Atlassian Support

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Manage subscriptions and bills for Atlassian cloud products

How maximum quantity billing works

ℹ️ Maximum quantity billing will be introduced in phases, starting on **July 14, 2025**. We expect all monthly subscriptions for the below Atlassian apps to be transitioned to maximum quantity billing by October of 2025. We'll send you an email before your account transitions.

- Compass
- Confluence
- Atlassian Guard
- Jira
- Jira Product Discovery
- Jira Service Management
- Loom (already using maximum quantity billing)
- Marketplace Apps

Your bill is based on the maximum amount of users you have throughout your billing period. We call this your billed user quantity. If you add more users than your billed user quantity, we'll automatically increase your quantity and add prorated costs to your next bill.

How are you billed?

The number of users you have at the start of your billing period is called your billed user quantity. If you add more users than your billed user quantity, we'll automatically increase your quantity to match your team's growth. You'll be charged a prorated cost for each additional user and these prorated costs will be added to your next invoice.

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You can make as many changes to your user count as you need throughout your billing period, this includes removing users too. We recommend removing inactive users before you add new ones to avoid any extra prorated costs. However, there won't be any deductions, refunds or credits from your billed user quantity. You will simply have more seats available to provide to other users until your next billing period. To manage users, see Manage users and user tiers.

At the end of each billing period, we'll use your user count from the last day to determine your billed user quantity for the next month.

Billing examples

Example: Adding more users than your billed user quantity

Melissa started a monthly subscription with 10 users. She's charged USD 18 per user. Her monthly bill estimate is USD 180. Five days into her billing period, she adds 3 new users. Melissa's billed user quantity gets increased from 10 to 13, to account for her new users. Prorated costs for these new users get added to her next bill.

Melissa's next bill estimate breakdown will be:

10 x users (initial billed user quantity) = USD 180

3 x users added (prorated costs x 25 days daily) = USD 54

Next bill estimate = USD 234

Melissa's user count at the end of this month is 13, so her billed user quantity for the next month will start at 13.

Example: Removing users from your billed user quantity

Armando started a monthly subscription with 10 users. He's charged USD 18 per user. His monthly bill estimate is USD 180. Five days into his billing period, he removes 3 users. Armando's billed user quantity does not change since he is charged for the maximum amount of users throughout his billing period. However, he now has 3 spare seats to allocate to new users before the end of his billing period.

Armando's next bill estimate breakdown will be:

10 x users (initial billed user quantity) = USD 180

3 x users removed = USD 0

Next bill estimate = USD 180

Armando's user count at the end of the month is 7, so his billed user quantity for the next month will start at 7.

View your bill estimate and usage

To view your bill estimate and usage:

1. Go to admin.atlassian.com. Select your organisation if you have more than one.
2. Select **Billing**.
3. Find your subscription from the list and select **Manage**.

On the **Subscription details** page, you'll see a **Billed user tab** that tracks your billed user quantity, user updates and next bill estimate.

Switching from a monthly to an annual subscription

We offer monthly and annual subscriptions. However, Free plans are only available for monthly subscriptions.

You can upgrade to switch from a monthly Free plan to an annual subscription.

When you switch from a monthly to an annual subscription, your annual payment will start from the last day of your current billing cycle and you'll pay a prorated price for the remainder of your billing period. Any charges based on usage will be added to your bill.

> ℹ️ If you want to switch from annual to monthly, contact us to request the change.

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Still need help?

The Atlassian Community is here for you.

(**Ask the Community**)

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