

Updating Your Subscription

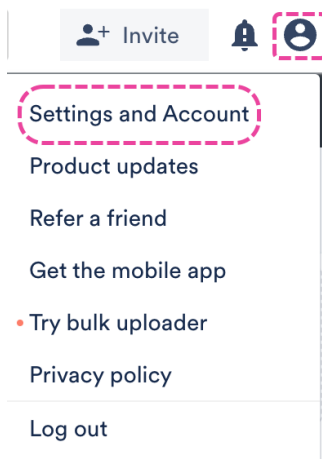
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Making changes to your DISCO subscription

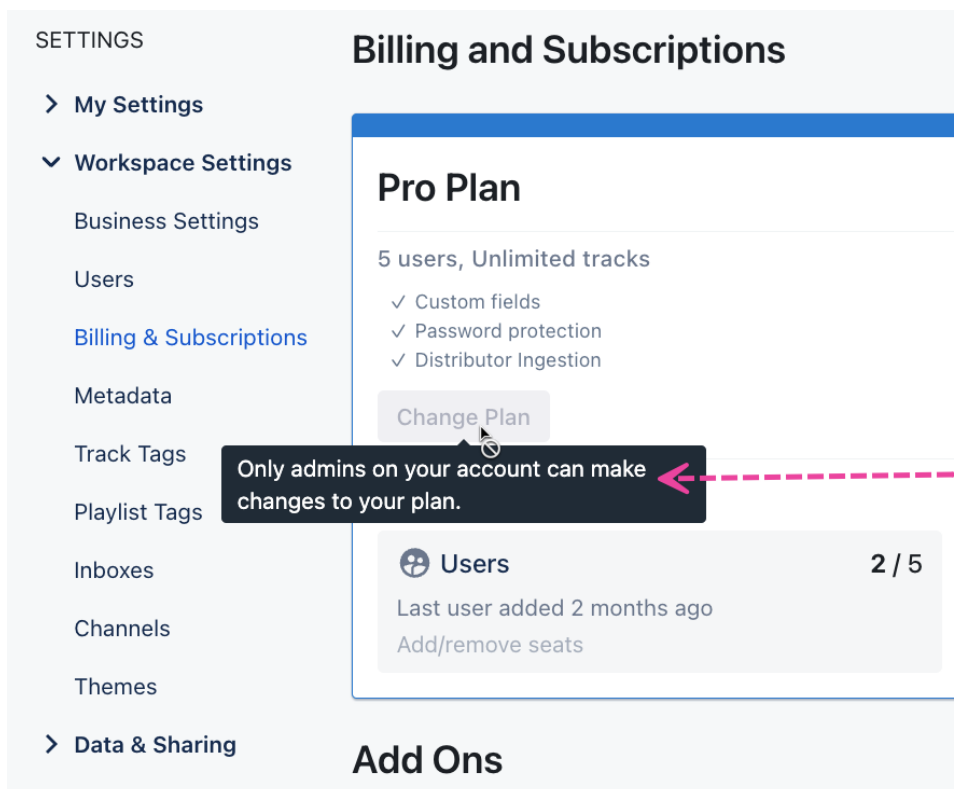
You can make changes to your base plan, billing frequency (annual vs. monthly), add-ons, number of User Seats, and number of Tracks right from within your DISCO!

At a glance

All plan changes can be initiated from your account settings:



Only **Admins** in your DISCO can initiate plan changes.



Changing your base plan

Note: Depending on your current base plan and the plan you'd like to switch to, the change may need to be processed by our Support team.

Plus and Pro plan users

Users on the **Plus** plan (who wish to upgrade to **Pro**) and on the **Pro** plan (who wish to downgrade to **Plus**) can make these changes without assistance from our Support team!

If you'd like to switch from **Plus** or **Pro** to any other plan, please contact our Support team for assistance.

Use the following instructions to switch from **Plus** to **Pro** or **Pro** to **Plus**:

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. Here you'll see the plan you're currently on. Click the **Change Plan** button.

The screenshot shows the 'Billing and Subscriptions' page. On the left is a 'SETTINGS' sidebar with 'Billing & Subscriptions' highlighted. The main content area shows the 'Plus Plan' with details: '1 user, 1,000 tracks', 'Email Creator', 'Advanced playlist stats', and 'Assigned URLs'. A 'Change Plan' button is highlighted with a red dashed box and an arrow. Other elements include 'View pricing', 'SAVE 10% Switch to annual', '\$15.00/month', and 'Renews monthly, on January 13'. Below the plan details are 'Inclusions' for 'Users' (1/1) and 'Tracks' (8/1,000).

4. *Optional:* When switching to a new plan, from the **Choose base plan** screen, you can toggle to switch between **Monthly billing** and **Annual billing**.

The screenshot shows the 'Choose base plan' screen. At the top, a red dashed box highlights the 'Choose base plan' title, and a red dashed arrow points to a toggle switch for 'Monthly billing' (selected) and 'Annual Billing'. Below this is a yellow box stating 'You currently have 1 users and 8 tracks on your DISCO.' At the bottom, there are two plan cards: 'Plus' for '\$13.50/mo' and 'Pro' for '\$22.50/mo'. Each card has 'Select Users' and 'Select Tracks' dropdowns, both currently set to '1' and '1000' respectively.

5. On the **Choose base plan** screen, click the **Upgrade to Pro** or **Downgrade to Plus**

button.

SETTINGS

Choose base plan SAVE 10% Yearly Monthly

You currently have 1 users and 8 tracks on your DISCO.

Plus \$15/mo

Select Users: 1 Select Tracks: 1000

- ✓ Unlimited playlists
- ✓ Email Creator
- ✓ Advanced playlist stats
- ✓ Assigned URLs

Your current plan [See more Plan details](#)

Pro \$25/mo

Select Users: 1 Select Tracks: 1000

Everything on Plus, as well as:

- ✓ Custom fields
- ✓ Password protection
- ✓ Distributor Ingestion

Upgrade to Pro [See more Plan details](#)

SETTINGS

Choose base plan SAVE 10% Yearly Monthly

You currently have 1 users and 64 tracks on your DISCO.

Plus \$15/mo

Select Users: 1 Select Tracks: 1000

- ✓ Unlimited playlists
- ✓ Email Creator
- ✓ Advanced playlist stats
- ✓ Assigned URLs

Downgrade to Plus [See more Plan details](#)

Pro \$25/mo

Select Users: 1 Select Tracks: 1000

Everything on Plus, as well as:

- ✓ Custom fields
- ✓ Password protection
- ✓ Distributor Ingestion

Your current plan [See more Plan details](#)

6. On the **Confirm plan details** screen, you'll see your **New plan** vs. your **Previous plan** and the details for each.

SETTINGS

Confirm plan details

New plan

Plus \$15/mo Billed monthly

1 users 1000 tracks

Previous plan

Pro \$25.00/mo Billed monthly

1 users 1,000 tracks

7. Under **Billing details**, there's a breakdown of what will be **Billed monthly** or **annually**, depending on your selection. If applicable, you'll also see any **Credits balance** and **Credits applied**, as well as how much (if any amount) will be **Billed today**.

Confirm plan details

New plan	Previous plan
Plus \$15/mo Billed monthly 1 users 1000 tracks	Pro \$25.00/mo Billed monthly 1 users 1,000 tracks

Billing details	
Plus Plan (1 users, 1000 tracks)	\$15.00
Billed monthly	\$15.00
Credits balance	\$23.99
Credits applied	\$15.00
Billed today	\$0.00

8. If all looks good, scroll down to the bottom of the page.
 - If you're downgrading, you'll see a **Reduced features** list. Check the box that says **I understand that I'll lose access to these features, and agree to the plan change**. Then click the **Confirm new plan button**.

Reduced features

By switching to the Plus Plan, you'll lose access to the following features, which are enabled on your account:

- WAV > AIFF & AIFF > WAV converter
- Ongoing DDEX ingestion
- Custom inboxes
- Password protected playlists
- Expiring share URLs
- Shareable channels
- Custom fields
- In person training (where available)

☐ I understand that I'll lose access to these features, and agree to the plan change

Back to plan selection Confirm new plan

- If you're upgrading, click the **Confirm new plan** button.
9. Your **Billing and Subscriptions** page will now reflect your new base plan.

Artist, Enterprise, and Supervisor plan users

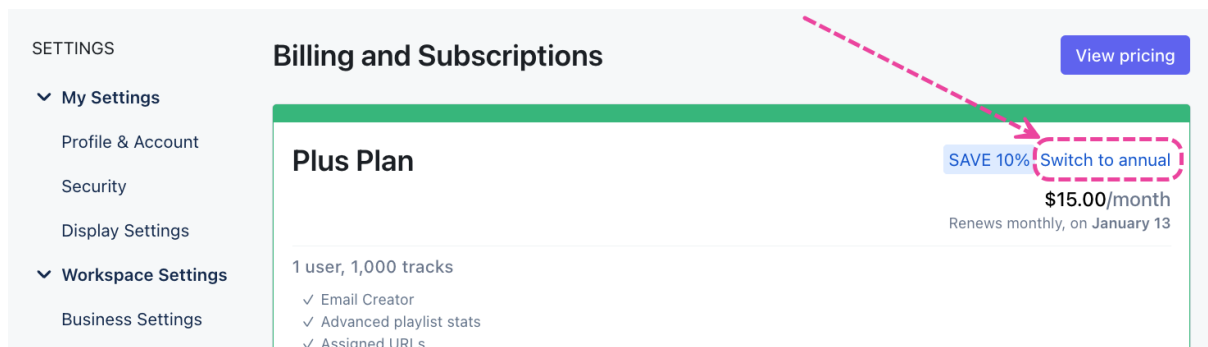
Reach out to our Support team for assistance with changing your plan.

Changing your billing frequency

These changes are handled by our Support team.

To keep the same base plan, but change your billing frequency from **monthly** to **annual** or from **annual** to **monthly**:

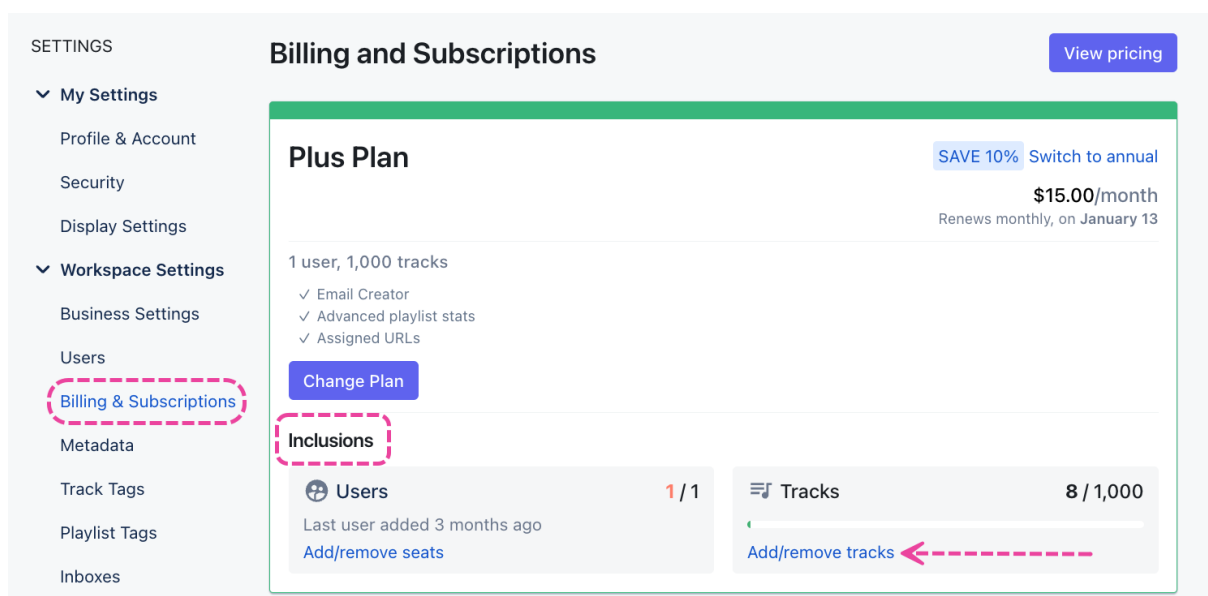
1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. On the right side of the page, click on the link that says **Switch to annual** or **Switch to monthly**.



4. This will open a chat window where you can request assistance from our Support team.

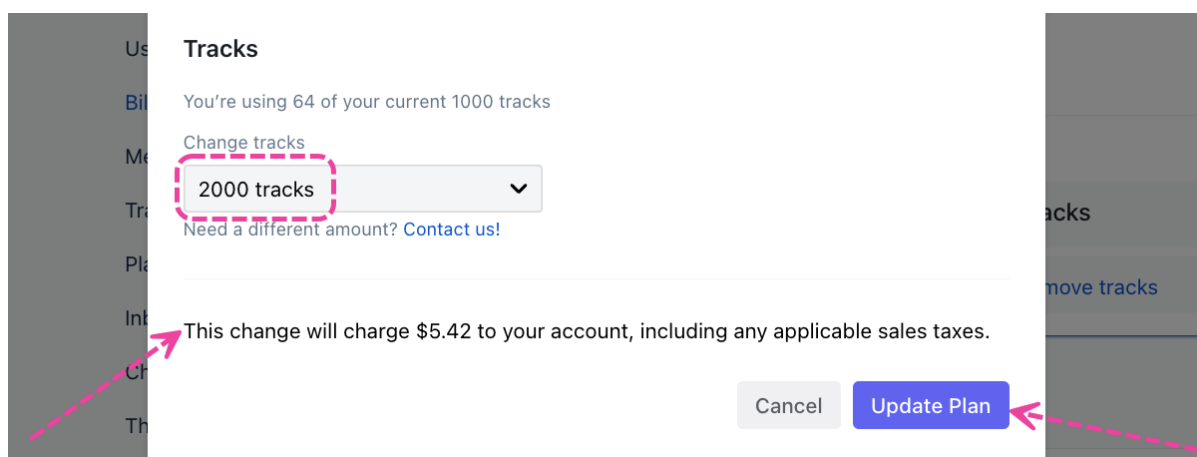
Updating your Track quota

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. Under **Inclusions**, click the link to **Add/remove tracks**.



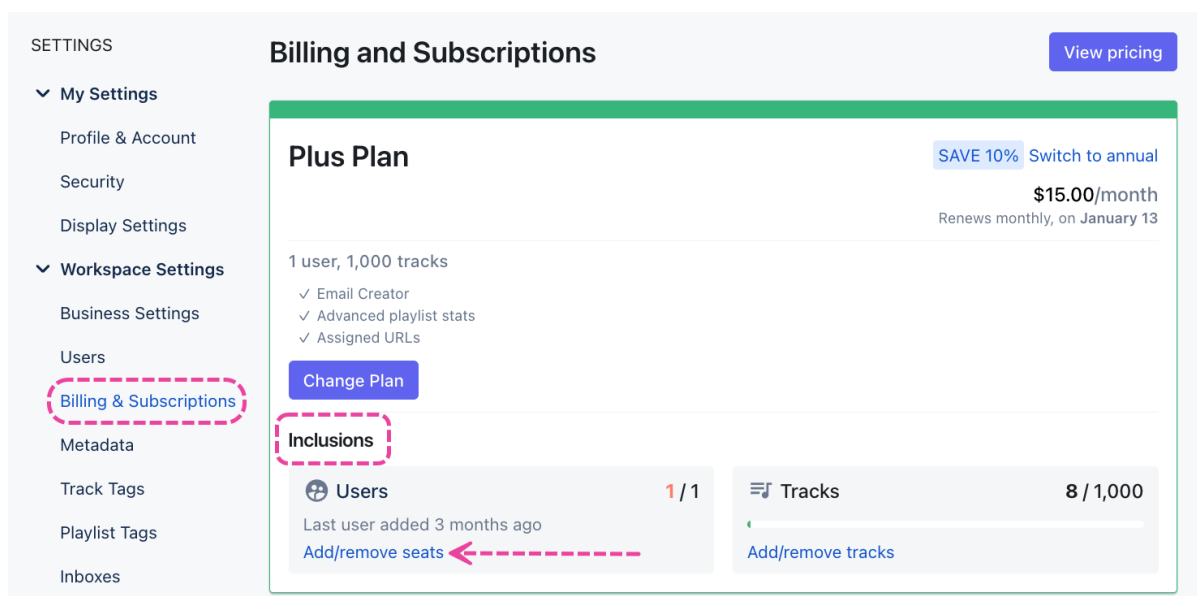
4. From the **Add Seats & Tracks** window, under **Tracks**, click to open the drop-down and select a new number of Tracks.

5. You'll be able to see how much you'll be charged for this change before confirming. Once you're ready, click the **Update Plan** button.



Updating your User Seat quota

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. Under **Inclusions**, click the link to **Add/remove seats**.



4. From the **Add Seats & Tracks** window, under **Seats**, click to open the drop-down and select a new number of seats.
5. You'll be able to see how much you'll be charged for this change before confirming. Once you're ready, click the **Update Plan** button.

Add Seats & Tracks

Seats

You are at your quota! You have 1 seat on your Pro plan, and are currently using 1 seat. To invite additional users, please add seats below, or [remove users](#).

Change seats

2 seats ▼

Need a different amount? [Contact us!](#)

Tracks

You're using 64 of your current 1000 tracks

Change tracks

1000 tracks ▼

Need a different amount? [Contact us!](#)

This change will charge \$22.59 to your account, including any applicable sales taxes.

[Cancel](#) [Update Plan](#)

Cancelling your subscription

[Visit this article for more information.](#)

Information on sales tax charges (for United States users)

DISCO is legally required to collect sales tax on all annual and monthly subscription charges for states that collect sales tax on digital subscriptions within the United States.

Frequently Asked Questions

Which US states are currently charging sales tax on subscriptions?

- Hawaii
- Maryland
- New York
- Ohio
- Tennessee

- Texas
- Washington

This list will be updated if more states implement sales tax requirements. If your state adds a sales tax requirement, we would then be required to add sales tax to your subscription. This change would happen automatically, and you would see sales tax added to your next bill.

How do you determine my tax rate?

Your tax rate is determined by your billing address and zip code. Please note tax rates vary by state, city, and local jurisdiction and are based on the rates applicable at the time of charge. These amounts can change over time with the state and local tax requirements.

Why should I update my billing information?

You should make sure your billing information in your DISCO account is up to date to ensure that you are paying the correct tax rate (e.g. that you are not paying more taxes than necessary). An inaccurate or incomplete billing address could subject you to a higher tax rate.

If you need to update your billing information, please contact our Support team and we can assist you with this.

What happens if sales tax becomes required in my state?

If your state adds a sales tax requirement, we would then be required to add sales tax to your subscription. This change would happen automatically, and you would see sales tax added to your next bill.

Additional Resources

For more information on tax rates by state, please refer to [your state's official government website](#).

Frequently asked questions about the removal of the DISCO Lite plan

We recently updated [our pricing plan structure](#) and retired our **Lite** plan. For this reason, signing up for or switching to the Lite plan is no longer supported. Users previously on our Lite plan have been migrated to a new one and have been contacted directly with more details. Below you'll find the answers to some common questions related to this change.

Q: Why did you retire the Lite plan?

By streamlining our plan offerings, we believe our users will gain access to the features they need to get the most out of their DISCO experience.

Q: What if I don't want to change plans?

That's totally understandable, but as the **Lite** plan is no longer available, the only other option in this case would be to cancel your DISCO subscription. If there's any questions we can answer to give you peace of mind about this change, please feel free to [contact our Support team](#). We're here to help!

Q: Can I cancel my subscription?

We're sad to see you go, but yes, please [contact our Support team](#) to cancel your DISCO subscription.

Q: What features do I gain access to if I move from the Lite plan to the Artist plan?

You'll gain access to these great features:

- 320kbps transcode option
- Custom file names for tracks and zips
- [WAV ↔ AIFF converter](#)
- [Assigned URLs](#)
- [Playlist format settings](#)
- [Kill share URLs](#)
- [Channels](#) (not limited)
- [Advanced playlist stats](#)
- [Insights](#) (limited)

Q: What features do I gain access to if I move from the Lite plan to the Plus plan?

You'll gain access to these great features:

- 320kbps transcode option
- Custom file names for tracks and zips
- [Metadata editing via CSV](#)
- [Assigned URLs](#)
- [Playlist format settings](#)
- [Kill share URLs](#)
- [Email creator](#)
- [Channels](#) (not limited)
- [Advanced playlist stats](#)
- [Insights](#) (limited)
- [Reports](#) (limited)

Q: What are the differences between the Artist plan and the Plus plan?

The **Artist** plan was designed for artists, bands, composers, songwriters, and producers, while the **Plus** plan is geared towards music businesses. Some highlights for each include:

- The **Artist** plan comes with unlimited Tracks and free [Auto-tagging](#) (with no Discovery Suite subscription required).

- The **Plus** plan starts at 1,000 Tracks and comes with our [Email Creator](#) tool.

For a side-by-side comparison, check out our [pricing page](#).

Q: When will I be charged the new price for the new plan?

Regardless of whether or not you were on a **monthly** or **annual** Lite subscription, your current subscription costs for Lite will remain in effect through the end of 2024. Upon your first renewal in 2025, you'll be charged the new price for your new plan.

Examples:

- If you were on a **monthly** Lite subscription, you'll be charged your current monthly rate (from the Lite plan) through the end of 2024. Upon your first renewal in January 2025, you'll be charged the new price for your new plan and each month thereafter.
- If you were on an **annual** Lite subscription, and your renewal is upcoming in 2025, you'll be charged the new price upon that renewal.
- If you were on an **annual** Lite subscription, and your renewal is upcoming before the end of this year (e.g. December 2024), you'll be charged your current annual rate (from the Lite plan) on this year's renewal (e.g. December 2024). Upon your next renewal in 2025 (e.g. December 2025), you'll be charged the new price for your new plan.

Q: I also subscribed to the Discovery Suite. How will that be affected?

Your [Discovery Suite](#) subscription (which is a separate add-on feature pack) will not be affected by this change.

Q: Can I also subscribe to the Discovery Suite if I switch to the Artist plan?

Yes, you can, but the Artist plan does come with free Auto-tagging, which is a core feature of our Discovery Suite.

Cancelling your DISCO subscription

We're sorry to see you go 😊

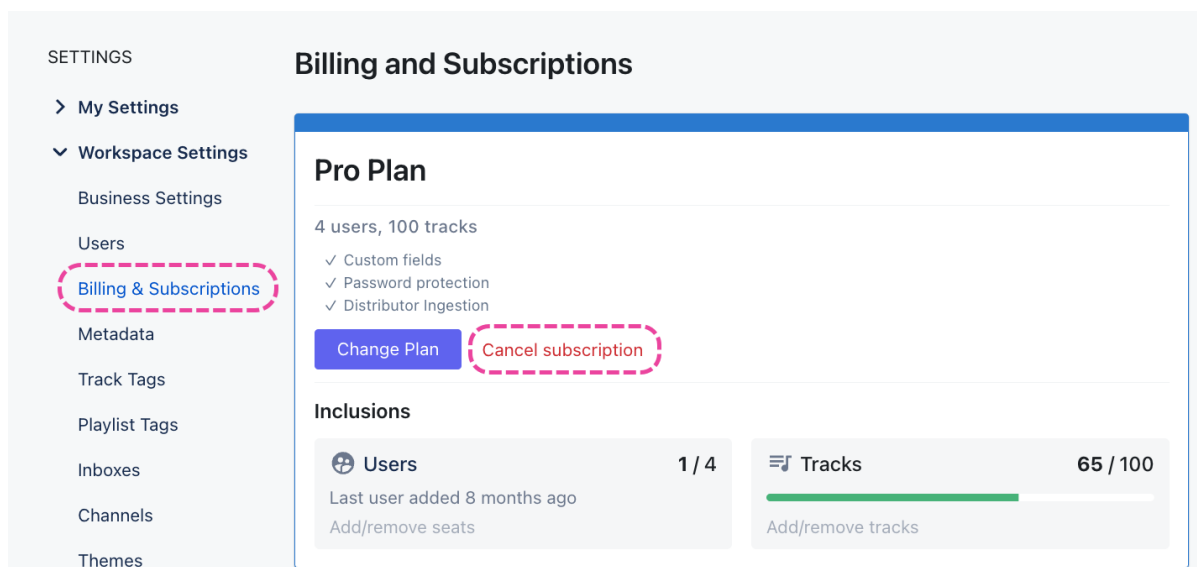
Before cancelling, please feel free to [contact our Support team](#) if there's anything we can assist you with to improve your DISCO experience.

If you'd rather make changes to your subscription, check out [this article](#).

Step-by-step: Cancelling your subscription

The following steps are applicable to users on our **Artist**, **Plus**, and **Pro** plans. Users on our **Enterprise** plans must contact us for assistance.

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. Click the **Cancel subscription** button.



4. A confirmation window will appear. If you're sure, click the **Proceed to cancellation** button.

⚠ Are you sure you want to cancel? ✕

By cancelling, after you will lose access to **all tracks** and all of the content saved to your DISCO account.

Please download any files you require prior to .

You can also [change your plan](#)



5. Select a reason for the cancellation. Then click the **Cancel subscription** button.

Can you let us know why? ✕

Please choose an option:

- ☐ I found another service that better suits my needs
- ☐ I'm no longer using DISCO
- ☐ It's too expensive
- ☐ DISCO lacks the features I need
- ☒ Prefer not to say
- ☐ Other

Need assistance? [Chat with support](#)



