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

Billing & Payments

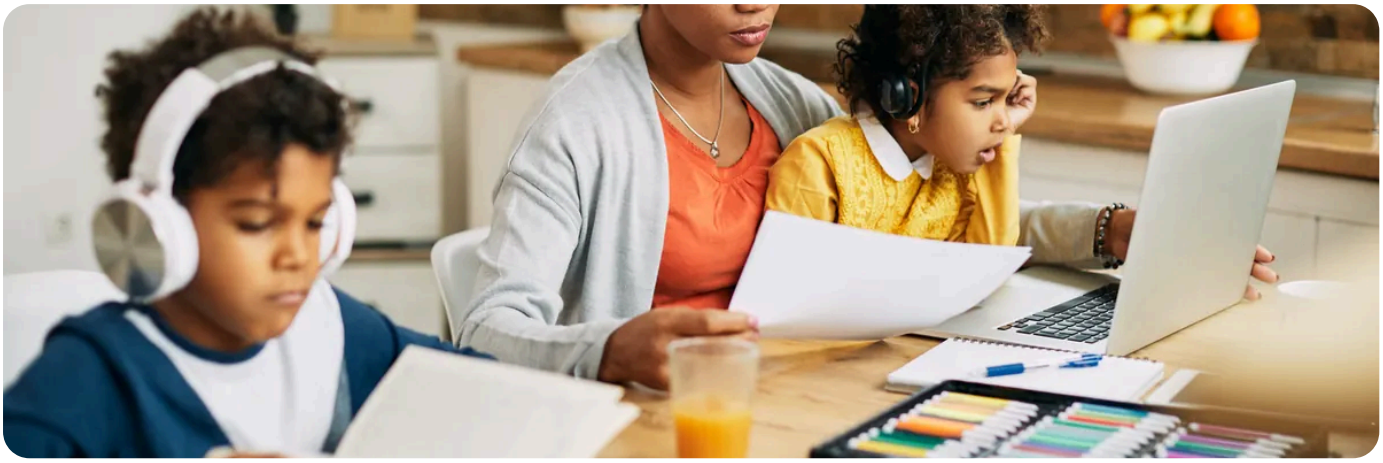
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**Interweb Mozambique**
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# What actually happens when you change plan: files, dates and the money already paid

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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.co.mz
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 →

interweb

## Interweb Mozambique

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