

What Happens if My # of Subscribers Exceeds My Account Plan?

In order to provide a streamlined user experience SmartEngage will always automatically upgrade your account so that you can be within your plan limits.

If your account's # of Subscribers were to exceed its limits by one or more of the following:

- Lead Magnets
- Manually Adding Subscribers
- Importing Subscribers

Then, SmartEngage will automatically upgrade you to the next package available.

If your account is already a PRO account (5,500 Subscribers) or higher then you will be Auto Upgraded to a High Volume Account with a 1,000 Subscriber Buffer.

Example 1: Bob has 2,400 subscribers on his BASIC account which allows for a maximum of 2,500 subscribers. Bob imports another 500 subscribers and his account total for subscribers increased from 2,400 to 2,900. As a result, his account was automatically upgraded to the PRO plan which allows for 5,500 subscribers.

Example 2: John has 5,400 subscribers on his PRO plan which allows for a maximum of 5,500 subscribers. John's Lead magnets this week brought in another 150 new subscribers and his account total for subscribers increased from 5,400 to 5,550. As a result, his account was automatically upgraded to the HIGH VOLUME plan once it reached 5,501 subscribers. His new plan was automatically setup with an overage of 1,000 subscribers as a buffer, which resulted in his High Volume plan being configured at 6,500 subscribers.

Example 3: Carol is already on the High Volume Plan. This particular plan is setup for 25,000 subscribers. Carol imports another 5,000 subscribers today which brings her total subscribers to 30,000. As a result, her plan is automatically upgraded to 31,000 contacts, because of the automatic 1,000 subscriber buffer.

NOTE: You can always manually upgrade to a larger plan whenever you see fit regardless of the # of subscribers you currently have, by visiting your billing area here: [VIEW BILLING](#)

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