

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

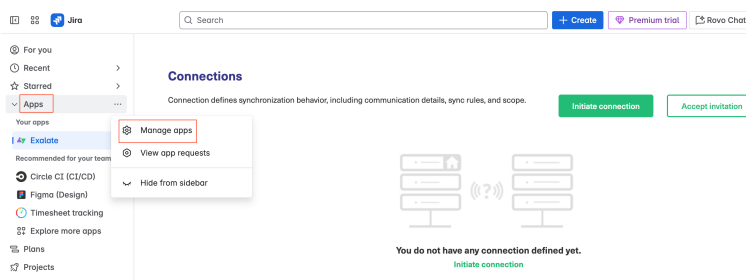
Last Modified on 01/15/2026 2:02 pm EST

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](#).

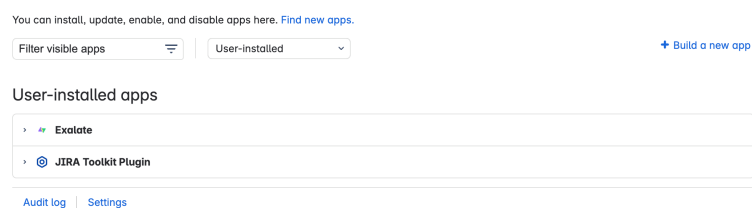
The Exalate evaluation license is provided by Atlassian. To switch to a Free plan license in Jira Cloud you need to unsubscribe from the Atlassian license.

To unsubscribe from the evaluation license:

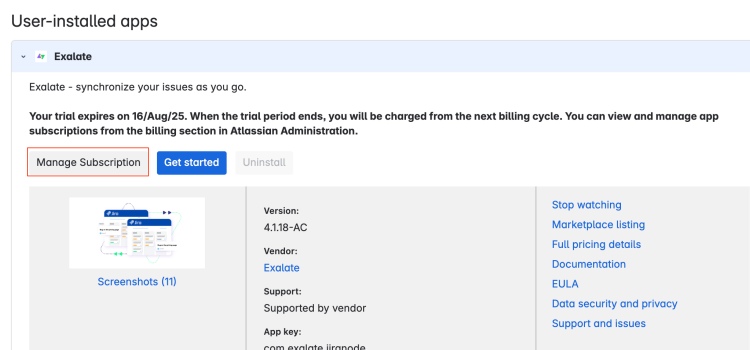
1. Navigate to **Apps -> Manage apps**



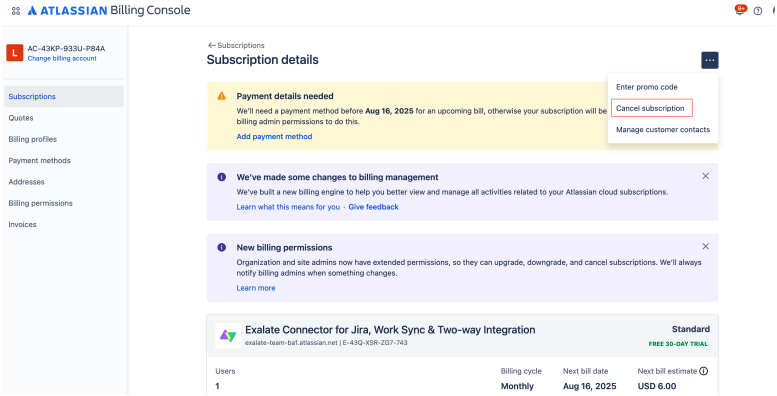
2. Select **Exalate** from the **User-installed apps** list



3. Click **Manage subscription**




4. Click **Cancel subscription**



5. Click **Cancel subscription**

Cancel subscription




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E-43Q-XSR-ZG7-743


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**.

Back

Cancel subscription

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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