

# Understanding Upgrading/Downgrading license calculations?

106 admin November 18, 2022 [Billing](#) 5354

## Why is there a cost while downgrading? Why is that I am charged more than what I have purchased?

The Ezeelogin license upgrade is done in the following way.

1. When an upgrade is done, a new expiry period is set 30 days/1 month from the date of the upgrade.
2. We would deduct the balance (amount remaining from the previous payment after computing the remaining number of days as per the old cycle/expiry date) from the upgrade invoice.

The important information to be noted is that a new expiry date is set from the date of the upgrade and the balance amount as per the previous last invoice is deducted from the upgraded invoice.

### Upgrade Example:

Suppose you take a license for 10 servers on the 1st of a month for \$19.9. On the 16th you are upgrading to 16 servers. At the time of the upgrade, the 10 server license has been used for half of its period. So the remaining credit in your account is \$10.61. For 16 server licenses for 1 month, it is (16 servers \* \$1.99) \$31.84. So still have to pay \$21.23 (\$31.84 - \$10.61) and your new 16 server license would be valid till the 16th of next month (1 month from the date of upgrade) instead of the 31st of the month.

**Ezeelogin customer portal** Logout

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- Licenses**
- Orders
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- Payment options
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### Edit license

No. of servers

Billing cycle

IP address

Secondary IP address (optional)

Amount	\$31.84 USD
Start date	Nov 16, 2022
End date	Dec 16, 2022
Days total	30
Days used	0
Days remaining	30
Amount remaining	31.84 * (30 / 30) = \$31.84 USD

ID	63768340cdc9d100127073d9
Created	2022-11-16 12:23 AM
IP	172.23.44.240
Type	update
Servers	16
Billing cycle	1 months
Amount	31.84 USD
Grand total	\$31.84 USD
Deduction	-\$10.61 USD
First bill amount	\$21.23 USD
Auto renew	disabled
Status	active

## Downgrade Example:

Suppose you take a license for 10 servers on the 1st of a month for \$19.9. On the 16th you are downgrading to 6 servers. At the time of the downgrade, the 10 server license has been used for half of its period. So the remaining credit in your account is \$10.61. For 6 server licenses for 1 month, it is (6 servers \* \$1.99) \$.11.94. So still have to pay \$1.33 (\$11.94 - \$10.61) and your new 6 server license would be valid till the 16th of next month (1 month from the date of downgrade) instead of the 31st of the month.

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### Edit license

No. of servers ● \*

Billing cycle \*

Monthly (no discount) ▼

IP address ● \*

Secondary IP address (optional) ●

Cancel
Update

#### Current billing

Amount	\$11.94 USD
Start date	Nov 16, 2022
End date	Dec 16, 2022
Days total	30
Days used	0
Days remaining	30
Amount remaining	11.94 * (30 / 30) = \$11.94 USD

#### Order details

ID	6376837acdc9d10012707412
Created	2022-11-16 12:24 AM
IP	172.23.44.240
Type	update
Servers	6
Billing cycle	1 months
Amount	11.94 USD
Grand total	\$11.94 USD
Deduction	-\$10.61 USD
First bill amount	\$1.33 USD
Auto renew	disabled
Status	active

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- Since the new expiry date is set 30 days from the date of upgrade you will have to pay an extra amount for the new expiry dates In order to avoid this extra payment you can upgrade the license on the due date.

#	IP	Secondary IP	Servers	Expiry	Status	Order ID	Customer ID	Build ID	Unbilled	Created	Modified	Actions
1	172.23.44.240		6	2022-12-16	active	6376837acdc9d10012707412	5bc08aeb60b216331be00ba3	636347599884f2001930b6ff		2022-11-01	2022-11-16	<span style="background-color: #ccc; padding: 2px;">Ds</span> <span style="background-color: #007bff; color: white; padding: 2px; margin-left: 5px;">↗</span>

For example: If you need to upgrade this license without any extra payment you have to upgrade the above license on 2022-11-16 (due date)

### [How to upgrade/downgrade the license in the new ezeelogin customer portal?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/understanding-upgrading-downgrading-license-calculations-106.html>