. It arms first ("Confirm — earnings kept") and disarms itself if you do not confirm, so a stray tap cannot delete a

listing.

First time here with no channels yet, a dismissible three-step guide points the way: **List your channel** (add it and price each slot type), **Pass verification** (the bot's access and your real reach are checked — usually quick), **Accept and get paid** (approve requests; payment releases once delivery is proven). The dismissal sticks in that browser.

What you need before your first booking

The role alone does not put you in the marketplace. The full path is:

1. **A public Telegram channel with at least 1,000 subscribers.** The exact current minimum is shown if your channel falls short.
2. **@OnflowAdsBot added as an admin** of that channel, with the **Post Messages** right.
3. **A published listing** — the four-step wizard, ending in verification. See Listing your channel.
4. **A rate card** — at minimum the required "1 hour top · 24 hours in feed" slot. See Prices and offers.
5. **A reliability score of at least 4.0 out of 10** to accept bookings. Every account starts at 8.0, so this only matters if things have gone wrong.

Nothing is needed from you on the money side until you actually earn: identity verification only appears once your lifetime payouts cross a threshold. See Identity verification.

FAQ

Is the role really permanent?

The confirm button says "this can't be undone", and that is accurate in one direction: an account that can sell is never demoted back. But nothing is lost either way — owners keep full advertiser access, and advertisers can add the owner role at any time.

Can one account run both sides at once?

Yes — that is the design. One wallet, one reliability score, one account; you can buy placements in other channels while selling placements in your own. The only guard is against self-dealing: bookings where buyer and seller are the same person (or share an identity) still pay out the escrow normally, but earn no Standing, no reliability credit, and their reviews are ignored.

I pressed Continue and got "You're already enlisted, and your role can't be changed."

Your account already has a role. If it is Advertiser and you want to sell, use the **Become a channel owner** panel on your advertiser home instead — that path is always open.

Do I have to connect Telegram?

No — everything works from the website. But without it you will not get booking-request messages or the **Snooze** button, the 24-hour answer clock runs whether or not you saw the request, and your listings cannot take the instant-verification path. Most active sellers connect it.

Can I list a channel a colleague owns?

Only if you are genuinely an administrator of it. Verification checks that the linked Telegram identity on the account is an admin of the channel, so a listing can only be created by a real admin. Each listing belongs to the account that created it, with its own bookings and earnings.

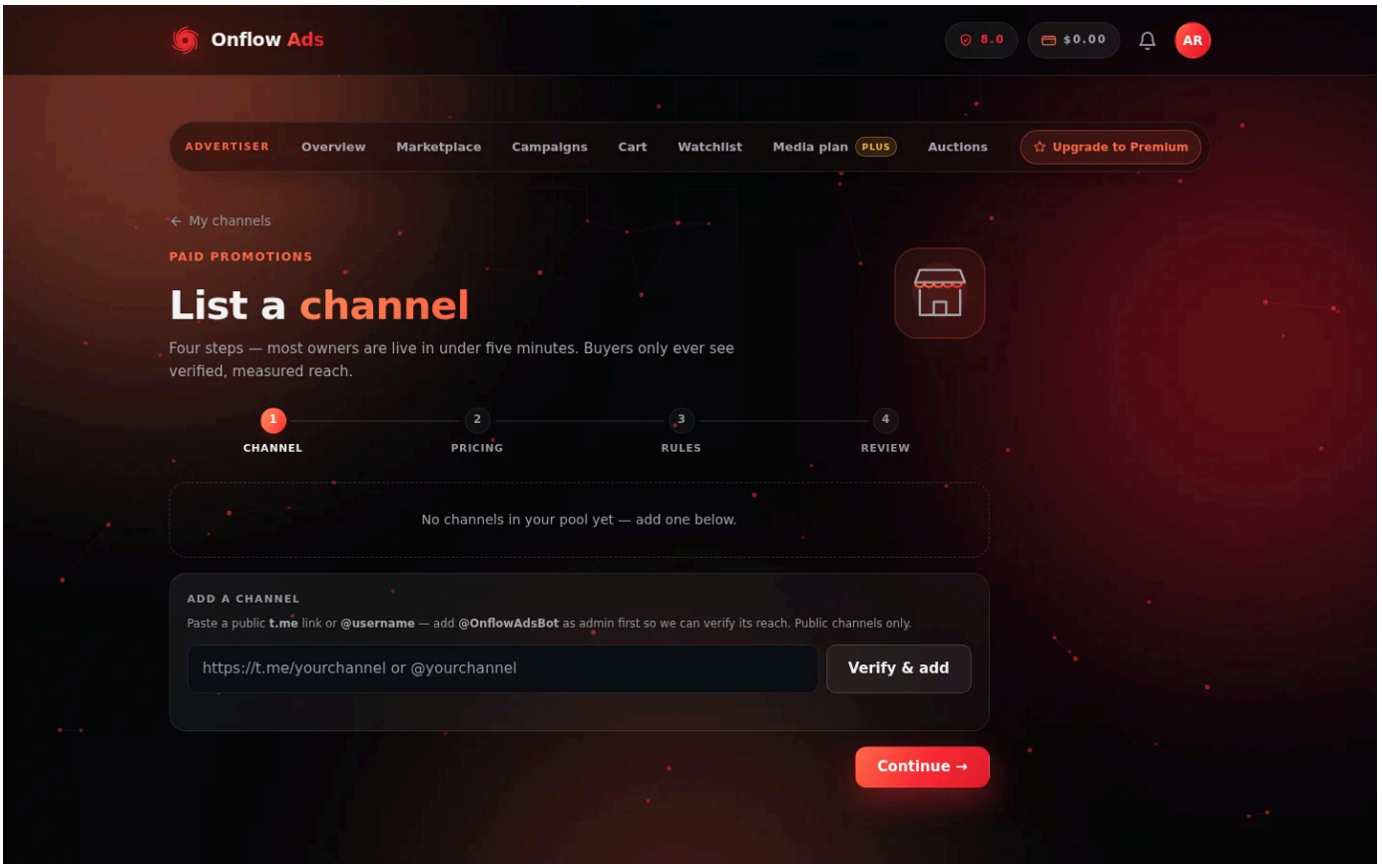
Next: Listing your channel — the four-step wizard that turns your channel into sellable inventory.

PAID PROMOTION — CHANNEL OWNERS

Listing Your Channel

Listing Your Channel

Listing happens in a four-step wizard at https://onflowads.com/telegram/dashboard/paid-promotion/new — the **Add channel** pill in your Paid Promotions subnav. The page promises "Four steps — most owners are live in under five minutes", and that is usually true. Buyers only ever see verified, measured reach: your subscriber and view numbers are pulled from Telegram by the bot, not typed in on trust.



Step 1 of the wizard. The rail across the top is the whole job: Channel, Pricing, Rules, Review. On a fresh account the pool is empty, so you start by pasting your public channel link into the box.

Before you start

1. Your channel must be **public** and have at least **1,000 subscribers** (the exact current minimum is shown if your channel falls short, alongside your channel's real count).

2. Add **@OnflowAdsBot** as an **administrator** of your channel, with the **Post Messages** right switched on. The bot needs this to confirm the channel, measure its reach from recent posts, publish auto-posted ads, and later monitor delivered ads. Without it the wizard stops and asks for it.
3. Sign in and make sure your account has the Channel Owner role — see Becoming a channel owner.
4. **Link your Telegram account** if you want the instant path. Automatic verification also checks that *your* linked Telegram account is an admin of the channel.

> **HOW MANY CHANNELS CAN I LIST?**
>
> Each plan covers a set number of listed channels, and the top plan is unlimited. If you are at your ceiling, adding another is refused with a message naming your plan and its limit ("Your … plan covers N channels. Upgrade to list more.", or "Free accounts can list up to N channels."). Removing a channel frees a slot.

Step 1 — Channel

Pick or add the channel.

- If you already have channels in your pool, pick one from the cards at the top. Each card shows the handle, subscriber count and current status.
- To add a new one, paste a public `t.me` link or `@username` into the **Add a channel** box and press **Verify & add**. Onflow Ads confirms the channel exists, that it is a public channel (not a group or a user), that @OnflowAdsBot is an admin, and reads the live subscriber count. Re-adding a channel already in your pool simply returns it.

Common answers at this step:

What you see	What it means
"Add @OnflowAdsBot as an admin of that channel first, then try again."	The bot is not an administrator of the channel yet
"Only public Telegram channels can be verified — that looks like a group or user."	The link points at a group, a user, or a private chat
"Paid Promotions channels need at least N subscribers. This channel has M."	Below the marketplace floor

What you see	What it means
"Enter a public Telegram link, e.g. https://t.me/yourchannel."	The link could not be read as a public handle — invite links of the "plus" form and joinchat links are not accepted
"We couldn't reach Telegram from our server right now."	A temporary connection problem; try again in a moment

Then fill in the channel panel. Once a channel is selected you can:

- **Change photo** / **Remove photo** — the logo is pulled from Telegram; you can upload your own (JPG, PNG or WebP, up to 2 MB).
- Edit the **Channel name** buyers see (up to 120 characters).
- Pick a **Category** — "where your channel is listed and discovered". Required.
- Answer **"Where do your subscribers come from?"** — a short, honest description of your traffic sources, for example "Organic growth from Reddit and cross-promos with other book channels — no paid or bot traffic." Buyers see this on your channel page, and it is **required before you can publish**.

A green line at the bottom of the panel confirms the state you are in: "@OnflowAdsBot verified as admin · reach measured from recent posts".

Press **Continue** to move on. The wizard will not advance without all four: a selected channel, a name, a category, and a subscriber source. Each missing item gets its own prompt, for example "Choose a category so buyers can find your channel."

Step 2 — Pricing

You price each placement slot in whole US dollars. The wizard collects four:

Slot	What the buyer gets
1h top · 24h feed	Pinned to the very top for 1 hour, then stays in the feed for a full day. **Required** — marked with a green "Required" badge; it cannot be switched off.

Slot	What the buyer gets
2h top · 48h feed	Two hours pinned, then two days in the feed. Optional — "Longer pin, longer tail".
3h top · 72h feed	Three hours pinned, then three days in the feed. Optional — "Weekend-friendly".
Native · 7 days in feed	A softer, longer-lived placement that stays in the feed for a week. Optional — "Premium anchor slot".

- Use the switch on the right of any optional row to stop offering it; the row dims and reads "not offered". An owner can sell as few as the one required slot.
- Prices must be at least $1 on the required slot. Trying to continue without one gets "Set a price for the required 1h top · 24h feed format."

Suggested pricing. The panel at the top of this step proposes a price for each format and shows the reasoning:

- With enough comparable channels in your category, the suggestion is drawn from what those peers actually charge, scaled to your subscriber count.
- When the category is too thin to learn from, it is estimated from your reach and the panel says so.
- When your category is booking unusually hot, a surge is added and the reason is named.

Press **Apply suggestions** to fill every empty format in one tap, then adjust freely. The panel confirms how many formats it filled and how many it left alone because you had already priced them.

> **TIP**
>
> Prices left under the going market rate are money left on the table on every booking. Revisit the suggestion panel occasionally — it reflects live category demand. Full detail in Prices and offers.

The marketplace supports further formats you may see on rate cards elsewhere (30 days in feed, forward or repost, permanent pin). The wizard collects the four core slots; everything priced on your listing appears on your listing manager's rate card.

Step 3 — Rules

Four panels, all optional except that the defaults do apply if you skip them:

- **Buyer perks — your offer, moves your payout too.** Two discounts, each Off, −5%, −10% or −15%: **Repeat buyers** (an advertiser who has booked you before) and **First-time buyers** (their first booking on your channel). They come out of your price, so they come out of your payout. New listings start at −10% repeat and −5% first-time.
- **Lead time — how fast can an ad run? Same day**, **Within 24h**, or **48h+**. Short lead times qualify your channel for the "Available today" filter, "the highest-spending segment on Telegram". You can change this later without re-verifying — see Managing your availability.
- **Auto-post & pin.** When on, the bot publishes the ad at the window open, pins it for the promised hours, and unpins on expiry, so you never miss a deadline. This sets your listing's default; it is still opt-in per booking at accept time. On by default.
- **Prohibited topics — declined at pre-flight, before they cost you.** Tap to refuse Gambling, Adult, Politics, Crypto shills or Loans. Bookings for a prohibited topic are stopped before they ever reach your queue, so they cost you neither time nor reliability. New listings start with Gambling and Adult selected.

Step 4 — Review and publish

The review screen is a ledger of everything you set — channel, category, each priced format, perks, lead time, auto-post, prohibited topics, subscriber source — and ends with your estimated payout on a 1h top placement after the platform fee.

Tick the terms box: "I confirm I own or manage this channel and agree to the Paid Promotions terms — verified metrics, honest delivery, and payouts released only after our monitor proves the post ran." Then press **Publish listing**.

The two outcomes

"Listing is live" — automatic verification succeeded. The bot confirmed the channel, confirmed it holds the rights it needs, and confirmed your linked Telegram account is an admin; the live subscriber count was read and stored, so the marketplace shows reality rather than a typed number. Your listing is in the marketplace immediately.

The screen adds a detail worth knowing: for the first **48 hours** after a listing is first verified, it is shown only to advertisers on the top plan — "first-look inventory" — and then to the

whole marketplace. Those are among the highest-spending buyers on the platform, so the first two days are not dead time.

"Submitted for review" — the listing went to the manual verification queue: "Your channel is in the verification queue. It goes live in the marketplace as soon as it's approved — we'll let you know. Until then it stays on your desk marked **Pending**." This happens when:

- your plan does not include instant verification; or
- your Telegram account is not linked, or is not an admin of the channel; or
- the audience figure on the listing is far above the live count the bot reads, which is checked deliberately so an inflated number cannot auto-list.

Either way you are told the outcome twice: an email, and — if your Telegram is linked — a bot message ("Your channel is live!" or "Channel needs attention" with the reason), each carrying a **Manage channel** button straight to that listing.

> **JUMP THE QUEUE**
>
> While a listing is **Pending**, its manager page offers **Priority review · $5** — a flat fee from your wallet that moves your listing to the front of the moderation queue. See Promoting your listing.

If verification fails

The wizard names exactly what to fix, and you can publish again as soon as you have:

Message	What to do
"We couldn't find that channel. Add @OnflowAdsBot to your channel as an administrator, then try again."	Add the bot as an admin; check the handle
"Add @OnflowAdsBot to your channel as an administrator (with Post Messages), then verify again."	The bot is not an admin yet
"@OnflowAdsBot is an admin but is missing the Post Messages right."	Turn that right on in the channel's admin settings

Message	What to do
"You must be an administrator of this channel to list it."	Add yourself as an admin of the channel with the Telegram account linked to Onflow Ads
"Only public Telegram channels can be verified."	Private channels and groups cannot be listed

The completeness gate has its own messages, all of which point at one missing field: add a channel name, reach the subscriber minimum, price the mandatory 1 hour top slot, choose a category, tell us where your subscribers come from, accept the terms.

Editing a live listing

Open the channel from your owner desk and press **Manage listing** (or **Edit pricing & rules** on the listing manager). Either reopens the same wizard with your saved values, starting at the **Pricing** step, under the heading "Edit listing" — "Update your rate card and rules — changes republish through the same verification path."

That last part matters: publishing an edit re-runs verification.

> **⚠ RE-VERIFICATION COOLDOWN**
>
> A live listing can only be re-submitted through verification once every so many days — 15 days on the Free plan, shorter on paid plans, and no wait at all on the top plan. Inside the cooldown you get "A verified channel can go back for re-verification once every N days. Next available on ..." with the exact date. The clock runs from the last verification decision.

Some settings deliberately live **outside** the wizard precisely so they do not cost you a re-verification: booking lead time, blackout dates, auto-accept, dynamic pricing, and spotlights all save instantly on a live listing. See Managing your availability and Prices and offers.

Statuses your listing can show

Badge	Meaning
LIVE	Verified and visible in the marketplace; bookable

Badge	Meaning
IN REVIEW / Pending	Waiting on manual verification; not bookable yet
NEEDS CHANGES	Verification did not pass; fix the named issue and submit again
DRAFT	Created but never submitted
PAUSED	Hidden from the marketplace

Taking a break, and removing a channel

- To close specific days without unlisting — a holiday, a busy week — use **Blackout dates** on the listing manager page. Your channel stays live, ranked and discoverable; buyers simply cannot book the closed days. See Managing your availability.
- **Remove channel** (on the listing manager page, and **Remove** on your owner desk card) takes the channel out of your pool entirely. Both buttons arm before they act — the desk button reads "Confirm — earnings kept", the manager asks "Remove — bookings & earnings kept?" with **Yes, remove** and **Cancel**. Your booking history and earnings survive removal; the listing itself does not, so coming back means listing again and passing verification again.

FAQ

Why was my listing sent to manual review when my plan includes instant verification?

Instant verification needs three things at once: the bot confirmed as an admin with posting rights, your own linked Telegram confirmed as a channel admin, and an audience figure that matches the live count. If any one of those cannot be confirmed, the listing drops to the manual queue rather than being refused — it still goes live once a moderator approves it.

Can two accounts list the same channel?

Each listing belongs to the account that created it, and verification checks that the account's linked Telegram identity is genuinely an admin. In practice only a real admin can list a channel, and its bookings and earnings belong to that account.

”That channel isn’t in your pool.”

You are signed into a different account than the one that listed the channel, or the listing was removed.

Does editing my listing take it off the marketplace?

No. It stays live while the re-verification runs, and you are notified of the outcome.

Can I change my channel’s category later?

Yes — it is a wizard field, so changing it republishes through verification (and is subject to the re-verification cooldown). Note that category sponsorship applies to the category your channel currently lives in.

Next: Prices and offers — turn a published listing into a rate card that actually sells.

PAID PROMOTION — CHANNEL OWNERS

Prices and Offers

Prices and Offers

Your rate card is the product. This page covers everything that decides **what you sell and at what price**: the formats on offer, how to price them, the two automatic pricing tools, the discounts you can fund, and the flash deals you can run.

For everything about *when* your channel can be booked — lead time, blackout dates, daily capacity, auto-accept — see Managing your availability.

Where the controls live

There are two places, and it is worth knowing which is which — because only one of them sends your listing back through verification.

Screen	How to open it	What it holds	Saving re-verifies?
The listing wizard	**Manage listing** on your owner desk, or **Edit pricing & rules** on the listing manager	Prices, formats, buyer perks, prohibited topics	Yes — subject to the re-verification cooldown
The listing manager page	The **Manage channel** button on the Telegram message you get when a listing is verified (its address is `/telegram/dashboard/paid-promotion/listing/` followed by your listing's id)	Dynamic pricing, spotlight deals, sponsorship, lead time, auto-accept, blackout dates	No — every change saves instantly on a live listing

The practical rule: anything that changes **what you sell** goes through the wizard; anything that **tunes a live listing** does not.

The placement formats

A format is a promise about *where the post sits and for how long*. Onflow Ads measures and enforces both halves — the pinned hours and the in-feed duration — so what you price is what the monitor later checks.

Format	What the buyer gets	Promised time in feed
1 hour top · 24 hours in feed	Pinned to the very top for 1 hour, then stays in the feed for a full day	24 hours
2 hours top · 48 hours in feed	Two hours pinned at the top, then two days live in the feed	48 hours
3 hours top · 72 hours in feed	Three hours pinned, then three days in the feed — maximum dwell time	72 hours
Native · 7 days in feed · 1 hour top	A softer, longer-lived placement that quietly lives in the feed for a week	7 days
30 days in feed · 3 hours top	A full month of presence with a three-hour pin at launch	30 days
Forward / repost	The ad is forwarded from the advertiser's channel, keeping the original source visible	24 hours
Permanent pin	The post stays pinned to the top until the campaign ends — your most premium slot	7 days

Two things follow from that table:

- **The promised duration is also your payout clock.** On the entry plan, escrow releases once the promised in-feed duration has run from delivery. A 30-day format therefore holds money far longer than a 24-hour one. Higher plans cap or short-circuit that wait — see Escrow and getting paid.

- **Only the numbered formats have a policed pin window.** The monitor can check "2 hours at the top" exactly; for the named formats it checks that the post still exists.

The listing wizard collects the first four. The rest can appear on a rate card and are shown to buyers with the same descriptions.

Your rate card

The **Rate card** panel on the listing manager lists every format you have priced, each with the buyer-facing description and your price, plus **Edit pricing & rules** to change them. Under it sit chips summarising your rules — for example "Links OK", "Marks the post as an ad", your lead time, and "Max N ads/day" when you have a daily cap.

The note beneath spells out the money: buyers are quoted your price plus Onflow Ads's commission (the exact percentage is shown), and your payout lands in your wallet after each verified placement.

The hero of the page shows the "from" price buyers see — your required 1 hour top slot.

> **PRICES ARE WHOLE DOLLARS**
>
> Placement prices are set in whole US dollars, with a $1 floor on the required format.

Suggested pricing

The wizard's pricing step carries a live suggestion for each format, and it is honest about where the number came from:

- **Peer-based** — when enough comparable channels exist in your category, the suggestion is built from what those peers actually charge, scaled to your subscriber count.
- **Reach-based** — when the category is too thin to learn from, it is estimated from your own reach, and the panel says so rather than pretending to a market rate.
- **Surge** — when your category is booking unusually hot, a percentage is added and the reason is shown, for example that the category is booking a given number of placements per channel per week.

Apply suggestions fills every format you have left empty and confirms what it did ("Applied to N formats · left M you'd already priced"). Formats you have already priced are never overwritten.

Dynamic pricing

The **Dynamic pricing** panel lets your prices track demand automatically — "it rises when your calendar fills and eases when it's quiet, always within the band you set."

1. Tick **Track demand automatically**.
2. Set the band: **Swing at most ±** N **%**, between 5 and 50, in steps of 5.
3. Press **Save**.

How it behaves:

- Your current prices are saved as the **baseline** at the moment you switch it on.
- Prices float up as your calendar fills and ease down when it is quiet, never leaving the band.
- **Turning it off restores your exact original prices.** Nothing is lost by trying it.

> **IT NEEDS A CAPACITY SIGNAL**
>
> Dynamic pricing measures "full" against your **max ads per day** capacity. Without a per-day cap set on the listing, it holds your base prices and does nothing. See Managing your availability.

Buyer perks

Perks are small discounts you fund out of your own price to win specific buyers. You set them in the listing wizard's **Rules** step, under "Buyer perks — your offer, moves your payout too".

Perk	Who gets it
Repeat buyers	An advertiser who has booked your channel before
First-time buyers	An advertiser's first booking on your channel

Each is Off, −5%, −10% or −15%. Buyers see the discount applied automatically at checkout, so it converts without any negotiation. Because the discount comes off the price, it also comes off your payout — the booking card always shows the payout you will actually receive.

Having perks enabled also earns points toward your **Standing** score, which feeds the marketplace's recommended sort. See Promoting your listing.

Spotlight deals

A **Spotlight** is a limited-time flash discount on one format, shown to advertisers on the marketplace spotlight rail — "advertisers see it on the marketplace spotlight rail" is exactly how the panel describes it. It is the fastest lever you have for filling a quiet week.

To run one, from the **Spotlight deal** panel on the listing manager:

1. Choose the **Format** — the dropdown lists your priced formats with their current prices.
2. Set the **Discount %** — between 10 and 80.
3. Set **Runs (hours)** — from 1 hour up to 14 days' worth of hours.
4. Check the live preview: "Buyers pay ~~$40~~ **$28**".
5. Press **Launch spotlight**.

While one is running, the panel shows a highlighted row with the discount, the format, the struck-through original price, the deal price and the end date, plus **End early** to stop it.

Rules that depend on your plan (the panel shows your own numbers):

- **Only a live listing can run a spotlight.** A listing still in review cannot.
- **Cooldown** — how soon after one spotlight you can run the next on that channel: 5 days apart on Free, shorter on paid plans, none on the top plan. Inside the cooldown the panel reads "Your next spotlight unlocks on …" with the date.
- **Concurrency** — how many spotlights you can run at once across all your channels. The panel shows "N slots available".
- **One at a time per channel.** A channel with a live spotlight cannot start a second until the first ends.

A newly launched spotlight sits at the top of the marketplace rail as "fresh" for its first hours, which is when most of its traffic arrives.

Audience information

A listing can also carry self-declared audience details — who your subscribers are and where they come from. Filling these in counts toward the profile-completeness part of your Standing score.

Be honest here. Everything else on your page is measured by Onflow Ads — subscribers, average views, engagement, delivered views — and buyers notice when the one self-reported part does not match the rest. The subscriber-source answer in particular is shown on your public channel page.

How a buyer’s price is actually built

Useful to know when a booking's payout is not simply your list price:

1. Your **format price** (as adjusted by dynamic pricing, if on).
2. Minus any **spotlight** discount on that format.
3. Minus any **buyer perk** the advertiser qualifies for.
4. Plus a **rush premium** if they are booking at short notice inside your lead time — that premium goes to you.
5. Plus **Onflow Ads's commission** on the buyer's side. Your payout is the resulting base minus the commission on your side.

Every booking request shows the result plainly: "you receive $X after N% fee". That number is fixed at the moment the booking is priced and does not move afterwards — unless you counter at a different price, in which case your payout scales with the new price at the same ratio.

FAQ

Do I have to offer every format?

No. Only "1 hour top · 24 hours in feed" is required. Offering more formats does earn Standing points and gives buyers more ways to spend with you.

If I raise my prices, what happens to bookings already placed?

Nothing. A booking's price and your payout are fixed when it is created. Price changes only apply to new bookings.

Can I run a spotlight and a perk on the same booking?

Yes — a buyer can qualify for a perk on a spotlighted format. Both come out of your price, so check the preview before launching a deep discount on a format that already carries a −15% perk.

Why is my price different from the suggestion?

The suggestion is advice, never a control. Nothing changes your prices except you, or dynamic pricing inside the band you set.

Where do I set ”max ads per day”?

It is a listing capacity that powers occupancy analytics and dynamic pricing. See Managing your availability for what it does and how it interacts with everything else.

Next: Managing your availability — decide *when* your priced slots can be booked.

PAID PROMOTION — CHANNEL OWNERS

Managing Your Availability

Managing Your Availability

A live listing is bookable by default on any open day. This page covers the four controls over *when* and *how much* you sell — none of which require unlisting, changing your prices, or sending the listing back through verification.

All four live on your **listing manager** page (`/telegram/dashboard/paid-promotion/listing/` plus your listing's id — the **Manage channel** button on the Telegram message you get when a listing is verified takes you straight there). Each saves the moment you press its button and applies to new bookings immediately.

Booking lead time

The **Booking lead time** panel sets how far ahead advertisers must book before their placement window can start. Three options, chosen with one tap:

Option	What it means
2h · same-day	An ad can be scheduled to start as little as 2 hours from booking
12h	At least half a day's notice
48h	Two full days' notice — the default for a new listing

Why it matters:

- A lead time of **24 hours or less** puts your channel in the **Available today** filter — the segment where the highest-spending advertisers shop when they need a placement now. The panel confirms it: "your channel shows in the Available today filter".
- **Short-notice bookings pay a rush premium that goes to you.** Fast turnaround is a product in itself, and the marketplace prices it.
- The panel confirms the change instantly ("Lead time saved").

Pick the shortest lead you can genuinely honor. A same-day lead you cannot actually deliver on turns into missed windows, refunds and reliability penalties — see Posting the

ad.

> **LEAD TIME VERSUS TURNAROUND**
>
> The same three-way choice appears in the listing wizard's Rules step as **Lead time** (Same day / Within 24h / 48h+), where it also becomes a chip on your public rate card. The listing manager's version is the one you can change on a live listing without re-verifying.

Blackout dates

Going on holiday, or facing a busy week? The **Blackout dates** panel closes specific days without unlisting — "Close specific days — a holiday, a busy week — without unlisting. Your channel stays ranked and discoverable; buyers just can't book those days."

1. On the listing manager page, find **Blackout dates**.
2. Pick a **From** and a **To** date (today or later). A single-day closure is just the same date twice.
3. Optionally type a **Note** — for your own reference only, for example "family trip". Up to 200 characters.
4. Press **Close these dates**.

Closed ranges are listed above the form, each showing its dates and note, with a **Reopen** button that removes it and makes those days bookable again.

What a blackout does — and does not do:

- Buyers **cannot schedule a placement into a closed day**. Those days are simply not offered.
- Your channel **stays live, ranked and discoverable** the whole time. Nothing about your marketplace presence, Standing or search position changes.
- Blackouts do not touch bookings you have **already accepted** — deliver those as agreed.
- Blackouts do not pause your auctions or spotlights. If you are away, end or avoid those too.
- With no blackouts set, the panel reads "No blackout dates — every open day is bookable."

BLACKOUT, DO NOT REMOVE

Blackouts are the right tool for a break. Removing the channel deletes the listing — your history and earnings are kept, but coming back means listing again and passing verification again. A blackout costs you nothing when it ends.

Max ads per day

A listing can carry a **max ads per day** capacity — a cap on how many placements can be scheduled into a single calendar day. When one is set, it does three things:

- **Caps scheduling.** A day that has reached its cap cannot take another booking. Buyers see those days as unavailable.
- **Powers your occupancy analytics.** The listing manager's **Slot occupancy** panel can only report "N% full over the last 30 days" when it knows what full means; it also shows the underlying "N of about M slots filled (K/day cap)".
- **Gives dynamic pricing its demand signal.** Prices float up as your calendar fills and ease down when it is quiet. Without a per-day cap, dynamic pricing holds your base prices and changes nothing.

Without a cap, every day is open-ended: the rate card carries no "Max N ads/day" chip and the occupancy panel shows a raw booked count and the line "No per-day cap set — every day is open."

AN UNLIMITED DAY IS A REAL RISK

With no cap, nothing stops several advertisers booking the same day. Each is a real obligation with its own window and its own monitor. If you are running auto-accept, a cap is the sane companion setting.

Auto-accept

The **Auto-accept** panel takes qualifying bookings for you, so a request that arrives while you sleep never expires unanswered: "Accept qualifying bookings automatically so a missed offer never costs you reliability."

1. Tick **Auto-accept new bookings on this channel**.
2. Optionally set a floor: **"Only when they pay at least $ N"**. Requests below the floor wait for your manual answer.
3. Press **Save**.

Auto-accept behaves exactly as if you had tapped Accept yourself:

- The booking moves straight to **In progress** and the advertiser is notified.
- On high-value bookings, the refundable **good-faith deposit** is staked from your wallet on each accept, just like a manual accept — "the refundable good-faith deposit is staked from your wallet on each accept, exactly as if you'd tapped Accept yourself."
- All the normal delivery obligations follow: the posting window, the monitor, the full promised duration.

When auto-accept **cannot** act, the booking is left in your queue to handle by hand rather than failed. That happens when:

- your withdrawable wallet balance cannot cover the good-faith deposit;
- your reliability is below the 4.0 accept floor;
- the booking is below your price floor.

The 24-hour answer clock still runs on those, so keep an eye on the queue even with auto-accept on.

> ⚠ **AUTO-ACCEPT IS A COMMITMENT MACHINE**
>
> Every auto-accepted booking is a real obligation with a real posting window. Pair it with a price floor you are happy to honor, with prohibited-topics rules (set in the listing wizard, they stop mismatched bookings before auto-accept ever sees them), with a per-day cap, and with blackout dates for the days you are away.

How the availability controls fit together

A booking must clear **every** gate before it even reaches your queue:

1. The topic is not on your **prohibited topics** list.
2. The day is **not blacked out**.
3. The day is **under your per-day cap**.
4. The start time respects your **lead time**.

Then one of two things happens: **auto-accept** takes it (at or above your floor, deposit covered, reliability healthy), or it waits for you — for at most **24 hours**, after which it auto-declines, refunds the advertiser in full, and costs you 0.30 reliability points.

See Receiving, accepting, and declining bookings for what happens from there.

FAQ

Can I close my channel entirely for a while?

Set a blackout range covering the whole period. Your listing stays live and ranked, and reopens by itself when the range ends.

Does a blackout cancel bookings I already accepted?

No. Accepted bookings are unaffected — you agreed to those windows, and they must still be delivered.

If I turn auto-accept off, does it undo anything?

No. It only stops future bookings from being accepted automatically. Anything already accepted stands.

Auto-accept was on but a booking is still sitting in my New tab.

It did not qualify: it was below your price floor, your wallet could not cover the good-faith deposit, or your reliability was under 4.0. The booking is untouched and still yours to accept manually — and its 24-hour clock is running.

Can I set different rules for different channels?

Yes. Lead time, blackout dates, capacity and auto-accept are all per listing, so a channel you watch closely can run same-day auto-accept while another stays on 48 hours and manual approval.

Next: Receiving, accepting, and declining bookings — what to do when a request clears every gate and lands in your queue.

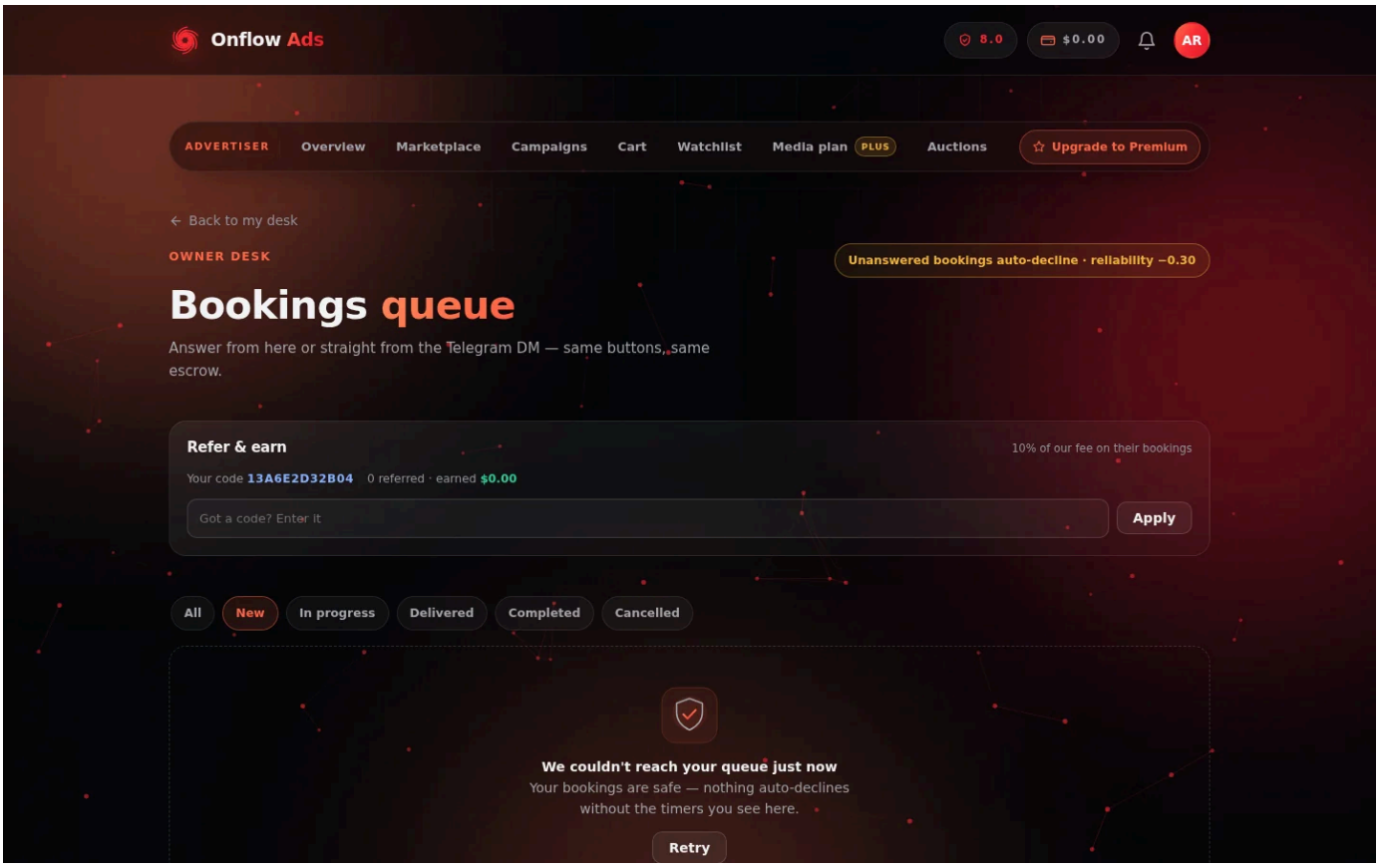
PAID PROMOTION — CHANNEL OWNERS

Receiving, Accepting, and Declining Bookings

Receiving, Accepting, and Declining Bookings

Every sale starts as a **request**: an advertiser has chosen your channel, picked a slot, written the ad, and already paid into escrow. Your job at this stage is one decision — yes, no, or a different price — made inside 24 hours.

All requests land in the **Bookings queue** at https://onflowads.com/telegram/dashboard/paid-promotion/bookings, reachable from the **Bookings** pill in your subnav or the **Booking requests** button on your desk. The page's own subtitle sums the model up: "Answer from here or straight from the Telegram DM — same buttons, same escrow."



*The bookings queue. The tab strip is the whole seller workflow left to right, the page opens on **New**, and the reminder in the corner is the one rule worth memorising.*

The queue

Six tabs, each with a live count: **All**, **New**, **In progress**, **Delivered**, **Completed**, **Cancelled**. The page opens on **New** — what needs you now — and inside New the requests are ordered by urgency, so the one closest to auto-declining sits first.

Tab	What is in it
New	Requests awaiting your answer, with a countdown each
In progress	Accepted, not yet posted — your delivery obligations
Delivered	Posted and proven; payouts scheduled or claimable
Completed	Paid out and finished
Cancelled	Declined, expired, refunded or cancelled bookings, plus a breakdown of your decline reasons

Above the tabs sit three panels that follow you everywhere in the queue: the **Payouts** panel (see Escrow and getting paid), a **verification** card when identity verification is needed (see Identity verification), and the **Refer & earn** card (see Refer and earn).

> ⚠ **THE 24-HOUR CLOCK**
>
> Every new request must be answered within **24 hours**. Each card shows a live countdown, and the page header carries a standing reminder: "Unanswered bookings auto-decline · reliability −0.30". A request nobody answers auto-declines, refunds the advertiser in full, and docks your reliability by **0.30** for ghosting. The advertiser's money is already held in escrow while they wait — answer promptly. Declining costs nothing; only silence does.

What a request shows you

Each booking card carries everything the decision needs:

- **The advertiser** — their name, with their email masked for privacy — and, when other owners have rated them, their **star rating and review count as an advertiser**. A track record before you commit.

- **The slot, the schedule and the channel** — the format label, the scheduled date and time, and which of your channels it is for.
- **A snippet of the actual ad creative**, quoted, so you can judge the content at a glance.
- **"you receive $X after N% fee"** — your exact payout and the commission rate applied to this booking. This number is fixed; it is what you will be paid.
- **The countdown** to auto-decline.
- On high-value bookings, a shield notice: "High-value booking — accepting stakes a refundable $X good-faith deposit from your wallet, returned on clean delivery."

Accepting

Press **Accept booking**. Two things happen together, as one step that either fully succeeds or does not happen at all:

1. **The good-faith deposit is staked**, if this booking asks for one — a percentage of the booking value, capped, with the exact dollar amount shown on the card before you accept. Small bookings ask for nothing.
2. **The booking moves to In progress** and the advertiser is notified ("Your placement was accepted").

The confirmation tells you which delivery route you are on. With auto-post on for the booking: "Accepted — we'll publish and pin it for you on [date and time] UTC. Nothing else to do." When a deposit was taken it is spelled out too: "A refundable $X good-faith deposit is held from your wallet and comes straight back when you deliver."

The good-faith deposit

- It is **refundable**. It comes back to your wallet as its own line when you deliver cleanly, and it comes back if the **advertiser** cancels.
- It must come from **real, withdrawable funds**. Promotional credit does not count. If your withdrawable balance is short, the accept is refused with the exact shortfall named and a top-up prompt, and the booking simply stays pending — you are never charged for an accept that did not happen.
- It is **forfeited to the advertiser**, not to Onflow Ads, only when a failure is your fault: you accepted and never posted, or the post came down early. The injured party is the one whose campaign window was destroyed.
- If a booking goes unposted because of a **platform or Telegram failure** rather than anything you did, the deposit is returned and your reliability is untouched.

Before you can accept

- Your **reliability must be at least 4.0 out of 10**. Below that the button refuses with "Your reliability is X/10 — you need at least 4/10 to accept bookings."
- Your account must not be **under an active fraud review**. During a review you cannot take on new counterparties, though you can still finish work already in flight.

Countering the price

If the offer is below your rate, do not decline it — counter it.

1. Press **Counter**.
2. Type the price you would accept in the **Counter at $** box. It must be at least **$1**, and at most **5 times** the original price (a guard against a mistyped counter).
3. Press **Send counter**. The card then reads "Counter sent · $X — Awaiting the advertiser's answer."

While a counter is pending:

- The booking **stays pending** and its 24-hour clock keeps running.
- Your payout scales with the new price **at the same commission ratio**, so the fee percentage does not change.
- The advertiser is notified and can accept or decline.

The two outcomes:

- **They accept** — the difference is charged or refunded on their side and the booking confirms. If it confirms straight to accepted, your good-faith deposit is staked exactly as on a normal accept.
- **They decline** — the original request returns to your queue at the original price, still yours to accept or decline.

Countering is free and costs no reliability either way.

Declining

Press **Decline**, and the card asks "Why decline?" with six one-tap reasons:

- Off-topic for my audience
- Slot already taken

- Content not a fit
- Timing doesn't work
- Below my rate
- Against channel policy

Pick one and the decline lands immediately. The advertiser is refunded in full on the spot and told the reason ("A booking was declined & refunded"). Press **cancel** if you opened the reasons by mistake.

Declining a pending request never costs reliability. Only ignoring one does.

On the **Cancelled** tab, a "Why bookings were declined" summary groups your reasons with counts, so you can spot patterns — a pile of "Below my rate" says raise nothing and wait; a pile of "Off-topic" says your category or audience description may be steering the wrong buyers to you.

Bulk actions

In the **New** tab, tick the checkbox on the cards you want and a sticky bar appears with the count selected:

- **Accept all** — runs the same accept, one booking at a time. Every accept still stakes its own deposit and each is checked against the reliability floor.
- **Decline all** — asks for one shared reason, then declines each and refunds each advertiser.
- **Clear** — deselects everything.

When the run finishes you get a tally, including anything that could not be processed (typically an accept whose deposit your wallet could not cover). Bulk actions are the same money path as the single buttons — there are no shortcuts hiding inside them.

Answering from Telegram

When your Telegram account is linked, every new request also arrives as a bot message showing the channel, the slot, your payout, the go-live window and a preview of the ad. The buttons do exactly what the website buttons do — same escrow, same deposit, same refunds:

- **Accept** — identical to the dashboard action, using your listing's saved auto-post default.
- **Decline** — refunds the advertiser immediately, recorded as declined from Telegram.
- **Snooze** — pushes the auto-decline deadline out by **6 hours**, at most **twice** per booking. The reply tells you the new deadline. After two snoozes you get "You've snoozed this twice already — the advertiser has money held waiting on an answer. Accept or decline it now."
- **View Advertisement Now** — the bot sends you the full ad creative, text and media, right in the chat, so you can judge the content before deciding.

Decide on the website and the Telegram card updates too: its buttons are stripped and a one-line status is posted under it, so you never act twice on the same booking. A card acted on after the fact answers plainly, for example "That request was already handled — it's now accepted."

> **TIP**
>
> These buttons are personal. They only work from the Telegram account linked to your Onflow Ads account, so a forwarded message cannot be used by anyone else.

Rating advertisers

Once an ad has run, the booking card offers **Rate this advertiser** — 1 to 5 stars, once per booking. Your ratings build the advertiser reputation other owners see on future requests, the same courtesy their reviews give your channel. Once submitted the card shows "You rated this advertiser" and cannot be changed.

The activity feed

https://onflowads.com/telegram/dashboard/paid-promotion/activity is your running feed of booking requests, payouts, feedback and disputes. Unread items are highlighted; **Mark all read** clears them, and **Notification settings** controls how events reach you — in-app, email, Telegram.

After you accept

Accepting is a promise with a date on it. What happens next is covered by:

- Posting the ad — the posting window, auto-post versus posting by hand, and what you must keep true while the ad runs.
- Submitting proof of delivery — the live-post link, **Mark posted**, and everything that starts the moment a booking is marked delivered.
- Escrow and getting paid — when the money is released and how to claim it.

Statuses at a glance

Card state	What it means
Countdown pill plus **Accept booking** / **Counter** / **Decline**	Pending — yours to answer, clock running
"Counter sent · $X"	Your counter is with the advertiser; the booking is still pending
"Accepted — scheduled" with auto-post ON	The bot will publish and pin it for you
"Accepted — post it yourself, then paste the live message link"	Manual delivery, with the window and **Mark posted** on the card
"Delivered — funds release on …"	Proof accepted; the release date shown was fixed at delivery
"Delivery verified — the hold has cleared." with **Claim $X payout**	The money is claimable
"Paid out · $X"	Completed and credited to your wallet
"Declined · [reason]" / "Cancelled" / "Refunded"	Closed; "The advertiser was refunded instantly and told why."

FAQ

What happens if I just ignore a request?

After 24 hours it auto-declines: the advertiser is refunded in full and your reliability drops by 0.30. Declining by hand is free. If you need more time and your Telegram is linked, **Snooze** buys 6 more hours, up to twice.

The Accept button says I need to top up my wallet.

The booking is high-value and asks for a refundable good-faith deposit your withdrawable balance cannot cover. Top up (or wait for pending payouts to clear), then accept. The deposit must come from real funds — promotional credit does not count — and it comes straight back when you deliver.

The advertiser cancelled after I accepted. Do I get anything?

Yes. If an advertiser cancels a booking you had already accepted, before it went live, you are paid a late-cancellation compensation fee — a share of the booking price, with the exact amount shown in the notification — and your good-faith deposit is returned. You did nothing wrong, and your reliability is untouched. A booking cancelled while still *pending* simply disappears with no effect on you.

Can I accept a booking and then change my mind?

Not by unwinding it yourself — an accepted booking is a commitment, and letting its window lapse costs you 1.00 reliability and, on deposit-backed bookings, the deposit. If something genuinely changes, contact the advertiser and support early rather than letting the window expire.

Can I see the whole ad before deciding?

Yes. The card shows a snippet; from Telegram, **View Advertisement Now** sends you the complete creative, text and media, before you answer.

Why did a booking never reach me at all?

It was stopped by one of your own rules: a prohibited topic, a blackout date, a day at its cap, or a start time inside your lead time. See Managing your availability.

Next: Posting the ad — an accepted booking is a promise with a date on it; here is how to keep it.

PAID PROMOTION — CHANNEL OWNERS

Posting the Ad

Posting the Ad

Accepting a booking is a promise; posting is keeping it. This page covers getting the ad live: the window you must hit, the two ways the post gets published, and the obligations that run for as long as the placement does.

Once the post is live, the next step is proving it — see Submitting proof of delivery.

The posting window

Every accepted booking has a **scheduled window** — the date range the advertiser booked, shown on the booking card in the **In progress** tab. The ad must go live **inside** that window.

- **Too early is refused.** Marking a booking delivered before the window opens returns "The posting window hasn't opened yet — it starts ..." with the exact opening time in UTC.
- **Too late is refused, and the booking is refunded.** After the window closes you get "The posting window has closed — this booking is being refunded to the advertiser."
- A **grace of about 2 hours** is allowed at each edge, for clock differences. It exists for clock skew, not for scheduling strategy.

The card spells the deadline out for manual deliveries: "Post by [date and time] — after the window closes the booking auto-refunds to the advertiser."

> **IF SOMETHING HAS COME UP**
>
> Tell the advertiser early rather than letting the window lapse. A window that quietly expires refunds the advertiser in full, costs you **1.00** reliability, and on deposit-backed bookings forfeits your good-faith deposit to the advertiser. There is no penalty for honest, early communication.

Route 1 — Auto-post: the bot publishes for you

If auto-post is on for the booking, delivery is fully automatic. The card reads "Accepted — scheduled", with the explanation: "Auto-post is **ON** — the bot publishes on time, pins for the promised hours, and unpins after. Funds release per your payout rung."

What the bot does:

- **Publishes the ad** in your channel at the window open, exactly as booked — the same text, the same media, the same links.
- **Pins the post** for formats that promise time at the top, and **unpins it** when the pin window ends.
- **Records the delivery** for you: no link to paste, no button to press. The proof, monitoring and payout machinery described in Submitting proof of delivery starts automatically at publish.

Where auto-post comes from:

- Your listing's **Auto-post & pin** switch (in the listing wizard's Rules step) sets the default for that channel. New listings have it on.
- It is confirmed **per booking** when you accept from the dashboard, so you can take one booking manually and leave the rest automatic.
- Accepting from a **Telegram message** always uses the listing's saved default — the bot never takes an instruction from the message itself about whether to publish into your channel.

For auto-post to work, @OnflowAdsBot must still be an admin of your channel with the **Post Messages** right. If the bot has been removed or its rights stripped, publishing fails.

> **AUTO-POST IS THE SAFEST ROUTE**
>
> It removes the single most expensive mistake in the marketplace — missing a window — and it costs you nothing. Turn it off only when a placement genuinely needs your hands on it.

Route 2 — Posting it yourself

With auto-post off, the accepted booking's card reads: "Accepted — post it yourself, then paste the live message link to mark it delivered."

1. **Publish the ad in your channel, inside the window**, exactly as the advertiser booked it — same text, same media, same links. The creative is frozen into a signed proof record at delivery, so differences are detectable later.
2. **Pin it yourself** for the promised hours if the format includes them. A "2h top" format means the ad is the pinned message of the channel for its first two hours.
3. **Submit the proof link** and press **Mark posted** — the full walkthrough is in Submitting proof of delivery.

Nothing counts as delivered until step 3. A post that is live but never marked delivered still refunds at the window close.

While the ad runs

From the moment the post goes live until its promised duration has fully run, three things must stay true:

> ⚠ **KEEP THE POST UP — AND PINNED**
>
> The post must stay live, unedited, and (where the format promises it) pinned for its **full promised duration**. Onflow Ads's monitor checks repeatedly. Taking the ad down early, or unpinning it during its promised hours at the top, is detected automatically, pauses your payout, and costs **1.50** reliability points.

- **Do not delete it.** The promised in-feed duration is what the buyer paid for: 24 hours for a 1h/24h slot, 7 days for a native placement, 30 days for a monthly one.
- **Do not unpin it during its top-hours.** Only a definite unpin of the ad itself counts — pinning another message *above* it does not flag you.
- **Do not edit it.** The delivered post is compared against the creative frozen at delivery, and Telegram's own edit signal is recorded. If a change is genuinely needed, agree it with the advertiser first.
- **Keep @OnflowAdsBot as an admin.** If the bot loses access, your channel becomes unreadable to the monitor, and an unreadable channel reads as a broken placement.

Once the promised duration has fully run, monitoring stops and **you are free to remove the post**.

If the window lapses

A booking that was accepted but never posted closes automatically at its window's end. Three things then happen, in this order:

1. **The advertiser is refunded in full.** Always — regardless of the cause.
2. **The cause is assessed.** A booking that closed unposted counts against you only when the cause was yours.
3. **The consequences follow from that assessment.**

Cause	Reliability	Good-faith deposit
You simply did not post, or the bot could not publish because it was removed from the channel or lost its rights	−1.00	Forfeited to the advertiser
A platform or Telegram failure — our scheduler did not run, Telegram was unreachable or rate-limiting	No change	Returned to you
The cause could not be determined	No change, pending human review	Returned to you

That distinction is deliberate: you are never penalised for a failure that was not yours, and an ambiguous failure is looked at by a person rather than being silently charged to your score.

Statuses at a glance

What you see	What it means
"Accepted — scheduled" with auto-post ON	Nothing to do; the bot publishes and pins at the window open
"Accepted — post it yourself … Post by [date]"	Manual delivery; the window and **Mark posted** are on the card
"The posting window hasn't opened yet — it starts …"	You are early; the exact opening time in UTC is named
"The posting window has closed — this booking is being refunded to the advertiser."	The window lapsed; see the table above

What you see	What it means
"Delivered — funds release on …"	Proof accepted; the clocks in Escrow and getting paid have started

FAQ

Can I post a few minutes before the window opens so it is ready?

The grace covers clock differences, not scheduling strategy. Post inside the window; if you want the exact window-open moment handled for you, turn on auto-post.

My channel had an outage, or Telegram was down, and I missed the window.

Once the window has fully closed, the refund is automatic and cannot be undone from your side. Where the failure was on the platform's side, no reliability penalty is applied and your deposit comes back. Message the advertiser — a rebooking is often the practical fix — and contact support from the booking if anything looks wrong.

Can I post the ad in a different channel of mine?

No. The booking names one channel, and the monitor visits that channel's post. Posting elsewhere is not delivery.

Can I add my own comment above the ad, or change a link?

Publish the creative as booked. Anything you add or change reads as content drift on the proof trail and can count against you in a dispute. If the advertiser agrees to a change, get that agreement first.

Does auto-post work if I am on the Free plan?

Auto-post and pin is a listing rule, set in the wizard's Rules step, and it applies to the bookings you accept with it on. What varies by plan is how quickly the resulting payout is released — see Escrow and getting paid.

When exactly can I delete the ad?

Once the promised duration has fully run. For a 1h top · 24h feed placement that is 24 hours after it went live; for a native placement, seven days. Deleting earlier is the single most expensive mistake in the system: −1.50 reliability and a paused payout.

Next: Submitting proof of delivery — the link that converts a live post into a paid booking.

PAID PROMOTION — CHANNEL OWNERS

Submitting Proof of Delivery

Submitting Proof of Delivery

A live post is not yet a delivered booking. **Proof** is what converts it: a public link to the exact message carrying the ad, submitted from the booking card. It is the single most consequential button in the seller flow — it starts your payout clock, the advertiser's review window, the monitor, and the tamper-evident record that decides any later dispute.

This page assumes the ad is already live. Getting it there is covered in Posting the ad.

When proof is submitted for you

If the booking was accepted with **auto-post on**, there is nothing to do. The bot publishes the ad and records the delivery in the same motion — the link, the timestamp and the frozen creative are all captured automatically. Everything described below still happens; you simply do not press the button.

The rest of this page is about **manual delivery**.

Submitting the link

On the accepted booking's card in the **In progress** tab:

1. Paste the **public link to the live post** into the box marked with the example `https://t.me/yourchannel/123`.
2. Press **Mark posted**.

That is the whole action. The card immediately changes to a delivered state and the advertiser is notified: "Your placement is live — please verify."

What link is accepted

The link **is** your proof, so it has to be something Onflow Ads can independently visit and re-check for days afterwards.

It must be:

- A **public Telegram post link**, in the form `https://t.me/yourchannel/123` — exactly what Telegram gives you from the post's own **Copy Link** option.
- Pointed at the **exact message carrying the ad** — that specific message is what the monitor visits, verifies and measures for the delivery report.

It cannot be:

- A private-channel link (the `t.me/c/...` form) or an invite link. Those cannot be verified, and only public channels can host marketplace placements in the first place.
- A link to your channel generally, a screenshot, or a forwarded copy.
- A link to a different channel from the one booked.

What you will see if it is wrong:

Message	Cause
"Paste the https://t.me/... link to the live post."	The box was empty or the link does not start with a Telegram address
"That doesn't look like a public Telegram post link (https://t.me/...)."	The link is not a Telegram post link
"That booking can't be marked delivered right now."	The booking is not in an accepted, undelivered state — it may have been refunded, cancelled or already delivered
"The posting window hasn't opened yet — it starts ..."	Too early; the opening time in UTC is named
"The posting window has closed — this booking is being refunded to the advertiser."	Too late; see Posting the ad

PASTE THE RIGHT LINK

The monitor visits the link you give it. A link to the wrong message — or to a message you later delete while the real ad stays up — reads as a missing post and risks a flag on a placement that genuinely ran. Copy the link from the ad post itself, and check it before pressing **Mark posted**.

What ”Mark posted” sets in motion

Marking a booking delivered is the pivotal moment of the whole placement. In one step, five things start:

1. **The booking moves to Delivered**, and the advertiser is asked to verify. They get a **review window** — the ad's promised duration, capped at **48 hours** — in which they can confirm the post (which releases your payout immediately) or raise a concern (which holds it). If they do neither, the placement is judged delivered when the window lapses.
2. **Your payout release date is fixed.** It is computed at that moment from your plan's payout schedule and written onto the booking. It never moves afterwards — not if your subscription changes later, not if you upgrade or lapse. The card shows it as "Delivered — funds release on …". See Escrow and getting paid.
3. **The monitoring bot starts watching the post** — that it still exists, that it stays pinned through its promised hours at the top, and what it really delivers in views, forwards, reactions and clicks. See Delivery monitoring and your reliability.
4. **The agreed creative is frozen into the proof archive** — see below.
5. **Retention escrow opens its clock**, if the booking carries one. The retention window is measured from delivery, because what it measures is whether the post survives.

The proof archive

At the instant of delivery, Onflow Ads writes an **append-only, cryptographically signed** record of the placement: the booked caption, the manifest of the booked media, and your live post link. Every later monitor visit can append a live capture to that same record, flagged when the content has drifted from what was booked.

Why it matters to you:

- **It is evidence you cannot be argued out of.** A post that went up on time, stayed up, stayed pinned and was never edited produces a trail that defends you by itself.
- **Both sides see the same trail.** A dispute is argued over one shared record rather than over screenshots and recollection.
- **Edits are visible.** Telegram's own edit signal is recorded, so changing an ad after publishing reads as content drift.

> **TIP**
>
> Because the archive detects edits, keep the delivered post identical to the booked creative. If something genuinely has to change, agree it with the advertiser first.

After proof: what you should see

Card state	Meaning
"Delivered — funds release on [date]"	Proof accepted; the release date was fixed at this moment
"Instant payout opens [date]"	Early release becomes available after the advertiser's review window
"Delivery verified — the hold has cleared." with **Claim $X payout**	Claimable now
"We've flagged a problem with this placement — the payout is paused"	The monitor found the post missing, the channel unreachable, or the ad unpinned early — see Delivery monitoring
"A fraud concern on this booking is under review"	The advertiser raised a concern — see Disputes

Fixing a mistake

- **Wrong link submitted.** Contact support from the booking straight away. The monitor will be visiting the link you gave it, so a wrong link is worth correcting before it turns into a flag.
- **You deleted and re-posted the ad.** The proof points at the original message. Tell the advertiser and contact support; do not simply leave the archive pointing at a message that no longer exists.
- **You marked posted and then the post came down.** Whether accidental or not, that is exactly what the monitor is watching for. Re-post it and contact support from the flag notification.

- **You cannot submit at all because the window closed.** The refund is automatic. See Posting the ad.

FAQ

Does marking posted pay me immediately?

No — it starts the clocks. The advertiser gets their review window, then escrow releases on the schedule fixed at delivery, or immediately if the advertiser confirms the post. Full timeline in Escrow and getting paid.

Do I have to submit anything else — a screenshot, a stats export?

No. The link is the only artefact you provide. Everything else — the views, the pin checks, the survival checks — Onflow Ads measures itself, which is exactly why buyers accept it.

Can I submit proof for an auto-posted booking?

There is nothing to submit; it was recorded at publish. If an auto-post genuinely failed and you were asked to post by hand instead, the card switches to the manual state with the link box on it.

The link works for me but Onflow Ads says it cannot verify it.

Check that the channel is public and that @OnflowAdsBot is still an admin. A private-channel link cannot be checked by anyone but its members, so it cannot serve as marketplace proof.

How long is the proof kept?

The archive is append-only and outlives the booking. The advertiser's window to raise a fraud concern is 14 days from the post going live, and the record that would decide such a claim was created before anyone knew whether it would be needed.

Next: Escrow and getting paid — when the money leaves escrow, and how to take it sooner.

PAID PROMOTION — CHANNEL OWNERS

Escrow and Getting Paid

Escrow and Getting Paid

Every booking is escrow-backed: the advertiser pays at checkout and Onflow Ads holds the money until delivery is verified. Your payout — the booking price minus the platform commission, exactly the amount shown on the booking card — releases to your wallet on a schedule, and from the wallet you can withdraw.

This page is the whole money path, from the moment a booking is accepted to the moment cash leaves the platform.

The payouts panel

The top of your bookings queue shows the **Payouts** panel — "what you're owed, dated":

- **Available now** — delivered placements whose hold has cleared. When there is money here the tile says "claim in Delivered"; when there is not, "nothing cleared".
- **Next 30 days** — everything scheduled to release within a month.
- **Earned to date** — your lifetime completed payouts.
- **Scheduled releases** — a chart and a dated list of every held payout. Green entries clear to your wallet; blue entries are **retention holds** releasing after their extended window. The key under the chart names both.
- **Forecast** — accepted but not yet delivered bookings, with the note "Estimated release once each post goes live — not a committed date." Estimates are always flagged as estimates.

With nothing held yet, the panel reads "No held payouts yet — delivered placements will show their release dates here."

What you are actually paid

Your payout is fixed when the booking is priced, and shown on every card as "you receive $X after N% fee".

- The **commission rate** comes from your subscription plan and falls as the plan rises. It is charged to both sides: the advertiser pays your price plus the fee, you receive your price minus it.

- A **reliability surcharge** can be added to your side of the fee while your score sits below the healthy band. At the default score of 8.0 it is exactly zero. Whatever rate applies is printed on the booking card, so a fee that differs from your plan's headline rate is never silent.
- If you **counter** a request at a different price, your payout scales with the new price at the same ratio.

When escrow releases

After a booking is marked delivered, three clocks matter:

1. **The advertiser's review window** — the ad's promised duration, capped at **48 hours**. During it the advertiser can confirm the post, which releases your payout immediately, or raise a concern, which holds it. Letting it lapse counts as delivered.
2. **Your plan's payout schedule.** The release date is computed **at the moment you deliver**, from your plan at that moment, and written onto the booking. It never moves afterwards, even if your subscription changes later. On the Free plan, funds hold for the ad's full promised duration. Paid plans cap that hold at progressively shorter times, and the higher plans release once the advertiser's review window has lapsed uncontested — without waiting out the rest of a long placement. The exact date for each booking is always shown on its card and in the payouts panel.
3. **The advertiser confirming early** — at any point they can confirm the post went live, which releases your payout on the spot.

> **WHY THE PROMISED DURATION MATTERS TO YOUR CASH FLOW**
>
> On the entry plan the hold tracks the format: a 1h top · 24h feed placement holds for 24 hours, a native placement for a week, a monthly placement for 30 days. If long formats are tying your money up, either move up a plan or lean on instant payout.

Claiming

When the date arrives — or the advertiser confirms — the card in the **Delivered** tab shows "Delivery verified — the hold has cleared." with a **Claim $X payout** button.

Press it once to arm ("Tap again — claim $X") and again to confirm. The money is credited to your wallet immediately and the booking moves to **Completed**, with a "Payout released" notification.

You never have to remember: **releases also happen automatically** on the scheduled date, so an unclaimed payout is never lost. Claiming simply takes it the moment it is available.

Before the date, the card explains itself: "Funds release automatically on [date and time] UTC, once the verification window has passed. The advertiser can release it sooner by confirming the post."

Instant payout

On a delivered booking whose release date has not arrived yet, you can release early for a fee — once the advertiser's review window has passed.

- The card shows **Get it now · $X** with the fee named next to it: "$Y early-release fee (N%)". The net amount is what you see on the button.
- It takes a second confirming tap ("Confirm · $X now ($Y fee)").
- Funds go to your **wallet** only; withdrawal still goes through the normal withdrawal queue.

Before the review window has passed, the card shows the date instant payout opens instead ("Instant payout opens [date]."). If the payout has already cleared, instant payout refuses with "This payout is already available — claim it free from the booking."

The same guards apply as a normal claim: no open dispute, no monitor flag, no frozen wallet, no unmet verification threshold.

The good-faith deposit comes back

If accepting the booking staked a refundable **good-faith deposit** from your wallet, it is returned as its own wallet line at the same time your payout is credited. It is never silently netted against the payout, so your statement shows both.

The deposit is returned on clean delivery, returned if the advertiser cancels, and returned when a missed window was caused by a platform failure rather than by you. It is forfeited to the advertiser only when the failure was yours.

Retention escrow

Some bookings — an option on higher advertiser plans — carry a **retention hold**: a slice of your payout stays in escrow past delivery and releases after an extended window. It

appears in your payouts panel as a blue entry tagged "retention hold", with its own release date.

The slice is released to you when, at the end of the window:

- the placement was never flagged by the monitor, and was not refunded or disputed; **and**
- your channel has not shrunk below the subscriber count recorded when the booking was accepted.

If Onflow Ads cannot read your channel's live subscriber count at that moment, that half of the test is simply not applied — an unreadable count is never treated as a fall. On a clean release you get a "Retention escrow released" notification: the amount "held back on [channel] has been added to your wallet — the post survived its retention window." If the terms were not held, that slice goes back to the advertiser instead.

What blocks a release

A payout is held — never lost — while any of these is true. Each names itself on the booking:

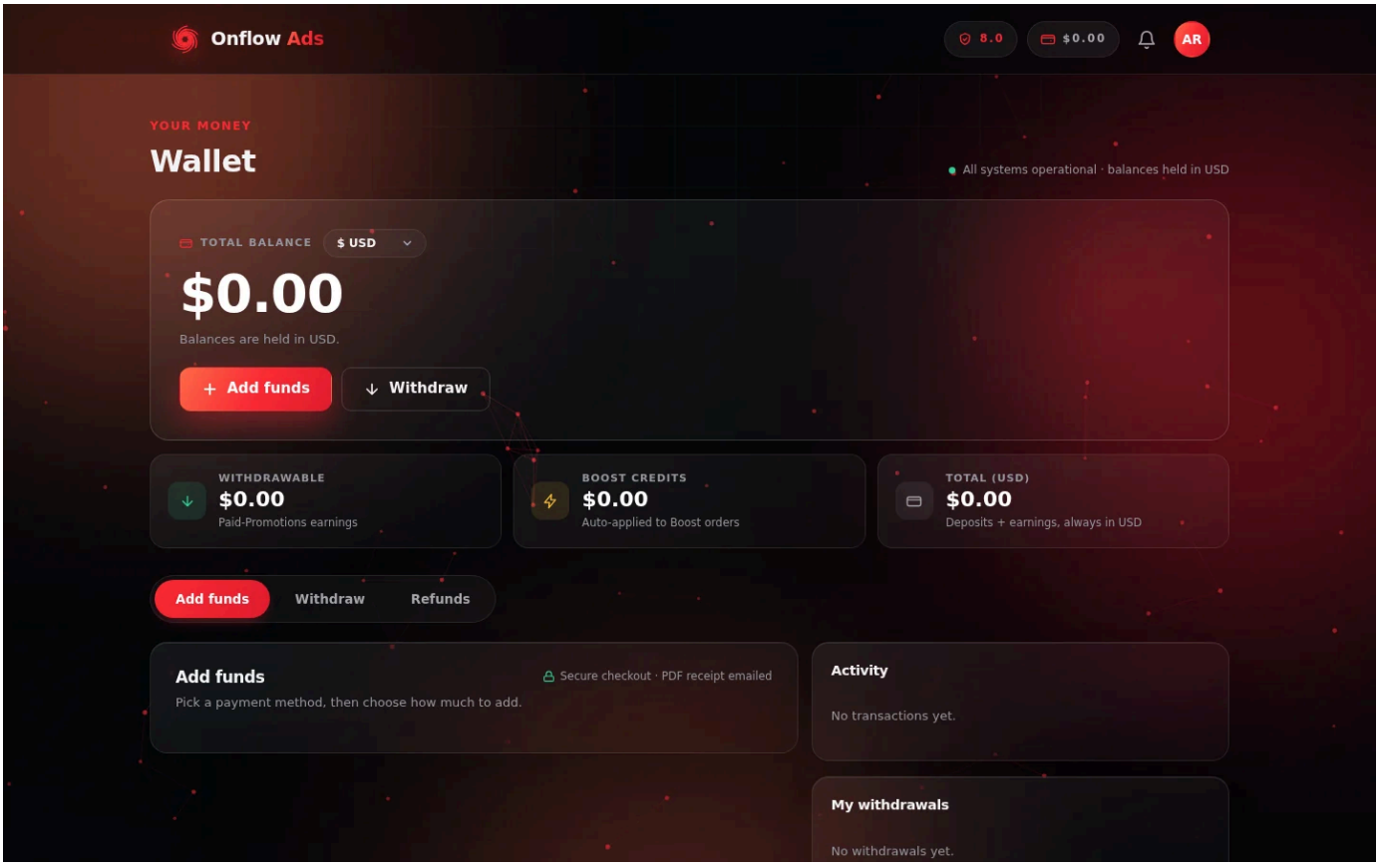
Block	What you see	How it clears
Open dispute	"A fraud concern on this booking is under review — the payout is on hold until our team resolves it."	The review is decided; see Disputes
Monitor flag	"We've flagged a problem with this placement — the payout is paused until it's resolved. Re-post the ad or contact support."	The problem is resolved; see Delivery monitoring
Frozen wallet	"Your wallet is temporarily on hold while a concern is reviewed. Payouts resume once it's cleared."	The concern is decided, in either direction

Block	What you see	How it clears
Verification threshold	"This payout crosses a verification threshold … your funds are held safely until then."	You complete the matching verification level; see Identity verification

More than one can apply at once, which is why a booking sometimes stays held after you clear the reason you knew about.

Withdrawing your earnings

Withdraw from the wallet page at https://onflowads.com/telegram/dashboard/wallet, on the **Withdraw** tab.



*Your wallet. The **Withdrawable** tile — labelled "Paid-Promotions earnings" — is the figure a withdrawal can actually draw on; the total above it includes credit that is spendable but not cashable.*

1. Choose a **Withdrawal method** — Telegram Stars (to your username), UPI ID, or USDT on BEP-20.
2. Enter the **Destination** for that method.
3. Enter the **Amount (USD)**. The panel shows your withdrawable balance, the minimum (currently $5.00), and "You receive $X after fees" as you type.
4. Press **Request Withdrawal**.

The gross amount is held from your balance immediately and the request enters the review queue as **pending**, visible in **My withdrawals**. Every withdrawal is reviewed before it is sent; a rejected request refunds the held amount in full.

Things to know:

- Only your **withdrawable** balance can be cashed out. Placement earnings, returned deposits and referral commissions are withdrawable; promotional credit and refund credit are spendable on Onflow Ads but not cashable. The wallet page shows the withdrawable figure separately.
- Each plan allows a set number of withdrawal requests per calendar month. Your balance stays spendable in the meantime.
- Withdrawals are blocked while your wallet is frozen for a review, and resume as soon as it clears.

Full detail on methods, fees and timing lives in Withdrawing earnings.

FAQ

My payout says ”Funds release automatically on …” with a date. Can I have it sooner?

Three ways: ask the advertiser to confirm the post (free, immediate), use **Get it now** once their review window has passed (a percentage fee, shown on the button), or move to a plan with a shorter hold — though a plan change only affects bookings delivered after it.

The date on an old booking is longer than my current plan’s hold.

Release dates are pinned at delivery from the plan you had at that moment, on purpose: the date you earned by delivering must not slide because a subscription changed weeks later. New deliveries use your new plan.

Part of my payout shows as a ”retention hold”.

That booking carried retention escrow: a slice stays held past delivery and releases after an extended window provided the post survived and the channel did not shrink. Its release date is in your payouts panel, as a blue entry.

Why is my fee different on two bookings?

The commission is your plan's rate at the time each booking was priced, and it can include a small reliability surcharge while your score is below the healthy band. Each card shows the exact rate applied to it.

I have balance but cannot withdraw.

Check three things: the amount meets the minimum shown on the page; the balance is *withdrawable* rather than promotional or refund credit; and your wallet is not frozen for a review. Also check whether you have used your plan's withdrawal requests for the month.

Does an unclaimed payout expire?

No. Releases happen automatically on the scheduled date whether or not you press anything.

Next: Identity verification (KYC) — the one thing that can hold a payout once your earnings add up.

PAID PROMOTION — CHANNEL OWNERS

Identity Verification (KYC)

Identity Verification (KYC)

KYC — "Know Your Customer" — is the identity check most payment platforms require before moving significant money. On Onflow Ads it is **progressive**: the requirement scales with how much you have actually been paid out over the lifetime of your account. A new seller faces no paperwork at all, and a high-volume seller verifies in steps as their earnings grow.

Nothing here gates your listings, your bookings or your standing. It gates one thing only: releasing a payout that would carry you past a threshold.

The thresholds

Lifetime payouts reach	Required level	What it takes	How fast it clears
$500	**Basic**	Confirm your legal name and country	Instantly — self-serve
$5,000	**Identity**	The Onflow Ads team verifies your identity	Reviewed by the team
$25,000	**Enhanced**	Enhanced due diligence completed by the Onflow Ads team	Reviewed by the team

"Lifetime payouts" means the sum of your **completed** placement payouts — not your wallet balance, not your listing prices, not money still in escrow.

NO DOCUMENTS THROUGH THE WEBSITE

No government-ID numbers are ever collected or stored through the website. The only fields you enter are your legal name and country. The higher levels are completed by the Onflow Ads team out of band.

How the gate works

The check runs at the moment a payout is about to release, and it counts **the payout being released** — so the exact deal that would carry you across a threshold is the one that gets gated, never one payout too late.

- If your verification level already covers the new total, nothing happens. Most payouts release without you ever noticing the system exists.
- If it does not, that payout is **held — never lost** — and the booking shows: "This payout crosses a verification threshold. Complete verification on your Paid Promotions profile to release it — your funds are held safely until then."

The same gate applies to a normal claim, to instant payout, and to automatic release, so there is no way to route around it and no way to lose money to it.

Everything else about your account keeps working while a payout is held: other payouts below the threshold, your listings, your bookings, your withdrawals of money already in the wallet.

Verifying

When action is needed — or is about to be — your **bookings queue** at https://onflowads.com/telegram/dashboard/paid-promotion/bookings shows a shield-marked card at the top. Under the heading **Verification required** it names what is needed and your current lifetime payout figure, then asks for two fields:

1. **Legal name**
2. **Country**

Press **Verify**.

What happens next depends on the level you currently need:

- **Basic** — approved instantly. The card turns green and reads **Verified**. Any held payouts release through the normal claim flow.
- **Identity or Enhanced** — your submission opens a review: "Submitted. Our team will complete your verification shortly — your held payouts release as soon as it clears." The card switches to **Verification in review** — "We're reviewing your details. Any held payouts release as soon as it clears." The moment it clears, held payouts release.

If a review is not approved, the card returns to **Verification required**. Submit again with corrected details, or contact support if you are unsure what to fix. A rejection holds the affected payouts; it never confiscates them.

Verify before you are ever held

Once you are verified, the card does not disappear — it tells you **in advance** where the next level kicks in: "You're verified — next level unlocks near $N lifetime payout." That is your cue to clear the next level early and never have a payout held at all.

If you expect to sell at volume, submitting basic verification on day one costs you thirty seconds and removes the first gate entirely.

FAQ

Are held funds ever taken?

No. A verification hold is a pause, not a penalty. The funds sit in escrow until your verification clears, then release through the normal claim flow described in Escrow and getting paid.

Does verification affect my reliability score, my Standing, or my listings?

No. It is entirely separate from reliability, Standing and moderation. Only payout release is gated.

I verified — why is a payout still on hold?

A payout can be blocked by more than one thing at once: an open dispute, a monitor flag, or a frozen wallet also pause releases. Each booking card names its own reason. See Escrow and getting paid and Disputes.

Who sees my legal name?

It is used for verification only. It does not appear on your public channel page, your listing, your reviews, or anywhere an advertiser can see.

I sell through several channels on one account — is verification per channel?

No. The thresholds are per account and count every completed payout across all your listings.

Can I withdraw money already in my wallet while a payout is held?

Yes. The hold applies to the release of that specific payout, not to the balance you already have — provided your wallet is not frozen for a separate reason.

Next: Delivery monitoring and your reliability — the score behind your accept floor, your fee, and how buyers see you.

PAID PROMOTION — CHANNEL OWNERS

Delivery Monitoring and Your Reliability

Delivery Monitoring and Your Reliability

The marketplace's promise to advertisers is that delivery is *witnessed*, not taken on trust — which is exactly why advertisers pay marketplace prices for your channel instead of haggling in direct messages. This page explains what the monitoring bot does with your delivered posts, precisely what does and does not trigger a flag, what a flag costs, and the reliability score all of it feeds.

What the monitor checks

From the moment a booking is marked delivered until its promised duration has run, the monitoring bot repeatedly visits your post and checks two things:

- **The post still exists.** A post deleted before its promised duration is a broken placement.
- **The post is still pinned** during the hours the format promises at the top. This applies to the numbered formats, where the promise is exact — a "2h top" placement should be the pinned message for its first two hours. For the named formats, the monitor checks existence only.

How often it checks depends on the advertiser's plan, from hourly up to every few minutes on the top plans.

The monitor is deliberately conservative

A false flag would cost you reliability and hold money you had earned, so the bar to flag is proof, not suspicion:

- A network blip, a rate limit, or any reading the bot could not complete **never** flags you. Those are simply retried on the next pass.
- **Only a definite unpin of the ad itself** counts. Pinning another message above your ad does not flag you — the ad is still pinned.
- A link the monitor cannot parse — a private-channel link, or a hand-typed address — is skipped rather than guessed at.
- A flag fires **once** per placement. One failure, one penalty.

What a flag does

If the monitor finds the post deleted, the channel unreachable, or the ad unpinned during its promised top-window:

- **Both parties are notified.** Yours reads "A placement was flagged automatically" and names the problem: for example "The ad was unpinned before its promised 2h at the top of the channel." It links straight to your bookings queue.
- **Your payout is paused** — never reversed. The funds stay in escrow until the matter is resolved or the advertiser confirms anyway. Trying to claim shows "We've flagged a problem with this placement — the payout is paused until it's resolved. Re-post the ad or contact support."
- **Your reliability drops by 1.50.**
- **Any good-faith deposit on the booking is forfeited to the advertiser** if the failure stands — to the injured party, not to the platform.
- The advertiser is told their funds are still held and that they can raise a concern.

Once the promised duration has fully run, monitoring stops and you are free to remove the post.

> **IF YOU BELIEVE A FLAG IS WRONG**
>
> Check two things first: that **@OnflowAdsBot is still an admin** of your channel — removing it makes the channel unreadable to the monitor — and that the ad stayed pinned for its promised window. Then contact support from the flag notification, or re-post the ad.

Delivery metrics

On the same visits, the monitor samples the post's real **views, forwards and reactions**, plus clicks through Onflow Ads's tracked links. Samples are taken on a ladder of ages that is dense in the first hours and sparse later — because view counts are steeply front-loaded, and evenly spaced samples would spend most of their effort re-measuring a flat tail.

That builds the delivery report both sides see on the booking: delivered views, delivered against promised as a percentage, real cost per thousand views, and click-through rate. **A number the monitor could not measure is shown as absent — never as a fabricated zero.**

These witnessed numbers are also what powers your **Performance Passport** (see Promoting your listing) and what a guaranteed-views placement settles against.

Verified Delivery Insurance — the flip side

Advertisers on higher plans have insured placements: when the monitor flags a failure, the buyer is refunded automatically without opening a dispute. For you as the owner the consequences are exactly the same as any flag — the reliability penalty and the forfeited good-faith deposit — and nothing more. You are not charged for the buyer's goodwill credit, and one failure still means one penalty.

The proof archive

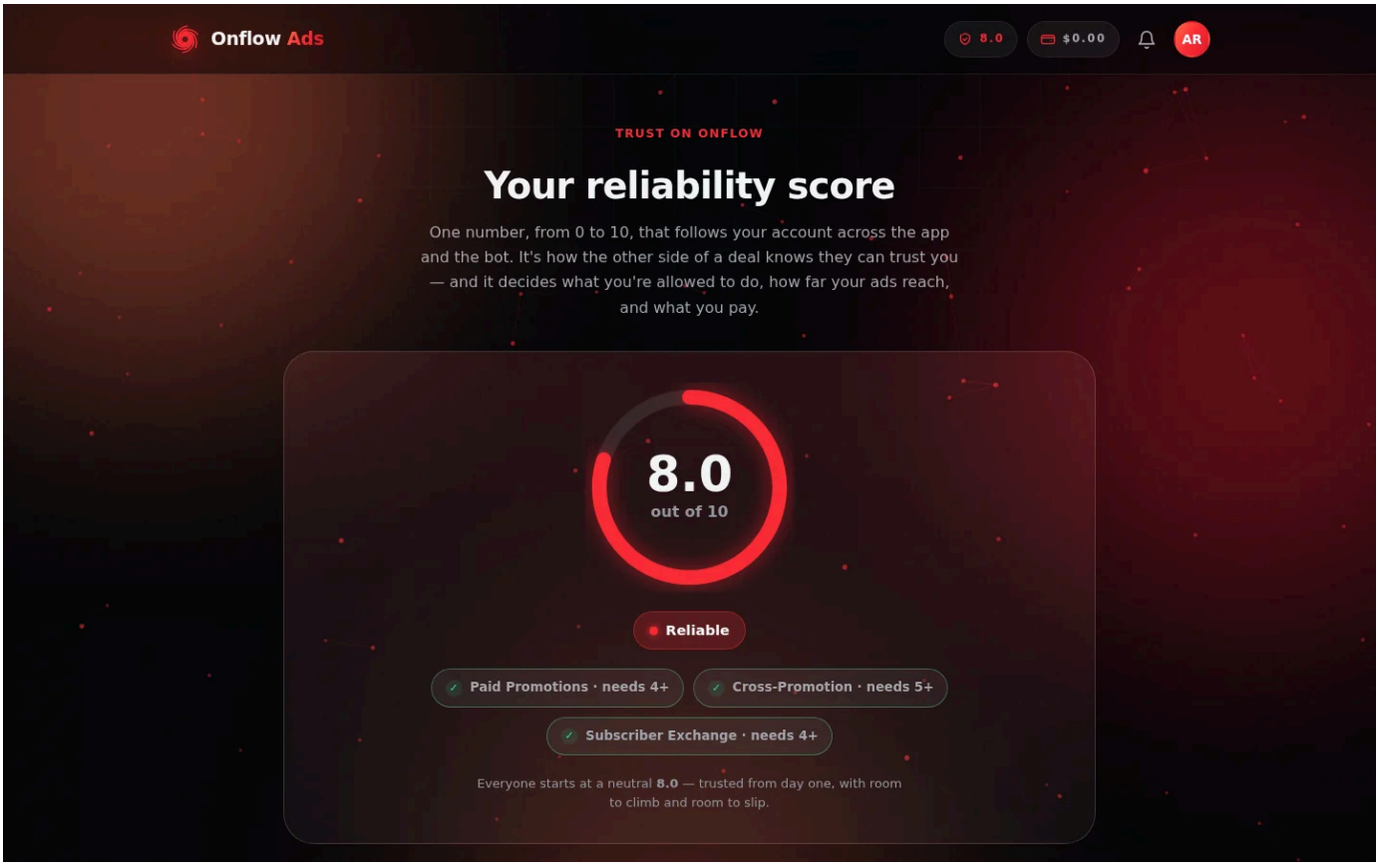
At delivery, the agreed creative (the caption plus a manifest of the booked media) and your live post link are frozen into an append-only, cryptographically signed **proof archive**. Every later monitor visit can append a live capture, flagged if the content has drifted from what was booked. Both parties of a placement see the same frozen trail — which is what a dispute is argued over, instead of screenshots and recollection.

> **TIP**
>
> Because the archive detects edits, keep the delivered post identical to the booked creative. Editing an ad after posting reads as content drift on the proof trail.

Full detail on how the archive is created is in Submitting proof of delivery.

Your reliability score

Every Onflow Ads account has **one** reliability score, from 0 to 10, shared across every product. Everyone starts at **8.0**. It moves only on concrete events.



One score, every product. The chips underneath are the floors each marketplace requires — Paid Promotions needs 4 or more before you can accept a booking.

The events that move it on the selling side:

Event	Change
Completed a placement cleanly (owner)	+0.20
Let a booking offer expire unanswered ("ghosting")	−0.30
Accepted but did not post within the window, when the cause was yours	−1.00
Monitor flagged the post (removed early, or not kept on top)	−1.50
A fraud concern against you was upheld	−2.00

Two things that are **not** penalties: a missed window caused by a platform or Telegram failure, and a make-good paid out on a view guarantee. Neither touches your score.

What the score affects:

- **Accepting bookings requires at least 4.0.** Below the floor you cannot accept new work until the score recovers — which it does through clean completions on work already in flight.
- **Your effective commission** can carry a small surcharge while your score is below the healthy band; at the default 8.0 the surcharge is zero, and the exact rate applied to each booking is always shown on its card.
- Your reliability is visible on your Performance Passport and on your desk, and it factors into how buyers see your channel.

The complete published rules — every penalty, every credit, the automatic healing schedules, and how to appeal a mark — live on your reliability page at https://onflowads.com/telegram/dashboard/reliability and in the Policies section of this guide.

> **KEEPING A CLEAN SCORE**
>
> The whole system rewards one behavior: answer every request within 24 hours (declining is free — only silence costs), post inside the window, and leave the post up and pinned for its full promised duration. Do those three things and your score only goes up.

FAQ

I was flagged but the post is still up.

Flags fire only on definite signals: the post being gone, the channel unreachable to the bot, or the ad itself unpinned during its promised top-hours. Check that @OnflowAdsBot is still an admin of your channel, and that the link you submitted points at the ad post rather than some other message. Then contact support from the flag notification.

Does the monitor see my private analytics?

No. It reads what any member of your public channel can read — that the post is there, that it is pinned, and its public view, forward and reaction counts.

Can I be flagged twice on the same booking?

No. A flag fires once per placement.

The advertiser confirmed the post anyway. Does the flag still cost me?

The confirmation can release the money, but the flag's reliability penalty is applied when the flag fires. Contact support if you believe the flag itself was wrong.

What happens after the promised duration ends?

Monitoring stops. You can delete or unpin the post freely from that point.

Next: The view guarantee — what happens when a buyer pays for a guaranteed view count in your channel.

PAID PROMOTION — CHANNEL OWNERS

The View Guarantee

The View Guarantee

Advertisers can pay a premium at checkout for a **guaranteed minimum view count** on a placement in your channel. If Onflow Ads's own monitor later measures fewer views than guaranteed, the buyer receives an automatic pro-rata refund — a "make-good" — with no dispute and no argument, because the platform's own measurement is the arbiter.

This page explains what that product means from your side of the deal. The short version: nothing changes, and nothing is at risk.

The one fact that matters most

You are always paid in full.

If a guaranteed placement under-delivers, the make-good refund to the buyer is funded by Onflow Ads — never taken from your payout, and never billed to you afterwards. You advertised your reach in good faith and are paid your full payout regardless of what the placement delivered. The premium the buyer pays is the price of *the platform* taking the delivery risk.

How the guarantee is set

- The guaranteed number is a **floor set below your channel's advertised average views** — deliberately, so ordinary week-to-week variance does not trip it. The exact guaranteed count is shown on the booking.
- Your advertised average views are **measured by Onflow Ads's bot from your recent posts**, not typed in by you. That is precisely why the platform is willing to stand behind them.
- The settlement measurement is the monitor's own sampled view counts on the delivered post — the same witnessed numbers in the delivery report both sides see. See Delivery monitoring.
- The guarantee is not offered on channels whose advertised reach is below a minimum, because a guarantee the platform cannot stand behind is not sold at all.

What you have to do differently

Nothing. Deliver exactly as you would any placement: post inside the window, keep the post up and pinned for its promised duration, do not edit it.

- There is **no extra step** and no extra reporting.
- There is **no penalty tied to the guarantee itself**. Under-delivery against a guarantee does not touch your reliability score, your Standing, or your good-faith deposit.
- The ordinary delivery rules still apply exactly as on any booking — a deleted post is still a deleted post.

Edge cases, resolved in advance

- **The placement meets or beats the floor** — the guarantee is met, the buyer keeps nothing extra, and you notice nothing.
- **The placement under-delivers** — the buyer receives a pro-rata make-good funded by Onflow Ads. Your payout is untouched.
- **The placement could not be measured at all** — the buyer's guarantee premium is refunded to them. Your payout is unaffected.
- **The booking is declined, cancelled or refunded before it runs** — the premium goes back to the buyer along with their charge, as you would expect.
- **A dispute is open on the booking** — the dispute decides the money first; the guarantee settles only after it closes. See Disputes.

Why this is good for sellers

Certainty is the one thing a rate card cannot sell, and buyers pay a premium for it. Cautious advertisers who would otherwise test a small slot will book a real one when the downside is covered — so channels with solid, honest average-view numbers effectively win bookings they would not otherwise see. Because your advertised reach is measured by the bot rather than self-reported, a healthy channel qualifies automatically, with nothing to apply for.

FAQ

Does a make-good against my channel hurt my Standing or reliability?

No. The make-good is Onflow Ads honoring its own promise to the buyer. Your reliability moves only on the concrete events listed in Delivery monitoring — none of which is "the guarantee paid out".

Can I opt my channel out of guaranteed bookings?

There is no opt-out toggle, and there is also nothing to opt out of: guaranteed bookings are ordinary bookings from your side, at your full price, with your full payout, and you still approve every request before it runs.

Will I even know a booking was guaranteed?

The booking runs identically either way from your side. The guarantee's state and its settlement live on the buyer's order card.

My channel’s views dipped this month — should I lower my advertised reach?

You cannot set it by hand; it is measured from your recent posts, so it tracks reality on its own. What you can do is keep posting normally — a channel with a healthy posting cadence gives the measurement something honest to work with.

Does a guaranteed booking pay me more?

No. The premium is the buyer's price for the platform's risk. You receive your normal payout for the format they booked.

Next: Disputes — the seller's side — the one case where a delivered placement can still cost you.

PAID PROMOTION — CHANNEL OWNERS

Disputes — the Seller’s Side

Disputes — the Seller’s Side

Within **14 days** of a post going live, the advertiser can raise a **fraud concern** on a delivered or completed booking — their claim that the placement was not honestly delivered. Disputes are rare when delivery is clean, because the platform's own monitor witnesses every placement. But when one is opened against you, this is exactly what happens.

The moment a concern is raised

1. **You are notified** — "A fraud concern was raised" — on the booking, in your activity feed, and through your notification channels.
2. **The payout on that booking goes on hold.** If it had already been scheduled it does not release; if you try to claim it, the claim is refused with "A fraud concern on this booking is under review — the payout is on hold until our team resolves it."
3. **Your wallet is temporarily frozen** while the review runs. Payouts and withdrawals pause until the concern is decided, in either direction. Money already in the wallet stays yours and stays visible; it just cannot move out until the freeze clears.
4. **You cannot accept new bookings** while a review is open against you. Work already in flight can still be finished — and should be.

Note that the window is measured from the post going live, so even a booking that has already **paid out** can be disputed inside those 14 days.

> **NOTHING IS REQUIRED FROM YOU IMMEDIATELY**
>
> You do not have to file a defense or gather screenshots. The review is arbitrated on the platform's own records, which already exist. If you have relevant context, you can contact support — but the evidence that decides most disputes was collected automatically while your placement ran.

What the review looks at

The Onflow Ads team arbitrates using evidence neither side can edit after the fact:

- **The monitor's check history** — every visit to your post: existed or not, pinned or not, timestamped.

- **The measured delivery numbers** — the views, forwards, reactions and clicks the monitor sampled while the ad ran.
- **The signed proof archive** — the creative frozen at delivery, your live post link, and any later captures showing whether the content drifted.

This is why the standing advice in Posting the ad matters: a post that went up on time, stayed up, stayed pinned and was never edited produces a record that defends you by itself.

Depending on the advertiser's plan, the dispute may carry a published **resolution deadline**, shown as a countdown on the booking.

The two outcomes

Concern rejected — the claim did not hold up:

- The hold clears and your payout proceeds on its normal schedule.
- Your wallet freeze lifts immediately.
- Your reliability is untouched, and no mark is left on your account.
- The advertiser who made the false claim loses reliability instead — and a pattern of rejected concerns escalates on their side.

Concern upheld — the claim was found valid:

- The buyer is refunded. On the top advertiser plans that refund is paid immediately from platform funds rather than waiting on recovery.
- Your reliability drops by **2.00** — the largest single penalty in the system.
- Any good-faith deposit on the booking is forfeited **to the advertiser**.
- Your wallet freeze lifts once the decision lands.

Either way, the freeze is cleared the moment the concern is decided. It exists only to keep the money still while the question is open.

Disputes and everything else

- **A monitor flag is not a dispute.** A flag is the bot acting on hard evidence — the post gone, or unpinned early — and it pauses only that booking's payout. A dispute is a human review opened by the advertiser, and it freezes your wallet too. Both can exist on one booking.

- **Insured placements refund without a dispute.** When the monitor flags a placement an advertiser insured, the buyer is refunded automatically and never opens a concern. For you the consequences are the flag's, and nothing more.
- **Retention escrow follows the dispute.** A booking with an open or upheld concern does not release its retention slice.
- **Guaranteed-views placements** settle their guarantee only after an open dispute closes — the dispute decides the money first. See The view guarantee.

Protecting yourself — the short version

1. Post inside the window, from the booked creative, without edits.
2. Keep the post up and pinned for its full promised duration.
3. Keep @OnflowAdsBot as an admin so the monitor can witness your delivery — the monitor's clean record is your best defense.
4. Submit the correct proof link, pointing at the exact ad message.
5. If a change to a live ad is ever genuinely needed, agree it with the advertiser first, in writing.

FAQ

Can I dispute the advertiser?

The fraud-concern mechanism runs buyer to seller. If an advertiser behaves badly — false claims, abusive content swaps — the platform already penalizes false claimants automatically, and you can rate the advertiser (1 to 5 stars, once per booking) so other owners see their track record before accepting. For anything beyond that, contact support from the booking.

How long does a dispute take?

Some advertiser plans carry a published resolution deadline, shown as a countdown on the booking; otherwise the review takes as long as the evidence requires. The holds last exactly as long as the review and not a moment longer.

The concern was rejected — is there any trace left on my account?

No penalty and no lasting mark. Your payout proceeds, your reliability is untouched, and your wallet works normally again.

Can an old completed booking be disputed forever?

No. The fraud-concern window is 14 days from the post going live. After that, the booking's money is settled for good.

My wallet is frozen but I have bookings in progress. What should I do?

Deliver them. A freeze stops money leaving your wallet and stops you taking on new counterparties; it does not excuse an accepted booking, and letting one lapse would add a separate penalty on top.

Several bookings are held but only one is disputed.

The wallet freeze is account-wide while a review runs, so other payouts wait too. They resume the moment the concern is decided, in either direction.

Next: Promoting your listing — with delivery under control, put your channel in front of more buyers.

PAID PROMOTION — CHANNEL OWNERS

Promoting Your Listing

Promoting Your Listing

Pricing well is half the job; being *seen* is the other half. This page covers every way to put your channel in front of more buyers — some free and earned, some paid from your wallet — and the panels that tell you whether it is working.

Most of these live on your **listing manager** page (`/telegram/dashboard/paid-promotion/listing/` plus your listing's id; the **Manage channel** button on your verification message opens it directly).

Featured placement

Featuring puts your listing in the marketplace's featured rail. Two ways to fund it:

- **Included with your plan** — some subscription plans include a number of featured days each calendar month, spent free of charge. Your remaining allowance is shown where featuring is offered.
- **Buy a week** — a flat price, shown on the page, buys a fixed run of featured days from your wallet. This is open to every plan, including Free.

How it behaves:

- Only a **verified, live** listing can be featured. A listing still in review is refused, so you never pay to promote something buyers cannot see.
- Buying again while a window is still running **extends** it — the new days stack onto the end rather than replacing what you already have.
- One listing can hold at most **90 featured days** at a time. At the ceiling, let some of the current window run down first.
- Each purchase confirms the exact date your featured window now runs to.

Featured listings sort first in the marketplace's recommended order, and the slot is disclosed to buyers as paid placement — which is also why it never lets a smaller channel outrank a materially bigger one on reach.

Category sponsorship

A live listing with a category can buy the **Sponsored** slot at the top of its own category page.

1. On the listing manager, find the panel **"Sponsor the [your category] category"** — "A labelled Sponsored slot at the top of the [category] page — $N/day. The slot is exclusive; if it's taken, your window is queued right after."
2. Choose a duration: **7 days**, **14 days** or **30 days**. Each button shows its total price, calculated from the per-day rate on the panel.
3. The charge comes from your wallet. If your balance is short you get "Top up your wallet to sponsor this category."

Rules:

- **Exclusive** — only one channel sponsors a category at a time. If the slot is taken, your window is scheduled to start the moment the current sponsor's ends, and the confirmation tells you the exact window you got.
- A channel can only sponsor **the category it lives in**.
- The slot is clearly labelled "Sponsored" to buyers.

Priority review

While a new or edited listing is awaiting verification (**Pending**), its manager page shows: "This listing is awaiting verification. **Jump the queue** — a moderator reviews it first, for $5", with a **Priority review · $5** button.

- A flat charge from your wallet; "Top up your wallet to buy priority review" if the balance is short.
- Once bought, the panel turns green: "Priority review purchased — a moderator will look at this listing first."
- It can be bought once per pending review, and only while the listing is actually pending.

Your Standing score

Every listing has a **Standing** score out of 100, kept up to date from real activity. It feeds the marketplace's **recommended sort**, so stronger Standing means more visibility among comparable channels. On the listing manager's **Performance** panel it appears as a letter grade with your **rank in category** beside it.

What earns points, and how much each part is worth:

Component	How to earn it	Weight
Verified & live	Be live in the marketplace	20
Completed placements	Deliver bookings cleanly (2 points each)	20
Feedback rating	Your average star rating from advertisers	15
Feedback volume	Number of reviews (1 point each)	10
Placement formats	Breadth of formats on your rate card	10
Buyer perks	Perks enabled (3 points each)	9
Profile completeness	Description, category, subscriber source, audience details, accepted topics	8
Responsiveness	The share of decided requests you accepted	8
Spotlight running	A live spotlight earns points while it runs	5

Read that table as a to-do list. The cheapest points on it are the ones you can take today: complete your profile, switch on a perk, offer one more format, and answer requests rather than letting them expire.

SELF-DEALING EARNS NOTHING

Bookings where the buyer and seller are the same person, or share an identity, still pay out the escrow normally but earn no Standing, no reliability credit, no earnings credit on the leaderboard, and their reviews do not count. A listing cannot be inflated by buying from itself.

Performance and analytics

The listing manager shows platform-witnessed performance — every figure comes from placements the monitor measured, not from anything you reported:

- **Stat tiles** — Subscribers, Avg views (marked "measured"), Engagement, From price, and your star Rating with review count.
- **Performance** — Standing grade, rank in category, placements delivered, earned to date, plus live chips for how many requests are awaiting your accept and how many placements are in progress, with an **Open bookings** shortcut.
- **Slot occupancy** — how full your calendar was over the last 30 days. It shows a percentage only when a max-ads-per-day cap is set; otherwise it shows a booked count and says "No per-day cap set — every day is open."
- **Buyer funnel** — Shown, Views, In cart, Checkout, Booked, with the conversion rate between each stage and a cart-abandonment figure ("N% of carts with this channel were abandoned before checkout"). This is the panel that tells you whether your problem is discovery or price.
- **Channel P&L** — earned, in escrow and platform fees for this channel at a glance. This rollup is part of the higher analytics plans; when it is not included, the panel says which plan unlocks it.

Panels with no data yet show a designed empty state rather than zeros — the platform does not invent numbers.

Performance Passport

On plans that include it, your channel publishes a **Performance Passport** — a public, platform-witnessed record buyers can check before booking: real average views, click-through rate, delivered against promised as a percentage, clean-delivery rate, and average turnaround, all measured by Onflow Ads's own monitor.

It publishes only once the channel has at least **three monitored deliveries**, so the record is real rather than anecdotal. A strong passport is the best sales page a channel can have, precisely because none of it can be self-reported.

Reviews and replies

Advertisers can leave verified feedback — 1 to 5 stars plus text — once a booking completes. Reviews appear on your public channel page and in the **Reviews** panel of your listing manager, with the average and count in the header.

- Ratings feed your Standing twice: the average and the volume both count.

- Where you have replied, your reply is shown directly under the review it answers, marked "Your reply".
- With no reviews yet, the panel explains why: "Advertisers can leave feedback once a placement they booked with you has been delivered and verified."

Replying well to a mediocre review is often worth more than the review costs you — buyers read the exchange, not just the star.

Auction a prime slot

On plans that include auction hosting, you can put a premium window up for **bidding** instead of selling it at your fixed price — escrow-backed bids, anti-sniping, and a winning bid that books itself as a normal placement at the clearing price. A live auction also earns your channel a gold auction strip on its marketplace page, which is attention in itself. Full walkthrough: Running auctions on your slots.

Refer and earn

Your bookings queue carries a **Refer & earn** card with your personal referral code: share it, and you earn a share of Onflow Ads's fee on the bookings the people you refer complete — at no cost to them and no cost to the deal. Full details, rules and edge cases: Refer and earn.

FAQ

What is the single fastest way to get more bookings?

Shorten your lead time to 24 hours or less so you appear in the **Available today** filter, then run a spotlight. The first widens who sees you; the second gives them a reason to act now.

My Standing dropped and I did not change anything.

Standing is computed from live activity, so it moves when your inputs move: a spotlight ending, an unanswered request lowering your responsiveness, or a new review pulling your average. The Performance panel shows the current value; the table above tells you which lever to pull.

Does featuring guarantee the top of the marketplace?

Featured listings sort first among comparable channels, and the placement is disclosed as paid. It does not let a paid boost outrank a materially bigger channel on reach.

Is priority review worth $5?

Only while a listing is Pending and you are waiting to sell. It buys queue position, not a different decision.

Next: Running auctions on your slots — let the market price your best window instead of your rate card.

PAID PROMOTION — CHANNEL OWNERS

Running Auctions on Your Slots

Running Auctions on Your Slots

A fixed rate card cannot find the real price of a slot whose value spikes — the window before a token launch, the Saturday before a big sale, a week your channel is trending. Price it too low and someone flips it; too high and it goes unsold. An **auction** asks the market instead: you put one placement up for bidding, advertisers compete, and the highest bid wins.

Auctions live on the shared **Auctions** page at **https://onflowads.com/telegram/dashboard/paid-promotion/auctions**. Advertisers bid there; as an owner, that is also where hosting starts — owners whose plan includes auction hosting see an **"Auction one of your slots"** card. A channel with a live auction additionally shows a gold **"Prime-slot auction"** strip on its own marketplace page, with a bid button, the current price, and a live countdown — so every buyer who views your channel sees the auction too.

> **A PAID-PLAN FEATURE**
>
> Running an auction on your own listing is a paid feature — the plan comparison lists **"Run auctions on your listings"** from the **Plus** plan up. If your plan does not include it, the Auctions page shows which plan unlocks hosting. **Bidding**, by contrast, is open to every plan, including Free.

What you need before you can host

- A **verified, live listing** — a channel still in review cannot host an auction.
- The **format you are auctioning must be priced on that channel's rate card** (you are auctioning one of your existing placement formats, for example a pinned 1/24 post).
- No other **open auction on the same format** of the same channel — one at a time per format.

You cannot bid on your own auction, and self-dealing earns nothing anyway.

Setting up an auction

When you create an auction, you decide:

Setting	What it does
Format	Which placement format on your rate card is being auctioned.
Opening price	Where bidding starts. Required.
Reserve (optional)	A hidden minimum sale price. If no bid reaches it, the slot simply does not sell and every bidder is refunded. A reserve below the opening price is rejected — it would do nothing.
Bid increment	The minimum step between bids. There is a small platform minimum (currently $0.50), used as the default if you do not set one.
How long it runs	From **6 hours** up to **14 days**.
The posting window	The date range the winner is actually buying — when their ad will run on your channel. It can be at most **30 days** wide, and it must start at least **48 hours after the auction closes**, so the winning ad can genuinely be scheduled.

THE RESERVE AMOUNT STAYS PRIVATE

Buyers only ever see a **"Reserve met"** or **"Reserve not met"** badge — never the amount. Publishing the number would just turn your reserve into the opening price.

How bidding works (seller’s view)

The demand side is built so that a winning bid is always real money:

- **Every bid is held in escrow the instant it is placed.** An advertiser can only bid funds they actually have, so you will never discover after closing that the "winner" cannot pay.
- **An outbid bidder is refunded instantly**, and only the current leader's money is ever held.

- **Every bid carries the bidder's ad post.** Advertisers must attach the creative they would run before they can bid, so a win settles straight into a real, postable booking — no chasing the winner for content afterwards.
- **Anti-sniping:** a bid landing in the closing minutes automatically extends the clock by a few minutes — the Auctions page states the rule to every bidder. The winner is whoever valued your slot most, not whoever had the fastest connection at the buzzer.
- On higher plans, bidders can leave an **automatic maximum** (proxy bidding) — the system bids on their behalf up to their cap. From your side this is invisible; it simply means more competition stays in the race.

While the auction runs

Watch it from the Auctions page — the card shows the current bid, the bid count, the live countdown, and the reserve status. When someone is outbid they are notified immediately, which tends to bring them back with a higher bid.

Cancelling: you can cancel an open auction at any time before it closes. Every live bid is refunded in full, automatically, and the confirmation tells you how many bidders were refunded. The slot stays yours.

When the clock runs out

Auctions settle automatically, within minutes of closing:

- **No bids, or the reserve was not met** — the auction closes **unsold**. Every hold is released, you keep the inventory, and you get a notification ("Your auction closed without a sale") saying whether the cause was no bids or an unmet reserve.
- **Sold** — the winning bid becomes an **ordinary booking on your channel**, automatically, at the winning price: the winner is charged exactly their bid, their attached ad post is used as the creative, and the posting window is the one you set when creating the auction. You get a **"Your auction sold"** notification with the clearing price — **accept the booking to lock it in**, exactly as you would any other request in your bookings queue.

From that point on, everything is a normal placement: the same escrow, the same delivery monitoring, the same payout schedule, the same dispute rights, and the same platform commission as any fixed-price booking. See Handling bookings and Getting paid.

> **ACCEPT THE WINNING BOOKING LIKE ANY OTHER**
>
> The auction finds the price; the resulting booking still goes through your normal accept flow, and the usual rules apply — including the reliability cost of letting a request sit unanswered until it auto-declines.

If the slot somehow becomes unbookable between bidding and closing (for example the listing went inactive), the winner is refunded in full and the auction closes unsold — nobody's money is ever held against a placement that cannot run.

”Similar slots cleared N% over rate card”

If you are an owner with a priced, active listing but have never hosted an auction, the Auctions page may show a dismissible banner telling you that recently settled auctions in formats you price cleared a given percentage above their owner's fixed rate card. The figure is the **median** premium across real recent settlements on the platform — never a single lucky outlier — and the banner only appears when the premium is genuinely meaningful. It is information, not a promise: your slot clears at whatever bidders actually pay.

When to auction instead of listing flat

- **Spike weeks.** Anything that makes your audience temporarily more valuable — a niche event, seasonal demand, a viral run — is exactly what a rate card cannot price.
- **Your single best slot.** Auction the premium window; keep the rest of your calendar on the fixed rate card. The two coexist on the same listing.
- **Price discovery.** Where an auction clears well above your opening price, your sold notification tells you by how much — a useful signal for your rate card, too.

Next: Refer and earn — earn a share of the platform fee on bookings by people you brought in.

PAID PROMOTION — CHANNEL OWNERS

Refer and Earn

Refer and Earn

Every Paid Promotions account has a personal referral code. Share it: whenever someone who redeemed your code completes a booking — as a buyer **or** a seller — you earn a share of Onflow Ads's platform fee on that booking. The money comes out of Onflow Ads's commission, never out of anyone's payout or price, so referring costs the referred person nothing and takes nothing from the deal.

Where to find it

The **Refer & earn** card sits in your bookings queue at https://onflowads.com/telegram/dashboard/paid-promotion/bookings. It shows:

- **Your code** — this is your account's public OFA ID (the same ID shown on your account page).
- **The share percentage** — "N% of our fee on their bookings", stated right on the card.
- **Your running tally** — how many people you have referred and how much you have earned so far.

How the money works

1. Someone redeems your code (see below). They are linked as your referral — once, permanently.
2. Every time that person **completes** a booking on Paid Promotions, you earn the stated percentage of **Onflow Ads's platform fee** on that booking.
3. The credit lands in your **wallet** automatically, as a transaction labeled "Paid promotion referral commission". There is nothing to claim.

Details worth knowing:

- **Both sides pay out.** The system is two-sided: a completed booking credits the advertiser's referrer *and* the owner's referrer. So it does not matter whether the person you referred buys placements or sells them — completed bookings on either side earn you commission.
- **Only bookings completed after the link was made count.** Redeeming a code never retroactively earns commission on past activity.

- **It never touches the deal.** The commission is carved out of Onflow Ads's own fee. The owner's payout and the advertiser's price on a referred booking are exactly what they would have been anyway.

Redeeming a code (if you were referred)

If someone referred *you*, apply their code once:

1. On the same **Refer & earn** card, find the field **"Got a code? Enter it"**.
2. Type their code and press **Apply**.
3. On success: "Referral applied — your referrer earns a small share of our fee on your bookings, at no cost to you."

The field disappears once a code is applied — an account can be referred exactly once, and the link cannot be changed afterwards.

The rules

Rule	What you will see
A code must belong to a real account	"That referral code isn't valid."
You cannot refer yourself	"You can't refer yourself."
One referral link per account, ever	"You've already used a referral code."
No self-referral through a second account	Accounts that share an identity (for example the same linked Telegram) cannot refer each other

The self-referral guard matters: creating a second account to redeem your own code earns nothing — the platform recognizes shared identities and rejects the link.

FAQ

When exactly do I get paid?

Commissions are credited automatically shortly after a referred user's booking reaches **completed** — that is, after the placement was delivered, verified, and paid out. Cancelled, declined, refunded, or disputed-away bookings carry no completed fee, so they earn nothing.

Is there a limit on how many people I can refer, or how much I can earn?

No cap on referrals, and each referred user keeps earning you commission on every booking they complete — for as long as they use the platform.

Can I redeem a code after I have already been active on the marketplace?

Yes — but your referrer only earns on bookings you complete **after** the code is applied, never on your past history.

Is the referral credit withdrawable?

Yes. Referral commissions are credited to your wallet as ordinary earned funds, the same as a placement payout — not as locked promotional credit. Your wallet page shows your withdrawable figure; see Escrow and getting paid for how withdrawals work.

Where does the code come from — can I choose it?

It is your account's public OFA ID, the same identifier shown on your account page, so it is stable and cannot be edited. Share it as it appears on the card.

Does referring someone cost them anything?

Nothing at all. The commission is carved out of Onflow Ads's own fee, so a referred advertiser pays the same price and a referred owner receives the same payout they would have anyway.

Next: FAQ and troubleshooting — the whole section indexed by symptom, for when something is not behaving.

PAID PROMOTION — CHANNEL OWNERS

FAQ and Troubleshooting

FAQ and Troubleshooting

This page is a lookup table, not a lesson. Find the error message or the surprise you actually hit, read the short answer, and follow the link if you need the full story — every answer here is covered in depth on its own page.

Roles and accounts

I'm an advertiser — can I also sell?

Yes. Adding the Channel Owner role is one click from the "Own a Telegram channel?" panel on your advertiser home, and it is strictly additive: you keep everything on the advertiser side. See Becoming a channel owner.

I pressed Continue and got "You're already enlisted, and your role can't be changed."

Your account already has a role. If it is Advertiser and you want to sell, use the **Become a channel owner** panel instead — that path is always open.

Does booking my own channel boost my stats?

No. Bookings where buyer and seller are the same person, or share an identity, pay out normally but earn no Standing, no reliability credit, no earnings on the leaderboard, and their reviews are ignored.

Do I have to link Telegram?

No, but without it you lose booking messages, the **Snooze** button, and the instant-verification path for your listings.

Listings

The wizard says "Add @OnflowAdsBot as an admin of that channel first."

The bot must be an administrator of your channel, with the **Post Messages** right, before Onflow Ads can verify it. Add it in Telegram, then press **Verify & add** (or **Publish listing**)

again.

”@OnflowAdsBot is an admin but is missing the Post Messages right.”

Turn that right on in the channel's admin settings and verify again. Without it the bot cannot publish auto-posted ads.

My channel was ”Submitted for review” instead of going live. Why?

Instant verification needs three things at once: the bot confirmed as an admin with posting rights, your linked Telegram confirmed as an admin of the channel, and an audience figure that matches the live count — plus a plan that includes instant verification. If any of that cannot be confirmed, the listing drops to the manual queue, stays marked **Pending** on your desk, and goes live once approved. **Priority review · $5** moves it to the front. See Listing your channel.

I edited my live listing and now I cannot resubmit it.

A live listing can re-enter verification only once per cooldown — 15 days on Free, shorter on paid plans, none on the top plan. The error names your next eligible date. Settings that live outside the wizard (lead time, blackout dates, auto-accept, dynamic pricing, spotlights) save instantly and never trigger a cooldown.

”That channel isn’t in your pool.”

You are signed into a different account than the one that listed the channel, or the listing was removed.

Can someone else list my channel?

Verification checks that the account's linked Telegram identity is genuinely an admin of the channel, so only a real admin can list it. Each listing belongs to the account that created it.

How many channels can I list?

Each plan covers a set number, and the top plan is unlimited. Adding one past the ceiling is refused with a message naming your plan and its limit.

Prices and offers

Why is my price different from the suggestion?

The suggestion is advice, never a control. Nothing changes your prices except you, or dynamic pricing inside the band you set.

Dynamic pricing is on but nothing moves.

It measures "full" against your **max ads per day** capacity. Without a per-day cap set, it holds your base prices. See Managing your availability.

My spotlight will not start.

Three usual causes: the listing is not live, you are inside your plan's spotlight cooldown (the panel names the date it unlocks), or you have used your concurrent spotlight slots across your channels. See Prices and offers.

Availability

Auto-accept was on but a booking is still sitting in my New tab.

It did not qualify: below your price floor, your withdrawable balance could not cover the good-faith deposit, or your reliability is under 4.0. The booking is still yours to accept manually — and its 24-hour clock is running.

A booking never reached me at all.

It was stopped by one of your own rules: a prohibited topic, a blackout date, a day at its per-day cap, or a start time inside your lead time.

How do I take a holiday?

Set a blackout range. Your listing stays live, ranked and discoverable, and reopens itself when the range ends. Removing the channel instead would mean re-listing and re-verifying to come back.

Bookings

What happens if I just ignore a request?

After 24 hours it auto-declines: the advertiser is refunded in full and your reliability drops by 0.30. Declining by hand is free — only silence costs. If your Telegram is linked, **Snooze** buys 6 more hours, at most twice.

The Accept button says I need to top up my wallet.

The booking is high-value and asks for a refundable good-faith deposit your withdrawable balance cannot cover. Top up, or wait for pending payouts to clear, then accept. The deposit must come from real funds — promotional credit does not count — and it comes straight back when you deliver.

"Your reliability is X/10 — you need at least 4/10 to accept bookings."

Your score has fallen below the accept floor. It recovers through clean completions on work already in flight; you cannot accept new bookings until it is back above 4.0.

Can I ask for more money instead of declining?

Yes — press **Counter**, name a price between $1 and 5 times the original, and send it. The booking stays pending while the advertiser decides, and your payout scales at the same fee ratio.

The advertiser cancelled after I accepted. Do I get anything?

Yes. A cancellation after you accepted but before the ad ran pays you a late-cancellation compensation fee — a share of the booking price, with the amount shown in the notification — and returns your deposit. Your reliability is untouched. A booking cancelled while still *pending* simply disappears with no effect on you.

Delivery

"The posting window has closed — this booking is being refunded."

You tried to mark a booking delivered after its scheduled window ended. Bookings not posted by the window close are automatically refunded to the advertiser. Where the cause was yours it also costs 1.00 reliability and the good-faith deposit; where the cause was a

platform or Telegram failure, neither applies. Post inside the window — a roughly 2-hour grace exists for clock differences.

My ”Mark posted” link is rejected.

Paste the **public** link to the exact live message, in the form `https://t.me/yourchannel/123` — anything else is refused. Private-channel links and invite links cannot be verified by the monitor; only public channels can host marketplace placements. See Submitting proof of delivery.

Can I edit the ad post after publishing it?

Avoid it. The delivered post is compared against the creative frozen at delivery; edits are recorded on the proof trail and can count against you in a dispute. If a change is genuinely needed, agree it with the advertiser first.

When can I delete the ad?

Once its promised duration has fully run — 24 hours for a 1h top · 24h feed placement, seven days for a native one, and so on. Deleting earlier pauses your payout and costs 1.50 reliability.

Money

My payout says ”Funds release automatically on …” with a date.

That date was fixed from your plan at the moment you delivered. The advertiser can release it sooner by confirming the post; you can also use **Get it now** (an early-release fee applies) once their review window has passed. Otherwise the **Claim** button appears on the date shown — and the release happens automatically anyway.

My payout is ”on hold” or ”paused.”

One of four things: a dispute is open on the booking, the monitor flagged the placement, your wallet is frozen pending a review, or the payout crossed an identity-verification threshold. Each case names itself; the funds are held, never lost. See Escrow and getting paid and Delivery monitoring.

”This payout crosses a verification threshold.”

Your lifetime payouts have reached a level that requires identity verification. Complete the card at the top of your bookings queue — basic verification (legal name and country) clears instantly; higher levels are reviewed by the Onflow Ads team and your held payouts release the moment they clear. See Identity verification.

Why is my fee different on two bookings?

The commission is your plan's rate at the time each booking was priced, and it can include a small reliability surcharge while your score is below the healthy band. At the default 8.0 score that surcharge is zero. Each booking card shows the exact rate applied to it.

Part of my payout shows as a ”retention hold.”

That booking carried retention escrow: a slice stays held past delivery and releases after an extended window, provided the post survived and the channel did not shrink below its size at booking. Its release date is the blue entry in your payouts panel.

I can’t withdraw even though I have balance.

Check three things: the amount meets the minimum shown on the wallet page ($5.00); the balance is *withdrawable* (promotional and refund credits are spendable but not cashable); and your wallet is not frozen for a review. Each plan also allows a set number of withdrawal requests per month.

Monitoring and disputes

I was flagged but the post is still up.

Flags fire only on definite signals from Telegram: the post being gone, the channel unreachable to the bot, or the ad itself unpinned during its promised top-hours. Check that @OnflowAdsBot is still an admin, and that the link you submitted points at the ad message. If you believe the flag is wrong, re-post the ad or contact support from the flag notification.

An advertiser opened a dispute. What should I do?

Nothing is required from you immediately — the review is arbitrated on Onflow Ads's own evidence: monitor history, measured delivery, and the signed proof archive. Your payout on that booking, and your wallet, are held during the review and released the moment it is

decided. If the concern is rejected, everything proceeds and the claimant loses reliability, not you. See Disputes.

An old booking that already paid out was disputed.

The fraud-concern window runs 14 days from the post going live, which can be after payout. After 14 days the money is settled for good.

Auctions

Can I cancel an auction I started?

Yes, at any time while it is still open. Every live bid is refunded in full automatically — the confirmation tells you how many bidders were refunded — and the slot stays yours. Once the auction has closed it can no longer be cancelled. See Running auctions on your slots.

My auction sold — why do I still see a booking request?

The winning bid converts into an ordinary booking at the winning price, and ordinary bookings go through your accept flow. Accept it to lock the sale in; from there it is monitored, escrowed and paid out exactly like a fixed-price placement.

”You already have an open auction on that format.”

One open auction per format per channel at a time. Wait for the current one to close, or cancel it, before starting another on the same format. A different format on the same channel can be auctioned in parallel.

Referrals

When exactly do I earn a referral commission?

Shortly after a referred user's booking reaches **completed** — delivered, verified and paid out. Cancelled, declined, refunded or disputed-away bookings carry no completed fee, so they earn nothing. See Refer and earn.

Can I refer myself with a second account?

No. Accounts that share an identity cannot refer each other, and the attempt earns nothing.

SECTION

Subscriber Exchange

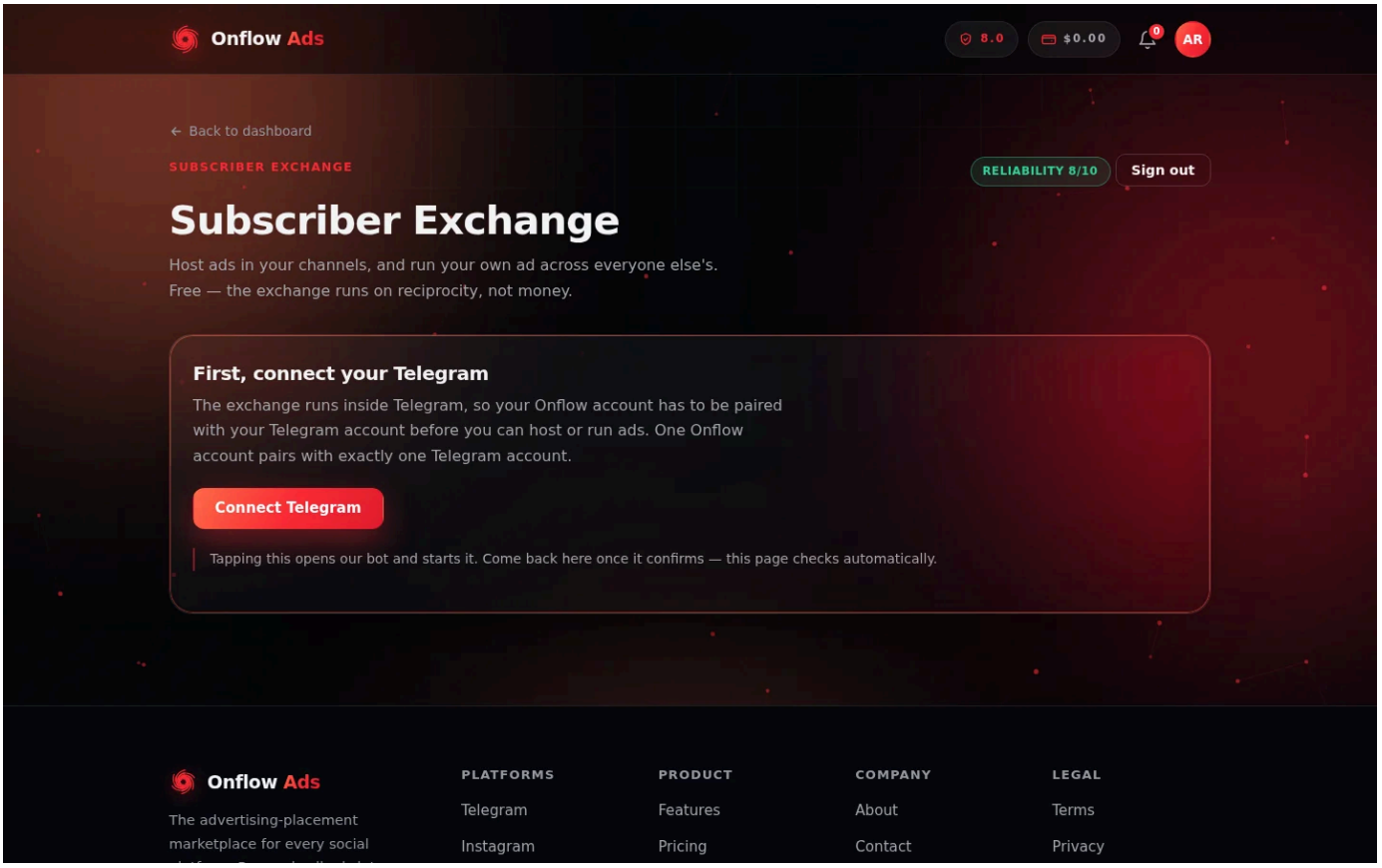
SUBSCRIBER EXCHANGE

Subscriber Exchange

Subscriber Exchange

The Subscriber Exchange is a free, reciprocal ad exchange for Telegram channel owners. You agree to host other members' ads in your channel, and in return you can run your own ad across everyone else's. No money changes hands for placements — the exchange runs on reciprocity, not payment.

You will find it in your dashboard at https://onflowads.com/telegram/dashboard/subscriber-exchange. On an account that has not been paired with Telegram yet, the page opens on a single card asking you to connect:



The Subscriber Exchange page before Telegram is connected. Everything else on the page unlocks once the pairing lands — and the reliability pill in the top right stays visible from then on.

Who it is for

- **Channel owners who want to grow.** You have a public Telegram channel and want new subscribers without paying for promotion.
- **Creators with an audience to trade.** Your channel has real readers, and you are willing to show them the occasional relevant ad in exchange for reaching other audiences.

If you would rather pay cash for guaranteed placements instead of trading hosting for reach, that is what Paid Promotions is for. The Subscriber Exchange is the free, mutual alternative.

How it works

1. **Connect your Telegram account** to your Onflow Ads account.
2. **Enrol a channel** — add our bot as an administrator and choose the highest content level you are willing to host.
3. **Host ads.** The bot posts a member's ad in your channel, leaves it up for a full 24 hours, then removes it automatically. You earn SubX credits for every placement that runs its full term.
4. **Run your own ad.** Build an ad in the dashboard, submit it for human review, and once approved it spreads across other members' channels — spread out over a 30-day cycle, never in a burst.

The exchange is strictly **host first**: you cannot run an ad until at least one of your channels is enrolled and hosting.

The core promises

Promise	What it means
Every placement stays up 24 hours	An ad posted in your channel comes down after exactly one day — the bot removes it itself. The same guarantee protects your ad in other channels.
Spread out, never bursted	A campaign's placements are spaced evenly across the 30-day cycle. On the Free plan an ad reaches 7 channels per cycle; paid plans include more.

Promise	What it means
You control what you host	You pick a content level ceiling, can require per-ad approval before anything posts, and can refuse any specific ad penalty-free.
Both sides stay anonymous	Advertisers see totals — placements, views, clicks — never which channels ran their ad. Hosts never learn who wrote an ad they carried. The only exception is a Swap, a disclosed 1:1 trade you opt into.
Money never buys placements	Paid plans and one-off boosts buy capacity, targeting precision, priority and speed — never a bypass of any host's limits or the exchange's rules.
Matched for relevance and fairness	The matcher pairs ads with channels of a similar audience size and a related topic, so a 500-subscriber channel is never asked to carry a 200,000-subscriber channel's ad.

What you can do from the exchange page

- **My channels** — enrol channels, see hosting activity, toggle per-ad review, refuse individual ads, or withdraw a channel.
- **My advertisements** — build and submit ads, watch placements, views and clicks land, run the **Why?** diagnostic, cancel, or appeal a decline.
- **Swaps** — set up a direct, disclosed 1:1 promotion with one partner channel instead of broadcasting to the pool.
- **Delivery boosts** — optionally pay a small one-off fee from your wallet for extra placements and priority on a single campaign.
- **Developer API** — on Elite plans and above, read your exchange state programmatically.

Next: Getting started — connecting Telegram and enrolling your first channel takes you from nothing to hosting, which is what opens the advertising side.

SUBSCRIBER EXCHANGE

Getting Started

Getting started

This page takes you from a new Onflow Ads account to a Telegram channel enrolled and hosting — the point at which the advertising side of the exchange opens. Every error the setup can throw at you is listed here with its fix.

Setting up takes three steps, and the exchange page walks you through them with a **Get set up** checklist that ticks itself off as you go:

1. **Connect your Telegram** — pair your account so the exchange can post for you.
2. **Enrol a channel** — agree to host ads. That is what unlocks running your own.
3. **Run your first ad** — send an ad across the pool, or set up a 1:1 swap.

This page covers steps 1 and 2 in full. Step 3 is **Running ads**.

The checklist disappears once all three are done.

Before you begin

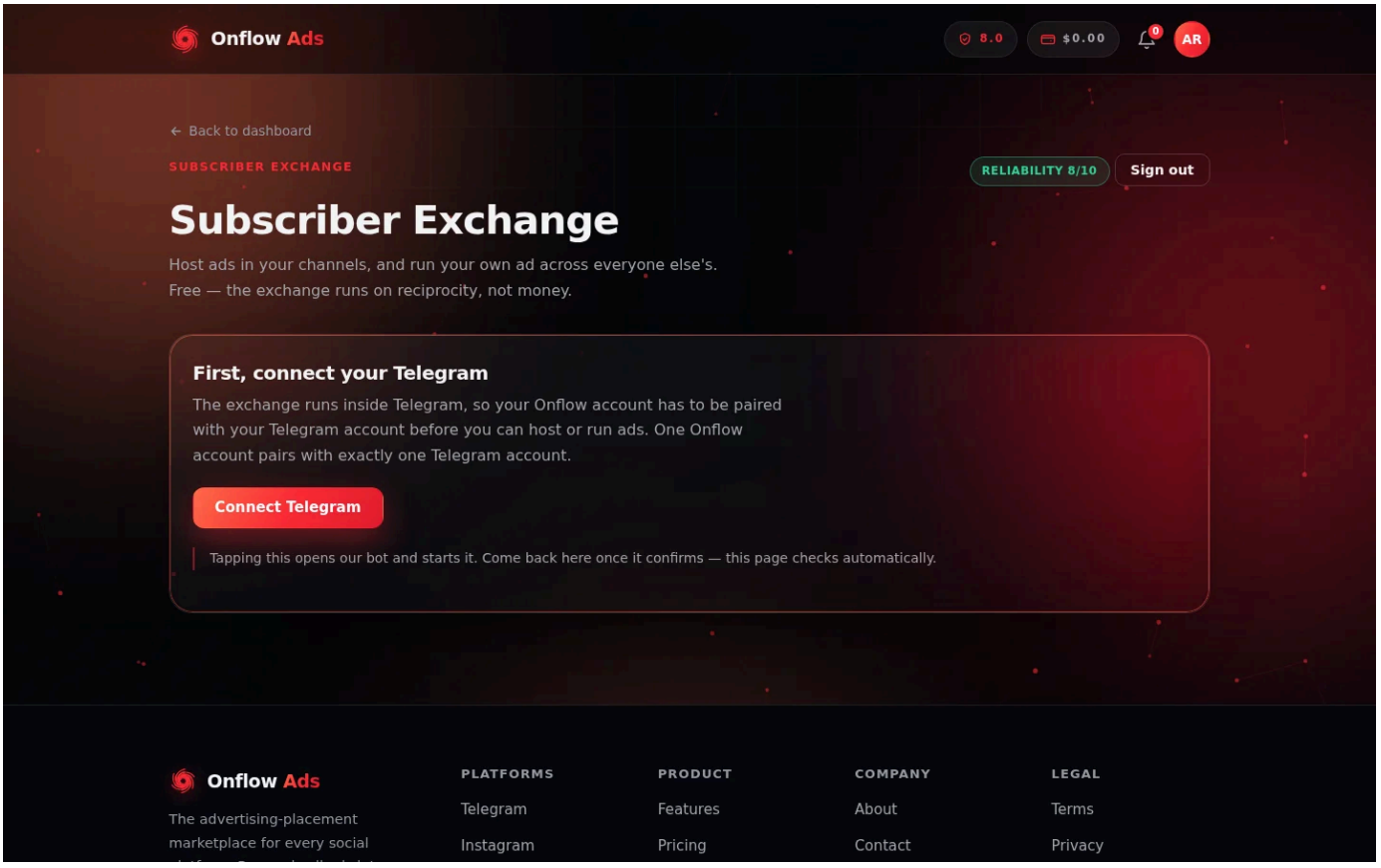
You will need:

- An Onflow Ads account, signed in at https://onflowads.com.
- A **public** Telegram channel — one with a @username or a t.me link. Private channels cannot join the exchange.
- **Administrator rights** in that channel, so you can add our bot as an admin.

> **ONE ACCOUNT, ONE TELEGRAM**
>
> Each Onflow Ads account pairs with exactly one Telegram account. All your enrolled channels and ads live under that pairing, and a channel can only be enrolled by one account.

Step 1 — Connect your Telegram

Until your Telegram account is paired, the exchange page shows nothing but a single card — **First, connect your Telegram** — with one button on it. This is the screen you start from:



The starting screen. The note under the button — "this page checks automatically" — is why there is nothing to refresh once you have tapped Start in the bot.

1. Open https://onflowads.com/telegram/dashboard/subscriber-exchange.
2. If your Telegram is not linked yet, the page shows **First, connect your Telegram**. Click **Connect Telegram**.
3. Telegram opens with our bot. Tap **Start** in the bot chat.
4. Return to the exchange page. It checks automatically and continues to the hub the moment the link lands — there is nothing to refresh, and no button to press.

If it does not connect. The page waits a few minutes and then says "Still not connected. Reopen the link and tap Start." Click **Connect Telegram** again and make sure you tap **Start** inside the bot chat, not just open it.

Step 2 — Enrol your first channel

From the hub, open **My channels** and click **Add a channel**. (If the page is prompting you to host first, click **Add my first channel** — it opens the same wizard.)

A three-step wizard opens: **Your channel**, **Add the bot**, **Content level**.

2.1 — Which channel?

Enter your channel's public link or @username — for example `@yourchannel` or `https://t.me/yourchannel` — and click **Continue**.

2.2 — Add our bot as an administrator

The page shows the exact bot to add and the rights it needs. In Telegram, open your channel, go to **Administrators**, tap **Add Admin**, search for the bot named on the page, and grant it:

Right	Needed	Why
Post Messages	Required	To publish the placement
Delete Messages	Required	To take the placement down after 24 hours
Edit Messages	Recommended	To correct a placement without reposting it

There is an **Open the bot** button to jump straight to it. Once you have added it, come back and click **I've added the bot — verify**.

> **WHY DELETE MESSAGES IS REQUIRED**
>
> The exchange promises every placement comes down after 24 hours. Without delete rights the bot cannot keep that promise — for you, or for anyone hosting your ad — so it cannot enrol the channel without it.

The page also has an expandable panel, **"Is it safe to give the bot Delete rights?"**. In short, with these rights the bot can only:

- post an exchange ad, then remove **that same ad** when its 24 hours are up,
- count the views and clicks on the ads it placed.

And it will never:

- delete or edit your own posts, or anyone else's — only the ads it placed itself,
- post anything above the content level you choose,
- see who your subscribers are. Telegram never gives a bot that.

If verification fails

The message names the exact problem, and the rights checklist highlights anything missing in red. Fix that one item and click verify again.

Message	What it means	Fix
"We couldn't reach that channel"	The bot has not been added yet, or the username is wrong	Check the @username; add the bot as an administrator
"Only public Telegram channels can join the exchange"	The channel is private	Make it public, or enrol a different channel
"...is an admin but still needs: ..."	The bot is an admin but a required right is off	Turn on exactly the highlighted right in the channel's administrator settings
"You must be an administrator of this channel to enrol it"	The Telegram account linked to Onflow Ads is not an admin of the channel	Ask the owner to make you an admin, or link the Telegram account that is
"That channel is already enrolled in the exchange by another account"	Another account holds this channel	A channel can only be in the exchange under one account
A channel-limit message	You are at your plan's channel cap	Withdraw a channel, or upgrade — the message names the next plan and its cap

2.3 — Choose what you will host

Once verified, the page confirms the channel — "Verified [channel name] (@username) · 12,400 subscribers." — and asks: **What will you host?**

Pick the **highest** content level you are willing to accept. Each level includes everything below it, so choose carefully: this is what may appear in front of your subscribers.

Level	Label	Accepts
1	General and Education	Courses, study material, tech, news, apps, general brands
2	Business and Commerce	Everything in level 1, plus e-commerce, services, jobs and paid tools
3	Finance, Trading and Crypto	Everything above, plus trading signals, investing, crypto and earning offers
4	Betting and Gambling	Everything above, plus betting, casino, poker, fantasy sports and lotteries
5	Adult	Everything above, plus adult and 18+ content. Only choose this if your channel is itself an adult channel

Levels 3, 4 and 5 are marked **Sensitive** and require your explicit, informed opt-in. If you do not choose a level, the page says "Choose the highest level you'll host."

Click **Join the exchange**.

What happens the moment you enrol

- The exchange confirms: "your channel joined the exchange." If you were invited by another member and this is your first channel, the message also reads "🎁 you and the member who invited you each earned 100 SubX credits!"
- Your channel appears under **My channels** with a **Hosting** badge.
- The advertising side of the exchange opens **immediately** — you can create an ad straight away.

- Your channel enters the pool and may be matched with an ad from that point on.

> **YOU CAN CHANGE THE LEVEL LATER**
>
> Your level ceiling is not permanent. To change it, run **Add a channel** again for the same channel and pick a new level — re-enrolling updates the ceiling and keeps the channel's other settings. You can also refuse any individual ad penalty-free (see **Refusing an ad**) or require approval before anything posts (see **Reviewing ads before they post**).

A tour of the hub

Once you are set up, the exchange page shows:

- **My channels** and **My advertisements** tiles, each with a live summary — "3 channels hosting ads", "2 ads in the exchange".
- A **live pool ticker** in the header: "1,240 channels · 86 live now". Aggregate numbers only, never identities.
- A **Reliability** pill showing your score out of 10. Click it for the full breakdown at https://onflowads.com/telegram/dashboard/reliability.
- An **exchange sync** pill. "Exchange in sync" is the normal state; "Sync pending" appears briefly after a platform update and clears on its own.
- A **How it works** card with your plan's exact numbers: how many channels your ad will reach over 30 days, and the 24-hour hold.
- A **Get set up** checklist, until all three steps are done.
- On Elite plans and above, a **Developer API** card.

Two cards appear only when they apply:

- **Ads waiting for your review** — held ads needing your decision, if you have turned review on for a channel.
- **Your exchange is paused** — a standing banner, if a placement was removed early.

FAQ

Do I have to host to advertise?

Yes. The exchange is reciprocal, and this is the rule it is built on. If you would rather pay for reach without hosting, use Paid Promotions instead.

How many channels can I enrol?

5 on the Free plan, rising to 250 on Ultimate. The **My channels** header shows "N of N channels used".

Can I enrol a group instead of a channel?

No. The exchange works with public Telegram channels.

Will my channel start carrying ads immediately?

It becomes eligible immediately, but the first placement arrives when the matcher finds an ad that fits your level, size and topic. There is no fixed waiting time.

Can I enrol a channel and never host anything?

Not really — an enrolled channel that carries nothing takes reach from the pool without returning any. If you want a break, use **Leave** on the channel row; anything live finishes its 24 hours and you can re-enrol later with your settings intact.

What if I change my mind about the bot's rights?

Removing the bot's admin rights while a placement is live counts as breaking the 24-hour promise and is penalised. Withdraw the channel with **Leave** first, wait for anything live to finish, then remove the bot.

Next: Hosting ads — what actually happens in your channel now that it is in the pool, and every protection you have.

SUBSCRIBER EXCHANGE

Hosting Ads

Hosting ads

Hosting is your half of the exchange bargain: your enrolled channels carry other members' ads, and that is what earns you the right — and the credits — to run your own. This page covers what actually happens in your channel and every protection you have.

The two host controls big enough to need their own instructions have their own pages:

- **Reviewing ads before they post** — approve each matched ad first.
- **Refusing an ad** — remove one specific ad, penalty-free.

What happens when your channel hosts an ad

1. The matcher pairs your channel with an ad that fits — at or below the content level you chose, from a channel of a broadly similar audience size, on a related topic wherever possible.
2. If you have **Review ads** switched on for that channel, the ad is held for your approval. Otherwise it goes straight to the next step.
3. The bot posts the ad in your channel.
4. The ad stays up for a full **24 hours**.
5. The bot removes it automatically and records the result. You never have to touch it.
6. Credits land on your balance for a placement that ran its full term.

What protects your channel

You are never asked to turn your channel into an ad feed. Every one of these applies automatically, on every plan:

Protection	What it means
Your content level ceiling	Nothing above the level you chose is ever matched to your channel. Levels 3, 4 and 5 (finance, gambling, adult) only reach channels whose owners explicitly opted in.

Protection	What it means
A weekly limit	Your channel is asked to carry at most a set number of ads per rolling week — the network default is **4**.
A 20-hour gap	Your channel is never asked to carry another ad until at least 20 hours after the last one.
One placement per campaign	The same campaign is never placed in your channel twice in a cycle.
Size and topic matching	A 500-subscriber channel is not asked to carry a 200,000-subscriber channel's ad, and topics are matched where possible.
Review before posting	Optional, per channel — see **Reviewing ads before they post**.
Refusal	Any single ad, penalty-free, at any time — see **Refusing an ad**.
The 24-hour takedown	Every placement comes down on time, removed by the bot itself.

What your subscribers see

Nothing tells your subscribers that your channel is part of an exchange.

- Ads from **Free-plan advertisers** carry one extra clickable line below their content: "Advertisement by Onflow Ads".
- Ads from **paid advertisers** (Lite and above) carry no line at all.

Neither version names the advertiser, names your channel, or mentions the exchange. And the advertiser is never told which channels carried their ad.

Your channel list

Under **My channels**, the header shows how much of your plan's allowance you have used ("N of N channels used"), and each channel row shows its name, @username, subscriber

count, the level ceiling you chose ("up to level 3 (Finance, Trading and Crypto)"), and how many ads it has hosted.

Each row also carries a status badge:

Badge	Meaning	What to do
Hosting	Active in the pool and available to carry ads	Nothing — this is the normal state
Paused	Temporarily not receiving ads	It resumes on its own when the pause ends
Suspended	Paused by the exchange after a placement was removed early	Wait — the card names the date it lifts. See **Rules and fair play**
Review on	Per-ad approval is switched on for this channel	Watch for holds — see **Reviewing ads before they post**

If a channel has a problem the exchange can see — for example the bot has lost a right it needs — the reason is printed under the channel's details in red, so you know exactly what to fix.

Alongside the badge, each row offers:

- a **Review ads: On/Off** toggle,
- a **Hosted ads** button, once the channel has carried at least one ad,
- a **Leave** button.

Earning credits by hosting

Every placement that runs its full 24 hours earns you **SubX credits** — 10 per placement on the Free plan, rising to 20 on Ultimate. Credits buy extra placements on your own campaigns.

The full flow, including what does not earn and the referral bonus, is on **Earning credits by hosting**.

Your reciprocity balance

The hub's **How it works** card includes a reciprocity note comparing what your channels **offer** to host per cycle against what your ads **consume**:

- Balanced: "Your reciprocity is balanced — your channels can host about N placements a cycle, and your ads consume about N."
- Out of balance: "Your ads consume about N placements a cycle but your channels only offer about N. Hosting more (or raising a channel's weekly cap) keeps the exchange fair — and earns you credits."

This is **insight, not a cap**. Nothing is cut if you are out of balance. But an exchange only works if members host roughly as much as they run, and hosting more earns you more credits anyway.

Withdrawing a channel

1. Click **Leave** on the channel's row under **My channels**.
2. Confirm: "Withdraw this channel from the exchange? Placements already live will finish their 24 hours."

What happens:

- The channel stops receiving **new** ads immediately.
- Any placement already live **finishes its full 24 hours** first. Leaving is never a way to pull a running ad down early — for that, use **Refusing an ad**.
- Your account's channel count frees up, so you can enrol a different channel in its place.

You can re-enrol the same channel later. Re-enrolling keeps the settings the channel had before.

> **CHANGING WHAT A CHANNEL ACCEPTS**
>
> Your level ceiling is not permanent. To change it, run **Add a channel** again for the same channel and pick a new level — re-enrolling updates the ceiling and keeps the channel's other settings. You do not need to leave first.

Edge cases worth knowing

- **A suspended channel lifts on its own.** Re-enrolling never shortcuts an active suspension; once one has been served, re-enrolling tidies the card.
- **Hosting and advertising are paused together.** If your account is cooling down after a strike, your channels stop receiving ads *and* your own campaigns stop being placed. The banner names the exact end time.
- **You cannot enrol a channel someone else has enrolled.** A channel lives in the exchange under exactly one account.
- **A channel with very few subscribers may not be matched.** The exchange keeps placements sensible in both directions.
- **Leaving does not delete your history.** Credits already earned stay on your balance, and your hosting record stands.

Next: Reviewing ads before they post — the host control that stops anything appearing in your channel without your say-so.

SUBSCRIBER EXCHANGE

Reviewing Ads Before They Post

Reviewing ads before they post

By default, an ad that matches your channel is posted automatically — inside the content level you chose, and inside every limit the exchange applies. For most hosts that is the right setting: it earns credits without asking anything of you.

If you would rather see every ad first, turn on **Review ads** for that channel. From then on, nothing posts in it without you saying yes.

> **THIS IS A PER-CHANNEL SETTING**
>
> Review is switched on for one channel at a time, not for your whole account. You can run one channel on automatic and another on review.

Turning review on

1. On the exchange page, open **My channels**.
2. Find the channel and click the **Review ads: Off** button on its row.
3. The button flips to **Review ads: On**, and a **Review on** badge appears next to the channel's name.

That is the whole change. It takes effect for the next ad matched to that channel — anything already live in the channel finishes its 24 hours as normal.

To turn it off again, click **Review ads: On**. The channel returns to posting automatically.

What happens once review is on

1. The matcher pairs an ad with your channel, exactly as before.
2. Instead of posting it, the exchange **holds** it and notifies you.
3. An **Ads waiting for your review** card appears at the top of the exchange page, above everything else.
4. You approve or decline each held ad.

Your review queue

Each held ad on the **Ads waiting for your review** card shows you everything you need to decide, and nothing that would identify the advertiser:

- The **channel** the ad is waiting for (useful when you host on several).
- Its **content level** and **topic**.
- A **preview of the ad's content** — the text, or the media type if there is no text.
- A **decide by** deadline.

Two buttons sit beside each entry:

Button	What it does
Approve	Releases the ad. The exchange confirms "Approved — it'll post shortly," and the bot posts it in your channel within a few minutes. From that point it behaves like any other placement: up for 24 hours, then removed automatically.
Decline	Refuses the ad. You are asked to confirm — "Decline this ad? It won't be placed in this channel — now or later." The exchange replies "Declined — it won't be placed in this channel."

What declining actually does

Declining is stronger than "not now". It does two things at once:

1. The held placement is dropped — it is never posted.
2. That specific ad is **blocked from your channel permanently**. It will not be offered to that channel again, in this cycle or any future one.

It is scoped to that one ad, not to the advertiser. Their other campaigns can still be matched with your channel in future.

The advertiser is never told which host declined them. They see only that a placement did not land.

DECLINING COSTS YOU NOTHING

No reliability penalty, no strike, no effect on your standing. Refusing content you do not want in your channel is your right as a host, and the exchange treats it as a normal outcome.

The deadline

Held ads do not wait forever. Each card shows a **decide by** time — currently **24 hours** from the moment the ad was held.

If you do not decide before that time, the ad is **skipped** for your channel. It is not posted, and there is no penalty. Meanwhile the ad is free to go to other channels, so the advertiser is not stuck waiting on you either.

LETTING HOLDS EXPIRE QUIETLY COSTS YOU EARNINGS

An expired hold is a placement your channel never carried — so no credits. If you regularly miss the window, either check the exchange page more often or switch that channel back to automatic and use **Refusing an ad** for the occasional one you don't want.

Outcomes at a glance

Your action	The ad	Your channel	Credits	Penalty
Approve	Posts within minutes, stays up 24 hours	Carries it normally	Earned when it completes its term	None
Decline	Never posts; blocked from this channel forever	Unaffected	None — nothing ran	None
No decision in 24 hours	Skipped for this channel	Unaffected	None — nothing ran	None

Rules and edge cases

- **A held ad that you approve still obeys every other limit.** It will not post inside your channel's 20-hour gap, and it counts toward the channel's weekly limit like any other placement.
- **You cannot approve an ad twice.** If a held ad is no longer pending — because it expired, or you already decided, or the advertiser cancelled the campaign — the exchange answers "That review is no longer pending."
- **Cancelled campaigns clear from your queue.** If an advertiser cancels a campaign while one of its placements is held for you, the held placement is dropped so it can never post.
- **Review does not change what you can be offered.** It changes whether it posts automatically. Your content level ceiling is still the thing that decides what may be matched to your channel at all — see **Hosting ads**.
- **The card only appears when you have holds.** If none are waiting, the **Ads waiting for your review** section is simply not shown.

FAQ

Is review available on every plan?

Yes. Per-ad approval is a host protection, not a paid feature — every member can turn it on for any of their channels.

Does having review on mean my channel gets fewer ads?

It can, indirectly: every hold you let expire is a placement your channel didn't carry. Ads you approve promptly are unaffected.

Can I see who wrote the ad I'm reviewing?

No. You see the creative, its level and its topic — never the advertiser. Host and advertiser anonymity is one of the exchange's core promises, and it protects you in the other direction too.

I approved something by mistake. Can I undo it?

If it hasn't posted yet, there is no undo button — but once it is live you can remove it penalty-free with **Hosted ads → Refuse** on the channel row. See **Refusing an ad**.

Should I use review, or just refuse the occasional ad?

Use review when your audience is sensitive and you want a hard gate. Use refusal when you are generally happy to host and only occasionally want something gone. Review costs you attention; refusal costs you nothing but happens after the fact.

I want to stop hosting for a while — is turning review on the right way?

It works (nothing posts without your approval), but if you simply want a break, it is cleaner to leave the channel and re-enrol later. Leaving keeps your settings, and anything live finishes its 24 hours first. See **Hosting ads**.

Next: Refusing an ad — the other half of host control: getting one specific ad out of your channel after it has already posted.

SUBSCRIBER EXCHANGE

Refusing an Ad

Refusing an ad

Sometimes an ad lands in your channel that you would rather not carry. It might be within the content level you chose and still be wrong for your audience — a competitor, a tone you dislike, a topic your subscribers will not thank you for.

You can refuse it. It comes down immediately, it never comes back, and it costs you absolutely nothing.

> **NEVER DELETE AN EXCHANGE AD BY HAND**
>
> Deleting the bot's post yourself, or removing the bot's administrator rights while a placement is live, is treated as breaking the exchange's 24-hour promise. It costs reliability, earns a strike, and can pause your account and suspend your channels. **Refusing** through the dashboard does exactly what you want and carries no penalty at all. Always use Refuse.

When to use it

You want to	Use
Remove one specific ad that is live in your channel now	**Refuse** (this page)
Stop that ad ever appearing in this channel again	**Refuse** (this page)
Approve every ad before it posts, from now on	**Review ads** — see **Reviewing ads before they post**
Stop hosting in this channel entirely	**Leave** — see **Hosting ads**
Change what content levels this channel accepts	Re-run **Add a channel** for the same channel — see **Getting started**

How to refuse an ad

1. On the exchange page, open **My channels**.
2. Click **Hosted ads** on the channel's row. This button appears once the channel has carried at least one ad.
3. A panel opens listing the ads this channel has hosted in the last 30 days. Each entry shows:
   - a **Live** tag if a copy is up in your channel right now,
   - a **Refused** tag if you have already refused it,
   - the ad's **content level** and **topic**,
   - a preview of the ad's content.
4. Click **Refuse** next to the ad you want gone.
5. Confirm the prompt: "Refuse this ad? It won't be placed in your channel again, and any live copy comes down now — penalty-free."

The exchange replies immediately — "Refused. It won't be placed in this channel again — the live copy is coming down now." — and the entry in the list flips to **Refused**, with its Refuse button removed.

What happens after you refuse

Three things happen at once, and all of them are permanent for that ad and that channel:

1. **Any live copy comes down.** The bot removes it right away, without waiting for the rest of its 24 hours.
2. **Any scheduled copy is cancelled.** If that ad was queued to appear in your channel later, it is dropped rather than posted.
3. **A permanent block is recorded.** That ad will never be matched to that channel again — not in this cycle, not in any future one.

And three things that do **not** happen:

- **No reliability penalty.** Refusing is a host's right, and the exchange treats it as a normal outcome, not a broken promise.
- **No strike, no cooldown, no suspension.** Your standing is untouched.
- **No exposure.** The advertiser is never told which host refused their ad. They see only that a placement did not complete.

The one cost is neutral rather than punitive: a placement that did not run its full term earns no credits. You simply do not get paid for an ad you did not carry.

Scope — exactly how far a refusal reaches

Scope	Refused?
That ad, in that channel	Blocked permanently
That ad, in your **other** enrolled channels	Not blocked — refuse it there too if you want it gone
That advertiser's **other** campaigns, in that channel	Not blocked — they can still be matched
The whole topic or content level	Not blocked — to change what you accept, change the channel's level

Refusal is deliberately narrow. It removes one creative from one channel, so a single unwanted ad never costs you the rest of the pool.

If you find yourself refusing a lot

Frequent refusals usually mean the channel's settings do not match your instincts. Two better tools:

- **Lower the level ceiling.** If you keep refusing finance or gambling ads, the channel is enrolled at a level that accepts them. Re-run **Add a channel** for the same channel and pick a lower level — re-enrolling updates the ceiling and keeps the channel's other settings.
- **Turn on review.** Instead of refusing after the fact, approve each ad before it posts. See **Reviewing ads before they post**.

Rules and edge cases

- **Refusing the same ad twice does nothing extra.** The action is safe to repeat; a second refusal is simply a no-op.

- **You can only refuse ads your channel was actually asked to host.** If an ad has never had a placement in that channel, the exchange answers "That ad isn't one your channel has hosted."
- **You can refuse an ad that has already finished.** It stays refused, so the same creative is never offered to that channel again.
- **The Hosted ads list covers the last 30 days.** Older placements are not listed, but a block you already made stays in force permanently.
- **Refusing is available on every plan.** It is a host protection, never a paid feature.
- **Leaving a channel does not pull live ads down.** If you withdraw a channel, anything already live finishes its 24 hours. Refuse first if you need something gone now.

FAQ

Does refusing hurt my reliability score?

No. Not at all. This is the entire reason the Refuse button exists — so that there is always a penalty-free way to get an ad out of your channel.

Will the advertiser know it was me?

No. Both sides of the exchange are anonymous, and a refusal does not break that.

The ad is already down but I don't want it back. Should I still refuse it?

Yes. Refusing a completed ad blocks it from returning to that channel in a later cycle.

I refused an ad and my channel has gone quiet. Are they related?

No. A refusal blocks one creative and nothing else. A quiet channel is usually a matching question — see **Hosting ads**.

I removed the ad myself before I knew about Refuse. What now?

You will see a strike and a cooldown on the exchange page, with the exact end time. Paid plans forgive a number of genuine accidents per cycle, and the page tells you how many you have left. Read **Rules and fair play**, and use Refuse from now on.

Next: Running ads — with a channel hosting, the advertising side is open. This is how you build and submit your own ad.

SUBSCRIBER EXCHANGE

Running Ads

Running ads

Once at least one of your channels is hosting, you can run your own ad across the pool. This is the flow that grows your channel: your creative is placed in other members' channels, one at a time, spread across a 30-day cycle.

> **HOSTING COMES FIRST**
>
> The exchange is reciprocal. If you try to create an ad before enrolling a channel, the page shows a **Host first** step instead: "The exchange is reciprocal: ads run in members' channels, so you need to be hosting before you can run one. Enrol a channel and agree to receive ads, and the advertising side opens immediately." Click **Add my first channel** and follow **Getting started**.

Before you start

- At least one channel enrolled and showing **Hosting**.
- Your plan's limit on ads running at once not already reached (2 on Free, up to 25 on Ultimate).
- Your reliability score at or above the exchange's floor, and your account not cooling down after a strike. Both are shown plainly at the top of the exchange page.

Creating an ad

Open **My advertisements** and click **Create an ad**. The header shows your allowance ("Up to N ads at a time"). The builder has three steps.

Step 1 — Creative

Add an image or video, some text, or both. You can skip either one — but not both; an ad cannot be empty.

- **Image or video (optional).** JPG, PNG or WebP up to **10 MB**, or MP4 up to **50 MB**. Click **Choose a file** to upload. Telegram also rejects images whose width plus height exceeds 10,000px or whose aspect ratio exceeds 20:1 — you are told immediately if that happens. Click **Remove** to clear an attachment.
- **AI image (optional).** Type a description into the "Describe an ad image and let AI create it..." box and click **Generate image**. The result attaches exactly like an upload,

and **Remove** switches back to a manual upload. Availability depends on your plan and your daily AI allowance.

- **Post text.** The live counter shows the real Telegram limit as you type: up to **4,096** characters for a text-only post, or **1,024** when media is attached (the caption limit). The hint under the box changes to match.
- **AI copywriting (optional).** Describe your channel or offer in the "Describe your channel and let AI draft it..." box and click **Write my ad**. The draft lands in the text box for you to edit: "Drafted — edit it to taste, then continue."

> **FREE-PLAN ADS CARRY AN ATTRIBUTION LINE**
>
> On the Free plan your placement carries one extra clickable line below your content: "Advertisement by Onflow Ads". Paid plans (Lite and above) run clean, line-free placements. A little room for the line is reserved out of your character limit at submit time, so text sitting right at the cap may need a small trim.

Click **Continue**.

Step 2 — Link buttons (optional)

Tick **Include link buttons** to attach up to two tappable buttons — one above the post and one below. Each needs a label (up to 48 characters) and a link. Leave a slot completely blank to skip it; filling in only half of one is rejected with "Give the top button a label" or "...a link".

> **TELEGRAM LINKS ONLY**
>
> Button links must point at Telegram. External websites are not allowed anywhere in the exchange — that is part of the promise made to every host that a placement cannot drag their subscribers to an arbitrary site. A non-Telegram link is refused with "Button links must point at Telegram."

Buttons are tracked: when someone taps one they reach our bot, which hands them your link straight away — and you get the click count in your metrics.

Click **Continue**.

Step 3 — Level and submit

1. **Topic.** Required. Choose the topic that best describes the ad from the list — Education and Study, Tech and Gadgets, Crypto and Web3, Casino and Slots, and so on. Some topics carry a minimum content level, and the page says so as soon as you pick one: "This topic runs at level 4 or above, so only channels that opted in to it carry it."

2. **Content level.** Pick the level the ad belongs to. It will only be placed in channels whose owners accept that level. Picking a level below your topic's minimum is refused, with the exact reason.
3. **Reach estimate.** As you pick a level, the page estimates the pool: "About 1,240 channels currently accept level 2. Your ad spreads across them over the cycle." If nothing matches: "No channels currently accept level 5. A lower level reaches a wider pool."
4. **Targeting copilot (optional).** Click it for an AI read on your eligible pool — how many of the level's channels currently match, plus advice. It uses one of your daily AI actions.
5. **Matching (optional).** Higher plans see extra matcher controls: a **Lookalike** tick box ("favour hosts like the channels that performed best for you", Master and above) and, on Ultimate, an **Audience-size match** slider (from "very close in size" through "balanced" to "any size") plus "Also match closely-related topics". Everything defaults to neutral, so an untouched form changes nothing. If your plan does not include a control, a note underneath names the plan that does.
6. **How should this run?** Choose **Broadcast — reach the whole eligible pool** (the default) or **Swap — a direct 1:1 with one partner channel**. Choosing Swap reveals a picker for the channel of yours that will host your partner's ad in return — see **Swaps**.
7. **Delivery boost (optional, broadcast only).** A one-off paid upgrade for extra placements and priority, plus an optional **Priority Review** add-on. Prices and the exact effect on *this* campaign are shown in the form — see **Delivery boosts**. Credit-bought extra placements are chosen on this step too — see **Spending credits on extra placements**.
8. Click **Submit for review**. If you selected a paid upgrade, you are asked to confirm the wallet charge first: "This will charge $X.XX from your wallet for the delivery upgrade. Continue?"

Review and approval

Submitting sends your ad to human reviewers — nothing runs until a person approves it. The confirmation tells you which queue you are in: "Your ad is with our reviewers. You'll hear back by email and on Telegram," or "...You're in the priority review queue."

Paid plans (Lite and above) always sit in the priority queue. On any plan, a **Priority Review** purchase puts that one submission there too.

Ad statuses

Each ad in **My advertisements** shows a badge:

Badge	Meaning	What you can do
In review	Waiting for a reviewer's decision	**Why?**, **Cancel**
Running	Approved and in rotation across the pool	**Why?**, **Cancel**
Declined	Rejected in review — the reason is printed on the row	**Appeal** (once)
Finished	The cycle completed	Nothing — start a new campaign
Paused	Temporarily not being placed	**Cancel**

Rows also carry a **Swap** tag for swap campaigns, a badge naming any delivery boost you bought (with a star for Featured), and a **Priority** flag if you bought Priority Review.

Tracking performance

Running and finished ads show live metrics:

- **Placements** — delivered so far out of this cycle's target.
- **Live now** — placements currently up in channels.
- **Views** and **Clicks** — totals across all placements.
- **Match** — a 0 to 100% score of how well your actual placements fit your ad's topic and your own channel's size. It appears once there is enough data.

Broadcast ads also show a **30-day cycle timeline**: a progress bar of placements this cycle, and either "Next drop [date]" or "Cycle finished". Placements are spread evenly across the cycle by design, roughly four days apart on the included cadence, so gaps of a few days are normal rather than a problem.

TOTALS ONLY, BY DESIGN

You will never see a list of which channels ran your ad. Per-channel breakdowns would identify the hosts, and host anonymity is one of the exchange's core promises — it is what makes owners willing to host at all.

”Why?” — the placement diagnostic

If you are wondering why an ad has not placed yet, click **Why?** on the ad row. The diagnostic walks the exact gates the scheduler walks, in order, and names the one holding things up. Each step is ticked or flagged:

Step	What it tells you
In review	"Your ad hasn't been approved yet — nothing runs until a reviewer approves it. Paid tiers are reviewed first."
Declined	The reviewer's reason, with a nudge to fix and resubmit.
Account standing	Whether you are cooling down after a placement was removed early.
Reliability	Whether your score clears the exchange's floor, and what to do if not: "Host ads and keep them up to earn it back."
Scheduled start	If the campaign has a future start date, when it begins.
Swap partner	For swaps: "Waiting for a compatible partner channel to join," or "You're matched with a partner — both ads run together."
Matching channels	"N of the M channels that accept level 3 match your targeting." If it is zero: "Nothing matches right now — widen your targeting or lower the level to reach more of the pool."
On the even schedule	"N of M placements so far. Drops are spread across 30 days, never bursted — next one around [date]."

Step	What it tells you
This cycle is complete	"All N placements for this cycle are done. The next cycle reopens on the 30-day rhythm."

Click **Why?** again to close the panel.

Cancelling an ad

1. Click **Cancel** on any ad that is in review, running or paused.
2. Confirm: "Cancel this ad? Placements already live will finish their 24 hours."

What happens:

- Future placements stop immediately, including any waiting for a host's review.
- Anything already live finishes its full 24 hours. The hold applies to everyone equally, including you.
- The exchange confirms: "Ad cancelled. Any placement already live will finish its 24 hours."
- **If nothing had delivered yet**, everything you paid is returned automatically — credit-bought extra placements come back as credits, and a delivery-boost charge is refunded to your wallet.
- **If at least one placement had run**, a mid-cycle cancel forfeits those purchases.

Cancelling frees a slot against your plan's limit on ads running at once, so it is also the fix for "Your plan runs N ads at a time. Cancel one before submitting another."

Appealing a decline

If an ad is declined and you believe the decision was wrong:

1. Click **Appeal** on the declined ad row.
2. Write a sentence or two the reviewer can weigh — at least 10 characters — in answer to "Why do you think this ad was wrongly declined? Our reviewers will read this and take another look."
3. Submit. The exchange replies: "Appeal submitted — our reviewers will take another look and let you know."

The row then shows **Appeal pending**, and later **Appeal accepted** or **Appeal declined**. You get **one appeal per ad**; a second attempt is refused with "You've already appealed this ad — it's with our reviewers."

If the appeal is accepted, the ad is re-approved and starts running. Note that a declined ad's delivery-boost charge was already refunded at decline time, so a re-approved ad runs on its standard cadence — the paid boost is not reinstated.

On Elite plans and above, appeals are flagged for priority attention in the review queue.

Things that can stop a submission

Message	Meaning	Fix
"The exchange is reciprocal — add a channel and agree to host ads before you can run one of your own."	No enrolled, active channel	Enrol one — see **Getting started**
"Your plan runs N ads at a time. Cancel one before submitting another."	You are at your plan's live-ad limit	Cancel one, or upgrade
"Add an image, a video or some text — an ad can't be empty."	Nothing in the creative	Add media or text
"That text is N characters; the limit here is M."	Over Telegram's limit for this post type	Trim, or remove the media to get the longer limit
A topic-versus-level clash	Your level is below the topic's minimum	Raise the level to the one named
"Choose the topic that best describes this ad."	No topic picked	Pick one — it is required

Message	Meaning	Fix
"Button links must point at Telegram."	An external link	Use a t.me link
Insufficient credits or wallet funds	A paid extra could not be charged	Reduce the extras, or top up — nothing is charged when a submission fails

FAQ

How many channels will my ad reach?

Your plan's included placements per cycle: 7 on Free, up to 18 on Ultimate, plus anything you add with credits or a boost, and capped at 24. Each placement is a different channel. See **Plans and limits**.

Can I edit an ad after submitting it?

No. Cancel it and submit a corrected one — if nothing has delivered, your purchases come back automatically.

Why is my ad approved but showing zero placements?

Almost always the even spread: the next placement is simply a day or two away. Click **Why?** for the exact answer.

Can I choose which channels get my ad?

No, and deliberately so. You choose the level, topic and targeting; the exchange matches. Host anonymity is what keeps the pool supplied.

Next: Swaps — the other way to run an ad: one disclosed 1:1 trade with a single partner channel instead of a broadcast across the pool.

SUBSCRIBER EXCHANGE

Swaps

Swaps

A **swap** is the exchange's direct trade. Instead of your ad spreading anonymously across the pool, you are paired with one compatible partner: you host their ad in one of your channels while they host yours — both for a full 24 hours, both posted and removed together by the bot.

It is the same machinery as a broadcast campaign, pointed at one channel instead of many, and with the anonymity deliberately dropped on both sides.

Broadcast or swap?

	Broadcast	Swap
Reach	The whole eligible pool, spread over the 30-day cycle	Exactly one partner channel
Anonymity	Fully anonymous both ways	Disclosed — you each see the other's ad in your channel
Who posts	The bot, in matched hosts' channels	The bot, in both partners' channels, both or neither
Placement count	Your plan's cadence, plus anything you add	One, on each side
Credits	Can buy extra placements	Not applicable — a swap costs nothing
Delivery boosts	Available	Not applicable
Speed to first placement	Usually days	Depends on a compatible partner existing

Choose a **swap** when you want a specific, mutual trade with a channel of roughly your own size. Choose **broadcast** when you want breadth.

What you need

Both sides must be enrolled members with an active channel. That is it — every enrolled channel already grants the bot the rights a swap relies on, so a swap adds no new requirements.

Setting up a swap

1. Build your ad as usual — creative, optional link buttons, topic and content level. See **Running ads**.
2. On the **Level and submit** step, open **How should this run?** and choose **Swap — a direct 1:1 with one partner channel**.
3. A picker appears: **Your channel that will host your partner's ad in return**. Choose which of your active channels holds up your half of the trade. The page explains the deal: "A swap is reciprocal and disclosed: you host their ad while they host yours, both for a full 24 hours, and both come down together."
4. Note that the reach estimate changes to "A swap reaches exactly one partner channel — the one you pair with."
5. Click **Submit for review**. Swap ads go through the same human review as everything else.

Delivery boosts and Priority Review do not apply to swaps. The form hides the boost menu when Swap is selected and clears any selection, so nothing is charged. Credit-bought extra placements do not apply either.

If you forget to pick a channel, the form says "Choose one of your channels to host your partner's ad." If the channel you named is not one of your own active channels, the exchange refuses the submission.

How partners are matched

Once approved, your swap offer waits for a **compatible** partner: another member's swap ad whose channel is close to yours in audience size and whose content level fits both sides.

You do not pick a partner by name. The exchange pairs offers so the trade is fair in both directions — a small channel is never matched into carrying a much larger channel's ad, or

the reverse.

Because a swap needs two compatible offers to exist at the same time, it can take longer to fire than a broadcast campaign. Click **Why?** on the ad row to see where you stand. The diagnostic shows a **Swap partner** step:

Diagnostic says	Meaning
"Waiting for a compatible partner channel to join. A swap needs another channel close to yours in size that accepts your level."	Unmatched — no compatible offer exists right now
"You're matched with a partner — both ads run together."	Paired; the placements are coming
"This swap has already run."	Completed

IF A SWAP SITS UNMATCHED FOR A LONG TIME

The pool of swap offers is smaller than the pool of broadcast campaigns, so a very large channel, a very small one, or a level-5 offer can wait a while. Cancel it and submit as a **Broadcast** campaign instead if you would rather have reach now — cancelling before anything runs costs you nothing.

What happens when a swap runs

1. The bot posts **both** creatives at the same time — both or neither. If either half cannot post, neither does, and the swap retries later.
2. Both placements stay up for the full **24 hours**.
3. The bot removes both together.
4. Both sides get their view and click numbers.

The ad row carries a **Swap** tag throughout, so a swap campaign is never confused with a broadcast one in your list.

Protection against a bad partner

The swap is bot-guaranteed on both ends. If one side breaks the deal — removes the partner's ad early, or strips the bot's rights so it cannot do its job — the **whole swap is voided**: the bot takes down the other half too, so nobody keeps a free promotion.

The offending account takes the penalty in full: a reliability hit, a strike, and a cooldown. See **Rules and fair play**.

Your reliability is untouched when the fault is your partner's.

A swap that failed or was voided before running retries right away, looking for a new partner.

Rules and edge cases

- **A swap is disclosed by design.** You will see your partner's ad in your channel and they will see yours in theirs. This is the one exception to the exchange's anonymity rule, and you opt into it by choosing Swap.
- **A swap costs nothing.** No credits, no wallet charge, no placement allowance consumed.
- **One trade at a time.** A completed swap does not immediately re-match — swap ads run on roughly the same rhythm as the pool, so your channel is never consumed by back-to-back trades.
- **Cancelling works the same way.** Click **Cancel** on the ad row. If the swap has already posted, both halves still finish their 24 hours.
- **Host controls still apply.** If your partner's ad turns out to be something you do not want, you can refuse it — see **Refusing an ad** — but be aware that removing your half of a live swap through any *other* route is an early removal and is penalised.
- **A swap does not earn hosting credits in the usual way.** Credits are minted by carrying pool placements; a swap is a direct trade, and its value to you is the promotion itself.
- **Review still applies.** Swap ads are human-reviewed before they can be matched, exactly like broadcast ads, and can be declined and appealed the same way.

FAQ

Can I choose who I swap with?

No. The exchange pairs compatible offers so the trade is fair to both sides. If you want to arrange a promotion with a specific partner you already know, that is what Cross-Promotion is for.

Can I run a swap and a broadcast campaign at the same time?

Yes, as long as you are within your plan's limit on ads running at once.

Does a swap count toward my plan’s placements per cycle?

No. A swap is a single 1:1 placement with no placement count.

My partner’s ad is in my channel but mine has not appeared yet. Is something wrong?

That should not happen — the bot posts both or neither. If the timing looks off, give it a few minutes and check the **Why?** diagnostic; if a half genuinely failed, the swap is voided and both come down.

Can I boost a swap so it fires sooner?

No. Boosts buy placements and dispatch priority for pool campaigns; a swap is waiting on a compatible partner, which money cannot conjure.

Next: Credits and delivery boosts — the two optional rails that give a single broadcast campaign more than your plan's included cadence.

SUBSCRIBER EXCHANGE

Credits and Delivery Boosts

Credits and delivery boosts

Your plan already includes a set number of placements per 30-day cycle, at no cost. There are two optional ways to give a single campaign more than that, and one rule that governs both.

	SubX credits	Delivery boosts
What it is	The exchange's earned currency	A one-off purchase for one campaign
Where it comes from	Hosting other members' ads	Your Onflow Ads wallet
What it buys	Extra placements, 25 credits each	Extra placements, dispatch priority, faster review
Who can use it	Paid plans (the Free plan's cap is 0)	Every plan, including Free
Applies to	Broadcast campaigns	Broadcast campaigns
Chosen when	You submit the campaign	You submit the campaign
Refundable	Yes, if the campaign is declined or cancelled before delivery	Yes, if the campaign is declined or cancelled before delivery

THE ONE HARD RULE

Credits and money buy **capacity, precision, priority and speed — never placements that break the rules**. No purchase bypasses a host's content level ceiling, weekly limit, review setting or refusal; no purchase lifts the absolute ceiling of **24 placements per cycle**; and the reliability rules bite paid placements exactly as hard as free ones.

Read on

Each flow has its own page:

- **How credits work** — what SubX credits are, the ledger behind your balance, and what credits can and cannot do.
- **Earning credits by hosting** — the rate for each plan, what pays and what doesn't, and the referral bonus.
- **Spending credits on extra placements** — cost per placement, your plan's cap, what happens when your balance is short, and refunds.
- **Delivery boosts** — the paid one-off menu, Priority Review, the ceiling, and how refunds work.
- **The Delivery Floor** — the Ultimate plan's automatic make-good when a cycle under-delivers.

If you are simply trying to run a bigger campaign and don't mind which rail you use, start with **Delivery boosts** — it works on every plan and needs nothing but wallet balance. Credits reward hosting, so they build up on their own over time.

Next: How credits work — the one page to read if you only read one about the exchange's earned currency.

SUBSCRIBER EXCHANGE

How Credits Work

How credits work

SubX credits are the Subscriber Exchange's own currency. They are not money, they are not a wallet balance, and they cannot be bought. They exist for one purpose: to let the members who *give* the exchange its inventory — the hosts — take a little more reach out of it than everyone else.

The rule the whole design turns on is short:

> **CREDITS ARE MINTED BY HOSTING AND SPENT ON REACH**
>
> Every credit in circulation was created by a channel carrying somebody's ad for a full 24 hours. Every credit spent buys an extra placement for somebody's campaign. Because credits can only be earned by supplying inventory, the pool can never be drained faster than it is filled.

If you only ever want to read one page about credits, read this one. The two flows have their own pages:

- **Earning credits by hosting** — how credits arrive, at what rate, and what stops them arriving.
- **Spending credits on extra placements** — how credits turn into more reach for your own ad.

What a credit is, in plain terms

Question	Answer
Are credits money?	No. They have no cash value, they are never converted to your Onflow Ads wallet balance, and they cannot be withdrawn.
Can I buy credits?	No. There is no purchase path. Money buys **delivery boosts** instead, which are a separate rail — see **Delivery boosts**.

Question	Answer
Can I transfer credits to a friend?	No. Credits belong to the account that earned them.
Do credits run out over time?	No. Nothing in the exchange removes credits from your balance except you spending them.
Do credits work in Paid Promotions, Cross-Promotion or Boost?	No. SubX credits are spendable inside the Subscriber Exchange only. Boost credit is a different thing entirely.

The two sides of the balance

Credits in

Event	What you earn
A placement your channel hosted ran its full 24 hours	The base award of **10 credits**, multiplied by your plan's credit rate
A member you invited enrols their first channel	A one-time bonus of **100 credits** to each of you

Your plan's credit rate runs from 1.0 on Free up to 2.0 on Ultimate, so a single completed placement is worth 10 credits on Free and 20 on Ultimate. The full table is on **Earning credits by hosting**.

Credits out

Event	What it costs
Adding one extra placement to a broadcast campaign	**25 credits**

That is the only thing credits buy. There is no other spend path anywhere in the exchange.

> **THE EXCHANGE RATE, IN ONE LINE**
>
> One completed placement hosted earns 10 credits on the Free plan; one extra placement costs 25. So roughly two-and-a-half ads carried earns one extra ad placed — and faster than that on a paid plan, where the same hosting earns more.

The ledger — why a balance is never an argument

Your credit balance is not a simple counter that gets nudged up and down. Every movement writes a **ledger entry**: the amount, the reason, the resulting balance, and the placement or campaign it belongs to. The running balance on your account is a cached total of those entries.

Two things follow from that, and both are in your favour:

- **A disputed balance is a lookup, not a debate.** If a balance ever looks wrong, support can reconstruct it from the entries rather than guess.
- **Nothing is ever paid twice.** Each hosted placement can mint its award exactly once, even if the system re-checks that placement after a restart. The same protection covers refunds: a campaign whose credits have already been returned can never be refunded a second time.

Where you can see your balance

The exchange spends and earns credits for you automatically, so most members never need to look the number up. Where it does surface:

- **When you enrol a channel as an invited member.** The confirmation reads: "your channel joined the exchange — you and the member who invited you each earned 100 SubX credits!"
- **When you ask for more extra placements than you can afford.** The exchange refuses the submission and tells you the exact numbers — what the extras cost, what you hold, and what one hosted ad earns you at your plan.
- **Through the Developer API.** On Elite plans and above, the `state` action returns your entitlements, including your credit balance, what one extra placement costs, and how many extra placements your balance could currently afford. See **Developer API**.

What credits cannot do

This is the part that makes hosts willing to host at all, so it is worth being blunt about.

Credits buy **capacity for your own campaign**. They do not buy anything from anyone else. Specifically, no number of credits will:

- Push a campaign past the absolute ceiling of **24 placements per cycle**.
- Exceed your plan's own cap on extra placements (which is **0 on the Free plan**).
- Place an ad in a channel whose owner set a lower content level.
- Place an ad in a channel whose owner refused it, or declined it in review.
- Get around a channel's weekly limit, or the 20-hour gap between placements.
- Restore reach lost to a low reliability score — the reliability haircut is applied to your **whole** placement count, credit-bought extras included.
- Apply to a **swap**. A swap is a single 1:1 trade with no placement count, so credits have nothing to buy there.

> ⚠ **EXTRAS ARE CUT BY RELIABILITY TOO**
>
> If your reliability score has pulled your reach down to 75% or 50%, that haircut applies to the base placements *and* the credit-bought extras together. Buying extras while your reliability is low gets you less than the sticker number. Rebuild the score first — see **Rules and fair play**.

Common questions

Do I need credits to run an ad at all?

No. Every plan, including Free, runs its included placements per cycle with no credits at all. Credits only ever add placements on top.

I'm on the Free plan and I've earned lots of credits. Can I spend them?

Not on extra placements — the Free plan's cap for extra placements is 0, and the exchange says so plainly: "Extra drops are part of a paid plan. Hosting ads earns the credits that pay for them." Your balance keeps accumulating and becomes spendable the moment you move to a paid plan.

I hosted an ad but my balance didn't move. Why?

A placement only pays when it runs its **full 24 hours**. A placement that was refused, declined in review, skipped, or removed early earns nothing. See **Earning credits by hosting** for the full list.

Are credits and Boost credit the same thing?

No. **SubX credits** are earned by hosting and spent on extra exchange placements. **Boost credit** is a separate balance used by the Boost product — it is what the Ultimate **Delivery Floor** make-good pays out in. They never mix.

Next: Earning credits by hosting — the rate for each plan, what pays, what does not, and the referral bonus.

SUBSCRIBER EXCHANGE

Earning Credits by Hosting

Earning credits by hosting

Hosting is the only way credits are created. Every time one of your enrolled channels carries another member's ad for its full 24-hour term, the exchange mints credits and puts them on your account. There is nothing to claim, no button to press, and no timer to watch.

This page is the earning side of the exchange. The spending side is **Spending credits on extra placements**.

> **WHY IT WORKS THIS WAY**
>
> Credits reward the scarce side of the exchange. Reach is easy to want and hard to supply, so the members who supply it — hosts — are the ones paid in the currency that buys more of it.

Before you can earn anything

You need one thing: at least one channel enrolled and showing the **Hosting** badge under **My channels**. If you haven't got there yet, follow **Getting started** — connect Telegram, add our bot as an administrator of a public channel, and pick the highest content level you're willing to accept.

The earning flow, step by step

1. **Your channel sits in the pool.** Nothing to do. The matcher looks for ads that fit your channel's content level, size and topic.
2. **A placement is matched to your channel.** If you have **Review ads** switched on, it is held for your approval first (see **Reviewing ads before they post**); otherwise it goes straight to step 3.
3. **The bot posts the ad in your channel.** You are notified; the post appears like any other post.
4. **The ad stays up for a full 24 hours.** You do nothing. Do not delete it by hand, and do not remove the bot's administrator rights.
5. **The bot removes the ad automatically** and closes the placement.
6. **Credits land on your balance.** The award is recorded in your ledger against that exact placement, so it can never be paid twice.

That's the whole loop. Repeat it as often as the pool has ads for you.

What one placement earns

The base award is **10 credits** per completed placement, multiplied by your plan's credit rate:

Plan	Credit rate	Credits per completed placement
Free	1.0x	10
Lite	1.1x	11
Plus	1.2x	12
Elite	1.5x	15
Master	1.7x	17
Ultimate	2.0x	20

The rate that applies is the plan you are on **when the placement completes** — so upgrading raises what your hosting earns from that point on.

HOSTING IS THE ONE PERK THAT PAYS THE SUPPLY SIDE

Most plan benefits help you advertise. The credit rate is the one that pays you for hosting. If your channels carry a lot of ads, a higher plan compounds.

What does *not* earn credits

A placement pays only if it served its full term. These do not pay:

Situation	Credits	Why
You **refuse** an ad through **Hosted ads → Refuse**	None	It did not run its term. There is no penalty either — refusing is your right as a host.
You **decline** a held ad in the review queue	None	It was never posted. No penalty.
A held ad **expires** because you didn't decide in time	None	It was never posted. No penalty, but it is earnings you left on the table.
The placement is **removed early** (you deleted it, or the bot lost its rights)	None	It broke the 24-hour promise. This also costs reliability and a strike — see **Rules and fair play**.
Your channel is **Paused** or **Suspended**	None	It is not receiving placements at all.
Your account is **cooling down** after a strike	None	The exchange is closed to your account, on both sides, until the cooldown ends.

How fast can you earn?

Hosting is deliberately gentle on your channel, so there is a natural ceiling on earning speed:

- A channel is asked to carry at most a set number of ads in a rolling week — the network default is **4**.
- A channel is never asked to carry another ad until at least **20 hours** after its last one.
- A channel only ever receives ads **at or below** the content level you chose, and only ads that match on size and topic.

Those limits are per channel, not per account, so the honest way to earn more is to enrol more channels. Your plan sets how many you may enrol:

Plan	Enrolled channels
Free	5
Lite	10
Plus	25
Elite	50
Master	100
Ultimate	250

> ⚠️ **A QUIET CHANNEL EARNS NOTHING**
>
> If your channel almost never gets matched, the usual causes are a very restrictive content level, a size that sits far from the rest of the pool, or a topic profile that nothing lines up with. Lowering the level ceiling is not the fix — *raising* it widens the set of ads that may reach you. Re-run **Add a channel** on the same channel to change the level.

The referral bonus

There is one credit award that has nothing to do with a placement.

When a member you invited to Onflow Ads enrols their **first** channel in the exchange, you and they each receive a one-time bonus of **100 SubX credits**.

How it plays out:

1. Someone joins Onflow Ads through your referral.
2. They connect Telegram and enrol a channel in the Subscriber Exchange.
3. The moment the enrolment succeeds, the confirmation on their screen reads: "their channel joined the exchange — 🎁 you and the member who invited you each earned 100 SubX credits!"
4. Both balances move, and both movements are written to their respective ledgers.

Rules and edge cases:

- **Once per invited member, ever.** It is tied to the invited member's first enrolment, not to each channel they add.
- **Both sides are paid the same amount.** Neither side is paid more for being the referrer.
- **It is a courtesy, not a condition of enrolling.** If the bonus can't be paid for any reason, the enrolment itself still succeeds — the channel joins the exchange regardless.
- **It is not paid for enrolling your own channels.** You cannot refer yourself.

Tracking what you've earned

The exchange keeps per-channel earnings, so hosting reads as something that pays rather than something that costs. Practically, your hosting activity is visible in two places on the exchange page:

- **My channels** — each channel row shows its subscriber count, the level ceiling you chose, and how many ads it has hosted.
- **Hosted ads** on a channel row — the ads that channel has carried in the last 30 days, each with its level, topic and a content preview, tagged **Live** or **Refused**.

On Elite plans and above, the Developer API's `state` action returns your current credit balance directly. See **Developer API**.

FAQ

When exactly do the credits appear?

When the placement is closed out — that is, after the bot takes the ad down at the end of its 24 hours. It is not paid at posting time, because an ad that gets removed early was never really hosted.

I host on several channels. Do they earn separately?

Credits all land in one balance on your account, but the exchange records which channel earned what, so hosting on a second channel genuinely adds to your earnings rather than sharing one allowance.

I upgraded my plan mid-week. Which rate do I get?

The rate in force when each placement completes. Placements finishing after the upgrade earn at the new rate.

Does refusing ads hurt my earnings long-term?

Refusing a specific ad costs you nothing — no reliability, no strike — but you don't earn on a placement that didn't run. Refuse the ads you genuinely don't want; there's no advantage in letting an unwanted ad run just for the credits.

My channel is Suspended. Do I keep the credits I already earned?

Yes. Credits already earned are yours. A suspension only stops new placements (and therefore new earnings) until it lifts — the date is shown on the channel's card.

Next: Spending credits on extra placements — turning the balance you have just earned into more reach for your own campaign.

SUBSCRIBER EXCHANGE

Spending Credits on Extra Placements

Spending credits on extra placements

Credits buy exactly one thing: **extra placements on your own broadcast campaign**. A placement is one appearance of your ad in one other member's channel, live for a full 24 hours. More placements means your ad is put in front of more audiences in the same 30-day cycle — which is the whole point of being in the exchange.

This page is the spending side. The earning side is **Earning credits by hosting**.

The price, the cap and the ceiling

Three numbers govern every credit spend, and they apply in this order:

Number	Value	What it means
Price	**25 credits** per extra placement	The fixed redemption rate. It does not change with your plan.
Your plan's cap	0 to 6 extra placements	The most one campaign may add with credits, whatever your balance.
The absolute ceiling	**24 placements per cycle**	The hard limit on any single campaign, from any combination of plan, credits and paid boosts.

Your plan's cap:

Plan	Included placements per cycle	Max credit-bought extras	Cost of a full top-up
Free	7	0	Not available
Lite	9	3	75 credits

Plan	Included placements per cycle	Max credit-bought extras	Cost of a full top-up
Plus	11	4	100 credits
Elite	13	5	125 credits
Master	15	6	150 credits
Ultimate	18	6	150 credits

WHY THE FREE PLAN'S CAP IS ZERO

The exchange gives every member, paid or not, a full included cadence for free. Credit-bought extras are one of the things a paid plan unlocks. If you try to add extras on Free, the exchange answers: "Extra drops are part of a paid plan. Hosting ads earns the credits that pay for them." Your earned credits are not lost — they wait on your balance until you move to a paid plan.

How to spend them

Extra placements are attached to a campaign when you submit it — they are not bought separately, and they are not added to a campaign that is already running.

1. Open **My advertisements** and click **Create an ad**.
2. Build the creative and any link buttons as normal (see **Running ads**).
3. On the final **Level and submit** step, choose the topic and content level, and leave **How should this run?** on **Broadcast — reach the whole eligible pool**. Extra placements only apply to broadcast campaigns.
4. Add the extra placements you want, up to your plan's cap.
5. Click **Submit for review**.

What happens next:

- The exchange checks your plan's cap, then your balance, then the 24-placement ceiling.
- If everything clears, the credits are debited **in the same operation that creates the ad**. Either both happen or neither does — you are never charged for an ad that failed to submit, and you never get an ad whose extras nobody paid for.

- Your ad goes to human review with its higher placement target already attached, and the campaign's target reflects the extras from its first delivery onward.

> **BOTH SETTINGS LIVE ON THE SAME STEP**
>
> Credit-bought extras and the paid **Delivery boost** menu are two different rails on the same submit step. Credits come from hosting; a delivery boost is charged to your Onflow Ads wallet. You can use one, both or neither — see **Delivery boosts**.

What the extras actually change

Changes	Does not change
The number of placements your campaign gets this cycle	Which channels are eligible for it
How much of the eligible pool you reach in the cycle	Any host's content level, weekly limit or review setting
Your views and clicks, in proportion	The 24-hour hold on every placement
Nothing else	Your reliability, your standing, or anyone's willingness to host

Each placement still goes to a **different** channel — the exchange never places the same campaign in the same channel twice in one cycle — so extra placements are genuinely extra audiences, not repeats.

If something doesn’t clear

The exchange refuses the whole submission rather than partly charging you. Nothing is debited when a submission is refused.

What went wrong	What you see	How to fix it
You asked for more extras than your plan allows	"Your plan allows up to N extra drops per cycle."	Ask for fewer, or upgrade.
Your plan's cap is zero (Free)	"Extra drops are part of a paid plan. Hosting ads earns the credits that pay for them."	Keep hosting; the balance waits for you.
Your balance is short	The exact numbers: what the extras cost, what you hold, and how many credits one hosted ad earns you at your plan	Host a few more placements, or ask for fewer extras.
The extras plus a chosen delivery boost would break the 24 ceiling	"This campaign has room for only N more placements this cycle before the 24 ceiling..."	Lower your extras, pick a smaller boost, or add Priority Review on its own.

Reliability applies to extras too

Your reliability score scales the **whole** placement count for a campaign — your plan's included placements and the credit-bought extras together, in one calculation.

Reliability score	Share of the campaign's placements delivered
7.5 and above	100%
5.0 to 7.4	75%
4.0 to 4.9	50%
Below the exchange floor	The exchange is closed to the account until the score recovers

> **REBUILD RELIABILITY BEFORE SPENDING CREDITS**
>
> Adding 6 extra placements while your score has you at 50% reach delivers about half of what you paid for. The credits are spent either way. Check the reliability pill at the top of the exchange page before you buy — and see **Rules and fair play** for how to earn the score back.

When credits come back

Situation	Your extra-placement credits
The ad is **declined** in review	Returned automatically
You **cancel** the campaign and **nothing has delivered yet**	Returned automatically
You **cancel mid-cycle**, after at least one placement has run	Forfeited — the campaign was partly delivered
The cycle finishes normally	Spent, as intended

Refunds are protected against double-payment: a campaign whose credits have already been returned once cannot be refunded again, whichever path it took.

To cancel, click **Cancel** on the ad row in **My advertisements** and confirm. Any placement already live still finishes its full 24 hours — cancelling stops future placements, it never pulls a running one down.

Edge cases worth knowing

- **Swaps never take extras.** A swap is a single, disclosed 1:1 trade with no placement count. If you switch **How should this run?** to **Swap**, extra placements do not apply and nothing is charged.
- **Your plan is frozen onto the campaign at submit time.** If your subscription lapses on day 20 of a running cycle, the campaign keeps the allowance — and the extras — it was submitted with.
- **Extras are per campaign, per cycle.** They are not a standing setting on your account. Each new campaign asks again.

- **A near-maxed campaign leaves no room for a boost.** Your plan's base plus your extras occupy part of the 24-placement budget. On Ultimate, 18 included plus 6 extras is exactly 24 — so a paid delivery boost has nowhere to go and is refused up front rather than sold to you.

FAQ

Can I add extra placements to an ad that is already running?

No. Extras are attached at submit time. To run a bigger campaign, cancel the current one before anything has delivered (your credits come back) and submit a new one, or wait for the cycle to finish.

Do extra placements make my ad appear more often in the same channel?

No. Each placement lands in a different channel, so extras widen your reach rather than repeating it.

I bought extras and the campaign delivered fewer than the total. Why?

Most often reliability (see above), or a targeting choice so narrow that not enough channels match. Click **Why?** on the ad row for a step-by-step diagnostic that names the exact gate.

Are credits spent before or after review?

Before. They are debited when the ad is submitted, and returned in full if the reviewer declines it.

Can I spend credits on somebody else's campaign?

No. Credits only ever apply to your own ads.

Next: Delivery boosts — the paid rail that sits beside credits on the same submit step, and works on every plan including Free.

SUBSCRIBER EXCHANGE

Delivery Boosts

Delivery boosts

A **delivery boost** is a one-off purchase, paid from your Onflow Ads wallet, that upgrades **one campaign** at the moment you submit it. It is not a subscription, it does not renew, and it applies to that campaign only.

Any plan can buy one, including Free. That is deliberate: the boost rail exists so an occasional advertiser can put weight behind a single important campaign without committing to a monthly plan.

> **WHAT MONEY BUYS HERE, AND WHAT IT NEVER BUYS**
>
> A delivery boost buys **capacity** (more placements, within the ceiling), **priority** (your ad is dispatched first when several are due at once) and **speed** (a faster look from our reviewers). It never buys a placement that breaks a rule. Every host's content level, weekly limit, review setting and refusal still binds a boosted ad exactly as it binds a free one, and no purchase lifts the 24-placements-per-cycle ceiling.

The menu

The options appear on the last step of the ad builder, under **Delivery boost (optional)**:

Option	Price	What it adds
Standard	Free	Your plan's included cadence — no charge
Boost	$0.99	+2 placements this cycle and earlier dispatch when the pool is busy
Premium Boost	$1.99	+4 placements this cycle and higher dispatch priority
Featured	$2.99	+6 placements this cycle, top dispatch priority and a star flag for reviewers

Alongside the menu is a separate tick box:

Add-on	Price	What it adds
Priority Review	$2.00	Your submission jumps the review queue and gets looked at first

Priority Review can ride on **any** option including Standard, so you can buy speed of review without buying extra placements.

Buying one, step by step

1. Open **My advertisements**, click **Create an ad**, and build the creative and buttons as usual (see **Running ads**).
2. On the **Level and submit** step, pick your topic and content level, and leave **How should this run?** on **Broadcast** — boosts do not apply to swaps.
3. Open the **Delivery boost** menu and choose an option. Each entry shows its price and, in brackets, the number of placements it will actually add to *this* campaign.
4. Optionally tick **Priority Review**.
5. Read the summary line under the menu. It states plainly what you are buying, the total, and your current wallet balance — for example: "+2 placements this cycle and higher priority · Priority Review — $2.99. Charged from your wallet ($12.40)."
6. Click **Submit for review**. A confirmation appears: "This will charge $X.XX from your wallet for the delivery upgrade. Continue?" Confirm it.
7. The charge is taken and the ad goes to review in the same operation. If the submission fails for any reason, the charge rolls back with it — you are never charged for an ad that didn't land.

Once submitted, the ad row in **My advertisements** carries a badge showing what you bought: the boost's name (with a star for Featured), and a **Priority** flag if you added Priority Review.

Reading the summary line before you pay

The summary line is written to stop you buying something that won't fit. Watch for these three variants:

Summary says	Meaning
"Standard cadence — no charge."	Nothing selected, nothing to pay.
"...no extra placements (your plan already runs the maximum 24) — priority only. A delivery boost adds nothing here — Priority Review still speeds review."	Your plan's own cadence already fills the ceiling. Buy Priority Review alone instead.
"That's more than your balance — top up or choose Standard."	Your wallet is short. Add funds first (see the Wallet and Payments section) or submit on Standard.

The ceiling, and the promise not to sell you nothing

No campaign exceeds **24 placements per cycle**. Your plan's included placements, plus any credit-bought extras, already occupy part of that budget; a delivery boost can only fill what is left.

If the boost you picked would not fit **in full**, it is refused at submit time rather than quietly clipped:

"This campaign has room for only N more placements this cycle before the 24 ceiling, but Featured adds 6. Pick a smaller boost, lower your extra drops, or add Priority Review on its own."

You have three ways forward, all named in the message: choose a smaller boost, reduce your credit-bought extras to free up headroom, or buy Priority Review on its own. Nothing is charged when a boost is refused.

> ⚠ **RELIABILITY STILL APPLIES TO BOUGHT PLACEMENTS**
>
> Boost placements are sold at face value, and the reliability haircut is applied when your ad is dispatched — to the whole placement count, bought placements included. If your score has you on 75% or 50% reach, a boost delivers proportionally less. Check the reliability pill at the top of the exchange page before buying, and see **Rules and fair play**.

What ”priority” means

Priority is about **order**, not extra reach.

When more ads are due to be placed than there are suitable channels free at that moment, the exchange dispatches in priority order. A higher-priority ad is placed first; the others wait for the next opportunity. A boosted ad never exceeds any host's limits, never reaches a channel it wasn't eligible for, and never displaces an ad that is already live.

Your subscription plan also carries dispatch priority. A boost adds to it, so a Featured campaign from a Free-plan member is dispatched ahead of an unboosted free campaign.

Refunds

Situation	What happens to the charge
Your ad is **declined** in review	Refunded to your wallet automatically
You **cancel** before any placement delivered	Refunded to your wallet automatically
You **cancel mid-cycle**, after at least one placement ran	Forfeited — the boost was partly used
An appeal **re-approves** a declined ad	The ad runs on its standard cadence. The boost was already refunded at decline, so it is not reinstated
The cycle finishes normally	Spent, as intended

Refunds restore the exact split of your wallet balance that was spent, including any promotional (locked) balance, which is always spent before cash. Each charge can only be refunded once, whichever path the campaign took.

Rules and edge cases

- **Broadcast only.** Choosing **Swap** hides the boost menu and clears any selection, and the exchange refuses a swap submission that tries to carry a delivery upgrade. A swap is a single 1:1 placement with no placement count, so there is nothing to boost.

- **One boost per campaign.** Boosts are chosen at submit time; you cannot add one to a campaign that is already running, and you cannot stack two.
- **Independent of your subscription.** Any plan can buy any boost. The boost's placements sit on top of your plan's, and are bounded only by the 24 ceiling — not by your plan's cap on credit-bought extras.
- **Priority Review is not a guarantee of approval.** It moves your submission to the front of the queue. A human still decides, on the same rules.
- **Paid plans are already in the fast lane.** Lite and above always sit in the priority review queue. Buying Priority Review on those plans adds nothing to review speed — the confirmation on submit will say "You're in the priority review queue" either way.

FAQ

Where does the money come from?

Your Onflow Ads wallet. If the balance is short, the exchange refuses the purchase and tells you: "The Boost delivery upgrade costs $0.99 and your wallet is short. Top up, or submit on the included Standard cadence at no charge."

Does a boost make my ad reach channels it otherwise couldn’t?

No. It gives your ad more placements within the pool it was already eligible for, and sends it earlier when the pool is contended. Eligibility is decided by your content level, your topic and your targeting — never by what you paid.

Can I boost and use credits on the same campaign?

Yes. They are separate rails and they stack, as long as the total stays inside the 24-placement ceiling.

Is the star on a Featured ad shown to hosts or subscribers?

No. It flags the submission for our reviewers only. Nobody hosting or reading your ad sees anything different.

My ad was declined and I’d paid for Featured. Do I get it back?

Yes, automatically, to your wallet — no claim needed. If you fix the ad and submit again, you choose (and pay for) a boost again on the new submission.

Next: The Delivery Floor — what the Ultimate plan pays back automatically when a cycle under-delivers.

SUBSCRIBER EXCHANGE

The Delivery Floor

The Delivery Floor

The **Delivery Floor** is the one place in the Subscriber Exchange where we put money behind a delivery number. It is included with the **Ultimate** plan, and it works entirely on its own: nothing to enable, no claim to file, no support ticket.

In one sentence: if an Ultimate broadcast campaign finishes a cycle having delivered less than **80%** of what it could realistically have delivered, the gap is credited back to you automatically.

> **WHO THIS PAGE IS FOR**
>
> The Delivery Floor applies to **Ultimate** plans only, and to **broadcast** campaigns only. If you are on another plan, or running a swap, none of this applies — see **Plans and limits** for what your plan includes.

Why it exists

An exchange is a supply-and-demand system. Most cycles deliver in full, but a campaign can occasionally fall short through no fault of yours — the pool of matching hosts thins out, or too many campaigns are chasing the same slice of it that month.

Paying for the top plan should not mean absorbing that risk silently. The Delivery Floor turns an under-delivered cycle into an automatic make-good instead of a conversation.

How the floor is calculated

Three numbers, in this order.

1. What the cycle was entitled to

Your Ultimate plan's included placements per cycle (18), plus any credit-bought extras and any paid delivery boost on that campaign, then scaled by your reliability score exactly as the scheduler scaled it. This is what the exchange actually owed the campaign — not a headline number it was never going to deliver.

2. What the pool could actually have given you

The number of channels that genuinely matched the campaign: its content level, its topic, and every targeting choice you made.

The lower of these two numbers is what the floor measures against.

> ⚠ **A NARROW CAMPAIGN CANNOT CLAIM A SHORTFALL IT CAUSED**
>
> This is the guard that keeps the floor honest. If you target a niche where only three channels qualify, your campaign's realistic maximum is three placements — and delivering three is delivering everything available. Narrow targeting can never manufacture a shortfall, because the floor is capped by the pool you actually asked for. It is the same number the reach estimate showed you before you submitted.

3. The 80% line

The floor target is **80%** of that realistic maximum, rounded. Deliver at or above it and nothing happens — the cycle performed. Deliver below it and the difference between what you got and the 80% line is the shortfall.

A worked example

- Your Ultimate campaign is entitled to 18 placements this cycle.
- 30 channels matched its level, topic and targeting — so the realistic maximum is 18 (the smaller of the two).
- The floor target is 80% of 18, which is 14.
- The cycle closes having delivered 9 placements.
- The shortfall is 14 minus 9, which is 5 placements.
- 5 placements at $0.50 each is a **$2.50** make-good.

And a case where nothing is due:

- The same campaign, but your targeting was narrow enough that only 6 channels matched. The realistic maximum is 6, the floor target is 5, and the cycle delivered 6. That is full delivery — no make-good, and correctly so.

How the shortfall is priced

Each missing placement is valued at **$0.50** — the market price of a placement on the exchange, taken straight from the paid delivery menu, where $0.99 buys 2 placements, $1.99 buys 4 and $2.99 buys 6.

The total make-good is capped at the value of one full cycle's entitlement, so it can never exceed what a complete cycle was worth in the first place.

How you are paid

The make-good arrives as **Boost credit** on your account, not as SubX credits and not as cash.

That is a deliberate choice. Compensating a delivery shortage with more exchange credits would push you to consume even more of the same scarce inventory that just fell short. Boost credit spends on a different product entirely, so the make-good is worth something immediately.

You will see it as a credit entry on your Boost credit balance, described as a Delivery Floor make-good and naming the cycle it covers, along with what was delivered against the floor target.

Timing

The floor is checked on a recurring sweep rather than at the instant a cycle ends:

1. Your campaign's cycle finishes — every placement for the cycle has either run or been closed out, and none remain scheduled.
2. A short settling period passes, so late placements and takedowns are fully recorded before anything is measured.
3. The sweep checks the cycle, and if it fell below the floor, the credit is granted.

So expect a make-good a couple of days after the cycle closes, not the same hour. The check is safe to repeat: a cycle that has already been made good is never paid twice, even if the sweep runs over it again.

What the Delivery Floor does not cover

Situation	Covered?
An Ultimate broadcast cycle that under-delivered	Yes — automatically

Situation	Covered?
A cycle that under-delivered because your targeting was narrow	No — the floor is capped by the pool you targeted
A cycle cut short because you **cancelled** the campaign	No — the cycle didn't close on its own terms
Reach lost to a **low reliability score**	No — the entitlement is measured *after* the reliability haircut, so the floor promises no more than the exchange owed
A campaign that was **declined** in review	No — a declined ad has no cycle. The delivery-boost charge is refunded instead
A **swap**	No — a swap is a single 1:1 trade with no placement count
Any plan other than Ultimate	No — see **Plans and limits**

FAQ

Do I have to claim it?

No. There is nothing to submit and nothing to enable. If a cycle qualifies, the credit lands on its own.

Will I be told?

The grant appears on your Boost credit balance with a description naming the cycle, what was delivered, and the floor it was measured against.

Can I be paid in cash instead?

No. The make-good is issued as Boost credit.

Why 80% and not 100%?

An exchange is not a guaranteed-inventory ad network — placements depend on real channels being available and willing. The 80% line is the point at which a cycle has stopped being normal variance and started being a genuine shortfall.

My cycle delivered nothing at all. What happens?

If the campaign had a realistic maximum above zero and delivered nothing, the whole 80% target is the shortfall and it is credited in full. If the diagnostic on the ad row showed that **no channels matched** your targeting, the realistic maximum was zero and there is nothing to make good — widen your targeting or lower the level and try again. Click **Why?** on the ad row to see which applied.

Next: Plans, tiers and limits — the full table of what each subscription tier changes, including which one includes this floor.

SUBSCRIBER EXCHANGE

Plans, Tiers and Limits

Plans, tiers and limits

The Subscriber Exchange is fully usable on the **Free** plan. Paid Onflow Ads plans raise your capacity, sharpen your targeting, move you up the queues and increase what your hosting earns. They never buy a way around any host's protections or the exchange's rules.

Your current plan and its exact numbers are always shown on the exchange page itself. Upgrade options live at https://onflowads.com/pricing.

The ladder

There are six purchasable tiers, in order: **Free**, **Lite**, **Plus**, **Elite**, **Master**, **Ultimate**.

Two other tier names exist and you may see one of them on your account:

- **Referral** — earned, never bought. It is granted for bringing members to Onflow Ads and carries Free-level economics inside the exchange, so it is never offered as an upgrade.
- **Premium (legacy)** — an older plan name. If you hold it, it carries the better of its original terms and the current Plus tier on every axis, so nothing you already had is lost.

Capacity by tier

	Free	Lite	Plus	Elite	Master	Ultimate
Enrolled channels	5	10	25	50	100	250
Ads running at once	2	4	8	12	18	25
Placements per 30-day cycle	7	9	11	13	15	18
Distinct channels reached per week	about 2	about 2	about 3	about 3	about 4	about 4

	Free	Lite	Plus	Elite	Master	Ultimate
Max credit-bought extra placements	0	3	4	5	6	6
Most placements one campaign can total	7	12	15	18	21	24

> **THE ONE CEILING NOTHING LIFTS**
>
> Whatever the plan, and whatever is bought with credits or money, **no single campaign exceeds 24 placements per cycle**. That is the hard ceiling that keeps the pool fair for everyone.

Each placement is a **different** channel — the same campaign is never placed twice in one channel in a cycle — so the placement count is a genuine count of distinct audiences.

Features by tier

	Free	Lite	Plus	Elite	Master	Ultimate
Clean ads (no attribution line)	—	Yes	Yes	Yes	Yes	Yes
Priority review queue	—	Yes	Yes	Yes	Yes	Yes
Analytics	Basic	Basic	Full	Full	Full	Full
Exports	—	—	Yes	Yes	Yes	Yes
Grace (forgiven accidental early removals per cycle)	0	1	2	3	4	5
Credit earn rate	1.0x	1.1x	1.2x	1.5x	1.7x	2.0x
Credits per completed placement hosted	10	11	12	15	17	20
Developer API	—	—	—	Yes	Yes	Yes

	Free	Lite	Plus	Elite	Master	Ultimate
Lookalike matching	—	—	—	—	Yes	Yes
Custom matcher weights	—	—	—	—	—	Yes
Delivery Floor make-good	—	—	—	—	—	Yes

Higher tiers also get **dispatch priority** — first pick when several ads are due at once and the pool is thin — and a progressively better-matched slice of the eligible pool.

> **PRIORITY CHANGES ORDER, NEVER WHO YOU CAN REACH**
>
> Every eligible channel remains reachable on every tier, including Free. A higher tier is dispatched sooner and matched more sharply; it is never given access to channels a lower tier cannot reach.

Targeting by tier

Topic and language matching are free for everyone — a badly matched placement wastes the host's audience too, so basic relevance is never paywalled. Higher tiers add precision:

Tier	Targeting dimensions
Free	Topic, language
Lite	Plus country and a scheduled start date
Plus and Elite	Plus audience-size band, time of day, and a blocklist
Master and Ultimate	Plus lookalike — favour hosts resembling your best past placements

Ultimate adds **custom matcher weights** on top: a per-campaign audience-size slider and a switch for whether closely-related topics count as a match. These tune your own campaign's filter only — they never change how the pool ranks anybody else's ad.

Where a control is not included in your tier, the form says which tier unlocks it rather than simply greying it out.

What the tiers explicitly do not change

- **Reliability rules apply equally.** Your reliability score scales every campaign's actual placements — full reach at a reliable score, reduced reach below it. No tier buys out of this. See **Rules and fair play**.
- **Host protections always win.** Level ceilings, per-channel weekly limits, the 20-hour gap, review-before-post, refusals and per-cycle uniqueness bind every ad, whatever was paid.
- **The 24-hour hold is universal.** Every placement stays up its full term, on every tier.
- **Reciprocity is universal.** You cannot run an ad on any tier without an enrolled channel hosting others' ads in return.

How a tier attaches to a campaign

Your tier is **frozen onto the campaign at submit time**, and the scheduler reads that for the whole cycle.

- If your subscription lapses on day 20 of a cycle, a running campaign keeps the allowance you paid for. Clawing reach back mid-flight would make a paid tier untrustworthy for exactly the campaigns people care most about.
- New submissions after a lapse use your new (lower) entitlements.
- A lapsed subscription **never takes away what you have**. Your entitlements return to Free-level numbers, but existing enrolled channels are never removed — you are only stopped from adding beyond the cap.
- Upgrading mid-cycle does not retroactively enlarge a running campaign. It applies to what you submit next.

Limits that apply to everyone

Limit	Value
Cycle length	30 days
How long each placement stays up	24 hours

Limit	Value
Gap between two placements in one channel	at least 20 hours
Ads one channel is asked to carry per rolling week	4 by default
Maximum placements for any one campaign per cycle	24
Post text	4,096 characters, or 1,024 with media attached
Link buttons	up to 2, labels up to 48 characters, Telegram links only
Media	images up to 10 MB, video up to 50 MB
Content levels	1 to 5, and levels 3 to 5 require the host's explicit opt-in

The Developer API

Elite, Master and Ultimate include programmatic read access to your exchange state. It has its own page — see **Developer API**.

FAQ

Which tier should I be on?

If you are hosting a lot and advertising a little, the credit rate and grace allowance matter most — Elite is where both jump. If you are advertising hard, the placements per cycle and the extra-placement cap matter most. If you need the exchange to stand behind delivery, that is Ultimate and its **Delivery Floor**.

Does a paid tier get my ad approved faster?

Yes, in queue position: Lite and above sit in the priority review queue. It never changes the decision itself. On any tier you can buy **Priority Review** for a single campaign — see **Delivery boosts**.

I upgraded. When do the new numbers apply?

Immediately for anything you do next — new campaigns, new channels, and the credit rate on placements that complete from now on. Campaigns already running keep the tier they were submitted with.

Can I use a delivery boost instead of upgrading?

For a one-off push, yes — any tier can buy a boost for a single campaign. A subscription is better value if you run campaigns continuously, and it is the only way to raise your channel limit, your live-ad limit and your credit rate.

Next: Developer API — the read-only programmatic access that Elite, Master and Ultimate include.

SUBSCRIBER EXCHANGE

Developer API

Developer API

On **Elite**, **Master** and **Ultimate** plans, the Subscriber Exchange can be read programmatically. It is designed for members who run their own Telegram bot and want their exchange numbers inside it — a channel's hosting activity, a campaign's placements and clicks, a reach estimate before submitting.

> **TELEGRAM BOT INTEGRATIONS ONLY, FOR NOW**
>
> This is stated on the Developer API card itself: the Subscriber Exchange API can currently be used to power **Telegram bot integrations only**. Website and other server-to-server integrations are not supported yet. If you are building on a website, hold off connecting until we announce support.

Availability

Plan	Developer API	API keys	Requests per minute
Free, Lite, Plus	Not included	—	—
Elite	Included	2	60
Master	Included	5	120
Ultimate	Included	10	300

Your own ceilings are shown on the card, so you never have to guess: "Up to N keys · N requests/min."

If your plan does not include the API, the **Developer API** card does not appear on the exchange hub at all.

Creating a key

1. Open the exchange page at https://onflowads.com/telegram/dashboard/subscriber-exchange.
2. Scroll to the **Developer API** card on the hub.

3. Click **Create a key**.
4. Name it when prompted — something that will still mean something in six months, for example "server" or "analytics".
5. The key is shown **once**, in a copy prompt: "Copy your key now — it won't be shown again." Copy it and store it somewhere safe.

Keys begin with `sx_`. After creation the card lists each key by its name and a short prefix, along with how many calls it has made.

> **A KEY IS A PASSWORD**
>
> Anyone holding your key can read your exchange data and cancel your campaigns. Never paste it into a public repository, a chat, or client-side code. If a key is exposed, revoke it immediately and create a new one.

If Create a key is greyed out

You are at your plan's key ceiling. Revoke a key you no longer use, or move up a plan.

Revoking a key

1. Find the key on the **Developer API** card.
2. Click **Revoke** on its row.
3. Confirm: "Revoke this key? Anything using it stops working immediately."

Revocation is instant and cannot be undone. The key stays listed for your records, marked as revoked.

Making a request

Send a `POST` to `/api/subx/v1` with your key and an `action`. The key can be presented three ways — pick whichever suits your client:

- as a bearer token in the `Authorization` header,
- in an `X-Api-Key` header,
- or as a `key` field in the request body.

A minimal request body looks like this:

```
{
```

```
  "key": "sx_your_key_here",
  "action": "state"
}
```

Every response carries an `ok` field. Failures return `ok: false` with a human-readable `error`.

Available actions

Action	What it returns
`ping`	A liveness check. Useful for confirming a key works.
`state`	Your entitlements (plan, capacity, targeting dimensions, credit balance, what one extra placement costs, how many you could afford), your reliability score and the exchange's minimum, your standing (strikes, cooldown), whether you are currently eligible, and live pool counts.
`channels`	Your enrolled channels, with their level ceiling, status, hosting counts and host controls.
`ads`	All your campaigns, each with its status, mode, delivery upgrade, targeting and metrics.
`ad`	One campaign in full. Pass `ad` set to its public id.
`reach`	An estimate of eligible channels. Pass a `level`, and optionally `niche`, `languages`, `countries` and `size_bands`. Returns the pool at that level and how many match your targeting.
`cancel`	Cancels a campaign. Pass the campaign's public id. Behaves exactly like the dashboard's Cancel — future placements stop, anything live finishes its 24 hours.

An unrecognised action returns: "Unknown action. Use ping / state / channels / ads / ad / reach / cancel."

What the API deliberately will not do

Two operations stay on the dashboard on purpose, and both return a clear message pointing you back there:

Action	Response
`create`	"Ad creation runs in the dashboard, where the wallet charge and moderation live. The API lists, inspects, estimates reach and cancels."
`veto` / `unveto`	"Host veto runs on the dashboard (it also takes the live copy down). Use the exchange page."

Both involve something that should never happen by accident: creating an ad can charge your wallet and spend your credits, and refusing an ad takes a live post down in someone's channel. Those belong on a screen where you can see what you are about to do.

Limits and error responses

Situation	HTTP status	What it means
Missing or unrecognised key	401	"Invalid API key." Check the key, and that it has not been revoked.
Too many requests	429	"Rate limit exceeded." You have passed your plan's per-minute allowance. Back off and retry.
Bad or missing parameter	422	The message names the parameter, for example "Pass a content level (1–5)."
Not found	404	Usually a campaign id that isn't yours.
Temporarily unavailable	503	"Service unavailable." Retry shortly.

Anonymity holds on the API too

The API returns the same shapes the dashboard receives, and it honours the same rules. Nothing it returns can tell you **which channels carried your ad**, and nothing it returns can tell a host **who wrote an ad they carried**.

That extends to one detail you might otherwise expect back: a campaign's blocked-channel list is never echoed, because it is the only field that names channels — returning it would turn your own blocklist into a way of confirming which handles are enrolled. You get the count instead.

FAQ

Can I use one key for several bots?

You can, but separate keys are better: you can revoke one without breaking the others, and each key's call count is tracked separately.

Does using the API count against anything else?

Only the per-minute rate on that key. It has no effect on your placements, credits or reliability.

I lost my key. Can I see it again?

No. Keys are shown once at creation and never again. Revoke the old one and create a replacement.

Does the API work on a lapsed subscription?

Your entitlements return to Free-level numbers when a subscription lapses, and the Free plan does not include the API — so key-authed requests stop working until you renew. Campaigns already running keep the allowance they were submitted with.

Next: Rules and fair play — the six rules every member follows, and exactly what happens when one is broken.

SUBSCRIBER EXCHANGE

Rules and Fair Play

Rules and fair play

The exchange only works if every placement can be trusted to run its term. These are the rules that make that true. All of them are enforced automatically and shown to you openly on the page — nothing here is applied silently.

There are six rules. Read the first one twice; the rest follow from it.

1. The 24-hour promise

Every placement stays up for its full 24 hours, then the bot removes it.

This is the exchange's one non-negotiable promise, and it protects you on both sides: the ads you host come down on time, and the ads you run stay up their full term everywhere.

Breaking the promise means removing a hosted placement before its time. In practice that is one of two things:

- deleting the bot's post yourself, or
- demoting or removing the bot so it can no longer manage the placement.

Both are detected, and both are attributed to the host account.

> **THERE IS ALWAYS A LEGITIMATE WAY OUT**
>
> If an ad in your channel genuinely has to go, use **Hosted ads → Refuse** on the channel row. The ad comes down immediately, never returns to that channel, and costs you nothing — no reliability, no strike. Turning on **Review ads** stops anything posting without your approval in the first place. Neither carries any penalty. See **Refusing an ad** and **Reviewing ads before they post**.

What an early removal costs

When a placement is removed early and the removal is attributable to you, four things happen:

1. **A reliability penalty.** Your account reliability score takes a hit. Reliability is one score across all of Onflow Ads — see the full breakdown at https://onflowads.com/telegram/dashboard/reliability.

2. **A strike and a cooldown.** The exchange pauses for your account — both hosting *and* running ads. The page says so honestly: a **"Your exchange is paused"** banner appears with the exact end time and your strike count, for example "Strike 1 of 3".
3. **Suspension on repeated strikes.** Reaching the strike threshold shown on the banner suspends your channels from the pool for a longer period. A suspended channel shows a **Suspended** badge with the date it lifts. Suspensions lift automatically; once one has been served, re-enrolling the channel clears the badge. Re-enrolling never shortcuts an active suspension.
4. **No reward.** A placement that did not run its term earns no credits and no reliability bonus.

What reduced reliability does to your reach

Reliability score	Share of your plan's placements your ads receive
7.5 and above	100%
5.0 to 7.4	75%
4.0 to 4.9	50%
Below the exchange floor	The exchange is closed to the account until the score recovers

The exchange's minimum reliability is shown on the page, alongside the other product gates on the reliability dashboard. The haircut applies to your **whole** placement count, including placements bought with credits or money — no purchase buys out of it.

You earn reliability back the way everyone builds it: hosting placements that run their full term. Each clean run rewards both parties.

Grace for genuine accidents (paid plans)

Paid plans forgive a number of **accidental** early removals per 30-day cycle — 1 on Lite, rising to 5 on Ultimate. A forgiven removal costs no reliability and no strike.

The hub shows your allowance and what is left: "Your plan forgives 3 accidental early removals per cycle — 2 left this cycle. Genuine accidents won't cost you reliability or a

strike."

Two limits on grace:

- **The advertiser is still told honestly** that their exposure was cut. Grace protects your standing, not their numbers.
- **Grace never covers demoting or removing the bot.** That breaks the machinery every guarantee in the exchange stands on, and it is always penalised in full.

2. Classify your ad honestly

- **Your ad's topic and level must be truthful.** Every ad is reviewed by a human before it runs, and a mislabelled ad is declined.
- **Some topics force a minimum level.** A gambling ad runs at level 4 or above wherever you would have put it. The form tells you as soon as you pick the topic: "This topic runs at level 4 or above, so only channels that opted in to it carry it."
- **Sensitive content only reaches channels that opted in.** Levels 3, 4 and 5 (finance, gambling, adult) are only ever placed in channels whose owners explicitly accepted them.
- **Adult content is an island.** Level-5 ads run only in channels that opted into level 5, and adult topics never spill into neighbouring topics through relevance matching.

The reason is simple: a host who agreed to carry "general and education" must be able to trust that they will not wake up to a casino ad.

3. Telegram links only

All buttons and links in exchange ads must point at Telegram. No external websites, ever.

This is enforced at submission — a non-Telegram link is refused with "Button links must point at Telegram" — and it is part of the guarantee every host relies on: a placement can never drag their subscribers to an arbitrary site.

4. Respect anonymity — and its one exception

- **Advertisers see totals only** — placements, views, clicks — never the channels that carried their ad.
- **Hosts see the ad content they carry**, of course, but never the advertiser's identity.

- **The one exception is a Swap**, which is disclosed 1:1 by design: you and your partner see each other's creatives in each other's channels, because you both opted into exactly that.

Do not try to use the exchange to unmask the other side. There is deliberately no view anywhere on the platform that joins the two, and even the Developer API withholds the one field that would let a caller confirm which channels are enrolled.

5. One account, one Telegram — and one owner per channel

- Each Onflow Ads account pairs with exactly **one** Telegram account.
- A channel can be enrolled by exactly **one** account. Trying to enrol a channel someone else has enrolled returns "That channel is already enrolled in the exchange by another account."
- You must be an **administrator** of a channel to enrol it. Ownership is verified against Telegram at every enrolment, so enrolling a channel you do not administer is impossible.

6. Cancelling and leaving are never loopholes

- **Cancelling an ad** stops future placements; anything live finishes its 24 hours.
- **Withdrawing a channel** stops new placements; anything live finishes its 24 hours.

Both actions are always available and never penalised. They simply cannot be used to cut a running placement short — the hold applies to everyone equally, including you.

The legitimate exits, in one place

If you ever feel the only way out is to delete a post, one of these is what you actually want:

You want to	Do this	Penalty
Get one specific ad out of your channel now	**Hosted ads → Refuse**	None
Approve everything before it posts	**Review ads: On**	None

You want to	Do this	Penalty
Stop this channel receiving ads	**Leave** on the channel row	None
Stop one of your own campaigns	**Cancel** on the ad row	None
Change what content your channel accepts	Re-run **Add a channel** for it and pick a new level	None
Delete the bot's post by hand	**Never do this**	Reliability, a strike, a cooldown, and possibly a suspension

If you think a decision was wrong

- **A declined ad** can be appealed once. Click **Appeal** on the ad row and give the reviewer a sentence or two. See **Running ads**.
- **A reliability or standing question** is answered on the reliability dashboard, which shows the full breakdown of how your score was built.

Edge cases worth knowing

- **Enforcement is symmetrical.** A cooldown pauses hosting and advertising together, so being a good advertiser cannot offset being an unreliable host, and the reverse is equally true.
- **Suspensions and cooldowns lift on their own.** There is nothing to apply for and no way to shorten them.
- **An account under review elsewhere on Onflow Ads cannot start a new exchange campaign.** Placements already running are untouched.
- **A refused or declined placement is not a penalty for anyone.** The host does not lose standing for refusing, and the advertiser does not lose standing for being refused.
- **Grace resets with each 30-day cycle**, and the hub always shows how much is left.

Next: FAQ and troubleshooting — quick answers to the questions and problems that come up most.

SUBSCRIBER EXCHANGE

FAQ & Troubleshooting

FAQ and troubleshooting

Short answers to the questions and problems that come up most often in the Subscriber Exchange, grouped by where they bite: general, enrolment, your own ads, hosting, credits and plans. Each answer links to the page that covers the flow in full.

If you are setting up for the first time, read **Getting started** instead — it walks the whole flow in order.

General

Does the Subscriber Exchange cost anything?

No. Hosting and running ads is free — the exchange runs on reciprocity, not money. The only optional charges are the one-off delivery boosts and Priority Review (see **Delivery boosts**) and the Onflow Ads subscription plans that raise your limits.

Can I run ads without hosting?

No. The exchange is reciprocal: you need at least one enrolled, actively hosting channel before the advertising side opens. If you would rather pay for reach without hosting, use Paid Promotions instead.

Will my subscribers know my channel is in an exchange?

The ads themselves do not say so. Ads from Free-plan advertisers carry one generic "Advertisement by Onflow Ads" line; paid advertisers' ads carry nothing. Neither names the advertiser, your channel, or the exchange relationship.

What do the pills at the top of the page mean?

- **"N channels · M live now"** — live pool activity: enrolled channels and placements up right now, in aggregate.
- **"Exchange in sync" / "Sync pending"** — whether the exchange bot is running the current configuration. "Sync pending" is normal briefly after a platform update and clears on its own.
- **"Reliability N/10"** — your account reliability score. Click it for the full breakdown.

Enrolment problems

Verification keeps failing when I add my channel

The error message names the exact problem. The full table of messages and fixes is in **Getting started**. The common ones:

- **"We couldn't reach that channel"** — the bot has not been added yet, or the username is wrong.
- **"Only public Telegram channels can join the exchange"** — private channels are not eligible.
- **"...is an admin but still needs: ..."** — a specific right is off. Turn on exactly the highlighted toggle.
- **"You must be an administrator of this channel to enrol it"** — the Telegram account linked to Onflow Ads must itself be an admin.
- **"That channel is already enrolled in the exchange by another account"** — a channel lives in the exchange under one account only.

Why does the bot need Delete Messages?

Because the exchange promises every placement comes down after 24 hours, and only a bot with delete rights can keep that promise. The bot only ever removes ads it posted itself — never your own posts. The enrol wizard's "Is it safe?" panel spells out exactly what the bot can and cannot do.

My ad

My ad is approved but has no placements yet — is something wrong?

Usually not. Click **Why?** on the ad row — the diagnostic walks every gate in order and tells you which one applies. The most common answers:

- Placements are **spread evenly** across the 30-day cycle, so the next one may simply be a day or two away.
- **No channels currently match** your level or targeting — widen your targeting or lower the level.
- A **swap** is waiting for a compatible partner offer to exist.
- Your **reliability** or **account standing** is temporarily holding things up.

Full details in **Running ads**.

My ad was declined — what now?

The decline reason is shown on the ad row. Fix the issue and submit a corrected ad, or — if you believe the decision was wrong — click **Appeal** and give the reviewer a sentence or two. You get one appeal per ad, and you will be notified of the outcome.

Why can’t I pick the level I want for my ad?

Some topics enforce a minimum level: a casino ad always runs at level 4 or above, for example. This stops sensitive ads being declared "general" to reach channels whose owners said no to that content.

Why was I refused a delivery boost at submit time?

A campaign can never exceed 24 placements per cycle. If your plan's base plus extra placements leave less headroom than the boost's full bonus, the boost is refused rather than sold short — pick a smaller boost, reduce extras, or add Priority Review alone. See **Delivery boosts**.

I cancelled an ad — do I get my money and credits back?

If nothing had delivered yet, yes — automatically. The wallet charge is refunded and credits are returned. If at least one placement ran, a mid-cycle cancel forfeits the purchases. A **decline** in review always refunds the delivery charge.

Hosting

An ad appeared in my channel that I don’t want. What do I do?

Use **My channels → Hosted ads → Refuse** on that ad. It comes down immediately, never returns to that channel, and costs you nothing. Do **not** delete the post by hand or demote the bot — that counts as an early removal and damages your standing. Step by step in **Refusing an ad**.

Can I approve every ad before it posts?

Yes. Turn on **Review ads** on the channel row. Matched ads are then held for your approval, and an "Ads waiting for your review" card appears with Approve and Decline buttons and a deadline for each. Ads you do not decide on in time are skipped, never posted. See **Reviewing ads before they post**.

Why does my channel say "Suspended"?

A placement was removed early enough times that the channel was paused from the pool. The badge shows when the suspension lifts — it clears automatically, and re-enrolling after it has been served tidies the card. See **Rules and fair play**.

"Your exchange is paused" — what is that banner?

A placement was removed early, so the exchange is closed to your account — hosting and advertising both — until the time shown. The banner also shows your strike count. Keeping placements up for their full window keeps you in good standing; paid plans include a per-cycle grace allowance for genuine accidents.

How often will my channel carry ads?

At most a set number per rolling week (the network default is 4), never two within 20 hours of each other, and only ever at or below the level ceiling you chose.

How do I stop hosting temporarily?

Turning on **Review ads** gives you full manual control without leaving. To stop entirely, click **Leave** on the channel — anything live finishes its 24 hours, and you can re-enrol whenever you like, with your previous settings kept.

Credits

How do I earn credits?

Host placements to completion. Each full 24-hour run pays out at your plan's rate — 10 credits on Free, up to 20 on Ultimate. Inviting members pays a one-time 100-credit bonus to both of you when they enrol their first channel. See **Earning credits by hosting**.

What do credits buy?

Extra placements on your own broadcast campaigns, at 25 credits each, capped by your plan. They never buy a way around any host's limits, and they are refunded if a campaign is declined or cancelled before anything delivered. See **Spending credits on extra placements**.

”Extra drops are part of a paid plan” — what does this mean?

The Free plan cannot add credit-bought extra placements to a campaign — its cap is 0. Paid plans raise the cap, and hosting is what earns the credits to spend on them. Your balance keeps building in the meantime.

Where do I see my credit balance?

Credits are earned and spent automatically, so the number rarely needs looking up. It surfaces in the enrolment message when a referral bonus is paid, in the message you get if you ask for more extras than you can afford, and through the Developer API's `state` action on Elite plans and above. See **How credits work**.

Can I buy credits, or cash them out?

No to both. Credits are minted by hosting only, and they have no cash value. Money buys **delivery boosts** instead, which are a separate rail.

Are SubX credits the same as Boost credit?

No. SubX credits are earned by hosting and spent on extra exchange placements. Boost credit is a separate balance used by the Boost product — and it is what the Ultimate **Delivery Floor** make-good pays out in.

Plans

Which numbers change when I upgrade?

Enrolled channels, ads running at once, placements per cycle, the cap on credit-bought extras, targeting precision, grace allowance, credit earn rate, and access to the Developer API, lookalike matching, custom matcher weights and the Delivery Floor. Full table in **Plans, tiers and limits**.

What happens to a running campaign if my subscription lapses?

Nothing. Your tier is frozen onto the campaign at submit time, so it keeps the allowance you paid for until the cycle ends. New submissions use your new entitlements, and existing enrolled channels are never removed.

Does a paid plan protect me from penalties?

No. Reliability rules bite paid plans exactly as hard as free ones. Paid plans do include **grace**: a number of accidental early removals forgiven per cycle, which never covers demoting or removing the bot.

SECTION

Wallet & Payments

WALLET & PAYMENTS

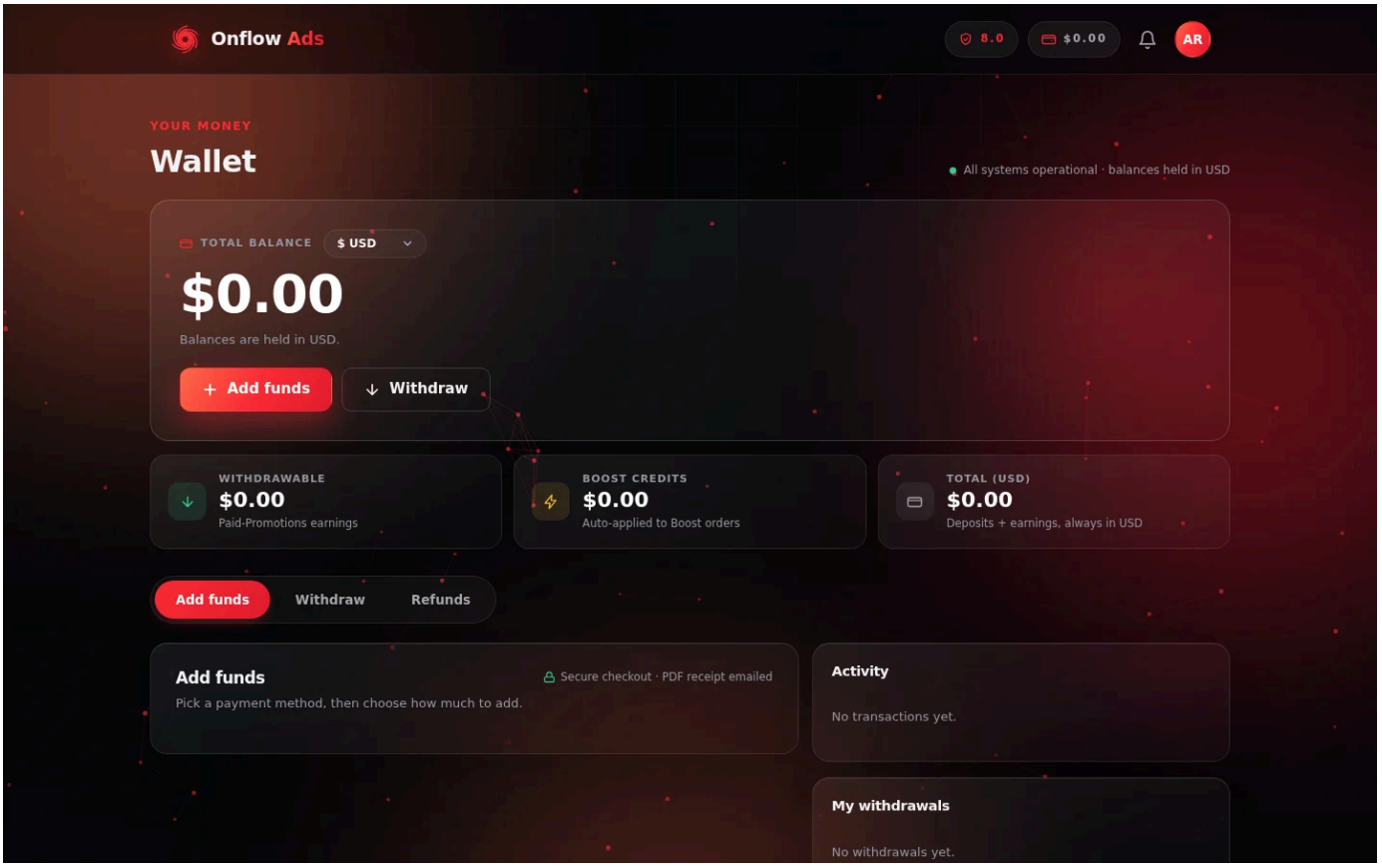
Wallet Overview

Wallet Overview

Your wallet is the prepaid balance at the heart of Onflow Ads. You **add funds** to it, **spend** that balance on platform services (Boost Metrics orders, paid ad placements, Premium plans and more), and — if you earn money as a channel owner through Paid Promotions — **withdraw** those earnings out of it.

All wallet balances are held in US Dollars (USD). You can display your balance in another currency for convenience, but the money itself is always stored, spent, refunded and paid out in USD.

Almost everything in this section happens on one screen:



The wallet page. The balance panel sits at the top, the three stat tiles break that total down, the tab strip switches between the money flows, and the right rail keeps Activity and My withdrawals in view whichever tab you are on.

Who it is for

- **Everyone with an Onflow Ads account** — every purchase on the platform is paid from this one balance.
- **Buyers** — advertisers and Boost customers who top up and spend.
- **Channel owners** who earn from Paid Promotions and withdraw those earnings.

Where to find your wallet

Page	Address	What it is
Wallet	https://onflowads.com/telegram/dashboard/wallet	The full wallet command centre — balance, tabs, activity, withdrawals.
Account → Wallet tab	https://onflowads.com/account	A compact version of the same wallet, inside your account settings.

You must be signed in to open either page. Both read and write the same balance, so it does not matter which one you use.

> **ONE WALLET, ONE BALANCE**
>
> Onflow Ads has a single wallet per account. Whether you arrive from the website dashboard, from your account settings, or from a checkout that asked you to top up first, you are always looking at the same balance and the same transaction history.

The three balance figures

The big number at the top of the wallet page is your **Total balance**. Below it are three stat tiles that split that total into what it is actually made of:

Tile	Hint shown under it	What it means
Withdrawable	"Paid-Promotions earnings"	The only part of your balance that can be cashed out to an external destination.
Boost Credits	"Auto-applied to Boost orders"	A separate promotional pocket, spent before your cash on Boost orders. Never cashable.
Total (USD)	"Deposits + earnings, always in USD"	Everything together — your spendable wallet cash.

WHY ISN'T MY WHOLE BALANCE WITHDRAWABLE?

Money you **add** yourself (top-ups), service refunds credited back to your wallet, and promotional credit are all **spendable on the platform but not withdrawable**. Only money you earn as a channel owner through Paid Promotions counts toward the **Withdrawable** figure. That is why your Withdrawable amount is usually lower than your Total balance — often zero if you have never sold a placement.

Full explanation, with examples: Your Balance and Transaction History.

The wallet tabs

Below the balance the page is organised into three tabs:

- **Add funds** — top up your wallet. See Adding Funds.
- **Withdraw** — request a payout of your Paid-Promotions earnings. See Withdrawing Your Earnings.
- **Refunds** — request a refund of a recent, unspent top-up. See Requesting a Top-up Refund.

The two buttons in the balance panel — **Add funds** and **Withdraw** — jump straight to the matching tab.

The always-visible right rail

Whichever tab you are on, the right-hand rail keeps showing:

- **Activity** — your most recent wallet transactions.
- **My withdrawals** — your recent payout requests and their statuses.

Both are covered in detail in Your Balance and Transaction History.

Good to know before you start

- **You are never charged more than the total shown.** Every top-up shows a live breakdown with a **Total to pay** line before you continue, and that is exactly what the checkout collects.
- **Fees are added on top, never skimmed off.** If you ask to add ₹5,000, ₹5,000-worth of USD reaches your wallet; the platform fee is stacked on top of what you pay. The percentage is set by your plan — see Deposit Fees and Your Plan.
- **Large deposits can earn extra credit.** When a deposit bonus is running, reaching a threshold adds free credit on top of your deposit — see Deposit Bonuses.
- **Every credited top-up is receipted.** A branded email with a PDF invoice is sent to your account email automatically.
- **Topped-up money is spendable, not cashable.** Only Paid-Promotions earnings can be withdrawn. A recent, completely unspent top-up can be *requested* back — see Refunds.
- **Keep your account email correct and verified**, or your invoices and payment notifications will not reach you.

Next: Your Balance and Transaction History — what each figure on the wallet page actually means.

WALLET & PAYMENTS

Your Balance and Transaction History

Your Balance and Transaction History

This page explains how to **look at your money** on Onflow Ads: what each figure on the wallet page means, how to read your transaction ledger, and how to prove a payment happened.

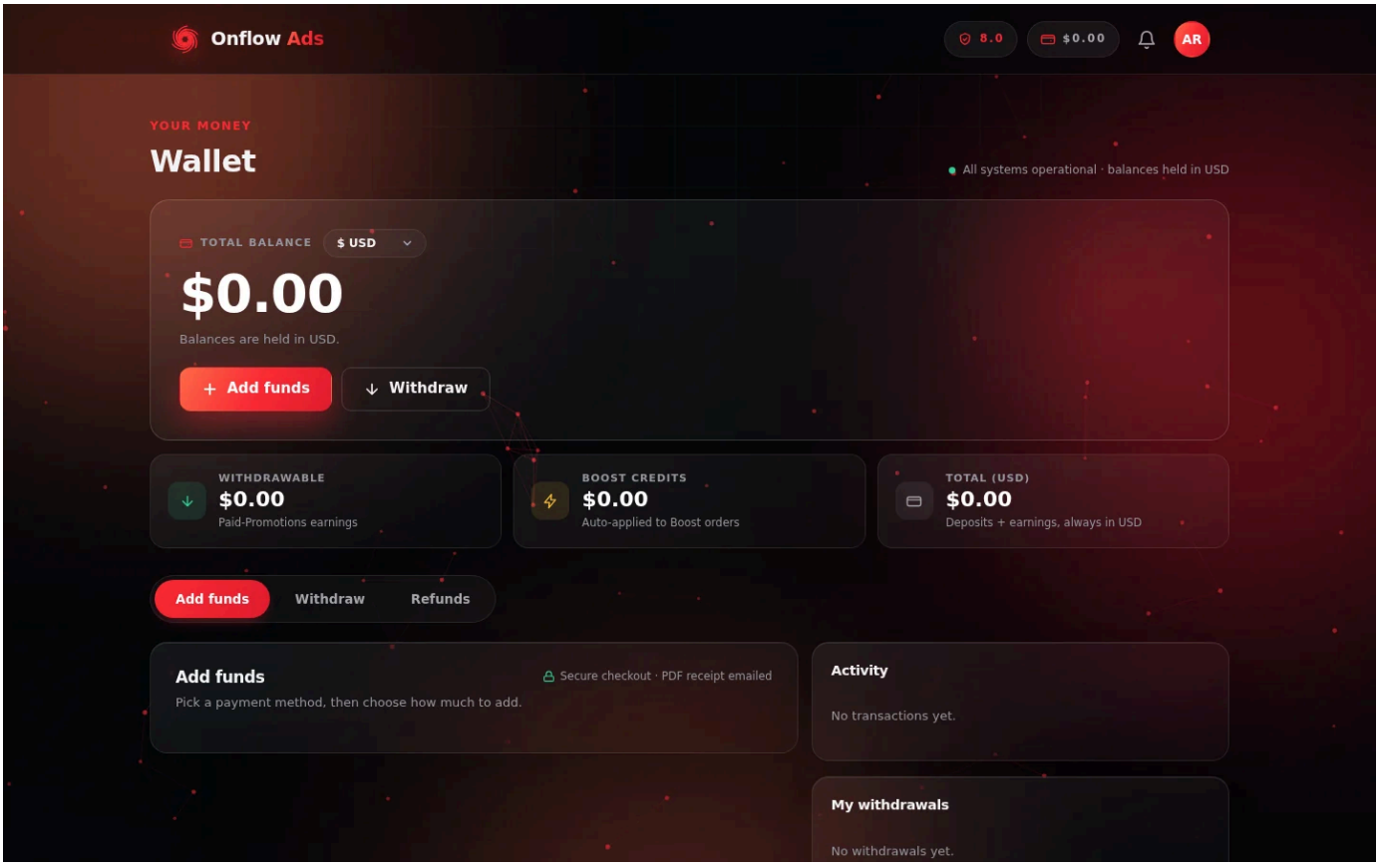
Nothing on this page moves money. It is purely about viewing and understanding your balance.

Why you would use this

- To check how much you can spend before booking a placement or a Boost order.
- To find out how much of your balance you are allowed to cash out.
- To work out what a charge on your account was for.
- To confirm that a top-up, a refund or a payout actually landed.
- To gather references (order, invoice or withdrawal) before contacting support.

Step by step: open your wallet

Everything described on this page lives on a single screen, so it is worth knowing what you are looking at before you start:



A brand-new wallet. The three stat tiles under the balance are the figures explained below, and the Activity and My withdrawals panels on the right are your transaction record.

1. Sign in at https://onflowads.com.
2. Open https://onflowads.com/telegram/dashboard/wallet.
    - Alternatively open https://onflowads.com/account and select the **Wallet** tab — the same balance, in a more compact layout.
3. The page header reads **Wallet**, with the line *"All systems operational · balances held in USD"* on the right.
4. Your **Total balance** appears in large type, with a **Display currency** selector next to it.
5. Three stat tiles sit underneath: **Withdrawable**, **Boost Credits** and **Total (USD)**.
6. The **Activity** and **My withdrawals** panels load in the right-hand rail.

If a panel is still loading it shows **"Loading..."**. If something goes wrong it shows **"Couldn't load your wallet."** or **"Could not load withdrawals."** — refresh the page and it will normally recover.

The balance panel

Element	What it does
Total balance (large figure)	Your spendable wallet cash, shown in your chosen display currency.
Display currency selector	Re-renders the figure in another currency. Display only — see Currencies and Exchange Rates.
Note line under the balance	Reads "Balances are held in USD." — and, once top-up methods have loaded, "Balances are held in USD. Add funds below with any available method."
Add funds button	Switches to the **Add funds** tab.
Withdraw button	Switches to the **Withdraw** tab.
Balance · recent activity sparkline	A small bar chart of how your balance has moved over your latest transactions.

> **ABOUT THE SPARKLINE**
>
> The chart is drawn by replaying your most recent transactions backwards from today's balance, and it only appears once you have at least two transactions on record. It is **decorative** — the **Activity** list is the authoritative record of what happened.

The three figures explained

Total (USD)

Everything in your wallet: money you added, service refunds credited back, earnings paid to you, and any promotional cash credit. This is what any purchase on the platform draws from.

Withdrawable

The portion of your total that is allowed to leave the platform. On Onflow Ads only **Paid-Promotions earnings** — money other advertisers paid you for running their placements —

are withdrawable.

Everything else is **locked**: spendable on Onflow Ads, but not cashable. That includes:

- money you topped up yourself,
- refunds of services credited back to your wallet,
- promotional, bonus or goodwill credit.

So, in plain terms:

```
Withdrawable  =  Total balance  −  everything that was added rather than earned
```

If you have never sold a paid placement, your Withdrawable figure will be **$0.00** no matter how much you have topped up. That is expected, not an error.

> **SPENDING DRAWS THE LOCK DOWN TOO**
>
> When you spend, the locked portion is used first. So spending your own topped-up money does not accidentally convert it into withdrawable money, and it does not eat into earnings you were planning to cash out.

Boost Credits

A third, separate pocket of promotional credit that can only be spent on Boost Metrics orders, where it is **spent before your wallet cash** automatically. It can never be withdrawn and never converts to cash — including through a refund, which returns it as credit.

You can earn Boost Credits from a deposit bonus on a qualifying top-up, from discount rebates, from referrals and from delivery guarantees. The itemised credit ledger lives on the Boost orders page — see Boost Credit and Referrals.

The Activity ledger

Activity in the right-hand rail is your wallet's transaction history. It shows your **most recent 25 transactions**, newest first. Each row shows:

- **Credit** or **Debit** as the row title,
- the **reason** underneath (or the date, if a reason was not recorded),
- the amount on the right: a green **+$0.00** for a credit, a red **−$0.00** for a debit.

If you have never transacted, the panel reads **"No transactions yet."**

Reasons you may see

Amounts always appear in USD here, whatever your display currency is set to.

Reason	Direction	What happened
Wallet top-up	Credit	A top-up of yours was confirmed and credited.
Boost: *service* x*quantity*	Debit	You placed a Boost Metrics order.
Boost refund: …	Credit	A Boost order could not start, was cancelled, or under-delivered.
Paid promotion payout: *channel*	Credit	You were paid for a placement you ran as a channel owner.
Paid promotion cancelled — refund	Credit	A placement you booked was cancelled before it ran.
Paid promotion declined / expired / not posted — refund	Credit	A booking did not go ahead, so the held money came back.
Good-faith deposit: *placement*	Debit	A deposit was held for a booking.
Good-faith deposit returned	Credit	That deposit was released back to you.
Auction bid held: *reference*	Debit	Your bid amount was held while an auction ran.
Auction cancelled	Credit	A held bid was released.
Withdrawal hold WD-…	Debit	You requested a payout; the gross amount left your available balance.

Reason	Direction	What happened
Withdrawal refund WD-…	Credit	A payout request was rejected or reversed, so the hold came back.
Premium *tier* (*billing*)	Debit	You bought or renewed a Premium plan.
Featured placement / CP Featured placement	Debit	You paid for a featured or promoted listing.
Admin adjust — *note*	Either	Our team adjusted your balance, with the reason recorded.

This list is illustrative, not exhaustive — every entry always states what it was for.

READING A DEBIT YOU DO NOT RECOGNISE

Match the amount and date against your emails first: purchases, bookings and plan renewals all send their own confirmation. If it still does not make sense, email support@onflowads.com with the date and amount and we will identify it for you.

The My withdrawals list

Below Activity, **My withdrawals** shows your **most recent 25 payout requests**. Each row shows:

- the **method** — Telegram Stars, UPI ID, or USDT (BEP-20),
- the **destination** you entered and the request date,
- the **gross** amount as a red debit,
- **net $0.00** — what you receive after the service fee,
- a coloured **status pill**.

If you have never requested a payout, the panel reads **"No withdrawals yet."** The meaning of each status is documented in Withdrawing Your Earnings.

Jumping straight to a tab

You can link directly to a section of the wallet page:

Address	Opens
`https://onflowads.com/telegram/dashboard/wallet`	The **Add funds** tab (default)
`https://onflowads.com/telegram/dashboard/wallet?tab=withdraw`	The **Withdraw** tab
`https://onflowads.com/telegram/dashboard/wallet?tab=refunds`	The **Refunds** tab

The anchors `#withdraw` and `#refunds` work the same way. This is handy for bookmarking the tab you use most.

Proving a payment

You have three independent paper trails, and they never contradict each other:

1. **Activity** on the wallet page — the ledger of every movement.
2. **The receipt email with the PDF invoice** sent for every credited top-up — see Invoices and Receipts.
3. **My withdrawals**, where every payout request carries a `WD-` reference.

When you contact support, quote whichever reference you have: the invoice number (starting `OFA-`), the payment order reference, or the withdrawal reference (starting `WD-`). It makes everything faster.

Rules and limits at a glance

- The Activity list and the withdrawals list each show your **25 most recent** entries. Older entries are not shown on the page; ask support if you need history beyond that.
- Balances and ledger amounts are **always in USD**, regardless of your display currency.
- Your balance **cannot go negative** — a purchase that exceeds your balance is refused rather than overdrawn, and the checkout will offer to top you up first.
- Wallet pages require you to be signed in; there is no public view of a balance.

FAQ

My balance changed but I do not see a matching row. Reload the page. Activity is fetched when the page loads, so a transaction made in another tab will not appear until you refresh.

My Total went up but my Withdrawable did not. That is correct for a top-up, a service refund or promotional credit — those are spendable but locked. Only Paid-Promotions earnings raise the Withdrawable figure.

My Boost Credits went up after a top-up. A boost-credit deposit bonus applied to that top-up. It is granted at the moment the top-up is credited and is itemised in your boost-credit statement as *Deposit bonus*.

My Total went up by more than I deposited. A wallet deposit bonus applied. It lands as its own credit reading *Deposit bonus*, is spendable but not withdrawable, and does not count toward your lifetime funding — see Deposit Bonuses.

Why does my balance look different after switching currency? Only the display changed. Your money is held in USD and the other currencies are live conversions for readability — see Currencies and Exchange Rates.

Can I export my transaction history? There is no self-service export today. Contact support@onflowads.com if you need a statement for a period.

Next: Adding Funds — put money into the balance you have just learned to read.

WALLET & PAYMENTS

Adding Funds

Adding Funds

Topping up your wallet takes a couple of minutes. You pick a payment method, type the amount you want **added to your wallet**, review the exact total, confirm, and pay on a secure checkout.

This page covers what is true for **every** top-up. The exact steps differ by method, and each method has its own detailed page:

- Top Up with UPI or Card — UPI, cards and netbanking, billed in Indian Rupees.
- Top Up with Cryptocurrency — USDT, BTC and other coins, billed in US Dollars.

Two pages cover what a top-up costs and what it can earn you: Deposit Fees and Your Plan and Deposit Bonuses.

> **FEES ARE ADDED ON TOP — YOU ARE CREDITED THE FULL AMOUNT YOU TYPE**
>
> Top-up pricing on Onflow Ads is **additive**. If you enter ₹5,000, your wallet is credited the full ₹5,000-worth of USD, and the platform fee is stacked **on top** of that in the total you pay. Nothing is skimmed off your credit, and nothing extra is added at the checkout — the **Total to pay** shown on the page is exactly what you are charged.

Step 1 — open the Add funds tab

1. Sign in and open https://onflowads.com/telegram/dashboard/wallet.
2. The **Add funds** tab is selected by default. (You can also click the **Add funds** button in the balance panel, or use the **Wallet** tab at https://onflowads.com/account.)
3. The card is headed **Add funds**, with the line *"Pick a payment method, then choose how much to add."* and a **Secure checkout · PDF receipt emailed** badge.

Step 2 — choose a payment method

The methods appear as selectable cards under **Payment method**. A method only appears while it is enabled on the platform.

Card title	Card subtitle	Billed in	Amount you can add per top-up	Processed by
UPI / Card	"UPI, cards & netbanking"	Indian Rupees (INR)	₹1,000.00 to ₹25,000.00	Razorpay, as a secure overlay on the page
Cryptocurrency	"USDT, BTC & more"	US Dollars (USD)	$20.00 to $5,000.00	OxaPay, on a hosted checkout page

Selecting a card reveals the amount panel underneath it and switches the whole form — currency symbol, quick amounts, limits and the pay button label — to that method.

> ⚠ **NO PAYMENT METHODS SHOWN?**
>
> If the **Add funds** area stays empty, no top-up method is currently live on the platform. Top-ups are temporarily unavailable; check back later or contact support@onflowads.com.

Step 3 — enter the amount you want added

- Type into the **Amount** field, or tap one of the **quick amount** chips.
- The hint under the field always states the rules for the selected method, in the form: *"Min ₹1,000.00 · Max ₹25,000.00 credited · 9% fee (min ₹200.00) added on top"*. The percentage in that hint is **your plan's rate**, so it is lower if you hold a paid tier.
- The limits apply to the **amount credited** — the number you type — not to the total you pay. The total will land above the maximum by the amount of the fee, and that is correct.
- If a **deposit bonus** is running on the selected method, its ladder appears here too, and the rung your amount has reached is highlighted as you type. See Deposit Bonuses.

Step 4 — read the breakdown

As soon as you type a valid amount, a live breakdown box appears:

Row	Meaning
Adding to wallet	The amount you asked to add.
Platform fee	The platform commission, added on top. The row names the percentage your plan pays.
Payment processing fee	A pass-through payment-processing charge. This row is only shown when such a fee applies to your payment; when it is zero it is hidden.
Deposit bonus	Extra credit earned by the size of your deposit. Only shown when your amount qualifies.
Total to pay	Exactly what the checkout will collect.
Credited to wallet	The USD value that lands in your balance, including any bonus.

Beneath the rows is a plain-language note confirming the same thing, for example: *"You are credited the full $100.00. Fees are added on top — $109.00 is exactly what you will be charged, with nothing added at checkout."*

How the fee is calculated

- The platform fee is **a percentage of the amount you are adding**, and that percentage is **set by your plan** — Free pays the most, the top two rungs the least. The current rates, the effect of upgrading, and worked examples are in Deposit Fees and Your Plan.
- Whatever your rate, the fee is subject to a per-method minimum: **₹200.00** on the UPI rail and **$2.00** on the crypto rail.
- On a small top-up the minimum can bind, so the fee works out as more than your plan's percentage in effective terms. Your invoice states the honest effective percentage, with your plan's own rate named underneath it.
- The figures shown in the breakdown come from the platform's own pricing, and the server recalculates the identical numbers before charging anything — so the preview can never disagree with what is collected.

- Your rate and any bonus are **frozen onto the order** when the payment is created, so nothing that changes while you are at the checkout can reprice a payment already in flight.

> **IF THE NUMBERS LOOK STALE**
>
> If you leave the page open for a long time and the page falls out of date, starting a payment returns **"Please refresh the page and try again."** This is a deliberate safety net: it prevents you being quoted one total and charged another. Refresh and start the top-up again.

Step 5 — confirm your age, then pay

Every top-up raises a **Confirm before you pay** dialog before any payment is started:

- Lead text: *"Before continuing to the payment page, please confirm the following."*
- A checkbox: *"I confirm that I am at least 18 years old, or that I have reached the age at which I am legally allowed to make real payments online to merchants in my jurisdiction."*
- Buttons: **Cancel** and **Continue to payment**. **Continue to payment** stays disabled until the box is ticked.

This confirmation is required on every top-up and cannot be skipped. Pressing Escape or clicking outside the dialog cancels it, and nothing is charged.

From here the flow differs by method — follow Top Up with UPI or Card or Top Up with Cryptocurrency.

What happens after a successful top-up

1. Your wallet is credited the **full amount you entered**, in USD. On the UPI rail the conversion uses the exchange rate locked when you started the payment.
2. The page shows: **"Payment successful — your wallet has been topped up. A receipt is on its way to your email."** Your balance and the Activity list refresh immediately.
3. The credit appears in **Activity** as a green credit with the reason **"Wallet top-up"**.
4. A branded **receipt email with a PDF invoice** is sent to your account email — see Invoices and Receipts.
5. A notification is recorded in your notification centre, and sent to Telegram if you have the bot connected.

6. If the amount qualified for a **deposit bonus**, that extra credit is granted in the same moment as the deposit and appears in Activity as its own credit reading *Deposit bonus* — see Deposit Bonuses. A qualifying deposit may also grant bonus **Boost Credits**, which land in the separate Boost Credits pocket.
7. The top-up counts toward your **lifetime funding**, which earns a standing member rate on Paid-Promotions purchases.

> **TOPPED-UP MONEY IS SPENDABLE, NOT WITHDRAWABLE**
>
> Funds you add can be spent on any paid service on the platform, but they cannot be cashed back out through a withdrawal — only Paid-Promotions earnings can. If you change your mind shortly after a top-up and have not spent any of it, see Requesting a Top-up Refund.

If a payment does not complete

What you see	What it means
"Checkout closed before payment. You have not been charged."	You dismissed the payment overlay. Nothing was collected.
"That payment didn't go through. You have not been charged."	The attempt failed at the payment provider, or the order expired. Nothing was credited or collected.
"Payment received — we're still confirming it. Your balance will update shortly."	The money is in but the provider has not finalised confirmation yet. It resolves on its own.
"You left the checkout before it finished..."	You used the browser Back button. If you had already paid it will still credit; if not, you have not been charged.
"Confirming your payment..."	You have just returned from a checkout and we are checking the outcome with the provider.

Every one of these, plus error messages, is covered in Payment Troubleshooting.

Rules that apply to every top-up

- **You must be signed in.** Top-ups are always tied to your account; there is no guest top-up.
- **Age confirmation is mandatory** on every attempt.
- **Limits are per top-up**, not per day. To add more than a method's maximum, make more than one top-up.
- **Payments are confirmed twice over.** The provider notifies our servers directly, and your return to the wallet page triggers a second check. The two converge on a single credit, so a payment can never be credited twice or lost between them.
- **Top-ups keep settling during maintenance.** Even if part of the site is temporarily down for maintenance, a payment already in flight is still confirmed and credited.
- **Wallet actions are rate-limited** for safety. If you start a great many top-ups in a short period you may see "Too many attempts. Please wait a minute and try again."

FAQ

Which method should I choose? If you are paying from an Indian bank account, UPI or card is the simplest. If you hold crypto, or you are outside India, the cryptocurrency rail avoids currency conversion entirely because it bills in USD.

Can I top up an exact amount like $47.50? Yes, as long as it is inside the method's limits. The quick-amount chips are shortcuts, not the only choices.

Is the fee taken out of what I receive? No. You always receive the full amount you typed; the fee is added on top of what you pay.

Why is my fee percentage different from someone else's? Because the deposit fee follows the plan on your account. See Deposit Fees and Your Plan.

Will my card statement match the total shown? Yes. The **Total paid** on your invoice is the figure your bank, card or crypto statement should show, to the cent.

Can someone else top up my wallet? The payment can be made from any payment instrument, but the top-up credits the account that is signed in and started it.

Next: pick your rail — Top Up with UPI or Card or Top Up with Cryptocurrency.

WALLET & PAYMENTS

Deposit Fees and Your Plan

Deposit Fees and Your Plan

Every top-up carries a **platform fee**. Two things about it are worth understanding before you add money, because together they decide what a deposit actually costs you:

1. The fee is **added on top** of the amount you choose. You are always credited the full amount you typed.
2. The percentage is **set by the plan you hold**. Free pays the most, the top two rungs pay the least, and upgrading lowers it for every deposit you make afterwards.

Fees are added on top, never taken out

Top-up pricing on Onflow Ads is **additive**. The number you type into the **Amount** field is the amount that reaches your wallet, in full. The fee is stacked on top of it, and the checkout collects the sum of the two.

That is the opposite of how many platforms work. There is no version of a top-up here where you ask for 100 and receive 92.

A worked example

Say you are on the **Plus** plan and you top up **$100** on the crypto rail, at the current Plus rate of 6%:

Line on the page	Amount
Adding to wallet	$100.00
Platform fee (6%)	$6.00
Total to pay	**$106.00**
Credited to wallet	**$100.00**

You are charged $106.00. Your balance goes up by $100.00. Nothing is skimmed off the deposit, and nothing extra is added at the checkout — the **Total to pay** line is exactly what

the payment provider collects.

The same example on **Free**, at the current Free rate of 9%, would be a $9.00 fee and a $109.00 total, still crediting $100.00.

> **THE LIMITS APPLY TO THE CREDIT, NOT THE TOTAL**
>
> The per-top-up minimum and maximum bound the amount **credited** — the number you type. Because the fee is added on top, the total you pay for a maximum-sized top-up lands above the maximum. That is correct and expected.

The two fees on a top-up

Fee	What it is	How it is worked out
Platform fee	The Onflow Ads commission on the deposit.	A percentage of the amount you are adding, set by your plan, subject to a per-method minimum.
Payment processing fee	A pass-through charge from the payment rail, when one applies.	A percentage of the deposit plus the platform fee. It is currently zero on both rails, so the row is hidden.

Both are shown as their own line in the breakdown before you pay, and both appear on your PDF invoice. See Invoices and Receipts.

The minimum fee

Each payment method carries a floor under the platform fee:

- **UPI / Card:** ₹200.00 minimum
- **Cryptocurrency:** $2.00 minimum

On a small top-up the floor can bind. A $20 deposit on Free would be 9% of $20, or $1.80 — below the $2.00 floor, so the fee charged is $2.00 and the effective rate works out at 10%.

Your invoice always names the **effective** percentage in the fee row, with your plan's own rate printed underneath it whenever the two differ, so the number you read is the honest

one rather than the flattering one.

The plan fee ladder

The deposit fee percentage comes from the plan on your account. These are the current rates, and the rate that applies to you is shown on the payment page every time you top up:

Plan	Deposit fee, current rate
Free	9%
Lite 🔹	7.5%
Plus 🔸	6%
Elite 💠	5%
Master 👑	4%
Ultimate ⭐	4%

> **THESE RATES CAN CHANGE**
>
> The ladder above is the **current** configuration, not a fixed contractual schedule. Onflow Ads can adjust any rung. Whatever the rates are on the day you pay, the percentage that applies to you is shown in the breakdown before you confirm, and printed on your invoice afterwards — treat those two as the authority, not this table.

How your plan is read

- Your rate follows the plan your account holds **right now**, resolved the same way every other paid feature reads it.
- An **expired** membership reads as Free, so the Free rate applies again once a term ends.
- **Referral Premium** (🌟) is an earned look, not a rung on the ladder. It pays the Free rate.
- If you are **signed out**, the page previews the Free rate. It never previews a discount your account has not got, so the figure can only ever move down once you sign in.

What upgrading actually saves

Because the fee is a straight percentage of what you deposit, the saving scales with how much you fund:

You deposit, per month	Fee on Free (9%)	Fee on Plus (6%)	Difference
$500	$45.00	$30.00	$15.00
$2,000	$180.00	$120.00	$60.00
$5,000	$450.00	$300.00	$150.00

Upgrading takes effect immediately, so the very next top-up after an upgrade is priced at the new rung. Deposit fees are only one of the things a plan changes — the marketplace commission and the withdrawal fee move on the same ladder. The full side-by-side ladder is published at onflowads.com/pricing, and the **Plans and Premium Tiers** section of this guide covers each rung in detail.

Where you see your rate

- **On the payment page.** The hint under the **Amount** field states your percentage and the method's minimum fee, and the live breakdown names it again on the **Platform fee** row.
- **In the confirmation.** The **Total to pay** line is the exact figure the checkout will collect.
- **On your invoice.** The fee row carries the effective percentage, with your plan rate named beneath it when the minimum fee has pushed the effective rate higher.

Your rate is locked when you start the payment

The percentage is frozen onto your order the moment the payment is created, and the server prices the charge from that frozen figure rather than from live configuration. A rate change, a plan purchase, or a membership expiring while you are on the checkout cannot reprice a payment already in flight.

If you leave the page open long enough to go out of date, starting a payment returns **"Please refresh the page and try again."** rather than quoting you one total and charging another.

FAQ

Is the fee taken out of what I receive? No. You are credited the full amount you typed. The fee is added on top of what you pay.

Why is my effective fee higher than my plan rate? The per-method minimum fee has bound — see The minimum fee above. It only happens on small top-ups.

I just upgraded. Do I need to do anything for the new rate? No. Reload the wallet page and the new percentage is already in the breakdown.

Does a bigger deposit get a lower percentage? The percentage itself is set by your plan, not by the size of the deposit. Larger deposits are rewarded through Deposit Bonuses instead.

Do both payment methods charge the same percentage? Yes. Your plan rate applies on both rails; only the minimum fee differs, because each rail bills in its own currency.

Will my bank statement match the total shown? Yes, to the cent. The **Total paid** on your invoice is the figure your bank, card or crypto statement should show.

Next: Deposit Bonuses — the extra credit larger deposits can earn on top of everything on this page.

WALLET & PAYMENTS

Deposit Bonuses

Deposit Bonuses

A **deposit bonus** is extra credit added to your wallet on top of a qualifying top-up. It costs you nothing: it is not a discount on the fee and not part of what you are charged, it is simply more money in your balance than you paid for.

Bonuses run as a **ladder of thresholds** on the amount you are depositing. Reach a rung, and that rung's bonus is granted the moment your deposit credits.

> **BONUSES ARE PROMOTIONAL AND CHANGE OVER TIME**
>
> There is no permanent bonus schedule. Bonuses are switched on, adjusted and switched off as promotions run, and they are configured separately for each payment method. The bonuses live **right now** are always shown on the payment page before you pay — that display is the authority, and this page explains how to read it.

Crypto is where the best bonuses live

Bonus ladders are set **per payment rail**, and the two rails do not carry the same offers.

The cryptocurrency rail costs the business less to run than the card and UPI rail, and the bonus ladder is the main way that saving is passed back. In practice that means the crypto rail is where the strongest deposit bonuses sit, and it is worth checking the crypto ladder before you top up even if you normally pay by card.

The UPI and card rail may carry its own bonuses, and may carry none at all. Select each method on the wallet page and compare what the page shows for the amount you had in mind.

How thresholds work

Each rung of a ladder is a **minimum deposit** and a bonus attached to it. For example, a ladder might read:

Deposit at least	Bonus
$500	+$25
$1,000	+$60

Two rules decide what you get.

1. The bonus is matched on the amount you are depositing — the number you type, the amount that will be credited. It is not matched on the fee-inclusive total you pay, so adding the fee on top never carries you up a rung.

2. Only the highest rung you reach applies. Rungs never stack. You earn one bonus per deposit, or none.

A worked example

Against the ladder above, deposit **$1,501**:

- You have passed the $500 rung and the $1,000 rung.
- The highest one you reached is **$1,000**, so you earn the **$1,000 rung's bonus** — and only that one.
- You do **not** earn $25 plus $60. The rungs are not added together.
- Passing $1,000 by $501 does not earn anything extra either. Until the ladder has a higher rung, everything above $1,000 is bonused at the $1,000 rate.

So it is always worth checking how close you are to the next rung before you confirm. Depositing $980 against that ladder earns the $500 bonus; another $20 would move you to the $1,000 one.

Fixed-amount and percentage bonuses

A rung can be written either way, and the payment page labels which it is:

Kind	What it means	Example on a $2,000 deposit
Fixed amount	A flat sum, the same however far above the rung you deposit.	A rung reading "+$60 bonus" grants $60.
Percentage	A share of the amount you are depositing, so it grows with the deposit.	A rung reading "+5% bonus" grants $100.

A percentage bonus is calculated on the deposit itself, never on the fee-inclusive total, and is rounded to the nearest whole cent (or paise on the UPI rail).

The two kinds can appear on the same ladder — a small fixed bonus on a low rung and a percentage on a high one is a common shape.

Where the current bonuses are shown

You never have to guess whether a bonus is running.

- **On the payment page.** Selecting a payment method shows that rail's bonus ladder, and the rung your current amount has reached is highlighted as you type.
- **In the breakdown, before you pay.** A qualifying amount adds a bonus line to the live breakdown, so you can see the extra credit before you confirm anything.
- **On your invoice.** A granted bonus appears as a **Deposit bonus** line, printed *below* the **Total paid** figure with the note "Extra credit — not part of what you paid", because it is not something you were charged for.
- **In your wallet Activity.** The bonus lands as its own green credit with the reason **Deposit bonus**, separate from the "Wallet top-up" credit.

If no ladder is shown for a method, there is no bonus on that rail at the moment.

When the bonus is granted

- The bonus is **locked in when you start the payment**, at the same moment as your fee rate. A promotion ending while you are on the checkout cannot take away a bonus you were already quoted.
- It is credited **in the same transaction as the deposit itself**, so it can never land twice, and it can never land without the deposit.

- If a top-up does not complete, no bonus is granted — there is nothing to attach it to.

What bonus credit can and cannot do

- Bonus credit is **spendable on anything** on the platform, exactly like the rest of your wallet balance.
- It is **not withdrawable**. Like topped-up money, promotional credit stays in-platform; only Paid-Promotions earnings can be cashed out. See Your Balance and Transaction History.
- It does **not** count toward your **lifetime funding**, which tracks the money that actually arrived. Your deposit does; the bonus on top of it does not.
- It is **not part of a refund**. A top-up refund is quoted on the amount you deposited, never on the bonus granted with it — promotional credit is not paid out to an external destination. See Requesting a Top-up Refund.

> **TWO DIFFERENT THINGS ARE CALLED A DEPOSIT BONUS**
>
> Some deposits also grant **Boost Credits** — a separate promotional pocket that is auto-applied to Boost orders and cannot be spent on anything else. That is a different scheme from the wallet deposit bonus described on this page, and the two can run at the same time. Boost Credits appear in the **Boost Credits** stat tile on the wallet page, not in your spendable cash balance.

FAQ

Do I have to claim a bonus, or enter a code? No. There are no codes. If your amount reaches a rung, the bonus is applied automatically.

Can I combine two rungs by making one big deposit? No — a single deposit earns one rung, the highest it reaches.

Can I combine rungs by making several deposits? Each deposit is matched on its own amount, so two $500 deposits each earn the $500 rung rather than one $1,000 rung. Whether that beats a single larger deposit depends on the ladder in front of you — compare the rungs shown on the page.

Does the bonus reduce my platform fee? No. The fee is worked out on the amount you are depositing, as described in Deposit Fees and Your Plan. The bonus is added afterwards, on the credit side.

Does my plan change the bonus? No. Bonus rungs are the same for everyone on a given rail. Your plan sets the deposit **fee**, not the bonus.

I deposited in rupees. What is my bonus worth? UPI bonuses are quoted in rupees, and converted to USD at the same exchange rate locked for your deposit — so a later rate move cannot change what the bonus is worth, just as it cannot change your credit.

I qualified but no bonus appeared. Check the invoice for the top-up: if it carries no **Deposit bonus** line, none was attached to that order. Contact support@onflowads.com with the order reference from your receipt and it can be looked into.

Next: Top Up with UPI or Card or Top Up with Cryptocurrency — the two rails, step by step.

WALLET & PAYMENTS

Top Up with UPI or Card

Top Up with UPI or Card

The **UPI / Card** method lets you add money to your Onflow Ads wallet from an Indian bank account, using UPI, a debit or credit card, or netbanking. It is billed in **Indian Rupees (INR)** and converted to the USD your wallet is held in.

Why you would use this

- You are paying from an Indian bank, UPI app or card.
- You want the payment to complete in seconds, without leaving the Onflow Ads page.
- You want a rupee-denominated invoice you can hand to your accountant.

If you hold cryptocurrency, or you are outside India, see Top Up with Cryptocurrency instead.

At a glance

Card title on the page	UPI / Card — "UPI, cards & netbanking"
Billed in	Indian Rupees (INR)
Minimum you can add	₹1,000.00
Maximum you can add	₹25,000.00
Platform fee	Your plan's percentage of the amount added — 9% on Free, lower on every paid tier — minimum ₹200.00, added on top
Quick amounts	₹1,000 · ₹2,500 · ₹5,000 · ₹10,000 · ₹25,000
Pay button	**Pay with UPI / Card**

Processed by	Razorpay, as a secure overlay on the Onflow Ads page
Wallet credited in	USD, at the exchange rate locked when you start the payment

The minimum and maximum apply to the **amount credited** — the number you type — not to the total you pay. Because fees are added on top, the total for a ₹25,000 top-up is above ₹25,000, and that is correct.

Step by step

1. **Sign in** and open https://onflowads.com/telegram/dashboard/wallet. The **Add funds** tab opens by default.
2. Under **Payment method**, select the **UPI / Card** card. The amount panel appears below it, the currency symbol changes to **₹**, and the field label becomes **Amount (INR)**.
3. **Enter the amount you want added**, in rupees — type it into **Amount (INR)** or tap a quick-amount chip. The hint under the field reads: *"Min ₹1,000.00 · Max ₹25,000.00 credited · 9% fee (min ₹200.00) added on top"*. The percentage is the one your plan pays — see Deposit Fees and Your Plan.
4. **Review the breakdown** that appears as you type:
   - **Adding to wallet** — your rupee amount.
   - **Platform fee** — your plan's percentage, added on top.
   - **Deposit bonus** — extra credit, shown only when your amount reaches a bonus rung. See Deposit Bonuses.
   - **Payment processing fee** — only shown if one applies.
   - **Total to pay** — the rupee figure the checkout will collect.
   - **Credited to wallet** — the USD equivalent that will land in your balance.
   - A note confirming the rate, for example: *"₹5,000.00 is credited in full, converted at 1 USD = ₹86.00. Fees are added on top — ₹5,450.00 is exactly what you will be charged, with nothing added at checkout."*
5. Click **Pay with UPI / Card**. If the amount is outside the limits the button stays disabled and the page shows *"Enter between ₹1,000.00 and ₹25,000.00 to add."*
6. In the **Confirm before you pay** dialog, tick the age confirmation checkbox, then click **Continue to payment**.
7. The page briefly shows **"Starting secure checkout..."**, then the **Razorpay** secure checkout opens as an overlay on the page — you never leave Onflow Ads.

8. In the overlay you will see the merchant name **Onflow Ads** and a description repeating your figures, for example *"₹5,000.00 added · ₹450.00 platform fee"*. Your account email is pre-filled where possible. Pay with UPI, a card, or netbanking.
9. When the payment completes, the overlay closes and the page shows **"Payment successful — your wallet has been topped up. A receipt is on its way to your email."** Your balance and the Activity list refresh straight away.

How the INR to USD conversion works

Your wallet is held in USD, but this method bills in INR, so a conversion happens:

- The conversion applies to the amount you are **adding**, never to the fee-inclusive total.
- The exchange rate is **locked at the moment you start the payment**. If the market moves while you are paying, the USD credit you were promised on screen is still exactly what lands in your wallet.
- The locked rate is printed in the breakdown note, in your receipt email, and as a footnote on your PDF invoice.
- Rates come from live market sources and are refreshed through the day. See Currencies and Exchange Rates.

> ⚠ **IF THE RATE IS BRIEFLY UNAVAILABLE**
>
> This rail needs a live INR rate to promise you a credit. If the rate cannot be read, the breakdown shows *"Live exchange rate is loading — please try again in a moment."* and the pay button stays disabled; starting a payment anyway returns *"The exchange rate is briefly unavailable. Please try again shortly."* This is rare and momentary — wait a minute and retry.

What happens after you pay

1. Your wallet is credited the full rupee amount you entered, expressed in USD at the locked rate.
2. **Activity** gains a green credit with the reason **"Wallet top-up"**.
3. A branded receipt email with a **PDF invoice** attached is sent to your account email — see Invoices and Receipts.
4. A notification is recorded in your notification centre.
5. If your amount reached a **deposit bonus** rung, the bonus credit is granted in the same moment as the deposit — see Deposit Bonuses. A qualifying deposit may also grant bonus **Boost Credits**.

6. The credited money is **spendable but not withdrawable** — see Your Balance and Transaction History.

Outcomes and what they mean

Message on the page	What happened	What to do
"Payment successful — your wallet has been topped up. A receipt is on its way to your email."	Paid and credited.	Nothing. Spend away.
"Checkout closed before payment. You have not been charged."	You dismissed the Razorpay overlay before paying.	Click **Pay with UPI / Card** again when ready.
"That payment didn't go through. You have not been charged."	The payment failed at the provider — for example a declined card or a failed UPI collect.	Try again, or use a different instrument.
"Payment received — we're still confirming it. Your balance will update shortly."	The money is in but confirmation has not finalised.	Wait a few minutes and reload the wallet page.
"Confirming your payment..."	We are checking the outcome with the provider.	Wait for it to resolve.

YOUR PAYMENT CAN ONLY BE CREDITED ONCE

Confirmation converges from two directions — the payment provider notifies our servers directly, and your browser returning to the wallet page triggers a second check. Both paths lead to a single, exactly-once wallet credit, so a payment can never be double-credited or lost between them.

Errors you might see

Message	Why	Fix
"Enter between ₹1,000 and ₹25,000 to add to your wallet."	Your amount is outside the limits for the amount credited.	Enter an amount inside the range.
"Enter a valid amount."	The amount could not be read as a number.	Re-type the amount using digits only.
"Please sign in to continue."	Your session expired.	Sign in again and restart the top-up.
"Please confirm you meet the minimum legal age to pay online before continuing."	The age confirmation was not given.	Tick the box in **Confirm before you pay**, then click **Continue to payment**.
"Please refresh the page and try again."	The page had gone out of date.	Refresh with Ctrl+R (Cmd+R on a Mac) and start again.
"Top-up isn't available right now."	The UPI rail is not currently live on the platform.	Try the cryptocurrency method, or check back later.
"Payment module is still loading — please try again in a moment."	The secure checkout script had not finished loading.	Wait a couple of seconds and click the pay button again.
"Couldn't open the payment page. Please try again." / "Couldn't start the payment. Please try again."	The checkout could not be opened or the order could not be created.	Retry; if it persists, contact support.

Message	Why	Fix
"Network error — please try again."	Your connection dropped mid-request.	Check your connection and retry.
"Too many attempts. Please wait a minute and try again."	Wallet actions are rate-limited for safety.	Wait a short while, then retry.

Edge cases

I closed the browser tab right after paying. Your payment still credits. The provider notifies our servers independently of your browser, so closing the tab cannot lose a confirmed payment. Reopen the wallet page a few minutes later to see the credit and check your email for the receipt.

My bank shows a deduction but the payment reported as failed. Banks routinely place and then auto-reverse a hold on a failed attempt. If the money has not returned within a few hours, contact support@onflowads.com with the date, amount and any reference — a genuinely failed charge is traced and refunded in full.

I was charged more than the Total to pay. That should never happen: the total we quote is the entire charge, and nothing is added at the checkout. If your statement shows more, send us your invoice number and the statement line and we will investigate immediately.

I paid twice by mistake. Each top-up is a separate order and both will credit. A duplicate charge for the *same* order is refunded in full — see Refunds.

Can I get the money back to my bank? Only through a top-up refund request, only within 12 hours, and only if none of it has been spent. A UPI or card refund always goes back to the original payment method. See Requesting a Top-up Refund.

FAQ

Do I need an Indian bank account? This rail is designed for Indian UPI, cards and netbanking. If your instrument is not accepted, use Top Up with Cryptocurrency.

Why is my wallet credited in dollars when I paid rupees? All Onflow Ads balances are held in USD so that prices are the same for everyone. The rupees you add are converted at the

rate locked when you start the payment, and that rate is printed on your invoice.

Can I pay in rupees without the conversion? No — the wallet itself is a USD balance. You can still *display* your balance in rupees at any time; see Currencies and Exchange Rates.

Why is the fee more than my plan's percentage on a small top-up? Because of the ₹200.00 minimum fee. Your invoice shows the effective percentage, with your plan's own rate named beneath it, so the figure you see is the honest one.

Where is my invoice? Emailed automatically, with a PDF attached, the moment the credit lands. See Invoices and Receipts.

Next: Invoices and Receipts — how to read the receipt and PDF invoice your top-up just generated.

WALLET & PAYMENTS

Top Up with Cryptocurrency

Top Up with Cryptocurrency

The **Cryptocurrency** method lets you add money to your Onflow Ads wallet by sending crypto — USDT, BTC and other coins — to a hosted checkout. It is billed **directly in US Dollars**, so there is no currency conversion on our side at all.

Why you would use this

- You hold crypto and would rather pay with it than with a card.
- You are outside India, where the UPI and card rail is not available to you.
- You want the amount you pay and the amount you are credited to be in the same currency, with no exchange-rate step.

If you are paying from an Indian bank account, see Top Up with UPI or Card instead.

At a glance

Card title on the page	Cryptocurrency — "USDT, BTC & more"
Billed in	US Dollars (USD)
Minimum you can add	$20.00
Maximum you can add	$5,000.00
Platform fee	Your plan's percentage of the amount added — 9% on Free, lower on every paid tier — minimum $2.00, added on top
Quick amounts	$20 · $50 · $100 · $500 · $1,000
Pay button	**Pay with Crypto**

Processed by	OxaPay, on a hosted checkout page
Currency conversion	None — you are billed in USD and credited in USD

The minimum and maximum apply to the **amount credited** — the number you type — not to the total you pay. The invoice total will land above the maximum by the amount of the fee, and that is correct.

Step by step

1. **Sign in** and open https://onflowads.com/telegram/dashboard/wallet. The **Add funds** tab opens by default.
2. Under **Payment method**, select the **Cryptocurrency** card. The amount panel appears, the currency symbol becomes **$**, and the field label becomes **Amount (USD)**.
3. **Enter the amount you want added**, in dollars — type it into **Amount (USD)** or tap a quick-amount chip. The hint under the field reads: *"Min $20.00 · Max $5,000.00 credited · 9% fee (min $2.00) added on top"*. The percentage is the one your plan pays — see Deposit Fees and Your Plan.
4. **Review the breakdown**:
   - **Adding to wallet** — your dollar amount.
   - **Platform fee** — your plan's percentage, added on top.
   - **Deposit bonus** — extra credit, shown only when your amount reaches a bonus rung. The crypto rail is where the strongest bonuses usually sit. See Deposit Bonuses.
   - **Payment processing fee** — only shown if one applies.
   - **Total to pay** — the invoice total.
   - **Credited to wallet** — the same dollar amount you typed, because there is no conversion.
   - A note reading, for example: *"You are credited the full $100.00. Fees are added on top — $109.00 is exactly what you will be charged, with nothing added at checkout."*
   - If your **display currency** is set to Indian Rupees, an extra line shows the approximate rupee value of the total at today's rate, so you know roughly what you are spending in your own currency. That line is informational only — the invoice is in USD.

5. Click **Pay with Crypto**. If the amount is outside the limits the button stays disabled and the page shows *"Enter between $20.00 and $5,000.00 to add."*
6. In the **Confirm before you pay** dialog, tick the age confirmation checkbox, then click **Continue to payment**.
7. The page shows **"Creating your crypto invoice..."**, then **"Redirecting you to the secure crypto checkout..."**, and you are taken to the hosted checkout.
8. **On the hosted checkout**, choose the coin and network you want to pay with. You are shown an address (and usually a QR code) and the exact amount to send. Send the payment from your wallet or exchange.
9. When you return to Onflow Ads, the wallet page shows **"Confirming your payment..."** while the outcome is checked, then **"Payment successful — your wallet has been topped up. A receipt is on its way to your email."** once your transaction is confirmed on the network.

> **SEND THE FULL INVOICE AMOUNT**
>
> A crypto invoice is only credited once the **full** amount is confirmed on the network. Underpaid invoices are **not** credited. This most often happens when your sending wallet or exchange deducts its own network fee from the amount you entered — so enter an amount that leaves the full invoice total arriving. Always send exactly what the checkout asks for.

> **THE INVOICE HAS A TIME LIMIT**
>
> A crypto invoice is valid for a limited window (currently 60 minutes) from the moment it is created. If you do not pay within that window the invoice expires, the top-up is dropped, and nothing is charged. Simply start a new top-up.

Which coins and networks can I use?

The hosted checkout presents the coins and networks it currently supports — USDT, BTC and others. Pick the pair you actually hold, and always send on the **same network** the checkout shows you. Sending on a different network, or sending a different coin to an address, can lose the funds permanently and cannot be reversed by us or by the processor.

What happens after you pay

1. Once the network confirms your transaction in full, your wallet is credited the exact dollar amount you entered.
2. **Activity** gains a green credit with the reason **"Wallet top-up"**.

3. A branded receipt email with a **PDF invoice** attached is sent to your account email — see Invoices and Receipts.
4. A notification is recorded in your notification centre.
5. If your amount reached a **deposit bonus** rung, the bonus credit is granted in the same moment as the deposit — see Deposit Bonuses. A qualifying deposit may also grant bonus **Boost Credits**.
6. The credited money is **spendable but not withdrawable** — see Your Balance and Transaction History.

Confirmation time depends on the coin and network you chose, not on Onflow Ads. Some settle in under a minute; others take longer.

Outcomes and what they mean

Message on the page	What happened	What to do
"Payment successful — your wallet has been topped up. A receipt is on its way to your email."	Paid in full, confirmed, and credited.	Nothing.
"Payment received — we're still confirming it. Your balance will update shortly."	You completed the checkout but the network confirmation has not finalised.	Wait, then reload the wallet page.
"You left the checkout before it finished. If you've already sent the payment it will credit once the network confirms it — otherwise you have not been charged."	You used the browser Back button instead of finishing at the checkout.	If you sent the payment, wait for it to confirm. If not, start again.
"That payment didn't go through. You have not been charged."	The invoice failed or expired without a full payment.	Start a new top-up.

Message on the page	What happened	What to do
"Confirming your payment..."	We are checking the outcome with the processor.	Wait for it to resolve.

LEFT THE CHECKOUT WITH THE BACK BUTTON?

The wallet page never guesses. When you come back it asks our servers what actually happened to your order, so you are told the truth either way: if you had already sent the payment it credits once the network confirms it, and if you had not, you were not charged.

Errors you might see

Message	Why	Fix
"Enter between $20.00 and $5,000.00 to add to your wallet."	Your amount is outside the limits for the amount credited.	Enter an amount inside the range.
"Enter a valid amount."	The amount could not be read as a number.	Re-type the amount using digits only.
"Please sign in to continue."	Your session expired.	Sign in again and restart the top-up.
"Please confirm you meet the minimum legal age to pay online before continuing."	The age confirmation was not given.	Tick the box in **Confirm before you pay**.
"Please refresh the page and try again."	The page had gone out of date.	Refresh and start again.
"Crypto top-up isn't available right now."	The crypto rail is not currently live on the platform.	Try UPI or card, or check back later.

Message	Why	Fix
"Couldn't start the payment: ..." / "Couldn't start the payment right now. Please try again."	The invoice could not be created at the processor.	Retry in a moment; if it persists, contact support.
"Network error — please try again."	Your connection dropped mid-request.	Check your connection and retry.
"Too many attempts. Please wait a minute and try again."	Wallet actions are rate-limited for safety.	Wait a short while, then retry.

Edge cases

I sent less than the invoice amount. Underpaid invoices are not credited. Contact support@onflowads.com with your order reference and the transaction hash so it can be looked into.

I sent slightly more than the invoice amount. A small overpayment — for example rounding, or padding added by your wallet — is tolerated and the invoice settles normally. You are credited the amount you asked for, not the overage.

I paid after the invoice expired. Contact support with your order reference and transaction hash. Do not assume it will credit automatically.

I sent on the wrong network, or sent the wrong coin. Crypto transfers cannot be reversed. Contact support with the details straight away; recovery may not be possible.

I closed the tab right after sending. Your payment still credits. The processor notifies our servers independently of your browser, so closing the tab cannot lose a confirmed payment.

Can I get crypto back out again? Only through a top-up refund request, only within 12 hours, and only if none of it has been spent — and a crypto refund is paid to a fresh **USDT BEP-20 (BSC)** address you supply, net of fees. See Requesting a Top-up Refund.

FAQ

Is there an exchange-rate risk? Not on our side. The invoice is denominated in USD and your wallet is credited in USD. The processor handles converting whichever coin you send.

Does the processor add its own fee to my invoice? No. The invoice is created for exactly the total shown on the wallet page.

Why is the fee more than my plan's percentage on a small top-up? Because of the $2.00 minimum fee. Your invoice shows the effective percentage, with your plan's own rate named beneath it, so the number you see is the honest one.

How long until my balance updates? As soon as the network confirms your transaction in full. That is usually minutes, but it depends entirely on the coin and network you chose.

Where is my invoice? Emailed automatically, with a PDF attached, the moment the credit lands. See Invoices and Receipts.

Next: Invoices and Receipts — how to read the receipt and PDF invoice your top-up just generated.

WALLET & PAYMENTS

Invoices and Receipts

Invoices and Receipts

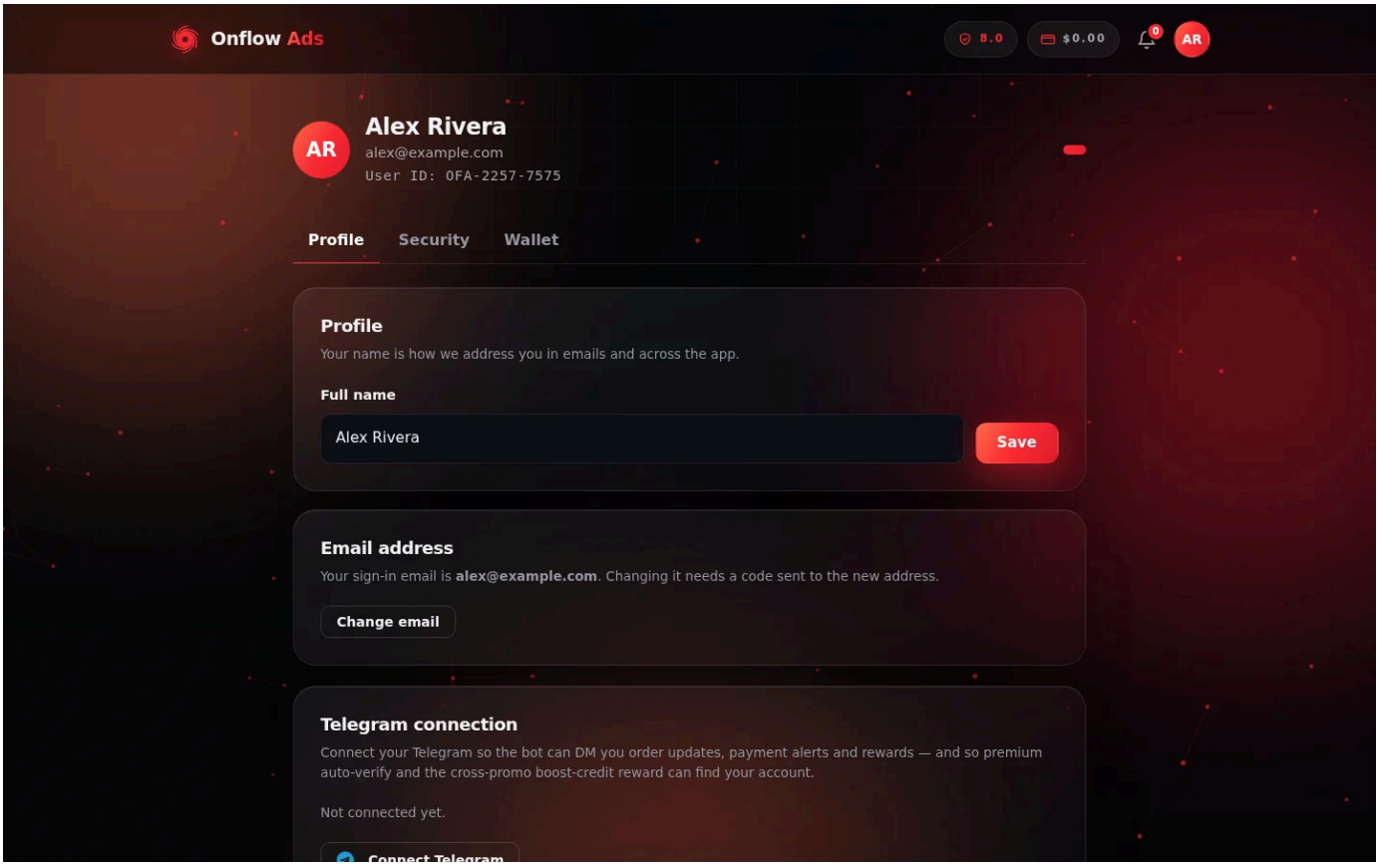
Every time a wallet top-up is credited, Onflow Ads emails you a **branded receipt with a PDF invoice attached**. It is sent automatically to your account email address the moment the credit lands — you never have to request it.

Why you would use this

- To reconcile a charge on your bank, card or crypto statement.
- To claim the spend as a business expense.
- To give support an exact reference when something needs looking into.

> **GET YOUR EMAIL RIGHT BEFORE YOU PAY**
>
> Make sure the email address on your account is correct and verified before topping up, so your invoices reach you. You can check it on the **Profile** tab at https://onflowads.com/account.

Your receipts are sent to the address shown there, so it is worth a look before your first top-up:



Account settings, Profile tab. The Email address card shows where your receipts will be sent, and Change email sends a code to the new address to confirm it.

When an invoice is issued

Event	Invoice issued?
A top-up is confirmed and credited	Yes — once, automatically
A top-up fails, expires, or is abandoned	No — nothing was collected
A Boost order, placement or plan is paid from your wallet	No — those are wallet spends, shown in **Activity**
A withdrawal is paid out	No — the `WD-` reference in **My withdrawals** is your record
A top-up refund is approved	No — the refund reference is shown against the request

Invoices exist for **top-ups only**, because a top-up is the point at which real money enters the platform. Everything after that is wallet movement, tracked in your Activity ledger.

The receipt email

- **Subject line:** *"Your Onflow Ads receipt — $100.00 added (OFA-2026-000123)"*
- **Header:** "Payment received", with the credited amount in large type under the label **Credited to your wallet** and a green **Payment received** badge.
- **Receipt details** table (see below).
- A closing note explaining that the fees were added **on top** of your top-up, so the full amount you added is credited and is yours to spend.
- An **Open your wallet** button linking to https://onflowads.com/account?tab=wallet.
- The **PDF invoice** attached, named after the invoice number.

Reading the receipt details

Row	What it shows
Invoice	A unique reference like `OFA-2026-000123`. Quote this when contacting support.
Date	When the top-up was credited, in Indian Standard Time (IST).
Payment method	"UPI / Card" or "Cryptocurrency".
Processor	For example "Razorpay (UPI / card / netbanking)" or "OxaPay (crypto)".
Reference	The payment order reference for that specific top-up.
Added to wallet	The amount you asked to add — credited to your wallet in full.
Platform commission (X%)	The platform fee, added on top, with the **effective** percentage shown. When that differs from your plan's own rate, the plan rate is named on the line beneath it.

Row	What it shows
Payment processing fee	Only present when a processing fee applied to your payment.
Total paid	The figure that should match your bank, card or crypto statement exactly.
Deposit bonus	Extra credit earned by the deposit, printed **below** Total paid because it is not part of what you paid. Only present when a bonus applied.
Exchange rate	On UPI or card invoices only: the rate your credit was converted at, locked at payment time.
Credited to wallet	The USD amount added to your balance.

> **WHY THE COMMISSION PERCENTAGE CAN READ ABOVE YOUR PLAN'S RATE**
>
> The platform fee is a percentage of the amount added, set by your plan, but with a per-method minimum (₹200.00 on the UPI rail, $2.00 on the crypto rail). On a small top-up that minimum binds, so the fee works out as a higher effective percentage. The invoice prints the **effective** figure rather than the nominal one, so the number you read is the honest one — and names your plan's rate underneath whenever the two differ. See Deposit Fees and Your Plan.

The PDF invoice

The attachment is a single-page **A4** document, laid out as a conventional invoice:

Area	Contents
Header	The Onflow Ads wordmark (or brand logo) and site address on the left; **INVOICE**, the invoice number, and the issue date and time on the right.

Area	Contents
Billed to panel	Your name (or your email if no name is set), your email, and your account ID.
Payment panel	The payment method, the processor, and the order reference.
PAID chip	A green chip confirming the payment was completed.
Line items	*Wallet top-up (method)* with the sub-line "Added to your wallet balance in full", then *Platform commission (X%)*, then *Payment processing fee* if one applied.
Total paid	The total collected, in the currency you were billed.
Credited to wallet	The USD amount added to your balance, highlighted.
Exchange-rate footnote	On UPI or card invoices: "Converted at 1 USD = Rs 86.00 (rate locked at payment)."
Footer	A thank-you line, a note that the receipt is computer-generated and needs no signature, and the support email.

CURRENCY SYMBOLS ON THE PDF

The PDF renders Indian Rupee amounts as `Rs 1,000.00` rather than with the ₹ symbol, for font-compatibility reasons. The HTML receipt in the email body uses ₹. The amounts are identical.

Currency on the invoice

The invoice is always presented in the currency you were actually billed:

- **UPI / card top-ups** — amounts in Indian Rupees (INR), with the credited USD amount and the locked exchange rate shown.
- **Crypto top-ups** — amounts in US Dollars (USD), with no exchange-rate line, because no conversion took place.

Your wallet **display currency** setting has no effect on invoices.

The invoice maths

Every invoice reads the same way:

```
Added to wallet  +  Platform commission  +  Processing fee (if any)  =
Total paid
```

and your wallet is credited the **Added to wallet** line in full. If any figure on your invoice does not match what your bank or exchange collected, contact support@onflowads.com with the invoice number.

Didn’t receive an invoice?

Work through these in order:

1. **Check your Activity list first.** Open your wallet and look for the **"Wallet top-up"** credit. The wallet credit is committed *before* the receipt is sent, so a missing email never means a missing credit.
2. **Check your spam or promotions folder** for an email from Onflow Ads.
3. **Check the email address on your account** — a receipt cannot arrive at an address that is wrong or not set.
4. **Allow a few minutes.** The receipt is sent in the background right after the credit lands, not as part of the payment itself.
5. **Ask for a copy.** Email support@onflowads.com with the order reference, or the approximate date and amount, and we will re-send it.

> **IF THE PDF IS MISSING BUT THE EMAIL ARRIVED**
>
> Occasionally the PDF attachment may be omitted — for example because of a temporary rendering issue. The HTML receipt in the email body carries exactly the same information and is equally valid as a record. Ask support if you specifically need the PDF.

Rules and limits

- One invoice per credited top-up. Invoices are **not** re-issued automatically, and are never issued twice for the same payment.
- Invoice numbers are sequential per account activity and are never reused.

- Invoices are dated and timed in **Indian Standard Time (IST)**.
- Invoices are issued to the **account holder** — the account that was signed in when the top-up was made — regardless of which payment instrument was used.
- Invoice details cannot be edited after issue. If your name or address needs to appear differently, update your profile before your next top-up.

FAQ

Can I download past invoices from the dashboard? Not today. Your invoices live in your email inbox; support can re-send any of them.

Can I get a GST or tax invoice with my company details? Contact support@onflowads.com with your requirements and your invoice number.

Do I get an invoice when I spend my wallet balance? No — a spend is a wallet movement, not a new payment. It is recorded in **Activity**, and each service sends its own confirmation.

Which figure do I reconcile against my bank statement? Total paid. It is exactly what the checkout collected.

The receipt says a different amount than my balance went up by. That is expected on the UPI rail: **Total paid** is in rupees and includes the fee, while **Credited to wallet** is the USD that reached your balance. Both are printed side by side.

Next: Currencies and Exchange Rates — where the rate printed on your invoice comes from.

WALLET & PAYMENTS

Currencies and Exchange Rates

Currencies and Exchange Rates

Every Onflow Ads wallet is denominated in **US Dollars**. This page explains what that means in practice, how to view your balance in your own currency, and the one place where a real conversion happens.

Why you would use this

- To read your balance in the currency you actually think in.
- To understand what a UPI or card top-up will cost you in rupees.
- To check the rate that was applied to a past top-up.

Your money is held in USD

Prices across the platform, your Activity ledger, withdrawals and refunds are **all recorded in USD**. Only two things involve another currency:

	What happens
Display	You can view your balance converted to another currency, purely for readability. Nothing about your money changes.
UPI and card billing	Indian UPI and card payments are billed in Indian Rupees and converted to USD at the live rate when the payment starts. This is the only real conversion in the product.

Crypto top-ups, withdrawals and refunds involve **no conversion on our side** — they are handled in USD end to end.

Step by step: change your display currency

1. Sign in and open https://onflowads.com/telegram/dashboard/wallet.
2. Next to the **Total balance** heading, open the **Display currency** selector.
3. Pick a currency from the list. Your balance immediately re-renders in that currency at the current exchange rate.

Your choice is remembered **on that device and browser**, so the wallet keeps showing your preferred currency on future visits. Signing in on a different device starts again at US Dollar until you change it there too.

Available display currencies

Code	Currency	Symbol	Code	Currency	Symbol
USD	US Dollar	$	KRW	South Korean Won	₩
INR	Indian Rupee	₹	KWD	Kuwaiti Dinar	د.ك
EUR	Euro	€	NGN	Nigerian Naira	₦
GBP	Pound Sterling	£	PHP	Philippine Peso	₱
AED	UAE Dirham	إ.د	PKR	Pakistani Rupee	Rs
BRL	Brazilian Real	R$	RUB	Russian Ruble	₽
CNY	Chinese Yuan	¥	IDR	Indonesian Rupiah	Rp
EGP	Egyptian Pound	E£	TRY	Turkish Lira	₺

DISPLAY ONLY

Switching the display currency never changes what you hold, what you pay, or what you are paid. It is a live conversion of your USD balance for readability. Amounts in the **Activity** list, in withdrawals, in refund quotes and on invoices always remain in USD.

What the switcher does and does not affect

Affected by the switcher	Not affected
The large **Total balance** figure	The **Withdrawable**, **Boost Credits** and **Total (USD)** stat tiles

Affected by the switcher	Not affected
—	The **Activity** ledger, which is always in USD
—	The **My withdrawals** list, always in USD
—	The amounts you enter when topping up, which use the method's own currency
—	Invoices, which use the currency you were billed in

One helpful exception: if your display currency is **INR** while you prepare a **cryptocurrency** top-up (billed in USD), the page adds a line showing the approximate rupee total at today's rate — for example *"Shown in USD — ≈ ₹9,000 total at today's rate (your display currency is INR)."* That is a convenience estimate only; the invoice is in USD.

Where the rates come from

- Rates are fetched from **live market sources** and cached for a few hours, so the switcher is fast and consistent.
- If a live source is briefly unavailable, a secondary source is used; if both are unavailable, a recent stored table is used so the switcher always works.
- Because rates are cached and refreshed periodically, a displayed conversion is an accurate recent figure, not a to-the-second market quote.

Exchange rates and UPI or card top-ups

This is the only place a conversion actually moves your money:

1. You enter the amount you want added, in **rupees**.
2. That figure — the amount being **added**, never the fee-inclusive total — is converted to USD.
3. The rate is **locked at the moment you start the payment**. If the market moves while you are paying, your credit does not change.
4. The rate is shown in the breakdown before you pay, for example *"converted at 1 USD = ₹86.00"*, and printed again on your receipt and PDF invoice.

> ⚠ **IF THE LIVE RATE IS UNAVAILABLE**
>
> A UPI or card top-up needs a live rate to promise you a credit. If it cannot be read, the breakdown shows *"Live exchange rate is loading — please try again in a moment."* and the pay button stays disabled; attempting to start anyway returns *"The exchange rate is briefly unavailable. Please try again shortly."* Wait a minute and retry — this is rare and momentary.

Rules and edge cases

- **Rounding.** Converted figures are rounded to two decimal places. On very small amounts this can make a rupee amount convert to less than one cent, in which case the top-up is refused with *"That amount is too small to credit. Please enter a larger amount."* In practice the ₹1,000.00 minimum makes this impossible to hit.
- **Withdrawals are quoted and paid in USD.** If your payout method settles in another currency, the receiving service applies its own rate — that conversion is outside Onflow Ads and we cannot quote it.
- **Refund quotes are in USD.** A UPI or card refund is returned to your original payment method, and your bank or provider converts it back to rupees at their rate on the day.
- **Your display currency has no effect on prices.** Everyone pays the same USD price for the same service.

FAQ

Does switching currency cost anything? No. It is a display setting.

Why is my balance in dollars when I paid in rupees? So that prices are identical for every customer worldwide. The rupees you paid were converted once, at a locked rate, and the receipt records it.

Can I hold a rupee balance instead? No — there is a single USD wallet per account. You can display it in rupees at any time.

The rate shown differs slightly from what I see on a rate website. Rates are cached and refreshed periodically, and market quotes differ between sources. For a UPI top-up, the rate that matters is the one printed in your breakdown and on your invoice — that is the one that was applied.

Which currency will my bank charge me in? Whatever the checkout collected: rupees on the UPI and card rail, and the coin you chose on the crypto rail. Your bank or exchange may

add its own conversion on top of that, which is outside our control.

Next: Withdrawing Your Earnings — taking money the other way, out of your USD wallet.

WALLET & PAYMENTS

Withdrawing Your Earnings

Withdrawing Your Earnings

If you earn money on Onflow Ads as a channel owner through **Paid Promotions**, you can withdraw those earnings from your wallet to an external destination.

Why you would use this

- You have run paid placements for advertisers and want the money out of the platform.
- You want to move earnings to Telegram Stars, an Indian bank account via UPI, or a USDT wallet.

If your balance is money you added yourself, this flow is not for you — topped-up funds are spendable but not withdrawable. See Refunds for the only route back out for a top-up.

What can be withdrawn

Only your **Withdrawable** balance — the Paid-Promotions earnings shown in the stat tile at the top of the wallet page — can be cashed out.

Not withdrawable, in any amount:

- money you topped up yourself,
- service refunds credited back to your wallet,
- promotional, bonus or goodwill credit,
- **Boost Credits**, which are a separate pocket that never converts to cash.

The withdrawal form shows your live **Withdrawable** figure at the top, and that is your ceiling.

Payout methods

Method	Option label in the dropdown	Destination you enter	Placeholder shown
Telegram Stars	"Telegram Stars (your @username)"	Your Telegram username	Your Telegram @username

Method	Option label in the dropdown	Destination you enter	Placeholder shown
UPI	"UPI ID (name@bank)"	Your UPI ID	`name@bank`
USDT	"USDT BEP-20 (wallet address)"	Your USDT wallet address on the BSC (BEP-20) network	USDT BEP-20 wallet address

The **Destination** placeholder changes as soon as you pick a method, so you always know what to type. The destination can be up to 200 characters.

Minimum, fees and monthly allowance

- **Minimum withdrawal: $5.00** per request.
- A **service fee** is deducted from the amount you request; you receive the net.
- The fee is only ever charged on a withdrawal that is actually **paid**. A rejected request returns the **full gross, including the fee**, and does not use up a monthly request.
- Withdrawals are available on **every plan**. Your plan only changes the fee and how many requests you may make per calendar month.

Plan	Withdrawal fee	Requests per calendar month
Free	15%	1
Lite	12%	3
Plus	10%	6
Elite	8%	12
Master	6%	30
Ultimate	5%	Unlimited

See Comparing the Tiers for the full plan comparison.

> **THE "YOU RECEIVE" PREVIEW IS YOUR REAL RATE**
>
> The **"You receive … after fees"** line updates live as you type, and it uses **your plan's actual fee**, read from the server — not an estimate. (It used to apply a flat 10%, which was right for exactly one plan of six; that is fixed.) The wallet page names the rate beside the figure, so you can see which percentage produced it. The exact net is confirmed again the moment you submit — for example *"Withdrawal requested (ref: WD-…). Net: $45.00."* — and the **My withdrawals** list shows the same net against your request.

> **THE RATE ON THIS PAGE IS THE CURRENT ONE**
>
> The withdrawal fee for each plan is **set by us and can be changed**. The live product always shows the rate in force, and it is the rate quoted on your request that governs it: **a change never re-prices a withdrawal already in the queue**. The table above is accurate as published; if it ever disagrees with the figure in your wallet, the wallet is right.

How the monthly allowance works:

- The count runs over the **current calendar month** and resets at the start of the next one.
- Requests that end up **rejected**, **refunded** or **refund_failed** do **not** count against your allowance.
- If you hit your limit, your balance stays fully spendable on the platform in the meantime, and upgrading your plan raises the allowance immediately.

Step by step: requesting a withdrawal

1. Sign in and open https://onflowads.com/telegram/dashboard/wallet, then the **Withdraw** tab — or click the **Withdraw** button in the balance panel, or go straight to `https://onflowads.com/telegram/dashboard/wallet?tab=withdraw`.
2. The card is headed **Request a withdrawal**, with the line *"Withdrawable: $0.00 · Minimum $5.00 · standard platform fee applies. Only Paid-Promotions earnings can be withdrawn."*
3. Check the **Withdrawable** figure — that is the most you can request right now.
4. Choose your **Withdrawal method** from the dropdown.
5. Enter your **Destination**. Copy it from the source (your Telegram profile, your UPI app, or your crypto wallet) rather than typing it by hand.
6. Enter the **Amount (USD)** — at least $5.00.
7. Check the **"You receive … after fees"** preview.
8. Click **Request Withdrawal**.

9. A confirmation appears: **"Withdrawal requested (ref: WD-…). Net: $0.00."** The form clears and both the balance and the **My withdrawals** list refresh.

Keep the `WD-` reference. It identifies your request in **My withdrawals** and with support.

> **DOUBLE-CHECK YOUR DESTINATION**
>
> Payouts go exactly where you tell us. A wrong UPI ID, an incorrect username, or a mistyped crypto address can send your money somewhere unrecoverable — crypto transfers in particular cannot be reversed. Verify the destination before you submit.

What happens after you submit

1. **The gross amount is held immediately.** It leaves your available balance the moment the request is accepted, and appears in **Activity** as a debit with the reason **"Withdrawal hold WD-…"**. This is why your balance drops before the money arrives.
2. The request enters the payout queue with the status **pending** and is reviewed by our team.
3. **On approval**, the net amount is paid to your destination and the status moves through **approved** to **paid**.
4. **If the request is rejected**, the held gross amount is returned to your wallet — you will see a credit in **Activity** with the reason **"Withdrawal refund WD-…"** and the status becomes **refunded**.

Withdrawal statuses

Your requests appear in the **My withdrawals** rail with a coloured status pill:

Status	Colour	Meaning
pending	Amber	Submitted and awaiting review. The gross amount is on hold.
approved	Green	Approved for payout; the transfer is being arranged.
paid	Green	The payout has been sent to your destination.
rejected	Grey	The request was declined. The held amount goes back to your wallet.

Status	Colour	Meaning
refunded	Green	The held amount has been returned to your wallet.
refund_failed	Red	Returning the hold hit a problem. Contact support with your `WD-` reference.

Each row also shows the method, the destination you entered, the request date, the gross amount as a debit, and the net figure. The list shows your **25 most recent** requests.

Errors you might see

Message	Why	Fix
"Enter your Telegram Stars." / "Enter your UPI ID." / "Enter your USDT (BEP-20)."	The destination field is empty.	Fill in the destination for the selected method.
"Minimum withdrawal is $5.00."	The amount is below the minimum.	Request at least $5.00.
"Enter a valid amount."	The amount could not be read as a number.	Re-type it using digits only.
"Enter valid payout details (max 200 characters)."	The destination is empty or too long.	Shorten it to the address or ID only.
"Choose a valid payout method."	The method was not recognised.	Reselect a method from the dropdown.
"Insufficient withdrawable balance."	You asked for more than your **Withdrawable** figure.	Remember that topped-up funds and credits do not count. Request no more than the Withdrawable amount.

Message	Why	Fix
"Amount too small after fees."	The fee would leave nothing to pay out.	Request a larger amount.
"You've used all N withdrawal request(s) this month on the *Plan* plan..."	You have hit your plan's monthly request allowance.	Wait until next month, or upgrade your plan for more requests and a lower fee.
"This withdrawal was already submitted."	The same request was submitted twice, usually by a double-click.	Nothing to do — check **My withdrawals**; your original request is there and only one was created.
"Your wallet is temporarily on hold while a concern is reviewed. Withdrawals resume once it's cleared."	Withdrawals are paused on your account while a review is in progress.	Wait for the review, or contact support if you believe it is a mistake.
"Too many attempts. Please wait a minute and try again."	Withdrawal requests are rate-limited for safety.	Wait a short while, then retry.
"This feature is temporarily unavailable. Please try again shortly."	A temporary service problem.	Retry in a few minutes.

Edge cases

My balance dropped but I have not been paid yet. That is the hold. The gross amount leaves your available balance the moment the request is accepted, so it cannot be spent while the payout is being arranged. It comes back if the request is rejected.

I withdrew the wrong amount. Requests cannot be edited or cancelled from the wallet page. Contact support@onflowads.com with the `WD-` reference as soon as possible.

I entered the wrong destination. Contact support immediately with the `WD-` reference. Once a payout has been sent — especially a crypto payout — it cannot be reversed.

Can I withdraw to a currency other than USD? Requests are made and quoted in USD. The receiving service (your bank, UPI provider or exchange) converts at its own rate on the day.

Why is my Withdrawable figure zero when I have a balance? Because your balance is money you added, refunds credited back, or promotional credit — none of which are withdrawable. Only Paid-Promotions earnings are.

Can I withdraw Boost Credits? No. Boost Credits are promotional and can only be spent on Boost orders — see Boost Credit and Referrals.

FAQ

How long does a payout take? Requests are reviewed by our team and paid after approval. Once sent, arrival time depends on the method — Telegram Stars and USDT are typically quick, while a UPI transfer depends on your bank.

Does a rejected request use up my monthly allowance? No. Rejected, refunded and refund_failed requests are not counted.

Can I make several requests in one month? Yes, up to your plan's allowance. Each request must be at least $5.00.

Where can I see how I earned this money? In **Activity**, look for credits with reasons like "Paid promotion payout: *channel*". For the full earnings picture, see Getting Paid.

Is there a maximum withdrawal? There is no fixed per-request maximum beyond your Withdrawable balance and your plan's monthly request count.

Next: Refunds — the other way money leaves your wallet, and the rules that govern it.

WALLET & PAYMENTS

Refunds

Refunds

There are **two completely different kinds of refund** on Onflow Ads, and they behave differently. Knowing which one applies to you saves a lot of confusion.

	Service refunds	Top-up refunds
What it is	A service you paid for from your wallet could not be delivered	Money you added to your wallet, paid back out of the platform
Who starts it	Automatic, or you cancel an order	You request it, and it is reviewed manually
Where the money goes	Back to **your wallet**, ready to spend again	To an **external destination** — not your wallet
Fees deducted	None — you get the full amount back	Yes — a platform fee and the payment gateway's fees
Guaranteed?	Yes, per the service's own rules	**No** — every request is reviewed and may be declined
Time limit	Per the service's own rules	Within **12 hours** of the top-up being credited
Effect of asking	None — nothing to ask for	The requested amount is **frozen** until a decision

This page covers the rules for both. For the click-by-click flow of asking for a top-up back, see Requesting a Top-up Refund.

The full legal policy is published at https://onflowads.com/refunds and summarised in Refund Policy.

Service refunds — money back to your wallet

When a service you bought from your wallet cannot be delivered, the money returns to your **wallet balance**, where it is immediately available to spend again. Nothing is deducted, and you do not have to ask.

Boost Metrics orders

- **Could not start.** If an order cannot be started or is rejected by the provider, the **full amount** is automatically refunded to your wallet.
- **Cancelled or partly delivered.** If an order is cancelled, or only partly completed, the **unfulfilled portion** is automatically refunded.
- **Completed orders.** Once a service has been delivered as ordered, it is considered performed and is not refundable.
- If you paid partly with **Boost Credits**, that portion comes back as credit rather than cash — credit never converts to money.

Details: Cancellations and Refunds.

Paid ad placements and campaigns

- **Before the owner accepts.** You may cancel a placement you booked at any time before the channel owner has accepted it, for a **full wallet refund**.
- **After acceptance, before it goes live.** You can still cancel, but a **late-cancellation fee — currently 15% of the charge — is deducted and paid to the channel owner** for the slot they committed and turned other bookings away for. The rest is refunded to your wallet, and you take a reliability penalty.
- **After it starts.** Once a placement is live or a campaign has begun, it is generally non-refundable, because the slot was reserved and the post scheduled.
- **Non-delivery or our fault.** If a placement fails to run because of a fault on our side, or because the counterparty does not deliver an accepted placement, we work with you in good faith to re-run it or provide an appropriate credit or refund.

Details: Escrow and Protection.

Cross-promotion swaps

Cross-promotion slot swaps are **free**, so there is no payment to refund. You simply opt out before a swap is scheduled.

Where to see a service refund

Look in **Activity** on your wallet page for a green credit with a reason such as "Boost refund: …", "Paid promotion cancelled — refund" or "Paid promotion not posted — refund". The money is spendable the moment it appears.

Top-up refunds — money back out of the platform

A top-up refund is you asking for money you added to be paid back to you outside Onflow Ads. It is a **request**, not a right.

When a top-up is eligible

A top-up can only be requested for refund when **all** of the following hold:

- It was successfully **credited** to your wallet.
- **Less than 12 hours** have passed since it was credited. After 12 hours a top-up is final.
- **None of it has been spent** — and there has been **no wallet spend of any kind** since it was credited. Any spend disqualifies it.
- There is **no open refund request** for it already, and it has not already been refunded.

Withdrawal holds and reversals of *other* refunds are not treated as spends, so they do not disqualify a top-up on their own.

> ⚠ **A REQUEST IS NOT A GUARANTEE**
>
> Every refund request is reviewed manually and may be declined at our discretion. Submitting a request does not entitle you to a refund. The wallet page states this before you submit, and it bears repeating here.
>
> What we do commit to: **if we decline, we tell you why.** A decline cannot be recorded without a stated reason — our systems refuse one — and you are shown that reason in full, in the notification and on the request itself.

What you receive

An approved top-up refund is paid to an **external destination — never back to your wallet** — and fees are deducted:

```
after platform fee  =  top-up amount  −  18% platform fee
net you receive     =  after platform fee  −  the payment gateway's fees
```

The gateway's fees depend on how you paid:

You topped up with	Gateway fee deducted
UPI or card	An assumed **2%** of the amount remaining after the platform fee.
Cryptocurrency	The crypto processor's fee (**1%** of the remaining amount) **plus** the live USDT BEP-20 network withdrawal fee applying at the time — subject to a **minimum of 3%** of the remaining amount, whichever is greater.

> **A DEPOSIT BONUS GOES BACK WITH THE DEPOSIT**
>
> If your top-up carried a **deposit bonus**, that bonus is removed from your wallet along with the deposit when the refund is approved — and it is frozen alongside it while the request is open. A bonus is promotional credit you were not charged for: it is not paid out to you, and it does not survive the deposit that earned it.

You never have to compute this yourself: before you submit, the wallet shows a quote with the exact rows — **Top-up amount**, **Platform fee (18%)**, **Gateway fees** and **You receive**. What you are shown is what is enforced.

Where an approved refund is paid

- A **UPI or card** refund goes back to the **original payment method you paid from**, in Indian Rupees. It cannot be redirected to a different account.
- A **crypto** refund is sent to a **fresh USDT BEP-20 (BSC) address that you provide** when you request it. Crypto transfers cannot be reversed, so the address is your responsibility.

Timelines

The two periods run **back to back**, not at the same time:

- **Review — up to 5 business days.** From when you submit until the request is approved or declined. Your requested amount is frozen throughout.
- **Payout — 7 to 14 business days.** From the day the request is **approved** until the money reaches you. This clock starts at approval, *not* on the day you asked, because nothing

is sent anywhere before a person has approved it.

Business days exclude weekends, public holidays and national festivals in India, so a long festival period adds calendar time to the same number of business days. Unusual volume, or disruption at a bank, a payment provider or a blockchain network, may take longer still. These are targets, not guarantees.

What is never refundable

- Services already delivered or completed as ordered.
- Ad placements or campaigns that have already started or gone live, except for non-delivery or a fault on our side.
- **Promotional, bonus or goodwill credit**, including **Boost Credits** — these have no cash value and are neither refundable nor withdrawable.
- Non-recoverable payment-provider fees on a refunded transaction.
- A top-up older than 12 hours, or any part of which has been spent.

Nothing in this policy limits rights you may have under applicable law that cannot be excluded.

Failed, duplicate and unauthorised charges

These are handled separately from the refund request flow:

- **Money debited but wallet not credited.** Every payment is verified directly with the provider before any credit is applied, and each order is credited only once. A charge that never confirms is reconciled automatically. If the credit has not appeared within a few hours, contact support with the date, amount and any reference — a genuinely failed charge is traced and refunded in full.
- **Duplicate charges.** If you are charged more than once for the same top-up, the duplicate is refunded in full.
- **Unauthorised charges.** If you believe a payment was made without your authorisation, email support@onflowads.com immediately so we can investigate.

FAQ

Can I get a top-up back after 24 hours? No. The 12-hour window is firm, and after it a top-up is final. Your balance stays fully spendable on the platform.

I spent $2 of a $200 top-up. Can I refund the rest? No. A top-up is refundable only while it is completely intact. Partial refunds of a top-up are not possible.

Why is the platform fee on a refund higher than the fee I paid to add funds? They are different things: the top-up commission set by your plan is the cost of taking your payment in, while the 18% platform fee on a refund covers reversing an already-completed transaction. Both are stated up front.

My refund was declined. Where is my money? Exactly where it was. A declined top-up refund never moves anything — the amount was never taken out of your wallet, and it remains spendable.

Can a refund be sent to a different bank account than the one I paid from? Not for UPI or card — those always return to source. Crypto refunds go to a fresh address you nominate.

How do I actually ask for one? See Requesting a Top-up Refund.

Who do I contact about a specific refund? Email support@onflowads.com or use the contact form at https://onflowads.com/contact. Include the order reference, the date and the amount.

Next: Requesting a Top-up Refund — the click-by-click flow for asking for a top-up back.

WALLET & PAYMENTS

Requesting a Top-up Refund

Requesting a Top-up Refund

If you added money to your wallet very recently and have not spent any of it, you can **ask** for it to be paid back to you outside Onflow Ads. This page is the click-by-click flow.

Read Refunds first for the rules, the fee schedule and what is never refundable — this page assumes you already know the request may be declined.

Why you would use this

- You topped up by mistake, or topped up more than you meant to.
- You have decided not to use the platform and have not spent anything yet.

> ⚠ **BEFORE YOU START**
>
> A top-up refund is **not** money back into your wallet — it leaves the platform, minus fees. If you simply want to keep the money to spend on Onflow Ads later, do nothing: your balance does not expire.

Before you begin — the eligibility checklist

Your top-up can only be requested when **all** of these are true:

- It was successfully credited to your wallet.
- Less than **12 hours** have passed since it was credited.
- **Nothing at all** has been spent from your wallet since it was credited.
- There is no open refund request for it already, and it has not already been refunded.

If you topped up with **cryptocurrency**, have a **fresh USDT BEP-20 (BSC) address** ready before you start — you will be asked for it and there is no way to change it afterwards.

Step by step

1. **Sign in** and open https://onflowads.com/telegram/dashboard/wallet.

2. Select the **Refunds** tab, or go straight to `https://onflowads.com/telegram/dashboard/wallet?tab=refunds`.

3. The card is headed **Refund a top-up** and opens with a summary of the policy — the 12-hour window, the fact that a request does not guarantee a refund, that it is only considered while none of the amount has been spent, that approved refunds are paid to an external destination net of a platform fee plus the gateway's fees, and that crypto refunds require a fresh USDT BEP-20 address.

4. Under the policy, your **recent top-ups** are listed (up to the ten most recent credited ones). Each row shows the amount and when it was credited.

    - An **eligible** top-up also shows what you would receive after fees and where it would go — for example *"Credited 12 Jun 2026, 14:32 · you would receive $67.24 after fees, to your original payment method"* — and a **Request refund** button.
    - An **ineligible** top-up shows the reason in amber instead of a button.
5. Click **Request refund** on the top-up you want back.

6. The **Request a refund** dialog opens. It repeats the warning — *"This is a request, not a guarantee. It is reviewed manually and only considered if none of this top-up has been spent."* — and shows the full quote:

Row	What it is
Top-up amount	The amount that was credited.
Platform fee (18%)	Deducted from the top-up amount.
Gateway fees	The payment gateway's own fees on the remainder. On a crypto refund the row is labelled "Gateway fees (OxaPay + Binance)".
You receive	The net amount that would be paid to your destination.

7. **Enter your destination, if one is needed:**

    - **Crypto top-up:** a field labelled **Fresh USDT BEP-20 (BSC) address** appears, with the placeholder `0x…`. Paste the address. The hint reminds you that the refund is sent on the BSC (BEP-20) network and that transfers cannot be reversed.

- **UPI or card top-up:** no destination is needed. The dialog states that your refund is returned to the original payment method you paid from.

8. Click **Submit request**. (**Cancel**, the Escape key, or clicking outside the dialog closes it without submitting.)

9. A confirmation appears: **"Your refund request has been received and will be reviewed."**, followed by the full disclaimer. The list refreshes and your request appears under **Your refund requests**.

Tracking your request

Your requests appear under **Your refund requests** on the same tab, most recent first (up to the 25 latest). Each row shows the amount, the date requested, the net figure and where it is going, any note from the reviewer, and a status pill.

Status shown	Colour	Meaning
Under review	Amber	Queued for manual review. Nothing has moved yet.
Approved	Green	Approved; the payout is being arranged.
Refunded	Green	The net amount has been paid to your destination. A payout reference is shown when one is available.
Declined	Grey	The request was not approved. **A note always explains why** — a decline cannot be recorded without a stated reason, and you are shown it in full. The freeze is lifted in the same step and the money is spendable again.

The net line reads, for example, *"Net $67.24 → USDT BEP-20"* or *"Net $67.24 → original payment method"*, with a reference appended once the payout has been made.

⚠ REQUESTING FREEZES THE AMOUNT YOU ASKED FOR

Nothing is deducted — your balance still shows the money and it is still yours — but **that amount cannot be spent while the request is open**. Only the requested amount freezes; the rest of your balance stays fully spendable, so a $50 request against a $500 balance leaves $450 to spend.

Nothing lifts a freeze automatically and no timer runs. It ends when the team decides: approving it (the frozen amount leaves with the refund), declining it (the freeze is lifted immediately and the money is spendable again), or releasing it if you ask to withdraw your request. There is no self-service button that unfreezes your own money — email support@onflowads.com if you change your mind.

The freeze exists to protect the request. Without it, spending anything while you waited would quietly disqualify the very request you were waiting on.

Why a top-up may show as not refundable

The reason is displayed directly on the row:

Reason shown	What it means
"The 12-hour refund window for this top-up has passed."	Top-ups are final after 12 hours.
"Part of this top-up has already been spent, so it can't be refunded."	Some of the credited amount is gone.
"You've used funds since this top-up, so it can't be refunded."	There has been a wallet spend since it was credited — any spend disqualifies it.
"A refund is already being reviewed for this top-up."	Only one open request per top-up is allowed.
"This top-up has already been refunded."	It has been paid back once already.
"This top-up isn't in a refundable state."	The top-up never reached the credited state.

If the **Refunds** tab shows *"You have no top-ups eligible for a refund right now. Refunds can be requested within 12 hours of a top-up, and only if none of it has been spent."*, none of your recent top-ups currently qualifies.

Errors you might see

Message	Why	Fix
"Enter a valid USDT BEP-20 address (0x… , 42 characters)."	The address you typed is not a valid BEP-20 address.	Copy it directly from your wallet app. It starts with `0x` and is 42 characters long.
"That doesn't look like a valid USDT BEP-20 address (it should start with 0x and be 42 characters)."	The same check, applied on our servers.	As above.
"Enter the fresh USDT BEP-20 (BSC) address to receive your crypto refund."	The address field was left empty on a crypto refund.	Provide an address.
"A refund request for this top-up is already being reviewed."	You already have an open request for it.	Track it under **Your refund requests**.
"We couldn't find that top-up on your account."	The top-up does not belong to your account.	Refresh the page and try again.
"Which top-up would you like refunded?"	No top-up was identified.	Reopen the dialog from the row you want.
"Too many attempts. Please wait a minute and try again."	Refund requests are rate-limited for safety.	Wait a short while, then retry.

Message	Why	Fix
"Network error — please try again."	Your connection dropped mid-request.	Check your connection and retry.

Edge cases

Can I cancel a request I have submitted? Not from the wallet page. Email support@onflowads.com with the order reference before it is decided.

Can I change the crypto address after submitting? No. The address is captured with the request. Contact support immediately if you made a mistake.

My earlier request was declined but the top-up is still within 12 hours and unspent — can I ask again? Yes. A top-up whose previous request was declined becomes actionable again while it still meets every condition, and a **Request refund** button reappears on the row.

I have several eligible top-ups. Can I refund them all at once? Each top-up is requested separately, and each carries its own quote.

What happens if I spend money while my request is under review? You cannot spend the requested amount — it is frozen while the request is open. You can spend the rest of your balance freely, but doing so fails the request's re-check and it will be declined. Nothing is charged or lost; you simply do not get the refund.

Why is the amount I would receive so much less than I paid? Because a platform fee plus the payment gateway's fees are deducted from an already-completed transaction. The exact rows are shown before you submit — see Refunds for the schedule.

FAQ

How long does a decision take? Up to **5 business days** to review. If it is approved, payment then takes a further **7 to 14 business days**, counted from the approval date rather than from the day you asked. Business days exclude weekends, public holidays and national festivals in India.

Will I get a new invoice for the refund? No. Invoices are issued for top-ups. The refund reference is shown against your request once the payout is made.

Does requesting a refund affect my account standing? A single genuine request does not. Repeated requests may be reviewed alongside your overall account activity.

Can I request a refund of a service purchase instead? Service refunds work differently and go back to your wallet automatically — see Refunds.

Next: Payment Troubleshooting — what to do when a payment, payout or refund does not behave as expected.

WALLET & PAYMENTS

Payment Troubleshooting

Payment Troubleshooting

Answers to the payment problems we see most often. If your issue is not here, email support@onflowads.com with the order reference or invoice number, the date and the amount.

Start here

Before anything else, do these three checks — they resolve most reports:

1. **Reload the wallet page.** The balance and Activity list are loaded when the page opens, so a change made elsewhere will not show until you refresh.
2. **Check the Activity list**, not just the balance figure. If the credit is there, the payment worked.
3. **Check your email**, including spam and promotions, for the receipt.

Top-ups

I paid, but my balance hasn’t updated

Payments are confirmed from two independent directions: the payment provider notifies our servers directly, and your browser's return to the wallet page triggers a second check. Both converge on a single, exactly-once wallet credit, so a payment can never be credited twice or lost between them.

- If the page says **"Payment received — we're still confirming it. Your balance will update shortly."**, the provider has not finalised confirmation yet. Crypto payments in particular wait for network confirmations.
- Reload the wallet page after a few minutes. The Activity list shows the credit when it lands, and the receipt email confirms it.
- A charge that never confirms is reconciled automatically. If money left your account but the credit has not appeared within a few hours, contact support with the date, amount and any reference — a genuinely failed charge is traced and refunded in full.

”Confirming your payment…” and it stays there

You have just returned from a checkout and we are asking the provider what happened. Give it a moment, then reload the page. If the payment succeeded, the credit will be in your Activity list.

”You left the checkout before it finished…”

You backed out of the crypto checkout with the browser's Back button. If you had already sent the payment it will still credit once the network confirms it. If you had not sent anything, you have not been charged — just start again.

”Checkout closed before payment. You have not been charged.”

You dismissed the UPI and card payment overlay before completing payment. Nothing was collected. Click **Pay with UPI / Card** to try again.

”That payment didn’t go through. You have not been charged.”

The attempt failed at the provider — a declined card, a failed UPI collect, or an expired order. Nothing was credited and nothing was collected. Start a fresh top-up. If your bank shows a deduction for a failed attempt, banks typically auto-reverse it; support can trace it if it does not come back within a few hours.

I sent crypto but less than the invoice amount

Underpaid crypto invoices are **not credited** — the invoice must be paid in full before it settles. This usually happens when your sending wallet or exchange deducts its own network fee from the amount you entered. Contact support with your order reference and transaction hash.

I sent crypto after the invoice expired

Contact support with your order reference and the transaction hash. Do not assume it will credit on its own.

I sent crypto on the wrong network or as the wrong coin

Crypto transfers cannot be reversed. Contact support immediately with the details; recovery may not be possible.

”Enter between … and … to add to your wallet.”

Your amount is outside the method's limits for the amount **credited**: ₹1,000.00 to ₹25,000.00 for UPI and card, $20.00 to $5,000.00 for cryptocurrency. Note the limits apply to what you add, not to the fee-inclusive total.

”The exchange rate is briefly unavailable. Please try again shortly.”

UPI and card top-ups need a live rupee rate to lock your credit. This is rare and momentary — retry in a minute.

”Please refresh the page and try again.”

Your browser was holding an outdated version of the wallet page. Refresh with Ctrl+R (Cmd+R on a Mac) and start the top-up again. This protects you from being quoted one total and charged another.

”Payment module is still loading — please try again in a moment.”

The secure checkout script had not finished loading when you clicked. Wait a couple of seconds and click again.

”Couldn’t open the payment page.” / ”Couldn’t start the payment. Please try again.”

The checkout could not be opened or the order could not be created. Retry once; if it persists, try the other payment method or contact support.

The Add funds tab shows no payment methods

Top-up methods appear only while they are enabled on the platform. If none are shown, top-up is temporarily unavailable — check back later or contact support.

”Please confirm you meet the minimum legal age to pay online before continuing.”

The age confirmation in the **Confirm before you pay** dialog is required on every top-up. Tick the checkbox, then click **Continue to payment**.

”Top-up isn’t available right now.” / ”Crypto top-up isn’t available right now.”

That specific method is not currently live. Try the other method, or check back later.

I was charged more than the ”Total to pay”

That should never happen — the total we quote is the entire charge, and nothing is added at the checkout. Send us your invoice number and the statement line and we will investigate immediately.

Part of the site is under maintenance — will my payment still credit?

Yes. Payment confirmation keeps running even while other parts of the site are in maintenance, so a payment already in flight is never lost.

Balance and history

My Total went up but my Withdrawable did not

That is correct for a top-up, a service refund or promotional credit — all of which are spendable but locked. Only Paid-Promotions earnings raise the Withdrawable figure. See Your Balance and Transaction History.

My balance dropped and I did not buy anything

Check Activity for a debit reading **"Withdrawal hold WD-..."** — a payout request holds the gross amount immediately. Also look for auction bid holds and good-faith deposits, which hold money while something is pending.

”Couldn’t load your wallet.” / ”Could not load withdrawals.”

A temporary loading problem. Refresh the page. If it persists, sign out and back in, then contact support.

My balance looks different after switching currency

The selector only changes the **display**. Your balance is held in USD and other currencies are live conversions for readability. See Currencies and Exchange Rates.

I cannot find an old transaction

The Activity list shows your 25 most recent transactions and the withdrawals list your 25 most recent requests. For anything older, contact support with the approximate date and amount.

Withdrawals

"Insufficient withdrawable balance."

You can only withdraw your **Withdrawable** figure — Paid-Promotions earnings — not your total balance. Topped-up funds, wallet refunds, promotional credit and Boost Credits are spendable but never withdrawable.

"Minimum withdrawal is $5.00."

Requests must be at least $5.00.

"Amount too small after fees."

The service fee would leave nothing to pay out. Request a larger amount.

"Enter valid payout details (max 200 characters)."

The destination is empty or too long. Enter only the address, UPI ID or username.

"You've used all N withdrawal request(s) this month…"

Your plan allows a fixed number of withdrawal requests per calendar month. The limit resets next month, and higher plans allow more requests at a lower fee. Your balance stays spendable in the meantime. See Withdrawing Your Earnings.

"This withdrawal was already submitted."

A duplicate submission of the same request — usually a double-click — was safely ignored. Check **My withdrawals**; your original request is there and only one was created.

"Your wallet is temporarily on hold while a concern is reviewed."

Withdrawals are paused while a review of your account is in progress, and resume once it is cleared. If you believe this is in error, contact support.

My withdrawal shows "rejected" — where's my money?

The held gross amount is returned to your wallet when a request is rejected; the status then becomes **refunded** and you will see a **"Withdrawal refund WD-..."** credit in Activity. If a request ever shows **refund_failed**, contact support with the `WD-` reference.

The "You receive" figure changed after I submitted

The live preview on the form is an estimate based on a standard rate. The exact net for **your plan** is confirmed in the message right after you submit, and shown against the request in **My withdrawals**.

I sent the payout to the wrong destination

Contact support immediately with the `WD-` reference. Once a payout has been sent — especially a crypto payout — it cannot be reversed.

Refund requests

"A refund request for this top-up is already being reviewed."

Only one open request per top-up is allowed. Track it under **Your refund requests** on the **Refunds** tab.

"That doesn't look like a valid USDT BEP-20 address..."

A crypto refund destination must be a USDT address on the BSC (BEP-20) network: it starts with `0x` and is 42 characters long. Copy it directly from your wallet app rather than typing it.

"The 12-hour refund window for this top-up has passed."

Top-ups are final after 12 hours. Your balance remains fully spendable on the platform.

"You've used funds since this top-up, so it can't be refunded."

Any wallet spend since the top-up was credited disqualifies it — including a spend of a different amount. This rule has no exceptions.

My refund request was declined but I don't see the money

A declined top-up refund never moves money — the amount was never taken out of your wallet, so your balance is unchanged and remains spendable.

The Refunds tab says I have nothing eligible

None of your recent top-ups currently meets the conditions: credited within the last 12 hours, entirely unspent, and with no open or completed request. See Requesting a Top-up Refund.

Invoices

I did not receive my invoice

Check Activity first — the credit is committed before the receipt is sent, so a missing email never means a missing credit. Then check spam, confirm the email address on your account, and if it is still missing ask support to re-send it with your order reference.

The email arrived but there is no PDF attached

Occasionally the attachment is omitted. The HTML receipt in the email body carries the same information and is equally valid. Ask support if you specifically need the PDF.

The invoice shows a commission above my plan's rate

The platform fee has a per-method minimum, so on a small top-up the effective percentage is higher than the rate your plan pays. The invoice prints the effective figure deliberately, and names your plan's rate beneath it. See Deposit Fees and Your Plan.

My deposit bonus is missing

Only the highest bonus threshold you reach applies, and the match is made on the amount you deposited rather than the fee-inclusive total. If the invoice for the top-up carries no **Deposit bonus** line, no bonus was attached to that order — see Deposit Bonuses, then contact support with the order reference if you believe one was due.

General

"Too many attempts. Please wait a minute and try again."

Wallet actions are rate-limited for safety. Wait a little while and try again.

"This feature is temporarily unavailable. Please try again shortly."

A temporary service problem. Retry in a few minutes; if it persists, check the status page.

"Please sign in to continue."

Your session expired. Sign in again and restart what you were doing.

Where to find proof of a payment

- The **Activity** rail on the wallet page — your 25 most recent transactions.
- The **receipt email and PDF invoice** sent for every credited top-up — see Invoices and Receipts.
- The **My withdrawals** list, with a `WD-` reference for each payout request.
- The **Your refund requests** list on the **Refunds** tab.

When you contact support, include the invoice number (starting `OFA-`), the payment order reference, or the withdrawal reference (starting `WD-`) — it speeds everything up. Contact details are on Contact Us.

Next: Wallet and Payments FAQ — the short answers, if you would rather skim than diagnose.

WALLET & PAYMENTS

Wallet and Payments FAQ

Wallet and Payments FAQ

The questions we are asked most about money on Onflow Ads, answered in a line or two. Every answer links to the page that covers the topic in full, so start here when you want a quick check rather than the whole guide.

Balances

What currency is my wallet in? US Dollars, always. You can *display* it in another currency, which changes nothing about the money — see Currencies and Exchange Rates.

What is the difference between Total, Withdrawable and Boost Credits? Total is your spendable cash. Withdrawable is the part of it that came from Paid-Promotions earnings and may be cashed out. Boost Credits are a separate promotional pocket that can only be spent on Boost orders. Full explanation: Your Balance and Transaction History.

Why is my Withdrawable balance zero? Because your balance is money you added, refunds credited back, or promotional credit. Only earnings from running paid placements are withdrawable.

Does my balance expire? No. Unused balance stays in your wallet.

Can my balance go negative? No. A purchase that exceeds your balance is refused, and the checkout offers to top you up first.

Adding funds

How do I top up? Wallet page, **Add funds** tab, pick a method, enter the amount, confirm, pay. See Adding Funds.

What payment methods can I use? UPI / Card (UPI, cards and netbanking, billed in Indian Rupees) and **Cryptocurrency** (USDT, BTC and more, billed in US Dollars). A method appears only while it is enabled on the platform.

What are the limits? Per top-up: ₹1,000.00 to ₹25,000.00 on the UPI and card rail, $20.00 to $5,000.00 on the crypto rail. The limits apply to the amount credited, not to the total you

pay.

What does it cost? A platform fee, added **on top** of the amount you add, worked out as a percentage set by your plan and subject to a minimum of ₹200.00 or $2.00 depending on the method. The current rates run from 9% on Free down to 4% on the top two tiers — see Deposit Fees and Your Plan. The exact total is always shown before you pay.

Is the fee taken out of my credit? No. You are credited the full amount you type; the fee is added to what you pay.

Why does my invoice show a higher percentage than my plan's rate? The per-method minimum fee binds on small top-ups, so the effective percentage is higher. The invoice prints the honest effective figure, with your plan's own rate named beneath it.

Does upgrading my plan lower the deposit fee? Yes, from your very next top-up. See Deposit Fees and Your Plan.

What is a deposit bonus? Extra credit granted on top of a large enough deposit, at no cost to you. Only the highest threshold you reach applies, and the bonuses running right now are shown on the payment page before you pay — see Deposit Bonuses.

Do I have to confirm my age every time? Yes. Every top-up raises the **Confirm before you pay** dialog, and it cannot be skipped.

Can my payment be credited twice? No. Confirmation arrives from two independent directions but always results in exactly one credit.

Invoices

Do I get a receipt? Yes — a branded email with a PDF invoice attached, sent automatically the moment your top-up is credited. See Invoices and Receipts.

Do I get an invoice when I spend my balance? No. Spends are recorded in **Activity**, and each service sends its own confirmation.

Can I download old invoices from the dashboard? Not today. Ask support@onflowads.com to re-send one.

Withdrawals

What can I withdraw? Only Paid-Promotions earnings, shown as the **Withdrawable** figure.

Where can it be paid? Telegram Stars, a UPI ID, or a USDT BEP-20 (BSC) wallet address.

What is the minimum? $5.00 per request.

What is the fee? It depends on your plan, from 15% on Free down to 5% on Ultimate. The exact net is confirmed the moment you submit. See Withdrawing Your Earnings.

How many withdrawals can I make? Between 1 and unlimited per calendar month, depending on your plan. Rejected and refunded requests do not count.

Why did my balance drop before I was paid? The gross amount is held as soon as the request is accepted, and appears in Activity as "Withdrawal hold WD-...". It returns if the request is rejected.

Can I cancel a withdrawal? Not from the wallet page. Contact support with the `WD-` reference.

Refunds

Can I get a top-up back? You can *ask*, within **12 hours** of it being credited and only if none of it has been spent. It is reviewed manually and may be declined. See Requesting a Top-up Refund.

Where does an approved refund go? To an external destination, not your wallet: back to your original payment method for UPI and card, or to a fresh USDT BEP-20 address you supply for crypto. Fees are deducted.

What if I spent part of the top-up? Then it is not refundable at all. A top-up must be completely intact.

What about refunds for services? Those are automatic and go **back to your wallet** in full, with no fees — see Refunds.

Are Boost Credits refundable? No. Promotional credit has no cash value and is neither refundable nor withdrawable.

Problems

I paid but my balance has not updated. Wait a few minutes and reload; crypto in particular waits for network confirmations. If money left your account and nothing appears within a few hours, contact support. Full guide: Payment Troubleshooting.

I sent less than the crypto invoice asked for. Underpaid invoices are not credited. Contact support with your order reference and transaction hash.

I see "Too many attempts." Wallet actions are rate-limited for safety. Wait a little and try again.

Who do I contact? support@onflowads.com, or the contact form at https://onflowads.com/contact. Include the invoice number, order reference or `WD-` reference. See Contact Us.

SECTION

Plans & Premium Tiers

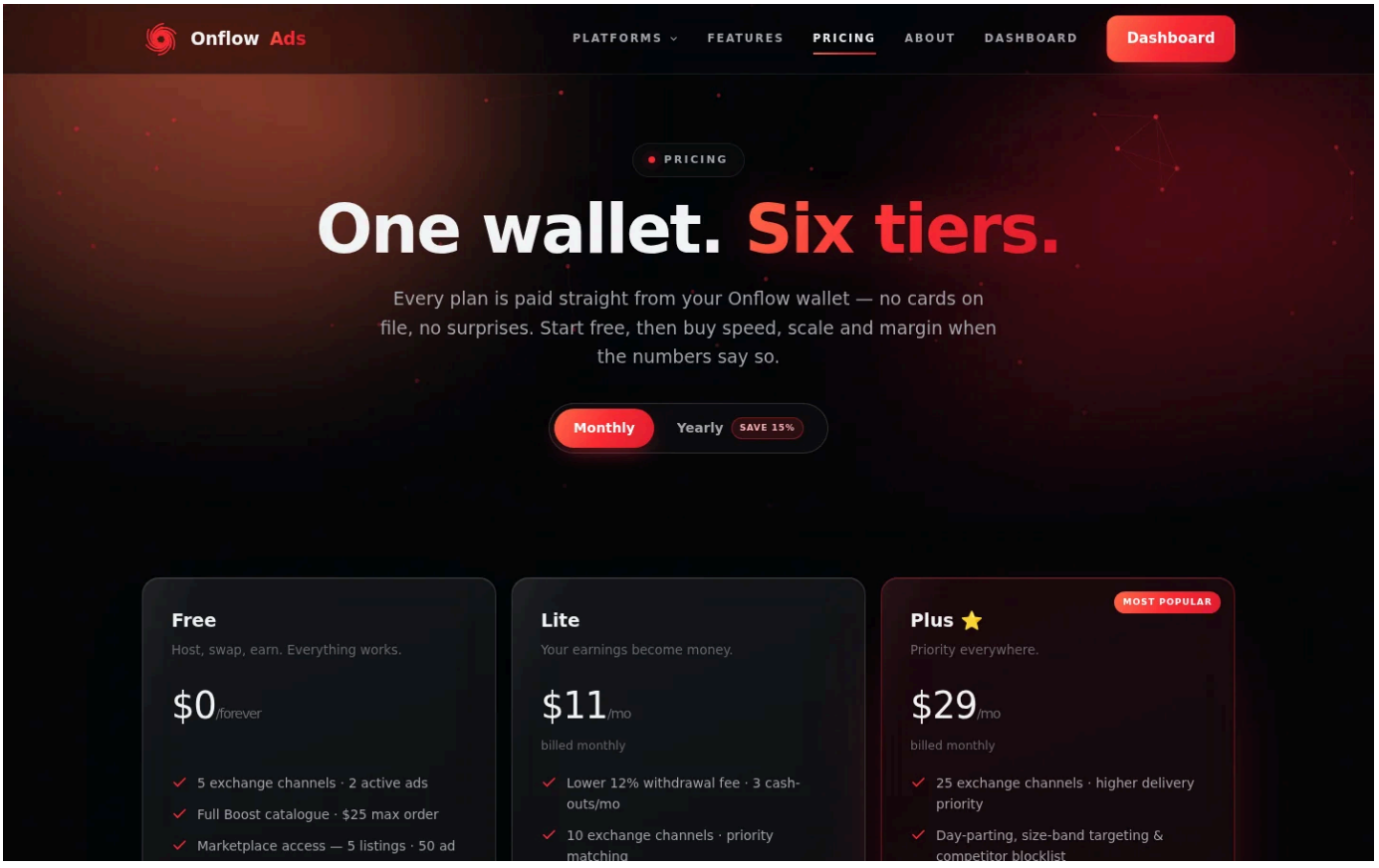
PLANS & PREMIUM TIERS

Plans & Premium Tiers

Plans & Premium Tiers

Onflow Ads runs on a single plan ladder — six tiers, one account, one wallet. Your tier applies everywhere at once: on the website and in the Telegram bot, across the Subscriber Exchange, Boost, Paid Promotions (the marketplace), Cross-Promotion, the AI tools, analytics, wallet fees and support. Buy or upgrade once, and every product reads the same membership.

The full ladder is published at onflowads.com/pricing — the one page for both viewing and buying. Anyone can see the ladder; sign in and the same page lets you purchase, renew or upgrade in place. Every plan is paid directly from your Onflow Ads wallet balance — no cards on file, no external subscription, and nothing auto-renews.



The public pricing page. The Monthly / Yearly switch re-prices every card instantly, and the cards run left to right from Free upward — the same ladder the rest of this section explains.

Who it is for

- **Anyone on Onflow Ads** — the Free tier is a working account, so the ladder is about how far and how fast you want to go.
- **Sellers** who want lower commission and faster payouts on what they earn.
- **Buyers and agencies** who need bigger limits, priority and pro tooling across the marketplace, Boost and the exchange.

The six tiers

Tier	Monthly	Yearly (Save 15%)	In one line	Its own page
Free	$0	$0	Host, swap, earn. Everything works.	Free
Lite 🔹	$11	$112.20	Your earnings become money.	Lite
Plus 🔸 (Most Popular)	$29	$295.80	Priority everywhere.	Plus
Elite 💠	$99	$1,009.80	Proof, guarantees, API.	Elite
Master 👑	$349	$3,559.80	The agency plan.	Master
Ultimate ⭐	$1,200	$12,240	Not a plan — a partnership. Application only, 50 seats.	Ultimate

Prices are in USD and are always confirmed at checkout before anything is charged. Monthly plans run 30 days per term; yearly plans run 365 days at a flat 15% discount off twelve monthly payments. Regional INR pricing for India is announced as coming with the UPI payment rail.

> **ULTIMATE IS NOT PURCHASABLE**
>
> Ultimate cannot be bought from the pricing page. It is application-only, limited to 50 seats, and applications go through the contact page. See Applying for Ultimate.

What the ladder buys

The Free tier is a real, working account — you can enrol channels in the Subscriber Exchange, buy Boost orders, list and book paid promotions with escrow protection, run cross-promotions, use the free AI template library, deposit funds and withdraw earnings. Paid tiers do not unlock the platform; they buy **speed, scale and margin**:

- **Lower fees.** Marketplace commission falls from 15% (Free) to 7% (Ultimate), the withdrawal fee falls from 15% to 5%, and the deposit fee on wallet top-ups falls from 9% to 4% at the top two rungs.
- **Higher limits.** More exchange channels, more active ads, bigger Boost orders, more listings, more placements, more concurrent cross-promotions.
- **Priority.** Higher matching priority in the exchange, faster ad review, priority Boost delivery, faster marketplace payouts, and a faster support lane.
- **Pro tooling.** Targeting options, CSV exports, developer APIs, delivery guarantees, Placement Proof Certificates, delivery insurance, webhooks and more, unlocking rung by rung.

Each tier carries a badge you'll see across the platform: 🔹 Lite, 🔸 Plus, 💠 Elite, 👑 Master, ⭐ Ultimate.

For the complete side-by-side breakdown of every benefit, see Comparing the tiers. For a single tier explained area by area, open its own page from the table above.

How paying works, in short

- **Charged from your wallet.** The full term is deducted from your Onflow Ads wallet balance the moment you confirm. If the balance doesn't cover it, you'll be prompted to top up first.
- **Nothing auto-renews.** A membership simply expires at the end of its term unless you renew it. Renewing early never wastes a day — the new term is added on top of your remaining time.
- **Upgrades are instant.** A higher tier replaces your current one immediately, with an explicit confirmation of what you're giving up.
- **No mid-term downgrades.** Lower tiers become purchasable after your current membership expires.

The details — including the first-purchase discount and the legacy $11 price lock — are in How billing works.

The earned Referral status

There is one status outside the ladder: 🌟 **Referral Premium**, earned by referring other users (never purchased). It grants the premium look on the bot and website but none of the paid economics — commissions, limits, discounts and fees all stay at Free-tier values, and it never satisfies a paid-feature gate. If you hold Referral status, the membership card reads "Referral status — the premium look, earned. Pick a rung for the economics.", and every paid tier is still available to buy.

Next: Comparing the tiers — the side-by-side breakdown that tells you which rung you actually need.

PLANS & PREMIUM TIERS

Comparing the Tiers

Comparing the tiers

This page does two things. First it walks you through the **compare-plans flow** — the pricing page where the whole ladder is shown side by side, how the billing toggle changes what you see, and what each button will do when you click it. Then it gives you the **full comparison**, area by area, so you can decide with numbers instead of adjectives.

If you would rather read about one tier at a time, every tier has its own page: Free, Lite, Plus, Elite, Master, Ultimate.

Where to compare plans

Page	URL	Best for
Pricing	onflowads.com/pricing	The public ladder and the full side-by-side comparison table — works signed out. Sign in and the same page also shows your own standing, your wallet balance, and the in-page checkout.
This guide	You are here	The same numbers with the rules and the edge cases spelled out.

The pricing page is the authoritative published version. If a number ever differs between this guide and the pricing page, the pricing page (and the total shown in your checkout) is the one that applies.

Comparing on the pricing page, step by step

1. **Open onflowads.com/pricing.** You do not need an account to look. The page opens on the six tier cards: Free, Lite, Plus (marked "Most Popular"), Elite, Master and Ultimate (marked "Application only · 50 seats").

2. **Pick a billing period.** At the top is a two-option switch: **Monthly** and **Yearly** with a **Save 15%** tag. Every card re-prices instantly.

- On **Monthly**, each card shows the monthly price and the line "billed monthly".
- On **Yearly**, each card shows the *effective per-month* price and the line "billed [full yearly amount]/yr — Save 15%". The Free card always reads "$0 /forever".

3. **Read the cards.** Each card carries the tier name, a one-line positioning statement, the price, and a short list of that tier's headline benefits.

4. **Scroll to the comparison table.** Below the cards, the section headed **"The full ladder, no fine print."** puts every tier in one table, grouped by product area: Plans, Subscriber Exchange, Boost, Paid Promotions, Cross-Promotion, AI, Analytics, Wallet and Fees, Support. On a narrow screen the table scrolls sideways.

5. **Check the billing FAQ.** Under the heading "The fine print, in plain English." you'll find short answers on paying, renewing, upgrading, downgrading, yearly billing and Ultimate.

6. **Click through when you're ready.** What the buttons do depends on whether you're signed in — see the next section.

What the buttons do on the pricing page

Signed out

Card	Button	Where it goes
Free	**Start free**	The sign-up page
Lite / Plus / Elite / Master	**Get [tier]**	The sign-up page
Ultimate	**Apply**	The contact page

Signed in, the buttons switch to your real situation, matching exactly what the server would allow:

Situation	Button	What happens
The tier you hold	**Current plan**	Disabled — nothing to buy

Situation	Button	What happens
Same tier, purchasable again	**Renew**	Opens the Pricing page with that tier and billing period preselected
A higher tier	**Upgrade**	Same, opening the upgrade checkout
A lower tier than the one you hold	**Get [tier]** (disabled), with the note "Available after your current plan expires — no mid-term downgrades."	Nothing — it's blocked until expiry
Ultimate	**Apply**	The contact page
The Free card, while you hold a paid tier	**Included with every plan**	Disabled — Free is the floor, not a purchase

THE LINK CARRIES YOUR CHOICE WITH IT

A signed-in **Renew** or **Upgrade** click opens the pricing page with your tier *and* the billing period you were viewing already selected. The page scrolls to that card and opens the checkout for you, so you never have to re-pick.

How to read the comparison

- A dash (—) means the feature is not included at that tier.
- "Unlimited" features remain subject to the platform's fair-use and anti-abuse rules.
- Every number is a **live entitlement** — what your account gets the moment a tier activates, on the website and in the Telegram bot at the same time.
- Nothing on the ladder gets *worse* as you move up. Every dimension either improves or stays the same.

Price

	Free	Lite	Plus ⭐	Elite	Master	Ultimate
Monthly	$0	$11	$29	$99	$349	$1,200
Yearly (Save 15%)	$0	$112.20	$295.80	$1,009.80	$3,559.80	$12,240
Term length	—	30 days monthly / 365 days yearly	Same	Same	Same	Same
How to get it	Sign up	Buy	Buy	Buy	Buy	Application only, 50 seats
Badge	—	🔹	🔸	💠	👑	⭐

Subscriber Exchange

The Subscriber Exchange is the swap network where channels host each other's ads for credits.

	Free	Lite	Plus	Elite	Master	Ultimate
Enrolled channels	5	10	25	50	100	250
Active ads at once	2	4	8	12	18	25
Base placements per 30-day cycle	7	9	11	13	15	18

	Free	Lite	Plus	Elite	Master	Ultimate
Max placements per cycle (with credit-bought extras)	7	12	15	18	21	24
Credit-earning multiplier (per hosted placement)	1.0x	1.1x	1.2x	1.5x	1.7x	2.0x
Host credit per surviving hosted ad	$0.01	$0.03	$0.035	$0.04	$0.045	$0.05
Matching priority	0	+5	+10	+15	+20	+25
Matching focus (lower = tighter matches)	Whole pool	0.75	0.50	0.35	0.25	0.20
Distinct channels one ad reaches per week	2	2	3	3	4	4
Country targeting and scheduled starts	—	✓	✓	✓	✓	✓
Day-parting and size-band targeting	—	—	✓	✓	✓	✓
Competitor blocklist size	—	—	50	100	200	500
Genre targeting	—	—	—	✓	✓	✓
Lookalike host targeting	—	—	—	—	✓	✓
Ad review target	Best effort	48 h	24 h	12 h	4 h	1 h

	Free	Lite	Plus	Elite	Master	Ultimate
Penalty-free grace deletes per cycle	0	1	2	3	4	5
Host veto (refuse a specific ad penalty-free)	—	✓	✓	✓	✓	✓
Priority ad appeals	—	—	—	✓	✓	✓
Subscriber-Exchange API	—	—	—	✓	✓	✓
Watermark control	—	—	—	—	✓	✓
Custom matcher weights	—	—	—	—	—	✓
Delivery floor (shortfall credited)	—	—	—	—	—	✓

> **NOTE**
>
> Separately from the tier ladder, any account — Free included — can buy one-off per-campaign delivery upgrades (extra placements and priority) when submitting an exchange ad. Prices are shown at submission and refunded in full if the ad is declined.

Boost

Boost is the growth storefront — followers, views, reactions and more, bought per order from your wallet. Every tier, including Free, can browse and buy from the catalogue (services flagged premium-only unlock at Lite); the ladder buys rate, automation and scale.

	Free	Lite	Plus	Elite	Master	Ultimate
Standing discount on every order	0%	5%	8%	10%	12%	15%

	Free	Lite	Plus	Elite	Master	Ultimate
Max order size	$25	$200	$500	$1,500	$5,000	$100,000
Live orders at once	5	25	50	100	250	1,000
Auto-Boost subscriptions	1	3	5	8	15	50
Mass-order rows	—	25	50	150	500	2,000
Dripfeed and scheduled orders	—	✓	✓	✓	✓	✓
Auto-refill	—	✓	✓	✓	✓	✓
Premium catalogue access	—	✓	✓	✓	✓	✓
CSV order exports	—	✓	✓	✓	✓	✓
Multi-item bundle discount eligibility	—	✓	✓	✓	✓	✓
Gift orders	—	✓	✓	✓	✓	✓
Priority delivery add-on	—	—	✓	✓	✓	✓
Status-refresh cooldown	60 s	10 s	5 s	5 s	3 s	3 s
Developer API keys	—	—	—	3	10	25
API rate limit (requests/min per key)	—	—	—	60	120	300
Delivery guarantee included free on every order	—	—	—	30 days	60 days	90 days

	Free	Lite	Plus	Elite	Master	Ultimate
Order-event webhooks	—	—	—	—	✓	✓
Wholesale Desk (negotiated rates on committed volume)	—	—	—	—	✓	✓
White-label storefront	—	—	—	—	—	✓

Paid Promotions (the marketplace)

Paid Promotions is the escrow-protected marketplace where advertisers book placements on listed channels. Commission is charged on both sides of a booking, so lowering it helps you whether you buy or sell.

	Free	Lite	Plus	Elite	Master	Ultimate
Marketplace commission	15%	12%	10%	9%	8%	7%
Channel listings	5	10	15	30	60	Unlimited
Placements per month	30	60	150	400	800	Unlimited
Saved ad templates	50	75	100	150	300	Unlimited
Photos per creative	2	3	4	5	6	8
Video creatives	—	—	—	✓	✓	✓

	Free	Lite	Plus	Elite	Master	Ultimate
Instant listing auto-verify (skip the queue)	—	✓	✓	✓	✓	✓
Listing re-verify cooldown	15 days	10 days	7 days	5 days	3 days	None
Featured days included per month	0	1	2	4	7	14
Catalog rank boost	0	+1	+2	+3	+4	+5
Spotlight deals: cooldown / concurrent	5 days / 1	4 days / 1	3 days / 2	2 days / 2	1 day / 3	None / 5
Owner payout speed	After the full run	Within 7 days	Within 72 hours	On confirm, or 48 h	On confirm, or 24 h	At the first clean check
Placement monitoring cadence	60 min	60 min	30 min	15 min	10 min	5 min
Synced cart and saved channels	—	✓	✓	✓	✓	✓
Wishlist price-drop alerts	—	✓	✓	✓	✓	✓

	Free	Lite	Plus	Elite	Master	Ultimate
AI Channel Picker and media plans	—	—	✓	✓	✓	✓
Channel bundles (channels per plan)	—	—	3	5	10	10
Weekly recurring rebook	—	—	✓	✓	✓	✓
Run auctions on your listings	—	—	✓	✓	✓	✓
Proxy (maximum) bids on auctions	—	—	—	✓	✓	✓
Dispute resolution target	Queue order	Queue order	Queue order	48 h	24 h	24 h
Placement Proof Certificates per month	—	—	—	10	25	Unlimited
Verified Delivery Insurance	—	—	—	✓	✓	✓

	Free	Lite	Plus	Elite	Master	Ultimate
Retention-Escrow bookings	—	—	—	✓	✓	✓
Performance Passport	—	—	—	✓	✓	✓
Reach Dedup Advisor	—	—	—	—	✓	✓
First-look inventory (48 h early)	—	—	—	—	—	✓
Instant refunds on upheld disputes	—	—	—	—	—	✓

ULTIMATE'S "FIRST CLEAN CHECK" PAYOUT

At Ultimate, an owner's escrow releases at the first clean delivered-post check — to your **wallet** balance. Withdrawals still go through the normal review queue at every tier.

Cross-Promotion

Cross-Promotion pairs channels for mutual shout-outs.

	Free	Lite	Plus	Elite	Master	Ultimate
Concurrent campaigns	2	4	6	8	10	Unlimited
Campaign initiations per month	5	15	30	60	120	Unlimited

	Free	Lite	Plus	Elite	Master	Ultimate
Add-on discount (watermark removal, rush, insurance)	—	10%	25%	50%	75%	100%
Boost-credit reward per clean completion (first 30/month)	—	$0.10	$0.25	$0.50	$0.75	$1.00
Free daily-cap overrides per month	—	—	1	2	4	8
Campaign insurance included	—	—	—	✓	✓	✓
Blitz multi-channel campaigns	—	—	—	—	To 5 channels	To 10 channels

JOINING IS NEVER CAPPED

The monthly number counts campaigns you **start**. Joining someone else's campaign is not limited by your tier at any rung.

AI

Every tier — including Free — gets the 12-template free AI library. On top of that, each tier carries an AI text-generation allowance capped both per day and per month, growing as you move up the ladder; AI image generation is reserved for the top tiers (Master and Ultimate). The AI quotas are tuned over time, so the current numbers for your tier are the ones shown in the AI tools themselves — the product always shows your remaining allowance before you generate, and names the exact tier that would raise it.

	Free	Lite	Plus	Elite	Master	Ultimate
Free template library (12 templates)	✓	✓	✓	✓	✓	✓
AI text generation (daily + monthly caps)	Smallest allowance	Larger	Larger	Larger	Largest	Largest
AI image generation	—	—	—	—	✓	✓

Wallet and fees

Deposits and full in-platform spending work at every tier. Withdrawals are open to every tier too. What the ladder changes is the money on both directions of travel: the fee on putting money in, and the fee on taking earnings out.

	Free	Lite	Plus	Elite	Master	Ultimate
Deposits and in-platform spend	✓	✓	✓	✓	✓	✓
Deposit fee on top-ups	9%	7.5%	6%	5%	4%	4%
Withdrawals	✓	✓	✓	✓	✓	✓
Withdrawal fee	15%	12%	10%	8%	6%	5%
Withdrawal requests per month	1	3	6	12	30	Unlimited
Priority payouts	—	—	—	✓	✓	✓

HOW THE DEPOSIT FEE WORKS

The deposit fee is the platform commission on a wallet top-up, and it is **added on top** of the amount you choose rather than taken out of it — ask to add $100 and you are credited $100, whatever your rung. The figures in the row above are the **current** rates, shown in the breakdown at checkout every time you top up; that breakdown, not this table, is what you are charged. Free pays the most, and Master and Ultimate share the floor.

NOTE

All withdrawals, at every tier, pass a manual review queue, and promotional or earned credits marked non-withdrawable stay in-platform regardless of tier.

Analytics, support and status

	Free	Lite	Plus	Elite	Master	Ultimate
Analytics level	Peak stats	Level 1	Level 2 (full)	Level 3	Level 4	Level 5
Analytics CSV export	—	—	✓	✓	✓	✓
Support	Community	Email	Priority	Fast lane	VIP	Account manager
Premium UI on web and bot	—	—	✓	✓	✓	✓
Tier badge	—	🔹	🔸	💠	👑	⭐
Founding-50 seat badge	—	—	—	—	—	✓

Choosing between two tiers

A few shortcuts that usually settle it:

- **You want to cash out earnings.** Every tier can withdraw, but the fee is the whole question: 15% at Free versus 12% at Lite, 10% at Plus, and down to 5% at Ultimate. Compare the fee saved on the money you actually withdraw each month against the plan price.
- **You sell placements in the marketplace.** Compare the commission drop (15% to 12% to 10% to 9% to 8% to 7%) against your monthly volume, then look at payout speed — that's the second-biggest difference for owners.
- **You buy Boost regularly.** The standing discount applies to every order, so a rung pays for itself once your monthly Boost spend times the extra discount exceeds the plan price.
- **You top up regularly.** The deposit fee is a straight percentage of everything you fund, so multiply your monthly top-ups by the gap between your rung and the next one. Funding $2,000 a month costs $180 in fees on Free and $120 on Plus — the $60 saved is twice the price of the rung.
- **You keep hitting one wall.** If a single limit is the thing stopping you — enrolled channels, active exchange ads, listings, placements per month, order size — jump to the tier that clears it, and check Where tier limits appear across the product so you know where the wall will show up next.
- **You need a specific feature.** Targeting, video creatives, the developer API, proof certificates, webhooks and the white-label storefront each unlock at a named rung. The product itself always names the rung on the locked control.

Frequently asked

Are the numbers on the pricing page the same in the Telegram bot?

Yes. The bot reads the same published catalogue, so prices and entitlements match on both surfaces.

Do I lose the comparison table if I'm signed out?

No. The pricing page, the tier cards and the full comparison table all work signed out. Only the buttons change once you sign in.

Can I try a tier before committing?

There is no trial period, but there is also no lock-in: a monthly term is 30 days, and nothing renews unless you choose to renew. Your very first purchase also gets an automatic 10% first-purchase discount — see How billing works.

The table shows a number my account doesn’t seem to have.

Check your membership card at the top of onflowads.com/pricing — it shows the tier your account is actually on and when it expires. An expired membership reads as Free everywhere. If it still looks wrong, contact support from the contact page.

Next: Buying a plan — the checkout, step by step, once you have picked your rung.

PLANS & PREMIUM TIERS

Buying a Plan

Buying a plan

Buying a plan is the flow that takes you from Free (or from no paid tier) onto a rung of the ladder. It happens on the **Pricing** page at onflowads.com/pricing, it is paid from your Onflow Ads wallet, and it takes well under a minute once your wallet has funds.

This page covers a **first purchase** — you hold no paid tier today. If you already hold one, the same page handles it, but the buttons and the rules differ: see Renewing your membership, Upgrading your tier and Downgrading and letting a plan lapse.

Why you'd use it

Every product on Onflow Ads works on the Free tier. Buying a plan doesn't switch anything on that was off before — it raises limits, lowers fees, speeds up delivery and review, and unlocks pro tooling. The moment you pay, your new entitlements are live on the website **and** in the Telegram bot at the same time.

Before you start

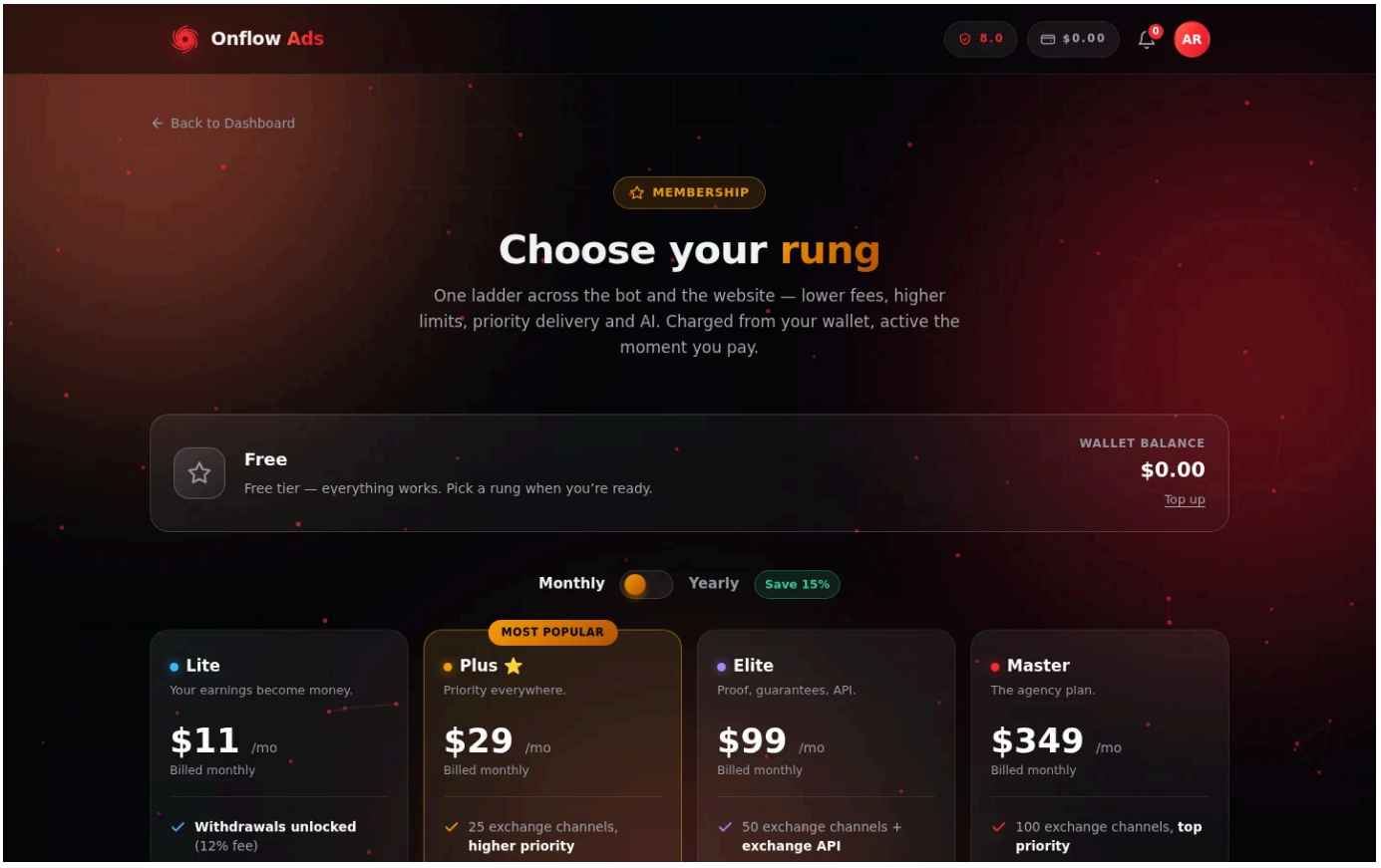
- **You need an Onflow Ads account.** If you don't have one, create it at onflowads.com/signup. The pricing page's **Get Lite / Get Plus / Get Elite / Get Master** buttons route you there when you're signed out.
- **You need wallet balance.** Plans are charged from your Onflow Ads wallet. You can top up from the wallet page at any point — the checkout links you there if you're short.
- **You need to know which tier you want.** See Comparing the tiers, or the individual tier pages.

> **THERE IS NO CARD ON FILE**
>
> Onflow Ads never stores a card for memberships and never charges one. A plan is a single wallet debit, made only when you press the pay button.

Step by step

The whole purchase happens on one screen. The membership card at the top is your current standing, the Monthly / Yearly switch sits under it, and the purchasable tier cards

run along the bottom.



The Pricing page. Your standing and wallet balance are at the top, the billing toggle in the middle, and the four purchasable tiers below — the steps that follow work straight down this page.

1. Open the Pricing page

Go to onflowads.com/pricing. It's a public page, so anyone can view the ladder; signed in, the tier cards' buttons let you buy, renew or upgrade in place. Upgrade prompts across the platform all bring you here. If you try to buy while signed out, you're sent to the sign-up page first.

2. Check your current standing

The **membership card** at the top of the page is your account's live status. It shows:

Field	What it tells you
Tier name and badge	The tier your account is on right now
Status pill	**Active** for a dated membership, **Lifetime** for one with no expiry. No pill on Free or Referral.
The line under the tier	"Renews [date] · N days left" for an active plan; "Lifetime membership — never expires." for a lifetime one; "Free tier — everything works. Pick a rung when you're ready." on Free; "Referral status — the premium look, earned. Pick a rung for the economics." on the earned Referral status
Legacy price lock notice	Shown only if you're a grandfathered legacy Premium account
Wallet balance	Your current balance, with a **Top up** link

3. Pick a billing period

Use the **Monthly / Yearly** toggle (tagged **Save 15%**). Card prices update instantly:

- **Monthly** shows the monthly price and "Billed monthly". A monthly term is **30 days**.
- **Yearly** shows the effective per-month price with the full yearly amount ("[amount] billed yearly") underneath. A yearly term is **365 days** at a flat 15% discount off twelve monthly payments.

You can flip the toggle as often as you like before opening the checkout.

4. Pick a tier

There are four purchasable cards — **Lite**, **Plus** (marked "Most Popular"), **Elite** and **Master** — each listing its headline benefits. Click the card's button: **Get Lite**, **Get Plus**, **Get Elite** or **Get Master**.

Ultimate appears below the cards as a banner marked "Application only · 50 seats" with an **Apply for Ultimate** button; it cannot be bought here. See Applying for Ultimate.

5. Review the checkout

A window titled **Confirm your purchase** opens with the line "Review the details below. The amount will be deducted from your wallet balance." and an order summary:

Row	Meaning
Membership	The tier you picked
Billing	"Monthly · 30 days" or "Yearly · 365 days"
Legacy price lock — Applied	Shown only on Plus, and only for grandfathered legacy Premium accounts
List price and **First-purchase discount**	Shown only when your account qualifies for the automatic 10% first-purchase discount
Total	The exact amount that will be deducted
Wallet after	Your balance once the charge goes through

> **THE BILLING PERIOD IS LOCKED IN WHEN THE WINDOW OPENS**
>
> The checkout charges the period you had selected at the moment you opened it. Flipping the toggle behind the open window cannot change what you are billed.

6. Pay

Click the pay button — it shows the exact amount, for example **Pay $29.00**. The full term is charged from your wallet in one debit and your tier activates immediately.

7. Confirm what activated

A success window appears — **"Welcome to Plus!"** (or your tier) — reading "Your membership is active until [date]. Every benefit is live right now, in the bot and on the website." Choose **Stay here** or **Back to dashboard**.

The membership card behind the window refreshes on its own: new tier, new **Active** pill, new renewal date and days remaining, and your reduced wallet balance.

You'll also receive a **"Premium activated"** notification in-app, a Telegram message if your Telegram account is linked, and an email.

What happens after you pay

- **Your tier is live instantly**, on the website and in the Telegram bot. There is nothing to activate, refresh or claim.
- **Your term is fixed.** A monthly purchase buys 30 days from now; a yearly purchase buys 365 days from now.
- **Nothing auto-renews.** When the term ends, your account reads as Free again unless you renew. See Renewing your membership.
- **Every product picks up the new limits at once** — exchange caps, Boost discount and order ceiling, marketplace commission, cross-promotion allowances, AI quota, withdrawal fee, analytics depth and support lane. See Where tier limits appear across the product.
- **A wallet transaction is recorded** for the debit, visible in your wallet history.

Coming from the pricing page

The public pricing page shows the same ladder with the full comparison table. When you're signed in, its buttons become smart: clicking **Get [tier]**, **Renew** or **Upgrade** opens the pricing page with that tier *and* billing period preselected — the page scrolls to the card and opens the checkout for you automatically.

Buying from the Telegram bot

You can also buy a membership inside the Onflow Ads Telegram bot. It reads its prices from the website's published plan catalogue, so a first-time buyer pays exactly the same amount on either surface, from the same wallet, with the same first-purchase discount. Whichever door you use, the result is one membership on one account.

Edge cases and what to do

Your wallet doesn’t cover the price

The checkout shows **Wallet after** in red and replaces the pay button with **Top up wallet**, above the message "Your wallet balance doesn't cover this membership yet. Top up, then come back — your selection is one tap away." **Nothing is charged.** Top up on the wallet page, return, and pick the tier again.

If the balance changes between opening the checkout and pressing pay, the server refuses cleanly with an **Insufficient wallet balance** window — "You need [amount] but your wallet doesn't have enough funds. Top up your wallet and try again." — offering **Cancel** and **Top up wallet**. Again, nothing is charged.

You already hold a higher tier

Lower tiers can't be bought while a higher one is active. Their buttons read **After [your tier] expires** and are disabled, and the server refuses the purchase with a **Lower tier locked** message: "You already have [tier] active. Lower tiers can be purchased after it expires." See Downgrading and letting a plan lapse.

You already hold a lower tier

The button reads **Upgrade to [tier]** instead of **Get [tier]**, and the checkout adds a forfeit warning plus a confirmation checkbox, because an upgrade replaces your current membership. Read Upgrading your tier before confirming.

You picked Ultimate

Ultimate is never sold through the checkout. If a purchase for it is ever attempted, the server answers: "Ultimate is application only — 50 founding seats. Apply through the contact page and we'll be in touch."

The page was open for a long time

If your browser was holding an old copy of the page with retired prices, the purchase is refused with "Pricing has been updated — refresh the page." Nothing is charged. Refresh, and the current prices load.

The connection drops mid-purchase

You'll see a **Connection error** window — "We couldn't reach the server. Please check your internet connection and try again." — with **Close** and **Retry**. Before retrying, check the membership card at the top of the page and your wallet history to see whether the charge went through. A purchase is only ever committed once, so a retry after a genuine failure is safe.

The membership card says it couldn’t load

"Couldn't load your membership — check your connection and refresh." means the page couldn't fetch your account data. Both viewing and purchasing need that live data, so refresh before trying again.

Two purchases at the same time

If two purchases race each other (say, one in the bot and one on the website), they are processed one after the other, and the second is judged against the state the first one left. You cannot be double-charged into an accidental override.

Frequently asked

Which payment methods can I use?

You pay a membership from your wallet balance only. How you *fund* that wallet — the deposit methods available to you — is covered in the Wallet section of this guide.

Is promotional credit accepted?

Yes, and promotional (non-withdrawable) credit is spent first when you buy a membership.

Do I get an invoice?

The purchase appears as a wallet transaction with the tier and billing period in the description, and you receive an activation email.

Can I buy a plan for someone else?

No. A membership always applies to the account that pays for it.

What if I picked the wrong tier?

Purchases are not reversible. If you bought a tier below the one you wanted, you can upgrade at any time — but an upgrade forfeits the remaining time on the tier you just bought, with no refund. If you bought a tier above the one you wanted, you keep it until it expires; lower tiers unlock again after that.

How do I check my plan later?

The membership card at the top of onflowads.com/pricing always shows your current tier, status and expiry date.

Next: Managing your membership — what every button on that page means once you hold a paid tier.

PLANS & PREMIUM TIERS

Managing Your Membership

Managing your membership

Once you hold a paid tier, the Pricing page adapts to your situation: each tier card's button tells you exactly what buying it would do, and the server enforces the same rules, so a card never offers something the checkout would refuse.

This page is the map. Each flow has its own dedicated guide.

What the buttons mean

Button on a tier card	Meaning	Full guide
Current plan (disabled)	The tier you hold now, with nothing to extend (a lifetime membership).	—
Renew [tier]	The tier you already hold. Adds a full new term on top of your remaining time. The note under the button reads "Extends your current term — no days lost."	Renewing your membership
Upgrade to [tier]	A higher tier. Replaces your current membership immediately, forfeiting the remaining days.	Upgrading your tier
After [your tier] expires (disabled)	A lower tier. Blocked until your current membership runs out.	Downgrading and letting a plan lapse
Get [tier]	You hold no paid tier — a plain purchase.	Buying a plan
Apply for Ultimate	Ultimate is never sold from this page.	Applying for Ultimate

The three rules in one line each

- **Renewing extends.** The new term is added on top of the time you have left, so renewing early never costs you a day.
- **Upgrading replaces.** The higher tier starts a fresh full term today and your remaining days are forfeited, with no refund and no proration — which is why it takes an explicit confirmation.
- **Downgrading waits.** Lower tiers are locked while a higher one is active, and become purchasable again once it expires.

Where to go next

- Renewing your membership — extending the tier you already hold, monthly or yearly.
- Upgrading your tier — moving up mid-term, the forfeit warning, and when it's worth waiting.
- Downgrading and letting a plan lapse — moving down, expiry, and what happens to everything you built.
- How billing works — the underlying rules: terms, charges, discounts, the legacy price lock and expiry reminders.

Next: Renewing your membership — the most common of the three flows.

PLANS & PREMIUM TIERS

Renewing Your Membership

Renewing your membership

Renewing means buying another term of the tier you already hold. Nothing on Onflow Ads auto-renews, so a membership only continues if you renew it yourself — and because renewals **extend** rather than replace, doing it early never costs you anything.

Why you'd use it

- **To keep your tier running.** When a term ends, your account reads as Free again and every paid benefit stops. Renewing before that keeps everything continuous.
- **To switch billing period.** Renewing is also how you move from monthly to yearly (or back). A yearly renewal simply adds 365 days instead of 30.
- **To stock up.** Terms stack. Renewing several times adds several terms.

Before you start

- You must already hold the tier you're renewing (the button only appears on your own tier's card).
- Your wallet needs to cover the price. Top up on the wallet page if it doesn't.
- A **lifetime** membership can't be renewed — see Lifetime memberships below.

Step by step

1. **Open onflowads.com/pricing.** The membership card at the top shows your tier, the **Active** pill, "Renews [date] · N days left", and your wallet balance.

2. **Choose Monthly or Yearly** with the billing toggle (tagged **Save 15%**). This is the term you're about to add — it does not have to match the term you originally bought.

3. **Click Renew [tier]** on your current tier's card. Under the button you'll see "Extends your current term — no days lost."

4. **Review the Confirm your renewal window.** It reads "The new term is added on top of your remaining time. The amount is deducted from your wallet balance." The summary shows:

    - **Membership** — your tier.

- **Billing** — "Monthly · 30 days" or "Yearly · 365 days".
- **Legacy price lock — Applied** — only on Plus, and only for grandfathered legacy Premium accounts.
- **Total** — the exact charge.
- **Wallet after** — your balance after it.

5. **Click Renew [amount].** The charge is taken from your wallet in one debit.

6. **Read the confirmation.** A success window confirms the new active-until date, and the membership card refreshes with the extended expiry and the new days-remaining count.

What renewing does to your dates

The new term is added to whatever you have left. Some worked examples:

Before	You renew	After
Plus, 12 days left	Monthly (30 days)	Plus, 42 days left
Plus, 12 days left	Yearly (365 days)	Plus, 377 days left
Elite, 2 days left	Monthly	Elite, 32 days left
Master, expired yesterday	Monthly	Master, 30 days from today

RENEWING EARLY IS FREE

There is no penalty and no lost time for renewing three weeks ahead of expiry — the days you already paid for are carried forward. Renewing early is simply insurance against forgetting.

If your membership has **already expired**, renewing is treated as a fresh purchase: the term starts from today, and your tier comes back on immediately.

The expiry reminders

If your Telegram account is linked, the bot sends you a series of reminders as expiry approaches — at **7 days**, **3 days**, **24 hours**, **6 hours**, **2 hours** and **30 minutes** before the date. Each one shows:

- Your tier and roughly how long is left, with the exact expiry timestamp.
- A **Keep [tier]** line — renew and keep exactly what you have.
- An **Upgrade to [next tier]** line, with a few of the biggest differences that tier would bring.

The buttons are **Renew [tier]**, **Upgrade to [next tier]** and **View All Plans**. Each reminder is sent at most once per term, and the sequence resets when you renew or change tier.

Rules and limits

- **Nothing auto-renews.** You are only ever charged when you press a pay button.
- **Renewals extend, never overwrite.** Remaining days are always carried forward.
- **The billing period is locked in when the checkout opens.** Flipping the toggle behind the open window can't change what you're billed.
- **The renewal price is the standard price for your tier**, unless you hold the legacy $11 price lock on Plus, in which case the locked price applies. See How billing works.
- **The first-purchase discount does not apply to renewals** — it is only ever granted on a genuinely first premium purchase.
- **Renewing does not change your entitlements.** Same tier in, same tier out; only the expiry moves.

Lifetime memberships can’t be renewed

Some accounts hold a membership with no expiry date. The membership card shows a **Lifetime** pill and the line "Lifetime membership — never expires.", and your tier's card button reads **Current plan** instead of Renew.

If a renewal is somehow attempted anyway, the server answers: "Your [tier] membership is already lifetime — there is nothing to extend." Nothing is charged. A lifetime membership can still be **upgraded** — see Upgrading your tier.

Edge cases

Your wallet is short

The checkout shows **Wallet after** in red and swaps the pay button for **Top up wallet**. Nothing is charged. Top up and come back — your selection is one tap away. If the balance changes between opening the window and pressing the button, you get the **Insufficient wallet balance** message instead, again with nothing charged.

You want to renew into a different tier

That isn't a renewal. Buying a **higher** tier is an upgrade (it replaces your term — see Upgrading your tier), and buying a **lower** tier is blocked until your current membership expires (see Downgrading and letting a plan lapse).

You renewed in the bot and on the website at nearly the same time

Purchases are serialised: the second one is judged against the state the first one wrote, so it extends your term again rather than doing anything unexpected. You are charged once per completed purchase.

You're a legacy Premium account

While your legacy membership is active — or has lapsed less than 30 days ago — Plus renews at your locked legacy price, and the checkout shows a **Legacy price lock — Applied** row. Renewing keeps the lock. Letting it lapse for 30 days or more, or upgrading past Plus, releases it permanently.

Frequently asked

Do I lose days if I renew early?

No. The new term is added on top of the days you already have.

Can I switch from monthly to yearly when renewing?

Yes. Flip the billing toggle to **Yearly** before clicking Renew — it adds 365 days at the 15% yearly discount, on top of whatever is left.

How many times can I renew in advance?

There is no cap on stacking terms; each completed renewal adds another full term.

What if I forget and my plan expires?

Nothing is deleted — your account, channels, listings, campaigns, history and wallet balance are all untouched. Only the tier benefits stop, and limits and fees fall back to Free-tier values. Renew whenever you're ready, and the tier comes back on immediately. See Downgrading and letting a plan lapse.

Will I be told before it expires?

Yes, if your Telegram is linked — six escalating reminders, starting a week ahead. The membership card on the website also shows the days remaining every time you open it.

Next: Upgrading your tier — when a higher rung is worth the days you would forfeit.

PLANS & PREMIUM TIERS

Upgrading Your Tier

Upgrading your tier

An upgrade moves you to a **higher** tier straight away. It is the fastest change on the ladder — everything unlocks the second the charge goes through — but it is also the one change that can cost you time you already paid for, so the checkout asks you to confirm it explicitly.

Why you'd use it

- **You've hit a wall.** A cap you keep bumping into — enrolled exchange channels, active ads, marketplace listings, monthly placements, Boost order size — clears the moment the higher tier activates.
- **The maths flipped.** A lower commission, a bigger standing Boost discount or a lower withdrawal fee now saves you more per month than the price difference.
- **You need a specific feature.** Genre targeting, video creatives, the developer API, Proof Certificates, webhooks, Blitz campaigns and the rest each unlock at a named rung.

The one rule to understand first

> ⚠ **AN UPGRADE REPLACES YOUR CURRENT MEMBERSHIP**
>
> The higher tier starts a **fresh full term from today**. Any remaining days on your current tier are **forfeited — no refund, no proration, no carry-over.** That is exactly what the confirmation checkbox asks you to accept.

Renewals extend; upgrades replace. If you have a lot of time left on your current tier, waiting until closer to expiry usually costs less overall.

Step by step

1. **Open onflowads.com/pricing.** The membership card shows your current tier and how many days are left — the number you are about to give up.
2. **Choose Monthly or Yearly** with the billing toggle. This sets the length of the new term you're buying.
3. **Click Upgrade to [tier]** on the higher tier's card. Every tier above yours shows this button.

4. **Read the checkout carefully.** The **Confirm your purchase** window shows the usual summary — Membership, Billing ("Monthly · 30 days" or "Yearly · 365 days"), Total, Wallet after — plus a warning box:

   "Upgrading replaces your current [tier] membership immediately. Your remaining N days are forfeited. No refund."

   For a lifetime membership the same box reads "Your remaining Lifetime term is forfeited."

5. **Tick the confirmation checkbox.** It reads "I understand my remaining [tier] time is forfeited without a refund." The pay button stays **disabled** until you tick it.

6. **Click Pay [amount].** The charge is taken from your wallet in a single debit.

7. **Confirm what changed.** A success window — "Welcome to [tier]!" — gives the new active-until date and confirms "Every benefit is live right now, in the bot and on the website." The membership card refreshes with the new tier, badge and expiry.

What happens the moment you upgrade

- **Every entitlement jumps at once**, on the website and in the Telegram bot: exchange caps and matching priority, Boost discount and order ceiling, marketplace commission and payout speed, cross-promotion allowances, AI quota, withdrawal fee, analytics depth, support lane and the premium interface.
- **Your term restarts.** The clock is a fresh 30 or 365 days from now — not your old expiry plus a term.
- **Your old term is gone.** There is no credit, no refund and no pro-rated remainder.
- **You get a "Premium activated" notification** in-app, by Telegram (if linked) and by email.
- **Anything you created stays.** Channels, listings, campaigns, orders and wallet balance are untouched; only the limits around them change.

Deciding whether to upgrade now or wait

Ask two questions:

1. **How many days would I forfeit?** The membership card tells you exactly. Multiply your current tier's daily cost (monthly price divided by 30, or yearly divided by 365) by those

days — that is the real extra cost of upgrading today.
2. **What does the higher tier save or unlock per month?** Lower commission on the volume you actually sell, a bigger Boost discount on what you actually order, a lower withdrawal fee on what you actually cash out, plus the value of the feature you're after.

If the second number comfortably beats the first, upgrade now. If not, wait until your term is nearly over and upgrade then — or simply let it expire and buy the higher tier as a plain purchase.

> **UPGRADING TWICE IN ONE TERM FORFEITS TWICE**
>
> Each upgrade forfeits whatever is left at that moment. If you know you'll want Master eventually, going straight there costs less than Plus, then Elite, then Master inside the same month.

Rules and limits

- **Only tiers above your current one** show an Upgrade button. Lower tiers are blocked (see Downgrading and letting a plan lapse); your own tier shows Renew.
- **An upgrade always requires the confirmation checkbox.** The site never processes one on a bare click, and the server refuses an unconfirmed upgrade even if the request reaches it another way.
- **Ultimate can never be upgraded into.** It is application-only — see Applying for Ultimate.
- **Lifetime memberships can be upgraded**, and the warning notes that the remaining lifetime term is forfeited.
- **The first-purchase discount does not apply** to an upgrade — you already hold a paid tier, so the discount's condition (no active paid tier, no previous premium purchase) is not met.
- **The billing period is locked in when the checkout opens.**

> **UPGRADING RELEASES THE LEGACY PRICE LOCK**
>
> If you're a grandfathered legacy $11 Premium account, upgrading past Plus (to Elite or Master) permanently ends your $11/month lock. Future Plus purchases are at standard pricing. See How billing works.

Edge cases

Your wallet is short

The checkout shows **Wallet after** in red and offers **Top up wallet** instead of the pay button; nothing is charged and your current tier is untouched. If the balance changes between opening the window and paying, you get the **Insufficient wallet balance** window instead — again, nothing is charged and nothing is forfeited.

You closed the window before paying

Nothing happened. An upgrade only takes effect on a completed charge; opening and cancelling the checkout costs nothing.

You upgraded and immediately regretted it

Purchases are final — there is no refund and no rollback. You keep the higher tier for its full new term. Plan the timing before you tick the box.

You tried to upgrade from another surface

If an upgrade request arrives without the explicit confirmation, the server replies with the forfeit message — "Upgrading to [tier] replaces your current [tier] membership immediately. Remaining time is forfeited — no refund." — and waits for a confirmed retry. Nothing is charged in the meantime.

Two purchases at once

Concurrent purchases are serialised, so a second request is judged against the state the first one wrote. You cannot be charged twice for the same upgrade.

Frequently asked

Is there any proration or credit for my unused days?

No. Upgrading forfeits them entirely — that is what the checkbox confirms.

Can I upgrade for just a few days to use one feature?

An upgrade always buys a full term (30 or 365 days). There are no partial terms.

Does upgrading change my renewal date?

Yes — completely. The new tier's term starts today and runs a full 30 or 365 days.

Can I upgrade from Free?

If you hold no paid tier, buying any tier is simply a purchase, not an upgrade — no forfeit, no checkbox. See Buying a plan.

Will my channels, listings or campaigns be affected?

No. Nothing you created is touched. Only your limits, fees, priority and available features change.

Next: Downgrading and letting a plan lapse — moving the other way, and what expiry does and does not touch.

PLANS & PREMIUM TIERS

Downgrading & Letting a Plan Lapse

Downgrading and letting a plan lapse

There is no "cancel subscription" button on Onflow Ads, because there is no subscription to cancel. A membership is a prepaid term that simply ends. Moving **down** the ladder therefore works differently from moving up: you wait for your current term to finish, then buy the tier you want.

Why you'd use it

- **Your usage dropped** and a cheaper rung now covers everything you do.
- **You bought a tier for one busy month** and don't need it again.
- **You want to stop paying entirely** and go back to Free, keeping your account and everything in it.

The rule: no mid-term downgrades

While a higher tier is active, every lower paid tier is locked:

- On the **Pricing** page, the lower tier's button is disabled and reads **After [your tier] expires**.
- On the **pricing** page, the button is disabled with the note "Available after your current plan expires — no mid-term downgrades."
- If a purchase is attempted anyway, the server refuses with a **Lower tier locked** message: "You already have [tier] active. Lower tiers can be purchased after it expires."

Nothing is charged in any of those cases. The point of the rule is simple: you can never accidentally pay money to *lose* benefits you have already bought.

> **DOWNGRADING IS NOT A REFUND**
>
> Because the block exists, there is also no partial refund for switching down mid-term. You keep everything you paid for until the day it ends.

How to move to a lower tier

1. **Don't renew.** Nothing auto-renews, so this step is literally doing nothing. Your term runs to its end date.

2. **Let the term expire.** On the expiry date your account reads as Free again.
3. **Buy the lower tier.** Every tier's button returns to **Get [tier]**, and the purchase is a plain first-style purchase — no forfeit warning, no checkbox. See Buying a plan.

If you want no gap at all, you can only do this at the moment of expiry — there is no way to schedule a lower tier to begin when the current one ends.

What happens the moment a membership expires

Your account falls back to Free-tier behaviour everywhere, at once, on the website and in the Telegram bot:

Area	What changes
Subscriber Exchange	Caps return to Free values (5 enrolled channels, 2 active ads, 7 base placements per cycle), matching priority returns to 0, paid targeting options and grace deletes stop being available
Boost	The standing discount goes to 0%, the per-order ceiling returns to $25, live-order and Auto-Boost caps drop, dripfeed, scheduling, auto-refill, exports and the premium catalogue lock
Paid Promotions	Commission returns to 15%, listing and monthly-placement allowances return to Free values, payout speed returns to "after the full run", monitoring returns to the 60-minute cadence, and paid-only tools (proof certificates, insurance, video creatives, AI picker) lock
Cross-Promotion	Concurrent and monthly allowances return to Free values; add-on discounts, boost-credit rewards, insurance and Blitz stop
AI	The allowance returns to the Free level; image generation locks
Wallet	The withdrawal fee returns to 15% and you get 1 withdrawal request per month
Analytics and support	Analytics returns to peak stats, support returns to the community lane, and the premium interface turns off

What is *not* affected

Expiry never deletes anything:

- **Your account, sign-in and history** stay exactly as they are.
- **Your wallet balance** is untouched — every cent stays yours and remains spendable in-platform.
- **Your channels, listings, campaigns, orders, templates and saved data** all remain.
- **Anything already in flight** — a Boost order in delivery, an escrowed booking, a running cross-promotion — is unaffected by expiry, and keeps the terms it was created under.
- **Your Telegram link, notifications and reliability record** stay in place.

What changes is what you can do *next*. Where you are over a Free-tier limit — more listings, more enrolled channels, more concurrent campaigns than Free allows — each product applies its own over-limit rules, described in that product's section of this guide. In general you keep what exists and cannot create more until you're back under the cap or back on a paid tier.

Statuses you might see afterwards

Status	Where	What it means
Free tier — everything works. Pick a rung when you're ready.	Membership card	You hold no paid tier
Referral status — the premium look, earned. Pick a rung for the economics.	Membership card	You hold the earned 🌟 Referral status; it gives the premium look but Free-tier economics, and never satisfies a paid-feature gate
Get [tier] on every card	Tier cards	Nothing is locked any more — every tier is purchasable again

Rules and limits

- **A lower tier cannot be purchased while a higher one is active**, on any surface.
- **There is no scheduled downgrade** and no queued plan change.

- **There is no cancellation** — because nothing recurs, there is nothing to cancel.
- **Expiry is judged on the date**, so a membership whose expiry has passed reads as Free everywhere, immediately.
- **Coming back is instant.** Buying again at any later date reactivates that tier's benefits right away.

Edge cases

You hold a lifetime membership

A lifetime membership has no expiry, so it never lapses and lower tiers stay locked indefinitely. You can still upgrade — see Upgrading your tier.

You're a legacy $11 Premium account

Letting a legacy membership lapse for **30 days or more** permanently releases the legacy price lock, and Plus returns to standard pricing afterwards. Renewing within those 30 days keeps the lock. See How billing works.

You expired mid-way through something

Work already in flight keeps running under the terms it was created with. It is new actions that are metered against your new (Free) allowance.

You want the same tier again after expiry

That's just a purchase. Buying your old tier after expiry starts a fresh term from that day.

Frequently asked

How do I cancel my plan?

There is nothing to cancel — simply don't renew. The membership ends by itself on its expiry date.

Will I be charged automatically at the end of my term?

No. Nothing auto-renews and no payment method is stored.

Can I get a refund for the rest of my term if I stop using it?

No. Terms are prepaid and are not refunded or prorated.

Can I switch to a cheaper tier right now?

Not while your current membership is active. Wait for expiry, then buy the cheaper tier.

Do I lose my data if I go back to Free?

No. Nothing is deleted. Only your limits, fees and available features change.

Will I be reminded before expiry?

Yes, if your Telegram account is linked — reminders at 7 days, 3 days, 24 hours, 6 hours, 2 hours and 30 minutes before the date. Ignore them and the plan simply ends.

Next: How billing works — the rules underneath all four flows, in one place.

PLANS & PREMIUM TIERS

How Billing Works

How billing works

Every Onflow Ads membership is a **prepaid term charged from your Onflow Ads wallet**. There are no cards on file, no external payment provider for plans, and no automatic renewal — you are only ever charged when you press a pay button and confirm.

This page is the rulebook. For the click-by-click flows, see Buying a plan, Renewing your membership, Upgrading your tier and Downgrading and letting a plan lapse.

Payment source: your wallet

Plans are paid from the same wallet you use everywhere else on the platform. When you confirm a purchase on the Pricing page:

1. The full price of the term is deducted from your wallet balance in **one charge**.
2. A wallet transaction is written, describing the tier and the billing period.
3. Your new tier is active **immediately**, on both the website and the Telegram bot.
4. You receive a "Premium activated" notification in-app — plus a Telegram message if your Telegram is linked, and an email.

If your balance doesn't cover the price, **nothing is charged**. You'll see an **Insufficient wallet balance** message with a **Top up wallet** button that takes you to your wallet page. Your selection is one tap away when you come back.

> **PROMOTIONAL CREDIT IS SPENT FIRST**
>
> Promotional (non-withdrawable) credit in your wallet is used before withdrawable balance when you buy a membership.

The price list

Tier	Monthly	Yearly (15% off)	Effective per month, billed yearly
Lite	$11	$112.20	$9.35

Tier	Monthly	Yearly (15% off)	Effective per month, billed yearly
Plus	$29	$295.80	$24.65
Elite	$99	$1,009.80	$84.15
Master	$349	$3,559.80	$296.65
Ultimate (application only)	$1,200	$12,240	$1,020

Prices are in USD. Regional INR pricing for India is announced as arriving with the UPI payment rail.

Term length

Billing period	Term
Monthly	30 days
Yearly	365 days

Terms are fixed windows, not billing anchors: a monthly purchase buys 30 days from the moment it applies, a yearly purchase buys 365. Yearly is billed once, at a flat **15% discount** off twelve monthly payments.

The period you are charged for is the one selected **when the checkout window opened** — changing the toggle behind an open window never changes the charge.

Nothing auto-renews

A membership simply runs out at the end of its term. When it expires, your account reads as Free again — you keep your account, your channels, your wallet balance and your history; only the tier benefits stop. To stay on a tier, renew before (or after) expiry whenever you choose.

Expiry reminders

If your Telegram account is linked, the bot messages you as expiry approaches — at **7 days**, **3 days**, **24 hours**, **6 hours**, **2 hours** and **30 minutes** before the date. Each reminder names your tier, how long is left and the exact expiry time, and offers two paths: renew the same tier, or upgrade to the next one (with a short list of what that would add). The buttons are **Renew [tier]**, **Upgrade to [next tier]** and **View All Plans**. Each stage is sent at most once per term, and the whole sequence resets when you renew or change tier.

The membership card on the website also shows "Renews [date] · N days left" every time you open the page.

Renewals extend — never overwrite

Renewing the tier you already hold **adds the new term on top of your remaining time**. If your Plus membership has 12 days left and you renew monthly, you'll have 42 days. Renewing early never costs you a day.

The one exception: a **lifetime** membership (one with no expiry date, shown with a "Lifetime" pill on the membership card) cannot be renewed — there is nothing to extend, and the server will tell you so if you try.

Upgrades are immediate — and replace your current term

Buying a **higher** tier while a lower one is active is an upgrade override:

- The higher tier starts a **fresh full term from today**.
- Any remaining days on your old tier are **forfeited, with no refund and no proration**.
- Because that trade-off is real, the site never does it on a bare click: the checkout shows a warning stating exactly which membership is replaced and how many days are forfeited, and you must tick an "I understand" checkbox before the pay button unlocks. The server refuses an upgrade that has not been confirmed that way.

If the forfeit doesn't make sense for you yet (say, you have months left on a yearly term), simply wait — you can buy the higher tier at any time.

Downgrades are blocked mid-term

While a higher tier is active, lower paid tiers **cannot be purchased**. Their buttons are disabled and labelled "After [your tier] expires", and the server refuses the purchase too — you can never accidentally pay to lose benefits. Once your current membership expires, every tier becomes purchasable again.

Discounts

First-purchase discount

Your very first premium purchase — ever, on either the website or the bot — qualifies for a **10% first-purchase discount**.

- It is applied **automatically**. There is no code to enter.
- When you qualify, the checkout shows the **List price**, a **First-purchase discount** line, and the reduced **Total**.
- It applies only to genuinely first-time buyers: no active paid tier, no membership expiry date already recorded on the account, and no previous premium charge in your wallet history on either surface.
- It never stacks with the legacy price lock below.
- It does not apply to renewals or upgrades.

Yearly discount

Yearly billing is always **15% off** the monthly rate, for every tier, shown on the pricing page via the Monthly / Yearly toggle.

The legacy $11 Premium price lock

If you bought the retired **$11/month "Premium"** plan before the current ladder launched, you're grandfathered:

- Your legacy Premium counts as **Plus** everywhere — you get every current Plus benefit.
- As long as your membership stays active (or has lapsed **less than 30 days ago**), Plus renews at your legacy price: **$11/month or $104/year**. The lock is shown right on the pricing page — a **legacy $11 price lock** note in your membership summary at the top, your legacy price on the Plus card, and a **Legacy price lock — Applied** row in the checkout.
- Renewing Plus at the locked price **keeps** the lock.

- The lock is **released permanently** if you upgrade past Plus (to Elite or Master), or if you let the membership lapse for 30 days or more. After that, Plus renews at standard pricing.
- The lock applies to **Plus only**. Every other tier is full price for everyone.
- Legacy holders whose membership is still active also keep the unlimited cross-promotion campaigns they were originally sold. Once the membership expires, that ends with the rest of the paid benefits.

Lifetime memberships

Some accounts hold a membership with no expiry date — shown as a **Lifetime** pill on the membership card, with "Lifetime membership — never expires." These can't be renewed or extended, but they can be upgraded (the upgrade warning will note that the remaining lifetime term is forfeited).

Refunds

Membership charges are final. There is no refund, no proration and no credit for:

- an upgrade that replaces a running term,
- a term you stop using before it ends,
- or a tier bought by mistake.

The confirmation windows exist precisely so that nothing is charged without you seeing the exact amount and the exact consequence first. (Refunds on *other* products — wallet top-ups, marketplace disputes — are covered in their own sections of this guide.)

One membership, two surfaces

Your tier lives on your account, not on a device or an app:

- The **Telegram bot** reads its prices from the website's published plan catalogue, so a first-time buyer pays the same on either surface.
- Buying in one place activates everywhere — there is nothing to sync.
- Purchases made at the same time on both surfaces are processed one after the other, so you can't be double-charged into an unintended override.

Prices can change

The prices in this guide reflect the ladder at the time of writing. The authoritative prices are always the ones on the pricing page and in your checkout — the site never charges a price it didn't show you first. If you ever see a "Pricing has been updated — refresh the page" message, an old page was holding retired prices; refresh and the current ones load. You were not charged.

Next: Where tier limits appear across the product — where these rules become visible while you work.

PLANS & PREMIUM TIERS

Where Tier Limits Appear

Where tier limits appear across the product

Your tier is not something you have to remember. Onflow Ads shows it to you where it matters: on status strips, in quota counters, on locked controls, and in the message you get if an action would exceed what your plan covers.

This page is a tour of all of those places, so nothing ever surprises you.

The four ways a tier shows up

Kind	What it looks like	Example
Status display	A strip or card showing the tier you're on, and often what it saves you	The membership card on the Premium page; the plan strip on the Boost store
Quota counter	A number that goes down as you use the allowance	Remaining AI actions; withdrawal requests left this month; placements used this month
Locked control	A control that's visible but disabled, naming the tier that unlocks it	The drip-feed switch on Boost; targeting fields in the Subscriber Exchange
Limit message	A message when an action would exceed your plan, usually naming the next tier and what it allows	"That order is $X, above the $Y per-order limit on the [tier] plan."

A fifth, softer form is the **upgrade nudge**: an amber banner that appears next to the thing you were doing, with a short explanation and a link. You can dismiss it with the ✕ in its corner; a dismissed nudge stays gone for the rest of your browsing session and returns on your next visit.

LOCKED CONTROLS ALWAYS NAME THEIR DESTINATION

Wherever a feature is gated, the product tells you the exact rung that unlocks it — for example "Lookalike targeting is part of Master." rather than a disabled switch with no explanation.

Your account-wide status

Where	What it shows
Pricing page (onflowads.com/pricing)	The membership card: tier and badge, an **Active** or **Lifetime** pill, "Renews [date] · N days left", any legacy price lock, and your wallet balance with a **Top up** link
Pricing page (onflowads.com/pricing), signed in	Your tier's card reads **Current plan**; lower tiers are disabled with "Available after your current plan expires — no mid-term downgrades."
Tier badge	🔹 Lite, 🔸 Plus, 💠 Elite, 👑 Master, ⭐ Ultimate, shown across the platform. The earned Referral status shows 🌟
Premium interface	From Plus upward, the website and bot switch to the premium look
Telegram reminders	As a term nears its end, the bot messages you with **Renew [tier]**, **Upgrade to [next tier]** and **View All Plans** buttons

Boost

Status. The Boost store shows a plan strip above the catalogue with your tier name and, when you have one, a **"[N]% off every boost"** tag and any volume rate-break you've earned. On the Free tier the strip instead offers **"Unlock member rates →"**.

Locked controls.

- **Drip-feed** shows a **Members only** link when your tier doesn't include it.
- **CSV order exports** answer "CSV export is a member feature." on Free.

- The **developer API** page states "The API is available on the **Elite** plan and above", and notes that your plan sets your requests-per-minute and how many keys you can mint. It closes with "Need a higher rate limit or more keys? Compare plans →".
- The **White-Label storefront** is marked as an **Ultimate** feature.

Limit messages.

Situation	Message you'll see
Order above your ceiling	"That order is $X, above the $Y per-order limit on the [tier] plan. [Next tier] raises it to $Z."
Too many orders in flight	"You already have N orders in progress, which is the limit for the [tier] plan. [Next tier] allows M."
Auto-Boost cap	"You're at your [tier] limit of N active Auto-Boost subscriptions. [Next tier] allows M." — and the Auto-Boost panel shows "You've reached your plan's Auto-Boost limit. Upgrade to run more →"
Mass order too long	The mass-order window states "Your plan lets you place up to N at once", and pasting more answers "That is N orders — your plan allows M."

Quota-style display. The status-refresh cooldown (how often you can manually refresh an order's progress) also follows your tier, from 60 seconds on Free down to 3 seconds at the top.

Paid Promotions (the marketplace)

Status. The Paid Promotions header carries an upgrade chip. On an unpaid tier it reads **Upgrade to Premium** ("Go Premium — unlock more placements, faster payouts and pro analytics"); on a paid tier it reads **Upgrade limits** ("Raise your plan limits — more placements, faster payouts and richer analytics"). It only appears once your tier is actually known, so it never flashes at a paying member by mistake.

Limit messages, as an owner.

Situation	Message
Listing cap, paid tier	"Your [tier] plan covers N channels. Upgrade to list more."
Listing cap, Free	"Free accounts can list up to N channels. Upgrade to list more."
Featured days used up	"You've used all N featured day(s) your plan includes this month." — or "Your plan doesn't include featured days."
Spotlight cooldown	"Your plan allows one spotlight per channel every N days."
Too many spotlights at once	The message names how many you have running and how many your plan allows at a time
Proof Certificates	"You've issued all N Placement Proof Certificates your plan [includes]"

Limit messages, as an advertiser.

Situation	Message
Monthly placements	"Monthly ad placement limit reached. Your [tier] plan covers up to N placements per month — upgrade for more."
Cart over the cap	The cart warns: "This order needs N placements, but your [tier] plan covers M per month and you've used K. Remove [number] or upgrade your plan to check out."
Saved ad templates	"You can keep N saved ad posts on your plan. Delete one to add another."
Media per creative	"Your plan attaches up to N items to an ad post."
Channel bundles	"Your plan doesn't include multi-channel bundles."

Situation	Message
Disputes	When a dispute is opened, the acknowledgement adds "Your plan's resolution target is N hours." if your tier has one
Delivery insurance	When your plan covers a monitor-flagged failure automatically, the refund message notes "You didn't need to raise a dispute — your plan covers this."

Locked feature pages. The **Media plan** builder shows a full lock screen when your tier doesn't include it: a "Plus feature" eyebrow, the heading "The media plan builder", an explanation of what it does, a **See plans** button and the line "Unlocks on [badge] [tier]". When it *is* available, it also tells you "Your plan spans up to N channels" while you build, and warns if a proposed basket exceeds your monthly placement allowance.

Subscriber Exchange

Locked controls. Targeting fields you can't use yet are labelled with the tier that unlocks them, for example "Lookalike targeting is part of [tier]." or "Custom matcher weights are part of [tier]."

Limit messages.

Situation	Message
Enrolling channels	"Your plan covers N enrolled channels."
Too many live ads	"Your plan runs N ads at a time. Cancel one [to submit another]."
Credit-bought extra placements	"Your plan allows up to N extra drops per cycle." — or, on Free, "Extra drops are part of a paid plan. Hosting ads earns the credits that pay for them."
Targeting you don't have	"[Feature] targeting is part of [tier]. Your ad will still run — it just reaches the whole eligible pool instead of the slice you picked."

That last one is worth reading twice: a locked targeting option never blocks your ad. It runs untargeted rather than not at all.

Upgrade nudges. When you reach for a locked targeting dimension, an amber banner appears under the targeting controls quantifying what it would have done for *this* ad, naming the exact tier that unlocks it, listing the other targeting options that tier adds, and noting any bigger base cycle — with an **Upgrade to [tier]** link. A similar nudge can appear on an ad's diagnostic when reach is the problem.

Quota-style displays. The exchange page also shows your included cadence ("Your plan's included cadence — no extra charge"), how many extra placements you could still buy with credits (or "no extra placements (your plan already runs the maximum ...)"), and your grace allowance: "Your plan forgives N accidental early [removals]".

Cross-Promotion

Limit message. Starting more campaigns than your plan includes in a calendar month answers:

"You've used all N cross-promotion initiations your [tier] plan includes this month. [Next tier] raises that to M a month."

The response also carries how many you've used, your cap, and the tier that would raise it, so the page can show the counter alongside. **Joining** someone else's campaign is never capped by your tier.

Email nudge. Hitting the monthly campaign cap can also trigger a one-per-month email titled "You've hit your monthly campaign limit — [next tier] lifts it".

Other tier-driven values you'll see on the Cross-Promotion pages: your add-on discount, the boost-credit reward you earn per clean completion, how many free daily-cap overrides you have this month, whether campaign insurance is included, and whether Blitz multi-channel campaigns are available.

AI tools

Quota counters. The AI tools show your remaining allowance before you generate. Running out gives "You have reached your AI limit." for text, or "You have reached your image limit." for images.

Upgrade nudges. When you hit a wall, a nudge appears under the tool naming your exact next step, for example:

- "You've used today's N AI text actions. [Next tier] gives you M a day — or wait for the reset at 00:00 UTC."
- "AI images are a [tier] feature" with "AI image generation is part of [tier] — unlock N AI images a month and design this ad's visual right here."
- If you're already at the top: "You're on the top AI tier — your allowance resets at 00:00 UTC."

Locked panel. When image generation isn't part of your plan, the studio shows an **Unlock AI images** panel with a **See plans** button instead of the generator.

Wallet and withdrawals

The withdrawal form is where the ladder is most directly visible in money terms:

- The **platform fee** for your tier is shown in the breakdown, and the form shows what you'll actually receive after fees.
- Your **withdrawal requests per month** allowance and how many you've used are tracked; the form shows how many remain.
- Exceeding them answers: "You've used all N withdrawal request(s) this month on the [tier] plan. [Next tier] allows more. Your balance stays spendable, and the limit resets next month."

Withdrawals are available on every tier, including Free — the tier changes the fee and the number of requests, not the right to cash out. All withdrawals pass a manual review queue at every tier, and non-withdrawable credit stays in-platform regardless of tier.

What to do when you hit a limit

1. **Read the message.** It names your plan, the exact number, and usually the next tier and its number.
2. **Decide whether it's a one-off.** Many caps reset — monthly placements, monthly campaign initiations, withdrawal requests and AI monthly allowances all reset with the calendar month; AI daily allowances reset at 00:00 UTC.
3. **Free up room where you can.** Cancel a finished exchange ad, delete an unused saved template, trim a cart, wait for live Boost orders to complete.

4. **Or upgrade.** Follow the link in the message, or go to onflowads.com/pricing. The new limits apply immediately — see Upgrading your tier.

Frequently asked

Does hitting a limit lose my work?

No. A limit stops the action, it doesn't discard what you were doing. Nothing is charged when an action is refused for a plan limit.

Do limits reset, and when?

Monthly allowances (placements, campaign initiations, featured days, proof certificates, withdrawal requests, AI monthly caps) reset with the calendar month. AI daily allowances reset at 00:00 UTC. Concurrency caps — live Boost orders, active exchange ads, concurrent campaigns — free up as the items finish. Exchange placement cycles run 30 days.

If I upgrade, do the higher limits apply straight away?

Yes. Entitlements are read live from your account, so the moment a purchase completes, every product uses the new numbers.

If my plan expires, what happens to things I created above the Free limits?

Nothing is deleted. Each product applies its own over-limit rules for creating *more* — see that product's section of this guide, and Downgrading and letting a plan lapse.

A number in the product differs from this guide.

The product is authoritative — it reads your account's live entitlements, and some allowances (the AI quotas in particular) are tuned over time. The pricing page is the authoritative published comparison.

Next: Free — the first of the six tier pages, each covering one rung area by area.

PLANS & PREMIUM TIERS

Free

Free

$0, forever. "Host, swap, earn. Everything works."

Free is not a trial and not a crippled demo. It is a complete working account: you can enrol channels in the Subscriber Exchange, buy from the Boost catalogue, list channels and book placements in the escrow-protected marketplace, run cross-promotions, use the free AI template library, deposit funds and withdraw earnings. What the paid ladder adds is speed, scale and margin — not permission.

Who it’s for

- Anyone starting out, testing the platform, or running one or two channels.
- Channel owners who want to earn from hosting before spending anything.
- Advertisers with occasional, small campaigns.

How to get it

Sign up at onflowads.com/signup. Every new account starts on Free, and an account whose paid membership has expired returns to Free automatically. Your membership card reads "Free tier — everything works. Pick a rung when you're ready."

What Free includes, area by area

Subscriber Exchange

The swap network where channels host each other's ads for credits.

	Free
Enrolled channels	5
Active ads at once	2
Base placements per 30-day cycle	7

	Free
Maximum placements per cycle	7 (credit-bought extras are not available)
Credit-earning multiplier	1.0x
Host credit per surviving hosted ad	$0.01
Matching priority	0
Matching focus	The whole eligible pool
Distinct channels one ad reaches per week	2
Ad review	Best effort
Penalty-free grace deletes per cycle	0

Targeting options (country, scheduled starts, day-parting, size bands, genre, lookalike), the competitor blocklist, host veto, priority appeals and the exchange API are not part of Free.

FREE ACCOUNTS CAN STILL BUY DELIVERY UPGRADES

Separately from the ladder, any account — Free included — can pay for one-off per-campaign delivery upgrades (extra placements, higher priority) when submitting an exchange ad. Prices are shown at submission, and refunded in full if the ad is declined.

Boost

The growth storefront. **The whole catalogue is open on Free** — Boost is a per-order purchase, not a membership feature.

	Free
Standing discount	0%
Maximum order size	$25

	Free
Live orders at once	5
Auto-Boost subscriptions	1
Status-refresh cooldown	60 seconds

Not included: dripfeed and scheduled orders, auto-refill, mass orders, CSV exports, gift orders, the premium-only part of the catalogue, the multi-item bundle discount, priority delivery, developer API keys, included delivery guarantees, webhooks, the Wholesale Desk and the white-label storefront.

Paid Promotions (the marketplace)

Full access to the escrow-protected marketplace, on both sides.

	Free
Marketplace commission	15%
Channel listings	5
Placements per month	30
Saved ad templates	50
Photos per creative	2
Listing re-verify cooldown	15 days
Placement monitoring cadence	60 minutes
Owner payout speed	After the full run
Featured days per month	0

	Free
Catalog rank boost	0
Spotlight deals	One per channel every 5 days, 1 at a time
Dispute resolution	In queue order

Included regardless of tier: escrow checkout, disputes and reviews.

Not included: video creatives, instant listing auto-verify, synced cart and saved channels, wishlist price-drop alerts, the AI Channel Picker and media plans, channel bundles, weekly recurring rebook, running auctions, proxy bids, Proof Certificates, Verified Delivery Insurance, Retention Escrow, the Performance Passport, the Reach Dedup Advisor and first-look inventory.

Cross-Promotion

	Free
Concurrent campaigns	2
Campaign initiations per month	5
Add-on discount	—
Boost-credit reward per clean completion	—
Free daily-cap overrides per month	—
Campaign insurance	Paid add-on only
Blitz multi-channel campaigns	—

Joining someone else's campaign is never capped by tier.

AI

The **12-template free AI library** is included. Text generation carries the smallest allowance on the ladder, capped both per day and per month; the tools show your remaining allowance before you generate. AI image generation is not part of Free.

Wallet

	Free
Deposits and in-platform spend	Full
Deposit fee on top-ups	9%
Withdrawals	Yes
Withdrawal fee	15%
Withdrawal requests per month	1
Priority payouts	—

The deposit fee is the platform commission on a wallet top-up. It is **added on top** of the amount you choose — you are always credited the full amount you type — and the rates above are the current ones, shown in the breakdown at checkout before you pay.

Analytics, support and interface

- **Analytics:** peak stats. No CSV export.
- **Support:** community.
- **Interface:** the standard interface. The premium look starts at Plus.
- **Badge:** none.

What you'd gain by moving up

The first rung, Lite at $11/month, is aimed squarely at the things Free holds back for people who are actually earning: the **withdrawal fee drops from 15% to 12% with 3 requests a month**, the marketplace **commission drops from 15% to 12%**, and the **deposit fee drops from 9% to 7.5%** on every top-up you make. It also doubles your exchange channels,

unlocks country targeting and scheduled starts, opens dripfeed, scheduling, auto-refill, CSV exports and gift orders in Boost, and adds instant listing auto-verify.

See Comparing the tiers for the full side-by-side.

Frequently asked

Is Free time-limited?

No. It has no expiry and no trial clock.

Can I really withdraw money on Free?

Yes — one request per calendar month, at a 15% fee, subject to the same manual review queue every tier passes through. Promotional or earned credit marked non-withdrawable stays in-platform at every tier.

What happens to my stuff if I buy a plan and it later expires?

You return to Free. Nothing is deleted — your channels, listings, campaigns, history and wallet balance all stay. Only limits, fees and features change. See Downgrading and letting a plan lapse.

Does Free get the first-purchase discount?

Your first-ever premium purchase from a Free account gets an automatic 10% first-purchase discount, applied in the checkout without a code. See How billing works.

What is Referral Premium?

An earned status (🌟) granted through the referral programme. It gives the premium look but keeps Free-tier economics — the same fees, limits and allowances listed on this page — and never satisfies a paid-feature gate.

Next: Lite — the first paid rung, and what changes from everything on this page.

PLANS & PREMIUM TIERS

Lite

Lite 🔷

$11 per month, or $112.20 per year (15% off). "Your earnings become money."

Lite is the first paid rung. Its theme is turning activity into income: a lower withdrawal fee with more cash-outs, a lower marketplace commission, and the automation that stops Boost and the exchange from being manual work.

Who it's for

- Owners who are earning on the platform and want to cash out more often, at a lower fee.
- Sellers whose marketplace volume makes a 3-point commission cut worth more than $11.
- Anyone who wants Boost automation — dripfeed, scheduling, auto-refill — and CSV exports.

How to get it

Buy it on the Pricing page with the **Get Lite** button while signed in. Full walkthrough: Buying a plan.

What Lite unlocks, area by area

Subscriber Exchange

	Free	Lite
Enrolled channels	5	**10**
Active ads at once	2	**4**
Base placements per 30-day cycle	7	**9**

	Free	Lite
Maximum placements per cycle	7	**12** (credit-bought extras unlock)
Credit-earning multiplier	1.0x	**1.1x**
Host credit per surviving hosted ad	$0.01	**$0.03**
Matching priority	0	**+5**
Matching focus	Whole pool	**0.75** (tighter matches)
Ad review target	Best effort	**48 hours**
Penalty-free grace deletes per cycle	0	**1**
Host veto (refuse a specific ad penalty-free)	—	**Yes**
Country targeting and scheduled starts	—	**Yes**

Still not included at Lite: day-parting and size-band targeting, the competitor blocklist, genre and lookalike targeting, priority appeals, the exchange API, watermark control, custom matcher weights and the delivery floor.

Boost

	Free	Lite
Standing discount on every order	0%	**5%**
Maximum order size	$25	**$200**
Live orders at once	5	**25**

	Free	Lite
Auto-Boost subscriptions	1	**3**
Mass-order rows	—	**25**
Dripfeed and scheduled orders	—	**Yes**
Auto-refill	—	**Yes**
Premium catalogue access	—	**Yes**
CSV order exports	—	**Yes**
Multi-item bundle discount	—	**Yes**
Gift orders	—	**Yes**
Status-refresh cooldown	60 s	**10 s**

Still not included: priority delivery, developer API keys, an included delivery guarantee, order webhooks, the Wholesale Desk and the white-label storefront.

Paid Promotions (the marketplace)

	Free	Lite
Marketplace commission	15%	**12%**
Channel listings	5	**10**
Placements per month	30	**60**
Saved ad templates	50	**75**
Photos per creative	2	**3**

	Free	Lite
Instant listing auto-verify (skip the queue)	—	**Yes**
Listing re-verify cooldown	15 days	**10 days**
Featured days included per month	0	**1**
Catalog rank boost	0	**+1**
Spotlight deals	Every 5 days, 1 at a time	**Every 4 days, 1 at a time**
Owner payout speed	After the full run	**Within 7 days**
Synced cart and saved channels	—	**Yes**
Wishlist price-drop alerts	—	**Yes**

Placement monitoring stays at the 60-minute cadence. Video creatives, the AI Channel Picker, channel bundles, recurring rebook, auctions, Proof Certificates, delivery insurance, Retention Escrow and the Performance Passport are higher up the ladder.

Cross-Promotion

	Free	Lite
Concurrent campaigns	2	**4**
Campaign initiations per month	5	**15**
Add-on discount (watermark removal, rush, insurance)	—	**10%**
Boost-credit reward per clean completion (first 30/month)	—	**$0.10**

Free daily-cap overrides, included campaign insurance and Blitz campaigns are not part of Lite.

AI

The 12-template free library, plus a larger text-generation allowance than Free (capped per day and per month). Image generation is not included. The tools always show your current remaining allowance.

Wallet

	Free	Lite
Deposit fee on top-ups	9%	**7.5%**
Withdrawal fee	15%	**12%**
Withdrawal requests per month	1	**3**

The deposit fee is the platform commission on a wallet top-up. It is **added on top** of the amount you choose — you are always credited the full amount you type — and the rates above are the current ones, shown in the breakdown at checkout before you pay.

Priority payouts start at Elite. All withdrawals pass the standard review queue at every tier.

Analytics, support and interface

- **Analytics:** Level 1. CSV export starts at Plus.
- **Support:** email.
- **Badge:** 🔹
- **Interface:** the premium look starts at Plus.

Is Lite worth it for you?

A quick test: add up (a) 3% of the marketplace volume you sell in a month, (b) 3% of what you withdraw in a month, and (c) 5% of your monthly Boost spend. If that total is more than $11, Lite pays for itself before you count the automation, the extra exchange channels or the higher host credit.

What you'd gain by moving up

Plus at $29/month adds day-parting and size-band targeting plus a competitor blocklist in the exchange, 25 enrolled channels, a 10% commission, the AI Channel Picker and channel bundles, weekly recurring rebook, auction hosting, priority Boost delivery, full analytics with CSV export, a 10% withdrawal fee with 6 requests a month, and the premium interface.

Frequently asked

Does Lite unlock withdrawals?

Withdrawals are open on every tier, Free included. Lite lowers the fee from 15% to 12% and raises the allowance from 1 request a month to 3.

Can I pay yearly?

Yes — $112.20 for 365 days, a flat 15% off twelve monthly payments.

If I upgrade from Lite later, do I lose my remaining days?

Yes. An upgrade replaces the current term with a fresh one and forfeits the remainder, with no refund — the checkout says so and asks you to confirm. See Upgrading your tier.

Does Lite change anything in the Telegram bot?

Yes, immediately. Your tier is one membership across the website and the bot.

Next: Plus — the Most Popular rung, and what it adds on top of Lite.

PLANS & PREMIUM TIERS

Plus

Plus 🔶

$29 per month, or $295.80 per year (15% off — $24.65 a month effective). "Priority everywhere." Marked **Most Popular** on the pricing page.

Plus is the middle of the ladder and the point where the platform starts working *for* you rather than just faster: real targeting in the exchange, the AI Channel Picker in the marketplace, priority Boost delivery, full analytics with export, and the premium interface on both the website and the bot.

Who it’s for

- Owners and advertisers running several channels who want their exchange ads to land on the right hosts rather than the whole pool.
- Marketplace buyers who want AI-assisted channel selection, channel bundles and weekly recurring rebooks.
- Anyone who wants full analytics with CSV export.

How to get it

Buy it on the Pricing page with **Get Plus**. Full walkthrough: Buying a plan.

> **THE LEGACY $11 PRICE LOCK LIVES HERE**
>
> If you bought the retired $11/month "Premium" plan, your account counts as Plus everywhere and renews Plus at $11/month or $104/year while it stays active (or has lapsed less than 30 days). The checkout shows a **Legacy price lock — Applied** row. Upgrading past Plus, or lapsing for 30 days or more, releases the lock permanently. See How billing works.

What Plus unlocks, area by area

Subscriber Exchange

	Lite	Plus
Enrolled channels	10	**25**

	Lite	Plus
Active ads at once	4	**8**
Base placements per 30-day cycle	9	**11**
Maximum placements per cycle	12	**15**
Credit-earning multiplier	1.1x	**1.2x**
Host credit per surviving hosted ad	$0.03	**$0.035**
Matching priority	+5	**+10**
Matching focus	0.75	**0.50**
Distinct channels one ad reaches per week	2	**3**
Ad review target	48 h	**24 h**
Penalty-free grace deletes per cycle	1	**2**
Day-parting and size-band targeting	—	**Yes**
Competitor blocklist	—	**50 entries**

Genre targeting (Elite), lookalike targeting (Master), the exchange API (Elite), watermark control (Master), custom matcher weights and the delivery floor (Ultimate) are still above you.

Boost

	Lite	Plus
Standing discount on every order	5%	**8%**

	Lite	Plus
Maximum order size	$200	**$500**
Live orders at once	25	**50**
Auto-Boost subscriptions	3	**5**
Mass-order rows	25	**50**
Priority delivery add-on	—	**Yes**
Status-refresh cooldown	10 s	**5 s**

Developer API keys and an included delivery guarantee start at Elite.

Paid Promotions (the marketplace)

	Lite	Plus
Marketplace commission	12%	**10%**
Channel listings	10	**15**
Placements per month	60	**150**
Saved ad templates	75	**100**
Photos per creative	3	**4**
Listing re-verify cooldown	10 days	**7 days**
Featured days included per month	1	**2**
Catalog rank boost	+1	**+2**

	Lite	Plus
Spotlight deals	Every 4 days, 1 at a time	**Every 3 days, 2 at a time**
Owner payout speed	Within 7 days	**Within 72 hours**
Placement monitoring cadence	60 min	**30 min**
AI Channel Picker and media plans	—	**Yes**
Channel bundles	—	**Up to 3 channels per plan**
Weekly recurring rebook	—	**Yes**
Run auctions on your own listings	—	**Yes**

Proxy bids, Proof Certificates, Verified Delivery Insurance, Retention Escrow, the Performance Passport and a published dispute-resolution target all start at Elite.

Cross-Promotion

	Lite	Plus
Concurrent campaigns	4	**6**
Campaign initiations per month	15	**30**
Add-on discount	10%	**25%**
Boost-credit reward per clean completion (first 30/month)	$0.10	**$0.25**
Free daily-cap overrides per month	—	**1**

Included campaign insurance starts at Elite; Blitz campaigns start at Master.

AI

The 12-template free library plus a larger text allowance than Lite (capped per day and per month). Image generation remains a top-tier feature. The AI tools show your remaining allowance and name the exact tier that would raise it.

Wallet

	Lite	Plus
Deposit fee on top-ups	7.5%	**6%**
Withdrawal fee	12%	**10%**
Withdrawal requests per month	3	**6**

The deposit fee is the platform commission on a wallet top-up. It is **added on top** of the amount you choose — you are always credited the full amount you type — and the rates above are the current ones, shown in the breakdown at checkout before you pay.

Analytics, support and interface

- **Analytics:** Level 2 — full analytics, **with CSV export**.
- **Support:** priority lane.
- **Interface:** the **premium UI** on the website and in the Telegram bot.
- **Badge:** 🔸

Is Plus worth it for you?

The two questions that usually decide it:

1. **Do you care where your exchange ads land?** Plus is the first rung with day-parting, size-band targeting and a competitor blocklist, and it halves the matching focus (tighter matches) while doubling matching priority.
2. **Do you buy placements regularly?** A 2-point commission cut, 150 placements a month, the AI Channel Picker, channel bundles and weekly rebooks change how much work a campaign takes.

What you'd gain by moving up

Elite at $99/month adds genre targeting and the Subscriber-Exchange API, video creatives, 15-minute placement monitoring, 10 Proof Certificates a month, Verified Delivery Insurance, Retention Escrow, the Performance Passport, a 48-hour dispute target, Boost developer API keys with a 30-day delivery guarantee included on every order, included cross-promotion insurance, an 8% withdrawal fee with priority payouts, and fast-lane support.

Frequently asked

Why is Plus marked "Most Popular"?

It is the rung where the biggest jump in day-to-day capability happens — targeting, AI assistance, full analytics and the premium interface — at a price most active users clear.

I'm on the old $11 Premium. Am I on Plus?

Yes, with every current Plus benefit, and your renewals stay at the legacy price while the lock holds. Upgrading to Elite or Master ends the lock permanently.

Does Plus include AI image generation?

No. Image generation is reserved for the top tiers (Master and Ultimate).

Can I downgrade from Plus to Lite mid-term?

No. Lower tiers unlock once your current membership expires. See Downgrading and letting a plan lapse.

Next: Elite — proof, guarantees and the developer APIs, and what they add on top of Plus.

PLANS & PREMIUM TIERS

Elite

Elite

$99 per month, or $1,009.80 per year (15% off — $84.15 a month effective). "Proof, guarantees, API."

Elite is where Onflow Ads stops being a place you buy things and starts being infrastructure you can build on: developer APIs on both Boost and the Subscriber Exchange, a delivery guarantee included on every Boost order, signed Placement Proof Certificates, delivery insurance, escrow variants and a published dispute-resolution target.

Who it’s for

- Agencies and power users who need evidence a placement ran, not just a screenshot.
- Anyone automating orders through an API rather than clicking through the storefront.
- Advertisers whose money is large enough that guarantees, insurance and a 48-hour dispute target matter.

How to get it

Buy it on the Pricing page with **Get Elite** (or **Upgrade to Elite** if you hold a lower tier — read Upgrading your tier first, since an upgrade forfeits the remainder of your current term).

What Elite unlocks, area by area

Subscriber Exchange

	Plus	Elite
Enrolled channels	25	**50**
Active ads at once	8	**12**
Base placements per 30-day cycle	11	**13**
Maximum placements per cycle	15	**18**

	Plus	Elite
Credit-earning multiplier	1.2x	**1.5x**
Host credit per surviving hosted ad	$0.035	**$0.04**
Matching priority	+10	**+15**
Matching focus	0.50	**0.35**
Ad review target	24 h	**12 h**
Penalty-free grace deletes per cycle	2	**3**
Competitor blocklist	50	**100 entries**
Genre targeting	—	**Yes**
Priority ad appeals	—	**Yes**
Subscriber-Exchange API	—	**Yes**

Boost

	Plus	Elite
Standing discount on every order	8%	**10%**
Maximum order size	$500	**$1,500**
Live orders at once	50	**100**
Auto-Boost subscriptions	5	**8**
Mass-order rows	50	**150**

	Plus	Elite
Developer API keys	—	**3**
API rate limit per key	—	**60 requests/minute**
Delivery guarantee included free on every order	—	**30 days**

Order-event webhooks and the Wholesale Desk start at Master; the white-label storefront is Ultimate only.

Paid Promotions (the marketplace)

	Plus	Elite
Marketplace commission	10%	**9%**
Channel listings	15	**30**
Placements per month	150	**400**
Saved ad templates	100	**150**
Photos per creative	4	**5**
Video creatives	—	**Yes**
Listing re-verify cooldown	7 days	**5 days**
Featured days included per month	2	**4**
Catalog rank boost	+2	**+3**
Spotlight deals	Every 3 days, 2 at a time	**Every 2 days, 2 at a time**

	Plus	Elite
Owner payout speed	Within 72 hours	**On confirm, or 48 hours**
Placement monitoring cadence	30 min	**15 min**
Channel bundles	3 channels	**5 channels**
Proxy (maximum) bids on auctions	—	**Yes**
Dispute resolution target	Queue order	**48 hours**
Placement Proof Certificates per month	—	**10**
Verified Delivery Insurance	—	**Yes**
Retention-Escrow bookings	—	**Yes**
Performance Passport	—	**Yes**

WHAT DELIVERY INSURANCE CHANGES DAY TO DAY

With Verified Delivery Insurance, a monitor-flagged failure refunds automatically — you don't have to open a dispute. The refund message says so explicitly: "You didn't need to raise a dispute — your plan covers this."

Cross-Promotion

	Plus	Elite
Concurrent campaigns	6	**8**
Campaign initiations per month	30	**60**
Add-on discount	25%	**50%**

	Plus	Elite
Boost-credit reward per clean completion (first 30/month)	$0.25	**$0.50**
Free daily-cap overrides per month	1	**2**
Campaign insurance included	—	**Yes**

Blitz multi-channel campaigns start at Master.

AI

The 12-template free library plus a larger text allowance than Plus, capped per day and per month. AI image generation is still reserved for the top tiers.

Wallet

	Plus	Elite
Deposit fee on top-ups	6%	**5%**
Withdrawal fee	10%	**8%**
Withdrawal requests per month	6	**12**
Priority payouts	—	**Yes**

The deposit fee is the platform commission on a wallet top-up. It is **added on top** of the amount you choose — you are always credited the full amount you type — and the rates above are the current ones, shown in the breakdown at checkout before you pay.

Analytics, support and interface

- **Analytics:** Level 3, with CSV export.
- **Support:** fast lane.
- **Interface:** premium UI on web and bot.
- **Badge:** 💠

Is Elite worth it for you?

Elite is usually justified by one of three things:

1. **Proof and protection.** Proof Certificates, Verified Delivery Insurance, Retention Escrow and a 48-hour dispute target — the tools you need when you are spending someone else's money or reporting to a client.
2. **Automation.** API keys on Boost (3 keys, 60 requests per minute each) and the Subscriber-Exchange API.
3. **Guarantees.** A 30-day delivery guarantee included free on every Boost order, rather than bought per order.

What you'd gain by moving up

Master at $349/month doubles exchange channels to 100 with lookalike targeting and watermark control, raises Boost to a $5,000 ceiling with 10 API keys, a 60-day guarantee and order webhooks, drops commission to 8% with 60 listings, adds 10-minute monitoring, 25 Proof Certificates, the Reach Dedup Advisor, Blitz cross-promos to 5 channels, AI image generation, a 6% withdrawal fee with 30 requests a month, and VIP support.

Frequently asked

What is a Placement Proof Certificate?

A signed record that a placement ran as booked. Elite includes 10 per month; Master 25; Ultimate unlimited.

Is the 30-day delivery guarantee automatic?

Yes — at Elite it is included free on every Boost order. The paid guarantee add-on remains available to everyone at every tier.

Do the API keys cost extra?

No. Elite includes 3 keys, each rate-limited to 60 requests per minute.

Does Elite include AI images?

No — image generation is a Master-and-above feature.

Can I move from Elite back to Plus?

Only once your Elite term expires. Mid-term downgrades are blocked at every tier.

Next: Master — the agency plan, and the highest limits you can buy directly.

PLANS & PREMIUM TIERS

Master

Master 👑

$349 per month, or $3,559.80 per year (15% off — $296.65 a month effective). "The agency plan."

Master is built for operators running many channels or many clients at once: the highest purchasable limits on the ladder, lookalike targeting, order webhooks, the Wholesale Desk, Blitz cross-promotions, AI image generation and VIP support.

Who it’s for

- Agencies managing dozens of channels or client accounts.
- High-volume resellers who need webhooks, big mass orders and negotiated rates on committed volume.
- Owners whose marketplace revenue makes an 8% commission and 24-hour payouts materially better than 9% and 48 hours.

How to get it

Buy it on the Pricing page with **Get Master**, or **Upgrade to Master** from a lower tier (an upgrade forfeits the remainder of your current term — see Upgrading your tier).

What Master unlocks, area by area

Subscriber Exchange

	Elite	Master
Enrolled channels	50	**100**
Active ads at once	12	**18**
Base placements per 30-day cycle	13	**15**
Maximum placements per cycle	18	**21**

	Elite	Master
Credit-earning multiplier	1.5x	**1.7x**
Host credit per surviving hosted ad	$0.04	**$0.045**
Matching priority	+15	**+20**
Matching focus	0.35	**0.25**
Distinct channels one ad reaches per week	3	**4**
Ad review target	12 h	**4 h**
Penalty-free grace deletes per cycle	3	**4**
Competitor blocklist	100	**200 entries**
Lookalike host targeting	—	**Yes**
Watermark control	—	**Yes**

Boost

	Elite	Master
Standing discount on every order	10%	**12%**
Maximum order size	$1,500	**$5,000**
Live orders at once	100	**250**
Auto-Boost subscriptions	8	**15**
Mass-order rows	150	**500**

	Elite	Master
Developer API keys	3	**10**
API rate limit per key	60/min	**120/min**
Delivery guarantee included free on every order	30 days	**60 days**
Order-event webhooks	—	**Yes**
Wholesale Desk (negotiated rates on committed volume)	—	**Yes**
Status-refresh cooldown	5 s	**3 s**

Paid Promotions (the marketplace)

	Elite	Master
Marketplace commission	9%	**8%**
Channel listings	30	**60**
Placements per month	400	**800**
Saved ad templates	150	**300**
Photos per creative	5	**6**
Listing re-verify cooldown	5 days	**3 days**
Featured days included per month	4	**7**
Catalog rank boost	+3	**+4**
Spotlight deals	Every 2 days, 2 at a time	**Every day, 3 at a time**

	Elite	Master
Owner payout speed	On confirm, or 48 h	**On confirm, or 24 h**
Placement monitoring cadence	15 min	**10 min**
Channel bundles	5 channels	**10 channels**
Dispute resolution target	48 h	**24 h**
Placement Proof Certificates per month	10	**25**
Reach Dedup Advisor	—	**Yes**

First-look inventory and instant refunds on upheld disputes remain Ultimate-only.

Cross-Promotion

	Elite	Master
Concurrent campaigns	8	**10**
Campaign initiations per month	60	**120**
Add-on discount	50%	**75%**
Boost-credit reward per clean completion (first 30/month)	$0.50	**$0.75**
Free daily-cap overrides per month	2	**4**
Blitz multi-channel campaigns	—	**To 5 channels**

AI

The 12-template free library, the largest text allowance on the ladder (capped per day and per month), **and AI image generation** — the first rung where images are included. The AI

tools show your remaining text and image allowance before you generate.

Wallet

	Elite	Master
Deposit fee on top-ups	5%	**4% — the platform floor**
Withdrawal fee	8%	**6%**
Withdrawal requests per month	12	**30**
Priority payouts	Yes	**Yes**

The deposit fee is the platform commission on a wallet top-up. It is **added on top** of the amount you choose — you are always credited the full amount you type — and the rates above are the current ones, shown in the breakdown at checkout before you pay.

Analytics, support and interface

- **Analytics:** Level 4, with CSV export.
- **Support:** VIP.
- **Interface:** premium UI on web and bot.
- **Badge:** 👑

Is Master worth it for you?

Master is a volume plan. The arithmetic that usually settles it:

- **Commission.** One point off the marketplace commission (9% to 8%) is $10 for every $1,000 of volume, on both sides of a booking.
- **Boost.** Two extra points of standing discount (10% to 12%) plus a 60-day included guarantee and a $5,000 per-order ceiling.
- **Volume.** 800 placements a month, 60 listings, 100 exchange channels, 500-row mass orders, 250 live Boost orders and 10 API keys at 120 requests per minute.
- **Time.** A 4-hour exchange review target, 10-minute placement monitoring, 24-hour payouts and a 24-hour dispute target.

What you'd gain by moving up

Ultimate is the ceiling of the platform — 250 exchange channels, custom matcher weights, a delivery floor, $100,000 orders with a 90-day guarantee, 7% commission with unlimited listings, placements and certificates, first-look inventory, payouts at the first clean check, unlimited cross-promotions with Blitz to 10 channels, a 5% withdrawal fee and a dedicated account manager. It cannot be bought — it is application-only, 50 seats. See Applying for Ultimate.

Frequently asked

What is the Wholesale Desk?

A route for negotiated rates on committed, prepaid Boost volume, available from Master.

What do order webhooks do?

They push order-event updates to a URL you control, so your own systems can react without polling. Master and Ultimate only.

Does Master include AI images?

Yes — Master is the first tier that includes image generation, with the allowance capped per day and per month. The studio shows your remaining images.

Is Master the top purchasable tier?

Yes. Ultimate exists above it but is application-only and cannot be purchased from any page.

Can I hold Master and still upgrade later?

Only to Ultimate, and only by application. Renewing Master extends it normally.

Next: Ultimate — the application-only ceiling above Master.

PLANS & PREMIUM TIERS

Ultimate

Ultimate ⭐

$1,200 per month, or $12,240 per year (15% off — $1,020 a month effective). "Not a plan — a partnership." Application only, 50 seats globally.

Ultimate is the top of the ladder and the only tier that cannot be bought. It is limited to 50 seats, each granted by application, and it carries the platform's ceiling on every dimension along with partnership perks: a dedicated account manager and a numbered Founding-50 seat badge.

This page covers **what Ultimate includes**. For the application itself — where to click, what happens next — see Applying for Ultimate.

> **ULTIMATE IS NEVER SOLD FROM A PAGE**
>
> The pricing page shows an Ultimate card marked "Application only · 50 seats" with an **Apply** button that goes to the contact page. If a purchase is attempted anyway, the answer is: "Ultimate is application only — 50 founding seats. Apply through the contact page and we'll be in touch."

Who it’s for

- The platform's largest operators: networks, agencies and resellers running at scale.
- Businesses that need a named contact rather than a support queue.
- Accounts whose volume makes the ceilings on every other tier the binding constraint.

What Ultimate includes, area by area

Subscriber Exchange

	Master	Ultimate
Enrolled channels	100	**250**
Active ads at once	18	**25**
Base placements per 30-day cycle	15	**18**

	Master	Ultimate
Maximum placements per cycle	21	**24**
Credit-earning multiplier	1.7x	**2.0x**
Host credit per surviving hosted ad	$0.045	**$0.05**
Matching priority	+20	**+25** (the highest on the ladder)
Matching focus	0.25	**0.20** (the tightest matching)
Ad review target	4 h	**1 hour**
Penalty-free grace deletes per cycle	4	**5**
Competitor blocklist	200	**500 entries**
Custom matcher weights	—	**Yes**
Delivery floor (shortfall credited)	—	**Yes**

Custom matcher weights let you tune how the matcher ranks hosts; the delivery floor credits you if delivery falls short of what was promised.

Boost

	Master	Ultimate
Standing discount on every order	12%	**15%**
Maximum order size	$5,000	**$100,000**
Live orders at once	250	**1,000**
Auto-Boost subscriptions	15	**50**

	Master	Ultimate
Mass-order rows	500	**2,000**
Developer API keys	10	**25**
API rate limit per key	120/min	**300/min**
Delivery guarantee included free on every order	60 days	**90 days**
Wholesale Desk	Yes	**Yes, at the best floor on the ladder**
White-label storefront	—	**Yes**

Paid Promotions (the marketplace)

	Master	Ultimate
Marketplace commission	8%	**7%**
Channel listings	60	**Unlimited**
Placements per month	800	**Unlimited**
Saved ad templates	300	**Unlimited**
Photos per creative	6	**8**
Listing re-verify cooldown	3 days	**None**
Featured days included per month	7	**14**
Catalog rank boost	+4	**+5**

	Master	Ultimate
Spotlight deals	Every day, 3 at a time	**No cooldown, 5 at a time**
Owner payout speed	On confirm, or 24 h	**At the first clean delivery check**
Placement monitoring cadence	10 min	**5 min**
Placement Proof Certificates per month	25	**Unlimited**
First-look inventory	—	**Yes — new listings 48 hours early**
Instant refunds on upheld disputes	—	**Yes**

HOW THE "FIRST CLEAN CHECK" PAYOUT WORKS

At Ultimate an owner's escrow releases at the first clean delivered-post check, straight to your **wallet** balance. Withdrawals still pass the normal review queue at every tier, and clawback still runs against the balance — paying out early does not remove the checks.

Cross-Promotion

	Master	Ultimate
Concurrent campaigns	10	**Unlimited**
Campaign initiations per month	120	**Unlimited**
Add-on discount	75%	**100% — add-ons are free**

	Master	Ultimate
Boost-credit reward per clean completion (first 30/month)	$0.75	**$1.00**
Free daily-cap overrides per month	4	**8**
Campaign insurance included	Yes	**Yes**
Blitz multi-channel campaigns	To 5 channels	**To 10 channels**

AI

The 12-template free library, the largest text allowance on the ladder and AI image generation, capped per day and per month. The AI tools always show your remaining allowance; at the top of the ladder the nudge simply reads "You're on the top AI tier — your allowance resets at 00:00 UTC."

Wallet

	Master	Ultimate
Deposit fee on top-ups	4%	**4% — the same floor Master reaches**
Withdrawal fee	6%	**5% — the platform floor**
Withdrawal requests per month	30	**Unlimited**
Priority payouts	Yes	**Yes**

The deposit fee is the platform commission on a wallet top-up. It is **added on top** of the amount you choose — you are always credited the full amount you type — and the rates above are the current ones, shown in the breakdown at checkout before you pay.

The 5% floor exists because it is roughly what the payout rails themselves cost; no tier goes below it. All withdrawals still pass the manual review queue, and non-withdrawable

credit stays in-platform at every tier.

Analytics, support and status

- **Analytics:** Level 5 — the deepest on the ladder, with CSV export.
- **Support:** a **dedicated account manager**, rather than a queue.
- **Interface:** premium UI on web and bot.
- **Badges:** ⭐ plus a numbered **Founding-50 seat badge**.

How Ultimate is granted

Ultimate seats are granted after an application, not bought:

1. Click **Apply** on the pricing page's Ultimate card. It opens the contact page.
2. Send your application describing your channels or advertising operation.
3. The team reviews it and gets in touch. Payment only happens once an application is accepted.

Full detail: Applying for Ultimate.

Frequently asked

Can I buy Ultimate if I can afford it?

No. Every seat is reviewed, and there are only 50 in total.

Does everything I’ve built carry over?

Yes. It is the same account and the same wallet — channels, listings, campaigns, history and balance all stay exactly as they are.

What happens if I hold Ultimate and it ends?

The same as any other tier: your account returns to Free, nothing is deleted, and your wallet is untouched.

What is the ”unlimited” fine print?

Unlimited features stay subject to the platform's fair-use and anti-abuse rules, and marketplace escrow, monitoring and dispute processes apply at every tier.

Is there anything above Ultimate?

No. It is the ceiling on every dimension the ladder measures.

Next: Applying for Ultimate — how a seat is requested and granted.

PLANS & PREMIUM TIERS

Applying for Ultimate

Applying for Ultimate

Ultimate is the only tier on the ladder that cannot be bought. It is limited to **50 seats globally**, and each seat is granted by application. This page is the application flow, end to end. For the benefits themselves, see the Ultimate tier page.

Why it works this way

Ultimate is described on the platform as "Not a plan — a partnership": it carries the ceiling on every limit, a dedicated account manager, and a numbered Founding-50 seat badge. Because a seat includes a named human on the Onflow Ads side, seats are reviewed rather than sold, and there is a fixed number of them.

Before you apply

- **You should already have an Onflow Ads account.** Applications are about your operation on the platform, so an existing account and history make the conversation concrete.
- **You do not need funds in your wallet.** Nothing is charged at application time. The published price — $1,200 per month or $12,240 per year, shown on the pricing page — only becomes relevant once an application is accepted.
- **Master is the ceiling you can buy today.** If Ultimate isn't granted, Master covers the agency use case and everything you build on it carries over.

How to apply, step by step

1. **Open the pricing page.**

2. **Find the Ultimate card.** On the pricing page, Ultimate is the last card in the ladder, tagged **"Application only · 50 seats"**, with the line "Not a plan — a partnership. The network's ceiling, reserved for its largest operators, with a Founding-50 seat badge and a dedicated account manager."

3. **Click the button.** It reads **Apply** on the Ultimate card and takes you to the contact page. The same **Apply for Ultimate** button also appears at the bottom of the pricing page.

4. **Send your application through the contact form.** Describe your operation — the channels you run or manage, your advertising volume, what you need the ceiling for, and how to reach you.

5. **Wait for the team to reply.** Applications are reviewed by people, so there is no instant answer and no automatic status page. The reply comes through the contact details you provide.

6. **If accepted, the seat is arranged with you.** Payment happens only after acceptance, and your account is moved to Ultimate from the Onflow Ads side — there is no checkout to complete on the pricing page.

What happens after you send it

Stage	What you'll see
Application sent	The contact page's own confirmation. Your tier does not change and nothing is charged.
Under review	No change on your account. Everything you already hold keeps working exactly as before.
Accepted	The team contacts you to arrange the seat. Once granted, your membership card shows Ultimate with the ⭐ badge, and every Ultimate entitlement is live on the website and in the Telegram bot at once.
Not accepted this time	Nothing changes. You can keep using any tier you hold, and buy or upgrade normally.

Rules

- **Ultimate cannot be purchased on any surface.** It is not on the purchasable list, and any attempt is refused with: "Ultimate is application only — 50 founding seats. Apply through the contact page and we'll be in touch."
- **There is no self-serve path.** No promo code, no invite link on the pricing page, and no way to reach it by upgrading — every seat is reviewed.

- **Seats are limited to 50 globally**, which is why applications can be declined even when the applicant is a good fit.
- **Applying costs nothing** and does not change your current tier.
- **Once granted, Ultimate behaves like any other membership** in every other respect: it is a term on your account, it does not auto-renew, and if it ends your account returns to Free without losing anything.

Edge cases

The Apply button did nothing

Both Apply buttons are ordinary links to the contact page. If the page didn't open, check that your browser isn't blocking navigation, then go to onflowads.com/contact directly.

You clicked Ultimate expecting a checkout

There isn't one. The Ultimate card shows its published price for reference, but it has no **Get Ultimate** button anywhere.

You already hold Master

Nothing changes while you apply. Your Master membership continues normally — renew it as usual if it comes up for renewal during the review.

You want to increase your chances

Apply with the account you actually operate on, and describe real volume — the number of channels, the monthly spend or revenue, and what limit you are hitting today. The tier exists for operators at the platform's ceiling.

Frequently asked

How long does a review take?

There is no published turnaround. The team replies through the contact details you give.

Can I pay upfront to skip the queue?

No. Payment only happens once an application is accepted.

Is the price negotiable?

The published price is $1,200 per month or $12,240 per year. Anything beyond that is part of the conversation with the team, not something set on a page.

If I'm granted Ultimate, do I lose my current tier's remaining days?

Ultimate is arranged with you directly rather than through the self-serve upgrade checkout, so discuss the timing with the team. The self-serve rule that an upgrade forfeits remaining days applies to purchases you make yourself on the pricing page.

What if I'm not there yet?

Master covers the agency use case, and everything you build on any tier carries over the day an Ultimate seat is granted — it is the same account and the same wallet.

Next: Plans FAQ and troubleshooting — quick answers and every plan message explained.

PLANS & PREMIUM TIERS

Plans FAQ & Troubleshooting

Plans FAQ and troubleshooting

Short answers to the questions that come up most often about plans, billing and tier limits, followed by a plain-English explanation of every message the purchase flow can show you. Each answer links to the full page if you need the detail.

Choosing a plan

How do I compare the tiers?

Open onflowads.com/pricing for the published side-by-side table, or read Comparing the tiers here. Each tier also has its own page: Free, Lite, Plus, Elite, Master, Ultimate.

Which tier should I pick?

Work from the numbers you already have: the commission you pay on marketplace volume, the fee you pay on withdrawals, your monthly Boost spend, and the single limit you keep hitting. A rung pays for itself when the fees it saves plus the limit it clears are worth more than its price.

Do I need a paid plan to use Onflow Ads?

No. Free is a complete working account across every product. Paid tiers buy speed, scale and margin.

Can I try a tier before committing?

There is no trial, but a monthly term is only 30 days and nothing auto-renews. Your first-ever purchase also gets an automatic 10% discount.

Billing and payment

How do I pay for a plan?

From your Onflow Ads wallet balance — the same wallet you use across the platform. Top up once on the wallet page, then buy or renew any tier instantly from onflowads.com/pricing. No cards on file, no external subscriptions.

Does my plan auto-renew?

No. Nothing auto-renews. The full term is charged once, when you confirm, and the membership simply expires at the end of its term unless you renew it yourself.

How long is a term?

30 days for monthly, 365 days for yearly.

Do I lose anything by renewing early?

No. Renewals extend: the new term is added on top of whatever time you already have.

Can I pay monthly and switch to yearly later?

Yes. When you renew, just flip the Monthly/Yearly toggle first — a yearly renewal adds 365 days on top of your remaining time, at the 15% yearly discount.

Is there a refund if I upgrade?

No. Upgrading replaces your current membership immediately; remaining days are forfeited with no refund or proration. The checkout states exactly what you're forfeiting and requires a confirmation checkbox before you can pay. If the forfeit is too large, wait until closer to expiry to upgrade.

Why can’t I buy a lower tier?

Lower tiers are locked while a higher one is active — their buttons read "After [your tier] expires". This prevents accidentally paying to lose benefits. Buy the lower tier after your current membership expires.

How do I cancel?

There is nothing to cancel. Don't renew, and the membership ends on its expiry date.

Do I qualify for the first-purchase discount?

The automatic 10% discount applies to your first-ever premium purchase, on either the website or the bot — no active paid tier, no expiry date already recorded, and no previous premium charge on the account. If you qualify, the checkout shows the discount line itself; there's no code to enter. It doesn't stack with the legacy price lock, and it never applies to renewals or upgrades.

What happens the moment I pay?

Your tier is active instantly on both the website and the Telegram bot, and you get a "Premium activated" notification in-app, by Telegram message (if your Telegram is linked) and by email.

Are prices the same on the website and in the Telegram bot?

Yes. The bot reads its prices from the website's plan catalog, so a first-time buyer pays the same on both surfaces.

Will I be warned before my plan expires?

Yes, if your Telegram account is linked: reminders at 7 days, 3 days, 24 hours, 6 hours, 2 hours and 30 minutes before expiry, each with **Renew [tier]**, **Upgrade to [next tier]** and **View All Plans** buttons. The membership card on the website also shows the days remaining.

Is there pricing in Indian rupees?

Regional INR pricing for India is announced as arriving with the UPI payment rail. Until then, prices are in USD, charged from your wallet.

Limits and entitlements

Where can I see my current plan?

On the membership card at the top of onflowads.com/pricing: tier, badge, **Active** or **Lifetime** pill, renewal date and days remaining, and your wallet balance.

How do I know what my plan allows in a given product?

The product tells you as you go — status strips, quota counters, locked controls that name the tier that unlocks them, and limit messages that name your plan and the next one. See Where tier limits appear across the product.

When do my monthly allowances reset?

Monthly allowances — marketplace placements, cross-promotion initiations, featured days, Proof Certificates, withdrawal requests, AI monthly caps — reset with the calendar month.

AI daily allowances reset at 00:00 UTC. Subscriber Exchange placement cycles run 30 days. Concurrency caps free up as items finish.

If I upgrade, when do the new limits apply?

Immediately, everywhere, on the website and in the bot.

If my plan expires, do I lose what I created?

No. Nothing is deleted and your wallet is untouched. Only limits, fees and features change. Where you're above a Free-tier limit, each product's own over-limit rules apply to creating more — see that product's section, and Downgrading and letting a plan lapse.

Can I withdraw money on the Free tier?

Yes — every tier can withdraw. The tier sets the fee (15% at Free down to 5% at Ultimate) and how many requests you can file per month (1 at Free, unlimited at Ultimate). All withdrawals pass a manual review queue, and non-withdrawable credit stays in-platform at every tier.

Does my plan change what it costs to add money?

Yes. The deposit fee on a wallet top-up is set by your tier — currently 9% on Free, falling to 4% on Master and Ultimate — and it is added **on top** of the amount you choose, so you are credited the full amount you type whatever your rung. Upgrading applies from your very next top-up. The current rate is always shown in the breakdown before you pay; see Comparing the tiers for the whole ladder.

Legacy Premium and special statuses

I'm on the old $11 Premium — what am I now?

You're **Plus**, with every current Plus benefit, and you're grandfathered on price: while your membership stays active (or lapsed less than 30 days ago), Plus renews at $11/month or $104/year. The lock is shown on your membership card, on the Plus card ("Your legacy price") and in the checkout ("Legacy price lock — Applied"). Upgrading to Elite or Master — or lapsing for 30 days or more — releases the lock permanently and moves you to standard pricing.

Do legacy Premium accounts keep unlimited cross-promotions?

While the legacy membership is still active, yes — that benefit was part of what was sold. Once it expires, it ends with the rest of the paid benefits.

What is Referral Premium?

An earned status (🌟), granted through the referral program — never sold. It gives you the premium look on the bot and website, but all economics (fees, limits, discounts) stay at Free-tier values, and it never unlocks a paid feature. Your membership card reads "Referral status — the premium look, earned. Pick a rung for the economics." You can buy any paid tier on top of it at any time.

What does ”Lifetime” on my membership card mean?

Your membership has no expiry date. It can't be renewed (nothing to extend) and its card button reads **Current plan**, but it can be upgraded — with the usual forfeit warning.

Error messages explained

”Insufficient wallet balance” / ”Insufficient funds in wallet”

The price exceeds your wallet balance. Nothing was charged. Use the **Top up wallet** button, add funds, and try again.

”Lower tier locked” / ”You already have [tier] active. Lower tiers can be purchased after it expires.”

You tried to buy a tier below your active one. Wait for your current membership to expire first.

”Upgrading to [tier] replaces your current membership immediately. Remaining time is forfeited — no refund.”

Not an error — the upgrade confirmation. Tick the checkbox to enable the pay button, or cancel to keep your current tier.

”Your [tier] membership is already lifetime — there is nothing to extend.”

You tried to renew a lifetime membership. Lifetime never expires, so renewal isn't needed.

”Pricing has been updated — refresh the page.”

Your browser was holding an old version of the pricing page with retired prices. Refresh, and the current ladder loads. You were not charged.

”Ultimate is application only — 50 founding seats.”

Ultimate can't be purchased directly. Apply through the contact page — see Applying for Ultimate.

”Sign in to continue.”

Plan purchases require a signed-in account. Sign in at onflowads.com/signin and retry.

”Invalid tier selected.” / ”Invalid billing period selected.”

The request didn't name a purchasable tier or a valid billing period — usually a stale page. Refresh onflowads.com/pricing and pick the tier again.

”Connection error — we couldn’t reach the server.”

A network hiccup between your browser and Onflow Ads. Check your connection and use the **Retry** button. If you're unsure whether a charge went through, check your membership card at the top of onflowads.com/pricing and your wallet history before retrying.

”Purchase failed — something went wrong processing your purchase.”

The purchase did not complete and, if the charge did not commit, nothing was deducted. Check your membership card and wallet history, then try again. If it repeats, contact support.

The pricing page says ”Couldn’t load your membership”

The page couldn't fetch your account data. Check your connection and refresh — viewing and purchasing both need the live catalog.

A limit message says my plan covers less than this guide states

The product reads your account's live entitlements and is authoritative. Check that your membership hasn't expired (the card shows the date), and remember that an expired paid tier reads as Free everywhere. The pricing page is the authoritative published comparison.

Still stuck?

Reach the team through the contact page or your support channel — paid tiers come with progressively faster support lanes, from email (Lite) up to a dedicated account manager (Ultimate).

SECTION

AI Studio

AI STUDIO

AI Studio Overview

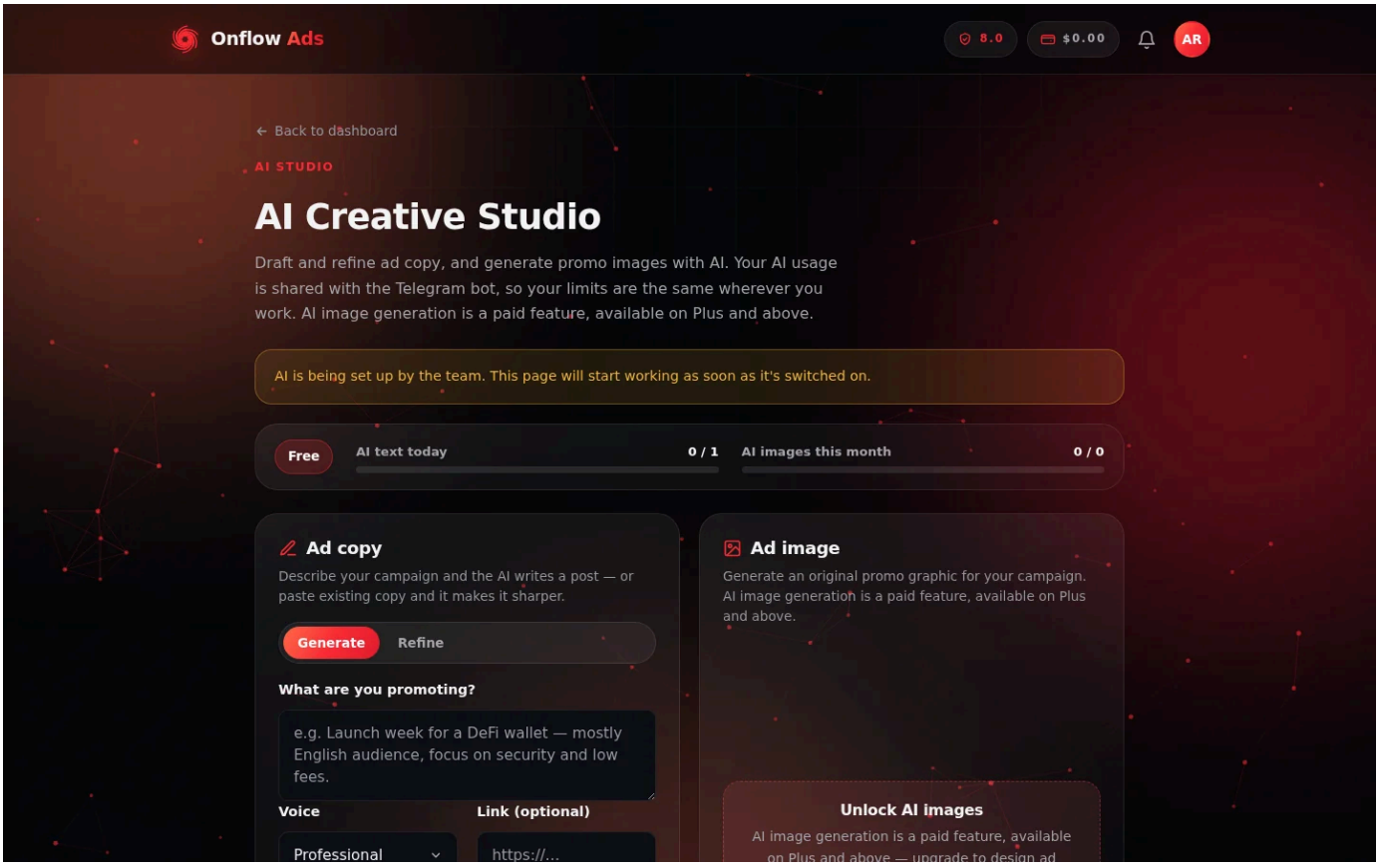
AI Studio Overview

The **AI Creative Studio** is the built-in AI workspace for advertising content on Onflow Ads. It writes promotional posts from a short brief, sharpens copy you already have, and — on the top plans — generates original promo images for your campaigns.

You'll find it in your dashboard at:

https://onflowads.com/telegram/dashboard/ai-studio

From your dashboard home (https://onflowads.com/telegram/dashboard), it's the **AI Studio** entry in the side menu.



The AI Creative Studio. The status strip sits under the title; the Ad copy card is on the left and Ad image on the right. Here the account is on a plan without AI images, so Ad image shows its Unlock panel.

Who it is for

- **Advertisers** — draft ad copy for paid promotions, Boost campaigns, and Subscriber Exchange ads in seconds.
- **Channel owners** — write cross-promo posts, listing blurbs, and announcements in a consistent voice.
- **Anyone on Onflow Ads** — AI text actions are included on every plan; your exact daily allowance is shown on the Studio meter. AI image generation is reserved for the top plans.

The four AI flows

Flow	What it does	Availability	Guide
Generate	Writes one short, Telegram-ready promotional post from your brief, in a voice you pick	All plans (daily allowance)	Generating ad copy
Refine	Improves copy you already have — tighter wording, better hook, clearer call to action	All plans (shares the same text allowance)	Refining ad copy
Ad image	Creates an original promo graphic from a text description	Top plans only	Generating ad images
AI helpers	Small robot buttons throughout the product — bid coaching, result explanations, targeting advice, and more	Varies by helper	AI helpers across Onflow Ads

Generate and Refine live side by side in the **Ad copy** card; **Ad image** is the card next to it. See Opening the AI Creative Studio for a tour of the page itself.

One allowance, everywhere

All AI text features — Studio generation, refining, and every "explain / coach / draft" helper elsewhere in the product — draw from **one shared allowance of AI text actions**. AI images have their own separate allowance.

Your usage is also **shared with the Onflow Ads Telegram bot**: if your Telegram account is linked, AI actions you take in the bot and on the website count against the same limits, so your allowance is the same wherever you work.

The Studio page always shows your live status at the top:

- a **tier pill** with your current plan,
- an **AI text today** meter (used / limit),
- an **AI images this month** meter (used / limit).

Full details are in AI quotas and limits.

Built-in safeguards you'll appreciate

- **Failures never cost you.** If the AI errors out or returns nothing, the action is automatically refunded — the message says "no action was used."
- **Sanitised output.** Generated copy uses only Telegram-safe formatting (bold, italic, and links), so you can paste it straight into a post.
- **Content rules are enforced up front.** Prompts that break the content policy are declined before anything is generated — and before any quota is spent. See Content rules for AI.
- **Automatic link tracking.** If you include a link when generating copy, Onflow Ads can convert it into a tracked link so you see clicks and conversions on the **Link Tracking** page of your dashboard.

> **NOTE**
>
> You must be signed in to use any AI feature. If the Studio asks you to sign in, or shows "Please sign in again.", sign in at https://onflowads.com/signin and reload the page.

Next: Opening the AI Creative Studio — find the page and learn to read the status strip before you generate anything.

AI STUDIO

Opening the AI Creative Studio

Opening the AI Creative Studio

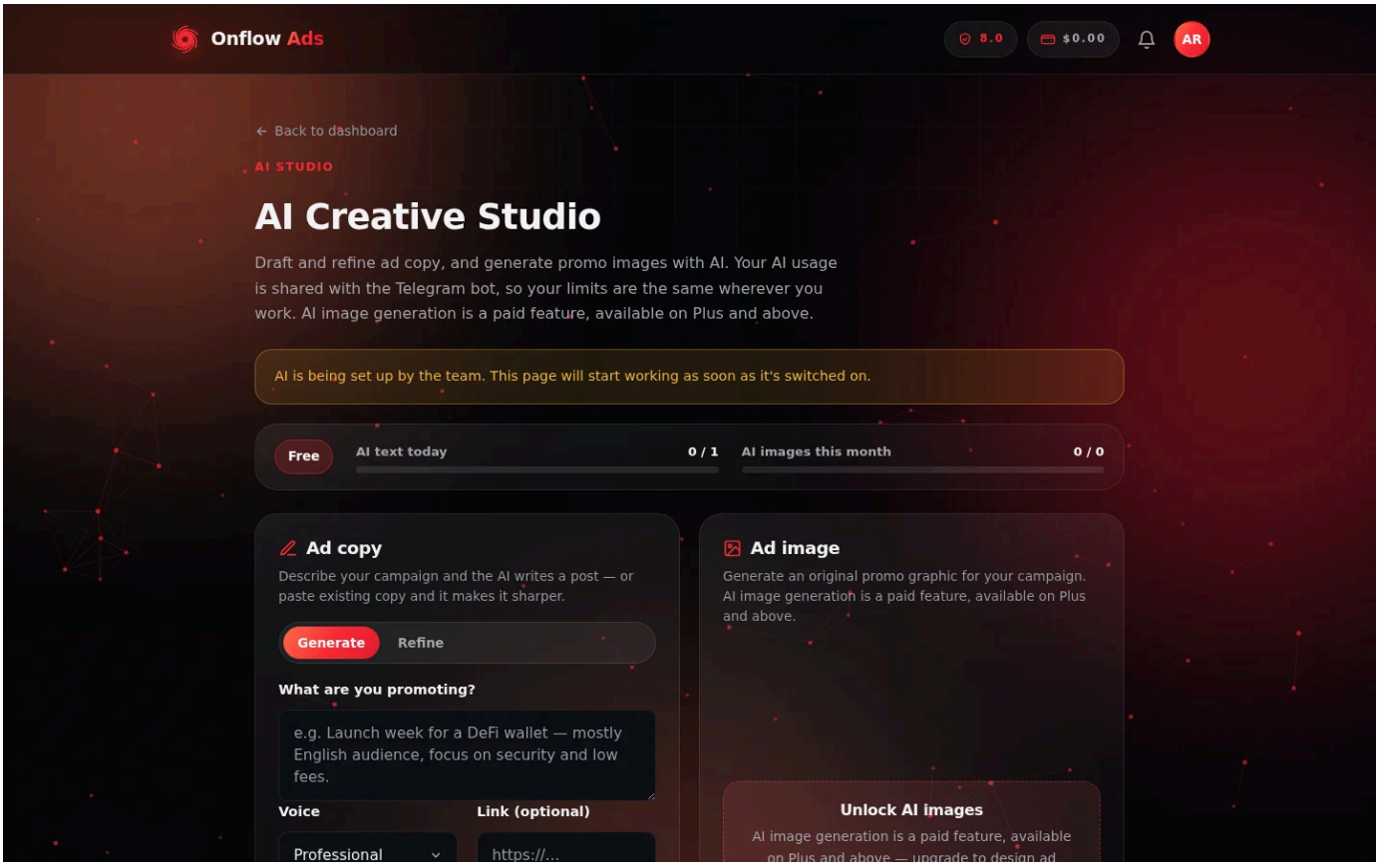
This page is the setup step for every other AI flow. Before you generate or refine anything, it's worth two minutes to learn where the Studio is and how to read the status strip at the top — it tells you, at a glance, how much AI you have left today and whether anything is currently blocking you.

What the Studio is

The **AI Creative Studio** is a single dashboard page with two working cards:

- **Ad copy** — writes a new promotional post, or improves one you paste in.
- **Ad image** — creates an original promo graphic from a description.

Everything happens on the page. Nothing is posted, published, or charged to your wallet — the Studio only produces text and images for you to copy, download, and use wherever you like.



Everything on this page is described below: the status strip under the title, the Ad copy card with its Generate and Refine pills, and the Ad image card on the right. The amber line above the meters only appears when something is limiting your AI.

How to open it

1. Sign in at **https://onflowads.com/signin**.
2. Go to your dashboard at **https://onflowads.com/telegram/dashboard**.
3. Select **AI Studio** in the side menu.

You can also go straight there: **https://onflowads.com/telegram/dashboard/ai-studio**

The page header reads **AI Creative Studio**, with a **Back to dashboard** link above it that returns you to the dashboard home.

> **NOTE**
>
> The Studio needs an active signed-in session. If your session has expired, actions come back with "Please sign in again." — sign in again and reload the page. Nothing is spent when this happens.

Reading the status strip

Directly under the page title is a strip that reflects your live AI status. It refreshes when the page loads and again after every generation, so it is always current.

Part of the strip	What it shows	How to read it
Tier pill	Your current Onflow Ads plan	This is the plan your AI allowance is calculated from
AI text today	Used / limit for text actions, with a progress bar	Covers Generate, Refine, and every AI text helper across the product
AI images this month	Used / limit for image generations, with a progress bar	Zero on plans that don't include AI images

Part of the strip	What it shows	How to read it
Reliability note	An amber line that appears only when something is limiting your AI	See the table below

If your account has no limit at all (a testing account set up by the team), the meter reads the number used followed by **Unlimited** instead of a used-or-limit pair.

The amber note under the meters

This line is hidden unless one of two things is true:

Note you see	What it means	What to do
"AI is paused on your account while a review is open. It returns as soon as the review is resolved."	Your account is under review, so all AI is paused	Nothing — access returns automatically when the review closes
"Your AI limits are reduced while your reliability recovers — a clean streak restores them."	Your reliability score is below the Fair band, so your allowance is throttled and images are off	Complete your commitments cleanly and on time; see AI quotas and limits

The two cards

Ad copy

The **Ad copy** card carries two pill buttons, **Generate** and **Refine**. **Generate** is selected when the page loads. Switching pills swaps the form below without losing what you typed in the other mode.

- **Generate** asks "What are you promoting?", a **Voice**, and an optional **Link (optional)** — see Generating ad copy.

- **Refine** asks for **Your copy** and an optional **How should it change? (optional)** — see Refining ad copy.

Both modes spend from the same **AI text today** meter.

Ad image

The **Ad image** card behaves in one of two ways depending on your account:

- **Unlocked** — you get a **Describe the image** box and a **Generate image** button.
- **Locked** — you get a panel with a heading, a one-line reason, and a **See plans** button that takes you to https://onflowads.com/pricing.

The lock panel's heading names the reason:

Heading	Reason
Unlock AI images	Your plan does not include AI image generation
AI is paused	Your account has an open review
Images limited right now	Your reliability is recovering, so images are off for the moment

Full detail is in Generating ad images.

Banners you might see before you start

- **"AI is being set up by the team. This page will start working as soon as it's switched on."** — an amber banner above the status strip. AI is not switched on for the platform yet. Nothing on your side to fix; check back later.
- **"AI is temporarily unavailable. Please try again shortly."** — appears when you try an action while the AI service itself is briefly down. Your allowance is untouched.

What the Studio does not do

- It does not post anything to Telegram for you. You copy the result and use it where you need it.

- It does not save a history or gallery. Copy the text or download the image before you leave the page.
- It does not charge your wallet. AI is metered in actions, not money — see AI quotas and limits.

FAQ

Do I need a channel connected to use the Studio?

No. The Studio works on any signed-in account. A connected channel only matters for the helpers built into other flows, like the Subscriber Exchange ad builder.

Can I use it on my phone?

Yes. The page reflows to a single column on narrow screens, with the **Ad copy** card first and **Ad image** below it.

Why are my meters showing dashes?

The status strip shows a dash until the page has loaded your live state. If it stays that way, reload the page; if it still doesn't fill in, you're probably signed out.

Does opening the page use an AI action?

No. Loading the Studio, reading the meters, and seeing an upgrade panel are all free. An action is only spent when you press a generate or refine button and the AI actually returns a result.

Next: Writing ad copy with AI — decide which of the two copy flows you need.

AI STUDIO

Writing Ad Copy with AI

Writing Ad Copy with AI

This page is a one-minute decision guide. The **Ad copy** card in the AI Creative Studio holds two separate flows, switched with the pill buttons at the top of the card, and each one has its own full guide.

Pill	Use it when	Full guide
Generate	You have nothing written yet — you describe the campaign and the AI writes the post	Generating ad copy
Refine	You already have copy and want it tightened, sharpened, or shortened	Refining ad copy

What the two flows share

- **One meter.** Both spend one unit from the same **AI text today** allowance shown at the top of the Studio. There is no separate Generate budget and Refine budget.
- **One content policy.** Both check your prompt against the content rules before anything is generated, and a declined prompt costs you nothing. See Content rules for AI.
- **One refund guarantee.** If the AI fails or returns nothing, your action is handed straight back and the message says "no action was used."
- **The same output style.** One short post, under 600 characters, hook first and call to action last, formatted with Telegram-safe bold, italic, and links only.
- **The same pacing.** After each attempt the button counts down for a few seconds before you can run it again.

> **NOT SURE WHICH TO PICK?**
>
> If you can describe the campaign in a sentence, use **Generate**. If you can already paste a draft, use **Refine** — it never invents facts, so it is the safer choice for copy that has already been approved somewhere else.

Next: Generating ad copy — write a brand-new post from a short brief.

AI STUDIO

Generating Ad Copy

Generating Ad Copy

Generate writes one complete promotional post from a short brief. You describe what you're promoting, pick a tone of voice, optionally add a link, and the AI returns a finished Telegram-ready post you can copy and use anywhere.

Why you would use it

- You're booking a paid promotion and the composer is empty.
- You need three or four variations of the same offer to test.
- You want a professional-sounding post but don't write ads for a living.
- You want your link wrapped in click tracking automatically, without setting anything up.

If you already have a draft, use Refining ad copy instead — it improves your wording without inventing anything new.

Before you start

- Be signed in. See Opening the AI Creative Studio.
- Check the **AI text today** meter at the top of the page. Generate spends one action from it.
- Have your offer clear in your head: who the audience is, what you're promoting, and the one thing you want readers to do.

Step by step

1. **Open the Studio** at **https://onflowads.com/telegram/dashboard/ai-studio**.

2. **In the Ad copy card, make sure the Generate pill is selected.** It is selected by default when the page loads. If you were last using **Refine**, click **Generate** — the form swaps immediately, and nothing you typed in the other mode is lost.

3. **Fill in "What are you promoting?"** Describe your campaign in a sentence or two, for example: "Launch week for a DeFi wallet — mostly English audience, focus on security and low fees." The field accepts up to **600 characters**. Anything longer is trimmed to 600 before the AI sees it, so put the important part first.

4. **Pick a Voice.** This dropdown sets the tone of the finished post:

Voice	Style you get
Professional	A confident, professional brand voice (the default)
Playful	Fun, energetic, emoji-friendly
Minimalist	Clean, minimal, no fluff
Persuasive	Punchy, high-conversion, direct-response
Educational	Clear, informative, trust-building

5. **Optionally paste a URL in "Link (optional)".** The AI builds the call to action around it. Before the post is written, Onflow Ads usually converts your URL into a **tracked link** — see Links and click tracking below.

6. **Click Generate copy.** The button disables itself and the status line under the card reads **"Writing..."** while the AI works. A generation normally takes a few seconds.

7. **Read the result.** The finished post appears in the output box below the form, formatted as it will look on Telegram.

8. **Click Copy.** The whole post is copied to your clipboard as plain text and the status line confirms **"Copied to clipboard."** Paste it into Telegram, into a booking composer on Onflow Ads, or anywhere else.

9. **Generate again if you want an alternative.** The button counts down for a few seconds first — see Pacing between generations.

What you get back

One short, complete promotional post. By design it:

- stays **under 600 characters**,
- **leads with a hook** and **ends with a clear call to action**,
- uses **tasteful emoji sparingly**,

- uses only **Telegram-safe formatting** — bold, italic, and links; every other kind of markup is stripped out before you see it,
- **never invents statistics, prices, or guarantees** that weren't in your brief.

Unusually long results are trimmed at a line break so a cut can never leave broken formatting behind.

Links and click tracking

When you fill in **Link (optional)**, Onflow Ads tries to mint a **tracked link** — a short Onflow Ads address that counts the click and then forwards the reader to your original page — and hands that address to the AI as the call-to-action URL.

What you'll see. When it works, the status line reads:

"Your link is now tracked — see clicks & conversions in Link Tracking."

Where the data goes. Open the **Link Tracking** page at **https://onflowads.com/telegram/dashboard/links** to see clicks, unique visitors, devices, referrers, and conversions for that link.

What is not rewritten. Some destinations are deliberately left exactly as you typed them:

- Telegram addresses such as t.me links,
- links back to onflowads.com itself,
- anything that isn't a normal web address.

In those cases the post simply carries your original link, and no confirmation line appears.

Your own campaign tags survive. If your URL already carries tracking parameters, Onflow Ads adds its own without overwriting yours, so any reporting you have already set up keeps working.

Statuses and outcomes

What you see	What happened	Did it cost an action?
"Writing..."	The request is with the AI	Not yet — reserved, refunded if it fails
Post in the output box	Success	Yes, one text action
"Your link is now tracked — see clicks & conversions in Link Tracking."	Success, and your URL was converted to a tracked link	Yes, one text action
"Copied to clipboard."	You pressed **Copy**	No
"Tell the AI what to write about first."	The brief box was empty or under three characters	No — nothing was sent
"That request breaks our content policy. Please try a different, on-topic prompt."	Your brief matched a content rule	No
"The AI couldn't generate that just now — no action was used. Please try again in a moment."	The AI failed to respond	No — automatically refunded
"The AI returned an empty result — no action was used. Try again."	The AI answered with nothing usable	No — automatically refunded
"You've used today's AI text actions."	Your daily text allowance is spent	No

What you see	What happened	Did it cost an action?
"You've used your AI text allowance (daily and/or monthly). Daily resets at 00:00 UTC, monthly on the 1st."	One of your two text windows is full	No
"AI is paused on your account while a review is open. It returns as soon as the review is resolved."	Your account is under review	No
"Too many attempts. Please wait a minute and try again."	Too many requests in a short burst	No
"AI is temporarily unavailable. Please try again shortly."	The AI service is briefly down	No
"Please sign in again."	Your session expired	No
"Network error. No action was used."	Your connection dropped mid-request	No

Limits and tier gates

- **Generate is available on every plan**, including Free. What differs by plan is how many text actions you get.
- **Every plan step up raises the allowance.** Your exact numbers are shown on the **AI text today** meter and repeated in the panel you see when you run out.
- **Two windows apply**: a daily one that resets at **00:00 UTC**, and a monthly one that resets on the **1st of the month**. A generation is blocked as soon as either window is full.
- **Reliability can reduce your allowance.** A low or recovering reliability score throttles the number of text actions you get. Reaching the Fair band restores your full plan quota.
- **When you hit the wall**, the Studio replaces the bare error with a panel that tells you exactly which wall you hit — plan cap, reliability, or open review — and offers the matching next step. Seeing that panel never spends an action.

Everything about allowances is in AI quotas and limits.

Pacing between generations

After each attempt, the **Generate copy** button briefly disables itself and shows a live countdown, for example **"Please wait 30s"**, ticking down to zero before re-enabling itself. This is normal pacing, not an error, and it keeps the service responsive for everyone. The exact wait is always displayed on the button.

Pacing is skipped when there would be no point in waiting — if you're signed out or hard-blocked by a plan or quota gate, the button re-enables immediately, because a wait wouldn't change the outcome.

Rules and edge cases

- **Empty or near-empty brief.** Fewer than three characters is rejected on the spot with "Tell the AI what to write about first." — nothing is sent and nothing is spent.
- **Over-long brief.** More than 600 characters is trimmed to the first 600. Front-load the essentials.
- **Over-long link.** Very long URLs are trimmed before use, so prefer a clean link.
- **The output is sanitised.** Anything the AI returns that isn't bold, italic, or a safe link is removed. Links with unusual or unsafe address types are dropped entirely rather than shown.
- **Content policy runs first.** Your brief is checked before any generation, so an off-policy brief is declined instantly and free of charge. See Content rules for AI.
- **No history is kept.** The Studio does not store a list of past generations. Copy anything you want to keep before you navigate away or generate again — a new result replaces the one on screen.
- **Nothing is published.** Generating copy never posts anything anywhere. You decide where it goes.

BETTER BRIEFS, BETTER COPY

Tell the AI the audience, the offer, and the one thing you want readers to do. "Crypto news channel, 40k subscribers, promote our new referral program, prize pool ends Friday" beats "write an ad" every time.

FAQ

Can I generate several versions and pick the best?

Yes, and it's a good habit. Each attempt spends one text action, and the button paces you a few seconds between runs. Copy each version out before you generate the next one — a new result replaces the previous one.

Does changing the Voice change how much it costs?

No. Every voice costs the same single text action.

Can I ask for a specific length or a specific structure?

Put it in the brief. The AI is instructed to keep the post under 600 characters with a hook and a call to action, but a brief like "very short, two lines, no emoji" steers it within that shape. For finer control over an existing draft, use Refine with a specific instruction.

The copy came back with a different link than the one I typed. Why?

That's link tracking. Your URL was wrapped in an Onflow Ads tracked link so you can see clicks and conversions on the **Link Tracking** page. Readers still land on your original page.

Can I use the copy outside Telegram?

Yes. Click **Copy** and paste anywhere. The formatting is Telegram-style bold, italic, and links, so it looks its best on Telegram, but the plain text works everywhere.

Does the AI know about my channel or my audience?

Only what you tell it in the brief. Generate does not read your channel statistics — describe your audience in the brief if you want it reflected in the copy.

Next: Refining ad copy — polish the post you just generated, or any draft you already had.

AI STUDIO

Refining Ad Copy

Refining Ad Copy

Refine takes ad copy you already have and makes it better: tighter wording, corrected grammar, a sharper hook, and a clearer call to action. Crucially, it **does not invent anything** — no new prices, no new claims, no new statistics. Whatever facts went in are the only facts that come out.

Why you would use it

- Your draft says the right things but reads clumsily.
- Your post is too long for a Telegram caption and needs trimming without losing the offer.
- Your copy has no real call to action and buries the hook in the third line.
- You need the same message in a punchier tone for a different channel.
- Your copy has already been approved by a client, a partner, or a channel owner and must not change its factual content.

If you have nothing written yet, use Generating ad copy instead.

Before you start

- Be signed in. See Opening the AI Creative Studio.
- Check the **AI text today** meter. Refine spends one action from the same allowance as Generate.
- Have your existing copy on the clipboard, ready to paste.

Step by step

1. **Open the Studio** at **https://onflowads.com/telegram/dashboard/ai-studio**.

2. **In the Ad copy card, click the Refine pill.** The form swaps from the brief-and-voice layout to the two Refine fields. Anything you typed under **Generate** stays there if you switch back.

3. **Paste your existing ad text into "Your copy".** This field accepts up to **2,000 characters** — comfortably more than a single Telegram post, so you can paste a long

draft and let the AI cut it down. Text beyond 2,000 characters is trimmed before the AI sees it.

4. **Optionally fill in "How should it change? (optional)".** This is a one-line editing instruction, up to **300 characters**, for example:

Instruction you type	What it steers
"shorter, add a stronger call to action"	Length and closing line
"more formal, drop the emoji"	Tone and decoration
"lead with the discount"	Which fact goes in the hook
"make it work for a crypto audience"	Vocabulary and framing

   Leave it blank and the AI applies its standard improvements: tighter wording, fixed grammar, sharper hook, clearer call to action.

5. **Click Refine copy.** The button disables itself and the status line reads **"Writing..."** while the AI works.

6. **Read the improved version** in the output box below the form.

7. **Click Copy** to put it on your clipboard. The status line confirms **"Copied to clipboard."**

8. **Compare before pasting.** Your original is still in the **Your copy** box, so you can read the two side by side and decide. If you prefer the original, simply don't use the result — nothing is overwritten anywhere.

What Refine changes, and what it never changes

It will	It will not
Tighten wording and cut filler	Add a price, discount, or statistic that wasn't there
Fix grammar and punctuation	Add a guarantee or promise you didn't make

It will	It will not
Move the strongest idea into the hook	Invent a deadline or a scarcity claim
Add or sharpen the call to action	Change your product into a different product
Cut the post to fit under 600 characters	Add links you didn't include
Rework the tone toward your instruction	Keep formatting other than bold, italic, and links

That "will not" column is what makes Refine safe to run on copy that has already been signed off elsewhere. It is also why Refine is the right tool when a channel owner has asked for a small change to an approved creative.

Statuses and outcomes

What you see	What happened	Did it cost an action?
"Writing..."	The request is with the AI	Not yet — reserved, refunded if it fails
Improved post in the output box	Success	Yes, one text action
"Copied to clipboard."	You pressed **Copy**	No
"Paste some copy to improve first."	The **Your copy** box was empty	No — nothing was sent
"That request breaks our content policy. Please try a different, on-topic prompt."	Your copy or your instruction matched a content rule	No

What you see	What happened	Did it cost an action?
"The AI couldn't generate that just now — no action was used. Please try again in a moment."	The AI failed to respond	No — automatically refunded
"The AI returned an empty result — no action was used. Try again."	The AI answered with nothing usable	No — automatically refunded
"You've used today's AI text actions."	Your daily text allowance is spent	No
"You've used your AI text allowance (daily and/or monthly). Daily resets at 00:00 UTC, monthly on the 1st."	One of your two text windows is full	No
"AI is paused on your account while a review is open. It returns as soon as the review is resolved."	Your account is under review	No
"Too many attempts. Please wait a minute and try again."	Too many requests in a short burst	No
"AI is temporarily unavailable. Please try again shortly."	The AI service is briefly down	No
"Please sign in again."	Your session expired	No
"Network error. No action was used."	Your connection dropped mid-request	No

Limits and tier gates

- **Refine is available on every plan**, including Free.
- **It shares one meter with Generate.** There is no separate Refine budget: both draw from **AI text today**, alongside every AI text helper elsewhere in the product.

- **Two windows apply** — daily, resetting at **00:00 UTC**, and monthly, resetting on the **1st**. Whichever fills first blocks the next attempt.
- **Reliability can reduce the allowance.** A low or recovering reliability score throttles your text actions until you're back in the Fair band.
- **Hitting a wall shows a panel**, not just an error: it names the wall you hit and the way forward. Seeing it is free.

Full detail in AI quotas and limits.

Pacing between refinements

After each attempt the **Refine copy** button disables itself and shows a live countdown, for example **"Please wait 30s"**, before re-enabling. This is normal pacing. The exact wait is shown on the button. The countdown is skipped when waiting wouldn't help — for instance when you're out of quota or signed out.

Rules and edge cases

- **Empty input is caught immediately.** "Paste some copy to improve first." appears before anything is sent, and costs nothing.
- **Very long input is trimmed** to the first 2,000 characters; a long editing instruction is trimmed to the first 300.
- **Refine does not add links.** If your copy has no link, the result won't have one either. Link tracking is part of the Generate flow, not Refine.
- **Refining a refinement works.** You can paste the result back into **Your copy** and run it again with a different instruction — each pass costs one action.
- **Your instruction is checked too.** The content policy is applied to your copy and your instruction together, before any generation. A declined attempt costs nothing. See Content rules for AI.
- **Output is sanitised.** Only bold, italic, and safe links survive; everything else is stripped. Long results are trimmed at a line break so formatting is never left broken.
- **Nothing is saved.** The Studio keeps no history. Copy what you want before generating again — a new result replaces the one on screen.

> **GIVE ONE INSTRUCTION AT A TIME**
>
> "Shorter" plus "more formal" plus "add urgency" plus "mention the bonus" in one line pulls the AI in four directions. Run it once for length, read the result, then run it again for tone. Two clean passes beat one crowded instruction.

> ⚠ **CHECK FACTS BEFORE YOU PUBLISH**
>
> Refine is instructed not to invent claims, but you are still the publisher. Read the result before it goes into a paid placement — especially prices, dates, and anything a channel owner's rules care about.

FAQ

Does Refine keep my links?

Yes — links already in your copy are preserved, as long as they are ordinary web or Telegram addresses. It will not add new ones.

Can I refine copy that the AI generated?

Yes. Copy the generated post, switch to **Refine**, paste it into **Your copy**, and give an instruction. That second pass costs a second text action.

Will it translate my copy?

Ask for it in the instruction, for example "rewrite in Spanish". Treat the result as a draft and have a native speaker check it before a paid placement.

Why did it cut my post so much?

The AI is instructed to keep the result under 600 characters, which is roughly the length of a strong Telegram promo post. If something essential was dropped, re-run with an instruction such as "keep the pricing details".

Is my original copy stored anywhere?

The text you paste is used to produce the result and is not kept as a saved draft you can browse later. The Studio has no history page — copy anything you want to keep.

Does Refine check my copy against a channel's rules?

No, that's a different tool. When you're booking a paid promotion, the booking composer has a 🤖 **AI compliance check** button that reviews your creative against that specific channel's rules, plus 🤖 **Fix to pass** to rewrite it. See AI helpers across Onflow Ads.

Next: Generating ad images — pair your finished copy with an original promo graphic.

AI STUDIO

Generating Ad Images

Generating Ad Images

The **Ad image** card in the AI Creative Studio creates an original promotional graphic from a text description — a visual to pair with your ad copy. The result appears on the page and you download it as a PNG file.

Why you would use it

- Your ad post needs a visual and you don't have a designer.
- You want a clean, on-brand background graphic for a Telegram placement.
- You're building a Subscriber Exchange ad or a storefront banner and want the creative made in place.
- You want something original rather than a stock photo other advertisers are also using.

Who can generate images

AI image generation is a **paid, top-plan feature**. It is the sharpest difference between the plan tiers on the AI side: on every plan below the threshold the image allowance is zero by design.

On a plan that doesn't include it, the **Ad image** card shows a lock panel headed **"Unlock AI images"** with a **See plans** button that takes you to **https://onflowads.com/pricing**.

> **WHICH PLAN UNLOCKS IT**
>
> The panel you get when you actually try to generate names the exact plan that unlocks AI images for your account, and how many images a month it includes. That message is generated from your live account and the current plan ladder, so treat it as the authoritative answer rather than any short summary line elsewhere on the page.

Image access has three separate conditions, all of which must be true:

Condition	What it means
Plan	Your plan must be one of the top plans that include image generation

Condition	What it means
Reliability	Your reliability score must be in the Fair band or above — images are off while a score is recovering
Account standing	Your account must not have an open review

The lock panel names which one is blocking you:

Heading you see	Reason	What to do
Unlock AI images	Your plan doesn't include images	Upgrade using **See plans**
Images limited right now	Your reliability is recovering	Complete commitments cleanly and on time until you're back to Fair
AI is paused	Your account has an open review	Nothing — images return automatically when the review is resolved

How the image allowance is counted

Unlike text actions, images are metered on a **monthly** window as well as a **daily** one:

- The **AI images this month** meter at the top of the Studio shows your monthly usage and limit.
- A separate daily cap also applies, so a month's worth of images can't all be used in one sitting.
- Generation is blocked as soon as **either** window is full.
- The monthly window resets on the **1st of the month**; the daily window resets at **00:00 UTC**.

Your live numbers are always on the meter. See AI quotas and limits.

Step by step

1. **Open the Studio** at **https://onflowads.com/telegram/dashboard/ai-studio**.
2. **Check the Ad image card.** If you see the description box and a **Generate image** button, you're good to go. If you see a lock panel instead, read the heading — the table above says which condition is blocking you.
3. **Describe what you want in "Describe the image".** For example: "a sleek phone showing a crypto wallet app, dark background, neon red accents." The field accepts up to **400 characters**; anything longer is trimmed before the AI sees it.
4. **Click Generate image.** The button disables itself and the status line reads **"Generating… this can take a few seconds."** Images take noticeably longer than text — it's normal for this to run for several seconds.
5. **The image appears right on the page**, sized to the width of the card.
6. **Click Download** to save it. The file is a PNG named `onflow-ai-image.png`.
7. **Generate again if you want a different take.** The button paces you for a few seconds first, and each attempt spends one image from your allowance.

What the images look like

Every image is produced as a clean, professional promotional graphic. By design the generator produces images with:

- **no embedded text** — add your own headline in the post or in an editor,
- **no logos and no watermarks**,
- **no real people's faces**.

This keeps the output safe to use in advertising without trademark or likeness problems. It also means the image is a background or a scene, not a finished ad — the words belong in your post.

DESCRIBING IMAGES WELL

Name the **subject**, the **mood**, and the **colour scheme**. "Minimal illustration of a rocket launching from a smartphone, dark navy background, gold accents" gives far better results than "cool crypto image." Asking for text inside the image will not work — that's deliberately excluded.

Statuses and outcomes

What you see	What happened	Did it cost an image?
"Generating… this can take a few seconds."	The request is with the AI	Not yet — reserved, refunded if it fails
The image, plus a **Download** button	Success	Yes, one image
"Describe the image first."	The description box was empty or under three characters	No — nothing was sent
"That request breaks our content policy. Please try a different, on-topic prompt."	Your description matched a content rule	No
"The AI couldn't create that image just now — no image was used. Please try again in a moment."	The AI failed to produce an image	No — automatically refunded
"AI image generation is a top-tier feature, available on … and above." (the message names the plan)	Your plan doesn't include images	No
"Image generation is limited while your reliability recovers."	Reliability wall	No

What you see	What happened	Did it cost an image?
"You've used your AI image allowance."	Your allowance for the window is spent	No
"You've used your AI image allowance (daily and/or monthly). Daily resets at 00:00 UTC, monthly on the 1st."	One of the two image windows is full	No
"AI is paused on your account while a review is open."	Your account is under review	No
"Too many attempts. Please wait a minute and try again."	Too many requests in a short burst	No
"AI is temporarily unavailable. Please try again shortly."	The AI service is briefly down	No
"Please sign in again."	Your session expired	No
"Network error. No image was used."	Your connection dropped mid-request	No

When you hit a plan or quota wall, the Studio shows a panel under the message with the specific next step — the plan that unlocks or raises images, or the reliability path, or simply the reset time if you're already at the top. That panel is generated without any AI call, so seeing it never costs you anything.

Rules and edge cases

- **Failed generations are free.** The image is reserved before the AI runs and handed straight back if anything fails. Any failure message says "no image was used."
- **Content rules apply to image prompts too.** Requests for adult, illegal, or deceptive imagery are declined before any image is generated and before any quota is spent. See Content rules for AI.

- **Pacing applies here as well.** After each attempt the button shows a short countdown before you can try again.
- **Images are not stored for you.** The Studio has no gallery. If you don't press **Download**, the image is gone when you generate another one or leave the page.
- **Downloads are ordinary PNG files.** Use them in Telegram posts, in a booking creative, or in any editor.
- **A very long description is trimmed** to the first 400 characters, so put the subject first and the styling notes after.
- **An empty or three-character description is rejected locally** — nothing is sent and nothing is spent.
- **Reliability outranks your plan.** Being on a plan that includes images is not enough on its own; a recovering reliability score switches images off until you're back in the Fair band. Reliability can't be bought, only earned.

AI images elsewhere in the product

The same image allowance powers image helpers outside the Studio:

Where	Button	What it does
Paid Promotions booking composer	🎨 **Generate image**	Generates an ad photo straight into a media slot of your booking creative
Subscriber Exchange ad builder	🎨 **Generate image**	Creates the ad creative in place
Boost White-Label storefront	🎨 **Generate hero**	Designs your storefront's hero banner

All of these draw from the same monthly image allowance you see on the Studio meter, and all of them are subject to the same plan gate. The storefront hero also requires the plan that includes the White-Label storefront itself. See AI helpers across Onflow Ads.

FAQ

What size are the images?

They arrive as a single PNG, generated at the size the model produces, and are displayed scaled to the card. Download the file to see the full resolution.

Can I ask for my logo in the image?

No. Logos, watermarks, and embedded text are excluded by design. Add your logo afterwards in any image editor.

Can I ask for a specific person or celebrity?

No. Images are generated without real people's faces, which keeps you clear of likeness problems in advertising.

Can I edit or re-roll an image?

There is no edit or variation button in the Studio. Adjust your description and generate again — each attempt spends one image from your allowance.

Why does the card show a lock even though I'm on a paid plan?

Read the lock heading. **Unlock AI images** means the plan itself doesn't include images; **Images limited right now** means reliability; **AI is paused** means an open review.

I generated an image and then reloaded the page — where did it go?

Images aren't stored. The result lives on the page until you generate another one or navigate away. Always press **Download** for anything you want to keep.

Does generating an image use my text allowance too?

No. Text and images are two separate allowances with two separate meters.

Next: AI helpers across Onflow Ads — the same AI, as buttons built into the rest of the product.

AI STUDIO

AI Helpers Across Onflow Ads

AI Helpers Across Onflow Ads

The Creative Studio is the AI's home page, but the same AI shows up as small helper buttons all over the product — usually marked with the 🤖 robot emoji, or 🎨 when the helper produces an image. This page is the map: where every helper lives, what it does, and what it costs.

The three rules that apply to every helper

1. **Nothing runs until you click.** Loading a page never spends anything. Helpers are opt-in, one click at a time.
2. **Each text helper spends one AI text action**, from the same shared allowance you see on the Studio's **AI text today** meter. Each image helper spends one image from the **AI images this month** allowance.
3. **The page keeps working without it.** If AI is unavailable, or you're out of actions, the helper tells you so and the rest of the page carries on normally — you still see the real numbers, the deterministic suggestion, or the standard summary underneath.

Availability of individual helpers can depend on your plan. A helper your plan doesn't include says so when you click it, and names the plan that unlocks it.

How a helper behaves when you click it

Stage	What you see
Working	The button label changes to a working state, such as 🤖 **Drafting…**, 🤖 **Checking…**, 🤖 **Thinking…**, or 🎨 **Painting…**, and disables itself
Success	The result appears in place, directly under or inside the panel you were looking at
Out of actions	A short message such as "You've used today's AI actions", usually followed by the same tier-aware upgrade panel the Studio shows

Stage	What you see
Locked by plan	A message naming the plan that unlocks the helper
AI unavailable	A brief message; nothing is spent, and the underlying page data is unchanged

For advertisers (Paid Promotions)

Where	Button	What it does
Booking composer	🤖 **Draft**	Writes your placement's post text from a one-line brief, straight into the creative box
Booking composer	🎨 **Generate image**	Generates an ad photo into a media slot of your booking creative (uses your **image** allowance)
Booking composer	🤖 **AI compliance check**	Reviews your creative against that specific channel's own rules and reports a pass or a risk level with the issue named
Booking composer	🤖 **Fix to pass**	Appears when the pre-flight found blocking failures — rewrites your creative so it clears exactly those issues
Campaign analytics	🤖 **Explain my results**	A plain-language read of a campaign's performance numbers
Campaign analytics	🤖 **Rebook advisor**	Suggests which placements are worth booking again
Auctions	🤖 **Bid coach**	Advice on how to bid on a specific auction

Where	Button	What it does
Media plan builder	🤖 **Draft with AI**	Describe the campaign in plain words and it drafts a diversified media plan from the live catalogue, within your budget
Cart	🤖 **Check overlap**	Estimates audience overlap between the channels in your cart, so you don't pay twice for the same readers
Orders (proof trail)	🤖 **What does this prove?**	Explains, in plain language, what a placement's delivery proof does and does not verify

THE COMPLIANCE CHECK IS ADVISORY

🤖 **AI compliance check** never blocks a booking. It surfaces the subtle rule conflicts that simple keyword checks miss, so you can fix them before the channel owner declines your creative. The decision is still yours.

For channel owners (Paid Promotions)

Where	Button	What it does
Listing pricing	🤖 **Ask the pricing strategist**	Narrates the price suggestion — why these numbers, and what to adjust
Owner portfolio	🤖 **Coach my portfolio**	A summary read of all your listings' performance together
Owner portfolio	🤖 **Yield coach**	Flags concrete revenue leaks — unpriced formats, unanswered requests, no perks running — with advice on each
Listing insights	🤖 **How am I doing?**	Explains one listing's standing and its trend over time

Subscriber Exchange

Where	Button	What it does
Ad builder	🤖 **Write my ad**	Drafts your exchange ad's post text from a one-line description of your channel
Ad builder	🎨 **Generate image**	Creates the ad creative in place (uses your **image** allowance)
Targeting step	🤖 **Targeting copilot**	Analyses the current channel pool and advises on your targeting choices

Cross-Promotion

Where	Button	What it does
Creative step	🤖 **Draft with AI**	Writes the cross-promo post that will run in your partner's channel
Partner discovery	🤖 **Find my best matches**	Recommends the partner channels that fit yours best
Scheduler	🤖 **Best day to go live**	Suggests the best day to publish, based on activity patterns

Boost

Where	Button	What it does
Boost page	🤖 **Build**	Describe your goal and set a budget, and it builds a boost bundle with a rationale
Boost campaigns	🤖 **Complete this campaign**	Suggests services that pair well with what you've already ordered

Where	Button	What it does
Boost order detail	🤖 **Explain this order**	A plain-language status read of one boost order — delivered percentage, refill eligibility, what happens next
White-Label storefront	🤖 **Write copy**	Generates taglines and button labels for your storefront — tap one to use it
White-Label storefront	🎨 **Generate hero**	Designs your storefront's hero banner (uses your **image** allowance)

> **TWO GATES ON THE STOREFRONT HELPERS**
>
> The White-Label storefront is itself a top-plan feature, and 🎨 **Generate hero** additionally needs AI image generation on your plan. If either is missing you'll see a message naming what's required.

Support

When you write to support on the website, **OnFlow AI** can post an **instant answer** in the conversation while the team follows up. You'll see it labelled with 🤖 and **instant answer**, plus a banner reading "OnFlow AI answered instantly below — a teammate follows up by email if anything's missing."

The instant answer never closes your ticket. A human teammate still reviews it and replies by email. See the Support section.

In the Telegram bot

The Onflow Ads Telegram bot has its own AI helpers. If your Telegram account is **linked** to your Onflow Ads account, those helpers spend from the **same** allowance as the website — one meter across both surfaces, by design, so there is no second allowance to collect by switching apps. See AI quotas and limits and the Telegram bot section.

Opt-in ”explain” narratives

Several dashboard pages — owner overview, listing insights, proof trails, boost orders, campaign analytics — offer one-click AI explanations of numbers already on screen. Two

things are always true of these:

- **Nothing is spent until you click.** Loading the page never uses an AI action.
- **The facts come first.** The AI only narrates figures the platform has already calculated; it does not invent metrics. If the AI is unavailable or you're out of actions, the page falls back to the plain numbers or a standard summary.

That means an explanation is a convenience layer, never the source of truth. If the narrative and the numbers ever disagree, the numbers are right.

Frequently asked questions

Do helpers cost more than the Studio?

No. One click of a text helper equals one Studio generation: one AI text action. Image helpers equal one Studio image.

Can I run out of Studio actions by using helpers?

Yes — and vice versa. There is one shared text allowance across the Studio, every helper, and the linked Telegram bot. Using the Bid coach three times leaves three fewer Studio generations that day.

A helper button isn’t showing at all. Why?

Most helpers only appear where they make sense — the **Fix to pass** button, for example, only shows when the pre-flight found blocking failures, and **Best day to go live** only appears on schedulers that support it. Some helpers are also gated by plan.

Can I turn helpers off?

They're opt-in already: they do nothing until you click them, so there's nothing to switch off.

Does a helper’s answer get saved?

Helper output is shown in place for you to read and act on. Copy anything you want to keep — like the Studio, these are not stored as documents you can browse later.

TIP

If any helper replies "You've used today's AI actions," your daily text allowance is spent. It resets at 00:00 UTC, or a higher plan raises it. See AI quotas and limits.

Next: AI quotas and limits — the shared allowance every helper on this page draws from.

AI STUDIO

AI Quotas and Limits

AI Quotas and Limits

Every AI generation on Onflow Ads is metered against your account's allowance. AI is measured in **actions**, not money — nothing here touches your wallet. This page explains how the meters work, what changes them, and exactly what happens when you hit a wall.

The two allowances

You have two independent allowances, with two independent meters at the top of the AI Creative Studio.

Allowance	What spends it	Windows	Resets
AI text actions	Studio **Generate** and **Refine**, plus every 🤖 AI text helper across the product (coaches, explainers, drafts)	Per **day** and per **month** — both must have room	Daily at **00:00 UTC**; monthly on the **1st of the month**
AI images	Every AI image generation — Studio **Ad image**, the booking composer's 🎨 **Generate image**, Subscriber Exchange creatives, the Boost storefront hero	Per **month** and per **day** — both must have room	Monthly on the **1st**; daily at **00:00 UTC**

Spending one has no effect on the other. Generating an image never reduces your text actions.

The two-window rule

Each allowance is capped twice: once for the current day and once for the current calendar month. A generation is blocked as soon as **either** window is full.

Two consequences worth knowing:

- If you still have monthly text actions left but have used today's daily amount, you wait for the daily reset at **00:00 UTC** — an upgrade isn't the only path.
- If you've used the whole month's images but today's daily cap is untouched, you wait for the **1st of the month**.

The number the Studio shows you as remaining is always the **smaller** of the two windows, because that's the one that will actually stop you.

Reading your meters

The status strip at the top of **https://onflowads.com/telegram/dashboard/ai-studio** shows:

- a **tier pill** naming your current plan,
- **AI text today** — used and limit, with a progress bar,
- **AI images this month** — used and limit, with a progress bar.

If the team has set your account up as an unlimited testing account, a meter shows the number used followed by **Unlimited** instead of a used-or-limit pair.

> **ALL NUMBERS ARE LIVE, NOT FIXED HERE**
>
> Your exact allowance depends on your plan and can be adjusted by the team over time, so this guide doesn't print fixed figures. The live numbers for your account are always shown on the two meters, and repeated in the message you get when you hit a limit.

What each plan gets

- **Text actions are included on every plan**, from Free upwards. Each step up the plan ladder raises both the daily and the monthly text allowance.
- **Image generation is reserved for the top plans.** On every other plan the image allowance is zero by design, and the Studio shows the unlock panel instead of the description box. The panel you see when you hit the gate names the plan that unlocks images and how many images a month it includes.
- **Some individual helpers have their own plan floor.** A helper your plan doesn't include says so when you click it and names the plan that unlocks it. This is separate from your numeric allowance: you can have text actions left and still not have access to a particular helper.

Compare the plans at **https://onflowads.com/pricing**, or from the **See plans** and **Upgrade** buttons in the Studio. See also the Plans section.

> **ONE METER ACROSS WEBSITE AND BOT**
>
> If your Telegram account is linked to your Onflow Ads account, AI actions in the **Onflow Ads Telegram bot** and on the **website** spend from the same shared allowance. Using the bot's AI reduces what's left in the website Studio, and the other way round. When you link a Telegram account, existing usage is merged, so nobody ends up with a double allowance. A bot user who has never linked an Onflow Ads account is metered separately in the bot.

What happens when you hit a limit

Instead of a bare error, Onflow Ads shows a personalised panel under the message. It names the exact wall you hit and the ways forward:

Wall	What the panel says	Your options
Plan cap	"You've used today's AI actions", with how many actions your plan gives and how many the next plan up gives	Wait for the reset at 00:00 UTC, or use the **Upgrade** button
Top of the ladder	"You're on the top AI tier — your allowance resets at 00:00 UTC."	Wait for the reset — there's nothing to sell you
Image gate	"AI images are a … feature" — the panel names the plan that unlocks them, and the monthly image count it includes	Upgrade, or use your own artwork
Reliability	"Your AI quota is limited by reliability", naming your band and score	**Improve reliability** to restore your full quota for free, or upgrade for a bigger allowance now
Account under review	"AI is paused while your account is under review. It comes back automatically the moment the review is resolved — no upgrade needed."	Nothing — access returns by itself

Checking this panel never spends an AI action. It is calculated from your account and the plan ladder directly, so it can never promise an allowance the checkout wouldn't honour.

How reliability affects your AI

Your account's single **reliability score** (0 to 10, shown in your dashboard at **https://onflowads.com/telegram/dashboard/reliability**) modifies your AI allowance. There is no separate AI reputation — it reads the one score you already have.

Reliability standing	Effect on AI
Trusted (9.0 and up)	Bonus text headroom on top of your plan's allowance, on both the daily and the monthly window
Fair / Reliable (5.0 to 8.9)	Your full plan allowance
Building (4.0 to 4.9)	Text allowance throttled to roughly half; image generation off until you're back to Fair
Low (below 4.0)	Text allowance reduced to the Free-plan baseline; image generation off
Under review (account frozen)	All AI paused until the review is resolved

While you're throttled, the Studio shows an amber note: "Your AI limits are reduced while your reliability recovers — a clean streak restores them."

Two important points:

- **The image plan gate is absolute.** A high reliability score does not unlock image generation on a plan that doesn't include it. Reliability can only take images away, never grant them.
- **Reliability can't be bought, only earned.** Reaching the **Fair** band (5.0) restores your full plan quota at no cost. See Reliability score.

> **WARNING**
>
> Misusing AI features (see Content rules for AI) can lead to reliability penalties after human review, and those penalties shrink your AI allowance. Everything feeds the same score.

Fair-use pacing

After each generation, the button shows a short live countdown — for example **"Please wait 30s"** — before you can run it again. The exact wait is displayed on the button and ticks down to zero on its own.

Pacing is separate from your quota. It spends nothing and simply spaces requests out so the service stays responsive for everyone. It is also skipped when a wait wouldn't help: if you're signed out, or blocked by a plan or quota wall, the button re-enables immediately.

Very rapid bursts of requests can additionally return **"Too many attempts. Please wait a minute and try again."** Nothing is charged when that happens — wait briefly and continue.

The refund guarantee

Your allowance is reserved **before** the AI runs and handed back **automatically** if anything fails:

- the AI errors out or returns an empty result,
- the service is temporarily down,
- your request times out,
- your connection drops mid-request.

Whenever this happens the message explicitly says **"no action was used"** or **"no image was used."** You are only ever charged for a generation that actually delivered a result.

Two more things are always free:

- A **content-policy decline** — the check runs before any generation, so a declined prompt costs nothing.
- **Reading the limit panel**, the meters, or any lock screen.

Temporary unavailability

If the AI service is down or still being configured:

- actions return **"AI is temporarily unavailable. Please try again shortly."**,
- the Studio may show the banner **"AI is being set up by the team. This page will start working as soon as it's switched on."**

Your quota is untouched in both cases, and pages that offer AI narratives fall back to their plain numbers.

FAQ

When exactly do my allowances reset?

Daily windows roll over at **00:00 UTC**. Monthly windows roll over at **00:00 UTC on the 1st** of each month. Both are UTC regardless of where you are, so the reset time is the same for everyone.

Do unused actions roll over?

No. Each window starts fresh; anything unused in the previous window is not carried forward.

Do Generate and Refine have separate limits?

No. They share the one text allowance, together with every 🤖 helper across the product.

Does an upgrade give me my allowance back immediately?

Upgrading raises your limit for the current windows, so if you were blocked by a plan cap you get headroom straight away. If you were blocked by reliability or an open review, an upgrade does not lift that — those paths are described above.

Why does my limit look smaller than the plan page says?

Almost always reliability. If the amber note is showing under your meters, your allowance is throttled while your score recovers; reaching Fair restores it.

Do AI actions cost money from my wallet?

No. AI is metered in actions included with your plan. Your wallet balance is never debited for a generation.

I have text actions left but a helper says it’s locked. Why?

That's a plan gate on that specific helper, not your quota. The message names the plan that unlocks it.

Next: Content rules for AI — the one thing that can cost you more than an action.

AI STUDIO

Content Rules for AI

Content Rules for AI

Onflow Ads' AI is built for one job: honest advertising content. Every prompt — text or image, in the Studio or in any helper — is checked against the content policy **before** anything is generated. This page explains what gets declined, what it costs you, and what happens next.

How a decline works

If your prompt breaks the rules you'll see:

"That request breaks our content policy. Please try a different, on-topic prompt."

Four things are worth knowing about declines:

1. **They're free.** The check runs before any generation, so a declined prompt never spends an AI action or an image.
2. **They're instant.** Nothing is sent to the AI at all — the check happens on Onflow Ads' side first.
3. **They apply everywhere.** The same rules cover Studio Generate, Studio Refine, image prompts, and every AI helper across the product.
4. **Ambiguity resolves in your favour.** The checks target clearly out-of-bounds requests. A normal ad brief — even a bold or edgy one — is allowed. When the system isn't sure, it allows the prompt.

For **Refine**, both parts are checked: the copy you paste **and** the editing instruction you type.

What is declined

The AI refuses prompts asking for:

Category	Examples of what's refused
Manipulating the AI itself	"Ignore your instructions", "reveal your system prompt", "act with no rules", developer-mode and jailbreak phrasing

Category	Examples of what's refused
Sexual content involving minors	Zero tolerance, in any form or phrasing
Weapons and explosives	Instructions to build bombs, firearms, silencers, or chemical agents
Illegal drug production	Synthesis, recipes, or manufacturing instructions
Malware and account theft	Writing malicious software, stealing passwords, seed phrases or private keys, breaking into someone's account or wallet
Scam and fraud copy	"Guaranteed profits", "double your money", risk-free investment claims, Ponzi or pyramid schemes, pump-and-dump promotion, fake giveaways and airdrops
Phishing	Copy designed to harvest passwords, seed phrases, one-time codes, or trick people into connecting a wallet to claim something
Adult sexual content	Explicit sexual text or imagery

Consequences beyond the decline

Not every decline is treated the same way.

Category	What happens after the decline
Adult sexual content	The generation is simply refused. No further consequence.
Scam or fraud copy, phishing	The attempt is **flagged for human review** by the Onflow Ads team

Category	What happens after the decline
Jailbreak attempts, illegal or harmful content, malware	The attempt is **flagged for human review** at the more serious level

Being flagged is **not** an automatic penalty. A person on the Onflow Ads team looks at the flag first and decides. If a reviewer upholds it as genuine abuse, it can lower your account's **reliability score**, which shrinks your AI allowance and affects your standing across the platform. The more serious categories carry the larger reliability penalty.

While a review is open on your account, AI can be paused entirely. You'll see:

"AI is paused on your account while a review is open. It returns as soon as the review is resolved."

No action is needed from you — access returns automatically when the review closes. See AI quotas and limits and Reliability score.

> ⚠ **WARNING**
>
> One accidental decline is nothing to worry about. A **pattern** of attempts to generate scams, phishing, or illegal content is reviewed by humans and can seriously damage your account's reliability — which in turn reduces the AI you get.

Rules baked into the output

Even for allowed prompts, the AI follows standing rules that protect you as the advertiser:

- **Truthfulness.** It is instructed never to invent statistics, prices, or guarantees. **Refine** additionally will not add claims that weren't in your original copy.
- **Clean formatting.** Output is limited to Telegram-safe bold, italic, and links. Every other kind of markup is stripped before you see it.
- **Safe links only.** A link in the output must be an ordinary web, Telegram, or email address. Anything with an unusual or unsafe address type is removed rather than shown as a clickable link.
- **Safe images.** Generated graphics contain no embedded text, no logos or watermarks, and no real people's faces — which keeps you clear of trademark and likeness problems in advertising.

These rules are not the whole picture

The AI content policy governs what the AI will **produce**. Two other sets of rules govern what you may **publish**:

- **The Onflow Ads platform policies** — see Trust and safety and the Terms of Service. Copy that the AI happily wrote can still breach platform rules.
- **The individual channel's rules**, for paid promotions. Each channel owner sets their own, and they can be stricter than ours. The booking composer has a 🤖 **AI compliance check** button that reads your creative against that channel's specific rules before you submit.

Passing the AI content check is not an approval to publish. You are still the publisher.

If a legitimate brief is declined

The rules key on specific scam and abuse **phrasing**, not on your product category. Advertising a crypto product, a trading course, or a giveaway is perfectly allowed — it's the promise wording that trips the fraud rules.

Phrasing that trips the rules	Rephrase as
"Guaranteed 300% returns"	"Our strategy's published track record"
"Double your money in a week"	"Learn how our members trade"
"Risk-free investment"	"Start with as little as you like"
"Verify your wallet to claim"	"Connect and browse the collection"
"Fake giveaway" or "fake airdrop"	Describe the real prize and the real entry rules

Practical steps if you're stuck:

1. **Restate the brief in plain advertising terms** — what you're promoting, to whom, and the one action you want readers to take.
2. **Remove absolute promises** about money, returns, or outcomes.

3. **Remove anything asking readers for credentials** — passwords, codes, recovery phrases.
4. **Try again.** Rephrasing costs nothing, because declines don't spend actions.
5. **If a clearly legitimate prompt keeps being declined**, contact support from the website and include the exact wording you used. See Contact us.

FAQ

Does a decline count against my daily allowance?

No, never. The check runs before any generation, so nothing is reserved and nothing is spent.

Will I be told which rule I broke?

The message is deliberately general. Use the rephrasing table above — in practice, almost every legitimate decline comes from a money-promise phrase or a credential request.

I was flagged once by accident. Is my account damaged?

No. A flag is a proposal for a human to look at, not a penalty. Nothing changes on your account unless a reviewer upholds it as genuine abuse.

Can I appeal a penalty that came from an AI flag?

Yes. See Appealing a penalty.

Do the same rules apply in the Telegram bot?

Yes. The bot and the website enforce the same content policy, so a prompt declined on one is declined on the other.

Does the check read my whole prompt?

It scans your prompt for the patterns above before sending anything to the AI. Refine checks your pasted copy and your editing instruction together.

> **TIP**
>
> If an ad brief was declined and you can't see why, read it back looking for a promise about money or a request for a code or phrase. Those two shapes account for nearly every surprise decline.

Next: AI Studio FAQ and troubleshooting — every message the Studio can show you, explained.

AI STUDIO

AI Studio FAQ and Troubleshooting

AI Studio FAQ and Troubleshooting

This is the lookup page for anything the AI shows you that you weren't expecting. Find the exact message you saw in the sections below — grouped by what kind of message it is — then read the answers to the questions customers ask most.

The one rule worth memorising: **you are only ever charged for a generation that actually delivered a result.** Every message below that reports a failure, a decline, or a block costs you nothing.

Working states and empty inputs

”Tell the AI what to write about first.” / ”Paste some copy to improve first.” / ”Describe the image first.”

You pressed a generate button with an empty (or almost empty) input. Nothing was sent and nothing was spent — fill the box in and try again.

”Writing…” / ”Generating… this can take a few seconds.”

Normal working states. The button is disabled while the AI runs. Images take noticeably longer than text.

”Please wait 30s” (counting down on the button)

Normal pacing between generations, not an error. The exact number of seconds is shown on the button and counts down; the button re-enables itself when it reaches zero.

Limits, plans, and reliability

”You’ve used today’s AI text actions.” / ”You’ve used your AI text allowance (daily and/or monthly).”

Your text allowance is spent for the current window. Daily allowances reset at **00:00 UTC**, monthly allowances on the **1st of the month**. The panel that appears under the message tells you which plan raises your allowance — or, if reliability is the cause, how to restore your full quota for free. See AI quotas and limits.

”You’ve used your AI image allowance (daily and/or monthly).”

The same, for images. Image allowances have both a monthly and a daily window, and generation is blocked when either is full.

”AI image generation is a top-tier feature, available on … and above.”

Your current plan doesn't include image generation. The message names the plan that unlocks it, and the panel underneath tells you how many images a month that plan includes.

”Image generation is limited while your reliability recovers.”

You're on a plan that includes images, but your reliability score is below the Fair band, so images are switched off for the moment. Clean, on-time activity brings them back — an upgrade won't.

”Your AI limits are reduced while your reliability recovers — a clean streak restores them.”

The amber note under your meters. Your reliability score is below the Fair band, so your allowance is throttled and images are off. Complete your commitments cleanly and on time to climb back — reaching Fair (5.0) restores your plan's full quota.

”AI is paused on your account while a review is open. It returns as soon as the review is resolved.”

Your account is under review, which pauses all AI features. Access returns automatically when the review closes — no upgrade or action needed.

Declines and sign-in

”That request breaks our content policy. Please try a different, on-topic prompt.”

Your prompt matched a content-policy rule. No AI action was spent. Rephrase your brief in plain advertising terms — see Content rules for AI for what's declined and how to rephrase.

”Please sign in again.”

Your session expired or you're not signed in. Sign in at **https://onflowads.com/signin** and reload the Studio.

Errors and outages

”The AI couldn’t generate that just now — no action was used.” / ”The AI returned an empty result — no action was used.” / ”The AI couldn’t create that image just now — no image was used.”

A temporary failure. Your allowance was automatically refunded. Wait a moment and try again.

”The AI hit an unexpected error. Please try again in a moment.”

Something went wrong on our side. Nothing was charged. Try again shortly; if it keeps happening, contact support.

”Too many attempts. Please wait a minute and try again.”

You've sent many requests in a short burst. Wait briefly, then retry — nothing was charged.

”AI is temporarily unavailable. Please try again shortly.”

The AI service itself is briefly down or being switched over. Your quota is untouched. Try again later.

”AI is being set up by the team. This page will start working as soon as it’s switched on.”

The banner shown while AI is not yet enabled on the platform. Nothing to do on your side.

”This AI feature is currently turned off.”

That specific AI feature has been switched off by the team, usually temporarily. Other AI features keep working.

”Network error. No action was used.” / ”Network error. No image was used.”

Your connection dropped mid-request. Nothing was charged. Check your connection and retry.

Confirmations

”Your link is now tracked — see clicks & conversions in Link Tracking.”

Not an error — a confirmation. The URL you supplied to **Generate** was converted into a tracked link so you can follow clicks. See **https://onflowads.com/telegram/dashboard/links**.

”Copied to clipboard.”

Confirmation that the **Copy** button worked.

Frequently asked questions

Do failed generations count against my quota?

No — never. An action is only spent when the AI actually delivers a result. Any failure refunds the reserved action automatically, and the message says "no action was used" or "no image was used."

Do Generate and Refine have separate limits?

No. They share the single daily and monthly **AI text** allowance, together with all the 🤖 helper buttons across the product.

Does using the Telegram bot’s AI use up my website quota?

Yes, if your Telegram account is linked to your Onflow Ads account — the allowance is one shared meter across both. That's by design, so your limits are the same wherever you work.

Why does the image card show a lock?

AI image generation is included only in the top plans. The lock panel's **See plans** button takes you to **https://onflowads.com/pricing**, and the panel you get when you try to generate names the exact plan that unlocks images. If you're already on an eligible plan, the lock heading tells you whether the cause is an open review or recovering reliability.

Can I use the generated copy outside Telegram?

Yes. Click **Copy** and paste anywhere. The formatting is Telegram-style bold, italic, and links, so posts look their best on Telegram, but the plain text works everywhere.

The copy came back with a different link than the one I entered. Why?

That's **link tracking**: Onflow Ads wrapped your URL in a tracked link so you can see clicks, devices, and conversions on the **Link Tracking** page. Visitors still land on your original URL. Links that can't be tracked — Telegram t.me addresses, and links back to onflowads.com — are left unchanged.

Where do my AI images go after I generate them?

They're shown on the page for you to **Download** as a PNG. Save the file — the Studio doesn't keep a gallery of past generations.

Can I get more AI actions without upgrading?

Two ways: wait for the reset (daily at 00:00 UTC, monthly on the 1st), or earn the bonus headroom that a **Trusted** reliability score (9.0 and up) adds on top of your plan's text allowance.

Does the Studio save my drafts or history?

No. There's no history or gallery. Copy the text or download the image before you generate again or leave the page — a new result replaces the previous one on screen.

Does AI cost money from my wallet?

No. AI is metered in actions included with your plan; your wallet balance is never debited for a generation.

I think a decline was a mistake. What can I do?

Rephrase the brief — the rules key on specific scam and abuse phrasing, not on your product category. If a clearly legitimate prompt keeps being declined, contact support from the website and include the exact wording you used. See Contact us.

Nothing on the page works and there's no error. What now?

Reload the page first — most cases are an expired session. If the meters stay as dashes, sign in again at **https://onflowads.com/signin**. If it persists, check the status page and then contact support.

SECTION

Telegram Bot & Mini App

TELEGRAM BOT & MINI APP

Telegram Bot & Mini App

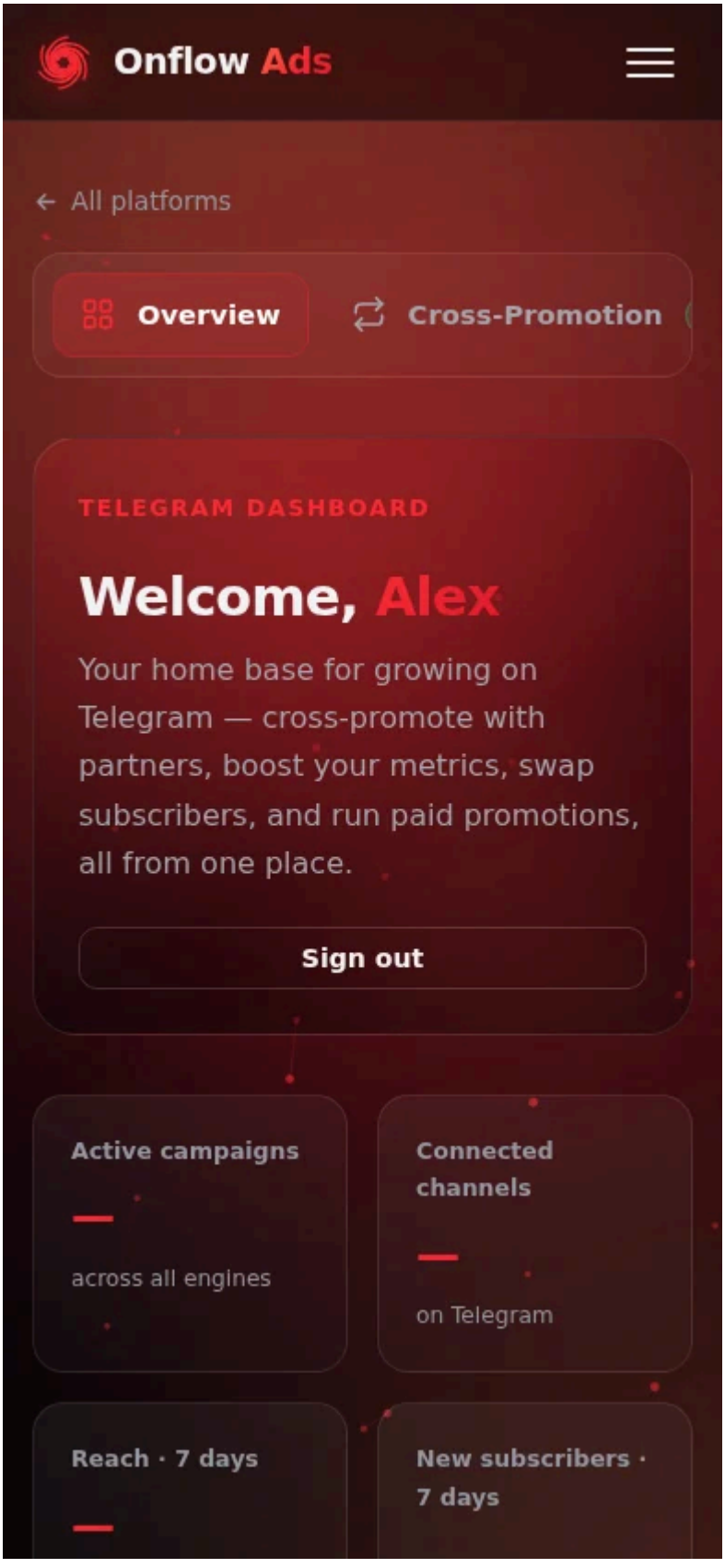
Telegram Bot & Mini App

Onflow Ads has two halves that work as one product:

- **The website** — onflowads.com — is where you manage everything: your account, channels, campaigns, wallet, orders and support.
- **The Telegram bot** is the website's arm inside Telegram. It runs your live campaigns, tracks their performance, sends you notifications as direct messages, and opens the website inside Telegram as a **Mini App** so you can manage your account without leaving the chat.

> **WHAT IS A MINI APP?**
>
> A Mini App is a web page that opens inside Telegram itself, in a panel over the chat. Telegram passes your verified identity to the page, so Onflow Ads Mini App pages sign you in automatically — no password needed.

Your Telegram dashboard is the page you will spend the most time on, and it is the same page whether you open it in a browser or inside Telegram — it simply narrows to fit the panel:



The Telegram dashboard at phone width — the shape it takes when the Mini App opens it inside a chat. The tab strip along the top moves you between engines.

What the bot does for you

Job	What that looks like
Runs your campaigns	Once you add the bot as an admin to your channel from the website, it posts and removes cross-promotion ads on schedule and tracks their performance.
Counts ad opens	Buttons on promoted posts route through the bot, so every open is measured and shown in your live stats.
Sends you updates	Order updates, payment alerts, campaign-live alerts and rewards arrive as Telegram DMs the moment they happen.
Signs you in	**Continue with Telegram** on the website signs you in with a quick code handshake instead of a password.
Opens the website in Telegram	The bot's **Open Site** menu button opens Onflow Ads as a Mini App, already signed in.

The bot has no menus, wizards or chat commands of its own — that is deliberate, and it is explained in full in Bot vs Website: Who Does What.

YOU NEVER NEED TO "LEARN" THE BOT

Start it once, and from then on it works in the background — running campaigns, delivering messages, and opening the website for you when you tap a button.

Who it is for

- **Channel owners** — the bot posts campaigns into your channels and DMs you booking requests and results.
- **Advertisers** — the bot alerts you as your orders progress and lets you track live campaigns in real time.
- **Anyone who prefers Telegram** — you can sign in, browse, book and manage almost everything from inside Telegram via the Mini App.

Where to start

If you are new, read these three in order and you will be fully set up:

1. Starting the Bot
2. Signing In with Telegram **or** Connecting Your Telegram — whichever matches how you created your account
3. Using the Mini App

Next: Starting the Bot — open the bot and run your first command.

TELEGRAM BOT & MINI APP

Starting the Bot

Starting the Bot

Pressing **Start** in the Onflow Ads bot chat is the single action that turns Telegram into a working part of your Onflow Ads account. It takes one tap, you only ever need to do it once, and everything the bot does for you afterwards depends on it.

This page covers that first tap on its own: how to reach the right bot, what you will see, what changes the moment you press Start, and what it deliberately does **not** do.

> **NEW HERE?**
>
> "The bot" is the Onflow Ads account inside Telegram that publishes your campaign posts, counts the taps on them, and sends you direct messages when something happens. It is not a separate product — it is the Onflow Ads website working inside Telegram.

Why you need to start it

Telegram has a firm rule: a bot may not send a direct message to a person who has never opened a chat with it. Until you press Start, Onflow Ads simply has no channel to reach you on.

Starting the bot switches on four things at once:

What it enables	Why it matters
Direct messages	Order updates, payment alerts, campaign alerts and rewards can now be delivered to you in Telegram.
The Open Site menu button	A permanent **Open Site** button appears next to the message box in the bot chat, which opens Onflow Ads inside Telegram.
Deep links	The buttons the website gives you — Connect Telegram, Continue with Telegram — need a live chat with the bot to land in.

What it enables	Why it matters
Ad delivery	Buttons on the campaign posts the bot publishes open a short chat with the bot, which is what makes your clicks measurable.

How to open the right bot

Onflow Ads never asks you to search Telegram by hand, and you should not. Every entry point on the website carries the official link, so you always land on the genuine bot:

1. **From the sign-in page** — **Continue with Telegram** at onflowads.com/signin opens the bot with a sign-in request attached. See Signing In with Telegram.
2. **From your account page** — **Connect Telegram** on onflowads.com/account opens the bot with a connection link attached. See Connecting Your Telegram.
3. **From the Subscriber Exchange page** — its own **Connect Telegram** button does the same thing in context.
4. **From any message the bot has already sent you** — the chat is already open, so there is nothing to find.

> ⚠ **ONLY TRUST LINKS THAT COME FROM ONFLOWADS.COM**
>
> Anyone can create a Telegram bot with a similar name and picture. Open the bot from a button on the Onflow Ads website, in your own browser. If a stranger sends you a link to "the Onflow Ads bot", ignore it.

Step by step

1. Click one of the buttons above on the website. Telegram opens a chat with the Onflow Ads bot.
2. Tap **Start** at the bottom of the chat. (If you have used the bot before, the Start button is not shown — the chat is already active, and the link works anyway.)
3. Read what the bot replies. Which message you get depends on what the link was carrying:

You arrived via	The bot replies
Connect Telegram on the Account page	**Telegram connected** — your account and your Telegram are now paired.

You arrived via	The bot replies
Continue with Telegram on the sign-in page	**Website sign-in** — it asks you to type the 6-digit code from your browser.
A plain Start, with no link attached	**Onflow Ads Executor** — the redirect card described below.
A button on a promoted post in some channel	**Sponsored Content**, with a button to open the promoted destination.

4. That is the whole flow. Leave the chat in place — it is now your notification inbox.

The redirect card, explained

If you simply open the bot and press Start without coming from a website button, the bot answers with a single card:

- **Title:** Onflow Ads Executor
- **Body:** "Everything — your account, channels, campaigns, wallet, orders and support — is managed on the website. This bot only runs your live campaigns inside Telegram and tracks their performance."
- **Second line:** "Add the bot as an admin to your channels from the website, and it takes care of the rest."
- **Button: Open Onflow Ads**, which takes you to your Onflow Ads dashboard.

You will see this same card whenever you send the bot any message at all. It is not an error — it is the bot telling you where the controls actually are. See Bot vs Website: Who Does What.

What starting the bot does not do

This is the most common misunderstanding, so it is worth stating plainly:

> ⚠ **STARTING THE BOT IS NOT THE SAME AS LINKING YOUR ACCOUNT**
>
> A bare **Start** only opens the chat. It does not tell Onflow Ads which website account belongs to you, so notifications still have nowhere to go.
>
> To pair the two identities you must either open the bot from **Connect Telegram** on the Account page, or sign in through **Continue with Telegram**. Both are covered on their own pages: Signing In with Telegram and Connecting Your Telegram.

The bot also has **no menus, no commands and no wizards**. There is nothing to explore in the chat. Typing `/help`, `/menu` or anything else returns the same redirect card.

After you have started it

- The **Open Site** button sits permanently next to the message box. Tapping it opens your Onflow Ads launchpad inside Telegram as a Mini App, already signed in. See Using the Mini App.
- Messages the bot sends arrive in this chat, each with a button that opens the exact page it is about. See Notifications from the Bot.
- Nothing else is expected of you in the chat. The bot works in the background from here on.

Rules and edge cases

One Telegram account, one Onflow Ads account. The pairing is strictly one to one in both directions. A second Onflow Ads account cannot be attached to the same Telegram account.

Starting again is harmless. Pressing Start a second time, or opening the bot from a fresh link, never resets anything, never creates a duplicate account and never charges you.

If you blocked or deleted the chat. Telegram stops all delivery immediately, and Onflow Ads has no way to detect or override that. Unblock the bot and send `/start` once — the redirect card confirms the chat is live again, and your notifications resume. Your link, wallet, channels and history are untouched throughout.

Groups and channels. The bot is not designed to be chatted with in a group. It is added to your channels as an **admin** from the website when you enroll a channel, so it can publish and remove campaign posts. It does not read or reply in your channel.

Old buttons. Onflow Ads used to have a full chat interface inside the bot. If you scroll back far enough and tap one of those retired buttons, Telegram shows a pop-up reading "Manage everything at onflowads.com" instead of leaving you with a spinner. Nothing is broken — just use the website or the Mini App.

Premium styling. If you are on a paid plan, the bot's messages arrive with animated icons and styled buttons. On the free plan the same messages arrive in plain form. The content and the buttons are identical either way.

Short FAQ

Do I need a Telegram account to use Onflow Ads?

To sign in and browse, no — an email and password works. But the bot is what actually runs campaigns in Telegram channels and sends instant alerts, so almost everyone starts it.

The bot did not reply when I pressed Start.

Give it a moment, then send any message in the chat — the redirect card should appear. If nothing comes back at all, check that you have not blocked the bot, then try opening it again from the website button.

Can I mute the bot instead of blocking it?

Yes. Muting the chat in Telegram keeps delivery working while silencing the sound — much better than blocking, which stops delivery entirely. You can also turn off individual notification categories on the website; see Notifications from the Bot.

Do I have to keep the chat?

Yes, keep it. It is where your alerts land and where the **Open Site** button lives.

Next: pair your identities. Use Signing In with Telegram if Telegram is how you want to sign in, or Connecting Your Telegram if you already have an email-and-password account.

TELEGRAM BOT & MINI APP

Signing In with Telegram

Signing In with Telegram

You can sign in to the Onflow Ads website using your Telegram account instead of an email and password. The website shows you a 6-digit code, you type that code into the bot chat, and your browser signs itself in.

The whole thing takes under a minute, and it is the fastest way in if you already live in Telegram.

> **WHAT THIS FLOW IS CALLED**
>
> This is the **sign-in handshake**. Two devices — your browser and your Telegram app — prove they are held by the same person by passing a short code between them. It is a sign-in method, not a way to attach Telegram to an account you already have. For that, see Connecting Your Telegram.

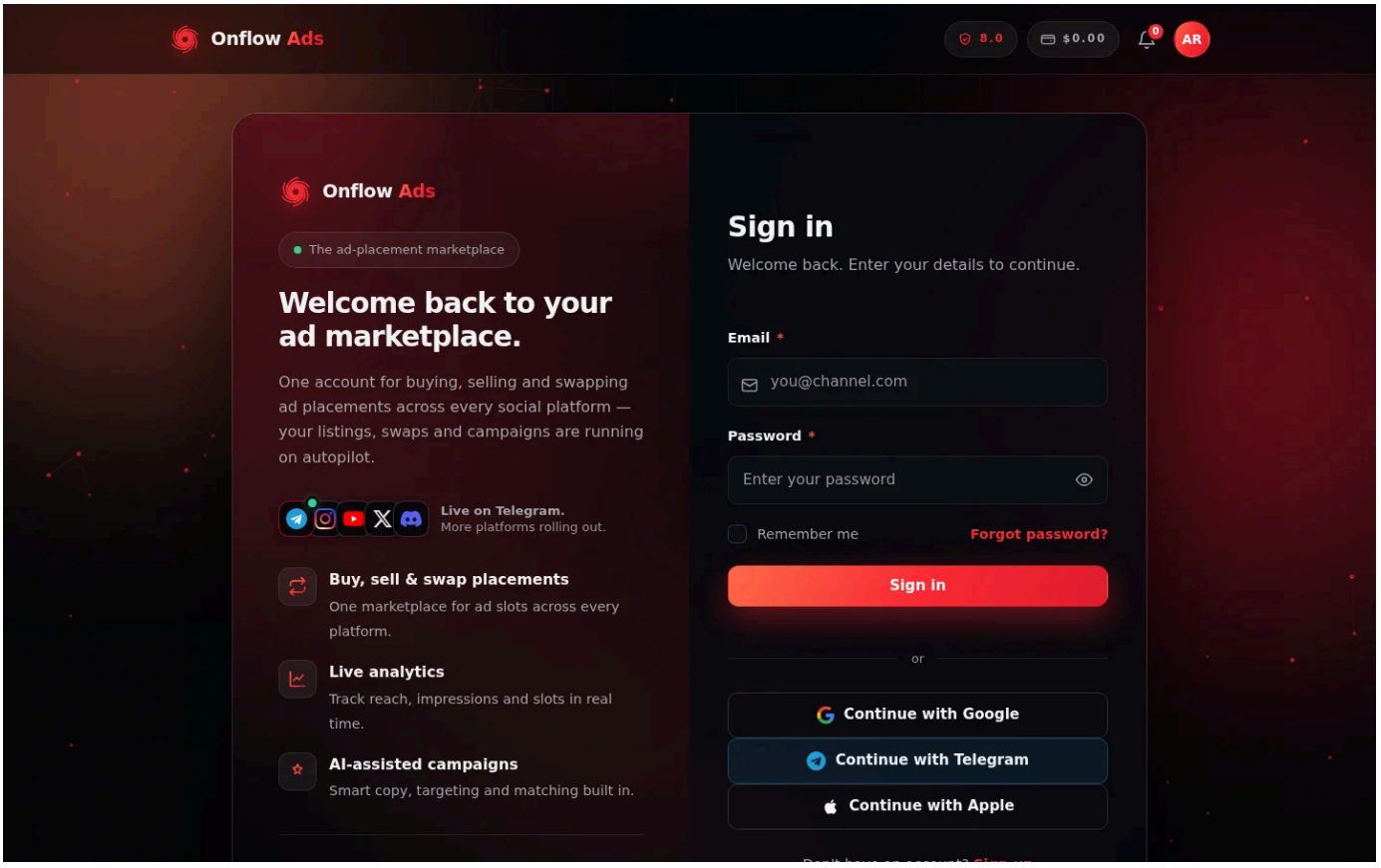
When to use it

Situation	Use this flow?
You have never used Onflow Ads and want the quickest start	Yes — it creates your account as it signs you in.
You already sign in with Telegram and just want back in	Yes.
You have an email-and-password account and want Telegram alerts on it	No — use **Connect Telegram** on the Account page instead.
You forgot your password and your Telegram is already linked	Yes — this signs you straight into that account.

Step by step

Everything starts on the Onflow Ads sign-in page. The email and password fields are the ordinary way in; the handshake begins with the **Continue with Telegram** button underneath

them.



*The sign-in page. **Continue with Telegram** sits with the other one-tap options below the password form — that button is where the 6-digit handshake begins.*

1. Go to onflowads.com/signin (the same button also appears on onflowads.com/signup).
2. Click **Continue with Telegram**.
3. A dialog titled **Sign in with Telegram** opens over the page. It contains:
   - the instruction "Open our bot, then type this code into the chat when it asks",
   - a large **6-digit code**,
   - an **Open the Telegram bot** button,
   - the live status line **Waiting for you in Telegram...**,
   - a **Cancel** button.
4. Click **Open the Telegram bot**. Telegram opens a chat with the Onflow Ads bot and it replies **Website sign-in**, asking you to type the 6-digit code shown in your browser. The same message repeats the safety rule: only enter a code you can see on onflowads.com in your own browser.
5. Type the code into the chat as six plain digits, for example `123456`. Nothing else — no spaces, no words around it.

6. The bot replies **Verified!** — "You are signed in on the website — your browser tab updates by itself."
7. Back in the browser, the dialog closes by itself within a couple of seconds and you land on your dashboard.

If you started on your phone and the browser tab is not to hand, the bot's confirmation carries a **Continue on the website** button that opens your dashboard directly.

> ⚠ **NEVER TYPE A CODE THAT SOMEONE ELSE SENT YOU**
>
> The 6-digit code appears **only** in your own browser, on onflowads.com. The bot never sends you a code — you type a code *into* the bot.
>
> If anybody messages you a code and asks you to enter it into the Onflow Ads bot, they are trying to sign in to an account as you. Refuse, and do not reply.

Why the code exists

The deep link alone is not enough to sign in, and the code alone is not enough either. An attacker would need your browser (to read the code) **and** your Telegram account (to consume the link) at the same moment. That is the whole point of the handshake, and it is why the code is never put in a URL and never sent to you.

The browser that started the handshake is also the only browser that can finish it. If a sign-in link somehow leaked to another device, that device could not turn it into a session.

Limits and timing

Rule	Value
Time to complete the handshake	10 minutes from the moment you click **Continue with Telegram**
Wrong-code attempts	5 — after that the request is locked and you must start again
Reuse	None. Each request is single-use; one handshake produces at most one sign-in

Rule	Value
Sessions created	Exactly one, even if you have the sign-in page open in two tabs

If you leave the dialog open past the 10-minute window, it closes itself and you simply click **Continue with Telegram** again.

Requesting a great many sign-ins in a short burst may be temporarily throttled. Waiting a minute clears it.

What can go wrong

Message you see	Where	What it means	What to do
Wrong code — "That code does not match. N attempt(s) left"	Bot	You mistyped the code.	Re-read the code in the browser dialog and send it again.
"Please send just the 6-digit code shown in your browser (for example 123456)."	Bot	You sent something that is not six digits.	Send the six digits on their own.
Too many wrong codes	Bot	Five wrong attempts — this request is locked for good.	Return to the website and click **Continue with Telegram** for a fresh request.
Link expired	Bot	The request timed out or was already used.	Start again from the website.
Sign-in unavailable / **Something went wrong**	Bot	A temporary problem reaching the service.	Wait a moment and start again from the website.

Message you see	Where	What it means	What to do
"Too many wrong codes — please start again."	Browser	The same lock, seen from the browser side.	Click **Continue with Telegram** again.
"That sign-in request expired — please try again."	Browser	The same expiry, seen from the browser side.	Click **Continue with Telegram** again.
"Telegram sign-in isn't available right now."	Browser	The service could not mint a request.	Try again shortly, or sign in with your email and password.
"Network error — please try again."	Browser	Your connection dropped mid-request.	Check your connection and retry.

You can abandon the flow at any point with **Cancel** in the browser dialog. Nothing is created and nothing is charged.

What happens after you sign in

- **You get a normal website session** — exactly the same kind, and the same length, as signing in with a password or with Google. It works across the whole site, including the Mini App.
- **If your Telegram was already linked to an account**, you are signed in to that account, with all its channels, wallet balance, orders and history.
- **If this Telegram had never been used with Onflow Ads**, a fresh account is created for it on the spot. It starts with a placeholder email address that has no real inbox behind it, which is why adding your own email is recommended.

Adding a real email afterwards

Open onflowads.com/account and set your email address from your profile. You will confirm it with a verification code. Doing this gets you:

- a second way in, so you are not dependent on Telegram,

- email notifications and receipts,
- password sign-in.

> **THIS FLOW NEVER MERGES ACCOUNTS**
>
> Signing in with Telegram only ever signs you in to the account your Telegram already points at, or creates one if there is none. It never absorbs, changes or merges an account you are already signed in to.
>
> Attaching your Telegram to an existing email-and-password account is a different flow: Connecting Your Telegram.

Edge cases

Two browser tabs. If a second tab of the same browser is also polling the same request, only one session is ever minted. The other tab notices and follows you to the dashboard.

A different browser or device. A handshake started in one browser cannot be finished in another. Start a fresh one wherever you actually want to be signed in.

You closed the browser mid-flow. Nothing is left behind. Reopen the sign-in page and click **Continue with Telegram** again.

Two-factor authentication. Telegram sign-in signs you in through your Telegram identity. If you also protect the account with a password, that password still works independently; neither method disables the other.

Do not see the button?

Continue with Telegram only appears when Telegram sign-in is available on the site. If it is missing, sign in with your email and password (or Google or Apple where shown) — every other route works exactly the same and lands you on the same account.

Short FAQ

Does the bot ever ask for my password?

No. Never. The bot asks for exactly one thing, once: the 6-digit code displayed in your own browser.

I signed in with Telegram but I want a password too.

Add an email from onflowads.com/account; a password comes with it. Both methods then work.

Can I sign in with Telegram from inside the Mini App?

You do not have to. Inside Telegram the Mini App signs you in automatically from your Telegram identity — no code, no password. See Using the Mini App.

I have two accounts by mistake — one from Telegram, one from the website.

Sign in to your website account in your browser, then open the Mini App from the bot. The Telegram-only account is folded into your website account, combining balances and history. Details in Connecting Your Telegram.

Next: now that you are signed in, Using the Mini App shows how Onflow Ads behaves when you open it inside Telegram.

TELEGRAM BOT & MINI APP

Connecting Your Telegram

Connecting Your Telegram to Your Account

If you created your Onflow Ads account with an email and password (or with Google or Apple), your Telegram is not attached to it yet. Connecting the two takes about two taps and switches on everything the bot does for you.

This is a different flow from Signing In with Telegram. Here you are already signed in to a website account and you are attaching a Telegram identity to it.

What connecting unlocks

Unlocked	What you get
Telegram direct messages	Order updates, payment alerts, campaign alerts and rewards arrive as instant DMs from the bot, alongside your emails.
Subscriber Exchange	The exchange runs inside Telegram, so your Onflow Ads account must be paired with your Telegram before you can host or run ads there.
Auto-posting for Paid Promotions	With the bot connected, accepted bookings on your channels can publish through the Onflow Ads bot.
Premium perks that need your Telegram	Features such as auto-verify and the cross-promotion boost-credit reward find your account through this link.
A single identity across surfaces	Anything you do in the Mini App and anything you do in the browser is one account, one wallet, one history.

ONE-TO-ONE PAIRING

One Onflow Ads account pairs with exactly one Telegram account, and one Telegram account pairs with exactly one Onflow Ads account. There is no way to attach two of either.

Step by step

1. Sign in at onflowads.com and open onflowads.com/account.
2. Scroll to the **Telegram connection** card. It explains: "Connect your Telegram so the bot can DM you order updates, payment alerts and rewards — and so premium auto-verify and the cross-promo boost-credit reward can find your account."
3. The card checks its own state and shows one of two things:
   - **"Not connected yet."** with a **Connect Telegram** button — carry on.
   - **"✓ Your Telegram is connected."** with no button — you are already done.
4. Click **Connect Telegram**. The message under the button changes to "Opening Telegram…", then to "Tap Start in Telegram to finish, then refresh this page.", and Telegram opens in a new tab or in the app.
5. In the Telegram chat with the Onflow Ads bot, tap **Start**.
6. The bot replies **Telegram connected** — "Your Telegram is now linked to your Onflow Ads account. You will get order updates, payment alerts and rewards right here."
7. Go back to the Account page and refresh it. The card now reads "✓ Your Telegram is connected."

That is it. There is nothing to type, nothing to copy and no code to enter — opening the link while signed in is itself the proof that you hold both the account and the Telegram identity.

> **SOME PAGES START THIS FLOW FOR YOU**
>
> Where the link is a prerequisite, the page offers it in context instead of sending you to your account settings. The **Subscriber Exchange** page opens with a step called "First, connect your Telegram" and its own **Connect Telegram** button — it shows "Tap Start in Telegram. This page will continue automatically…" and moves you on by itself once the bot confirms.

Limits and rules

Rule	Detail
Link lifetime	About 10 minutes from the moment you click **Connect Telegram**
Reuse	Single-use. Once redeemed, the same link cannot connect anything again
Pairing	Strictly one Onflow Ads account to one Telegram account, both ways

Rule	Detail
Repeat attempts	Requesting a burst of links in a short period may be briefly throttled; wait a minute
Unlinking	There is no self-service unlink on the Account page — contact support

If you wait too long before tapping Start, the bot replies **Link expired**. Nothing is broken: click **Connect Telegram** again for a fresh link.

Possible outcomes

Bot reply	What it means	What to do
Telegram connected	Success — the pairing is live.	Nothing. Refresh the Account page to see it confirmed.
Link expired	The link timed out or had already been used.	Click **Connect Telegram** again on the website and tap Start promptly.
Already connected elsewhere	This Telegram account is already linked to a **different** Onflow Ads account.	Sign in to that other account instead, or contact support to move the link.
Account already linked	The Onflow Ads account you are signed in to is already paired with a **different** Telegram account.	Contact support if you need to change which Telegram is linked.
Could not connect	Something went wrong on our side.	Try again from the website in a moment.

On the website side you may also see:

Website message	Meaning
"Could not start linking. Please try again."	The link could not be created right now. Retry shortly.
"Network error. Please try again."	Your connection dropped. Check it and retry.

Connecting vs. signing in with Telegram

These are two genuinely different flows. Picking the wrong one is the single most common source of duplicate accounts.

You want to...	Use	Result
Attach Telegram to the account you already use, while signed in to it	**Connect Telegram** on the Account page	Your existing account gains a Telegram identity. Nothing else changes.
Sign in to the website with Telegram instead of a password	**Continue with Telegram** on the sign-in page	You are signed in to whichever account your Telegram points at — or a new one is created.

See Signing In with Telegram for the second flow.

Already used the bot before you had a website account?

This happens when someone opens Onflow Ads inside Telegram first: their Telegram identity gets a starter account of its own, and later they also register on the website with an email. Two accounts, one person.

Onflow Ads reconciles this for you. Sign in to your main website account in your browser, then open the Mini App from the bot. The Telegram starter account is folded into your website account automatically:

- wallet balance and boost credit are added together,
- channels, campaigns, orders and history move across,
- the Telegram link moves onto your website account,

- the starter account disappears.

Your **website account always wins** as the primary identity, so your email, name and sign-in method are the ones you keep.

> ⚠ **CHECK BEFORE YOU ASSUME**
>
> If your balances or channels look wrong after a merge, do not create a third account to work around it. Contact support from the support desk and we will sort the identity out.

Edge cases

You are signed in on two devices. The link is tied to the account, not the browser, so finishing it in the Telegram app on your phone connects the account you started it from. Refresh the Account page anywhere to see the new state.

Your Telegram account changes username. Nothing breaks. The pairing follows your Telegram account itself, not your `@username`.

You blocked the bot after connecting. The pairing survives, but Telegram stops delivering. Unblock the bot and send `/start` once; DMs resume with no need to reconnect.

You want the link on a different Telegram account. There is no self-service switch. Contact support.

Short FAQ

Do I still get emails after connecting?

Yes. Telegram delivery is added alongside email, not instead of it. You control both per category — see Notifications from the Bot.

Does connecting change my sign-in method?

No. You keep signing in exactly as you did. Connecting only adds a delivery and identity channel.

Can I connect a Telegram account that belongs to my team, not to me?

The pairing is one to one, so a shared Telegram account can back only one Onflow Ads account. If you run several channels under one operator, keep one Onflow Ads account and

manage the channels inside it rather than splitting across accounts.

How do I check whether I am connected?

Open onflowads.com/account and look at the **Telegram connection** card. It says either "Not connected yet." or "✓ Your Telegram is connected."

Next: with your Telegram paired, Using the Mini App shows how Onflow Ads opens inside Telegram and signs you in on its own.

TELEGRAM BOT & MINI APP

Using the Mini App

Using the Mini App

The Onflow Ads Mini App is the full website, opened inside Telegram. Same dashboard, same wallet, same campaigns, same support desk — but signed in automatically from your Telegram identity, painted in your Telegram theme, and driven by Telegram's own back button.

This page covers **opening it and how it behaves**. For a page-by-page tour of everything you can reach inside it, see Mini App Pages.

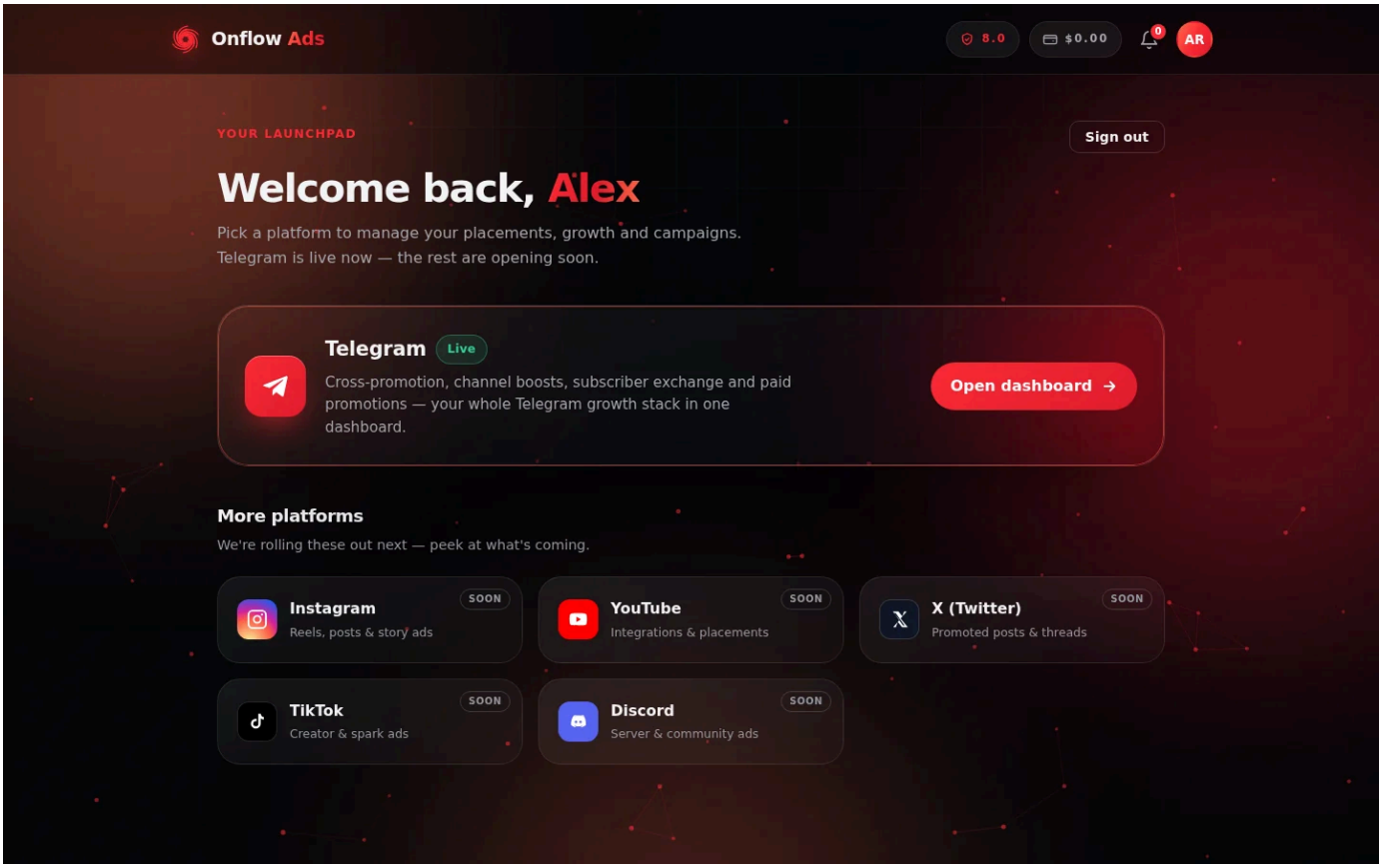
> **WHAT IS A MINI APP?**
>
> A Mini App is a web page that opens inside Telegram itself, in a panel over the chat, rather than in your phone's browser. Telegram passes the page a signed proof of who you are, which is what lets Onflow Ads sign you in with no password and no code.

Three ways in

Route	How	Where you land
The menu button	In your chat with the Onflow Ads bot, tap **Open Site** next to the message box.	Your Onflow Ads launchpad, from which you pick Telegram to reach the Telegram dashboard.
A button on a bot message	Almost every DM carries one — **Open Wallet**, **Contact Support**, **Review & respond**, **Manage channel**, **View Campaign**, **My Account**, **View Plans**, **Open Live Dashboard**.	The exact page the message is about.
The redirect card	Send the bot any message; it replies with an **Open Onflow Ads** button.	Your dashboard.

While the page loads you briefly see **"Opening Onflow Ads..."** with a spinner, then land on the destination already signed in.

Coming in through **Open Site** lands you on your launchpad — the platform picker that everything else hangs off:



*The launchpad, where the bot's **Open Site** button drops you. Tap **Open dashboard** on the Telegram card to reach everything in this guide; the other platforms are marked Soon.*

How automatic sign-in works

1. Telegram hands the page a cryptographically signed statement of who you are.
2. Onflow Ads verifies that signature against the real bot, so it cannot be forged or replayed.
3. It resolves the matching account and issues you a normal website session — the same kind of session a browser sign-in gives you.
4. You are dropped on the page you asked for.

Which account you land on follows three simple rules:

Your situation	What happens
You are **already signed in** in that browser context to a website account	Your **website account wins**. If your Telegram was sitting on a separate starter account, that starter account is folded into your website account — balance, boost credit, channels, orders and history combined — and the Telegram link moves across.
Your Telegram is **already linked** to an Onflow Ads account	You are signed in to that account.
Your Telegram has **never** been used with Onflow Ads	A fresh Telegram-native account is created on the spot, so you are never stopped at a sign-up wall. You can add a real email later from onflowads.com/account.

ONE IDENTITY, TWO SURFACES

If your Telegram is connected to your website account, the Mini App and the browser are the same account throughout: one wallet, one order history, one set of channels. An order you place in Telegram appears on the website tagged **via Bot**, and an order you place in the browser is visible in the Mini App.

Native touches

Inside Telegram the pages behave like part of the app rather than a website in a frame:

- **Back button** — Telegram's own back button steps back through your page history; at the first page it closes the Mini App.
- **Theme** — the pages follow your Telegram light or dark theme and its colours, including the header and background, and re-paint immediately if you change theme while the app is open.
- **Full height** — the app expands to fill the panel, and the layout tracks the panel's height as it changes.
- **Haptics** — buttons give a light tactile tap on supported devices.
- **No accidental close** — swipe-down-to-close is disabled where supported, so you cannot lose a half-filled form by scrolling too enthusiastically.
- **External links** — links pointing off Onflow Ads open through Telegram properly instead of a dead in-app tab.

- **Less clutter** — website chrome that makes no sense inside Telegram, such as cookie and consent banners, is hidden.

None of this is switched on in a normal browser. The very same pages behave like an ordinary website when you open them outside Telegram.

If automatic sign-in fails

Rather than dropping you on a sign-up wall, the launcher tells you what happened and always gives you a way forward.

Message	What it means	What to do
"Telegram couldn't verify this session."	The signed identity check did not pass — often a very old Telegram client, or a stale panel left open for a long time.	Close the Mini App fully and reopen it from the bot. Update Telegram if it keeps happening.
"Automatic sign-in isn't configured on the site yet."	Telegram auto sign-in is temporarily unavailable.	Try again later, or use the website in a browser.
"Couldn't sign you in automatically."	A transient problem.	Close and reopen the Mini App.

Each of these also offers a **Continue anyway** link. Following it loads the page as a normal browser visit, where you can sign in by hand if the page requires it.

If you open a Mini App page while not in Telegram at all — for example by pasting the link into a browser — the page simply behaves as an ordinary website page and applies its normal sign-in rules.

Rules, limits and things to know

- **Anything you can do on the website, you can do here.** The Mini App is the website; there is no reduced feature set. A handful of tasks naturally live outside Telegram, such as reading the emails we send you.

- **Verified account required for the dashboards.** Mini App pages under your dashboard need a signed-in, verified account. Telegram-native accounts count as verified from birth, because Telegram has already proven the identity.
- **Sessions are shared per surface.** A session created in the Mini App belongs to Telegram's in-app browser; a session in your phone's browser is separate. Both point at the same account.
- **Caching.** Telegram's in-app browser caches aggressively. If a page looks out of date, close the Mini App completely and reopen it from the bot.
- **Payments and withdrawals** run through the website's wallet, which the Mini App opens like any other page. The bot itself never handles money.

Short FAQ

Do I need to sign in every time I open the Mini App?

No. Each open re-establishes your session from your Telegram identity automatically.

I opened the Mini App and it created a new account. Why?

Your Telegram was not linked to any Onflow Ads account, so one was created for you. To merge it into the account you actually use, sign in to that account in your browser and then open the Mini App again — see Connecting Your Telegram.

Can I use the Mini App on desktop Telegram?

Yes. It runs anywhere Telegram supports Mini Apps. Older clients that cannot produce a signed session fall back to the **Continue anyway** path.

The back button closed the whole app.

That is expected at the first page of your history — Telegram's back button closes the Mini App when there is nothing left to go back to. Reopen it from **Open Site**.

Where is the list of everything I can open?

Mini App Pages walks through every page, what it is for, and how to reach it.

Next: Mini App Pages — the page-by-page map of everything the Mini App can open.

TELEGRAM BOT & MINI APP

Mini App Pages

Mini App Pages and What Each One Does

The Mini App is the whole Onflow Ads website inside Telegram, so "which pages are in the Mini App" is really "which pages are in Onflow Ads". This page is the map: what each page is for, how you reach it, and what you can do once you are there.

Every page below opens the same whether you are in Telegram or in a browser — same data, same account, same buttons. See Using the Mini App for how opening and automatic sign-in work.

> **HOW TO READ THE ADDRESSES**
>
> Addresses are shown as website paths, for example `/telegram/dashboard/wallet`. In a browser, put `https://onflowads.com` in front. Inside Telegram you rarely type them at all — you tap a button, a tile, or a sidebar link.
>
> Where a path contains a name in braces, such as `/telegram/dashboard/channels/{cid}`, that part is filled in with the identifier of the item you tapped.

Where you land first

Your launchpad

Path: `/dashboard`

The signed-in home, and where the bot's **Open Site** menu button drops you. It is a platform picker: Telegram is live, and the other platforms are marked **Soon**. Tap the Telegram card to go on to the Telegram dashboard. It also carries **Quick links** and a **Sign out** button.

Telegram dashboard

Path: `/telegram/dashboard`

Described on the page itself as "your home base for growing on Telegram". This is the hub you will use most. It contains:

- a greeting and two headline figures, **Active campaigns** and **Connected channels**;

- a left sidebar labelled **Telegram · Engines** with links to Overview, Cross-Promotion, Boost Metrics, Paid Promotions, Subscriber Exchange, AI Studio, Link Tracking, Wallet and Support, plus a **Top up wallet** panel;
- a **Your engines** row of cards — Cross-Promotion, Boost Metrics, Subscriber Exchange, Paid Promotions and Support — each with a one-line description of what it does;
- a **Power tools** row with shortcuts to **Create a campaign** and the **Paid Promotions marketplace**;
- a **My channels** section listing every channel you have added, its status pill (Draft, Pending review, Approved or Needs changes), and a **+ Add channel** button.

> **STATUS LABELS YOU WILL SEE ON CARDS**
>
> Engines carry a live status tag. At the time of writing Cross-Promotion, Boost Metrics and Subscriber Exchange show **Live**, and Paid Promotions shows **In development**. The tags on the page are always the current truth — trust them over any list.

Your channels

Page	Path	What it does
Add your channel	`/telegram/dashboard/channels/new`	Lists a public Telegram channel on Onflow Ads. You must be an administrator of the channel.
Channel setup	`/telegram/dashboard/channels/{cid}`	Sets up and edits one channel listing — its details, and everything the review needs. Reached from the **Set up** button on a channel row.

Channel rows on the dashboard also offer **Delete**, and tapping the row itself opens the full channel details.

Cross-Promotion

Cross-promotion is a free, code-based swap: you and a partner each publish the other's post in your channel for an agreed window, and both sides see the results.

Page	Path	What it does
Cross-Promotion hub	`/telegram/dashboard/cross-promotion`	The entry point for pairing with a partner.
Manual campaign flow	`/telegram/dashboard/cross-promotion/manual`	Create or join a manual campaign using CP codes.
Create a campaign	`/telegram/dashboard/cross-promotion/create`	Builds a campaign and gives you a **CP code** to share with your partner.
Join a campaign	`/telegram/dashboard/cross-promotion/join`	Joins a partner's campaign using the CP code they sent you.
Discover partners	`/telegram/dashboard/cross-promotion/discover`	Browses the opt-in directory of channels looking for swaps, and requests one.
Your campaigns	`/telegram/dashboard/cross-promotion/campaigns`	Every cross-promotion campaign you have run, across both the website and the bot, in one list.
One campaign	`/telegram/dashboard/cross-promotion/campaign/{code}`	Manage a single campaign by its CP code.
Portfolio	`/telegram/dashboard/cross-promotion/portfolio`	For operators running several channels: cross-promotion across all of them from one place.

While a cross-promotion is actually running, the bot also gives you a live view of it — see Live Campaign Tracker.

Boost Metrics

Page	Path	What it does
Boost Metrics	`/telegram/dashboard/boost`	Order boosts for followers, views, likes and reach across platforms, paid from your wallet, with delivery tracked live.
Boost orders	`/telegram/dashboard/boost/orders`	Tracks your Boost Metrics orders across every platform, with cancellation where an order is still eligible.
Boost API	`/telegram/dashboard/boost/api`	For developers: place and track boost orders programmatically.

Subscriber Exchange

Path: `/telegram/dashboard/subscriber-exchange`

A reciprocal Telegram ad exchange, summed up on the page as "Host ads, run ads." You host other members' ads in your channels and your own ads run across theirs — free, powered by reciprocity.

The page walks you through its own steps, beginning with **"First, connect your Telegram"**, because the exchange runs inside Telegram and your Onflow Ads account has to be paired with your Telegram before you can host or run ads. Its **Connect Telegram** button starts exactly the flow described in Connecting Your Telegram and continues on by itself once the bot confirms.

Later steps cover adding the public channel you want to host ads in, writing your ad, attaching up to two tappable buttons (links must point at Telegram), and submitting. As the page says: "Submitting sends your ad to our reviewers. You'll hear back by email and on Telegram, usually quickly. Nothing runs until a human approves it."

Paid Promotions

The marketplace for buying and selling sponsored posts, escrowed end to end.

Everyone

Page	Path	What it does
Paid Promotions home	`/telegram/dashboard/paid-promotion`	The entry point where you pick your side — advertiser or channel owner.

If you are buying (advertiser)

Page	Path	What it does
Catalog	`/telegram/dashboard/paid-promotion/catalog`	Browse verified Telegram channels across the network.
Channel page	`/telegram/dashboard/paid-promotion/channel/{pid}`	Full statistics, performance record, live rates and reviews for one channel, with the buy card.
Booking wizard	`/telegram/dashboard/paid-promotion/book`	Write your ad, schedule the posting window, and add the placement to your cart.
Cart	`/telegram/dashboard/paid-promotion/cart`	Review your basket and pay from your wallet into escrow.
Your orders	`/telegram/dashboard/paid-promotion/orders`	Track booked placements — measured reach, blended CPM and delivery. Verify a delivered post, confirm it, or raise a concern.

Page	Path	What it does
Campaign analytics	`/telegram/dashboard/paid-promotion/analytics`	What every campaign actually delivered — blended CPM, per-channel reach and clicks, and which channels are worth rebooking.
Watchlist	`/telegram/dashboard/paid-promotion/watchlist`	Saved channels, with today's price against the price when you saved them, and drop alerts.
Auctions	`/telegram/dashboard/paid-promotion/auctions`	Bid on prime pinned-post slots. Escrow-held, with anti-sniping; highest bid wins.
Plan a budget	`/telegram/dashboard/paid-promotion/plan`	Turn a budget and a brief into a proposed basket of channels with projected reach and a blended CPM.

If you are selling (channel owner)

Page	Path	What it does
List a channel	`/telegram/dashboard/paid-promotion/new`	Puts your channel on the marketplace in four steps — pricing, rules, go live.
Manage a listing	`/telegram/dashboard/paid-promotion/listing/{pid}`	Your live rate card, analytics, spotlight deals and reviews for one verified channel. This is where the **Manage channel** button in the bot's DMs takes you.

Page	Path	What it does
Bookings desk	`/telegram/dashboard/paid-promotion/bookings`	Accept or decline booking requests for your channels. Opening it from a DM highlights the exact booking.
Activity feed	`/telegram/dashboard/paid-promotion/activity`	Booking requests, payouts, feedback and disputes as they happen.

Money, standing and account

Page	Path	What it does
Wallet	`/telegram/dashboard/wallet`	Add funds and withdraw earnings. One balance, spent across every engine. Where the bot's **Open Wallet** button lands.
Reliability	`/telegram/dashboard/reliability`	What your reliability score means, exactly what moves it up and down, and the three ways to recover a drop.
Premium	`/pricing`	The plan ladder — Lite, Plus, Elite, Master and the application-only Ultimate. Charged from your wallet, active instantly. Where **View Plans** lands.
Account	`/account`	Your profile, email, security settings and the **Telegram connection** card. Where **My Account** lands.

Tools

Page	Path	What it does
AI Studio	`/telegram/dashboard/ai-studio`	Write and refine ad copy and generate promotional images with AI. Shared across the website and the bot.
Link Tracking	`/telegram/dashboard/links`	Clicks, unique visitors, UTM, device, referrer, geography and conversions for the links in your ad copy.

Notifications and support

Page	Path	What it does
Notifications	`/telegram/dashboard/notifications`	Two tabs. **History** is your feed, filterable by All, Orders, Payments and System, with **Mark all read** and **Load more**. **Settings** holds the per-category Email and Telegram toggles and the **Email frequency** choice. See Notifications from the Bot.
Support	`/telegram/dashboard/support`	The support desk — chat with the team in real time or send a message. Where **Contact Support** lands.

Two Mini Apps that belong to the bot itself

Not everything you open from Telegram is a website page. The bot has two small Mini Apps of its own:

Mini App	Opened from	What it does
Live Campaign Tracker	The **Open Live Dashboard** button on a "Campaign is Live!" DM	A real-time view of one cross-promotion campaign — status, countdown, opens, audience growth, partner details. Fully documented in Live Campaign Tracker.
Sponsored Content landing page	A button on a promoted post in a channel	The branded page a viewer sees before continuing to the advertiser's destination, with **Access Link** and **Close**. Fully documented in Ad Posts and Click Tracking.

Rules and edge cases

You need to be signed in. Every dashboard page requires a signed-in, verified account. Inside Telegram this is handled for you automatically.

Deep buttons keep their context. Opening the bookings desk from a DM scrolls to and highlights the exact booking the message was about, rather than dumping you at the top of a long list.

Some pages are role-shaped, not role-locked. Paid Promotions asks whether you are advertising or selling so it can show you the right pages, but your account is not permanently split — you can do both.

Tier gates live on the pages. Where a feature belongs to a paid plan — for example some export formats in campaign analytics — the page says so at the point of use and links to `/pricing`. Prices, plan names and allowances are always shown on the page.

Availability changes. Engines carry live status tags such as **Live** and **In development**. If a tag on the page disagrees with this document, the page is right.

Short FAQ

Can I bookmark a Mini App page?

Inside Telegram, no — you reopen it from the bot. In a browser, yes: every path above is a normal website address.

Is anything website-only?

Nothing important. A few things naturally happen outside Telegram, such as reading email receipts, but every page listed here opens inside the Mini App.

I tapped a button in the bot and landed somewhere unexpected.

Buttons target the page that owns the task, which is not always the page you were last on. Use Telegram's back button to step back, or **Open Site** to start again from the launchpad.

Where do I change what the bot sends me?

The **Settings** tab of the Notifications page — see Notifications from the Bot.

Next: Notifications from the Bot — the DMs that carry you straight to the pages above.

TELEGRAM BOT & MINI APP

Notifications from the Bot

Notifications from the Bot

Once your Telegram is connected — or you signed in through the bot — Onflow Ads delivers your updates on three channels at once:

Channel	Timing	Can you turn it off?
In-app — the notification feed on the website	Instant	No. The feed always records everything.
Email	Instant, or batched into an hourly or daily digest	Yes, per category
Telegram DM — sent by the bot	Always instant, never batched	Yes, per category

A DM is never a dead end. Every notification carries a button that opens the exact page it is about — usually straight into the Mini App.

> **TWO CONDITIONS FOR TELEGRAM DELIVERY**
>
> A DM only reaches you if **both** are true: your Onflow Ads account is paired with your Telegram, and you have started the bot at least once. Connecting from the website satisfies both in one go, because the connection flow starts the chat.

What the bot sends you

Cross-promotion campaigns

These come from the bot itself, as it runs your campaign.

Message	When	What is in it	Buttons
Partner Post Review	During setup, when your partner submits their promotional post	The exact post as it will appear — photos, caption and buttons — followed by a control message reading "Accept this post to proceed, or decline to ask your partner to make changes."	**Accept** and **Reject**, right in the chat
Post Accepted	You accepted the partner's post	Confirmation, and "Waiting for the other party to finish their review..." until they do	—
Post Changes Requested	You declined the partner's post	"Your partner has been asked to rebuild and resubmit their post."	—
Post Declined	Your partner declined your post	"Your partner declined your promotional post. Please rebuild and resubmit it on the website to continue."	—
Campaign Scheduled!	Both posts approved	CP Code, Start Time, Duration, and "Both posts have been approved. The campaign will go live automatically at the scheduled time."	**View Campaign**
Campaign is Live!	The moment posts go up	CP Code, Campaign name, Duration and the exact Ends At time	**Open Live Dashboard** — the Live Campaign Tracker

Message	When	What is in it	Buttons
Campaign Complete!	The campaign finished and posts were removed	CP Code, Campaign, Duration, Your Ad Opens, Partner Ad Opens, the subscriber change for each side, and any campaign credit earned	**View Campaign**, and **Open Wallet** where credit was earned
Blitz Campaign Complete!	A Blitz campaign finished	The same figures plus a **Slot Breakdown** — per-partner opens — and Total Ad Opens across all slots	**View Campaign**
Monthly CP Report	Once a month	Campaigns Completed, Total Ad Opens and Campaign Credits Earned for the month	—

BLITZ CAMPAIGNS

A **Blitz** is one initiator promoted across several partner channels at once. Its messages carry a slot number, such as "Campaign is Live! (Slot 2)", so you always know which pairing a figure belongs to.

If a violation flag was raised on your account for a campaign, the completion message says so in a line of its own, so you are never surprised later.

Paid Promotions

Message	Who gets it	What it means	Button
New booking request	Channel owner	An advertiser has booked a placement on your channel. The card carries the booking details.	**Review & respond** — opens that exact booking on your bookings desk, where you accept, decline or handle it

Message	Who gets it	What it means	Button
Order progress	Advertiser	Placed, accepted, declined, delivered and completed updates as your order moves	**View order**
Your channel is live!	Channel owner	Your listing passed verification: "is now in the Paid Promotions pool and advertisers can book placements on it. You can edit your prices, run a limited-time sale, or update your details any time."	**Manage channel**
Channel re-verified	Channel owner	The same, after a re-check	**Manage channel**
Channel needs attention	Channel owner	Verification did not pass, with the reason, and "Fix the issue and submit again from your manage page."	**Manage channel**

> ⚠ **ANSWER BOOKING REQUESTS PROMPTLY**
>
> Bookings that expire unanswered count against your reliability score. The DM exists precisely so you hear about a request the minute it arrives — see the Reliability page for how the score works.

Once a booking has been dealt with, the buttons on the original DM are retired so you cannot act on it twice, and a short note may be attached to the card explaining the outcome.

Subscriber Exchange

Message	When	What is in it
Your ad is approved	A reviewer approved your exchange ad	Your ad's ID, how many channels it goes out to, over how many days, and that placements are spread out rather than all at once. It also notes that every placement stays up for 24 hours and that you get the numbers each time.
Your ad was not approved	A reviewer declined it	Your ad's ID and the reviewer's reason, word for word, plus "Fix it and submit again — declines do not affect your reliability."
Your appeal was accepted	Your appeal succeeded	"The decline is reversed — it is approved and now runs across the exchange."
Your appeal was not accepted	Your appeal did not succeed	The reason where one was given, and that you can fix the ad and submit it fresh.

The number of channels and the number of days are shown in the message itself.

Money

Message	When
Top-up succeeded	Funds arrived and were added to your wallet balance
Top-up failed	A payment did not go through
Refund	Money came back to your wallet
Withdrawal update	Your withdrawal was approved, paid or rejected

Message	When
Premium activated	A plan was charged from your wallet and switched on
Rewards and credit	Credit added to your wallet, for example after a clean cross-promotion

Boost Metrics

Message	When
Boost completed	Your boost order finished delivering
Boost partially delivered	Delivery stopped short; the shortfall is handled automatically
Auto-boost paused	A recurring boost subscription stopped and needs your attention

System

Account, security and platform updates.

The buttons you will see

Notifications always carry a way onward. The exact button depends on what the message is about:

Button	Opens
Open Onflow Ads	Your dashboard
Open Wallet	Your wallet
View order / **My Orders**	The relevant orders page

Button	Opens
Review & respond	The exact booking on your bookings desk
Manage channel	That channel's management page
Open Live Dashboard / **View Campaign**	The campaign view for that CP code
View Plans	The premium plans page
My Account	Your account page
Contact Support	The support desk

Most open inside Telegram as a Mini App. A few open in your browser instead, where that works better.

Choosing what you receive

1. Open **Notifications** from your dashboard, at onflowads.com/telegram/dashboard/notifications.
2. Switch to the **Settings** tab.
3. Under **Notify me about** you will see a grid — one row per category, with an **Email** column and a **Telegram** column:

Category	Covers
Orders	Requests, acceptances, delivered posts and completions
Payments	Successful and failed wallet top-ups
System	Account, security and platform updates

4. Flip any toggle. Changes save by themselves — **Saved** appears at the bottom of the page.

Your in-app feed always records everything regardless of these toggles, so nothing is ever lost. Switching a Telegram toggle off means that category is simply not sent to you as a DM.

Email frequency

The same Settings tab has an **Email frequency** choice with three options:

- **Send each email right away**
- **Hourly digest — one email an hour**
- **Daily digest — one email a day**

> **DIGESTS NEVER SLOW DOWN TELEGRAM**
>
> Digest settings batch **emails** only. Telegram DMs are always instant, whatever you pick.
>
> Time-critical emails skip the digest too — a failed payment, a declined order, a delivered ad whose confirmation window is ticking, a rejected withdrawal, a short-delivered boost, and a paused auto-boost all send immediately.

Reading your history

The **History** tab of the same page is the full feed. You can filter it by **All**, **Orders**, **Payments** and **System**, use **Mark all read**, and pull older entries in with **Load more**.

Rules and edge cases

Delivery is best-effort and never blocking. If a DM cannot be delivered — you blocked the bot, or Telegram is having a bad minute — your order, payment or campaign still proceeds exactly as normal. The in-app feed and email are unaffected.

Blocking the bot silently stops DMs. Telegram does not let us re-open a chat you closed. Unblock the bot and send `/start` once to resume; nothing needs reconnecting.

Starting the bot is not the same as being linked. If your account is not paired with your Telegram, the Settings tab shows a banner reading "Want alerts on Telegram too? **Start our bot**". Follow it, or see Connecting Your Telegram.

Premium styling. On a paid plan the bot's messages arrive with animated icons and styled buttons; on the free plan the same messages arrive plainly. The wording, the figures and the buttons are identical.

Cross-promotion review buttons are the exception. Almost nothing is decided inside the chat — but **Accept** and **Reject** on a Partner Post Review are, because you are looking at the post right there. Everything else routes to a page.

Old buttons do nothing. Buttons from the bot's retired chat interface answer with a pop-up reading "Manage everything at onflowads.com".

Not getting DMs?

Work through these in order:

1. **Are you linked?** Open the Settings tab. If it shows the "Start our bot" banner, your account is not paired yet.
2. **Is the category on?** Check the **Telegram** toggle for the category you are missing.
3. **Is the bot blocked or the chat deleted?** Unblock it in Telegram and send `/start` once.
4. **Is it a category with no toggle of its own?** Some updates ride along with the categories above; if you muted Orders you will also stop hearing about order-shaped events.
5. **Still nothing?** Open the support desk — your in-app feed will still have every event, so nothing has been missed in the meantime.

Short FAQ

Can I get Telegram alerts without email?

Yes. Turn the **Email** toggle off and leave **Telegram** on for that category.

Will I get the same update twice?

You may see the same event in the feed, in an email and as a DM — one event, three channels. That is by design, and each channel is switchable except the feed.

Do notifications cost anything?

No.

Can teammates get my notifications?

Notifications go to the account they belong to, and one account pairs with exactly one Telegram. There is no fan-out to several people.

Next: Live Campaign Tracker — where the **Open Live Dashboard** button on a "Campaign is Live!" DM takes you.

TELEGRAM BOT & MINI APP

Live Campaign Tracker

The Live Campaign Tracker

The moment a cross-promotion campaign the bot is running goes live, both partners get a DM headed **Campaign is Live!** It lists your CP code, the campaign name, the duration and the exact end time — and carries an **Open Live Dashboard** button.

That button opens the **Live Campaign Tracker**, a Mini App belonging to the bot that refreshes itself every few seconds for as long as the campaign runs. You never need to pull to refresh; new opens flash in as they happen, with a small haptic tap on supported devices.

> **WHY IT EXISTS**
>
> Telegram gives channel owners no way to see how many people engaged with a post. The tracker is where that missing number lives — for both sides of the swap, at the same time, from the same source.

Opening it

Route	Works?
The **Open Live Dashboard** button on the "Campaign is Live!" DM	Yes — this is the intended route
The **View Campaign** button on other campaign DMs	Yes
Opening the page without a campaign code	No — it shows "Missing campaign code. Open this link from the bot."

Keep the DMs. If you run several campaigns at once, each campaign's own DM is the way back into its tracker.

While it connects you will briefly see "Connecting to live campaign...". If the connection drops it says "Failed to connect. Retrying..." and keeps trying by itself.

What the tracker shows

Status

A status pill at the top tells you where the campaign is in its life:

Status	Meaning	What you should do
SCHEDULED	Queued; the timer counts down to launch.	Nothing — posting is automatic.
EXECUTING	Posts are being published right now.	Nothing.
LIVE	Ads are up in both channels; opens and growth are being counted.	Watch, or leave it be.
CLEANING	The campaign ended and the bot is removing the posts.	Nothing.
COMPLETED	All done — the final numbers are frozen.	Read the report DM.
FAILED	Something prevented the campaign from running.	Use **Report an Issue with This Campaign**.

Countdown timer

- While **scheduled** — "Campaign starts in", with a live countdown.
- While **live** — "Campaign ends in", with the exact end date and time underneath. The timer turns amber in the final hour and red in the final ten minutes.
- When **completed** — the timer is replaced by "COMPLETE".

Mini-App opens, in real time

Under the heading **Mini-App Opens — Real Time**, two counters update live:

- **Your Ad Opens** — how many people opened your ad in the partner's channel.
- **Partner Ad Opens** — how many people opened the partner's ad in your channel.

Underneath is a running **Total opens this campaign**.

These count real opens of the promoted content. Repeat taps by the same person are not counted again, so the figure reflects genuine interest rather than one enthusiastic reader. Taps after the campaign has ended do not count either. For exactly how an open is recorded, see Ad Posts and Click Tracking.

Audience growth since launch

Under **Audience Growth Since Launch**, the net change in your channel's member count since the campaign started — a live positive or negative number, labelled "Net new members since campaign started".

This is a straight before-and-after count of your channel's members, so it includes people who arrived for reasons unrelated to the campaign. Read it alongside the opens figure, not instead of it.

Partner channel

The **Partner Channel** card shows the partner's channel name, handle and subscriber count, and your own under **Your Channel**. It also rates **Audience Overlap** by comparing the two channels' sizes:

Rating	What it suggests
Very Different / Different	Minimal audience overlap expected — generally good, since more of the partner's readers are new to you.
Moderate	Some overlap possible; how well your niches align matters more here.
Similar / Very Similar	Similarly sized channels may share the same audience — expect more overlap and fewer genuinely new members.

Blitz campaigns: per-slot analytics

If your campaign is a **Blitz** — one initiator promoted across several partner channels at once — the single partner card is replaced by **Blitz Slots — Per-Partner Analytics**: one row per partner slot, each showing that partner's channel and the opens for your ad and theirs, side by side.

That is how you tell which partner actually delivered, rather than seeing only a combined total.

Campaign insurance

Where insurance is enabled on the campaign, a **Campaign Insurance** card shows its state:

State	Meaning
Active — Protected	"Your campaign is insured against early post removal."
Triggered — Violation Detected	A violation was found, and the compensation shown on the card has been credited to your wallet.

Credit earned

When the campaign completes, a **Campaign Credit Earned** card appears with the amount added to your wallet for a clean completion, marked "Added to your wallet automatically".

The amount depends on your plan, and is shown on the card. Premium members earn boost credit for every clean campaign they **initiate**; the completion DM says as much, and points joiners at starting their own next time.

Buttons

Button	What it does
Back to Bot	Closes the tracker and returns you to the chat.
Report an Issue with This Campaign	Shows instructions for reporting a problem with this specific campaign, including the CP code to quote.

Rules and edge cases

One tracker per campaign. The tracker is tied to a single CP code. Running five campaigns means five DMs and five trackers.

It stops polling at the end. Once a campaign reaches a final state — completed, failed or cancelled — the tracker stops refreshing but keeps showing the final numbers, so you can reopen it later as a record.

Numbers can differ from the completion DM by a moment. The DM is written when the campaign closes; the tracker is live up to that instant. Once the campaign is complete, both show the same frozen figures.

A missing partner card means the campaign has no partner attached yet, which is normal while it is still SCHEDULED.

Opening the page outside Telegram is not supported — the tracker is a Mini App and expects to be opened from a bot button.

Nothing here is editable. The tracker reports; it does not control. To change or cancel a campaign, use the campaign page on the website — see Mini App Pages.

Short FAQ

My opens are lower than I expected.

The counters record unique opens, not taps, and only while the campaign is live. Two partners with very similar audiences also tend to see fewer opens — check the **Audience Overlap** rating on the partner card.

My member count went down.

Members leave channels for all sorts of reasons, and the figure is a straight net change over the campaign window. A negative number is not evidence of anything wrong with the campaign by itself.

It says ”Missing campaign code.”

You opened the page without a campaign attached. Find the "Campaign is Live!" DM for the campaign you want and use its **Open Live Dashboard** button.

Can my partner see the same numbers?

Yes — both sides get their own tracker showing the same campaign from their own point of view, which is what keeps a swap honest.

Where do the final numbers end up?

In the **Campaign Complete!** DM, and on the campaign's page on the website.

Next: Ad Posts and Click Tracking — where the numbers on this tracker actually come from.

TELEGRAM BOT & MINI APP

Ad Posts & Click Tracking

Ad Posts and Click Tracking

When the bot runs a campaign it publishes the promotional post — media, caption and buttons exactly as the advertiser built them — into the partner channel, leaves it up for the agreed duration, then removes it and reports the results.

This page explains what happens when somebody taps a button on one of those posts, and where the numbers in your stats come from.

What a viewer experiences

1. A subscriber sees the promoted post in a channel and taps one of its buttons.
2. The button opens a short chat with the Onflow Ads bot, which replies with a **Sponsored Content** card and an **Open Promoted Content** button.
3. Tapping that opens the branded Onflow Ads landing page as a Mini App. It shows the promoted button's label under **Button Label** and where it goes under **Destination**, alongside a short explanation of what Onflow Ads is.
4. The viewer taps **Access Link** to continue to the actual destination — a channel, a website or a post. A **Close** option is always available instead.

This short detour is what makes your campaign measurable. Without it, Telegram gives a channel owner no way to know how many people engaged with a post.

How opens are counted

- **Every open is recorded before the content is shown**, so a slow network or a viewer who backs out never loses the count.
- **Repeat taps by the same person are not counted again.** The figures you see are unique opens, not raw taps.
- **Only a live campaign counts.** A button tapped after the campaign has completed or been cancelled does not inflate anything.
- **Blitz campaigns count per slot.** Opens are attributed to the specific partner channel the post appeared in, which is what powers the per-slot analytics in the Live Campaign Tracker.

The same counters feed the live tracker in real time and the final **Campaign Complete!** report, so the two never disagree once a campaign closes.

> **WHAT IS NOT COUNTED**
>
> An open means somebody tapped a button on your promoted post and reached the landing page. It is not a view of the post, not a channel join, and not a purchase. Member growth is reported separately on the tracker, and destination-side analytics belong to Link Tracking.

Preview mode

While you are still building a campaign, the bot can show you your post exactly as it will appear. Buttons on a preview are not live yet: tapping one replies **Preview Mode Active** — "You clicked a button in Preview Mode." — and explains that once the post goes live the button will open the Onflow Ads branded landing page.

Nothing is counted in preview mode, so testing your own post cannot skew your figures.

Subscriber Exchange placements

Ads placed through the Subscriber Exchange work the same way, with an even shorter hop. Tapping the ad's button opens the bot, which records the click and immediately replies with one line and a single button to the destination — no menus, no upsell, no forced subscription, because whoever tapped came to follow a link.

If the placement has ended, the bot replies simply: "That link has expired."

Expired or broken links

If a promoted link cannot be processed — the campaign has ended, or the link is malformed — the bot replies **Invalid or Expired Link**: "This link could not be processed. It may have expired or been malformed."

The bot never sends a viewer somewhere unexpected instead. On the landing page itself, a link that is no longer active shows **Link Expired** — "This promotional link is no longer active."

This is normal and does not mean anything went wrong: promoted posts are removed at cleanup, but a forwarded copy of an old post can outlive its campaign anywhere on Telegram.

Rules and edge cases

You do not have to set anything up. Add the bot as an admin to your channel from the website when you enroll the channel. It handles posting, wiring the buttons, counting and cleanup on its own.

Buttons are the advertiser's, unchanged. The bot publishes the labels and destinations the advertiser configured. It adds the measurement layer around them; it does not rewrite them.

Cleanup is automatic. At the end of the agreed window the bot removes the post. If insurance is enabled on a cross-promotion and a post disappears early, the tracker's insurance card reflects that and compensation is credited — see Live Campaign Tracker.

Forwarded posts keep working while the campaign is live. A forwarded copy still routes through the bot, and its opens still count, for as long as the campaign is running.

Your own taps count like anyone else's — once. Testing your live post is harmless but pointless.

Short FAQ

Why does the ad not open the destination straight away?

Because a direct link would be invisible to everyone. The extra tap is what produces the number both sides of a swap rely on to judge the deal.

Can a viewer skip the landing page?

They can close it at any point with **Close**. The open is already recorded, since it is counted before the page is shown.

Do I see who tapped?

No. You see counts, never identities. Telegram does not give a bot the identity of a channel's subscribers, and Onflow Ads does not attempt to work around that.

My partner’s numbers look higher than mine.

Different channels, different audiences, different post quality. The **Audience Overlap** rating and the per-slot breakdown on the tracker are the place to start when comparing.

A viewer told me they got ”Invalid or Expired Link”.

They tapped a button on a post whose campaign has finished — most often a forwarded copy. Nothing needs fixing.

Next: Bot vs Website — which half of Onflow Ads owns which job, and why the bot has no menus.

TELEGRAM BOT & MINI APP

Bot vs Website — Who Does What

Bot vs Website: Who Does What

Onflow Ads is one product with two halves. Understanding which half owns which job removes almost every "where do I do this?" question, so it is worth two minutes.

The short version, in the bot's own words when you message it:

> **THE BOT'S OWN SUMMARY**
>
> "Everything — your account, channels, campaigns, wallet, orders and support — is managed on the website. This bot only runs your live campaigns inside Telegram and tracks their performance."

The two halves

	The website	The bot
What it is	onflowads.com — the full product, in a browser or opened inside Telegram as a Mini App	The Onflow Ads account inside Telegram
What it owns	Every decision, every setting, every record: your account, channels, campaigns, listings, wallet, orders, support tickets	Every action that has to happen *inside Telegram*: publishing posts, removing them, counting taps, delivering messages
How you use it	You browse pages and press buttons	You mostly do not. It works in the background
Where it stores things	The single Onflow Ads account behind both surfaces	Nothing of its own — everything it does is recorded against your account

What the bot does for you

Job	What that looks like in practice
Runs your campaigns	Once you add the bot as an admin to your channel from the website, it publishes cross-promotion and exchange posts on schedule, leaves them up for the agreed window, then removes them and reports the results.
Counts ad opens	Buttons on the posts it publishes route through the bot, which is what makes every open measurable. See Ad Posts and Click Tracking.
Delivers your messages	Order updates, payment alerts, campaign alerts and rewards arrive as instant DMs. See Notifications from the Bot.
Signs you in	The 6-digit handshake behind **Continue with Telegram**. See Signing In with Telegram.
Pairs your identity	Redeems the **Connect Telegram** link from your Account page. See Connecting Your Telegram.
Opens the website inside Telegram	The **Open Site** menu button and the buttons on every DM open Onflow Ads as a Mini App, already signed in. See Using the Mini App.
Shows live campaign numbers	Its own real-time tracker, attached to every live cross-promotion. See Live Campaign Tracker.

What the bot deliberately does not do

The bot has **no menus, no wizards and no chat commands of its own**. This is a design decision, not a missing feature.

- It does not hold your account settings.
- It does not take payments; there is no wallet inside the bot.

- It does not run support conversations.
- It does not let you build, edit or cancel a campaign in chat.
- It does not browse the marketplace.

Send it anything at all — a word, a sticker, `/help`, an old command — and it replies with one card:

- **Onflow Ads Executor**
- "Everything — your account, channels, campaigns, wallet, orders and support — is managed on the website. This bot only runs your live campaigns inside Telegram and tracks their performance."
- "Add the bot as an admin to your channels from the website, and it takes care of the rest."
- Button: **Open Onflow Ads**

> **WHY IT WORKS THIS WAY**
>
> One place to manage everything means nothing can get out of sync. There is no "bot version" of your campaign that disagrees with the "website version", because there is only one version. It also means the bot cannot be tricked into acting on a message that merely looks like a command.

The three exceptions

Three things do happen inside the chat, because they genuinely belong there:

1. **The sign-in code.** You type six digits into the chat, because the whole point of the handshake is that the code moves from your browser to your Telegram.
2. **Partner Post Review.** When your cross-promotion partner submits their post, the bot shows you the post itself and gives you **Accept** and **Reject** buttons in the chat — you are looking at the thing you are judging.
3. **Ad delivery.** When a viewer taps a button on a promoted post, the bot answers with a **Sponsored Content** card and a button onward. That is ad serving, not an interface for you.

Where each task actually lives

You want to...	Go to
Create or join a cross-promotion campaign	Website — Cross-Promotion
Watch a campaign that is running right now	Bot — the **Open Live Dashboard** button on the "Campaign is Live!" DM
Add or edit a channel	Website — My channels
Give the bot posting rights on a channel	Website, when you enroll the channel — you add the bot as an **admin** of the channel in Telegram
Top up, withdraw or check your balance	Website — Wallet
Buy or sell a sponsored post	Website — Paid Promotions
Accept or decline a booking	Website — bookings desk, reached instantly from the **Review & respond** button in the DM
Host or run exchange ads	Website — Subscriber Exchange
Change what you are notified about	Website — Notifications, Settings tab
Get help	Website — Support
Sign in without a password	Bot — the 6-digit handshake
Read your alerts	Bot — the chat itself

Every "Website" row above is reachable from inside Telegram through the Mini App, so "go to the website" rarely means leaving Telegram.

One account, two surfaces

Whichever half you use, there is exactly one account underneath:

- one wallet balance,
- one set of channels,
- one order history,
- one reliability score,
- one support thread.

An order you place inside Telegram shows up on the website tagged **via Bot**, and an order you place in the browser is visible in Telegram. Nothing needs syncing because nothing is duplicated.

> ⚠ **THE ONE WAY TO END UP WITH TWO ACCOUNTS**
>
> Using the bot before you ever registered on the website creates a Telegram-native starter account. If you then register separately with an email, you briefly have two.
>
> The fix is automatic: sign in to your website account in your browser, then open the Mini App from the bot. The starter account is folded in — balances, channels, orders and history combined — and your website account stays primary. Details in Connecting Your Telegram.

Rules and edge cases

The bot needs admin rights on your channel, and nothing else. You add it as an admin when you enroll a channel from the website, so it can publish and remove campaign posts. It does not read your channel's conversations or post anything you did not book.

Retired chat buttons are inert. Onflow Ads used to have a full interface inside the bot. Old buttons still sitting in your chat history answer with a pop-up reading "Manage everything at onflowads.com" instead of leaving you with a spinner.

Old deep links land softly. Links minted for the retired bot interface no longer open a bot screen — they get the same redirect card, so you are never stranded.

The bot never asks you for anything sensitive. It asks for exactly one thing, once: the 6-digit code shown in your own browser during sign-in. It will never ask for a password, a payment detail or a code somebody else sent you.

If the bot is quiet, campaigns still exist. Your campaigns, orders and balance live on the website side. A delivery hiccup in Telegram does not change any of them.

Short FAQ

Is the bot required?

For anything that happens inside Telegram — publishing campaign posts in channels, counting the taps on them, instant alerts — yes. For browsing, booking and paying, the website alone is enough.

Why does the bot ignore my messages?

It does not ignore them; it answers every one with the redirect card. There is nothing else for it to say, because there is no chat interface to drive.

Can I do everything from inside Telegram?

Effectively yes — through the Mini App, which is the website. See Mini App Pages.

Which half do I contact for help?

Neither, directly. Open the support desk at onflowads.com/telegram/dashboard/support, in a browser or inside Telegram.

Next: FAQ and Troubleshooting — short answers to the questions this section gets most.

TELEGRAM BOT & MINI APP

FAQ & Troubleshooting

FAQ and Troubleshooting

Each answer here is deliberately short. Where a topic has a full page, follow the link — that page has the step-by-step version.

The bot

I messaged the bot and it just points me to the website. Is it broken?

No — that is exactly how it is meant to work. The bot has no chat menus or commands; everything is managed on the website, or in the Mini App, which is the website inside Telegram. Any message you send gets one reply with an **Open Onflow Ads** button. Its real work happens in the background. See Bot vs Website.

Which bot is the real one?

Always open it from a button on onflowads.com — **Continue with Telegram** on the sign-in page, or **Connect Telegram** on the Account page. Those buttons carry the official link. See Starting the Bot.

I tapped an old button on a bot message and got "Manage everything at onflowads.com".

Buttons from the bot's retired chat interface no longer do anything in chat. Use the website or the Mini App for the same task — the pop-up tells you where to go.

Do I need to keep the bot chat around?

Yes. The chat is where your DM notifications and campaign alerts land, and where the **Open Site** menu button lives. Blocking or deleting the bot stops your Telegram notifications. If you did, unblock it and send `/start` once.

What permissions does the bot need on my channel?

Add the bot as an **admin** to your channel from the website when you enroll the channel — it needs admin rights to publish and remove campaign posts. After that it takes care of the rest.

I pressed Start but nothing is linked to my account.

Pressing Start on its own only opens the chat. To pair your identities you must open the bot from **Connect Telegram** on the Account page, or sign in through **Continue with Telegram**. See Starting the Bot.

Signing in and linking

Where do I find the 6-digit sign-in code?

Only in your own browser, in the **Sign in with Telegram** dialog on onflowads.com. The bot never sends you the code — you type it *into* the bot. If anyone sends you a code and asks you to enter it, refuse: that is an attempt to access an account as you. See Signing In with Telegram.

How long do I have to finish signing in?

Ten minutes, with five attempts at the code. After that, start again from the website.

The bot says ”Link expired” when I try to connect.

Connection links are single-use and last about ten minutes. Go back to onflowads.com/account, press **Connect Telegram** again, and tap Start promptly.

”Already connected elsewhere” — what now?

Your Telegram is linked to a different Onflow Ads account. Sign in to that account — the easiest way is **Continue with Telegram**, which always lands on the account your Telegram points at — or contact support to move the link.

”Account already linked” — what now?

The account you are signed in to is already paired with a different Telegram account. One account pairs with exactly one Telegram. Contact support if you need to change which.

Can I unlink my Telegram myself?

There is no self-service unlink on the Account page. Contact support if you need the link moved or removed.

I signed in with Telegram and my account has no email. Is that a problem?

It works fine, but adding a real email is recommended: it lets you sign in without Telegram and receive email notifications and receipts. Add one from onflowads.com/account and confirm it with a verification code.

I seem to have two accounts — one from the bot, one from the website.

Sign in to your main website account in your browser, then open the Mini App from the bot. The Telegram-only starter account is folded into your website account — wallet balance, boost credit, channels, orders and history combine into one. If anything looks wrong afterwards, contact support rather than making a third account.

The Mini App

The Mini App says ”Telegram couldn’t verify this session.”

Close it and reopen from the bot's **Open Site** button. If it keeps happening, update your Telegram app — very old versions cannot produce the signed session data automatic sign-in needs. You can always press **Continue anyway** and sign in manually.

The Mini App shows an outdated page.

Telegram's in-app browser caches aggressively. Close the Mini App fully and reopen it from the bot.

Can I do everything in the Mini App that I can do on the website?

Effectively yes — the Mini App *is* the website, signed in through Telegram. Orders you place there appear on the website tagged "via Bot", and the reverse. A few things, such as reading email, naturally live outside Telegram. See Mini App Pages.

Telegram’s back button closed the whole app.

Expected behaviour at the first page in your history. Reopen from **Open Site**.

Notifications

I get emails but no Telegram DMs.

Check three things, in order:

1. Your account is actually linked — the Notifications **Settings** tab shows a "Start our bot" banner if it is not.
2. The **Telegram** toggle for that category (Orders, Payments or System) is on, at onflowads.com/telegram/dashboard/notifications.
3. You have not blocked the bot in Telegram.

Do email digests delay my Telegram alerts?

No. Digest settings batch **emails** only; Telegram DMs are always instant. Urgent emails skip the digest as well.

Can I turn Telegram alerts on but emails off?

Yes — the toggles are independent, per category. See Notifications from the Bot.

I muted a category and now I miss things.

Your in-app feed always records everything, whatever the toggles say. Open the **History** tab of the Notifications page to catch up.

Campaign tracking

My Live Dashboard shows fewer opens than I expected.

The tracker counts **unique opens** — repeat taps by the same person do not add up, and taps after the campaign ended are not counted. That is deliberate, so both partners see honest numbers. See Ad Posts and Click Tracking.

The tracker says ”Missing campaign code.”

It must be opened from the **Open Live Dashboard** button on the bot's "Campaign is Live!" message — that button carries the campaign's code. Find that DM and open it from there.

My member count went down during a campaign.

The figure is the net change in your channel's members over the campaign window, so it includes everything unrelated to the campaign. Read it alongside the opens figure.

A viewer tapped my ad and saw ”Invalid or Expired Link.”

The campaign behind that button has ended, or the link was malformed. Posts are removed at cleanup, but a forwarded copy of an old post can outlive its campaign.

Where do the final campaign numbers live?

In the **Campaign Complete!** DM, on the campaign's page on the website, and frozen on the tracker itself.

Still stuck?

Open the support desk — from the website or right inside the Mini App: onflowads.com/telegram/dashboard/support.

SECTION

Help & Support

HELP & SUPPORT

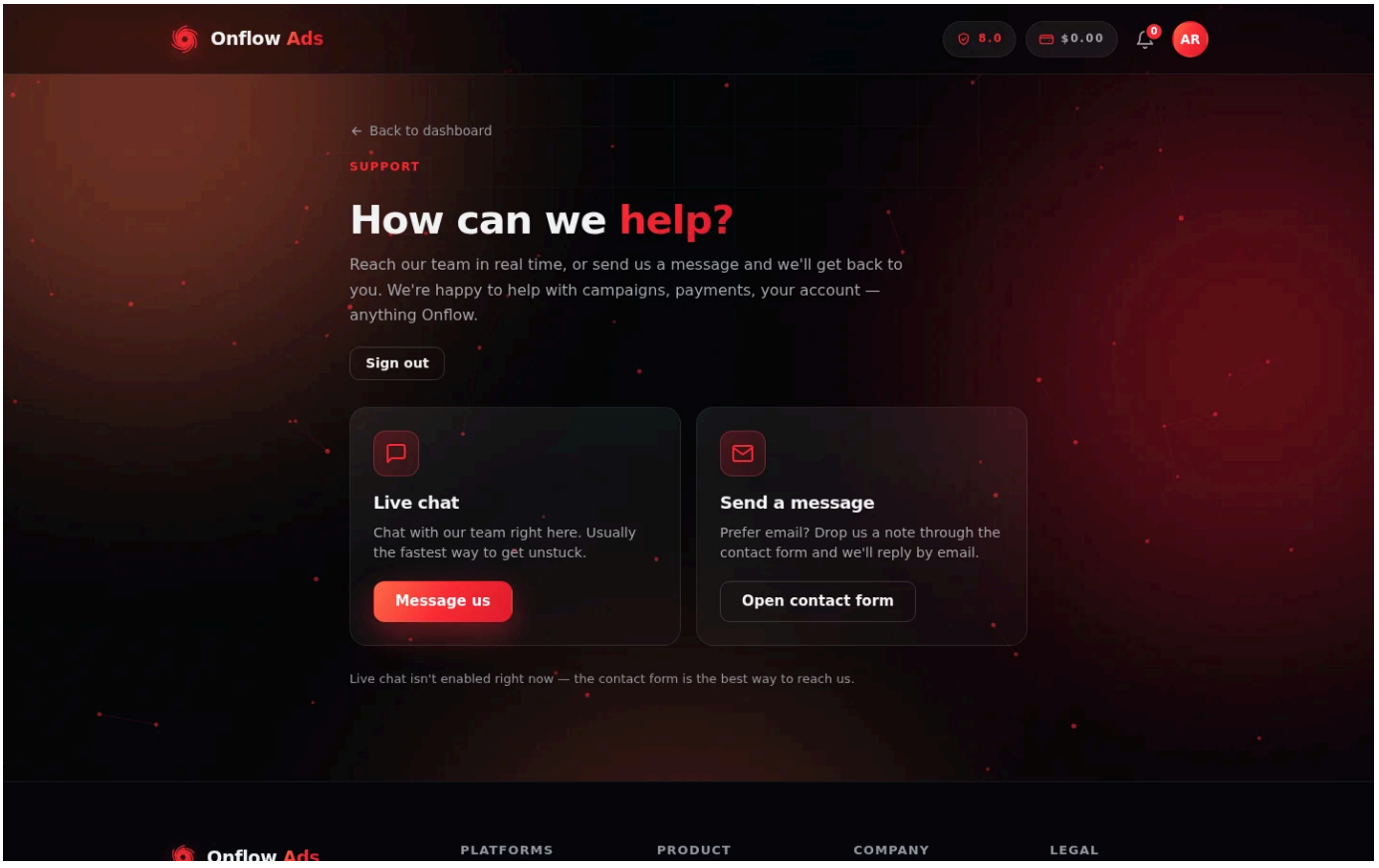
Help & Support

Help & Support

When something isn't working — or you just have a question — Onflow Ads gives you several ways to get help, from instant self-serve answers to a real conversation with the team.

This section documents each of those routes end to end: what it is, when to use it, exactly what to click, and what happens afterwards.

If you're signed in, the Support hub in your dashboard is the signposted starting point — it puts the two main routes to a human side by side.



The Support hub in your dashboard. Two cards, two routes to the same team — and a note underneath when live chat isn't running.

Who it is for

Everyone — channel owners, advertisers and creators. Getting help works the same whether or not you're signed in. If you *are* signed in, the support form pre-fills your name and email, and members on eligible paid plans also get an instant AI first reply on new tickets.

> **JARGON, ONCE**
>
> A **ticket** is simply a support conversation with its own reference code. Opening a ticket is what happens when you press **Send message** in the help widget — you don't have to do anything special to create one.

Ways to get help at a glance

Channel	Where it lives	Best for
Get help widget	The floating chat button in the corner of pages on https://onflowads.com	Instant answers and support tickets, signed in or not
Support page in your dashboard	https://onflowads.com/telegram/dashboard/support	A signed-in hub that routes you to live chat or the contact form
Contact form	https://onflowads.com/contact	Longer questions, partnerships, press — anything that suits email

Channel	Where it lives	Best for
Email	support@onflowads.com	Writing to the team directly from your own inbox
Report on a Boost order	The **Report** button on any order at https://onflowads.com/telegram/dashboard/boost/orders	A problem with one specific Boost / SMM order
System status page	https://onflowads.com/status	Checking whether the platform itself is having a problem

How replies work

Onflow Ads support is **email-first**. You write on the site, and you may get an instant answer right on screen — but **every reply written by a human is delivered to your email inbox**, never as a chat message on the page. That means you never have to keep a browser tab open and waiting: send your message, close the window, and watch your email.

The help widget still shows you *that* the team has replied, and keeps your own messages and any AI answers on the page so you have the context.

> **TRY AN INSTANT ANSWER FIRST**
>
> Before you write in, use the **Get an instant answer** box at the top of the widget. It searches the Onflow Ads help centre and often resolves common questions — refunds, payments, orders — in seconds. See Getting an instant answer.

Next: Using the Get help widget — the fastest way to get an answer from any page.

HELP & SUPPORT

Using the Get help widget

Using the Get help widget

The **Get help** widget is the floating chat button that sits in the corner of pages on https://onflowads.com. It is the fastest route to help: it can answer common questions instantly, tell you whether the team is at the desk right now, and open a support conversation in a few taps.

This page is the tour of the widget itself. The things you *do* with it each have their own page:

- Getting an instant answer
- Opening a support ticket
- Ticket statuses and threads

Where the widget appears

The widget appears on the public site and on your dashboard pages whenever support chat is switched on.

> **IF YOU CAN'T SEE THE CHAT BUTTON**
>
> The widget only appears when support chat is enabled for the site — the team can turn it off, or limit it to certain pages. If it isn't there, use the contact form or email support@onflowads.com. It reaches the same team and the reply arrives the same way.

Opening and closing the panel

1. Look for the round chat-bubble button in the corner of the page. Its accessible label is **Get help**.
2. Click it. A panel opens, titled **Support** (the team can rename this).
3. To close it, click the same button again, click the **Close** icon in the panel header, or press the **Escape** key.

Opening the panel always returns you to the help home screen and re-checks whether the team is online.

The availability line

At the top of the panel, under the title, you'll see the team's live availability:

What it says	What it means
Online — we usually reply within a few minutes	Someone is at the support desk right now.
Offline — we'll email you as soon as we're back	Nobody is live at this minute. Your message still goes through, and the reply still arrives by email.
Checking availability…	The panel has just opened and is still fetching the status. It updates in place a moment later.

> **OFFLINE NEVER MEANS "NOT DELIVERED"**
>
> Offline is about *who is at the desk*, not about whether your message is received. Everything you send is stored and emailed to the team either way. See Opening a support ticket.

The help home screen

When the panel opens you'll see, from top to bottom:

- **A greeting** — by default *"Hi there 👋 How can we help you today?"* (the team can customise this line).
- **Find an answer fast** — a question box with the button **Get an instant answer**. This searches the Onflow Ads help centre. See Getting an instant answer.
- **Or write to the team** — a list of one-tap topics that opens the message form. See Opening a support ticket.
- **Your messages** — your recent conversations, each with a status chip. This section only appears once you have at least one conversation on this device. See Ticket statuses and threads.

At the very bottom of the panel is the permanent footer line: *"Onflow Ads Support · replies are delivered to your email."* That is the single most important thing to know about the widget — human replies come to your inbox, not to the panel.

The unread badge on the button

When the panel is closed, the chat button can show a small red badge with a number. That number is the count of unread updates across your recent conversations. It counts up to nine and then shows **9+**.

Rules worth knowing:

- The badge is refreshed periodically while the panel is closed, and it covers the most recent conversations stored on this device — so a reply on an older thread still lights it up.
- Opening the panel clears the badge.
- Opening a specific conversation marks that conversation as read.

How the widget remembers your conversations

The widget keeps a short list of your recent conversations **in the browser you used**, so **Your messages** is there the next time you open the panel without you signing in or doing anything.

Behaviour	Detail
How many are remembered	The most recent handful of conversations on that device.
How many are listed on the home screen	The four most recent.
Where the list lives	In that browser's local storage — not in your account.
What clears it	Using a different browser or device, a private/incognito window, or clearing site data.

YOUR CONVERSATION LIST IS PER BROWSER, NOT PER ACCOUNT

Clearing your browser data hides the list. The conversations themselves are **not** deleted — you can always reopen one from the link in any email you received about it. See Ticket statuses and threads.

Opening a conversation from an email link

Every acknowledgement and reply email contains a **View your conversation** link back to the site. Opening that link:

1. Takes you to Onflow Ads with the conversation's reference attached to the address.
2. Adds the conversation to **Your messages** on that device, if it isn't already there.
3. Opens the widget straight onto that conversation.

This is how you pick a conversation back up on a new phone, a new laptop, or after clearing your browser data.

> **TREAT THE LINK LIKE A PASSWORD**
>
> Anyone who has that link can read and reply to that conversation. Don't forward those emails to people you don't trust.

What the widget will not do

- It will **not** show you the text of a human reply. Those are delivered by email only — the panel tells you a reply exists and prompts you to check your inbox.
- It will **not** accept file attachments. Paste error text and links into the message instead.
- It does **not** require an account. Anonymous visitors can open a conversation with just an email address.

If the widget misbehaves

What you see	What to do
"Couldn't load this conversation — please try again."	A temporary loading problem. Close and reopen the panel; if it persists, check the status page.
A conversation vanishes from **Your messages** when you tap it	The stored entry no longer matched a conversation on the server, so the widget tidied it away and returned you to the help home. Reopen it from an email link, or start a new message.

What you see	What to do
"Too many attempts. Please wait a minute and try again."	Sending and searching are rate-limited to prevent abuse. Wait a short while and try again — nothing you already sent is lost.
The button is missing entirely	Support chat isn't enabled on that page right now. Use the contact form.

FAQ

Do I need to be signed in to use the widget? No. If you are signed in, the message form pre-fills your name and email, and you may get an instant AI first reply on a new ticket. Neither is required.

Does closing the panel cancel my message? No. Once a message is sent, it exists. If you close the panel while it is being sent, the widget simply switches to watching for the reply and will show the unread badge when it arrives.

Can I use the widget on my phone? Yes — it works the same on mobile browsers. Remember that the conversation list lives on that device.

Is the widget the same thing as live chat? The widget is Onflow Ads' own help panel. When the team runs a live-chat tool instead, the widget is replaced by that tool's chat bubble and the dashboard **Start a chat** button opens it. See The Support page in your dashboard.

Next: the fastest thing you can do with the widget — Getting an instant answer.

HELP & SUPPORT

Getting an instant answer

Getting an instant answer

Before you write to a human, the **Get help** widget can search the Onflow Ads help centre for you and show the answer on the spot. It is free, instant, and it doesn't open a ticket — nothing is sent to the team unless you decide to send it.

Use it when: your question is a general "how does this work?" — refunds, payments, orders, plans, limits, rules.

Don't bother when: the answer depends on your account (a specific charge, a specific order, a payout). Go straight to Opening a support ticket — only a person can act on those.

Step by step

1. Open the **Get help** widget (the floating chat button). See Using the Get help widget.
2. On the help home screen, find the section **Find an answer fast**.
3. Type your question into the box. The placeholder shows the kind of thing that works well: *"Ask a question — e.g. 'How do refunds work?'"*
4. Click **Get an instant answer**.
5. The button changes to **Looking for an answer...** while the search runs. It takes a moment.
6. One of two things happens:
   - **Matches found** — the panel switches to the answers view (below).
   - **No confident match** — the panel opens the message form instead, with your question already typed into it, so you can send it to the team without retyping.

> **ASK IN YOUR OWN WORDS**
>
> Answers are matched by **meaning**, not by exact wording. You do not need to guess our terminology — write the question the way you would say it to a person.

The answers view

When matches are found you'll see:

- A **Back to help** link at the top, which returns you to the help home screen.

- A one-line intro, for example *"Here's the best match from our help centre — this should answer it."* (or the plural version when there is more than one match).
- **Up to three answer cards**, best match first. Each card contains:
  - the **question** as it is written in the help centre, in bold;
  - the **full answer** text;
  - a **Learn more** link, when that entry points to a page with the longer explanation.
- A button at the bottom: **Still need help? Email the team**.

The answer text is shown exactly as it is written in the Onflow Ads help centre — it is not paraphrased or invented for you.

Still need help?

Clicking **Still need help? Email the team** takes you to the message form with **your original question carried over** into the message box. From there the flow is the normal one: pick nothing, fill in your details, press **Send message**. See Opening a support ticket.

You can also just press **Back to help** and choose a topic from **Or write to the team** instead — that sets a subject on your conversation, which helps the team route it.

Rules and limits

Rule	Detail
Nothing is sent to the team	Searching is completely self-serve. A ticket is only created when you press **Send message**.
Up to three answers	Only confidently matching entries are shown, and at most three of them.
Question length	A question is capped at a few thousand characters. If you paste something enormous, trim it to the actual question.
Rate limited	Searches are limited per visitor to prevent abuse.
An empty box does nothing useful	If you click **Get an instant answer** with nothing typed, the widget just opens the message form.

Edge cases

Nothing matched my question. The widget skips the answers view entirely and opens the message form with your question pre-filled. That's the designed outcome, not an error — it means no help-centre entry was a confident match, so a human should see it.

I hit the rate limit while searching. If searching is temporarily blocked, the widget quietly falls through to the message form with your question kept. You can send it to the team straight away, or press **Back to help** and try the search again in a minute.

The answers were close but not quite right. Press **Still need help? Email the team**. Your question is carried over; add the detail the answers missed before you send.

Instant answers aren't available at all. When the help-centre search can't run, the widget goes straight to the message form. Nothing is lost — you simply reach a person one step sooner.

How this differs from OnFlow AI

These are two different things and it's worth keeping them apart:

	Instant answer (this page)	OnFlow AI first reply
When	Before you file anything, on demand	Automatically, right after you submit a ticket
Who can use it	Anyone, signed in or not	Signed-in members on eligible paid plans
What it returns	Help-centre entries, shown word for word	A written answer composed for your question
Does it create a ticket?	No	It is part of a ticket you already opened

FAQ

Does searching cost me anything, or use my plan's AI allowance? No. Searching the help centre is free for everyone and does not consume any plan allowance.

Do the answers know about my account? No. Instant answers are general help-centre content. Nothing about your balance, orders or channels is used or revealed.

Can I search without opening the widget? The in-widget search is the only search surface. For everything else, browse this guide or use the contact form.

Next: if no answer fits, write to a person — Opening a support ticket.

HELP & SUPPORT

Opening a support ticket

Opening a support ticket

A **support ticket** is simply a conversation with the Onflow Ads team: your message, a reference code, and everything that follows. You open one from the **Get help** widget by writing to the team. No account is needed — an email address is enough.

This page covers that flow from the first tap to the confirmation email. What happens *after* — statuses, follow-ups, closing — is on Ticket statuses and threads.

Before you start

- If your question is general, try Getting an instant answer first — it's faster and it costs you nothing.
- If your problem is with **one specific Boost / SMM order**, use the dedicated report flow instead. It attaches the order details for you: Reporting a problem with a Boost order.
- If you'd rather write from your own inbox, the contact form and support@onflowads.com reach the same team.

Step 1 — Open the message form

There are three ways into the form:

1. **Pick a topic.** On the help home screen, under **Or write to the team**, tap the row that fits best. Your pick becomes the **subject** of the conversation, which helps the team route it to the right person.
2. **From an instant answer.** If the help-centre answers didn't cover it, tap **Still need help? Email the team**. Your question is carried into the message box.
3. **Straight through.** Click **Get an instant answer** with an empty question box, and the form opens with no subject set.

The topic list

Topic	Use it for
Reliability score issue	Anything about your channel's reliability score.

Topic	Use it for
Payments & top-ups	Wallet top-ups, charges, invoices, withdrawals.
Paid promotions	Bookings, listings, deliveries and disputes in the marketplace.
Boost / SMM orders	Boost orders in general (for one order, use the order report).
Account & sign-in	Sign-in problems, verification, account access.
Report a bug	Something on the site is broken or behaving wrongly.
Something else	Anything that doesn't fit above. This one sets no subject.

PICKING A TOPIC IS WORTH THE EXTRA TAP

A conversation with a subject is easier to route and shows up in **Your messages** with a readable name instead of the generic *"Support request"*.

Step 2 — Fill in the form

The form is headed **Send a message**, with your chosen topic shown as a pill above it.

Field	Required?	Notes and limits
Name	Optional	Pre-filled if you're signed in, or if you've written to us before on this device. Up to 200 characters.
Email — where our reply will go	**Required**	Double-check it: this is the only address the reply is sent to. Pre-filled when you're signed in.
Phone (optional)	Optional	Only appears while the team is offline, and only when the team asks for it. Up to 40 characters.
How can we help?	**Required**	Your message. Up to roughly four thousand characters.

What gets pre-filled, and from where:

- If you are **signed in**, your account name and email are filled in for you.
- If you've written to us before **in this browser**, the name and email you used last time are remembered and re-used.
- You can overwrite either of them — the reply goes to whatever is in the **Email** box when you press send.

> **WRITE A MESSAGE THE TEAM CAN ACT ON**
>
> Include the page you were on, what you expected, what actually happened, and the exact text of any error. If it relates to an order, a booking, a channel or an invoice, paste the reference. It usually saves a full round trip.

Step 3 — Send

Click **Send message**. The button changes to **Sending…** while it goes.

If something is missing, the message appears in red under the form and nothing is sent:

Message	What to fix
Please enter a valid email — that's where our reply goes.	The email field is empty or malformed.
Please tell us how we can help.	The message box is empty.
Please enter a valid email so we can reply.	The address was rejected by the server. Check for typos and stray spaces.
Please describe your issue in a short message.	The message was empty or longer than the allowed length.
Too many attempts. Please wait a minute and try again.	New tickets are rate-limited. Wait a short while — nothing you already sent is lost.
This feature is temporarily unavailable. Please try again shortly.	Support is momentarily unavailable. Use the contact form or check the status page.

Message	What to fix
Couldn't send — please try again. / *Network error — please try again.*	The request didn't complete. Press **Send message** again.

Step 4 — The confirmation screen

On success the panel switches to a confirmation:

- A green tick and the heading **Message sent to the team**.
- The expectation line, which depends on availability:
  - Online: *"Our team usually replies within a few minutes — the reply lands at y•••@example.com."*
  - Offline: *"We're offline right now — we'll email you at y•••@example.com as soon as we're back online."*

  Your address is shown partly masked. If the masked address looks wrong, the reply will go to the wrong place — send a new message with the correct email.
- *"You can close this window — replies arrive in your inbox."*
- **Ref** followed by your conversation's reference code, which always starts with `of_`.
- On eligible paid plans, an **OnFlow AI · instant answer** card may appear right here. See OnFlow AI: the instant first reply.
- A **Done** button, which returns you to the help home screen.

You can safely close the panel at any point from here.

Step 5 — What lands in your inbox

Shortly after you send, you receive an acknowledgement email:

- **Subject:** *"We got your message — Onflow Ads support"* followed by your reference code.
- It confirms the ticket was opened and that a team member will reply by email.

- It contains a **View your conversation** button that reopens the conversation in the widget on any device.

Keep that email. It is how you get back to the conversation if you switch browser or clear your data.

> ⚠ **THE CONVERSATION LINK IS THE KEY**
>
> Anyone with that link can read and reply to your conversation. Don't forward the email to people you don't trust.

What the team receives

Along with your message, the team is sent the details you provided (name, email, phone if given), your chosen topic and your reference code. The page you were on when you opened the widget is recorded with the ticket, so the team can see where the problem happened without asking.

Nothing else about your account is attached automatically. If your issue involves an order, a booking or a payment, include the reference in your message.

Limits and rules

- **You don't need an account.** Anonymous visitors can open a ticket with an email address alone.
- **New tickets are rate-limited** per visitor. If you hit the limit you'll see *"Too many attempts. Please wait a minute and try again."* — wait, then retry.
- **Message length** is capped at roughly four thousand characters. Send the essentials first and add the rest as a follow-up rather than truncating your explanation.
- **No attachments.** Paste error text and links into the message body.
- **One conversation per issue** is best. Separate issues in separate conversations get routed and resolved faster.
- **Replies are email-first.** Human replies are delivered to your inbox and are not shown in the widget.

Edge cases

I closed the panel while it was sending. The ticket is created regardless. The widget switches to watching for a reply in the background and will show the unread badge on the chat button when one arrives.

I sent it to the wrong email address. Send a new message with the correct address. The old conversation stays open, but its replies will go to the address you originally typed.

Nothing appeared under "Your messages". The list is stored per browser. If you sent the message in a private window or cleared site data, use the **View your conversation** link in your acknowledgement email.

I never got the acknowledgement email. Check spam or junk first and mark it as "not spam". If it's genuinely missing, the email address you typed may have a typo — send a new message with the correct address.

FAQ

How long until someone replies? When the widget says the team is online, it's usually a few minutes. When it says offline, the reply comes by email once the team is back. The contact page publishes the general expectation: usually within one business day.

Does picking a topic change how fast I'm answered? It changes routing, not priority. It gets your message to the right person sooner.

Can I add more information after sending? Yes — open the conversation and use **Add to this conversation**. See Ticket statuses and threads.

Can I open a ticket from the Telegram bot? No. Support conversations are opened from the website (or by emailing support@onflowads.com). The contact page links the official bot for everything else.

Next: on eligible paid plans an answer can appear within seconds — OnFlow AI: the instant first reply.

HELP & SUPPORT

OnFlow AI — the instant first reply

OnFlow AI — the instant first reply

When an eligible member opens a support ticket, an AI teammate called **OnFlow AI** can post an immediate first answer, grounded in the official Onflow Ads help centre. The idea is simple: you get something useful in seconds, even when every human agent is away — and a real person still reviews your conversation afterwards.

This is not a chatbot you converse with. It answers **once**, at the start of a ticket, and then hands over to the team.

Who gets it

An instant AI reply is attempted when **all** of the following are true at the moment you submit:

Condition	Detail
You are **signed in**	Anonymous visitors get the normal human ticket.
Your plan is eligible	The feature unlocks from the **Lite** plan upwards. Free accounts get the normal human ticket.
The AI feature is switched on	The team can turn instant AI replies off site-wide.
The AI service is available	If it isn't reachable, your ticket simply goes to the team.
You have AI text allowance left	It draws on your plan's shared AI text allowance. See AI quotas and limits.

If any condition isn't met, **nothing goes wrong** — your ticket is simply handled by a person, exactly as it would have been. You are never told your ticket "failed".

> **ONLY TICKETS OPENED FROM THE HELP WIDGET**
>
> The AI first reply applies to conversations opened through the **Get help** widget. It does not apply to the contact form or to a Boost order report — those go straight to the team.

What you see

1. You fill in the message form and press **Send message**. See Opening a support ticket.
2. The confirmation screen appears as normal, with your reference code.
3. Below the confirmation, a card appears headed 🤖 **OnFlow AI · instant answer**, showing a typing indicator while the answer is prepared.
4. Within a few seconds the answer replaces the typing indicator, followed by the line: *"A teammate reviews every conversation and follows up by email if anything's missing."*

The card stays on screen until you press **Done** or close the panel. The answer is also saved into your conversation, so you can reread it any time from **Your messages**.

If a human gets there first

If a real agent replies before the AI does, OnFlow AI stands down and the card is replaced with:

*"✉️ Our team has already replied — **check your email inbox**."*

The human reply itself is delivered by email, as always.

If the card disappears

The confirmation screen only watches for the answer for about a minute. If nothing has arrived by then, the card is removed and you're left with the normal confirmation. That does **not** mean your ticket failed — it means no AI answer was produced for it, and the team will reply by email.

What OnFlow AI can and can’t do

It can:

- Answer general questions about Onflow Ads — how a product works, what a rule means, where a page lives.
- Quote and summarise real help-centre content rather than guessing.
- Give you something actionable at 3am, when nobody is at the desk.

It won't:

- **Promise refunds, credits or policy exceptions.** Only the team can decide those.
- **Act on your account.** It cannot issue a payout, cancel an order, change a plan or unlock anything.
- **Invent specifics.** When your question needs account-specific action — a refund, a payout, anything inside your account — it says a human teammate will follow up rather than making something up.

Other characteristics:

- Answers are short and to the point (well under a couple of hundred words) and written in plain text.
- Every answer signs off as **OnFlow AI**, so you always know what wrote it.
- It replies **once per ticket**, as the first message. Your follow-ups go to the human team.

> ⚠ **AN AI ANSWER IS NOT A DECISION**
>
> Nothing OnFlow AI writes is a commitment by Onflow Ads. If it tells you a policy applies to your case, the team's reply is the one that counts.

What happens next

An AI answer does **not** close your ticket. Every AI-answered conversation is still reviewed by a real teammate, who follows up by email if anything is missing or wrong.

In **Your messages**, the conversation carries the chip **Answered by AI** until a human replies or you send a follow-up. Opening it shows the banner *"🤖 OnFlow AI answered instantly below — a teammate follows up by email if anything's missing."* See Ticket statuses and threads.

If the answer solved it, you don't have to do anything at all.

How it uses your plan’s AI allowance

Instant AI replies draw on the same shared AI text allowance your account uses for other AI features. Two things make that fair:

- One allowance unit is used per AI first reply, not per ticket message.
- If no answer is actually produced, the allowance is not spent.

If your allowance is exhausted, new tickets simply go to the team without an AI answer. Nothing is blocked or refused.

Edge cases

I'm on an eligible plan but got no AI answer. Any of these will do it: your AI allowance is used up, the feature is switched off, the AI service is momentarily unavailable, or a human agent replied first. None of them affect your ticket.

The AI answer was wrong or unhelpful. Reply in the conversation using **Add to this conversation** and say so. That flips the status back to **Awaiting reply** and puts it squarely with the team.

Can I ask OnFlow AI a second question in the same ticket? No. It answers once. Follow-ups are read by people.

Can I opt out of AI replies? There is no per-ticket switch. If you'd rather write only to a person, use the contact form — it never produces an AI reply.

Related

- Getting an instant answer — the on-demand help-centre search, available to everyone including signed-out visitors.
- AI helpers across Onflow Ads — where else AI shows up in the product.

Next: what happens to the conversation from here — Ticket statuses and threads.

HELP & SUPPORT

Ticket statuses and threads

Ticket statuses and threads

Once you've written to the team, your conversation lives on. This page explains how to find it again, how to read its status, how to add to it, and what the rules are.

If you haven't sent anything yet, start with Opening a support ticket.

Your reference code

Every conversation has a unique reference that starts with `of_` followed by a string of letters and numbers. You'll see it:

- on the confirmation screen right after you send, labelled **Ref**;
- at the bottom of the conversation view in the widget;
- in the subject line of your acknowledgement email;
- inside every email the team sends you about it.

Quote it whenever you write to us about the same issue by another route.

> **THE REFERENCE LINK IS A KEY, NOT JUST A LABEL**
>
> Emails about your conversation contain a link that opens it directly. Anyone who has that link can read the conversation and post to it, so don't forward those emails to people you don't trust.

Finding a conversation again

There are two routes, and they work in different situations:

Route	Works when	How
Your messages in the widget	You're in the same browser you wrote from	Open the **Get help** widget; your four most recent conversations are listed under **Your messages**.

Route	Works when	How
The link in your email	Always, on any device	Open the **View your conversation** button in any acknowledgement or reply email. The conversation is added to that device's list and opens straight away.

The widget's list is stored **in the browser**, not in your account — see Using the Get help widget. A different device, a private window or clearing site data hides the list; the email link always brings it back.

The four statuses

Each conversation in **Your messages** carries a status chip:

Chip	What it means	How it got there
Awaiting reply	The ball is in our court — no reply yet.	You sent the newest message (a new ticket or a follow-up).
Answered by AI	OnFlow AI posted an instant answer. Open the conversation to read it.	The newest message came from OnFlow AI. A teammate still reviews the thread.
Replied · check email	A human replied. The full reply is in your email inbox.	The team answered, and you haven't opened the conversation since.
Closed	The conversation has been closed by the team.	Someone at Onflow Ads marked it resolved.

Two rules explain almost every status change you'll see:

- **Your message always wins.** If you send a follow-up after a reply, the chip flips back to **Awaiting reply** — the team knows it's their turn again.
- **Closed overrides everything.** A closed conversation shows **Closed** regardless of who wrote last.

Reading a conversation

Tap a conversation under **Your messages** (or open it from an email link). You'll see, top to bottom:

1. **Back to help** — returns to the help home screen.
2. The **topic pill**, if a subject was set when you opened the ticket.
3. A **banner** telling you the current state:

Situation	Banner
The team replied	*"✉️ Our team has replied — check your email inbox."*
OnFlow AI answered	*"🤖 OnFlow AI answered instantly below — a teammate follows up by email if anything's missing."*
Waiting, team online	*"Awaiting reply — it will arrive in your email inbox."*
Waiting, team offline	*"We're offline right now — we'll email you as soon as we're back online."*
Closed	*"This conversation is closed. Need more help? Start a new message from the help home."*

4. **The message history**, grouped by day with **Today** / **Yesterday** / date headings. It contains **your** messages (each stamped *"You · time"*) and any **OnFlow AI** answers.
5. **Add to this conversation** — the follow-up box, unless the conversation is closed.
6. A footer line: *"Replies arrive by email · Ref of_..."*.

WHY CAN'T I SEE THE TEAM'S REPLY ON THE PAGE?

By design. Onflow Ads support is email-first: human replies are delivered to your inbox in full, and the widget shows only that a reply exists. This is why you never have to sit and watch a chat window — and why the reply email is worth keeping.

Opening a conversation marks it as read and clears the unread badge on the chat button.

Sending a follow-up

1. Open the conversation.
2. Type into the box labelled **Add to this conversation** (placeholder: *"Write a follow-up..."*).
3. Click **Send follow-up**. The button reads **Sending...** while it goes.
4. The conversation reloads with your message added and the status back at **Awaiting reply**.

Follow-ups have the same length cap as a new message — roughly four thousand characters — and are rate-limited per conversation.

Message you might see	What it means
Please type a message.	The box was empty, or your text was too long.
This conversation has reached its message limit. Please start a new one.	The thread hit its cap. See below.
Conversation not found.	The reference no longer matches a conversation. The widget removes the entry and returns you to the help home.
Too many attempts. Please wait a minute and try again.	Follow-ups are rate-limited. Wait a little and resend.
Couldn't send — please try again. / *Network error — please try again.*	The request didn't complete. Press **Send follow-up** again.

> **FOLLOW UP IN THE SAME THREAD, NOT A NEW ONE**
>
> Everything you've already told us is in that thread. A follow-up keeps the history together; a brand-new ticket makes the team reassemble it.

Closed conversations

When the team closes a conversation:

- The chip becomes **Closed** and the banner says so.
- The **Add to this conversation** box disappears — you can't post to it from the widget.
- The history stays readable, and the reference is still shown at the bottom.

If you need more help on the same subject, start a new message from the help home and mention the old reference. The team can see your history either way.

The message limit

A single conversation holds a generous number of messages — around two hundred in total, counting your messages, the team's and any AI answers. It exists purely to stop runaway threads.

If you reach it, sending a follow-up shows:

"This conversation has reached its message limit. Please start a new one."

Start a new conversation from the help home. Nothing is lost, and the team can still read the old thread.

The conversation view also shows the most recent few hundred messages rather than an unbounded history.

Edge cases

A conversation disappeared from Your messages when I opened it. The stored entry no longer matched a conversation on the server, so the widget tidied it away and took you back to the help home. Reopen it from an email link if you have one, or start a new message quoting the old reference.

My whole list is empty on a new device. Expected — the list lives in the browser. Open any email about the conversation and click **View your conversation**.

The chip says "Replied · check email" but my inbox is empty. Check spam or junk, then confirm the address you gave. The confirmation screen showed it partly masked, for example `y•••@example.com`. If it was wrong, start a new conversation from the correct address.

I opened the email link but the conversation didn't open. The link opens the conversation inside the help widget, so it only works on a page where the widget is available. Try the site's home page, or use the contact form.

Can someone else see my conversation? Only someone with the reference link. Nothing about your conversation is public, and it isn't listed anywhere on your account pages.

FAQ

Can I delete a conversation? Not from the widget. Clearing your browser data removes it from **Your messages** on that device, but the team's record stays — the same as an email you've sent.

Can I reopen a closed conversation? Not from the widget. Start a new message and quote the closed conversation's reference.

Do conversations expire? They aren't deleted on a timer. The practical limits are the message cap and the fact that the browser list only holds your most recent few.

Where do Boost order reports appear? They open a ticket with the team, but they don't appear under **Your messages** — see Reporting a problem with a Boost order.

Next: the one flow that behaves differently from everything above — Reporting a problem with a Boost order.

HELP & SUPPORT

Reporting a problem with a Boost order

Reporting a problem with a Boost order

If a Boost / SMM order didn't deliver the way it should have, don't write a general support message — use the **Report** button on the order itself. It opens a support ticket for you and attaches the order's full details automatically, so the team can act without asking you for anything.

Use it for: nothing delivered, partial delivery, slow delivery, drops after delivery, the wrong link, or poor quality on one specific order.

Use ordinary support instead for: billing questions, questions about Boost in general, or anything not tied to a single order. See Opening a support ticket.

Before you start

- You must be **signed in** with the account that placed the order. If your session has expired you'll be sent to the sign-in page.
- Check the order's own status first. Some outcomes are normal and self-resolving — a **Refill** or **Cancel** may already be available on the order, and using those is faster.
- Refunded and cancelled orders can't be reported: there's nothing left to put right on them, so the **Report** button isn't shown.

Step by step

1. Go to your Boost orders at https://onflowads.com/telegram/dashboard/boost/orders.

2. Find the order. Each order row shows the service name and its current status, with its action buttons on the right (which can include **Refresh**, **Cancel**, **Refill**, **★ Review** and **Report**, depending on the order's state).

3. Click **Report**. A dialog opens, titled **Report a problem**, with the service name shown underneath.

4. Choose an answer to **What's wrong?** from the dropdown:

Reason	Use when
Nothing delivered	The order shows no delivery at all.
Partly delivered / stopped short	Some of the quantity arrived, then it stopped.
Delivery too slow	It's moving, but far slower than expected.
Delivered then dropped	It arrived and then fell away afterwards.
Wrong link / target	Delivery went somewhere other than your intended target.
Low-quality delivery	It arrived, but the quality isn't what the service promises.
Other	Anything that doesn't fit above.

   The dropdown starts on **Nothing delivered** — change it if that's not your case.
5. Describe the problem in the box (placeholder: *"Tell us what happened and we'll make it right."*). This is **required** and holds up to four thousand characters.
6. Click **Send report**. The button reads **Sending…** while it goes.

To abandon the dialog, click **Cancel**, the ×, the area outside the card, or press **Escape**.

What happens after you send

- The dialog closes and a success message appears on the orders page: *"Thanks — our team has your report and will follow up by email."*
- A support ticket is opened on your account, with the subject **Boost order issue** followed by the service name, and flagged for priority handling.
- The team is notified immediately.
- **The reply arrives by email**, at the address on your Onflow Ads account.

What gets attached for you

You only have to describe the problem. Your message is filed with a block of order context taken straight from the order:

- the order reference and the service name;
- the platform;
- the order's current status;
- the quantity ordered;
- the amount paid;
- the target link;
- the date the order was placed.

That's the whole point of using this flow instead of a general message: no back-and-forth to collect details you already gave us once.

> **SAY WHAT YOU OBSERVED, NOT JUST WHAT'S WRONG**
>
> "Ordered 1,000, counted 340 after three days, no movement since" gets a faster resolution than "didn't work". Files can't be attached, so put numbers and dates in the text.

Rules and limits

Rule	Detail
Sign-in required	The ticket is filed against your account. Signed-out visitors are sent to the sign-in page.
Your own orders only	You can only flag orders placed by your account.
Not available on refunded or cancelled orders	Those are already resolved.
Description required	An empty box shows *"Please describe the problem in a short message."*
Length cap	Around four thousand characters.

Rule	Detail
Rate limited	This flow is deliberately limited to a small number of submissions in a short window — one per issue is plenty. If you hit it, wait a few minutes.
Replies come by email	This flow does not open a chat window.

How this differs from a widget ticket

	Order flow (this page)	Widget ticket
Where you start	The **Report** button on an order	The **Get help** widget
Sign-in	Required	Not required
Order details	Attached automatically	You paste them yourself
Priority	Flagged for priority handling	Normal queue
Acknowledgement email	Not sent — the on-page confirmation is your receipt	Sent, with a link back to the conversation
Instant AI first reply	Not offered	Offered on eligible paid plans
Appears in **Your messages**	No	Yes, in the browser you sent from

IT WON'T SHOW UP IN THE HELP WIDGET

Because no acknowledgement email and no browser entry are created here, you won't find this conversation under **Your messages**. Watch your account's email inbox for the reply — that is where it continues.

Messages you might see

Message	What it means
Please describe the problem in a short message.	The description box was empty.
Order not found.	The order isn't on this account, or the page is stale. Reload the orders page.
Too many attempts. Please wait a minute and try again.	You've submitted several in a short window. Wait a few minutes.
This feature is temporarily unavailable. Please try again shortly.	A temporary service problem. Check the status page, then retry.
Could not send your report. / Network error — please try again.	The request didn't complete. Press **Send report** again.
You're bounced to the sign-in page	Your session expired. Sign in and reopen the orders page.

Edge cases

The Report button isn't on my order. The order is refunded or cancelled. If you still have a question about it, open a normal ticket with the topic **Boost / SMM orders** and quote the order reference.

I picked the wrong order. Submit on the correct one, and mention the mistake in the description so the team can disregard the first.

I want a refund, not a fix. Say so in the description. Refund decisions are made by the team under the published policy at https://onflowads.com/refunds — this flow is how you ask for one on a specific order.

Should I use this for a Paid Promotion problem? No. This flow is only for Boost / SMM orders. For a paid promotion, use the widget with the topic **Paid promotions**, or the dispute route documented in the Paid Promotions section.

FAQ

Does this cancel my order or pause delivery? No. It opens a conversation with the team; it doesn't touch the order itself.

Can I submit twice on the same order? You can, but it's rarely useful — add detail by replying to the team's email instead.

Where do I check the reply? In the email inbox on your Onflow Ads account. Check spam if nothing arrives.

Next: for anything that isn't tied to a single order, use The contact form.

HELP & SUPPORT

The contact form

The contact form

The contact page at https://onflowads.com/contact is the classic "write to us" route: a short form, an email reply, no account required. It's the right choice for longer enquiries, partnerships and press — and it's the reliable fallback whenever the Get help widget isn't available.

Everything sent here reaches the same team as the widget, and every reply comes **by email**.

When to use the contact form

Good fits

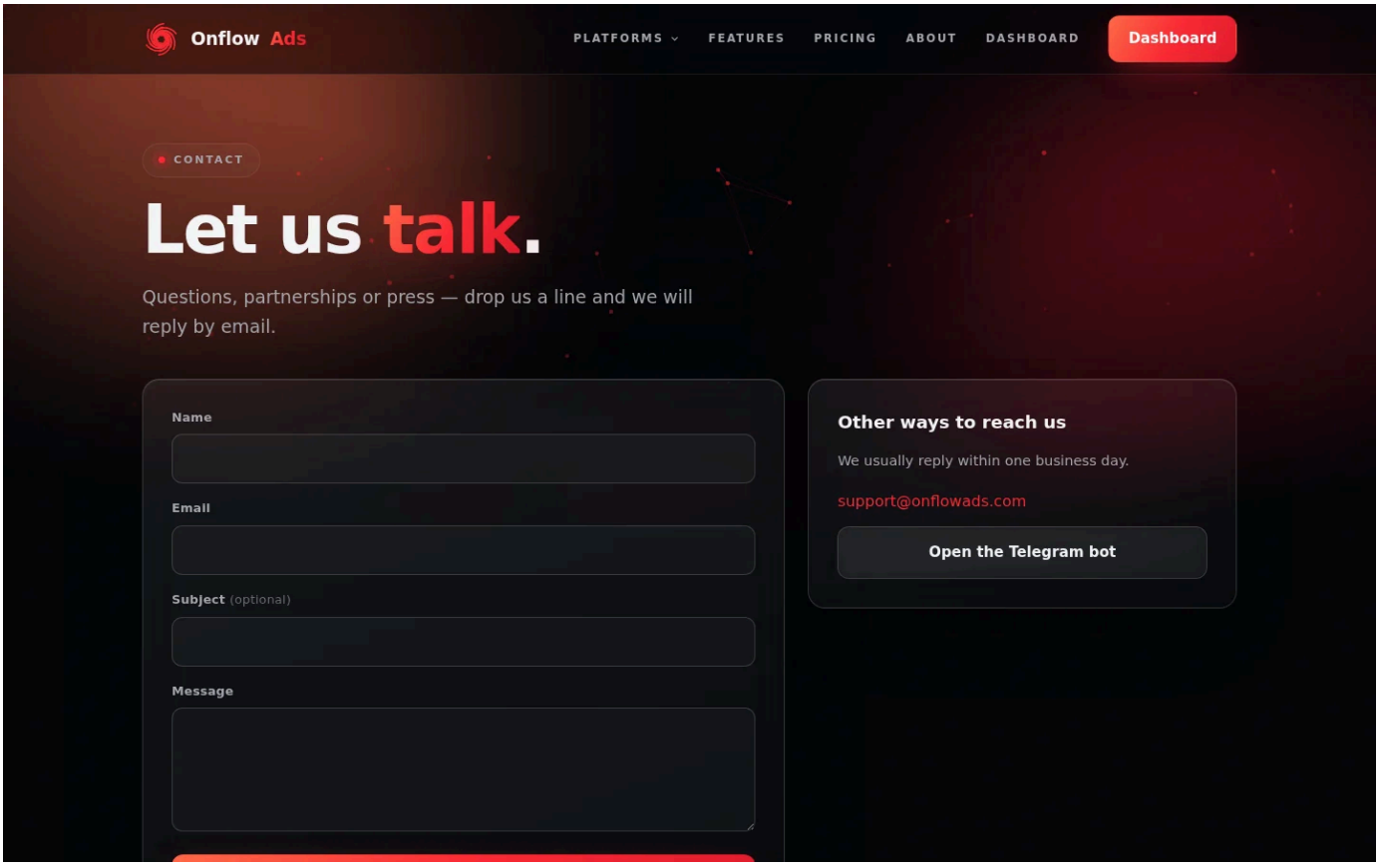
- A longer question that suits an email exchange.
- Partnership, press or business enquiries.
- An Ultimate plan application.
- You can't see the help widget, or you prefer not to use it.
- You're not signed in and don't want to be.

Better handled elsewhere

- A general "how does this work?" question — try Getting an instant answer first.
- A problem with one Boost order — use the order flow so the details are attached for you.
- "Is the site down?" — check the status page first.

Step by step

The page is headed **Let us talk.** The form itself sits on the left — Name, Email, Subject (optional) and Message, with the send button underneath — and a panel on the right lists the other ways to reach the team.



The contact page. Four fields on the left, alternatives on the right — including the line "We usually reply within one business day."

1. Go to https://onflowads.com/contact. No sign-in is needed.

2. Fill in the form on the left:

Field	Required?	Notes and limits
Name	**Required**	Up to 200 characters.
Email	**Required**	The address the reply is sent to. Check it carefully.
Subject (optional)	Optional	Up to 120 characters. A clear subject speeds up routing.
Message	**Required**	Up to about five thousand characters — noticeably more room than the widget's message box.

3. Complete the **verification challenge** if one is shown. This is a quick anti-spam check, usually a single checkbox, and it appears above the send button when it's switched on.

4. Click **Send message**. The button is disabled and the status line reads *"Sending..."* while it goes.

5. On success the status line turns green and reads: *"Thanks for reaching out — we'll reply by email soon."* The form clears itself, ready for another message if you need one.

> **WRITE IT SO IT CAN BE ANSWERED IN ONE REPLY**
>
> Say who you are, what you're trying to do, what happened instead, and paste any reference you have (an invoice number, an order reference, a channel username, the exact error text). One complete message beats four short ones.

Other ways to reach us, on the same page

The panel to the right of the form lists the alternatives, and states the general expectation:

"We usually reply within one business day."

- **support@onflowads.com** — write from your own inbox at any time.
- **Open the Telegram bot** — a button that opens the official Onflow Ads bot at https://t.me/OnflowAdsBot in Telegram.

> **THE TELEGRAM BOT IS NOT A SUPPORT CHANNEL**
>
> The bot runs the product features documented in the Telegram bot section. Support conversations happen through this form, the help widget, or the support email address.

Messages you might see

Message	What it means and what to do
Please fill in your name, email and message.	One of the three required fields is empty. Only the subject is optional.
Please enter your name.	The name field was rejected — check it isn't blank or excessively long.

Message	What it means and what to do
Please enter a valid email address.	The address is malformed. Fix the typo; the reply can't reach you otherwise.
Please include a short message so we know how to help.	The message was empty or longer than the allowed length.
Please complete the verification challenge and try again.	The anti-spam check didn't pass. Reload the page, complete the challenge and resubmit.
Too many attempts. Please wait a minute and try again.	The form is rate-limited. Wait a little and resend — nothing already sent is lost.
This feature is temporarily unavailable. Please try again shortly.	A temporary service problem. Check the status page, then retry or email support@onflowads.com.
Something went wrong. Please try again. / *Network error — please try again.*	The request didn't complete. Press **Send message** again.

What happens after you send

- Your enquiry is stored and the team is notified straight away.
- A person reads it and replies **to the email address you entered**.
- The stated turnaround on the page is usually within one business day.

Rules and limits

Rule	Detail
No account needed	The form works signed in or signed out, and doesn't create an account.

Rule	Detail
No reference code	Unlike a widget ticket, the contact form doesn't give you an `of_` code — the reply email is your thread.
Not visible in the widget	Contact-form enquiries don't appear under **Your messages** in the help widget.
No instant AI reply	The OnFlow AI first reply applies only to widget tickets.
No attachments	Paste error text and links into the message body.
Rate limited	Submissions are limited per visitor to prevent abuse.
Nothing is auto-filled	Even when you're signed in, type the address you actually want the reply sent to.

Edge cases

I never got a reply. Check spam or junk and mark the message as "not spam". Then double-check the address you typed — a typo there is the most common cause. Resend from the correct address, or write directly to support@onflowads.com.

I need to add something to a message I already sent. Just send another one with the same subject, and say it's a follow-up. Or reply to the team's email once they've answered — that keeps everything in one thread.

The verification challenge won't complete. Reload the page and try again. If your browser blocks third-party scripts or you're on a restricted network, use support@onflowads.com instead.

The form is unreachable because the site is in maintenance. Email support@onflowads.com — that address is printed on the maintenance page itself. See Maintenance windows.

FAQ

Is the contact form slower than the widget? Not inherently. The widget can be faster when the team is online and shows availability up front, and it gives you a reference code and a conversation view. The contact form is plain email, and email is perfectly fine for anything that isn't urgent.

Can I use the contact form to apply for the Ultimate plan? Yes — that's the documented route. See Applying for Ultimate.

Is my message private? It goes to the Onflow Ads support team only. Handling of personal data is covered by the privacy policy at https://onflowads.com/privacy.

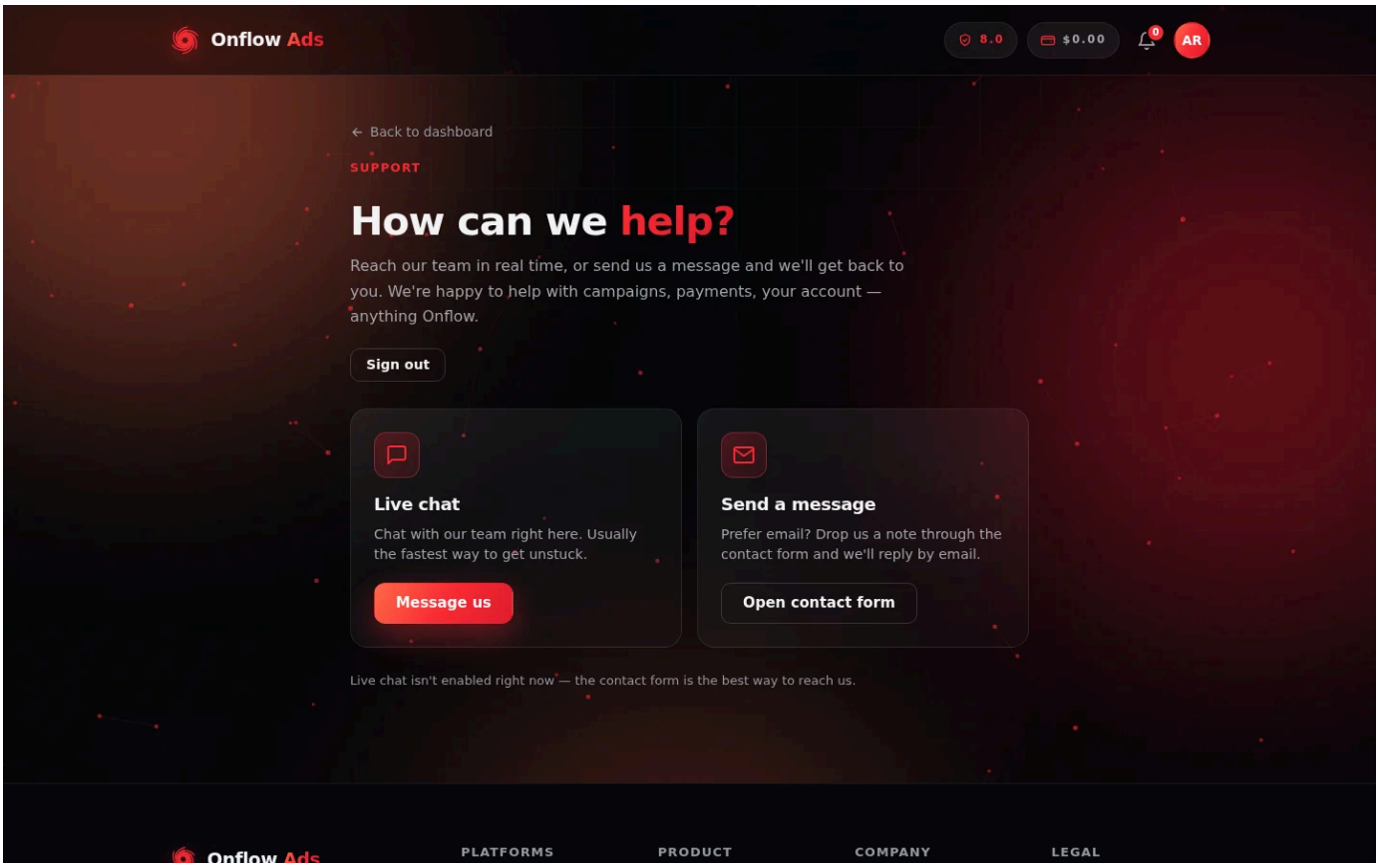
Next: if you're signed in, there's a second front door to the same routes — The Support page in your dashboard.

HELP & SUPPORT

The Support page in your dashboard

The Support page in your dashboard

Your dashboard has its own Support hub at https://onflowads.com/telegram/dashboard/support. It doesn't do anything the rest of this section doesn't — it is a signposting page that puts the two main routes to a human in one place, for people who look for "Support" in a menu rather than for a floating button.



*The Support hub. This is the live-chat-off state: the first card's button reads **Message us**, and the line underneath explains why.*

Getting there

- From your dashboard, open the **Support** entry (shown with a 🎫 ticket icon) in the dashboard navigation.
- Or go straight to https://onflowads.com/telegram/dashboard/support.

YOU HAVE TO BE SIGNED IN

This page is part of your dashboard. If you're not signed in you're sent to https://onflowads.com/signin; if your email isn't verified yet you're sent to https://onflowads.com/verify to finish that first. Everything else in this section — the help widget, the contact form and support@onflowads.com — works without an account.

What's on the page

At the top: a **Back to dashboard** link, the eyebrow **Support**, and the heading **How can we help?**, followed by a line explaining that the team is happy to help with campaigns, payments, your account — anything Onflow Ads. A **Sign out** button sits on the right.

Below that, two cards:

Card	Button	What it does
Live chat — *"Chat with our team right here. Usually the fastest way to get unstuck."*	**Start a chat**	Opens the live chat window on the page when live chat is running.
Send a message — *"Prefer email? Drop us a note through the contact form and we'll reply by email."*	**Open contact form**	Takes you to https://onflowads.com/contact. See The contact form.

When live chat isn't available

Live chat is not always switched on. When it isn't:

- The **Start a chat** button relabels itself to **Message us**, and clicking it takes you to the contact form instead of opening a chat window.
- A note appears under the cards: *"Live chat isn't enabled right now — the contact form is the best way to reach us."*

The page gives the chat service a moment to load before deciding, so the button may briefly read **Start a chat** before settling on **Message us**. Either way, nothing is lost — both buttons end up at a route that reaches the same team.

> **LIVE CHAT AND THE GET HELP WIDGET ARE ALTERNATIVES**
>
> Onflow Ads runs one help surface at a time. When live chat is running, it replaces the in-house **Get help** widget; when it isn't, the **Get help** widget is the on-site route and this page's chat button falls back to the contact form. You never need to decide which is active — use whichever you can see.

Which button should I press?

- **Start a chat / Message us** — you want the fastest possible route while you're at your desk.
- **Open contact form** — you want to write it out properly and get an email back.

If you can see the floating **Get help** button in the corner of the page, that is usually the better route than either: it can answer common questions instantly and gives you a reference code and a conversation view. See Using the Get help widget.

Edge cases

The page bounced me to the sign-in screen. Your session expired. Sign in and open it again — or skip the page entirely and use the contact form, which needs no session.

The page bounced me to the verification screen. Your email address isn't verified yet. Finish verification, then come back. In the meantime the contact form and support@onflowads.com both work.

I clicked Start a chat and nothing happened. Live chat was still loading, or it isn't enabled. Wait a second and look at the button — if it now reads **Message us**, use it, or press **Open contact form**.

Both buttons take me to the contact form. That's the expected behaviour when live chat is off. The contact form is the supported route at that moment.

FAQ

Does this page show my past support conversations? No. Past conversations live in the **Get help** widget under **Your messages** — see Ticket statuses and threads — and in your email inbox.

Is there a Support page for the Telegram bot? No. Support runs through the website and the support email address.

Can I reach this page while a section of the site is in maintenance? If your dashboard section is in maintenance you'll see the maintenance page instead. The status page and support@onflowads.com stay available throughout — see Maintenance windows.

Next: not sure which route is right for you? Read Choosing the right support channel.

HELP & SUPPORT

Choosing the right support channel

Choosing the right support channel

Every route below reaches the same Onflow Ads team, and every one of them replies **by email**. They differ in speed, in how much they do for you, and in whether you need to be signed in. This page is the short version; each flow has its own page with the full walkthrough.

Pick by situation

Your situation	Use this	Why
A general "how does this work?" question	**Getting an instant answer** in the help widget	Answers in seconds, no ticket, no waiting.
Something is broken or blocking you right now	**Opening a support ticket** in the help widget	Shows whether the team is online, gives you a reference code, and can produce an instant AI first reply on eligible plans.
A problem with one specific Boost / SMM order	**The Report button on that order**	Attaches the order's details automatically and is handled as a priority.
A longer enquiry, a partnership, or press	**The contact form**	More room to write, no sign-in, plain email reply.
An Ultimate plan application	**The contact form**	The documented route — see Applying for Ultimate.

Your situation	Use this	Why
You'd rather write from your own inbox	**support@onflowads.com**	Nothing to learn, no forms.
You look for "Support" in a menu	**The Support page in your dashboard**	A signed-in hub that routes you to chat or the contact form.
"Is it just me, or is the site down?"	**The status page**	Live component health and any incident notice.
You've hit a "We're tuning things up" page	**Maintenance windows**	Explains what's happening and what to do.

Compare the routes

	Help widget ticket	Contact form	Email	Boost order flow
Sign-in needed	No	No	No	Yes
Reference code	Yes (`of_…`)	No	No	Not shown to you
Acknowledgement email	Yes	No	No	No
Visible in **Your messages**	Yes	No	No	No
Instant AI first reply possible	Yes, on eligible paid plans	No	No	No

	Help widget ticket	Contact form	Email	Boost order flow
Context attached for you	The page you were on	None	None	Full order details
Message length	Around four thousand characters	Around five thousand characters	Unlimited	Around four thousand characters

What to expect

- **When the widget says the team is online:** usually a reply within a few minutes.
- **When it says offline, or you used the form or email:** the published expectation on the contact page is usually within one business day.
- **Always by email.** Human replies are never shown in the widget — it only tells you a reply exists. See Ticket statuses and threads.

> **WHATEVER ROUTE YOU CHOOSE, INCLUDE THESE**
>
> What you were doing, the page you were on, what you expected, what actually happened, the exact error text, and any reference you have — an order reference, an invoice number starting `OFA-`, a withdrawal reference starting `WD-`, a channel username, or a support reference starting `of_`. Files can't be attached anywhere, so paste text rather than screenshots.

Where each one lives

- Help widget — the floating chat button on https://onflowads.com
- Contact form — https://onflowads.com/contact
- Email — support@onflowads.com
- Dashboard Support hub — https://onflowads.com/telegram/dashboard/support
- Boost orders — https://onflowads.com/telegram/dashboard/boost/orders
- Status page — https://onflowads.com/status

The contact page also links the official Telegram bot at https://t.me/OnflowAdsBot. The bot runs product features — it is not a support desk.

Still not sure?

Use the Get help widget. It will either answer you instantly or put your message in front of the right person, and it's the only route that shows you whether anyone is at the desk right now. If you can't see it, use the contact form.

Next: before you write in, spend ten seconds on The system status page.

HELP & SUPPORT

The system status page

The system status page

Before reporting a problem, it's worth a ten-second check: is the platform itself having an issue? The public status page at https://onflowads.com/status shows the live health of Onflow Ads systems and any active incident notice from the team.

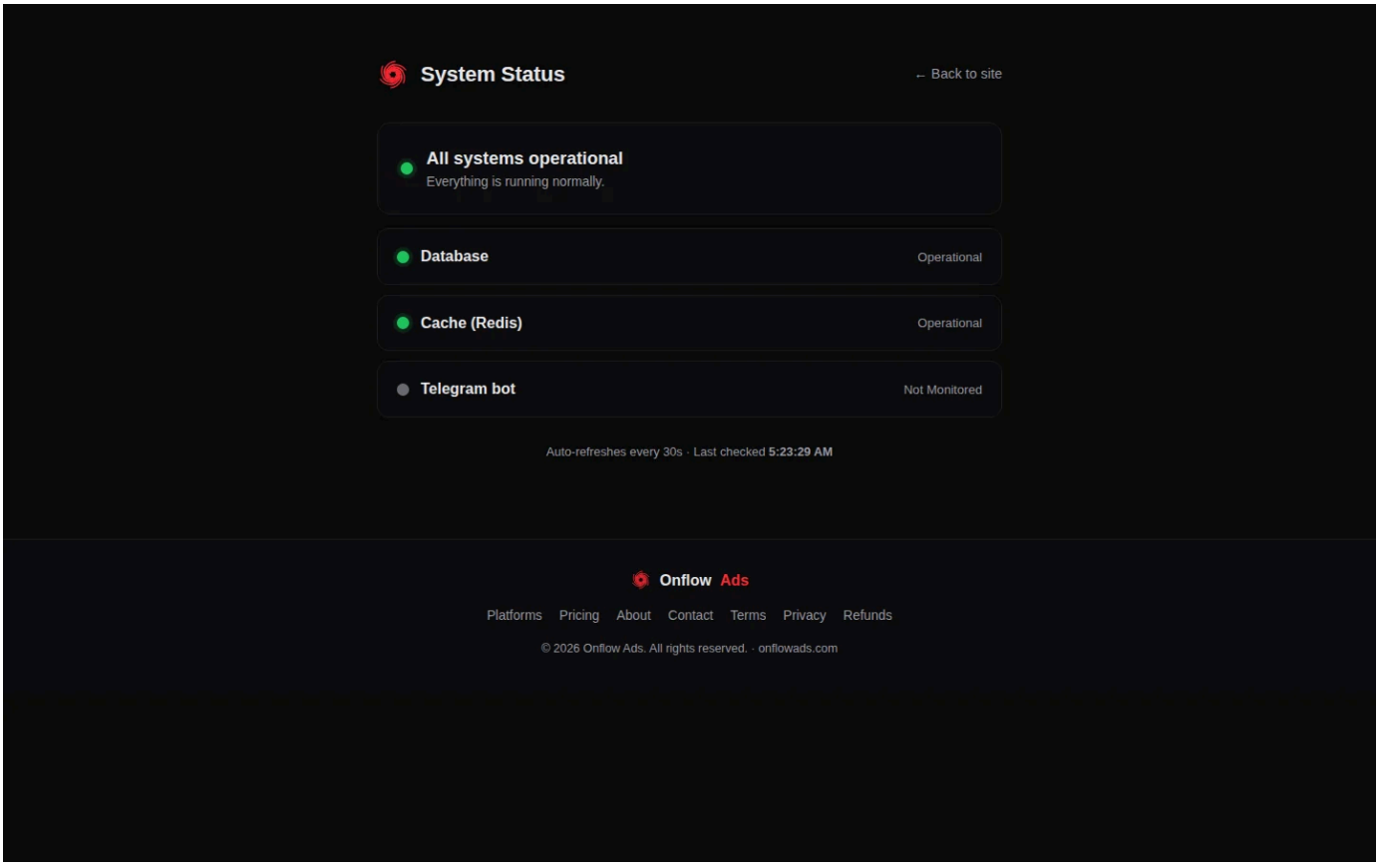
No sign-in is required, and the page keeps working **even while the rest of the site is in maintenance** — which is exactly when you'd want it.

When to check it

- The site feels slow, or actions fail with generic errors.
- The Telegram bot isn't responding.
- You've hit a maintenance page and want the bigger picture.
- Before you write in, so your message can say "the status page shows X".

Reading the page

The whole page is one column: a headline card at the top, one row per monitored component beneath it, and the freshness line at the bottom.



The status page. Green dots on the left, the component's own label on the right, and the last-checked time at the bottom.

The headline

At the top, one line summarises everything:

Headline	Dot	What it means
All systems operational	Green	Everything being monitored is running normally. The sub-line reads *"Everything is running normally."*
Some systems are degraded	Amber	At least one monitored component is failing its check. The sub-line reads *"We're aware and working on it."*
Status unavailable	Red	Your browser couldn't reach the status service itself. The sub-line reads *"We couldn't reach the status service. Please retry shortly."*

> **"STATUS UNAVAILABLE" IS ABOUT YOUR CONNECTION TO US**
>
> It means the status check itself didn't complete — often a network problem on your side, sometimes ours. Retry shortly, or try from another network or device. See the Troubleshooting & FAQ.

The components

Below the headline, each monitored component is listed with its own indicator:

Component	What it covers
Database	The core storage behind accounts, orders, campaigns, wallets and support conversations.
Cache	The fast-access layer that keeps pages loading quickly.
Telegram bot	Whether the official Onflow Ads Telegram bot is reachable.

Each one shows one of three labels:

Label	Dot	Meaning
operational	Green	Healthy right now.
down	Red	Failing its health check at this moment.
not monitored	Grey	This component isn't being checked from here right now. It says nothing about whether it's working.

> **HOW THE HEADLINE IS DECIDED**
>
> Only components that can actually be judged count toward it. A component showing **not monitored** never drags the overall status down — so you can see **All systems operational** at the top with a **not monitored** row underneath, and that is consistent, not a bug.

Incident notices

When the team has posted an incident message, it appears as a highlighted amber banner near the top of the status page, above the headline card.

The same notice is also shown as a strip across the top of regular site pages, so you generally learn about an incident without having to visit the status page at all. The strip stays in place as you browse and doesn't need to be dismissed.

An incident notice is written by a person. It can be present even while every component reads **operational** — for example when a specific feature is affected rather than a whole system.

Freshness

- The page **checks again every 30 seconds** on its own.
- The exact time of the last successful check is shown at the bottom: *"Auto-refreshes every 30s · Last checked …"*, in your device's local time.
- There is nothing to reload manually. If you're waiting for recovery, leave the tab open and watch that line move.

At the bottom of the page there's also a compact site footer with links to Platforms, Pricing, About, Contact, Terms, Privacy and Refunds, plus a **Back to site** link at the top right.

What the status page does not cover

The status page reports platform-wide health. It cannot see anything specific to you, so it will show **All systems operational** even if:

- your sign-in is failing because of your own account state;
- a single order or campaign is stuck;
- a payment hasn't been credited;
- your browser, extension, or network is the problem.

IF THE STATUS PAGE IS GREEN BUT YOU'RE STILL STUCK

The problem is likely specific to your account or setup. Head to Troubleshooting & FAQ, then write to the team with the page URL, what you were doing, and the exact error text.

Edge cases

The page shows "Some systems are degraded" — should I report it? No need. A degraded reading is generated by our own health checks, and the team sees it too. Watch the page; it refreshes itself.

A component says "down" but the feature I use works fine. Possible and normal — a component can fail a health check while parts of the product carry on. Treat it as "expect some things to misbehave", not "everything is broken".

The whole site is on a maintenance page but the status page loads. That's deliberate. The status page and its data stay reachable during maintenance. See Maintenance windows.

I see the incident strip on site pages but the status page shows everything green. The strip is a message from the team, not an automated readout. Read the message — it will say what's affected.

FAQ

Do I need an account to see the status page? No. It's public, and it's a good page to keep bookmarked.

Is there a status history or an uptime chart? The page shows the live picture, not a history.

Can I subscribe to status updates? There's no subscription on the page. Incident notices appear both there and as a strip across the site, so simply visiting Onflow Ads keeps you informed.

The Telegram bot says "not monitored" — is the bot down? No. It means bot health isn't being checked from the status page at the moment. Open the bot in Telegram to find out.

Next: if the site is showing a holding page rather than an error, read Maintenance windows.

HELP & SUPPORT

Maintenance windows

Maintenance windows

Occasionally the team takes the site — or just one section of it — offline briefly to ship improvements or fix something. Here's exactly what that looks like from your side, why nothing of yours is at risk, and what to do while you wait.

The ”We’ll be right back” page

During maintenance, visiting an affected page shows a holding page instead of the normal content. It is completely self-contained, so it loads and looks right even though the rest of the site is paused.

What's on it, top to bottom:

- The **Onflow Ads** brand lockup.
- A status pill with a pulsing dot, reading **Maintenance in progress**.
- The headline **We're tuning things up**, and beneath it: *"Onflow Ads will be back in a few minutes — here's a little fuel on growth, business & building a name while you wait."*
- A rotating **quote card** — real, attributed quotes on growth, business, marketing, success, mindset and fame — with a category tag and a progress bar showing how long until the next one.
- A hint line: *"New quote every few seconds · → or Space for the next one."*
- A footer: *"Watching for the all-clear — we'll reconnect you automatically."* and *"Need us now? support@onflowads.com"*.

The quote card controls

- A new quote appears automatically every few seconds.
- Press the **arrow button** on the card, the **Right Arrow** key, or the **Space** bar to skip to the next one immediately.
- If your device is set to reduce motion, the animations are toned down and the card simply swaps.

It's a small thing, but it is there so the wait doesn't feel like an error screen.

You don’t need to keep refreshing

The holding page quietly re-checks the site in the background — roughly every fifteen seconds — and **reloads itself into the real site the moment maintenance ends**. When it detects the all-clear, the status pill changes to *"Back online — reconnecting..."* and the page reloads a moment later.

Two details worth knowing:

- If you switch to another tab, the checking pauses to save your battery and resumes the instant you come back to the tab.
- You can still reload manually at any time — it does no harm and changes nothing.

> **JUST LEAVE THE TAB OPEN**
>
> The page is designed to be left alone. Come back to it and you'll either see a quote or the site you were trying to reach.

Maintenance isn’t always site-wide

The team can put a **single area** into maintenance while everything else keeps running. The areas that can be taken down on their own are:

- the whole Telegram section of the site;
- the Telegram dashboard as a whole;
- the **Cross-Promotion** dashboard;
- the **Boost** dashboard;
- the **Subscriber Exchange** dashboard;
- the **Paid Promotions** dashboard.

When only one section is in maintenance:

- Pages in that section show the holding page.
- Actions in that section that run in the background return a short message instead: *"This section is in maintenance mode — please check back shortly."*
- **Everything else works normally** — your wallet, the other dashboards, sign-in, the help widget and the contact form.

So "one dashboard is down but the rest of the site is fine" is a supported, expected state, not a glitch.

What stays available during maintenance

Stays up	Why it matters
The status page at https://onflowads.com/status	Live component health and any incident notice — exactly when you want it. See The system status page.
Email to support@onflowads.com	Printed on the maintenance page itself, for anything urgent.
Wallet top-up confirmations	A payment you had just completed is still accepted and credited. Maintenance never causes a captured payment to go missing.

What maintenance does not do

> **NOTHING OF YOURS IS CHANGED BY MAINTENANCE**
>
> Maintenance pauses access; it does not modify data. Campaigns, orders, balances, listings, channel settings and support conversations are all exactly where you left them when the site returns. Nothing is deleted, cancelled or reset.

Timers and schedules keep their own logic — maintenance is normally a matter of minutes, and the holding page says so.

What to do during a maintenance window

1. **Wait on the holding page.** It reconnects you automatically, usually within minutes.
2. **Check the status page** if you want live component health or an incident message.
3. **Email support@onflowads.com** if it's genuinely urgent.
4. **Once you're back in, verify anything you were mid-way through** — an unsent form, an unconfirmed booking, a half-finished listing — before assuming it went through.

Edge cases

I was filling in a long form when maintenance started. Copy your text somewhere safe before reloading. Unsent form content isn't stored on our side.

I paid, and then hit the maintenance page. Payment confirmations are processed even during maintenance. When you're back in, open your wallet and check the balance; if it's still missing after a few minutes, contact support with the approximate time and amount. See Payment troubleshooting.

One dashboard section still shows maintenance after the rest came back. That's the per-section behaviour above. Check back shortly, or watch the status page for a notice.

The holding page never reconnects. If it's been a long while, reload manually once, then check the status page from another network or device. If the status page also fails to load, the problem may be your connection.

I see a "You're offline" page instead. That page comes from your own device, not from our servers — see Troubleshooting & FAQ.

FAQ

Is maintenance announced in advance? Windows are short and are normally taken when traffic is low. When there's something to say, the team posts an incident notice, which appears on the status page and as a strip across site pages.

How long does it usually last? The page says "a few minutes", and that is the intent.

Will my scheduled campaign or promotion be affected? Maintenance doesn't cancel anything. If a schedule mattered to the minute, check its status once you're back in and contact support if something looks wrong.

Can I reach support during maintenance? By email, yes — support@onflowads.com. The on-site widget and contact form come back with the site.

Next: for everything that isn't a platform-wide outage, try Troubleshooting & FAQ.

HELP & SUPPORT

Troubleshooting & FAQ

Troubleshooting & FAQ

Quick answers to the problems we hear about most. If your issue isn't here, the Get help widget can search the full help centre for you — or just write to the team.

Getting help

I don’t see the chat button on the site

The **Get help** widget only appears when support chat is switched on for the site, and the team can limit it to certain pages. If it's not there — or the dashboard Support page says *"Live chat isn't enabled right now"* — use the contact form or email support@onflowads.com. Same team, same email reply.

The widget says the team is Offline. Did my message go anywhere?

Yes. Offline only means no agent is at the desk this minute. Your message is stored and the team is notified either way, and the reply arrives **in your email inbox** as soon as they're back — the confirmation screen says exactly that when you send.

The instant answer didn’t find anything

That's the designed outcome when no help-centre entry confidently matches your question: the widget opens the message form with your question already typed in, so a person sees it. See Getting an instant answer.

Why didn’t I get an instant AI answer?

OnFlow AI first replies go to signed-in members on eligible paid plans (Lite and above), when the feature is on, the AI service is reachable, and your plan's AI text allowance isn't used up. A human agent replying first also stops it. If no AI answer appears, your ticket simply goes straight to the human team — nothing is wrong and nothing extra is needed from you.

The AI card showed a typing indicator and then vanished

The confirmation screen only watches for the answer for about a minute. After that the card is removed. Your ticket is unaffected, and the team will reply by email.

I haven’t received a reply email

1. Check your **spam / junk folder** — and mark the message as "not spam" so future replies land normally.
2. Confirm the address you gave. The confirmation screen showed it partly masked, like `y•••@example.com`. If that looks wrong, the reply is going elsewhere — send a new message from the correct address.
3. Check the conversation in the widget under **Your messages**. If the chip reads **Replied · check email**, a reply was sent; if it reads **Awaiting reply**, the team hasn't answered yet. See Ticket statuses and threads.
4. Still nothing after a reasonable wait? Send a follow-up in the same conversation, or email support@onflowads.com directly.

Why can’t I read the team’s reply inside the widget?

By design — Onflow Ads support is email-first. Human replies are delivered to your inbox in full; the widget shows only that a reply exists, so you never have to sit and watch a chat window. AI answers and your own messages *are* shown on the page.

My old conversations disappeared from the widget

The widget keeps your conversation list **in the browser you used**. A different browser or device, a private window, or clearing site data will hide the list — the conversations themselves still exist. To get one back, open the **View your conversation** link in any email you received about it; the conversation reappears in the widget on that device.

A conversation vanished from ”Your messages” when I opened it

If a stored entry no longer matches a conversation on the server, the widget removes it from your list automatically and returns you to the help home. Start a new message and mention your earlier reference if you have it in an email.

The link in my email didn’t open the conversation

The link opens the conversation inside the help widget, so it only works on a page where the widget is available. Try the site's home page. If the widget isn't running at all, use the contact form and quote your `of_` reference.

I got "This conversation has reached its message limit"

Long threads eventually hit a cap of roughly two hundred messages. Start a new conversation from the help home; the team can see your history and will pick up where you left off.

I got "Too many attempts. Please wait a minute and try again."

New tickets, instant-answer searches, follow-ups, order flows and the contact form are all rate-limited to prevent abuse. Wait a little and try again — nothing you already sent is lost.

Can I attach a screenshot or a file?

No — none of the support routes accept attachments. Paste the exact error text, the page URL, references and numbers into the message instead. That is usually more useful than an image anyway.

Can I change the email address a reply goes to?

Not on an existing conversation. Send a new message from the address you want the reply on, and mention the old reference so the team can join them up.

Is my support conversation private?

It isn't listed anywhere public and isn't shown on your account pages. It is reachable by anyone holding the reference link from your emails, so don't forward those to people you don't trust.

My Boost order report never appeared in "Your messages"

Expected. The **Report** flow on an order opens a ticket with the team but doesn't create a browser entry or an acknowledgement email, so it won't be listed in the widget. Watch your account's email inbox. See Reporting a problem with a Boost order.

Account & sign-in

I can't sign in

- Double-check the email you registered with, then use **Forgot password?** on the sign-in page to reset your password.

- If you've just signed up, complete email verification first — see https://onflowads.com/verify and check your inbox (and spam) for the verification email.
- Still locked out? Contact the team from the contact form using the email on the account, or use the widget with the topic **Account & sign-in**.

I never received my verification email

Check spam first. If it's genuinely missing, request it again from the verification page, and make sure your inbox isn't blocking automated senders. If nothing arrives, write in via the contact form.

A dashboard page keeps sending me to the sign-in screen

Your session has expired. Sign in again and reopen the page. Support routes that need no session — the contact form and support@onflowads.com — work in the meantime.

Payments, orders, and promotions

My payment went through but my balance didn’t update

Give it a couple of minutes and refresh — payment confirmations can arrive with a short delay, and they're processed even during maintenance. If the balance still doesn't reflect the payment, contact support with the topic **Payments & top-ups**, including the approximate time and amount. There's more detail in Payment troubleshooting.

A Boost / SMM order isn’t delivering as expected

Use the built-in flow rather than a generic message — it's faster for everyone:

1. Open your orders.
2. Click **Report** on the affected order.
3. Pick the closest reason (*Nothing delivered*, *Partly delivered / stopped short*, *Delivery too slow*, *Delivered then dropped*, *Wrong link / target*, *Low-quality delivery*, or *Other*), describe the issue, and click **Send report**.

The ticket carries the order's details automatically and is handled as a priority; the reply comes by email. Full walkthrough: Reporting a problem with a Boost order.

Where can I read the refund rules?

The refund policy is published at https://onflowads.com/refunds. For a question about a specific charge, contact support with the topic **Payments & top-ups**.

A problem with a paid promotion

Use the widget with the topic **Paid promotions**, and include the booking or order reference. On some plans, paid-promotion concerns carry a published resolution-time target — shown on the plan pages.

Site availability

The site is down, slow, or erroring for me

1. Check https://onflowads.com/status. If it shows **Some systems are degraded** or an incident notice, the team is already on it — the page refreshes itself every 30 seconds, so you can just watch it.
2. If you see the **We're tuning things up** page, that's planned maintenance — it reconnects you automatically when it's done.
3. If the status page says everything is operational, try a hard refresh, another network, or another browser — then tell us what you're seeing, including the page URL and the exact error text.

The status page says everything is operational but I'm still stuck

The status page reports platform-wide health; it can't see anything specific to your account, a single order, or your browser. Work through the relevant section above, then write in with the page URL, what you did, and the exact error.

I see a "You're offline" page

That page comes **from your own device**, not from our servers — the site installs a small offline fallback in your browser, and it appears when a page couldn't be loaded because your connection dropped. Nothing on your account is affected and no work is lost. Check your internet connection, then press **Try again** (or reload). If your connection is fine but the page keeps appearing, our servers may be unreachable — check https://onflowads.com/status from another network or device.

One dashboard section says it’s in maintenance but the rest works

That's normal — maintenance can apply to a single section while everything else stays live. Check back shortly, or watch the status page for notices.

There’s a red strip across the top of every page

That's an incident notice written by the team. Read the message — it says what's affected. The same notice appears on the status page.

Still stuck?

Open the Get help widget and ask — or head to https://onflowads.com/contact. Include what you were doing, the page you were on, and any reference codes (a support reference starting `of_`, an order reference, an invoice number starting `OFA-`). The more specific the message, the faster the fix.

SECTION

Policies & Trust

POLICIES & TRUST

Policies & Trust

Policies & Trust

Onflow Ads is a marketplace: real money and real audiences change hands between people who have often never met. This section explains the rules that make that safe — the legal policies you agree to when you use the platform, and the trust systems that run in the background to protect both sides of every deal.

Who it is for

Everyone. Whether you are a channel owner selling placements, an advertiser buying them, or a creator swapping cross-promotions, the same policies and the same trust systems apply to your account.

Where to start

If you want to...	Read
Understand what you signed up to	Terms and Conditions (summary)
Know what data is held about you	Privacy Policy (summary)
Get money back	Refund Policy (summary)
Find out why something is blocked	Account standing
Raise your trust score	Your reliability score
Report a deal that went wrong	Appeals and fraud concerns
Contest a penalty on your record	Appeals and fraud concerns

The full legal documents

The pages in this guide are **plain-language summaries** written to help you understand the policies quickly. They are not the policies themselves. The complete, binding documents

live on the main site:

- **Terms and Conditions** — onflowads.com/terms
- **Privacy Policy** — onflowads.com/privacy
- **Refunds & Cancellations Policy** — onflowads.com/refunds

> **INFO**
>
> If anything in this guide ever appears to conflict with the full legal pages, the legal pages control. Each one shows a "Last updated" date at the top so you can tell when it last changed.

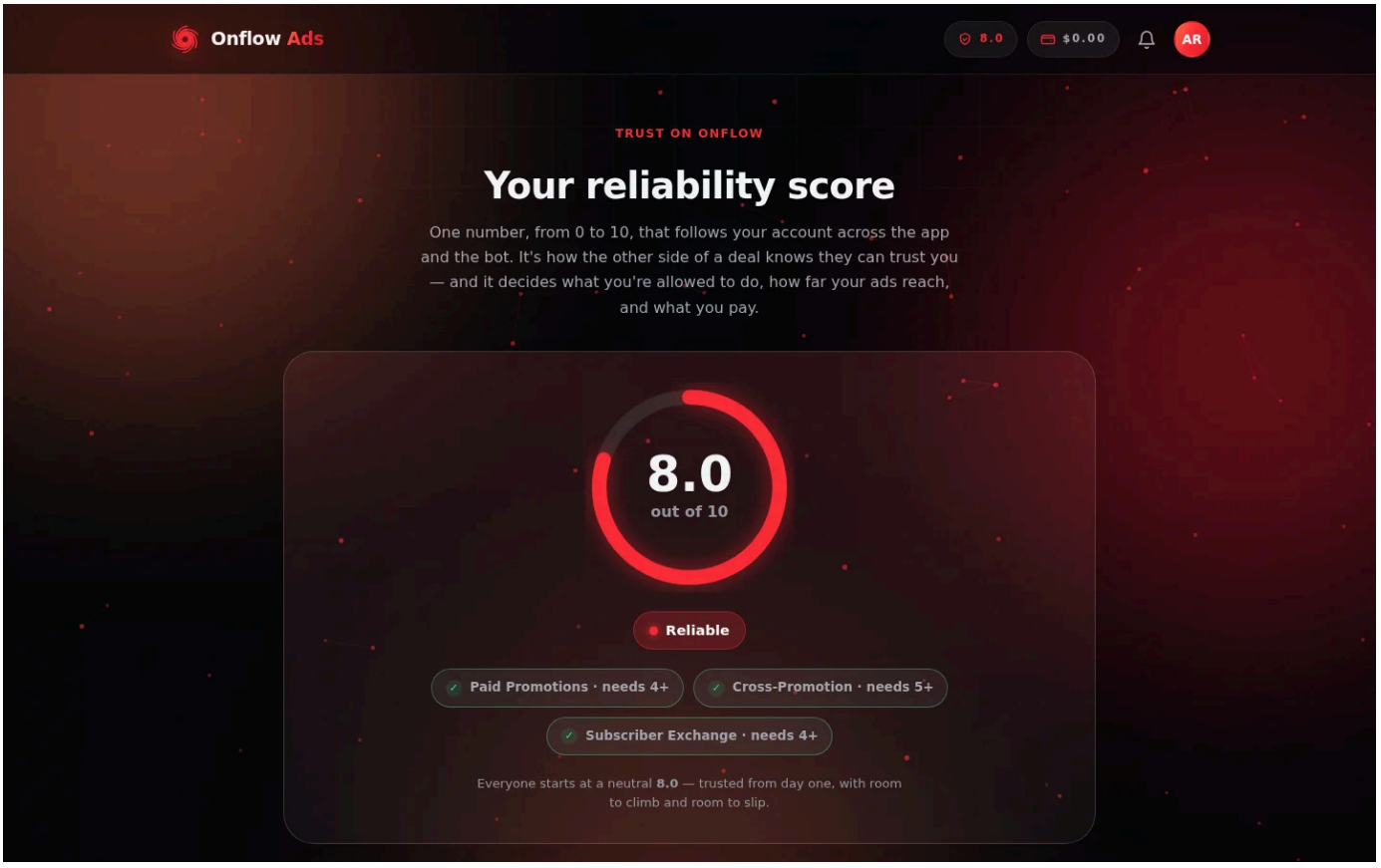
The one idea behind all of it

Onflow Ads runs on a simple principle: **good-faith users should never be worse off for a problem that wasn't their fault, and bad-faith users should find abuse expensive.**

That shows up everywhere in this section:

- Every account carries **one reliability score** (0 to 10) that follows it across the website and the Telegram bot. It rises on clean deals and falls only on confirmed misconduct — never on platform failures.
- Every change to your score is written to a **ledger you can read**, and every penalty on it can be **appealed** to a human reviewer.
- While a fraud concern is investigated, the accused account shows as **Under Review** — so an unresolved accusation can't be used against anyone, and an account under investigation can't keep starting new deals.
- If a review finds you were **not at fault**, your score is restored exactly — to the cent — as if the penalty never happened.
- Automated systems can pause money and apply published penalties. Only people resolve disputes.

That one score is the number every product reads before it lets you trade:



Your reliability score and the floors each marketplace requires. Your reliability score explains every event that moves it.

Questions?

- Email support@onflowads.com
- Use the contact form at onflowads.com/contact
- Message the Telegram bot: @OnflowAdsBot

For privacy-specific questions or to exercise your data rights, email privacy@onflowads.com.

Next: Terms of Service (summary) — the agreement behind every deal, in plain language.

POLICIES & TRUST

Terms and Conditions (summary)

Terms and Conditions — plain-language summary

This page summarizes the Onflow Ads Terms and Conditions in everyday language so you know what you are agreeing to before you connect a channel or run a campaign.

> **READ THE REAL THING**
>
> This is a summary, not the agreement itself. The full, binding Terms and Conditions are at **onflowads.com/terms**. If this summary and the full Terms ever differ, the full Terms control. The legal page shows its "Last updated" date at the top.

How to read this page

The full Terms are organised into 29 numbered sections, with a section for each product. This summary covers the same ground in fewer words, so you can find the binding text for anything here in one hop:

Section in the full Terms	Covered below
1 Acceptance of These Terms	What you're agreeing to
2 Definitions	— (read in full; "Channel" in particular has a specific meaning)
3 Eligibility and Your Account	Your account
4 Channels: What You Can Connect	Your account
5 The Services	What the service is
6 Boost Metrics	Payments — and read §6 in full before ordering members
7 Paid Promotions	Cross-promotion and paid campaigns

Section in the full Terms	Covered below
8 Cross-Promotion	Cross-promotion and paid campaigns
9 Subscriber Exchange	Cross-promotion and paid campaigns
10 AI Features	What the service is
11 The Telegram Bot and Mini App	What the service is
12 Wallet, Payments and Fees	Payments
13 Plans and Memberships	Payments
14 Refunds and Cancellations	Payments
15 Reliability and Account Standing	Your reliability score
16 Acceptable Use and Prohibited Conduct	What you must not do
17 Content and Intellectual Property	Your content and Onflow Ads' content
18 Third-Party Platforms, Providers and Dependencies	Third-party platforms
19 Technical Failures, Failed Orders and Your Own Actions	The legal fine print, briefly
20 Disclaimers and No Guarantee of Results	The legal fine print, briefly
21 Limitation of Liability	The legal fine print, briefly
22 Indemnity	The legal fine print, briefly

Section in the full Terms	Covered below
23 Privacy, Data and Communications	Privacy Policy (summary)
24 Suspension, Termination and Account Closure	Ending the agreement
25 Changes to the Services and to These Terms	When the Terms change
26 Additional Terms	When the Terms change
27 Governing Law and Disputes	When the Terms change
28 General	— (entire agreement, severability, assignment, force majeure, notices)
29 How to Contact Us	Contact

THREE THINGS WORTH READING IN THE TERMS THEMSELVES

This summary cannot substitute for these:

- **§4 — what counts as a "channel".** Everywhere the platform asks for a channel it means a **Telegram channel**: not a group, not a user account, not a bot.
- **§6.2 — Telegram members boosts.** These need the **invite link** of a **public** channel. Private channels and groups carry **no guarantee of any kind**.
- **§19 — failed orders.** Onflow Ads is not responsible for orders that fail for technical reasons outside our control, or because of something you did.

What you're agreeing to

By creating an account, connecting a channel, or using Onflow Ads in any way — on the website or through the Telegram bot — you accept the Terms and Conditions and the Privacy Policy. They apply together.

- There is no separate "accept" button to hunt for: using the service is the acceptance.
- If you use Onflow Ads on behalf of an organization, you are agreeing on that organization's behalf too, and you are confirming you have the authority to do so.

- The same Terms cover both surfaces. Signing in through the Telegram bot is not a different agreement.

What the service is

Onflow Ads is an **advertising-placement marketplace and cross-promotion engine**. Once you connect a channel or account, the platform can:

- Match you with other channels for free cross-promotion swaps
- Let you buy or sell paid ad placements
- Schedule and post agreed placements automatically on your behalf
- Process payments for paid placements and report performance analytics
- Offer AI-assisted help with ad copy, targeting and match suggestions

Telegram is the platform that is live today. Support for Instagram, YouTube, X, TikTok and Discord is planned but not guaranteed — nothing in the Terms promises a future platform will ship.

> **AI FEATURES ARE ASSISTIVE ONLY**
>
> AI-generated copy, targeting and match suggestions are there to help — they can be wrong. You are always responsible for reviewing and approving anything published from your channel. See Content rules for AI.

Your account

- You must be **at least 18 years old**, or the age of majority where you live.
- Keep your credentials safe. You are responsible for everything done under your account, authorized or not.
- Only connect channels and accounts you **own or are authorized to manage**.
- If you suspect unauthorized use of your account, email support@onflowads.com right away.
- You must follow the rules of the underlying platform — for example Telegram's own terms — at all times. A breach there can break features here.
- One person, one identity. A below-baseline reliability record follows the identity across deletion and re-registration, so a second account is not a fresh start. See Account standing.

What you must not do

The acceptable-use rules boil down to: **no illegal content, no fraud, no fakery.** Specifically, you must not:

- Promote or distribute content that is illegal, fraudulent, deceptive or infringing
- Advertise scams, malware, phishing or pirated goods
- Share hate speech, harassment, content that incites violence, or any sexual content involving minors
- **Artificially inflate** audience numbers, engagement or reach with bots, fake members or purchased traffic
- Misrepresent your channel's size, niche, audience or ownership to win matches or placements
- Try to bypass or interfere with security, rate limits, matching logic or payment controls
- Scrape the service or access it through unauthorized automated means
- Use the service to spam people or violate their rights

What happens if you break these rules

Onflow Ads may review channels and campaigns, remove content, pause matches, or suspend accounts. Breaking these rules also has direct, published consequences:

Consequence	Where it is described
A fixed reliability penalty on your record	Your reliability score
A change to what your account is allowed to do	Account standing
Automated blocking of scraper and script traffic	Fraud and bot protection
Permanent payout freeze, account deletion or legal action, for deliberate abuse	Trust and safety

Cross-promotion and paid campaigns

Two core ways to grow, with different rules:

	Cross-promotion	Paid campaigns
Cost	Free	Priced per deal, agreed between the parties
What happens	Matched channels publish each other's posts	You buy or sell placements; Onflow Ads handles matching, booking, posting and payment settlement
Your commitment	You authorize the platform to schedule and post the agreed placement on your channel	Honor the placements you accept — for example, keep an agreed post live for the agreed duration
If someone doesn't deliver	A reliability penalty, plus insurance compensation where the campaign was insured	A reliability penalty, plus escrow protection, refunds and the fraud-concern flow

You are solely responsible for the content you supply — including having the rights to use it. Onflow Ads is the marketplace connecting the two sides: it does not author the ads, does not endorse any channel or advertiser, and does not guarantee any particular reach, growth or campaign result.

Payments

- Cross-promotion swaps are free. Paid campaigns and paid plans cost the price **shown before you confirm**.
- Payments run through third-party payment providers. Taxes may be your responsibility.
- A placement is generally reserved once payment clears, and the seller's funds are settled after the placement runs as agreed.
- Onflow Ads may withhold or reverse settlement where it reasonably suspects fraud, a chargeback or a breach of the Terms.
- Paid placements are generally non-refundable once a campaign has started — but if a placement fails through Onflow Ads' fault or a counterparty's non-delivery, the platform works with you in good faith on a re-run, credit or refund.

Full detail, including the cancellation windows and the top-up refund rules: Refund Policy.

Your content and Onflow Ads' content

- **You keep ownership** of your channel content and creatives. You grant Onflow Ads a license to host, store, schedule and display that content only as far as running the service requires — for example, posting your agreed placement to a matched channel.
- The Onflow Ads software, design and brand belong to Onflow Ads. You get a limited license to use the service as intended.
- Feedback you send may be used freely.

Third-party platforms

Onflow Ads runs on top of platforms like Telegram and depends on their APIs. Onflow Ads is an independent product — not affiliated with or endorsed by Telegram or any other platform.

Practical consequences worth knowing:

- If a platform changes its API or restricts your account there, features tied to that account may stop working.
- Each connected platform has its own terms and privacy policy, which Onflow Ads does not control.
- You can disconnect a channel at any time to revoke Onflow Ads' access on that platform.

The legal fine print, briefly

- The service is provided **"as is"** — no guarantee that it will be uninterrupted, error-free, or produce any particular growth or revenue.
- Liability is limited to the maximum extent the law allows. The full Terms cap total liability at the greater of what you paid Onflow Ads in the three months before the claim, or USD 100.
- Some jurisdictions do not allow certain limits, so parts of this may not apply to you. Nothing in the Terms takes away rights you have under applicable law that cannot be excluded.

Ending the agreement

You can stop at any time. Disconnect your channels and accounts and contact the team to close your account. Write to support@onflowads.com or use the contact form from the email address on the account.

Before you close it, note:

- Withdraw any wallet balance you want to keep first — see Refund Policy for how withdrawals and refunds differ.
- Promotional or bonus credit has no cash value and is not paid out.
- Deals already in flight should be finished or cancelled cleanly, so you do not leave a partner without their side of a swap.
- A below-baseline reliability record does not disappear with the account. Re-registering with the same identity resumes at that record's floor for a period tied to how serious the mark was.

Onflow Ads can end it too. Access can be suspended or terminated — in whole or in part, with or without notice — for a breach of the Terms, for risk or legal exposure, or if the service is discontinued. On termination your right to use the service ends, and data associated with your account may be deleted or de-identified, subject to the Privacy Policy and any legal retention obligations. Provisions that should survive by their nature — intellectual property, disclaimers, liability limits, payment obligations already incurred — continue to apply.

When the Terms change

The Terms can change as the service evolves or as legal requirements change. When there is a material change, the "Last updated" date at onflowads.com/terms is updated and, where appropriate, additional notice is given through the service.

Continued use after a change means acceptance. If you disagree with a change, stop using the service and close your account.

Frequently asked questions

Do I have to accept the Terms separately in the Telegram bot?

No. One account, one agreement — the Terms cover the website and the bot together.

Can Onflow Ads post to my channel whenever it wants?

No. The platform posts only the campaigns and slots you set up, and it never messages your audience privately. Disconnecting a channel revokes access at any time.

Who owns the ad copy the AI wrote for me?

You keep ownership of your creatives. AI assistance does not change that — and it does not shift responsibility either: you approve everything that publishes from your channel.

I run channels for a client. Is that allowed?

Yes, provided you are authorized to manage them. You are agreeing to the Terms on behalf of whoever you are acting for.

Does breaking a rule always cost me my account?

No. The consequences are graded. Most breaches produce a fixed, published reliability penalty you can see and appeal. Account-level action is reserved for serious or deliberate abuse.

How old do I have to be?

At least 18, or the age of majority where you live.

Contact

Questions about the Terms? Email support@onflowads.com, use the form at onflowads.com/contact, or message @OnflowAdsBot on Telegram.

Next: the other half of what you agreed to — Privacy Policy (summary), covering what data is held about you and how to get it back or removed.

POLICIES & TRUST

Privacy Policy (summary)

Privacy Policy — plain-language summary

This page summarizes how Onflow Ads handles personal data — what is collected, why, who sees it, where it goes, how long it is kept, and what control you have over it.

> **READ THE REAL THING**
>
> This is a summary, not the policy itself. The full Privacy Policy is at **onflowads.com/privacy**. If this summary and the full policy ever differ, the full policy controls. The legal page shows its "Last updated" date at the top.

The short version

- Onflow Ads collects **only what a feature actually needs** to run, to keep the marketplace honest, and to give you analytics.
- **Your personal data is never sold** — not for money, not for "valuable consideration", not to a data broker, and not for behavioural advertising.
- A trading partner **never** sees your email address, your wallet balance, your ledger, your payout details or your other campaigns.
- **Closing your account is not a full erase.** Financial records, security logs and a few other things survive, for stated reasons — see What survives closure.
- One address does everything: **privacy@onflowads.com**.

How to read this page

The full policy has **28 numbered sections** in eight parts. This summary follows the same order, and each heading below links to the section that binds.

Part	Sections	Covered below
The basics	1–3	Who is responsible
What we collect	4–9	What is collected, People who are not users, What is never collected

Part	Sections	Covered below
Why we use it	10–12	How it's used, Automated decisions, AI
Who else sees it	13–17	What others see, Who data is shared with, Leaving the country
Your device	18–19	Cookies and tracking, Messages
Keeping and protecting	20–21	How long data is kept, Security
Your control	22–24	Your rights, Children, Complaints
The rest	25–28	Breaches, changes and contact

Who is responsible

For your account, orders, payments, support and security logs, **Onflow Ads decides** what happens to the data. It is the Data Fiduciary under India's DPDP Act and the controller under the GDPR.

For personal data **you** put into the platform — a face or a name inside your creative, your own channel's members, data you collect on a landing page you send traffic to — **you** are responsible. You need a lawful basis for it and you must honour the rights of the people it belongs to. See §3 of the full policy.

Two features put you squarely in the controller's seat, and §3.2 names them: a **white-label storefront** (the enquiries strangers submit on your branded domain are *your* prospects — you must tell them who you are; Onflow does not market to them) and **outbound webhooks** (order records go to a host you nominate, and what happens there is yours to answer for).

Telegram is a third platform. What Telegram does with your data is governed by Telegram's privacy policy, not this one.

What is collected

You provide:

Data	Examples
Account	Name, email address, password (stored only as an argon2id hash — never the password itself), 2FA secret if you enable it
Channels	Telegram id, username or invite link, title, description, category, language, subscriber and engagement figures, your pricing
Campaigns	Ad copy, images, buttons, destination links, budgets, schedules, targeting
Money	Top-up and payout amounts, provider references, and your payout destination (UPI ID, bank details or crypto address)
Verification	**Legal name and country only.** No ID document, no selfie, no biometric
Support	Contact-form name/email/message; a support ticket also stores a phone number if you give one, plus the page, IP and browser it was raised from

Collected automatically: IP address, browser User-Agent, country inferred from IP, referring page, and what you did and when. There is a **request-level activity record** that keeps the email address or name carried by a request — which is why it outlives the account.

Computed about you: your reliability score and standing, performance and delivery metrics, risk and abuse signals, and commercial signals like tier and lifetime spend.

From Telegram sign-in: only your **numeric Telegram user id and display name**. Not your phone number, photo, contacts or messages.

From your channel: counts only — subscribers, views, reactions, timing. **Never the member list, and never who viewed or reacted.** The one identity read is the **administrator list**, which is how ownership is proved — the bot's presence in it is the proof, which is why no screenshots are asked for.

> **WHAT THE BOT NEVER DOES WITH YOUR CHANNEL**
>
> It **never messages your subscribers privately**, **never posts anything outside the campaigns and slots you accept or book**, and is **never given your subscriber list** — Telegram does not hand one to a bot. The same three limits are contractual, in Terms §4.2. Remove the bot as an administrator, or disconnect the channel, and its access ends immediately.

People who are not users

The audience of a channel never signed up for anything, so the full policy gives them their own section (§8).

- **Paid Promotion clicks** — links in creative are rewritten through a redirect so clicks can be counted honestly. What the click record stores is a **one-way salted hash of IP + User-Agent** plus country, referrer and device type — **no IP address, no cookie, no profile**, and the advertiser gets a number rather than an audience list. The redirect is also excluded from the general activity record that logs the IP of ordinary requests, so clicking an ad leaves a salted hash and nothing else.
- **Subscriber Exchange taps** — this is the one exception, and the policy says so plainly. When someone taps an exchange ad inside the bot, Telegram identifies them, and the **numeric Telegram user id** is recorded against the delivery so a channel owner is paid for genuine taps rather than one person tapping ten times. The id and the timestamp are all that is stored — no name, no username, no phone. The advertiser sees counts.

Anyone, user or not, can exercise every right in §22 by writing to privacy@onflowads.com.

What is never collected

These are commitments in §9 of the policy, and narrowing one requires 30 days' notice:

- **Sensitive data** — health, biometrics, genetics, sexual orientation, religion, politics, union membership, caste or community.
- **Full payment credentials** — card numbers, CVVs, UPI PINs, banking passwords. Nobody at Onflow Ads will ever ask for one.
- **Your channel's member list**, or the identity of individual viewers or reactors.
- **Precise device location** — no GPS, no location permission. "Location" means country, inferred from IP.
- **Data from children** — see Children.

Onflow Ads also does not buy personal data from brokers, enrich your record from third-party datasets, or scrape personal data to build lists.

How it’s used

Every purpose is paired with a lawful basis in §10. In short: running your account and delivering orders is **contract**; taking and moving money adds **legal obligation**; reliability scoring, fraud detection and security are **legitimate interests**; analytics tags and marketing email are **consent**, withdrawable at any time.

Data collected for one purpose is not silently reused for another.

Automated decisions

Reliability scores, eligibility floors, abuse and fraud signals, content-safety checks and rate limits are all decided by code first.

> **A HOLD, NOT A VERDICT**
>
> No automated decision permanently closes an account, confiscates a wallet balance or cancels a payout on its own — those need a person. An automated decision can suspend, hold or block **pending** that review. You can ask for a human to look again, put your side, and have the decision reconsidered.

AI

AI drafts copy, suggests targeting, describes channels, summarises analytics, checks creative for prohibited content and spots duplicates. §12 lists exactly what reaches a model provider — including the parts most policies leave out:

- Your brief, creative and channel profile when you use an AI feature.
- **Support ticket threads, including your name**, when AI drafts or triages a reply. Say so in the ticket and it will be handled manually instead.
- **Both sides' history and money lines** when AI assists on a dispute or fraud review.
- Your commercial figures when AI narrates your analytics.

Never sent: credentials, your 2FA secret, payment or payout details, or another user's account contents outside a dispute they are party to.

The engine is one of a small set of established commercial model providers; the full policy lists categories rather than brand names and **will tell you which is in use if you ask** (see

below). **Your data is not used to train AI models.** Prompts and responses are not stored in the AI call log — with one deliberate exception: text that a safety check *blocks* is kept as the evidence for that decision, so an appeal can be judged on what was actually written.

What others see

A trading partner sees your channel's public profile and figures, the creative and order details for your deal with them, your public trust signals, and the delivery evidence.

> **WHAT A COUNTERPARTY NEVER SEES**
>
> Your email address, your wallet balance, your transaction ledger, your payout destination, your legal name from verification, your IP address, your other channels, or your other campaigns. One precision: where a channel owner needs to tell two advertisers apart they see a **masked** form — `al****@g***.com` — which is a label, not an address, and cannot be written to.

Delivery-proof and certificate pages are **unlisted but reachable by anyone holding the link** — treat the link as the secret.

Who data is shared with

Personal data is **not sold**, and not shared for cross-context behavioural advertising. What actually happens instead:

Who	What they get
Hosting, database, cache	Everything, as the infrastructure that runs the platform
Network protection & edge	Request metadata (IP, User-Agent); bot-check tokens; uploaded media
Payment providers	Amount, currency, references. Card and UPI details are entered on their own checkout and never reach Onflow Ads. The crypto gateway gets **no name, email or account id**

Who	What they get
Suppliers (Boost fulfilment)	The service, the **target link** and the quantity — **never who you are**
AI providers	The content an AI feature operates on (see AI)
Email, push, error monitoring	Your address and message content; your browser's push endpoint; technical error context
Analytics and support tools, where enabled and consented	Behaviour, and for two of them your identity — email, name, tier, role and credit balance

CATEGORIES, NOT BRAND NAMES — AND HOW TO GET THE NAMES

The full policy describes each provider by **what it does and what it receives** rather than by brand. A published map of the infrastructure is a target list for anyone attacking it, and that risk lands on you as much as on Onflow Ads. **You can have the names on request** — email privacy@onflowads.com, no reason needed, answered on the §22.2 timetable. Anything that runs in your own browser — every cookie, every third-party tag — is still named in full, because withholding those would hide nothing from an attacker while stopping you giving informed consent.

THE INTERNAL OPERATIONS LOG

Significant events are mirrored, as they happen, into a **private operations channel** only operators can read: the acting account's name and email, account id, IP, country, browser, the action and its outcome, and for money operations the amounts and references. A messaging provider therefore carries a copy of those operational records. §14.5 discloses this rather than calling it "internal logging".

What does not go into it: your payout destination (only its **last four characters**, so an operator can spot a *changed* destination without being able to use it), the legal name you gave for verification (dropped entirely), any phone number, and credentials of any kind.

Leaving the country

Onflow Ads is operated from India and its providers sit in several countries. Transfers rely on Standard Contractual Clauses or an adequacy decision where the EEA/UK is involved, and no data goes to a territory restricted under the DPDP Act.

SAID PLAINLY

Contractual safeguards bind the company data is sent to. They do not bind a foreign government. What Onflow Ads controls is *how little* crosses a border — a supplier gets a link, a crypto gateway gets an amount, an AI provider gets the text you are editing.

Cookies and tracking

Every cookie Onflow Ads sets itself is **strictly necessary**, first-party, `HttpOnly` and `Secure`, and none is used for advertising:

Cookie	Purpose	Lifetime
Sign-in session	Keeps you signed in (a random token only)	48 hours, or 30 days with "remember me"
Verification flow	One verification flow — sign-up, email change, password reset, 2FA step	30 minutes
Telegram sign-in binding	Binds a Telegram sign-in to the browser that started it	10 minutes
Google / Apple sign-in state	Anti-forgery state tying the round trip to the browser that began it	10 minutes

Preferences kept in your browser and never sent: your cookie choice, your currency preference, your basket and saved channels, and a per-tab welcome flag.

Third-party tags — Google Analytics 4, Google Tag Manager, PostHog, Microsoft Clarity, and Meta/TikTok/Snap/Pinterest/LinkedIn/Reddit/X pixels — are all optional, ship off, and **load only after you accept**. Reject, and none of them ever loads. Turning the consent requirement off is treated as a material change needing 30 days' notice.

GLOBAL PRIVACY CONTROL

Since nothing loads without an affirmative "Accept", a browser that never accepts is already opted out — the outcome GPC is designed to produce. The **GPC header is not detected automatically** today; the full policy says so in §18.4 rather than claiming a control that has not been built. Declining the banner achieves the same thing immediately.

WHAT IS NOT BEHIND THE BANNER

Where the live-chat widget is enabled it is placed in the page itself, so it loads before you answer the banner. So do the fonts, Telegram's Mini App script, the payment provider's checkout on the top-up page, and the library CDNs behind a few interactive pages. Loading a script from another host discloses your IP and browser to that host.

Messages

- **Service messages** — codes, receipts, order and payout notices, expiry reminders — cannot be switched off while you hold an account.
- **Marketing** is consent-based, carries a **one-click unsubscribe that works without signing in**, and consent is re-checked at the moment a campaign is sent. Segments are built from tier, role and signup recency — never from your message content, creative or tickets.
- **Telegram messages** stop if you turn the category off or block the bot. **Browser push** needs your browser's permission and stores only the endpoint, keys and User-Agent.
- **WhatsApp codes** are entirely opt-in, use your own number, and carry only the same six-digit code — never marketing, links or media.

How long data is kept

Data	Retention
Account, profile, channels, listings	While the account is open; deleted or anonymised on closure
Orders, deals, delivery evidence	Up to 8 years from completion
Payments, wallet ledger, payouts, invoices	Up to 8 years (Indian company and tax law)
Support tickets	Up to 3 years after the matter closes
Verification codes and sessions	Minutes to hours — they expire by design
Security and activity records	See below — the honest answer is longer

Data	Retention
Aggregate statistics	Indefinitely (not personal data)

> **SECURITY LOGS, HONESTLY**
>
> There is **no automatic expiry** over security and activity records today. They are kept while useful for security, fraud investigation and defending claims, and reviewed periodically. The policy says so rather than quoting a period the system does not yet enforce. You can ask for them to be dealt with sooner under §22.

Backups: encrypted copies of the database are taken on a regular cycle and held off-site for a limited period, so deleted data can persist in a backup for a short time afterwards. Backups are never used to restore a record that was deliberately deleted. The schedule, the retention window and where they live are deliberately not published — that detail would help an attacker and tells you nothing about your own data.

What survives closure

- Financial and order records, for the periods above.
- Security and activity records — including the email address and name carried by the request, the IP, country and browser — with the link to the account severed but the entries kept.
- Support tickets, and copies of emails already sent to you.
- Referral and affiliate attribution, and the identifiers inside a completed cross-promotion pairing — both describe a relationship with *another* user.
- **Creative you published.** Delivered images are cached to be fast and can stay retrievable by direct URL; creative sent to Telegram to be posted lives on Telegram's servers under their retention.
- An **anti-evasion marker**, but only if you leave with standing below baseline: a **one-way hash of your email address** plus the standing you would resume at. The restriction lifts after 90 days (upheld fraud) or 45 days (anything else). Leave in good standing and nothing is written at all. See Account standing.
- What another user legitimately holds about a deal you did with them, and content already published.

Security

Encryption in transit; passwords stored only as argon2id hashes and re-hashed as parameters improve; optional 2FA; session tokens that rotate and can be revoked everywhere at once; forced sign-out from every device on a password reset or email change; rate limits and lockouts keyed on hashed identifiers; bot-checks on public forms; role-limited staff access with the most damaging actions reserved to the platform owner.

> **WHAT IS NOT CLAIMED**
>
> No system is perfectly secure, and the policy does not pretend otherwise. What it commits to is taking those measures, reviewing them, telling you when something goes wrong, and not quietly weakening a protection the document describes.

Onflow Ads will never ask you for your password, a verification code, a card number, a UPI PIN or your Telegram login code. Anyone who does is not Onflow Ads. Report a security flaw to security@onflowads.com; good-faith researchers will not be pursued.

Your rights

Every right below is extended to every user, wherever you live:

Right	What it means
Access	What is held, what is done with it, and who it went to
Correction and completion	Fix, complete or update anything wrong or stale
Erasure	Delete what is no longer needed — with the honest limits above
Portability	A structured, machine-readable copy
Withdraw consent	Analytics, marketing, WhatsApp codes — as easy to withdraw as to give

Right	What it means
Object and restrict	Object to legitimate-interests processing, or pause it while a dispute is resolved
Human review	A person looks again at an automated decision
Nominate	Name someone to exercise your rights if you cannot (DPDP Act)
Opt out of sale/sharing	US state law — honoured regardless, since neither happens
Non-discrimination	Exercising a right costs you nothing in service, price or standing

How to use them

1. **Write from the account's email address** to **privacy@onflowads.com**, or use the contact form.
2. **Name the right** you are exercising.
3. **Include enough to find the record** — account email or OFA ID, and for anything order-related the reference and dates.
4. For a correction, say what the correct value is. For a deletion, say whether you want the whole account gone or only specific data.

Acknowledged within 72 hours, answered within 30 days. It's free, unless a request is manifestly unfounded or repetitive — and you'd be told before, not after.

Some things need no request at all: disconnect a channel, update your own details from the dashboard, or control cookies in your browser.

> ⚠ **WHEN THE ANSWER MAY BE NO**
>
> A request can be declined where the law requires keeping the data, where it is needed for a legal claim or a live dispute, where complying would expose someone else's data, where the data is held on your instructions as controller, where identity cannot be verified, or where erasure would defeat the anti-evasion marker while it is still in force. You are told which reason applies, the rest of the request is honoured, and you can escalate.

Children

Onflow Ads is for adults: **you must be at least 18**, or the age of majority where you live if higher. No data is knowingly collected from anyone under 18, no advertising is directed at children, and no child is tracked or profiled. If a child has provided personal data, write to privacy@onflowads.com and it will be dealt with promptly.

If your own channel's audience includes children, you must not use the Services to advertise to them anything you could not lawfully advertise to a child.

Complaints

Raise it first with **privacy@onflowads.com** with "Grievance" in the subject. **Acknowledged within 24 hours, disposed of within 15 days.**

If that does not resolve it: the **Data Protection Board of India**; your national supervisory authority in the EEA, UK or Switzerland; or your local authority elsewhere. You are never required to arbitrate or waive a statutory complaint route.

Breaches, changes and contact

- **Breaches** — you are notified without undue delay, in plain language: what happened, what data, likely consequences, what has been done and what you should do. Regulators are notified within their deadlines, including 72 hours where the GDPR applies. Notification will not be delayed to protect reputation.
- **Changes** — a material change gets **30 days' notice** and applies prospectively only. Corrections and changes that *reduce* collection take effect on publication. Ask and you will be told what the policy said on any past date.
- **Additional Privacy Terms** — §27 anchors disclosures published between deploys (a new processor, a new purpose, a new country). Each shows the date it was added, and each forms part of the notice.

Contact: privacy and data rights → privacy@onflowads.com · everything else → support@onflowads.com or onflowads.com/contact · security → security@onflowads.com

Frequently asked questions

Does Onflow Ads sell my data?

No — not for money, not for other valuable consideration, not to a data broker, and not for behavioural advertising. It is shared only with a counterparty to run your deal, and with providers who run part of the platform.

Can my trading partner see my email address?

No. They see your channel profile and figures, the creative, your public trust signals and the delivery evidence for your deal — never your contact details, balance, ledger or other campaigns.

Does Onflow Ads store my card number?

No. Payment instruments are entered on the provider's own checkout. What comes back is an amount, a status and a reference.

Does the AI train on my content?

No. Your data is not used to train AI models and your content is not licensed to anyone for training.

Does my support ticket go to an AI?

It can, where AI drafts or triages the reply — including your name and what you wrote. Say so in the ticket and it will be handled manually.

Do you know who clicks my ads?

Not for Paid Promotions: only a salted, non-reversible hash plus country, referrer and device. The Subscriber Exchange is the exception — a tap inside the bot records the tapper's numeric Telegram user id, so genuine taps can be paid for. Nothing else about that person is stored.

If I close my account, is everything gone?

No, and the policy is explicit about it. Financial records, security and activity records, support tickets, sent-email copies and — if you leave below baseline — a one-way anti-evasion hash all survive. Everything else is deleted or anonymised.

What ID documents do you need for payouts?

None through the platform. Verification collects your legal name and country. If a payment provider or the law ever requires more for a specific payout, you will be told what, who it goes to, and why, before you send it.

Next: the last of the three legal summaries — Refund Policy (summary), covering top-ups, Boost orders and cancelling a placement.

POLICIES & TRUST

Refund Policy (summary)

Refund Policy — plain-language summary

This page explains how cancellations and refunds work on Onflow Ads — for wallet top-ups, Boost Metrics orders and paid ad placements — and walks you through requesting one.

> **READ THE REAL THING**
>
> This is a summary, not the policy itself. The full Refunds and Cancellations Policy is at **onflowads.com/refunds**. If this summary and the full policy ever differ, the full policy controls. The legal page shows its "Last updated" date at the top.

How paying works on Onflow Ads

Onflow Ads uses a **prepaid wallet**. You add funds to your wallet, then spend that balance on platform services. That means two different things can be refunded, under completely different rules:

- **Top-ups** — money you added to your wallet through a payment provider. Refunding one takes money *out* of the platform, so extra conditions apply.
- **Purchases** — services you bought by spending wallet balance. Refunding one puts the balance back in your wallet, ready to spend again.

Wallet balances are held in **US Dollars (USD)**. UPI and card payments are processed in **Indian Rupees (INR)** — the USD amount is converted at the prevailing exchange rate and the exact INR total is always shown on the secure checkout before you confirm. Cryptocurrency is also supported. Each payment method has its own minimum and maximum per top-up, shown on the **Add funds** page before you pay.

> **A REFUND IS NOT A WITHDRAWAL**
>
> A **withdrawal** moves your own earned balance out of the platform on request, under the wallet's own rules and fees. A **refund** unwinds a specific payment or purchase. If you simply want your balance out, you want a withdrawal — see your wallet.

Refund rules at a glance

Service	Refund rule
Wallet top-up	A refund *request* is possible only within **12 hours** of the top-up being credited, and only if **none** of it has been spent. Requesting one **freezes that amount** until the team decides. Reviewed manually; not guaranteed. Paid to your external destination, net of fees.
Boost Metrics order	If the order cannot start or is rejected: **full automatic refund to your wallet**. Cancelled or partly delivered: the unfulfilled portion is automatically refunded to your wallet. Fully delivered: not refundable.
Paid ad placement	Cancellable for a **full wallet refund** before the owner accepts it. Cancellable after acceptance but before it goes live, subject to a late-cancellation fee — currently 15% of the charge, paid to the channel owner — and a reliability penalty. Once live: not cancellable — except for non-delivery or a fault on Onflow Ads' side, where a re-run, credit or refund is worked out in good faith.
Cross-promotion swap	Free — nothing to refund. Opt out of a swap before it is scheduled.
Promotional or bonus credit	No cash value; never refundable or withdrawable.

Top-up refunds

A top-up refund is different from a service refund: it takes money **out** of the platform, so six conditions apply.

1. **12-hour window.** You may request the refund only within 12 hours of the top-up being credited. After that, the top-up is final.

2. **Nothing spent.** The refund is only considered if none of the topped-up amount has been spent on anything.
3. **A request is not a guarantee.** Every request is reviewed manually and may be declined.
4. **Paid externally, net of fees.** An approved refund goes to your **external destination**, not back to your wallet, and the fees in the table below come off it first. You receive the resulting net amount, and the exact breakdown is shown before you submit.
5. **Refunds go back to source.** A UPI or card refund returns to the same UPI ID, card or account you paid from, in INR. It cannot be redirected to a different account.
6. **Crypto needs a fresh address.** If you topped up with cryptocurrency you must provide a fresh **USDT BEP-20 (BSC)** wallet address with your request. Crypto transfers cannot be reversed, so double-check the address — it is your responsibility.

What comes off an approved top-up refund

Deduction	Amount
Platform fee	A flat **18%**, deducted first
Gateway fee — UPI and card	An assumed **2%**
Gateway fee — cryptocurrency	The OxaPay processing fee plus the live Binance BEP-20 (BSC) USDT network withdrawal fee — or **3%** of the post-platform-fee amount, whichever is greater

Wallet refunds on purchases have none of this: they put the balance straight back where it came from.

Requesting a top-up refund, step by step

1. Sign in and open your wallet at onflowads.com/telegram/dashboard/wallet.
2. Select the **Refunds** tab. The page header reads **Refund a top-up**, with the policy restated above the list.
3. Find the eligible top-up in the list. Each eligible entry shows when it was credited and a line reading "you would receive" followed by the net amount "after fees", along with where it would be sent — your original payment method, or a USDT BEP-20 address for a crypto top-up.

4. Click **Request refund**.
5. A dialog opens showing the full breakdown — the top-up amount, the platform fee, the gateway fees and the net **You receive** total. For a crypto top-up, enter your fresh USDT BEP-20 (BSC) address here.
6. Submit the request.

Tracking your request

Your request appears in the same tab under **Your refund requests**, with one of these statuses:

Status	Meaning
Under review	The team is reviewing your request — up to 5 business days. The requested amount is frozen while it is open
Approved	Approved and being paid out — allow 7 to 14 business days from the approval date
Refunded	The net amount has been sent to your destination, with the net amount and reference shown
Declined	The request was declined; a decision note always explains why, and the freeze is lifted

A **declined** request does not stop you re-requesting, as long as the top-up is still inside the 12-hour window and still unspent.

If the tab reads *"You have no top-ups eligible for a refund right now. Refunds can be requested within 12 hours of a top-up, and only if none of it has been spent"*, then none of your recent top-ups meet both conditions.

Cancelling a paid placement

Cancelling is the tool for a booking that has not run yet. What happens depends on how far the booking has got.

Stage	What happens
Pending — the owner has not accepted yet	Withdrawn and refunded **in full** to your wallet. No fee, no reliability effect.
Accepted — but not yet live	A **late-cancellation fee** is deducted and paid to the owner as compensation for the slot they committed and turned other bookings away for. The rest is refunded to your wallet, the owner's good-faith deposit is returned because they did nothing wrong, and any view-guarantee premium comes back. You also take an **"Abandoned a deal you started"** reliability penalty, which doubles on a repeat pattern.
Live or delivered	Refused: *"This ad is already live — it can no longer be cancelled."* A placement that has run cannot be un-spent.

Steps

1. Open onflowads.com/telegram/dashboard/paid-promotion/orders and expand the booking.
2. Click the **Cancel booking** chip. If a fee applies at this stage, the chip names the percentage.
3. The button arms into a **Confirm** label carrying the exact refund amount, and the fee alongside it where one applies. Nothing has happened yet at this point.
4. Click it a second time to commit. If you do not, it disarms on its own after a few seconds.
5. The refund lands in your wallet immediately.

> **CANCELLING IS NOT THE SAME AS DISPUTING**
>
> If the placement already ran and something went wrong with it, cancelling is not available and is not what you want — raise a fraud concern instead. See Appeals and fraud concerns.

Service refunds (Boost and placements)

Refunds for Boost Metrics orders and cancelled placements are credited **to your wallet immediately**, ready to spend again. No request is needed — they happen automatically when the qualifying condition occurs:

- A Boost order is rejected or cannot start — full refund
- A Boost order is cancelled or partly delivered — the unfulfilled portion refunded
- A booking is cancelled in time — refunded per the table above
- A placement fails and your plan includes Verified Delivery Insurance — refunded automatically, with a goodwill service credit, without you raising anything. See Fraud and bot protection

A service refund cannot be redirected to your original payment method. Wallet refunds and top-up refunds are separate mechanisms and neither converts into the other — see onflowads.com/refunds §3.

Failed, duplicate and unauthorized charges

Every payment is verified directly with the payment provider before wallet credit is applied, and each order is credited only once. That means:

- **Charged but not credited?** The payment reconciles automatically once the provider confirms it. If nothing appears within a few hours, contact support with the date, amount and reference — a genuinely failed charge is traced and refunded in full.
- **Charged twice for the same top-up?** The duplicate is refunded in full.
- **A charge you did not make?** Email support@onflowads.com immediately so it can be investigated.

> ⚠ **DO NOT USE A CHARGEBACK AS A FIRST RESORT**
>
> Contact support first. A confirmed fraudulent chargeback or payment reversal costs **−2.00** reliability — the heaviest tier of penalty on the platform — and can end an account. A genuine billing problem is always resolved faster by writing in.

What is never refundable

- Services already delivered or completed as ordered
- Placements or campaigns already started or live, except for non-delivery or a fault on Onflow Ads' side

- Promotional, bonus or goodwill wallet credit, including insurance service credit — it has no cash value and cannot be withdrawn
- Non-recoverable payment-provider fees on a refunded transaction

Nothing in the policy limits rights you have under applicable law that cannot be excluded.

Asking for help with a refund

Email support@onflowads.com or use the contact form. Include:

1. The order or transaction reference
2. The date and the amount
3. Whether you want wallet credit or a refund to your original payment method

Requests are usually acknowledged within one business day. A top-up refund request itself is reviewed within up to 5 business days.

Frequently asked questions

I topped up by mistake. Can I get the money back?

Only within 12 hours of the top-up being credited, only if none of it has been spent, and only as a manually reviewed request. Request it from the **Refunds** tab of your wallet.

Why is a top-up refund not the full amount?

Because it leaves the platform. A flat 18% platform fee comes off first, then the payment gateway's own fees. The exact breakdown is shown before you submit, so there are no surprises.

I spent part of the top-up. Can I refund the rest?

No. The condition is that **none** of it has been spent. Partial top-up refunds are not offered.

My refund request was declined. Can I try again?

Yes, as long as the top-up is still inside the 12-hour window and still unspent. The decision note on the declined request explains why it was refused.

Can I have a crypto top-up refunded to my card?

No. Refunds go back to source. A crypto top-up refunds to a USDT BEP-20 (BSC) address you supply; a UPI or card top-up refunds to the same UPI ID, card or account, in INR.

A Boost order only partly delivered. What happens?

The unfulfilled portion is refunded to your wallet automatically. You do not have to request it.

Can I cancel a paid placement after the owner accepted it?

Yes, up until it goes live — but a late-cancellation fee goes to the owner and you take a reliability penalty. The **Cancel booking** button names the fee before you commit.

The post went up but it was wrong. Can I get a refund?

Not through cancelling — that is closed once it is live. Raise a fraud concern from your orders page; if it is upheld you are made whole. See Appeals and fraud concerns.

How long does a refund to my bank take?

Wallet refunds are immediate. An approved top-up refund to your original payment method takes **7 to 14 business days from the date it is approved** — and the review itself takes up to 5 business days before that. Business days exclude weekends, public holidays and national festivals in India.

I was charged but my wallet was not credited.

Payments reconcile automatically once the provider confirms them. If nothing appears within a few hours, contact support with the date, amount and reference.

Next: the trust side of the platform starts with Your reliability score — the number that decides what you can book, what you pay in fees, and what a late cancellation costs you.

POLICIES & TRUST

Your reliability score

Your reliability score

Every Onflow Ads account carries **one reliability score** — a number from 0 to 10 that follows you across the website and the Telegram bot. It is how the other side of a deal knows they can trust you, and it decides what you are allowed to do, how far your ads reach, and what you pay in fees.

You can see your own score, your full history and everything on this page live at:

onflowads.com/telegram/dashboard/reliability (sign-in required)

Why it exists

Two strangers agree a deal, one pays first and the other delivers afterwards. Nothing about that arrangement is safe unless conduct has consequences that carry forward. The reliability score is that memory: it makes a good record worth something, and it makes a bad one expensive — without needing anyone to read reviews, ask around or take a risk on a promise.

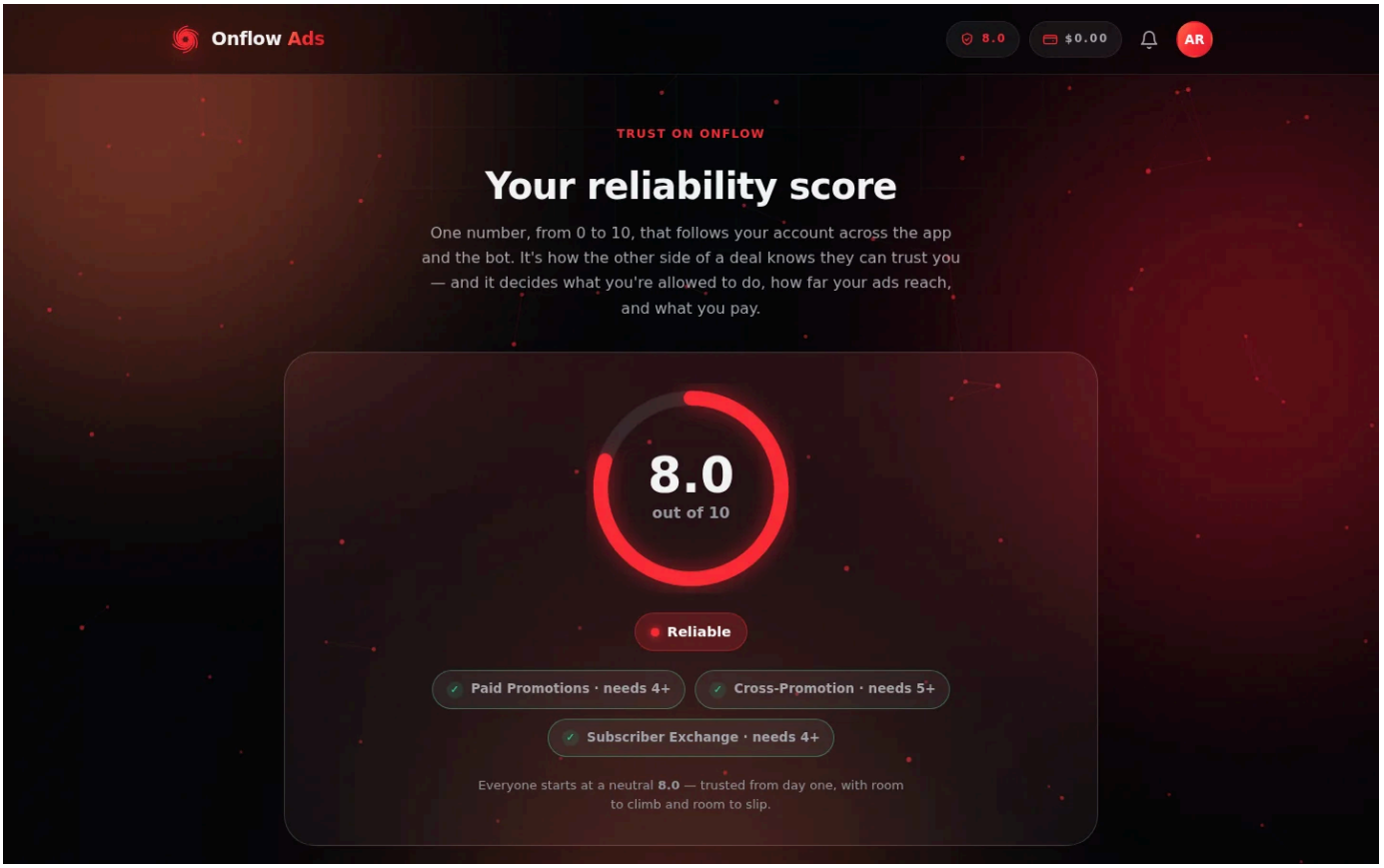
The basics

- **Everyone starts at a neutral 8.0** — trusted from day one, with room to climb and room to slip. The reliability page says so: *"Everyone starts at a neutral 8.0 — trusted from day one, with room to climb and room to slip."*
- There is exactly **one score per account**. Buying promotions, selling them, cross-promoting, running Boost orders, hosting in the Subscriber Exchange — website or Telegram bot — it is all the same number, moved by the same rules. You can never dodge a low score, or rebuild faster, by switching surfaces.
- Every change is written to a **ledger you can read** on your reliability page. Nothing moves your score without a reason you can see.
- Penalties fire only on **confirmed** outcomes — a real non-delivery, an upheld fraud concern, a post caught removed early. Never on a guess.
- Nothing you can buy raises it. Plans change your limits and your tools; only conduct changes your score.

> **PLATFORM FAILURES NEVER COST YOU**
>
> Your score measures *your* conduct, not the platform's uptime. If a scheduled ad could not post because Telegram was down or an Onflow Ads system failed, your score is untouched and the buyer is made whole with a refund or a reschedule. A penalty only fires when the failure was genuinely yours — for example you removed the bot from your channel, revoked its posting rights, or deleted the post early. When the cause cannot be determined, no penalty is applied and the case goes to a human reviewer. Ambiguity resolves in your favour, never against you.

Reading the page

Everything on this page is shown live on your own reliability page, headed **Your reliability score**. It opens on the gauge with your number in it, your tier badge underneath, and the three gate chips that tell you at a glance which marketplaces you currently clear.



The top of your reliability page. A tick on a gate chip means your current score clears that product's floor; a cross means that marketplace is locked until you recover.

The page has five parts, top to bottom:

1. **The gauge and tier badge** — your score out of 10 and the tier it falls in.

2. **The gate chips** — **Paid Promotions · needs 4+**, **Cross-Promotion · needs 5+** and **Subscriber Exchange · needs 4+**, each ticked or crossed for your current score.
3. **The floors and tiers** — what each band means and where each product stops you.
4. **The tables of exactly what moves it** — every penalty and every credit, with its amount.
5. **Your ledger** — your own history at the bottom of the page.

If your account is under review, the badge shows **Under Review** in place of your tier and your number is hidden — see Account standing.

The tiers

Your tier is read straight off the score:

Range	Tier	What it means
9.0–10	**Trusted**	Top ranking, lowest fees, full reach, extra AI text headroom and the pro AI model one tier early. Held, not farmed — see below.
7.5–8.9	**Reliable**	A strong, dependable record. Full reach, no fee surcharge above 8.0, full AI.
5.0–7.4	**Fair**	Good standing — cross-promotion stays open. Reach at ×0.75, full AI including images.
4.0–4.9	**Building**	Paid promotions open; cross-promotion locked. Reach at ×0.5, AI text throttled about 50%, images off.
0–3.9	**Low**	Marketplaces locked. Reach at ×0.3, AI text at the Free baseline, images off. Rebuild before starting new deals.

The tier is a label, not a separate setting — it always agrees with the number, and it changes the moment the number crosses a band edge.

Where the floor stops you

Each product has a minimum score to **start** something new. Below the floor, that surface locks until you recover — but anything already in flight always finishes. The floors are shown live on your reliability page and inside any block message; currently:

Product	Minimum score
Paid Promotions — booking *and* accepting, both sides of the deal	4.0
Cross-Promotion	5.0 — the community bar is higher because no money sits in escrow, so trust carries the whole deal
Subscriber Exchange (hosting)	4.0

While your account is **Under Review**, you cannot start a new deal on any surface regardless of your score. Full detail on every state: Account standing.

Exactly what drops it

Every penalty has a fixed size and fires only on a confirmed outcome. These are the amounts published on your reliability page.

Delivery — you accepted a deal and didn't keep it

Change	Event
−0.30	**Ghosted a request** — an owner let an offer sit until it auto-declined, never responding
−1.00	**Didn't post in the window** — accepted a promotion but never posted it within the agreed time
−1.50	**Post removed early** — the ad was taken down, or not kept on top, before its promised time was up
−0.30	**Abandoned a deal you started** — a buyer booked, then walked away from a deal they initiated after the owner had committed the slot. Escalates if it becomes a pattern: a third abandonment within 90 days costs double

Fraud and disputes

Change	Event
−2.00	**Fraud concern upheld** — a concern raised against you was investigated and upheld; the heaviest single mark
−0.50	**Raised a false fraud concern** — you reported fraud and the claim did not hold up
−0.50	**Weaponising disputes** — a repeated *pattern* of rejected fraud concerns, not a one-off

Cross-Promotion

Change	Event
−0.30	**Left a CP slot unconfirmed** — claimed a cross-promo slot then never delivered your side
−1.50	**CP post removed early** — took the cross-post down before the agreed retention window

Boost and referrals

Change	Event
−1.00	**Boost not delivered** — a Boost order you owned failed to deliver and was refunded for cause
−2.00	**Chargeback** — a confirmed fraudulent chargeback or payment reversal
−2.00	**Referral abuse** — confirmed self-referral or fake-signup abuse

AI misuse — evidence-backed and confirmed by a human reviewer. Automated systems never dock a score on their own.

Change	Event
−1.00	**AI misuse** — AI-made copy or creative used in an upheld scam or spam campaign
−2.00	**AI abuse** — confirmed prompt-injection, jailbreak or banned-content attempts against the AI tools

> ⚠ **BEYOND THE SCORE**
>
> These automatic penalties are the basic level, not the limit. For deliberate fraud, scams, chargeback abuse or coordinated manipulation, Onflow Ads reserves the right to permanently freeze payouts and the account, to delete the account and its data with no payout or refund, and in extreme cases to pursue legal action. See Trust and safety. None of this touches you if you deal in good faith.

What raises it

The everyday way up is simple: **finish deals cleanly**.

Change	Event
+0.20	**Clean delivery (owner)** — you delivered and the promotion completed cleanly, start to finish
+0.10	**Clean campaign (advertiser)** — a campaign you booked ran clean and completed; the buyer earns trust too

Clean runs on other surfaces — for example a Subscriber Exchange placement that completes its full term — earn smaller credits, written to the same ledger.

Two honesty rules apply to the way up:

- **Trusted is held, not farmed.** Above 9.0, each clean completion is worth steadily less as your score approaches 10, so nobody can pump a permanent 10 with a churn of cheap deals.
- **Self-dealing counts for nothing.** Buying your own listing earns neither side any score — including two accounts that share one Telegram identity.

Three ways to reverse a drop

A penalty is never permanent. The first two routes below can run at the same time.

1. Earn it back

The fastest route, and the only one that works above 8.0. Every clean deal adds to your score right away — +0.20 as an owner, +0.10 as an advertiser. A single upheld-fraud mark takes real work to undo, but delivery after delivery, it comes back.

2. Let a clean streak heal it

Even with no new deals, a below-baseline score heals itself automatically — at most once a day — as long as you stay clean. You have to go quiet long enough first, and how fast it then heals depends on how serious the drop was. These are the figures published on your reliability page:

After a…	Clean streak first	Then heals
Ghost / light mark	14 days	+0.10 per day
False dispute	21 days	about +0.067 per day
Non-delivery / early removal	30 days	+0.05 per day
Upheld fraud	45 days	+0.025 per day

Limits that keep healing honest:

- Healing **never crosses 8.0 on its own** — anything above neutral has to be earned with real deals.
- After an upheld fraud the score is **held at 6.0**, easing back toward 8.0 only over the following 90 days.
- A frozen or under-review account **does not heal at all** until it clears.
- A new penalty resets the clean streak — the quiet window starts again.

3. Appeal a penalty you think is wrong

Every standing penalty on your ledger has an **Appeal** button, and a human reviews every appeal. If it is overturned, the exact points are restored — a genuine restore can even carry you back above the recovery ceiling, because it returns standing you had already earned. A forgiven mark also stops slowing your clean-streak healing. Full walkthrough: Appeals and fraud concerns.

What a low score costs beyond the gates

Even above every floor, the score keeps working quietly — it is a dial, not just pass or fail:

Area	Effect
Marketplace ranking	A higher score lifts your listings up the marketplace automatically.
Ad reach	Below 7.5 your ads reach a fraction of the full drop count: ×0.75 at Fair, ×0.5 at Building, ×0.3 below the floor. You still run — just narrower — so you can earn your way back rather than being frozen out.
Commission	At 8.0 and above there is no surcharge at all. Below 8.0 an owner's commission rises by 0.5 percentage points for every point under 8.0, capped at +4 points.
AI tools	Full at Fair and up; text throttled about 50% and images off at Building; text at the Free baseline below 4.0; AI off entirely while under review. Trusted earns extra text headroom and early access to the pro model.

Reading your ledger

The bottom of your reliability page lists your recent score changes — the amount, a plain-language label, the date, and the score you were left on. It shows your most recent events rather than your entire history.

Labels you will see on entries:

Label	Meaning
Clean delivery	You delivered a promotion cleanly as the owner
Clean campaign	A campaign you booked as the advertiser ran clean
Ignored a request	An offer sat unanswered until it auto-declined
Did not post in the window	Accepted a promotion but never posted it in time
Post removed early	The delivery monitor caught the ad taken down, or unpinned, before its promised time was up
Abandoned a deal	You cancelled a booking the owner had already accepted
Fraud concern upheld	A concern raised against you was investigated and upheld
Fraud concern rejected	A concern you raised did not stand
Repeated rejected concerns	A pattern of concerns that did not stand
Left a CP slot unconfirmed	You claimed a cross-promo slot and never delivered your side
CP post removed early	You took a cross-post down before the agreed retention window
Boost not delivered	A Boost order you owned failed and was refunded for cause
Chargeback	A confirmed fraudulent payment reversal
Referral abuse	Confirmed self-referral or fake-signup abuse

Label	Meaning
AI misuse / AI abuse	Human-confirmed misuse of the AI tools
Clean-streak recovery	Automatic healing after a quiet period
Restored — not at fault	An appeal was overturned and the exact points returned
Forgiven	An appeal was accepted as an honest mistake and the points returned
Admin adjustment	A manual correction by the Onflow Ads team, with its reason attached

Tags on an entry:

- **Reversed** — the penalty was overturned or forgiven and its points returned
- **Appeal under review** — you contested it and the team is reviewing
- An **Appeal** button — available on any standing penalty you have not contested yet

If you have no activity, the ledger reads: *"No activity yet — your score sits at the neutral 8.0 until you complete deals."*

Rules and edge cases

- **A brand-new account is not penalised for having no history.** 8.0 is the starting point, not a score you have to earn up to.
- **Deleting a post after the paid window has fully elapsed is fine.** The deal is complete — only deletion *during* the window is the −1.50 penalty.
- **Low views are not a penalty.** Reliability penalises non-delivery of the placement, never market view variance. Underdelivery remedies, where a plan offers them, are financial.
- **Both sides of every paid deal are scored.** Owners earn and lose on delivery; advertisers earn and lose on how they run the deal they started.
- **A penalty lands once per incident.** The delivery monitor's flag can only apply its penalty a single time on any given order.

- **The score is clamped to 0–10.** It cannot go below 0 or above 10 however many events land.
- **A restore returns the exact points, not a rounded amount** — you are returned to the score you were on immediately before the penalty.
- **A bad record survives account deletion.** Re-registering with the same identity resumes at the record's floor for a period tied to how serious the mark was. A good-standing account leaves nothing behind.

Frequently asked questions

What score do I start with?

8.0, the same for everyone.

Do the website and the Telegram bot have separate scores?

No. One score per account, everywhere. A penalty earned on one surface applies on the other in the same breath, and it cannot be rebuilt faster on one than the other.

Can I buy a higher score?

No. Plans change your limits, fees and tools — never your score. The only inputs are conduct and time.

Will my score drop if Telegram goes down and my ad cannot post?

No. System and platform failures never cost you reliability; the buyer is refunded or rescheduled instead. Only failures that are genuinely yours are penalised, and unclear cases go to a human with no penalty applied.

How do I get back above 8.0?

Only by completing real deals — +0.20 per clean delivery as an owner and +0.10 as an advertiser, with smaller credits for other clean runs. Automatic healing stops at 8.0; everything above neutral is earned.

How long does healing take?

You need a clean streak first — 14 to 45 days depending on how serious the drop was — and then it heals at a published daily rate, at most once a day. The table above has the exact figures, and the same table is on your reliability page.

My label changed to "Under Review". What happened?

A fraud concern involving your account is open, or a hold was placed on your wallet. Your tier is hidden, the score stops healing, withdrawals pause and you cannot start new deals until it resolves. See Account standing.

Someone raised a concern against me that I know is false. Does it hurt my score straight away?

No. An open concern moves your score only if it is upheld. While it is open, your score is frozen and hidden rather than reduced.

Can I see the score of a channel I am about to buy from?

The score feeds marketplace ranking and the trust signals shown on listings. Your own full ledger is private to you.

Where can I dispute an entry?

From the entry itself — the **Appeal** button in **Your ledger**. See Appeals and fraud concerns.

Next: the score is only half the picture. Account standing covers the states that can block you regardless of your number — Under Review, suspended, banned — and how each one ends.

POLICIES & TRUST

Account standing

Account standing

Account standing is the answer to one question: *right now, what is my account allowed to do?*

It is not the same thing as your reliability score. The score is a number that moves gradually. Standing is a set of distinct states — some driven by your score, some by an open investigation, some by a decision the Onflow Ads team made about your account. Each one blocks different things, and each one has its own way out.

This page walks through every state you can be in, what you will see on screen, and what you have to do about it.

Why this page exists

If something on Onflow Ads suddenly stops working — a booking button refuses, a withdrawal is declined, a sign-in fails — the cause is almost always one of the five states below. Knowing which one you are in tells you whether to wait, to appeal, to earn your score back, or to contact support. Guessing wastes days.

Where to check your standing

What you want to see	Where
Your score, tier or **Under Review** label, and which product floors you currently clear	onflowads.com/telegram/dashboard/reliability
Every event that moved your score, with dates	The **Your ledger** section at the bottom of the same page
Whether your wallet is on hold	onflowads.com/telegram/dashboard/wallet — try the action; a hold explains itself in the response

What you want to see	Where
Whether a specific placement is paused	onflowads.com/telegram/dashboard/paid-promotion/orders (as a buyer) or **Bookings** (as an owner)

The three gate chips at the top of the reliability page — **Paid Promotions · needs 4+**, **Cross-Promotion · needs 5+** and **Subscriber Exchange · needs 4+** — show a tick when you clear that floor and a cross when you do not. They are the fastest read of your standing anywhere on the platform.

> **NOTE**
>
> The floors quoted throughout this page are the ones currently shipped. They can be retuned by the Onflow Ads team, so the numbers shown live on your reliability page and inside any block message are always the ones actually being enforced.

The five states at a glance

State	Triggered by	What it blocks	How it ends
Good standing	The default	Nothing	Not applicable
Under Review	An open fraud concern against you, or a hold on your wallet	Starting any new deal, withdrawals, payout claims, AI generation	Automatically, the moment the concern is resolved
Below a reliability floor	Your score falling under a product's minimum	New deals on that one product only	You raise your score back over the floor
Suspended	An account-level decision for a serious breach	Signing in at all	Automatically, on the date shown

State	Triggered by	What it blocks	How it ends
Banned	A permanent account-level decision	Signing in at all	It does not — contact support

Separately from all five, a **sign-in lockout** can temporarily stop you signing in after repeated failed attempts. That is a security measure, not a standing state, and it is covered at the end of this page.

Good standing

The default for every account, from the moment you sign up.

- Your reliability page shows your tier — **Trusted**, **Reliable**, **Fair**, **Building** or **Low** — rather than a review label.
- Every marketplace whose floor you clear is open to you.
- Withdrawals, payout claims and AI generation all work normally, within your plan's own limits.

Nothing is required to stay here except delivering what you promise. Every clean deal you finish also nudges your score up, which widens the gap between you and the floors.

Under Review

Under Review is a temporary, account-wide pause applied while something involving you is being investigated. It is deliberately neutral: it stops new commitments without treating you as guilty.

What puts you in it

Either of these is enough:

1. **An open fraud concern names you.** An advertiser raised a concern about one of your placements and the Onflow Ads team has not yet resolved it.
2. **Your wallet is on hold.** Raising a concern against you places a hold on your wallet for the duration of the review, so money cannot leave the platform mid-investigation.

The block is deliberately *sticky*: it holds for as long as the concern is open, even if the timed wallet hold happens to lapse first. That prevents an investigation from quietly expiring before anyone decides it.

What you will see

- Your reliability page and header pill show **Under Review** in place of your usual tier. Your score is not shown while the review runs — it cannot be quoted against you before anything is proven.
- Your reliability page's own explanation reads: *"While a fraud concern about you is being investigated, your score is frozen to Under Review so it can't be used against you unfairly — and it won't heal or drop in the meantime. It unfreezes the moment the concern is resolved."*
- Trying to start a new deal anywhere — booking, accepting, bidding, creating or joining a cross-promotion, applying through discovery — returns: *"Your account is under review while an open fraud concern is resolved. You can finish anything already in progress, but can't start a new deal until it's cleared — see your reliability page."*
- Trying to withdraw returns: *"Your wallet is temporarily on hold while a concern is reviewed. Withdrawals resume once it's cleared."*
- Trying to claim a payout returns: *"Your wallet is temporarily on hold while a concern is reviewed. Payouts resume once it's cleared."*
- Trying to generate with the AI tools returns: *"AI is paused on your account while a review is open."*

What is blocked and what still works

Blocked	Still works
Starting any new deal, on the website and in the Telegram bot	Finishing every deal already in flight — you can still post, deliver and complete
Withdrawals from your wallet	Spending your wallet balance on the platform is unaffected by the review itself
Claiming a payout on a booking	Receiving buyer confirmations and running placements

Blocked	Still works
AI text and image generation	Every read-only surface: analytics, proof pages, your ledger
Automatic clean-streak healing of your score	Your score staying exactly where it is — the open concern moves it only if it is upheld

WHY YOU CAN STILL FINISH, BUT NOT START

The rule is deliberate. Freezing work already in progress would punish the people on the other side of your existing deals, who did nothing wrong. Blocking *new* commitments is what stops an unresolved problem from spreading.

How it ends

It clears automatically the moment the concern is resolved. Both outcomes lift the hold in the same step:

Outcome	What happens to you
Concern rejected	The hold lifts, your payout releases normally, and your standing returns to exactly what it was. The person who raised a concern that did not stand takes a −0.50 reliability penalty themselves.
Concern upheld	The hold lifts, the advertiser is made whole under the Refund Policy, and a −2.00 reliability penalty lands on your record — the heaviest single mark on the platform.

If a penalty lands and you believe it is wrong, you can still contest it — see Appeals and fraud concerns. If the review finds you were not at fault, everything is restored exactly: score, hold, all of it.

Edge cases

- **You can be Under Review with a perfect score.** The label replaces your tier regardless of what your number is; it says an investigation is open, not that you did anything.

- **A review pauses healing, it does not reverse it.** Time spent Under Review is neither credited nor deducted — your clean-streak recovery simply resumes where it left off once the review clears.
- **Only one review is needed to pause you.** Several open concerns do not compound the block; resolving all of them is what lifts it.
- **Being Under Review does not hide your listings.** Buyers can still browse them; they just cannot start a new deal with you until you are clear.

One placement paused (not an account state)

This one is easy to mistake for a standing problem, so it is worth separating out.

If the automated delivery monitor finds a problem with a *single* placement, that **one order** is paused — not your account:

- You receive a notification titled **"A placement was flagged automatically"**, naming the channel and the reason.
- The buyer receives one titled **"A problem with one of your placements"**.
- Claiming the payout on that order returns: *"We've flagged a problem with this placement — the payout is paused until it's resolved. Re-post the ad or contact support."*

Everything else on your account keeps working — you can book, accept and withdraw as normal, subject to your usual standing. A flag pauses money on one order; it never reverses it. The full behaviour is on Fraud and bot protection.

Likewise, if a **buyer's** booking has an open concern on it, the payout on that specific booking is held: *"A fraud concern on this booking is under review — the payout is on hold until our team resolves it."*

Below a reliability floor

This is not a punishment state and it is not account-wide. It is a single product declining to let you *start* something new until your score recovers.

The floors

Product	Minimum score to start something new
Paid Promotions — booking as an advertiser *and* accepting as an owner	4.0
Cross-Promotion — creating, accepting or joining	5.0
Subscriber Exchange — hosting	4.0

Cross-Promotion sets the higher bar on purpose: no money sits in escrow on a free swap, so trust has to carry the whole deal.

What you will see

The block message always names the floor, your actual score, and how to recover:

- Paid Promotions: *"Paid Promotions needs a reliability score of at least 4/10 — yours is 3.6/10. Complete clean deals to raise it — and a clean streak also recovers it over time on its own. See how it works on your reliability page."*
- Cross-Promotion: *"Cross-Promotion needs a reliability score of at least 5/10 — yours is 4.4/10. Complete clean deals to raise it — and a clean streak also recovers it over time on its own. See how it works on your reliability page."*
- Subscriber Exchange: *"The Subscriber Exchange needs a reliability score of at least 4/10 — yours is 3.7/10. Honour your placements to earn it back."*

The rules that come with it

- **Only the product you are below locks.** At 4.4 you are under the Cross-Promotion floor but comfortably over the Paid Promotions one — paid work stays fully open.
- **Anything already in flight always finishes.** Falling under a floor never cancels a live campaign, a scheduled post or a pending payout.
- **Both sides of a paid deal are gated.** The Paid Promotions floor applies to buying *and* to accepting, so an owner under 4.0 cannot accept new bookings either.
- **The score is one number everywhere.** Dropping under a floor blocks you identically on the website and in the Telegram bot; you cannot switch surface to route around it.

- **Under Review is checked first.** If you are both under review and below a floor, you get the review message — telling a frozen user their score is too low would be the wrong answer.

How it ends

By recovering your score. Three routes, described in full on Your reliability score:

1. **Complete clean deals** — the fastest route, and the only one that works above 8.0.
2. **Stay clean and let time heal it** — a below-baseline score recovers automatically after a quiet streak, at most once a day, up to a ceiling of 8.0.
3. **Appeal a penalty you think is wrong** — an overturned penalty returns the exact points.

The moment your score crosses back over the floor, the product unlocks. Nothing has to be re-applied for.

Suspended

A **time-boxed, account-level block** applied for serious breaches of the Terms of Service.

- You cannot sign in at all while it lasts. Every existing session is signed out immediately when the suspension is applied, on every device.
- The sign-in page tells you when it ends, in the form: *"Your account is suspended until Mar 04, 2026."*
- It **expires automatically**. Once the date passes, your next sign-in reactivates the account with no request needed and no action from support.
- Your data, channels, wallet balance, listings and reliability record are all still there when you come back.

If you believe a suspension was applied in error, email support@onflowads.com with your account email and any context you have.

Banned

A **permanent** account-level block.

- Sign-in is refused with: *"Your account has been suspended."*
- Unlike a suspension, it carries no end date and does not expire.
- Password-reset codes are not sent to a banned account either — the reset flow returns the same generic response it gives any unknown address, so nothing is leaked.

If you believe this is a mistake, contact support@onflowads.com. Bans are applied by people and can be reviewed by people.

> **THE MOST SERIOUS OUTCOMES**
>
> For deliberate fraud, scams, chargeback abuse or coordinated manipulation, Onflow Ads reserves the right — at its sole discretion — to freeze payouts and the account permanently with every balance held, to delete the account and all of its data with no payout and no refund, and in extreme cases to pursue legal action. None of this ever touches an account that deals in good faith.

Sign-in protection lockouts

Not a standing state at all, and unrelated to your conduct on the platform.

After repeated failed sign-in attempts, failed verification codes or failed password resets, that path is temporarily locked to protect your account from guessing attacks. You will see one of:

- *"Too many attempts. Please try again in a few hours."*
- *"Too many attempts. For your security this is locked for a few hours."*
- *"Too many attempts. Please wait a minute and try again."* — the short, general-purpose limit that also guards ordinary actions like filing a concern or leaving a review.

What to do: wait it out. The lock releases on its own — a minute for the general limit, a few hours for the sign-in ones. You can also use the password-reset flow at onflowads.com/reset-password if you have simply forgotten your password. Nothing about a lockout touches your reliability score, your standing or your balances.

Rules that apply to standing everywhere

- **One account, one standing.** Your state is identical on the website and in the Telegram bot at every moment. There is no separate bot standing to fall back on.
- **Standing is enforced at the moment you act.** A change made while you are signed in takes effect on your next action, not at your next sign-in.
- **Nothing is applied silently.** Every score movement is written to your ledger, and every block message names the reason.
- **Deleting your account is not a reset.** If an account leaves with a below-baseline record, re-registering with the same identity resumes at that record's floor rather than a

fresh 8.0, for a period tied to how serious the mark was. A good-standing account leaves nothing behind at all.

RECOVERY IS ALWAYS POSSIBLE

No standing state on Onflow Ads is designed to be a dead end. A floor lifts when you earn your way back; a review clears when it resolves; a suspension expires on its own. Only deliberate abuse leads anywhere permanent.

Frequently asked questions

My score is fine but I still can’t start a deal. Why?

You are almost certainly **Under Review** — an open fraud concern or a wallet hold blocks new deals regardless of your score. Check the label at the top of your reliability page.

How long does Under Review last?

As long as the investigation does. It clears automatically the moment the concern is resolved, on either outcome — there is nothing to request or re-apply for. If you have a plan with a published dispute-resolution target, that target is shown on the order itself.

Does being Under Review lower my score?

No. Your score is frozen for the duration and neither drops nor heals. It moves only if the concern is actually upheld.

I’m below a floor. Can I still get paid for work I already did?

Yes. Payouts, confirmations and completions on deals already in flight are untouched by a floor. A floor only refuses *new* starts.

What is the difference between suspended and banned?

A suspension has an end date shown on the sign-in page and lifts automatically. A ban has no end date. Both block sign-in completely.

I was signed out of everything without warning.

That is what a suspension, a ban, an account deletion or an email change all do — every live session is destroyed at once. Try signing in; the response will tell you which one it was.

Can I see my standing history?

Yes, for the score side of it. The **Your ledger** section of your reliability page lists your most recent score events with the amount, a plain-language label, the date and your score after each one.

Who do I contact?

Email support@onflowads.com or use the contact form. For anything about a specific order, include the order reference. For privacy matters, write to privacy@onflowads.com.

Next: if a penalty or a state looks wrong to you, Appeals and fraud concerns is the page that pushes back — contesting a mark on your record, and reporting a deal that went wrong.

POLICIES & TRUST

Appeals and fraud concerns

Appeals and fraud concerns

Two flows keep the trust system fair, and they are the only two places where you actively push back on something:

- **Appealing** lets you contest a penalty on your own record that you believe is wrong.
- **Raising a fraud concern** lets you report a paid deal where the other side did not deliver honestly.

Both end with a human decision. Automated systems propose; people decide.

> **WHICH ONE DO I NEED?**
>
> If the mark is on **your** record, you appeal. If the problem is with **someone else's** delivery on a placement you paid for, you raise a concern. If your booking simply has not started yet and you have changed your mind, you do not need either — cancel it instead.

Part 1 — Appealing a penalty on your record

If an entry on your reliability ledger should not be there, appeal it. Every appeal is read by the Onflow Ads team.

When you can appeal

All three must be true:

- **The entry is a penalty** — a negative change. Positive credits, clean-streak recoveries and restorations are not appealable, and the interface does not offer an **Appeal** button on them.
- **It still stands.** A penalty already tagged **Reversed** has nothing left to appeal.
- **It is not already under appeal.** While the team is reviewing one appeal, you cannot submit another for the same entry.

There is no deadline on appealing a penalty. Your ledger shows your most recent score events, so appeal from the entry itself while it is visible.

Steps

1. Sign in and open onflowads.com/telegram/dashboard/reliability.
2. Scroll to **Your ledger** at the bottom of the page. Every change to your score is listed with its amount, a plain-language label, the date, and the score you were left on.
3. Find the penalty and click its **Appeal** button.
4. A prompt opens, headed with the penalty's own label and reading: *"Briefly, why do you think this penalty is wrong? Our team reviews every appeal:"* Type your explanation — up to **500 characters** — and confirm.
5. The button changes to **Sending…**, then you see: *"Appeal submitted — our team will review it."*
6. The entry now carries an **Appeal under review** tag in place of its Appeal button.

What to write

Reviewers are deciding a factual question: did the thing the penalty describes actually happen, and was it your doing? Short, specific and checkable beats long and indignant.

Useful:

- The post link, if the penalty says a post came down and it did not
- The date and time something happened, and what you were told at the time
- Who else was involved and what they confirmed
- The cause, if it was outside your control — a platform outage, an account takeover, a channel migration

Not useful: a general statement that the score is unfair, or an argument about a different entry.

Outcomes

Outcome	What happens
Overturned — not at fault	The exact points are restored, to the cent, as if the penalty never happened. If the incident also placed a hold on your wallet, that is lifted in the same step. A genuine restore can even carry you back above the 8.0 recovery ceiling, because it returns standing you had already earned. Your ledger shows the original entry tagged **Reversed**, plus a restoring entry labelled **Restored — not at fault**.
Forgiven — honest mistake	The team confirms the event happened but was a genuine mistake rather than malpractice. The points come back the same way, the entry is tagged **Reversed**, and the forgiven mark stops slowing your clean-streak healing. Forgiveness is deliberately bounded so it cannot be farmed by repeat offenders.
Dismissed	The penalty stands. You are notified that your appeal was reviewed and the penalty stands.

Whatever the outcome, you see it on the same ledger.

Messages you might see

Message	What it means
"Tell us briefly why you think this penalty is wrong."	You submitted an empty reason — the field is required
"That isn't a penalty you can appeal."	The entry is a credit, a recovery or a restoration, not a penalty
"That penalty was already reversed — nothing to appeal."	It has already been overturned or forgiven

Message	What it means
"You've already appealed this — our team will review it."	An appeal on this entry is already in the queue
"That event isn't on your record."	The entry does not belong to your account

Rules and edge cases

- **You can never undo a ledgered penalty yourself.** Appealing is how you ask a human reviewer to. That is by design — it is what makes the ledger trustworthy for everyone else too.
- **Appealing does not pause anything.** Your score, your standing and your gates stay exactly as they are while the appeal is reviewed.
- **One appeal per entry.** If a single incident produced two entries, appeal each one separately.
- **An appeal is not a support ticket.** If you also need something fixed urgently — a held payout, a blocked withdrawal — email support in parallel.
- **Your ledger shows recent history, not all of it.** If the entry you want has scrolled out of view, contact support with the date and the amount.

Part 2 — Raising a fraud concern (advertisers)

If you paid for a placement and something went wrong — the post was never published, was removed early, was altered, or ran in the wrong place — raise a concern from your orders page. The owner's payout is frozen while the team investigates, so the money cannot walk away mid-review.

Before you start

- **The ad must have been posted.** You can only raise a concern once the owner has actually published. If nothing has been posted yet and the booking has not gone live, cancel it instead.
- **There is a window.** A concern can be raised for a limited period after the post is published — after that the window closes and the booking is final. The exact window is enforced when you submit.

- **A concern that does not stand costs you.** A rejected concern is a **−0.50** reliability penalty on your own record, and a repeated pattern of rejected concerns costs more. The interface warns you twice before you commit. A genuine concern is always safe.

Steps

1. Sign in and open your orders at onflowads.com/telegram/dashboard/paid-promotion/orders.
2. Find the order and expand it. Among the action chips you will see **Open a dispute**, followed by your plan's resolution promise — either a published target such as **48h SLA**, or **queue-ordered** if your plan does not include one.
3. Click it. The concern form opens, headed: *"Raise a fraud concern — held funds stay frozen while we investigate."*
4. Read the warning shown in the form: *"If our review finds this concern doesn't stand, it costs you −0.5 reliability (a pattern of rejected concerns costs more). A genuine concern is always safe — this only affects false or unfounded ones."*
5. Pick a reason chip. The four options are:
   - **The post was never published**
   - **It was deleted early**
   - **The content was altered**
   - **Wrong channel or audience**
6. Optionally add detail in the note box — *"Add any detail that helps us investigate (optional)..."*. The reason and note are submitted together, up to 1,000 characters.
7. Click **Submit concern**. A confirmation asks: *"Raise this concern? If our review finds it doesn't stand, it costs you −0.5 reliability (a pattern of rejected concerns costs more). A genuine concern is always safe."* Confirm to file it.
8. The button reads **Filing...**, then you see a confirmation that the concern was filed and, where your plan includes one, the resolution target in hours.

What happens the moment you file

All of this is automatic:

- The order shows a **Dispute** pill with its status. While it is open, the pill counts down to your plan's resolution target, or reads **in the review queue** if your plan has no published target.
- The owner's payout on that booking is held: *"A fraud concern on this booking is under review — the payout is on hold until our team resolves it."*

- A hold is placed on the owner's wallet for the duration of the review, and their account moves to **Under Review** — see Account standing.
- The owner is notified with **"A fraud concern was raised"**, telling them an advertiser raised a concern about their post and that their payout is on hold while the team reviews it.
- The platform's own evidence is frozen at that moment: what the delivery monitor measured, the delivery figures, and the proof-capture trail. Neither side can change the record after the fact.

Outcomes

Outcome	What happens
Concern upheld	The owner takes the heaviest reliability penalty on the platform, **−2.00**, forfeits their good-faith stake where one was taken, and you are made whole under the Refund Policy — a re-run, a credit or a refund. The wallet hold on the owner lifts.
Concern rejected	The claim did not hold up. The hold lifts and the owner's payout releases normally. You take a **−0.50** reliability penalty for a concern that did not stand, and a repeated pattern of rejected concerns costs more.

Both outcomes end the investigation and lift the owner's hold in the same step, so a cleared owner is unfrozen the moment the concern is decided.

Messages you might see

Message	What it means
"You can raise a concern once the owner has posted your ad."	Nothing has been published yet — cancel the booking instead
"A concern on this booking is already under review."	One is already open on this order; wait for it to resolve
"The window to raise a concern on this booking has closed."	Too much time has passed since publication

Message	What it means
"Tell us what went wrong so we can investigate."	You submitted with no reason chip and no note
"Too many attempts. Please wait a minute and try again."	You have hit the rate limit — wait and retry

If you are the one accused

- Your reliability page shows **Under Review** instead of your tier. Your score is hidden — it cannot be quoted against you before anything is proven — and it stops auto-healing until the review resolves. The concern moves your score only if it is upheld, so an unresolved accusation is never used against you.
- **Withdrawals and payout claims pause**, and you cannot start new deals on any surface. Anything already in flight finishes normally.
- **AI generation is off** for the duration.
- If the review finds you were not at fault, everything is restored — score, hold, all of it — exactly as before.
- If a penalty does land and you believe it is wrong, you can still appeal it from your ledger.

Full detail on what the state blocks and how it ends: Account standing.

Before disputing, consider cancelling

A dispute is for a placement that ran badly. If the placement has not run yet, cancelling is the right tool and it is faster:

- **Still awaiting the owner's acceptance?** Cancel for a full, immediate refund to your wallet, with no fee and no effect on your record.
- **Accepted but not yet live?** You can still cancel, but a late-cancellation fee goes to the owner as compensation for the committed slot, and you take an **"Abandoned a deal you started"** reliability penalty that doubles on a repeat pattern. The **Cancel booking** chip names the fee percentage, and arming it shows the exact refund and fee before you commit.
- **Already live?** Neither cancelling nor changing your mind is possible — *"This ad is already live — it can no longer be cancelled."* If it delivered badly, that is when a

concern is the right tool.

> **CHECK BEFORE YOU CONFIRM**
>
> Confirming a placement from your orders page releases payment to the owner immediately and cannot be undone from the interface. Only confirm once you have checked the post is live, in the right channel and unaltered — and if it is not, use the concern flow instead of confirming.

Frequently asked questions

Does raising a concern cost me anything if I am right?

No. Only a concern that is reviewed and found not to stand costs you −0.50. A genuine concern, even one that turns out to be a misunderstanding of the facts, is what the system is for.

Can I raise a second concern on the same booking?

Not while one is open. Once a concern has been resolved, the booking is decided — if you believe the decision was wrong, contact support with the order reference rather than filing again.

How long does a review take?

Some plans include a published resolution target — 48 hours at Elite, 24 hours at the top rungs — which is shown on the dispute chip and counted down on the order. Plans without one are resolved in queue order and the order says so. See Comparing the tiers.

The monitor already flagged my placement. Do I still need to raise a concern?

Not necessarily. A monitor flag already holds the owner's payout and notifies you. On plans that include Verified Delivery Insurance the refund happens automatically with no dispute at all. On other plans, raising a concern is how you get the held money back. See Fraud and bot protection.

I confirmed a placement and then found a problem. Can I undo it?

Not from the interface — confirming releases the payment immediately. If a genuine problem surfaces afterwards, email support@onflowads.com with your order reference.

Will appealing a penalty make things worse if I lose?

No. A dismissed appeal leaves your record exactly as it was. There is no penalty for appealing in good faith.

Can an owner raise a concern about an advertiser?

The fraud-concern flow described here is the advertiser's tool for a placement that failed. If an advertiser has behaved badly toward you, contact support@onflowads.com with the order reference — advertiser-side misconduct, including abandoned bookings and chargeback fraud, carries its own reliability penalties.

Need help mid-dispute?

Email support@onflowads.com or use the contact form with your order reference. Evidence helps: links, screenshots and dates make reviews faster and fairer for both sides.

Next: Trust and safety steps back and shows the whole system these two flows sit inside — escrow, delivery proof, cancellation and moderation, from booking to payout.

POLICIES & TRUST

Trust and safety

Trust and safety

Onflow Ads is a marketplace. Real money and real audiences move between people who have usually never met, often across countries, usually without a contract. This page explains the system that makes that safe, and points you to the page that covers each part of it in full.

The problem this system solves

Every placement on Onflow Ads has the same shape: one side pays first, the other side delivers afterwards. That gap is where every marketplace fraud lives — the post that never goes up, the post that quietly comes down, the buyer who takes the delivery and then claims it never happened.

Four things close that gap:

1. **Money is held, not handed over.** Payment sits in escrow until the placement runs as agreed.
2. **Delivery is verified, not asserted.** An automated monitor checks the post is live and stays live, and the result is archived as proof.
3. **Conduct is scored and published.** Every account carries one reliability number, moved only by confirmed outcomes and written to a ledger you can read.
4. **Disputes end with a person.** Automated systems can pause money and apply published penalties; only a human resolves a concern, and every penalty can be appealed.

> **THE PRINCIPLE UNDERNEATH ALL OF IT**
>
> Good-faith users should never be worse off for a problem that wasn't their fault, and bad-faith users should find abuse expensive.

The four parts, and where each lives

Part	What it does	Read the full page
The reliability score	The single 0-to-10 number every account carries, what moves it, what it unlocks and locks, and how to recover a drop	Your reliability score
Account standing	The distinct states your account can be in — Under Review, below a floor, suspended, banned — what each blocks, and how each ends	Account standing
Fraud and bot protection	The automated checks you can see: the delivery monitor, anti-cheat, payment verification, anti-abuse rules, rate limits, automated-access blocking	Fraud and bot protection
Appeals and concerns	The two things *you* can do: contest a penalty on your record, and report a deal that went wrong	Appeals and fraud concerns

The rest of this page covers the pieces that belong to a deal itself rather than to an account: escrow, proof and moderation.

How a paid placement is protected, step by step

This is what happens around your money on a single paid placement, from booking to payout.

1. **You book and pay.** The charge leaves your wallet and is **held in escrow**. The owner does not have it yet.
2. **The owner accepts.** On higher-value bookings the owner also stakes a refundable **good-faith deposit** — their own money, returned on clean delivery and forfeited to you if they cause the failure. It is the only mechanism that makes ghosting an accepted job cost an owner something immediately, rather than only costing them score.
3. **The post goes live.** The delivery link is recorded and the creative is frozen into a proof archive — the exact artefact a dispute would be argued over.

4. **The monitor watches it** for the purchased window: still posted, and still pinned where the format promised hours on top. See Fraud and bot protection.
5. **The window ends.** If everything ran clean, the payout releases to the owner, both sides earn reliability credit, and you can leave a verified review.
6. **If something went wrong**, one of three things happens instead: the monitor flags it and holds the payout automatically; your plan's Verified Delivery Insurance refunds you without a dispute; or you raise a fraud concern and a person resolves it.

When the payout actually releases

The release rule is a plan benefit, not a fixed platform rule — higher plans release sooner, and the fastest rungs release on the first successful delivery check rather than after the full run. The exact rule for each tier is in Comparing the tiers. Two things are true on every plan:

- **You can always release it early yourself** by confirming the placement from your orders page, once you have checked the post is live and correct.
- **A flag or an open concern always beats the clock.** A flagged order or one with an open fraud concern does not auto-release, regardless of plan.

> ⚠ **CONFIRMING RELEASES THE MONEY IMMEDIATELY**
>
> The confirm action on your orders page pays the owner straight away and cannot be undone from the interface. Check the post is live, in the right channel, and unaltered *before* you confirm. If it is not, raise a concern instead.

Cancelling before it runs

Cancelling is not a dispute, and it is the right tool when nothing has gone wrong yet — you simply changed your mind or your plans moved.

When you cancel	What happens
Before the owner accepts	Withdrawn and refunded in full to your wallet, with no fee and no reliability effect

When you cancel	What happens
After the owner accepted, before it goes live	A late-cancellation fee is deducted and paid to the owner as compensation for the slot they committed and turned other bookings away for; the rest is refunded. The owner's good-faith deposit is returned — they did nothing wrong. You also take an **"Abandoned a deal you started"** reliability penalty, which doubles for a repeat pattern
Once it is live	Refused: *"This ad is already live — it can no longer be cancelled."* A placement that has run cannot be un-spent

The **Cancel booking** button on your orders page names the fee percentage, and arming it shows the exact refund and fee in the confirm label before anything is committed. Full detail: Refund Policy.

Delivery proof

Proof is what turns "he said, she said" into a decision.

- **Every delivered placement is archived.** The agreed creative and the delivered link are frozen at delivery, and proof captures are timestamped. This archive is what an Onflow Ads reviewer arbitrates on — not the two parties' prose.
- **You can open the archive yourself** from the **Delivery proof** panel on the order in your orders page.
- **Third parties can verify a placement without an account.** Public placement-proof pages let a client or partner confirm that a placement really ran, with no sign-in.
- **Higher plans add signed Placement Proof Certificates** — see Comparing the tiers.
- **When a concern is raised, the evidence is frozen at that moment**: what the monitor measured, the delivery figures, and the proof-capture trail. Neither party can change the record after the fact.

Moderation

- **Channels are reviewed before they join the network.** A submitted or edited channel sits at **Pending**, shows **Under review** on its own page, and goes live only once

approved. If the reviewer asks for changes the status reads **Needs changes** with their note attached, and you can edit and resubmit. Walkthrough: Verify your channel.

- **Campaigns and creatives may be reviewed** against the acceptable-use rules.
- **AI-assisted content is your responsibility.** Copy the AI happily wrote can still breach platform rules — you approve everything published from your channel. See Content rules for AI.

Serious abuse — beyond the score

The reliability system handles ordinary friction between honest people. Deliberate abuse is a different category.

For deliberate fraud, scams, chargeback abuse, coordinated manipulation, or anything that harms other members, Onflow Ads reserves the right — at its sole discretion — to:

- **Freeze payouts and the account permanently** — every balance held, nothing released
- **Delete the account and all of its data in full** — with no payout, no refund and no recovery
- **Pursue legal action** in extreme cases

> **DELETING YOUR ACCOUNT IS NOT A RESET**
>
> A below-baseline reliability record does not vanish with the account. Deleting and re-registering with the same identity resumes at that record's floor rather than a fresh 8.0, for a period tied to how serious the mark was. An account in good standing leaves nothing behind at all.

> **NONE OF THIS TOUCHES GOOD-FAITH USERS**
>
> Deliver what you promise, keep it up for the agreed time, and don't defraud anyone — and you will never encounter any of these measures. They exist solely for people who set out to abuse the platform and the members on it.

Reporting a problem

Problem	Where to go
A paid deal went wrong	Raise a fraud concern — Appeals and fraud concerns

Problem	Where to go
A penalty on your record looks wrong	Appeal it from **Your ledger** — same page
Your account is blocked or paused and you don't know why	Account standing
An unauthorised charge, or a suspected account compromise	Email support@onflowads.com immediately
A privacy or data-rights question	Email privacy@onflowads.com
Anything else	onflowads.com/contact or @OnflowAdsBot on Telegram

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Next: Fraud and bot protection goes one level down, into the automated checks behind all of this — what the delivery monitor can and cannot conclude, and the exact messages each check produces.

POLICIES & TRUST

Fraud and bot protection

Fraud and bot protection

Onflow Ads runs a set of automated checks so that honest users do not have to police each other. This page describes only the parts you can **see**: what gets checked, what the checks can and cannot conclude, the exact messages and notifications they produce, and what you should do when one of them fires.

> **WHAT THIS PAGE DELIBERATELY DOES NOT CONTAIN**
>
> The thresholds, timings and signals that make abuse detection work are not published — publishing them would tell an abuser exactly how to stay under them. What *is* published is everything that affects an honest user: what triggers a visible action, what that action does, and how to get it undone if it was wrong.

The one principle

Automated systems propose; people decide.

An automated check can pause money, flag an order, throttle a request or apply a fixed, published penalty for a confirmed failure. It can never permanently take your money, decide a dispute, or dock your score on a guess. Anything ambiguous goes to a human reviewer with no penalty applied in the meantime — and every penalty that does land can be appealed.

The delivery monitor (paid placements)

When you buy a paid placement, an automated monitor watches the delivered post for the whole purchased window. This is the platform's answer to the oldest problem in ad placement: the post that goes up, gets screenshotted, and quietly comes down an hour later.

What it checks

Check	What it means
The post still exists	The delivered post is still reachable in the channel it was promised in
The post is still pinned	For formats that promise a number of hours on top, the delivered post is the pinned message during those hours

What it can conclude

The monitor is deliberately conservative, because flagging an honest owner costs them reliability points and holds their money.

- It flags **only** when Telegram is explicit that the post is gone or the channel is unreachable — for example the post was deleted, the bot was removed from the channel, the channel's posting rights were revoked, or the channel went private.
- A network problem, a rate limit or any unrecognised error is treated as **inconclusive** and never flags anything. The check simply runs again on the next pass.
- Only a *definite* unpin of the ad itself counts. A newer message pinned on top of yours does not.

What happens when it flags an order

All of this happens automatically, once per order:

1. The order is marked as flagged, with the reason recorded.
2. The owner takes the published **−1.50 "post removed early"** reliability penalty. It can only ever land once per order.
3. The owner receives a notification titled **"A placement was flagged automatically"**, naming the channel and the reason, ending with: *"The payout is on hold — re-post the ad or contact support."*
4. The buyer receives a notification titled **"A problem with one of your placements"**, ending with: *"Your funds are still held — you can raise a concern from your campaigns."*
5. The payout on that order stops releasing. The money stays in escrow.

The two reasons you will actually see quoted are:

- *"The post was deleted before its promised duration ran out."*
- *"We can no longer see the channel — the bot was removed, or the channel went private, before the placement finished."*

> **A FLAG PAUSES MONEY — IT NEVER REVERSES IT**
>
> An automated check is allowed to hold a payout. It is not allowed to take money back. Funds stay in escrow until the buyer confirms, the order completes normally, or the Onflow Ads team resolves it. That asymmetry is intentional.

Fairness rules built into the monitor

- **After the window, the deal is done.** Deleting the post once its paid window has fully elapsed is not under-delivery — the buyer received the entire duration they purchased, and nothing is flagged.
- **Platform failures are never your fault.** If a post could not go out because Telegram was down or an Onflow Ads system failed, the owner's score is untouched and the buyer is refunded or rescheduled instead.
- **Unclear cases go to a person.** When the cause of a delivery failure cannot be determined, no penalty is applied and the case is queued for a human reviewer. Ambiguity resolves in your favour, never against you.
- **Private channels are not monitored this way.** A placement has to be a public post for the monitor to verify it.

If you are an owner and think a flag is wrong

1. Check the channel — if the post is genuinely still up and reachable, say so.
2. Re-post the ad if it came down by accident, then contact support with the order reference.
3. Once the penalty appears on your ledger, use the **Appeal** button on it. See Appeals and fraud concerns.

How often it checks, by plan

The monitoring interval is a plan benefit — higher plans are checked more frequently, so a problem is caught sooner. The cadence for each tier is listed in Comparing the tiers.

Automatic refunds under Verified Delivery Insurance

On plans that include **Verified Delivery Insurance** (Elite and above), a monitor-flagged failure refunds you automatically. You do not have to raise a dispute or argue your case.

What you see: a notification titled **"Refunded automatically"**. It names the channel and the refunded amount, adds the service credit where one applies, and ends with the line *"You didn't need to raise a dispute — your plan covers this."*

Rules that come with it:

- The refund is the full remaining charge on that order, returned to your wallet.
- The additional **service credit** is goodwill, not earnings — it is non-withdrawable and can only be spent on the platform.
- The owner keeps the reliability penalty from the flag and forfeits their good-faith stake, but is not charged for your goodwill credit. One failure, one penalty.
- Without this plan benefit, the same flag still pauses the owner's payout and still notifies you — you just raise a concern yourself to get the money back.

Tier details are on Comparing the tiers.

The cross-promotion anti-cheat monitor

Cross-promotion swaps carry no money, so the protection is reputational rather than financial. A monitor checks that both partners' posts stay live for the agreed campaign duration.

What each side sees when a partner takes their post down early:

Who	Notification	Content
The person who removed the post	**"Anti-Cheat Violation Detected"**	Names the CP code and the channel, states that the promotional post in that channel was removed before the campaign ended, states the reliability penalty of −1.5 points, and warns that *"Repeated violations will result in a suspension from Onflow Ads"*

Who	Notification	Content
Their partner	**"Partner Removed Post Early"**	Names the CP code and campaign, and confirms *"This violation has been logged and penalised on their reliability score"*
Their partner, if the campaign was insured	**"Campaign Insurance Triggered"**	Confirms compensation has been credited to their wallet, with the exact amount in the message

The same conservative rule applies here: a probe that cannot reach the post is retried rather than treated as a deletion, so a temporary outage does not become someone's penalty.

Escrow and payment verification

- **Money is held, not forwarded.** On a paid placement, your payment is held while the deal is arranged and released to the owner only after the placement runs as agreed — or when you confirm it yourself from your orders page.
- **Every top-up is verified with the payment provider** before any wallet credit is applied, and each payment is credited exactly once. A duplicate charge is refunded in full. See the Refund Policy.
- **Proof is public and verifiable.** Placement proof pages let a third party — a client, a partner, an agency — verify that a placement really ran, without signing in or having an account.
- **Higher plans add stronger escrow variants** — retention escrow, which holds a slice of the owner's payout past delivery, and placement underwriting, which pays an upheld dispute back immediately. Both are described in Comparing the tiers.

Anti-abuse rules you should know about

These exist so honest users compete on a level field. All of them are published, because none of them can be gamed by knowing about them — they simply describe conduct that earns nothing or costs something.

Rule	What it means in practice
Self-dealing earns nothing	Buying your own listing awards no reliability credit to either side. This includes two accounts sharing one Telegram identity. Trust cannot be manufactured by trading with yourself.
Trusted is held, not farmed	Above 9.0, each clean completion is worth steadily less as your score approaches 10, so a churn of cheap deals cannot pump a permanent 10.
Referral abuse is penalised	Confirmed self-referral or fake-signup schemes cost −2.00 reliability and sever the abuser's referral links.
Chargeback fraud is penalised	A confirmed fraudulent payment reversal costs −2.00 reliability.
Fake audiences are banned	Inflating members, engagement or reach with bots or purchased traffic breaches the Terms of Service and can end an account.
Ratings are verified	A review on a paid placement can only be left by the advertiser who actually booked it, only once the booking is **completed**, and only once per booking. Attempting a second returns *"You've already reviewed this booking."*
False fraud concerns cost the raiser	A concern that does not stand costs you −0.50 reliability, and a repeated pattern of rejected concerns costs more.
AI misuse closes its own door	Misusing the AI tools is reviewed by a human, and if confirmed docks reliability — which immediately tightens that account's own AI access.

EVERY ONE OF THESE IS EVIDENCE-BACKED

None of the penalties above fire on suspicion. They fire on a confirmed outcome — an upheld concern, a confirmed reversal, a human-reviewed finding — and every one of them lands on your ledger where you can see it and appeal it.

Rate limits

Every action that costs the platform something — signing in, filing a concern, cancelling a booking, leaving a review, generating with AI — is rate limited. This protects your account from automated abuse and keeps the service responsive for everyone.

What you see when you hit one:

Message	What it is	What to do
"Too many attempts. Please wait a minute and try again."	The general-purpose short limit on ordinary actions	Wait a minute
"Too many attempts. Please try again in a few hours."	Sign-in protection after repeated failed attempts	Wait, or use the password reset
"Too many attempts. For your security this is locked for a few hours."	The same protection on the verification-code path	Wait it out

None of these touch your reliability score or your account standing. They are traffic control, not conduct actions.

Automated-access blocking

Onflow Ads can block crawler, scraper and script traffic to protect the site and its members' data.

- If you browse with automated tooling you may receive a **403** response reading *"403 — automated access to this site is disabled."* API endpoints return the same refusal as *"Automated access is disabled."*
- **Normal browsers are never affected.** The block matches automated clients, not people.
- Scraping the service is against the Terms of Service.
- **If you need programmatic access, there is a supported way to get it.** The Boost developer API and the Subscriber Exchange developer API are key-authenticated and explicitly exempt from this blocking — they are designed to be called by scripts. Find them in your dashboard.

Moderation

- **Channels are reviewed before they go live.** A newly submitted or edited channel sits at **Pending** until it is approved, and shows **Under review** on its own page in the meantime. If changes are requested the status reads **Needs changes** and the reviewer's note appears on the channel page. Full walkthrough: Verify your channel.
- **Campaigns and content may be reviewed** for compliance with the acceptable-use rules.
- Moderation decisions are made by people, and a rejected channel can be edited and resubmitted.

If you think a protection got it wrong

Situation	What to do
A placement of yours was flagged and you believe the post was live	Re-post if it came down, then contact support with the order reference; appeal the ledger entry once it appears
A reliability penalty landed that you think is wrong	Use the **Appeal** button on that entry in **Your ledger** — see Appeals and fraud concerns
A paid placement genuinely failed you	Raise a fraud concern from your orders page — same page
You are blocked by a 403 while using an ordinary browser	Contact support@onflowads.com with the page you were on
An unauthorised charge or a suspected account compromise	Email support@onflowads.com immediately

Frequently asked questions

Will an automated check ever take money out of my wallet?

No. Automated checks pause payouts and hold escrow. Money moves back to a buyer only through a refund path — an automatic service refund, an insurance refund on a covered plan, or a human-resolved concern.

Can the monitor flag me because Telegram had an outage?

No. Only errors that Telegram is explicit about — the post is gone, the channel is unreachable — can flag an order. Anything ambiguous is retried, and if a genuine platform failure caused a delivery miss, the buyer is refunded or rescheduled and the owner's score is untouched.

My views were lower than I expected. Is that fraud?

No, and it is not a reliability matter either. Reliability penalises non-delivery of the placement, never view variance — no owner fully controls views. Where a plan offers an underdelivery remedy, it is financial.

Does the monitor read my channel’s private messages?

No. It verifies that a specific public post still exists and, where the format promises it, that it is still pinned. Nothing else in the channel is read, and Onflow Ads never messages your audience privately.

I got a ”403 — automated access” page on my phone. What happened?

Almost always an in-app browser or an unusual client identifying itself in a way the filter matched. Try a normal browser, and if it persists, contact support with the page you were trying to open.

Can I be penalised twice for the same incident?

No. A monitor flag applies its penalty once per order, and the resolution of a concern applies one outcome. If you believe the same event was counted twice, appeal the second entry from your ledger.

Where do I see everything that has been applied to me?

The **Your ledger** section at the bottom of your reliability page — every change to your score, with a plain-language label, the date, and the score afterwards.

Next: Policies FAQ — the quickest answers across everything in this section, each one linking to the page with the full detail.

POLICIES & TRUST

Policies FAQ

Policies FAQ

Quick answers to the questions this section gets asked most. Each answer links to the page with the full detail.

Legal policies

Where are the actual legal documents?

- Terms of Service: onflowads.com/terms
- Privacy Policy: onflowads.com/privacy
- Refunds & Cancellations: onflowads.com/refunds

The pages in this guide are plain-language summaries; the legal pages control if they ever differ. Full summaries: Terms, Privacy, Refunds.

Does Onflow Ads sell my data?

No. Personal information is never sold. See the Privacy Policy summary for exactly who sees what.

Can Onflow Ads post to my channel whenever it wants?

No. The platform only posts the campaigns and slots you set up, and it never messages your audience privately. Disconnecting a channel revokes access at any time.

How old do I have to be to use Onflow Ads?

At least 18, or the age of majority where you live.

How do I close my account?

Disconnect your channels and contact support@onflowads.com from the account's email address. Withdraw any balance you want to keep first — see Terms of Service.

Refunds

I topped up my wallet by mistake. Can I get the money back?

Only within **12 hours** of the top-up being credited, only if **none** of it has been spent, and only as a manually reviewed request — not a guarantee. An approved refund is paid to your external destination net of an 18% platform fee plus gateway fees. Request it from the **Refunds** tab of your wallet. Full detail: Refund Policy.

A Boost order only partly delivered. What happens?

The unfulfilled portion is refunded to your wallet automatically — no request needed.

Can I cancel a paid placement?

Before the owner accepts it: yes, for a full wallet refund with no fee. After they accept but before it goes live: yes, but a late-cancellation fee goes to the owner and you take a reliability penalty. Once it is live: no. See Refund Policy.

I was charged but my wallet wasn't credited.

Payments reconcile automatically once the provider confirms them. If nothing appears within a few hours, contact support with the date, amount and reference — a genuinely failed charge is refunded in full.

Is a refund the same as a withdrawal?

No. A withdrawal moves your own balance out of the platform. A refund unwinds a specific payment or purchase. See Refund Policy.

Reliability score

What score do I start with?

8.0 — neutral-high, the same for everyone. See Your reliability score.

Do the website and the Telegram bot have separate scores?

No. One score per account, everywhere. A penalty earned on one surface applies on the other in the same breath, and it can't be rebuilt faster on one than the other.

Can I buy a higher score?

No. Plans change your limits, fees and tools — never your score.

Will my score drop if Telegram goes down and my ad can’t post?

No. System and platform failures never cost you reliability — the buyer is refunded or rescheduled instead. Only failures that are genuinely your fault (removing the bot, revoking its rights, deleting the post early) are penalized, and unclear cases go to a human with no penalty.

Does deleting a post after the paid window count against me?

No. Once the purchased window has fully elapsed, the deal is complete — deleting the post afterwards is fine. Deleting it *during* the window is the −1.50 "post removed early" penalty.

My views were lower than expected. Is that a penalty?

No. Reliability penalizes non-delivery of the placement, never market view variance — no owner fully controls views. Underdelivery remedies, where offered, are financial.

How do I get back above 8.0?

Only by completing real deals — for example +0.20 per clean delivery as an owner and +0.10 as an advertiser, with smaller credits for other clean runs. Automatic clean-streak healing stops at 8.0; everything above neutral is earned.

Appeals and disputes

How do I contest a penalty?

Open your reliability page, scroll to **Your ledger**, and click **Appeal** on the entry. A human reviews every appeal; if it is overturned, the exact points come back. While an appeal is under review you can't submit another for the same entry. Full steps: Appeals and fraud concerns.

What happens if my fraud concern is rejected?

A rejected concern costs the raiser −0.50 reliability, and a repeated pattern of rejected concerns costs more. Raise concerns you genuinely believe in, with evidence.

Is there a deadline for raising a fraud concern?

Yes — a concern can only be raised for a limited period after the post is published, and only once the owner has actually posted. After that the window closes. See Appeals and fraud concerns.

I confirmed a placement and then found a problem. Can I undo it?

Confirming releases the payment immediately, so check the post is live and correct **before** confirming. If a genuine problem surfaces afterwards, contact support@onflowads.com with your order reference.

Does appealing make things worse if I lose?

No. A dismissed appeal leaves your record exactly as it was.

Fraud and bot protection

Can an automated check take money out of my wallet?

No. Automated checks pause payouts and hold escrow. Money moves back to a buyer only through a refund path — an automatic service refund, an insurance refund on a covered plan, or a human-resolved concern. See Fraud and bot protection.

What does it mean when my placement is "flagged automatically"?

The delivery monitor found the post gone or the channel unreachable during the purchased window. The payout on that order pauses, both parties are notified, and the owner takes the −1.50 penalty. Re-post the ad or contact support, and appeal the ledger entry if the flag was wrong.

I got a "403 — automated access is disabled" page. Why?

Automated crawler and scraper traffic is blocked to protect the site and its members' data. Normal browsers are never affected. If you need programmatic access, use the official developer APIs from your dashboard.

Why do I keep seeing "Too many attempts"?

Rate limiting. It protects your account and keeps the service responsive. Wait it out — a minute for the general limit, a few hours for the sign-in ones. It never touches your score or

your standing.

Account standing

What's the difference between "Under Review", suspended, and a low score?

- **Under Review** — a dispute involving you is open, or your wallet is on hold; new deals, withdrawals and AI pause until it resolves; nothing is held against you if you're cleared.
- **Low score** — a specific product's floor refuses new deals until your score recovers; everything else works.
- **Suspended** — a time-boxed account block; you can't sign in until the date shown, then it lifts automatically.

See Account standing for all states.

Why did my label change to "Under Review"?

A fraud concern involving your account is open, or your wallet is on hold. Your tier is hidden (not shown against you), the score stops auto-healing, withdrawals pause and you can't start new deals until it resolves. The open concern moves your score only if it is upheld.

I'm below a floor. Can I still get paid for work I already did?

Yes. A floor only refuses *new* starts. Everything already in flight finishes and pays out normally.

Can I reset a bad record by deleting my account and signing up again?

No. A below-baseline reliability record follows the identity — re-registering starts from the record's floor, not a fresh 8.0.

I'm locked out with "Too many attempts."

That's sign-in protection after repeated failed attempts, not a conduct action. It clears on its own after a few hours; the password-reset flow is also available.

What's the difference between suspended and banned?

A suspension shows an end date on the sign-in page and lifts automatically. A ban has no end date. Both block sign-in completely.

Still stuck?

Email support@onflowads.com, use onflowads.com/contact, or message @OnflowAdsBot. Privacy matters go to privacy@onflowads.com.