

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

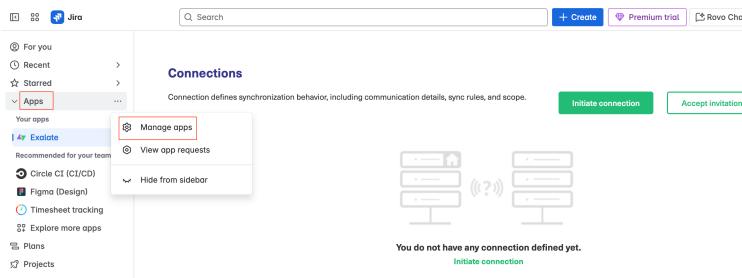
Last Modified on 01/15/2026 2:02 pm EST

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](#).

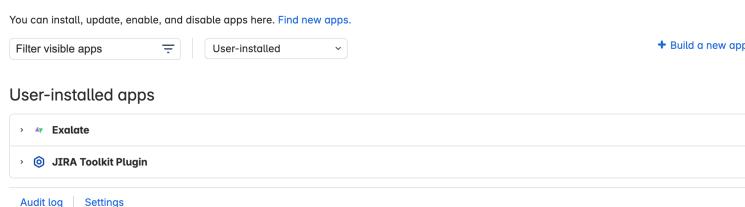
The Exalate evaluation license is provided by Atlassian. To switch to a Free plan license in Jira Cloud you need to unsubscribe from the Atlassian license.

To unsubscribe from the evaluation license:

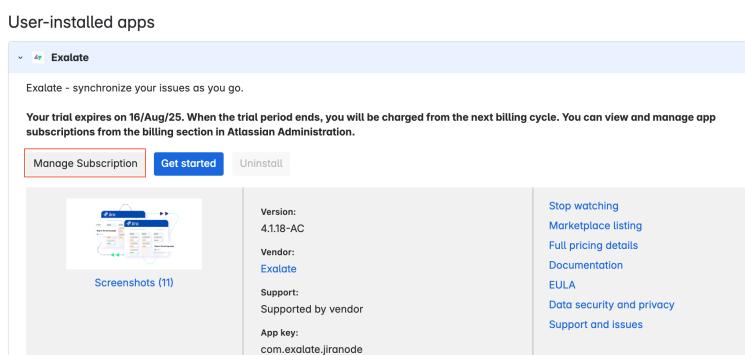
1. Navigate to **Apps -> Manage apps**



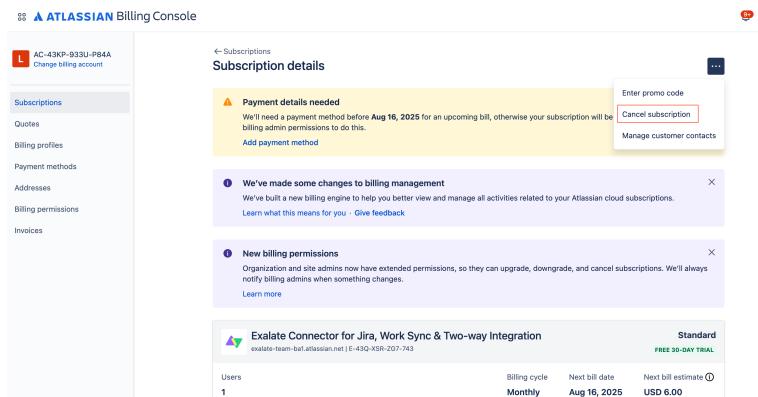
2. Select **Exalate** from the **User-installed apps** list



3. Click **Manage subscription**



4. Click **Cancel subscription**



AC-43KP-933U-P84A
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Standard
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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.

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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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