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Billing FAQ

This page answers frequently asked questions about Netlify billing. Visit our billing page for instructions on how to change your billing information, access payment history, and more. If you have questions that aren't answered by the docs, you can visit our Support Forums to ask questions about pricing and plans .

> **Enterprise plan questions?**
>
> If you have an Enterprise plan, we recommend reaching out to your account manager for the latest and most accurate billing information for your plan.

How does team membership affect billing?

The Team Owner is billed based on the number of active members, your team plan's member limit, and your team's usage. Teams will not be charged for Reviewers using collaborative Deploy Previews.

Netlify will send a notification email to Team Owners when teams approach the member limit for their current team plan.

Git Contributors and billing

You will only be charged for Git Contributors if you are on a Core Pro or Enterprise plan.

Once a Git Contributor is added to your team manually or through the auto-approval setting, they will contribute to your total member count and will be added to your bill. Visit our documentation on deploy permissions for more information.

How do metered features work?

For paid plans, metered features are priced based on your usage. When a site's usage of a metered feature reaches the limit of the current level, it triggers an automatic upgrade to the next level, or purchase of an extra usage package. (Refer to the [pricing page](#) for details on which usage thresholds trigger which type of upgrade or purchase.)

Free tier limits

Accounts on the free tier also have metered features, but they work differently than paid plans.

You will receive email notifications when your site usage is approaching the free tier limits. Notifications are sent when your usage is at 50%, 75%, 90%, and 100% to the limit.

If the build limit is reached, your sites will still be served to visitors, but new builds will be disabled for **all sites on your account**.

restore the account and your sites.

Note that deleting the site with overages will not restore the account. Once a limit is reached on the free tier, the account must be upgraded to restore service.

The free tier limits for each feature are listed on the pricing page .

What's an extra usage package?

With metered features on paid plans, some usage thresholds trigger an automatic upgrade to the next level, and others trigger purchase of an extra usage package. (Refer to the pricing page for details.)

Extra usage packages increase your allowance for all metered features in the package — including ones that are still below their limit. Multiple packages can be added in a single billing period as package limits are reached. They are one-time purchases, meaning they will not be prorated, and will not be added in the next billing period unless usage in that month requires it.

Free tier accounts do not have extra usage packages.

When will I be charged?

For teams linked to an organization, Netlify billing runs on a monthly cycle which starts on the day the [organization](#) was created. To find the billing dates for your organization, Organization Owners can go to **Organization overview** and check the billing period dates.

For teams that aren't linked to an organization, billing runs on a monthly cycle starting on the day you create your team. Billing period dates for specific teams can be found on the team's **[Billing page](#)** and on the team's **[Projects](#)** page.

Different payment timing patterns apply to our products as described below:

Charged annually: payment timing pattern that applies to domain registrations, which renew on a yearly cycle. Registration fees are charged to the team payment method immediately on purchase or renewal.

Charged monthly, in advance: payment timing pattern that applies to [team plans](#), team member seats, extra concurrent

plan or Project Analytics, fees for the first month are prorated for the number of days left in the billing cycle and charged immediately to the team payment method. When you add team member seats or extra concurrent builds, fees for the first month are prorated for the number of days left in the billing cycle and charged on the next billing date.

Charged monthly, in arrears: payment timing pattern that applies to site add-on level upgrades (excluding Project Analytics). Fees are charged in a combined payment on the billing date to cover past usage in the old billing cycle that has just ended. Prices are prorated for the number of days at a given level.

Charged once per purchase: payment timing pattern that applies to extra usage packages for bandwidth, build minutes, edge functions, and project add-ons (formerly called site add-ons). Each package purchase is applied to a running balance for the team and combined in a single payment at the end of the billing cycle. These one-time purchases are not prorated.

Are charges prorated?

can happen in the following situations:

- Usage-triggered automatic level upgrade for a site add-on

- Manual upgrade of a team plan or site add-on level

- Manual downgrade of a team plan or site add-on level

- Addition or removal of a team member seat

- Addition or removal of an extra concurrent build

> **Note**
>
> When usage triggers an add-on level upgrade, the site add-on will remain at the higher level at the start of the next billing cycle.

For items charged monthly in advance, downgrading or removing the item mid-cycle results in a prorated credit applied to any other charges in the invoice. For Project Analytics removals, the invoice is processed immediately. For scheduled team plan downgrades, the downgrade is scheduled to take effect at the end of your billing cycle. For extra capacity reductions, the invoice is processed on the next billing date.

Why can't I downgrade my add-on level?

You cannot downgrade to a lower level for a metered feature if your current usage is above the limits of the lower level. If you wait until the start of the next billing cycle, you can downgrade the add-on level before usage reaches the lower level limits. Remember that if site usage does pass a level limit, it will automatically upgrade back to the higher level.

This does not apply to free tier accounts, which do not have add-on levels. Learn more about free tier limits.

How do scheduled downgrades work?

When you choose to downgrade your team plan, the downgrade will be scheduled to take effect at the end of your current billing cycle unless you are downgrading from Starter to Free, which is applied immediately. Here's how scheduled downgrades work:

You can continue to use all features of your current plan until the scheduled downgrade occurs.

While a downgrade is scheduled, you can cancel it at any time before it takes effect.

2. **Restrictions while a downgrade is scheduled:**

If you are scheduling a downgrade to the Starter or Free plan, your team must have only one member at the time of scheduling. While the downgrade is pending, you cannot add additional team members.

You may not schedule a downgrade to the Starter or Free plan if you already have another Netlify team on a Starter or Free plan, or if you have any invoices pending payment.

3. **What happens at the end of the billing cycle:**

When your billing cycle ends, the downgrade is processed automatically.

Any features or usage that are not compatible with the new plan will be removed at this time.

How will I know when metered feature usage has passed the level limit?

You can check a site's usage of an add-on by going to the configuration page for that add-on. For example, you can find Functions usage at **Project configuration > Functions**. You can check the usage of all project add-ons (formerly called site add-ons) across a team by going to **Billing > Current services > Project add-ons with fees** and selecting **All Project add-ons** in the menu.

You can find your team's usage of bandwidth, build minutes, and edge functions under **Billing**. You can also find bandwidth and build minutes usage on your team's **Projects** page. Learn more about these options in our team plans and usage docs.

More detailed information about build minutes used, including a chart of the sites that have accrued the most build time, is available under **Builds > Usage & insights**.

Organization Owners can monitor usage for all of the teams linked to their organization on the **Organization overview**.

When will I receive notifications about my usage?

For free tier accounts, you will begin receiving notification emails when your site usage reaches 50%. [Learn more about free tier limits](#).

If your team is on a Core Starter or Core Pro plan, Netlify will send usage notification emails to your team's [billing email](#). Netlify sends a notification email when any site add-on is enabled, as usage for a metered feature approaches allowance limits, when usage triggers a level upgrade or extra usage package, and when the team payment method is charged at the end of the billing cycle.

Below is an example of the notifications sent at different stages of usage.

New service enabled:

month and 10 MB of uploaded files per month.

Usage is approaching the Level 0 limit:

The site reaches 50 form submissions a week later. Netlify sends a notification that form submissions are at 50% of the Forms Level 0 submissions limit.

The site reaches 75 form submissions a few days later. Netlify sends a notification that form submissions are now at 75% of the Forms Level 0 submissions limit.

The site reaches 90 form submissions the next day. Netlify sends a notification that form submissions are now at 90% of the Forms Level 0 submissions limit.

Usage triggers a level upgrade:

The site reaches 100 form submissions halfway through the first month. This triggers an upgrade to Forms Level 1, increasing the allowance to 1000 submissions and 1GB of uploads. Netlify will send a notification email, but the team payment method will not be charged until the end of the billing cycle.

that form submissions are now at 50% of the Forms Level 1 limit.

The traffic spike continues and reaches 750 submissions a couple of days later. Netlify sends a notification that form submissions are now at 75% of the Forms Level 1 limit.

The site reaches 900 submissions the next day. Netlify sends a notification that form submissions are now at 90% of the Forms Level 1 limit.

Usage triggers an extra usage package:

The site reaches 1000 submissions the next day. Netlify adds an extra usage package to the site, which adds 500 submissions and 500 MB of uploads to that site's monthly allowance. Netlify sends an email confirming this purchase, but the team payment method won't be charged yet.

Billing cycle ends:

At the end of the billing period, the team payment method is charged a single amount including a prorated charge for Forms Level 1 (because the site was at Forms Level 1 for

Netlify will send the first usage notification email when the site reaches 50% of the Forms Level 1 limits (500 form submissions or 500 MB of file uploads).

Can I set a limit on my usage?

There is no way to set limits on metered feature usage, aside from not using a feature at all.

For serverless functions, you can reduce usage by adding the `durable` cache control directive to allow edge nodes to share a cached response.

How can I make sure I never get charged?

Free tier accounts are not charged, but have metered limits. For paid plans, we will send you notifications based on your usage, as described above.

the **Account usage insights** section on your team's **Billing** page for more in-depth details

Organization Owners can monitor usage details for organizations on the **Organization overview**.

If you are approaching your allowance limit and want to avoid being charged, you can change your site code to remove the metered feature functionality. To prevent build minute usage from exceeding your current allowance, you can stop builds. Remember that a sudden spike in usage may cause your site to pass the free level limit before you have a chance to change your site.

What can I do if my site usage went over a limit because of spammers?

We recommend taking measures to help prevent abuse of your project add-ons (formerly called site add-ons). For example, form submission spam can be reduced by adding a reCAPTCHA 2 challenge and honeypot field. To help prevent bot registrations for

What will happen if I don't enter my credit card?

You can get started with most Netlify add-ons for free without a credit card, including the features with metered pricing. When you start using a metered feature.

At 100% of the limit, new builds will be disabled and **all sites on your account** will be suspended. You will need to add a payment method and upgrade to a paid plan to restore the account and your sites.

What can I do if I've been charged the wrong amount?

If you find a problem with your billing, please contact our support team and we'll do our best to make it right!

Can I get a free trial?

How do I cancel?

To learn how to delete a team or delete your Netlify user, and the impact of either action, visit our Forums for a verified Support Guide on [how to cancel an account](#).

What does "Legacy" mean in the plan name?

Team plans labeled "(Legacy)" have pricing and allocations that are no longer available for new subscriptions. A team on a Legacy plan will continue under its existing terms for an extended grace period.

All Legacy plans will be migrated to the current pricing and allocations described on the [pricing page](#). You can compare the terms on the pricing page with your current usage to check how your fees will change after migration.

How can I know if Netlify will start charging for a free service in the future?

We may find we need to change pricing to best match customer needs with company goals. Though we can't make promises about what the future will bring, we fundamentally believe that composability is the best approach to building web projects, and we want to make it simple and free for developers everywhere to try it. That's why our metered features have a free tier.

For a general guideline, you can expect that any feature marked as "beta" will usually undergo pricing changes on release.

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← Billing

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