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What actually happens when you change plan: files, dates and the money already paid

Billing & Payments

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What actually happens when you change plan: files, dates and the money already paid

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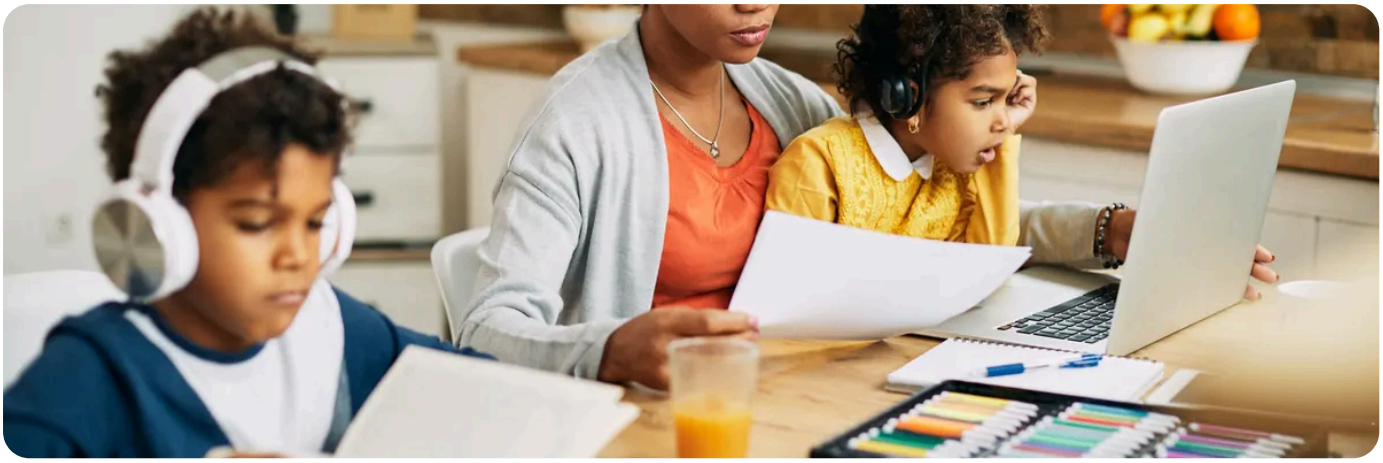

How to request a plan change is in **how to upgrade or downgrade your plan**. What almost nobody explains - and it is what holds people back - is **what happens next**: to the site, the e-mail, the invoice, and the money you already paid.

What stays exactly as it is

This is the essential part, and the reason a plan change is nothing to fear: **it is the same account, on the same server**. What changes are its limits.

What	What happens
Files and website	Stay where they are. Nothing is copied, nothing is moved.
Mailboxes and messages	Untouched. Nobody has to reconfigure their phone.
Databases	Stay, with the same name and the same user.
Domain and DNS	Not touched. No propagation, no waiting.
IP address	The same, between shared plans. Nothing to update - see **what your hosting IP address is**
SSL certificate	Stays valid and carries on renewing by itself.

No downtime.
On a change between shared hosting plans, the site is not offline at any point. What the server does is adjust the account's limits - space, mailboxes, databases - and that interrupts nothing.

What does change

The new plan's limits apply almost immediately: more space, more mailboxes, more resources. If you were hitting the ceiling - 508 errors, slowness at certain hours - that is where you notice it, and you notice at once. See **the site is slow** and **how to monitor performance in cPanel**.

> **Moving down has one care that moving up does not.**
> On the way down, the new plan may have **less space or fewer mailboxes** than you are currently using. Check the numbers first: if you are using 8 GB and the new plan gives 5, something gets left out. Tell us what you want to free up and we will help prepare the move down - it is far simpler before than after.

And the money you already paid?

It is not lost. The system works out **how much of the period you already paid for is left**, deducts it, and issues an invoice for the **difference** only, up to your renewal date.

Note the detail that matters: **the renewal date does not move**. If you renewed on 5 March, you still renew on 5 March - the change invoice covers only the gap between today and that date. That is why the invoice line carries two dates:

```
Upgrade/Downgrade: Old Plan - yourdomain.ao
Old Plan => New Plan  (31/07/2026 - 05/03/2027)
```

If you change…	The change invoice
Right after renewing	Covers almost the whole cycle, because almost all of it is left. It is the highest amount, and also the longest stretch of the new service.
Halfway through the cycle	Covers the difference for half the period. This is the most common case.
Close to the renewal	Covers very little - and the next invoice already comes out at the new plan's full price.

If the amount does not match what you expected, the logic of the dates is explained in **why your invoice shows this amount**. And if it still does not add up, send us the number: we will check the arithmetic to the cent.

When the change *is* a move of house

There is one case where none of the above applies: when the jump is not between plans but between **types of service**. Going from shared hosting to a VPS or a dedicated server means changing machine, and that is a different operation:

1. **The IP address becomes another one.** Anything pointing at the old one - A records, FTP connections, integrations - has to be updated.

2. **The files have to be copied** from one machine to the other. It is not automatic, but it is done with us - see **how to migrate without downtime**.

3. **You take charge of the server**, and responsibility comes with it: see **managed or unmanaged VPS** and **keeping your VPS secure**.

If you are unsure which of the two jumps you need, **shared hosting vs VPS** and **the full comparison** answer that before you spend money.

Three minutes well spent before asking

1. **Look at the real consumption** in cPanel. Changing plan on a hunch costs money; changing on numbers solves the right problem.

2. **Confirm it is the plan and not the site.** Often a plan at its ceiling is a site with no caching or on old PHP - see **the site is slow**.

3. **Take a copy** before any plan change, on principle - **with JetBackup** takes a minute.

NEED A HAND?

Not sure whether you need to change plan? We will show you the numbers.

Talk to us →

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