



Fabio Hirata <fabio.hirata@gmail.com>

Travis CI: [43889] - Exceeded the number of users allowed for your plan.

Usman Zaheer (Support) <support@travis-ci.com>

Sun, Mar 5, 2023 at 2:55 AM

Reply-To: Support <support@travis-ci.com>

To: Fabio Hirata <fabio.hirata@gmail.com>

from Travis CI has an update for your ticket, [#43889](#). If you'd like to add additional comments, please reply to this email:



Usman Zaheer (Travis CI)

Hello,

Thank you for reaching out and sorry for the hassle!

The issue has been fixed. Happy building!

Let us know if you have any other questions.

Thank you,

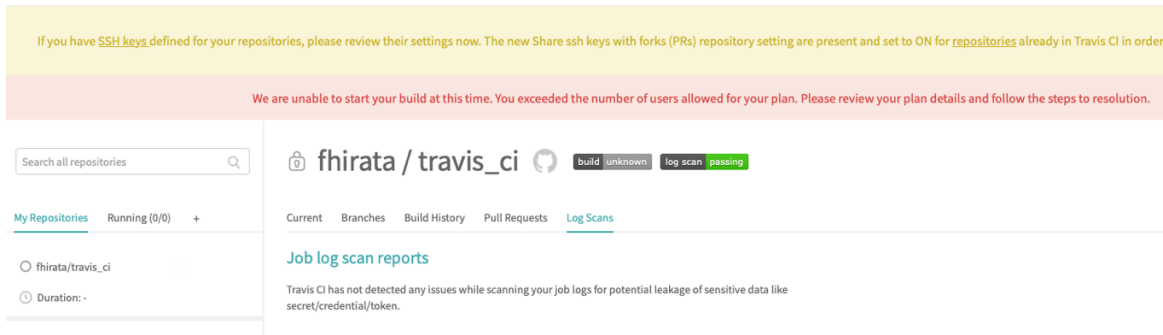


Fabio Hirata

Hi,

I am getting the following message with a brand new Travis account I just created and linked my GitHub account:

We are unable to start your build at this time. You exceeded the number of users allowed for your plan. Please review your plan details and follow the steps to resolution.



I just created a new dummy project and and I am using the Free Plan account. Can someone please explain to me why I am getting this error?

Thanks,
Fabio

This email is part of a thread in [Zendesk](#)

[Z3M6O7-VM73K]