

Depending on how you purchased your Zoom subscription, you may be able to cancel your [subscription or add-ons](#) in the Zoom web portal before your next renewal date. Cancellations become effective as of your next renewal date.

**Notes:**

- If you purchased your plan online, you can cancel your subscription on your own in the [billing portal](#).
- If you purchased your plan through a direct sales quote, you may be able to cancel on your own in the [billing portal](#) or you can email your dedicated Account Executive or [submit a request](#) to discuss your options. All requested changes will take place at the end of the subscription term that is indicated on the quote.

This article covers:

- [How to cancel a Zoom subscription](#)
- [How to request a refund for a paid plan](#)
- [How to cancel an add-on](#)
- [How to resubscribe or reactivate your subscription](#)

## Prerequisites for canceling your Zoom subscription

- Account owner, admin, or a custom role with billing privileges

**Note:** If you have a Basic (free) account, you can only [delete your account](#) because you don't have a subscription.

## How to cancel a Zoom subscription

Cancellations become effective as of your next renewal date, and your services will continue until the end of your current subscription term. If you have active add-ons, you must [cancel the add-ons](#) before you can cancel your base plan.



By canceling your paid base plan, you will lose access to your cloud recordings. These cloud recordings will be permanently deleted 30 days after cancellation. To access them, you must subscribe to a plan with cloud recordings within the 30-day time period.

To cancel your subscription, follow the steps below depending on where your [billing portal](#) is located in the left navigation menu of the Zoom web portal. Not sure how to identify where your billing portal is located? Learn [how to locate your billing settings](#).

**Note:** If you don't see these steps in the Zoom web portal or the cancel options are grayed out, you may not be able to cancel your subscription on your own. Contact your dedicated Account Executive or [chat with us](#) mentioning “cancel”.

## Billing portal under Plans and Billing

1. Sign in to the [Zoom web portal](#).
2. In the navigation menu, click **Plans and Billing** then **Plan Management**.  
All of your plans will be listed indicating their renewal dates.
3. To the right of the plan you want to cancel, click **Manage**.  
The **Manage Plan** window will appear, where you can choose to edit or cancel the plan.
4. In the **Manage Plan** window, click **Cancel Plan**.  
A confirmation window will appear, informing you of the cancellation terms of your plan, including when the cancellation will take effect.

**Notes:**

- If the **Cancel Plan** option is unavailable, you will not be able to cancel your plan through the web portal. You will see a message that guides you to contact us for assistance.
  - If you want to request a refund and are eligible to receive one, click **Dispute Charges**. Learn more about [requesting a refund](#).
5. To confirm, click **Confirm Your Cancellation**.  
You will receive an email confirming the change.

## Billing portal under Account Management

1. Sign in to the [Zoom web portal](#).
2. In the navigation menu, click **Account Management** then **Billing**.
3. On the **Current Plans** tab, locate the plan you want to cancel.
4. Click **Cancel Plan**.

A confirmation window will appear, informing you of the cancellation terms of your plan, including when the cancellation will take effect.

**Note:** If the **Cancel Plan** option is unavailable, you will not be able to cancel your plan through the web portal. You will see a message that guides you to contact us for assistance.

5. To confirm, click **Confirm Your Cancellation**.  
You will receive an email confirming the change.

## How to request a refund for a paid plan

If your account is eligible for a refund, you can request a refund when canceling your plan through the web portal. To be eligible for a refund, you must submit the request within 30 days following renewal and only a prorated refund will be given.

**Note:** If you don't see these steps in the Zoom web portal, you may not be eligible to request a refund. Contact your dedicated Account Executive or [submit a request](#) to Zoom Support for assistance.

1. Sign in to the [Zoom web portal](#).
2. In the navigation menu, click **Plans and Billing** then **Plan Management**.  
All of your plans will be listed indicating their renewal dates.
3. To the right of the plan you want to cancel and request a refund for, click **Manage**.

The **Manage Plan** window will appear.

4. In the **Manage Plan** window, click **Cancel Plan**.
5. In the bottom-left corner, click **Dispute Charges**.  
In the next window, you will be notified of the refund amount.
6. To agree to the terms of the refund and cancel your subscription, click **Cancellation and Refund**.
7. Click **Proceed**.

You will receive an email confirming the change.

# How to cancel an add-on

To cancel an add-on, follow the steps below depending on where your [billing portal](#) is located in the left navigation menu of the Zoom web portal. Not sure how to identify where your billing portal is located? Learn [how to locate your billing settings](#).

## Billing portal under Plans and Billing

1. Sign in to the [Zoom web portal](#).
2. In the navigation menu, click **Plans and Billing** then [Plan Management](#).  
All of your plans will be listed indicating their renewal dates.
3. To the right of the add-on plan you want to cancel, click **Manage**.  
The **Manage Plan** window will appear, where you can choose to edit or cancel the plan.
4. In the **Manage Plan** window, click **Cancel Plan**.  
A confirmation window will appear, informing you about the details of canceling your plan, including when the cancellation will take effect.
5. To confirm, click **Confirm Your Cancellation**.  
You will receive an email confirming the change.

## Billing portal under Account Management

1. Sign in to the [Zoom web portal](#).
2. In the navigation menu, click **Account Management** then [Billing](#).
3. On the **Current Plans** tab, locate the add-on you want to cancel.
4. Click **Cancel Plan**.  
A confirmation window will appear, informing you of the cancellation terms of your plan, including when the cancellation will take effect.  
**Note:** If the **Cancel Plan** option is unavailable, you will not be able to cancel your plan through the web portal. You will see a message that guides you to contact us for assistance.
5. To confirm, click **Confirm Your Cancellation**.  
You will receive an email confirming the change.

# How to resubscribe or reactivate your subscription

Once you cancel your plan, you can undo that cancellation request and reactivate your plan any time before the cancellation takes effect.

To reactivate your subscription, follow the steps below depending on where your [billing portal](#) is located in the left navigation menu of the Zoom web portal. Not sure how to identify where your billing portal is located? Learn [how to locate your billing settings](#).

## Billing portal under Plans and Billing

1. Sign in to the [Zoom web portal](#).
2. In the navigation menu, click **Plans and Billing** then **Plan Management**.
3. To the right of the plan with a pending cancellation, click **Reactivate**.  
The **Reactivate Your Plan** window will appear, informing you about the terms of your subscription.
4. In the **Reactivate Your Plan** window, click **Proceed & Reactivate**.

## Billing portal under Account Management

1. Sign in to the [Zoom web portal](#).
2. In the navigation menu, click **Account Management** then **Billing**.
3. On the **Current Plans** tab, locate the plan you want to reactivate.
4. Click **Reactivate Plan**.  
The **Reactivate Your Plan** window will appear, informing you about the terms of your subscription.
5. In the **Reactivate Your Plan** window, click **Proceed & Reactivate**.