

How to pause a subscription?

Please note that:

- Option to pause is available only for monthly plans

- Monthly plans which are purchased at the same time in quantity of 2 or more are not available to be paused on website, please reach Support via emailing to **you.support@pixellot.tv** or live-chat session at you.pixellot.tv for such cases

- Paused plan reactivates automatically within the set pause duration or can be reactivated manually at any time (see FAQ How to Reactivate Paused Subscription)

- Subscription can be paused for a period from 1 to 6 months per year

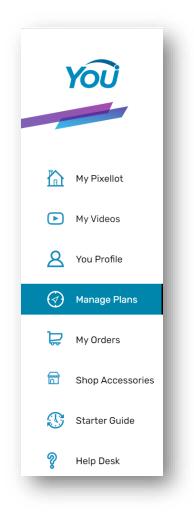
- The Subscription Pause will start at the end of your current billing cycle

- When the subscription is paused, you will still have access to your recordings but you will not able to upload new games

Please follow the next steps to pause your monthly subscription.

1. Log into your account here https://you.pixellot.tv/my/login

2. Go to the Manage Plans section



3. Click on the Pause Plan option

MANAGE PLANS	
CHANGE YOUR CURRENT PLAN	
PLAN 1 PIXELLOT AIR	SUBSCRIPTION: Monthly, Club NEXT INVOICE: JUN 16, 2024 PAUSE PLAN

4. Indicate for how many months you want to pause, and press Continue

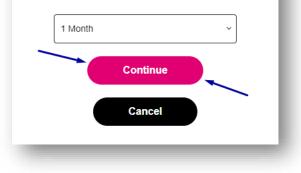
bu will still have access to your recordings b ill not able to upload new games. The Subscription Pause will start at the end of our current billing cycle. The se indicate how many month you want to ause your subscription for. At the end of the ause period you chose, your subscription wi enew authomatically.	whe	n you use the Subscription Pause option,
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1 Month		1 Month ~
2 Months		
3 Months		1 Month
4 Months		1 Month 2 Months
5 Months		1 Month 2 Months 3 Months 4 Months
o months		1 Month 2 Months 3 Months

Subscription Pause

When you use the **Subscription Pause** option, you will still have access to your recordings but will not able to upload new games.

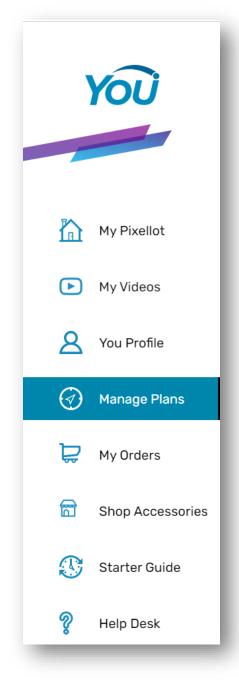
The Subscription Pause will start at the end of your current billing cycle.

Please indicate how many month you want to pause your subscription for. At the end of the pause period you chose, your subscription will renew authomatically.



How to reactivate paused subscription?

- 1. Log into your account here <u>https://you.pixellot.tv/my/login/</u>
- 2. Go to the Manage Plans section



3. Click on the Activate Plan option

MANAGE PLANS	
CHANGE YOUR CURRENT PLAN	
PLAN 1 PIXELLOT AIR	SUBSCRIPTION: Monthly, Club

Please reach support via emailing to **you.support@pixellot.tv** or live-chat session at you.pixellot.tv if you do not see Activate plan button.

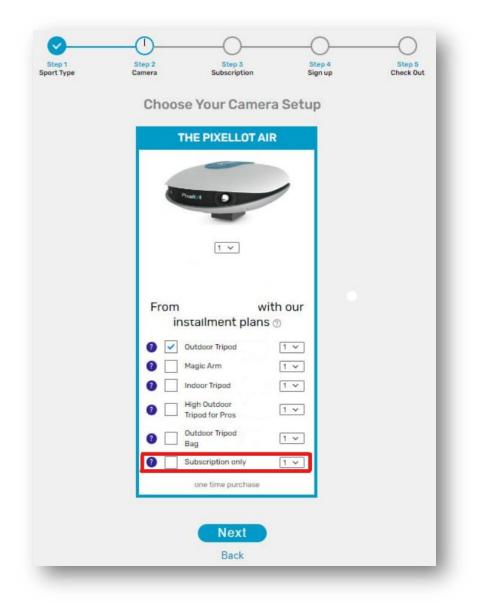
4. Confirm the choice

	Jnpause Your bscription Plan
able to upl use all its f to charge f In case you	ing your subscription plan you will be oad new games to the system and eatures. Upon unpausing, we will try the payment method we have on file. I need to update it please reach out comer support.
Do you wa	nt to reactivate your plan?
	Yes
	Close

If you are based in USA, please see here:

For subscription resumption you need to login on our web site here: <u>https://you.pixellot.tv/my/login/</u> using your credentials.

You will be redirected to the purchase flow where you should proceed with a new subscription selecting "Subscription Only" option in Choose Your Camera Setup menu:



How to renew cancelled subscription?

For subscription renewal please login to the web site here: <u>https://you.pixellot.tv/my/login/</u> using your credentials.

You will be redirected to the purchase flow where you should proceed with a new subscription selecting "I HAVE MY OWN / RENEWAL" option:

