

# How to Switch to a Free Plan License in Exalate for Jira Cloud

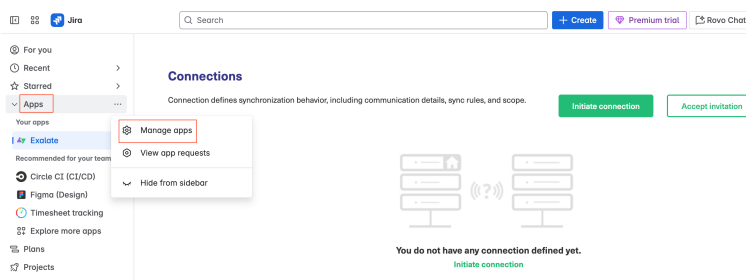
Last Modified on 07/18/2025 9:41 am EDT

This article shows how to switch to a Free plan license in Exalate for Jira Cloud. The Free plan is a free license where you can use only Basic connections. Visual and Script connections are not available in a Free plan. For more details about the Free plan license, check out [Pricing and licensing](#).

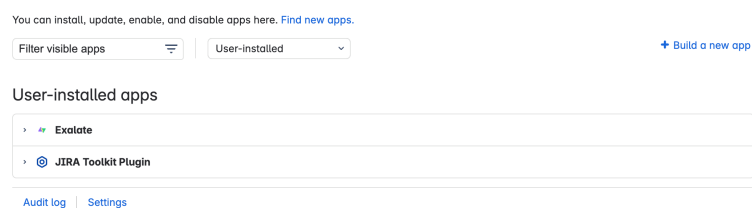
The Exalate evaluation license is provided by Atlassian. To switch to a Free plan license in Jira Cloud you need to unsubscribe from the Atlassian license.

To unsubscribe from the evaluation license:

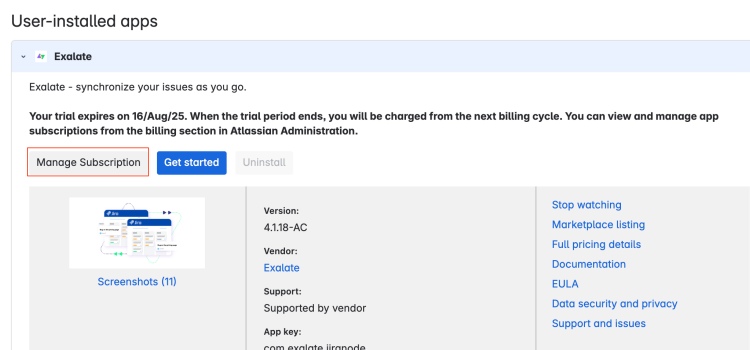
## 1. Navigate to **Apps -> Manage apps**



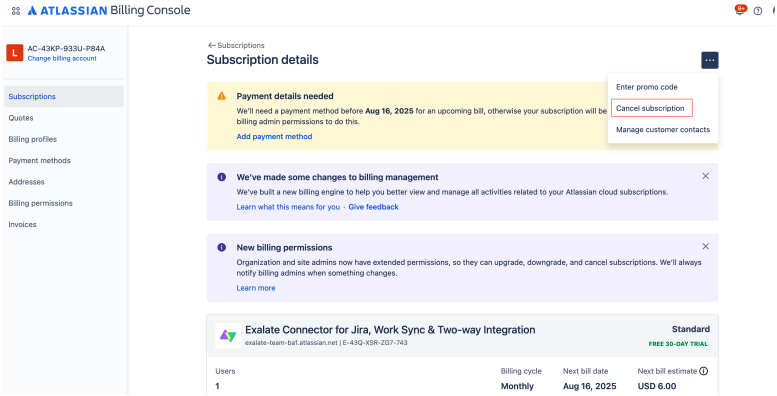
## 2. Select **Exalate** from the **User-installed apps** list



## 3. Click **Manage subscription**

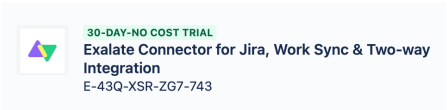


#### 4. Click **Cancel subscription**



#### 5. Click **Cancel subscription**

### Cancel subscription



#### What to expect when you cancel

##### Cancellation will be scheduled for Aug 16, 2025

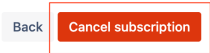
You'll have access to the Marketplace app until the end of your current billing cycle. During this period, you can undo cancellation anytime.

##### Data is managed by the app partner

The data retention policy for an app isn't controlled by Atlassian. The data retention period and reactivation time period are set by the partner based on their policy and procedure.

##### You'll need to uninstall the app

Canceling the app subscription doesn't uninstall the app from your product. Once the app is canceled, go to **Manage apps** within your product, and select **Uninstall**.



Your subscription is **pending cancellation** and will be canceled at the end of your current billing cycle.

After cancellation, Exalate will automatically switch to the **Free plan**.

Product

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