

How To Change My Billing Cycle

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This article is for WestHost clients wishing to change their billing cycle length.

Step 1: Navigate To Your Service Page

1. Log into chi.westhost.com.
2. Select the service you wish to change from the left menu bar. For example, if I want to change the billing on my hosting plan I would click the "Shared Hosting" icon.

3. Click on the required service.

Step 2: Change The Billing Cycle Length

4. Click on "Change your package" located on the right side of the page under "Package".

5. Select either "Regrade your package today" or "Change your package when it renews", depending on your preference.



Please note: if you select a different billing cycle and use the 'renew now' option we will charge you for the plan due to be charged on renewal and not your existing service plan

6. Select the billing cycle option you want from the dropdown bar.

7. Click "Change package".

The change will happen either immediately or at the end of your current billing cycle, depending on the package you selected.

Please contact our team with any questions you may have by submitting a ticket through the Support section of CHI.