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:

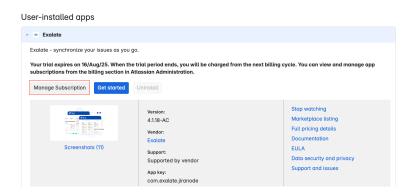


1. Navigate to Apps -> Manage apps

2. Select Exalate from the User-installed apps list

You can install, update, e	nable, and d	isable apps here. Find r	new apps.		
Filter visible apps	Ŧ	User-installed	~		+ Build a new app
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> 🖛 Exalate					
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Audit log Settings					

3. Click Manage subscription



4. Click Cancel subscription

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L AC-43KP-933U-P84A Change billing account		4- Subscriptions Subscription details Image: Contemportance					
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Payment methods Addresses Billing permissions Invoices	١	We've made some changes to billing management We've built a new billing engine to help you better view and manage all activities related to your Atlassian cloud subscr Learn what this means for you - Owe feedback.			X subscriptions.		
	•	New billing permissions X Organization and alle adminis non-bine extended permissions, so they can upgrade, downgrade, and cancel subscriptions. We'll allways colly billing adminis when something charges. Learn more					
		Ay Land Control of the office of the hay mognation			Standard FREE 30-DAY TRIAL		
	U 1	sers	Billing cycle Monthly	Next bill date Aug 16, 2025	Next bill estimate () USD 6.00		

5. Click Cancel subscription

Cancel subscription



 $\ensuremath{\mathbb{C}}$ 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**.

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