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Changing plan: how to do it, and how the amount is settled

Plans, Upgrades & Extras

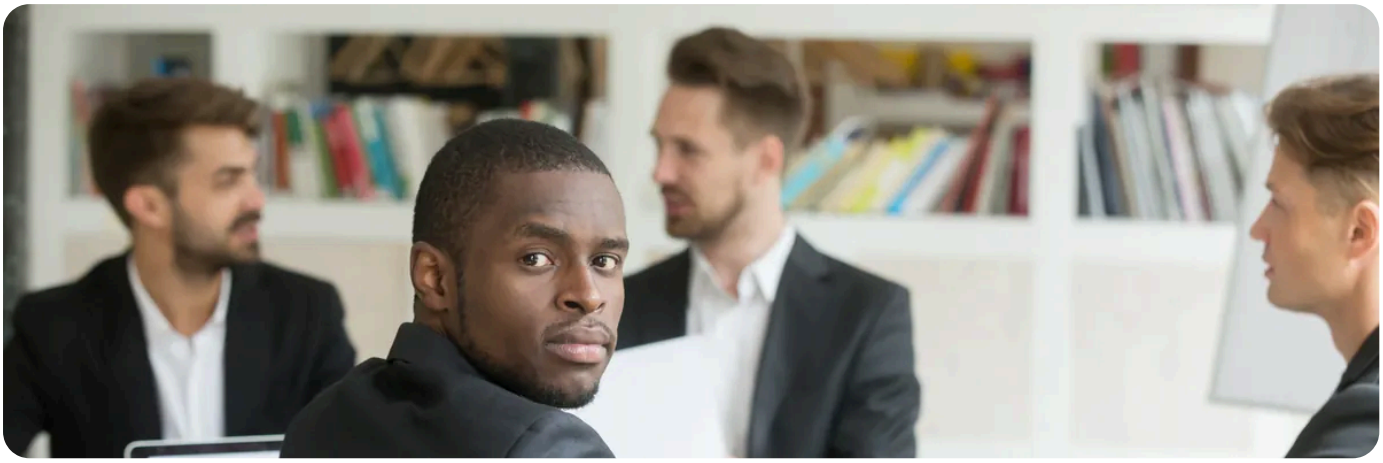
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RLX Holdings (Pty) Ltd. · Group RLX Holdings
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https://www.my.mozout.com/knowledgebase/1418

Changing plan: how to do it, and how the amount is settled

Plans, Upgrades & Extras Created on **September 26, 2026** 3 min read



Either the plan has become too small, or you are paying for more than you use. Both are a change you make yourself, in your account, with no ticket and no manual work on the site. Here is the path, and what to expect at each point.

The path, start to finish

1. Sign in to **My MozOut** and open **My Services**.
2. Click the service you want to change. Note that you change one service at a time: if you hold more than one plan, pick the right one.
3. Choose **Upgrade/Downgrade**. You get the list of plans you can move to from this one.
4. Pick the new plan. **The amount to pay appears on screen before you confirm**, and that is the one that counts. Read it.
5. Confirm. An invoice is generated for that amount.
6. Pay the invoice. The change is applied once the payment is confirmed, not at the moment you press the button.

Do not confirm without reading the amount.
The settlement depends on the plan you are leaving, the plan you are moving to, the billing cycle you hold and how much of it is left. There is no single sum that fits every case, which is exactly why the figure is on the screen: it is yours. If it does not match what you expected, stop there and ask us before paying.

What changes, and what does not

	What happens
Website files	They stay. Nothing to copy, nothing to re-upload.
Mailboxes and messages	They stay, with the mail already in them.
Databases	They stay, same names and same users.
Panel login details	Unchanged. You sign in exactly as before.
Account limits	**This is the part that changes.** Disk space, mailboxes, databases and extra domains become those of the new plan.
The live site	On a plan change within the same server there is no downtime worth the name. If the change means moving the account to another server, we agree that with you first.

Downgrading: the check that saves the trouble

Going up is always safe: what fitted in a small plan fits in a bigger one. It is going down that needs a minute of attention.

Check first that what you use today fits inside the new limits.
Disk space, number of mailboxes, number of databases and extra domains. If you are already above any of them, the downgrade may fail, or leave the account over quota, and in that state things stop working without warning.

Where to see what you use today:
In cPanel, in the statistics column at the side. Disk used, mailboxes created, databases and domains are all there, each with its limit next to it. It is the only source worth using, because it is the real one.

Before you move, check it is the plan you need

Compare what each plan gives on **hosting plans** and the figures on **pricing**. If the next step is no longer a bigger plan but a different tier, see **VPS Server** and **Cloud Server**. And if you are thinking of changing plan because the site is slow, the plan may not be the cause: worth asking before you pay.

NEED A HAND?

Not sure the new plan is enough, or that the downgrade is safe? Send us the domain and we will check.

Open a support ticket →

SEE ALSO

- Every hosting plan, side by side →
- Pricing, by service and by cycle →
- When the next step is already a server →

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