Making changes to your DISCO subscription

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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-left corner of your DISCO, click on your DISCO Business Name to open the menu.
- 2. Select Settings and Account.



- 3. Under Workspace Settings, select Billing & Subscriptions.
- 4. Here you'll see the plan you're currently on. Click the **Change Plan** button.

SETTINGS	Billing and Subscriptions	;		View pricing
✓ My Settings				
Profile & Account	Plus Plan			SAVE 10% Switch to annual
Security				\$15.00/month
Display Settings				Renews monthly, on January 13
✓ Workspace Settings	1 user, 1,000 tracks			
Business Settings	 ✓ Email Creator ✓ Advanced playlist stats ✓ Assigned URLs 			
Users	Change Plan			
Metadata	Inclusions			
Track Tags	🤁 Users	<mark>1</mark> /1	=J Tracks	8 / 1,000
Playlist Tags	Last user added 3 months ago Add/remove seats		 Add/remove tracks 	
Inboxes			,	

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

SETTINGS	Choose base plan) — —	Monthly b	illing C Annual Billing
 My Settings Profile & Account Security 	You currently have 1 users a	and 8 tracks on your DISCO.		
Display Settings	Plus	\$13.50 /mo	Pro	\$22.50 /mo
 Workspace Settings Business Settings 	Select Users	Select Tracks	Select Users	Select Tracks

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



7. 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			
 My Settings Profile & Account Security 	New plan)		(Previous plan)	
Display Settings Workspace Settings 	Plus	\$15/mo Billed monthly	Pro	\$25.00/mo Billed monthly
Business Settings Users	tusers ≇ 1000 tracks		⑦ 1 users■ 1,000 tracks	
Billing & Subscriptions				

 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.

ETTINGS	Confirm plan details	
 My Settings 		
Profile & Account	New plan	Previous plan
Security		
Display Settings	Plus \$15	/mo \$25.00/mo
 Workspace Settings 	Billed mor	Billed monthly
Business Settings	🔁 1 users	😯 1 users
Users	≕ 1000 tracks	≕ 1,000 tracks
Billing & Subscriptions		
Metadata	Billing details	
Track Tags	Plus Plan (1 users, 1000 tracks)	\$15.0
Playlist Tags	Billed monthly	\$15.0
, not rugo	Credits balance	\$23.5
Inhoves		
Inboxes	Credits applied	\$15.0

- 9. 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.

	A 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) 	
1	Back to plan selection Confirm new plan	

- If you're upgrading, click the **Confirm new plan** button.
- 10. 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-left corner of your DISCO, click on your DISCO Business Name to open the menu.
- 2. Select Settings and Account.



- 3. Under Workspace Settings, select Billing & Subscriptions.
- 4. On the right side of the page, click on the link that says **Switch to annual** or **Switch to monthly**.

SETTINGS	Billing and Subscriptions	View pricing
✓ My Settings		
Profile & Account	Dius Dian	SAVE 10% Switch to appual
Security		\$15.00/month
Display Settings		Renews monthly, on January 13
✓ Workspace Settings	1 user, 1,000 tracks ✓ Email Creator	
Business Settings	 ✓ Advanced playlist stats ✓ Assigned URLs 	

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

Updating your Track quota

- 1. In the top-left corner of your DISCO, click on your DISCO Business Name to open the menu.
- 2. Select Settings and Account.



- 3. Under Workspace Settings, select Billing & Subscriptions.
- 4. Under Inclusions, click the link to Add/remove tracks.

SETTINGS	Billing and Subscriptions			View pricing
✓ My Settings				
Profile & Account	Plus Plan			SAVE 10% Switch to annual
Security				\$15.00/month
Display Settings				Renews monthly, on January 13
✓ Workspace Settings	1 user, 1,000 tracks			
Business Settings	 ✓ Email Creator ✓ Advanced playlist stats ✓ Assigned UPLs 			
Users Billing & Subscriptions	Change Plan			
Metadata	Inclusions			
Track Tags	🔁 Users	<mark>1</mark> /1	= Tracks	8 / 1,000
Playlist Tags	Last user added 3 months ago Add/remove seats		• Add/remove tracks •	«
Inboxes				

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

Us	Tracks	
Bil	You're using 64 of your current 1000 tracks	
Me	Change tracks	
Tr	2000 tracks	acks
Pla		novo tracko
Int Cr	This change will charge \$5.42 to your account, including any applicable sales taxes.	
prover Th	Cancel Update Plan	

Updating your User Seat quota

- 1. In the top-left corner of your DISCO, click on your DISCO Business Name to open the menu.
- 2. Select Settings and Account.



- 3. Under Workspace Settings, select Billing & Subscriptions.
- 4. Under Inclusions, click the link to Add/remove seats.

SETTINGS	Billing and Subscriptions			View pricing
✓ My Settings				
Profile & Account	Dlus Dlan			SAVE 10% Switch to annual
Security		\$15.00/month		
Display Settings				Renews monthly, on January 13
✓ Workspace Settings	1 user, 1,000 tracks			
Business Settings	✓ Email Creator ✓ Advanced playlist stats			
Users	✓ Assigned URLs			
Billing & Subscriptions	Change Plan			
Metadata	Inclusions			
Track Tags	😲 Users	<mark>1</mark> /1	= Tracks	8 / 1,000
Playlist Tags	Last user added 3 months ago		(Add/remove tracks	
Inboxes	Aud/remove sears		Addremove tracks	

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

Q Search	Add Seats & Tracks	
SETTI	Seats	
✓ My Pr	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.	_
Se Di:	Change seats	
~ W	Need a different amount? Contact us!	
Us	Tracks	
Bil	You're using 64 of your current 1000 tracks Change tracks	
Tra	1000 tracks	acks
Pla		nove tracks
Int	This change will charge \$22.59 to your account, including any applicable sales taxes.	
	Cancel Update Plan	· · · · · · · · · · · ·

Cancelling your subscription

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