

Managing Your Subscription

This article explains how you can manage your subscription in OnceHub, including steps to change your plan, adjust the number of seats, and understand the effects of these changes.

How to Change Your Subscription Plan

Follow these steps to upgrade or downgrade your subscription plan:

1. Access the Billing Page:

- Click the gear icon in the top-right corner of the page and select **Billing** from the menu.

2. Select Change Plan:

- Locate your current plan name on the Billing page and click on **Change plan**.

3. Review Plan Options:

- You will see a detailed breakdown of all available subscription plans, including the features and benefits of each.

4. Select the plan you would like to move to and confirm your choice:

- If upgrading , you'll gain immediate access to your new plan's features.
- If downgrading , changes will take effect at the start of the next billing cycle.

Please note that once you upgrade to a paid plan you will not be able to downgrade to the free Basic plan. You will have to cancel your subscription and sign up again.

Adding or Removing Seats

Seats are assigned to users to allow them to engage with guests through OnceHub's scheduling and live engagement features.

- **For monthly subscriptions:** The cost for additional seats will be prorated and billed during your next billing cycle.
- **For annual subscriptions:** You'll immediately pay a prorated adjustment for the added seats.
- **Removing seats:** It will only take effect in future billing cycles. Refunds are not provided for charges that have already been processed.

You can make adjustments to the number of seats in your subscription at any time. For more information on seats, please see our [Managing Seats in OnceHub article](#).

Adding or Removing Phone Number Licenses

Phone number licenses are required to generate phone numbers that can be used with **Booking Calendars** and **Booking Hubs** to handle inbound calls via Phone Booking.

- **For monthly subscriptions:** The cost for additional licenses will be prorated and billed during your next billing cycle.
- **For annual subscriptions:** You'll immediately pay a prorated adjustment for the added licenses.
- **Removing phone number licenses:** It will only take effect in future billing cycles. Refunds are not provided for charges that have already been processed.

You can make adjustments to the number of phone number licenses in your subscription at any time. For information on managing phone numbers, please see our [Managing Phone Numbers](#) article.

Switching Between Annual and Monthly Subscriptions

You can switch between annual and monthly subscriptions at any time by navigating to the Subscription section under Billing.

Here are a few important details to keep in mind:

- **Timing of Changes:** The switch will take effect on your next renewal date, not immediately upon making the change.
- **Discount for Annual Plans:** Annual subscriptions offer a 10% discount compared to monthly plans, providing cost savings if you choose this option.

Consider your needs and budget before making the change to ensure the plan best suits you.

Effects of Changing Your Subscription

Here's what happens when you make changes to your subscription:

1. Billing Adjustment:

- If you upgrade or add seats during a billing cycle, prorated adjustments will apply.
- Downgrading a plan or reducing seats takes effect in the following billing cycle.

2. Feature Availability:

- Upgrading grants instant access to additional features.
- Downgrading means features only available in the higher-tier plan will be disabled at the end of your current billing period.

3. **Payment Timing:**

- If you're on an annual plan, you'll be immediately charged for any upgrades made mid-cycle. Monthly subscribers will see such charges reflected in their next bill.

If you have any questions, please feel free to [reach out to us](#).
