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Renewing and changing your billing cycle, and saved payment methods

Billing & Payments

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Renewing and changing your billing cycle, and saved payment methods

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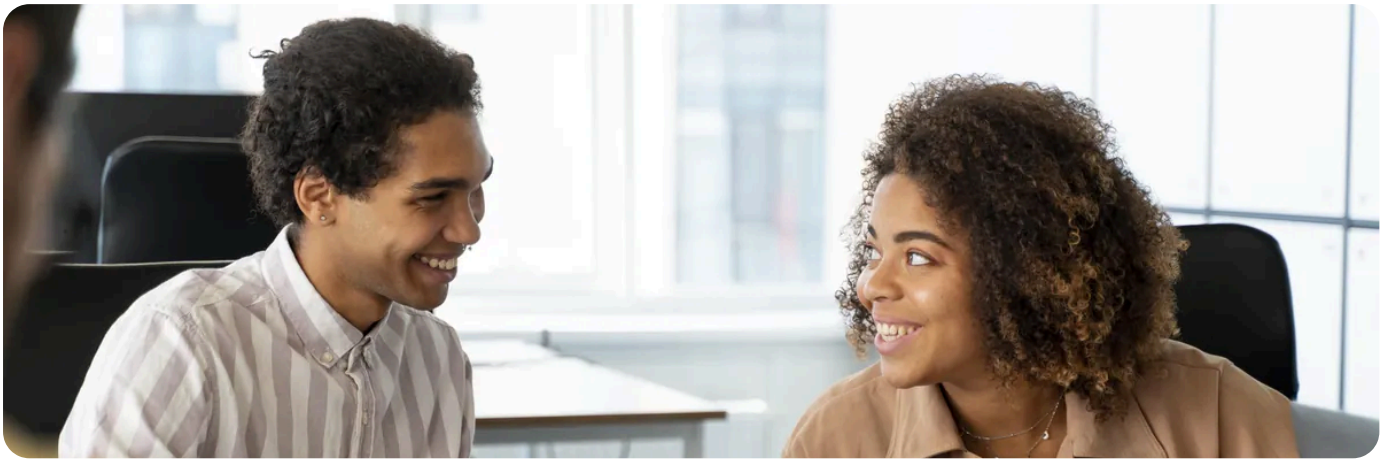

Paying monthly or yearly does not change the service - it changes how much you pay and how many times a year you have to think about it. This article explains how renewal works here, how to change cycle, and what happens to money you have already paid.

How renewal runs, without you

You do not have to do anything to renew: the invoice is issued by itself **15 days before** the due date and reaches you by e-mail. Pay it, and the service continues without interruption. The full calendar, right through to suspension, is in **why your invoice shows this amount** - and it is worth knowing before you need it.

> **Renewing early does not lose you days.**
> A question we get a lot: paying the invoice as soon as it is issued does **not** shorten the period. The new cycle starts on the renewal date that was already there, not on the day you paid. Paying early only takes the matter off your mind.

Moving from monthly to yearly

It is the change that saves the most money and the one fewest people make. On a longer cycle the monthly figure drops, and you get **one invoice a year instead of twelve** - which, in company accounts, saves more time than money.

1. Log into the portal and open your services.
2. Open the service you want to change and look at its current cycle.
3. **Tell us which you want**, through the portal. Changing cycle goes through us because it moves the date of the next invoice and its amount - and we would rather confirm with you beforehand than afterwards.

4 From the next renewal onwards, the invoice comes out on the new cycle.

Cycle	When it pays off
Monthly	A project starting out, or a tight budget. It is the most expensive per month and the one most often forgotten.
Quarterly	A middle ground. Four invoices a year instead of twelve.
Yearly	What most of our customers choose, and the cheapest per month. One invoice, one payment, and the matter is closed.
Several years	Makes more sense on **domains** than on hosting: it fixes the price and removes the risk of forgetting a renewal - see **expired domain: what happens**

On domains, the minimum cycle is one year.
A domain is not paid monthly anywhere in the world - the registry for the extension sets the periods, and the shortest is always a year. Registering for several years at once is the simplest way never to think about it again.

Automatic renewal and saved methods

If you pay by card, you can leave the method saved and renewal becomes automatic. In the portal, under your account, there is a **payment methods** page where you add, remove and choose which one is the default.

What you can do	Detail
Save a card	It is held by the **payment processor**, not by us - we keep only the last four digits and the expiry, so you can recognise it in the list.
Have more than one	One is the default for renewals; the others stay available for manual payments.
Remove one	At any time. With the method removed, renewals go back to being manual - and the invoice still comes out as usual.

An expired card warns nobody.
It is the most common cause of suspended services on accounts that had everything automated. The card expires, the charge fails silently, the invoice goes unpaid and the service suspends after 7 days. **When the bank sends you a new card, update it in the portal the same day.**

Not every payment method supports automatic charging: mobile money, references and bank transfer are manual by nature. What is available in your case depends on the account's country - see **which currency you pay in** and **how to pay your invoice**.

If the budget changed

There are alternatives before letting a service lapse, and none of them means losing what you have:

1. **Move down a plan** - see **how to upgrade or downgrade your plan**. The site stays, the files stay.
2. **Cancel the hosting and keep only the domain**, which is cheap and holds your name - see **how to cancel a service and keep only the domain**.
3. **Talk to us before day 15 of being overdue**, which is the point from which data may be removed - see **how to reactivate a suspended or terminated plan**.

NEED A HAND?

Want to change cycle, or know how much the yearly saves?

Talk to us →

Which cycles each service has

- **Hosting and servers:** monthly, quarterly, half-yearly, yearly, every 2 years or every 3 years. The longer the cycle, the lower the monthly figure.
- **Domains:** by the year, from 1 to 10 years.
- **SSL certificates and some add-ons:** yearly only.

The cycles each product accepts appear on the order page, in the cycle choice, as soon as you pick the plan. For a service you already have, the current cycle and the next due date are on the service's page in My Interweb.

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