

Cierra: Hi, my name is Cierra. How can I help you?

Manish Reddy Challamala: I need help regarding my premium subscription ?

Cierra: Yes, how can I assist?

Manish Reddy Challamala: I thought that the money for the premium subscription will deduct monthly

Manish Reddy Challamala: But instead it had deducted for total year

Manish Reddy Challamala: so I want your help in changing the plan and refund the money

Cierra: I'm taking a look and it does appear that the subscription was set up for an annual plan. I can cancel out the access and on my end and refund the amount

Cierra: From there you would need to go back to LinkedIn Learning and make sure to choose that monthly option.

Manish Reddy Challamala: yeah sure please .. i might have confused between the options

Manish Reddy Challamala: may i know how much the monthly plan costs for me

Cierra: It's usually around \$30 per month, but I can get you the link after I cancel this access. Can you give me a moment to do that?

Manish Reddy Challamala: ok

Cierra: Ok that refund has processed, so you should see that back in about 3-5 business days to the original payment method

Cierra: Now you should be able to go to this link:

[https://www.linkedin.com/learning/subscription/products?](https://www.linkedin.com/learning/subscription/products?destRedirectURL=https%3A%2F%2Fwww%2Elinkedin%2Ecom%2Flearning%2F&lipi=urn%3Ali%3Apa)

[destRedirectURL=https%3A%2F%2Fwww%2Elinkedin%2Ecom%2Flearning%2F&lipi=urn%3Ali%3Apa](https://www.linkedin.com/learning/subscription/products?destRedirectURL=https%3A%2F%2Fwww%2Elinkedin%2Ecom%2Flearning%2F&lipi=urn%3Ali%3Apa)

[guest-learning-](https://www.linkedin.com/learning/subscription/products?destRedirectURL=https%3A%2F%2Fwww%2Elinkedin%2Ecom%2Flearning%2F&lipi=urn%3Ali%3Apa)

[home%3BXJHXP%2B65QymSaNN25j8vzA%3D%3D&upsellOrderOrigin=default_guest_learning&trk=l](https://www.linkedin.com/learning/subscription/products?destRedirectURL=https%3A%2F%2Fwww%2Elinkedin%2Ecom%2Flearning%2F&lipi=urn%3Ali%3Apa)

[learning_nav-header-join_subscription&upsellTrackingId=XoNaupK5SSaZmjQ8pTPOcg%3D%3D](https://www.linkedin.com/learning/subscription/products?destRedirectURL=https%3A%2F%2Fwww%2Elinkedin%2Ecom%2Flearning%2F&lipi=urn%3Ali%3Apa)

Cierra: and you should see the monthly option on the left side

Manish Reddy Challamala: ok

Cierra: It should say "try for free" but you should be charged for the monthly at checkout since you already had a trial

Manish Reddy Challamala: yeah got it

Manish Reddy Challamala: one of my friend said that he is paying annual plan monthly like he is paying 19 dollars per month

Manish Reddy Challamala: is that possible with me also

Cierra: I think he is thinking of how the annual plan breaks down to \$19 a month. Because the total annual charge is around 239.99 and if you break that into 12 its around \$19, this could be a little different depending on tax in your area.

Manish Reddy Challamala: ok

Manish Reddy Challamala: thank you

