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I ordered an upgrade and have not paid it: what happens to my plan and my renewal

Plans, Renewals & Upgrades

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Until the upgrade invoice is paid, your plan does not change. The account keeps the limits of the old plan, the site and the e-mail are not touched, and the normal renewal carries on. The change is applied only once the payment is confirmed.

That is less alarming than it sounds, but there is one trap: the amount on the upgrade invoice was worked out for a specific stretch of time, and that stretch does not wait for you.

What stays as it was, and what waits for the payment

Situation	What happens
The upgrade invoice is unpaid	The plan and its limits are the old ones. Nothing was copied or moved; the request waits for the payment.
The normal renewal invoice arrives	It is a separate invoice, for the plan the account has at that moment. It still counts, and it still counts towards suspension if it goes unpaid. See **the billing calendar**.
You pay the upgrade in time	The plan changes after the payment is confirmed, with no downtime and no files moved. See **what changes when you change plan**.
The upgrade invoice stays open for a long time	The system eventually cancels invoices nobody pays. The upgrade goes with it, and if you still want it you have to ask for it again.

The trap: the renewal date has passed

The line on an upgrade invoice carries **two dates**: from when until when the amount covers. If the service's renewal date goes by while the upgrade invoice is still open, the account has moved into another period and the amount is out of date. **Do not pay that invoice blindly.** Ask us to cancel it and place the request again, at the right amount.

What to do, step by step

1. Open My Interweb, go to **Billing** and open the list of your invoices. The upgrade invoice has a line starting with *Upgrade/Downgrade* and the plan name.

2. Read the two dates on that line. If the second one has not passed, the amount is still right.

3. **Do you want the upgrade?** Pay by the method you prefer (see **how to pay your invoice**). The change applies once the payment is confirmed.

4. **Not any more?** You do not have to do anything else, but it is tidier to ask us to cancel the invoice, in a support ticket with its number.

5. **Want a different plan?** Ask us to cancel the old invoice and place a fresh request. Two open upgrade invoices for the same service are a good way to pay for the same thing twice.

Do not pay two upgrade invoices for the same service.
If you made a request, changed your mind and made another, two invoices stay open. Pay one and tell us which is the other, so we can cancel it.

Look at the numbers before asking for the upgrade.
If the site is slow, real usage in cPanel tells you whether it is the plan or the site. See **how to upgrade or downgrade your plan** and, to compare what each costs, the figures on **the pricing page**.

NEED A HAND?

Have an open upgrade invoice and not sure it is still worth paying? Tell us its number.

Open a support ticket →

SEE ALSO

- How to upgrade or downgrade your plan →
- What actually happens when you change plan: files, dates and the money already paid →
- Why your invoice shows this amount, and the billing calendar →

Hosting plans and what each includes →

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