

Limits, Thresholds, and Overages

This article applies to:

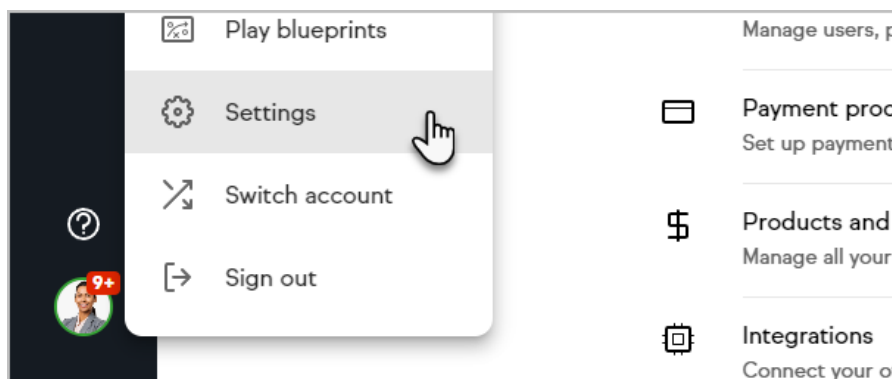
Please note that the limits, thresholds and overages discussed in this article do not apply to sandbox apps

As your business grows and your total contact count increases, you may find that you need to increase your contact limit or delete contacts in order to stay under your current threshold. Keep will inform you when you are getting close to your contact threshold (within 5 contacts when adding them manually, or within 5% when importing or viewing your My Account page.) Your other option would be to ignore the message and allow your contact limit threshold to upgrade automatically on your next billing cycle. **Note that you will not be charged immediately if you go over your contact limit. Keep will wait until your next billing date to increase your subscription's additional contacts and begin billing you for the increase.**

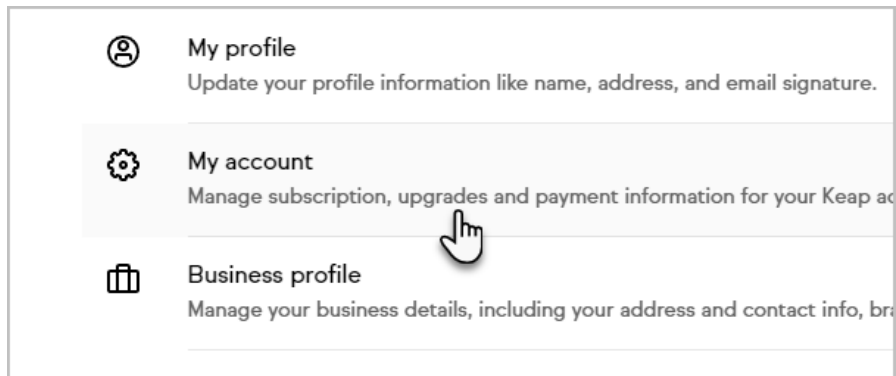
1. [Edit your subscription](#)
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Edit your subscription

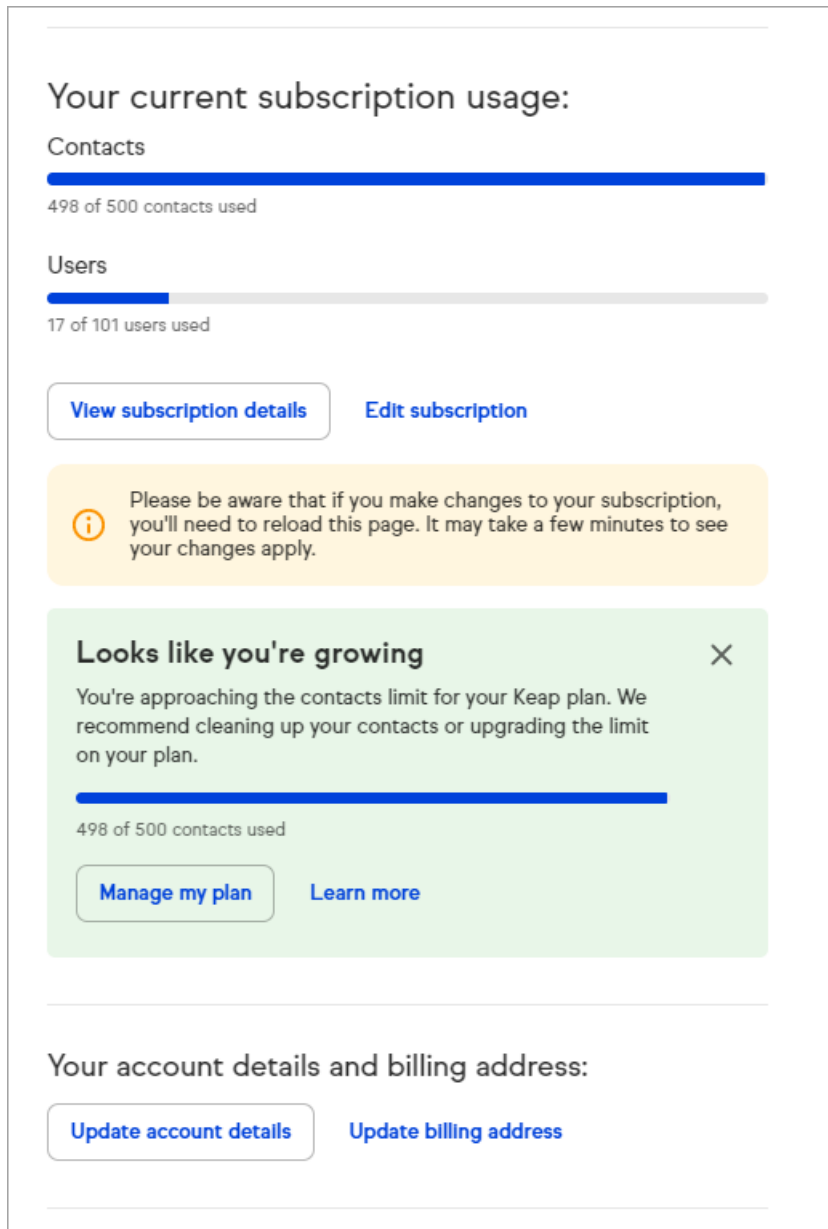
1. To manage your contact limit, click on your **Profile icon** and choose **Settings**



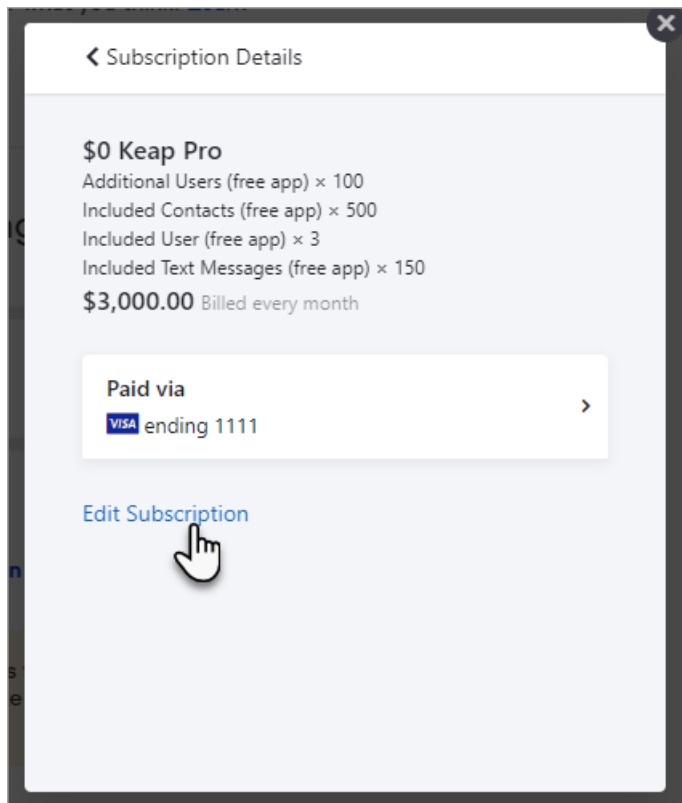
2. Then choose **My account**



3. Now, click on **Manage my plan**

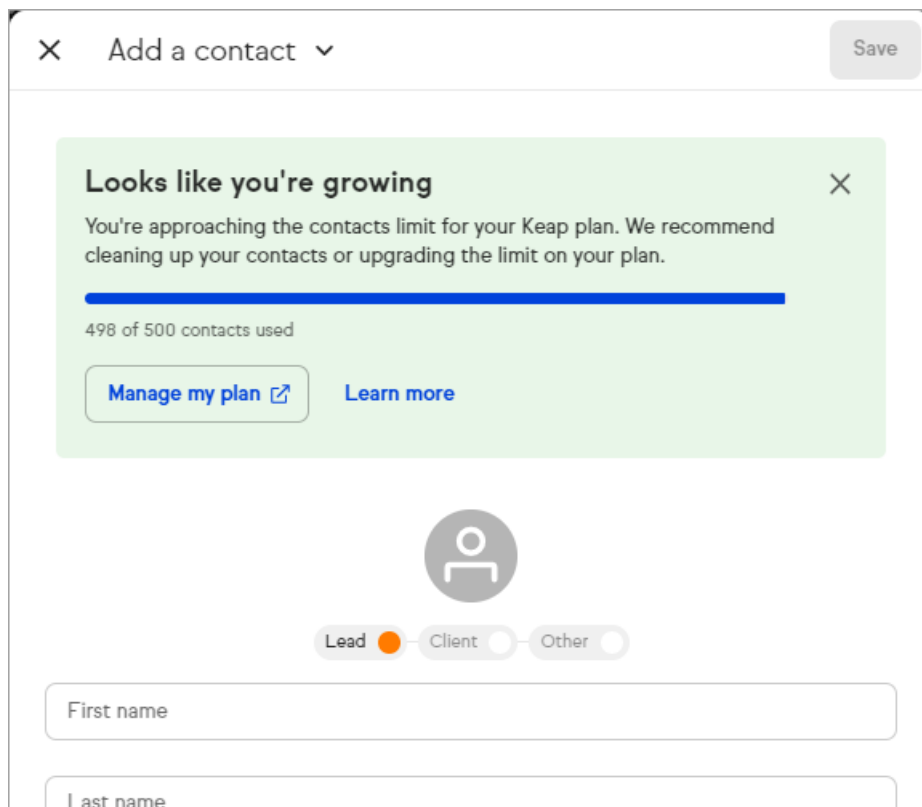


4. Then click the **Edit subscription** link in the pop-up to make changes.



Adding a contact

When adding a new contact in your Pro or Max app, Keap will let you know when you are 5 contacts within your current threshold. Click **Manage my plan** to make changes to your contact limit.



If you are over your contact limit, you will see the message below. Again, click **Manage my plan** to make any changes to your current contact limit.


✕ Add a contact ▾ Save

You've hit a limit on contacts ✕

We'll automatically increase your contacts limit. These changes will be made to your subscription by your next bill.

500 of 500 contacts used

[Manage my plan](#) [Learn more](#)



Lead Client Other

First name

Last name

Importing contacts

When importing contacts into your Pro or Max app, Keap will let you know when you are within 5% of your total contact usage threshold. Click **Manage my plan** to make changes to your contact limit.

Looks like you're growing ✕


You're approaching the contacts limit for your Keap plan. We recommend cleaning up your contacts or upgrading the limit on your plan.

498 of 500 contacts used

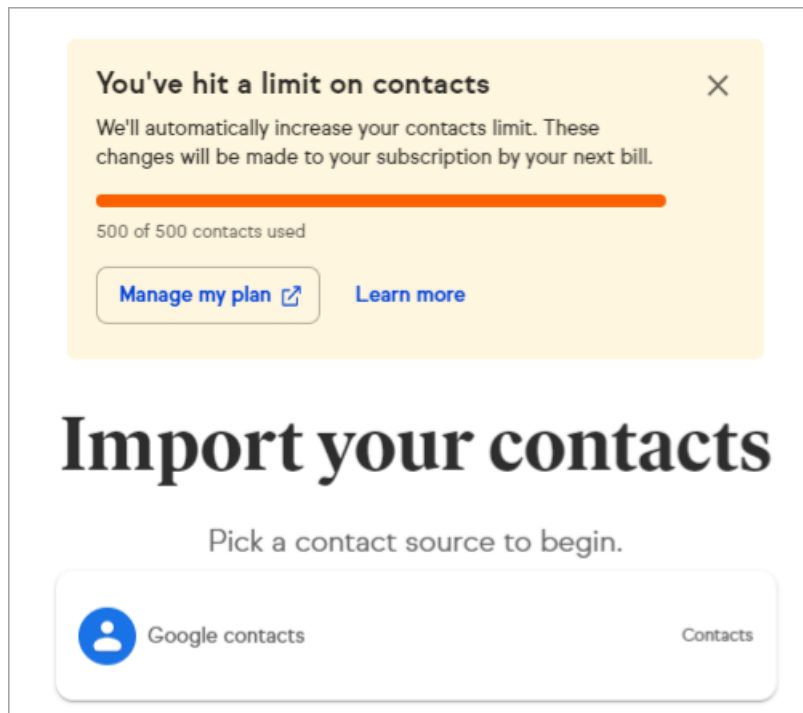
[Manage my plan](#) [Learn more](#)

Import your contacts

Pick a contact source to begin.

 Google contacts Contacts

If you are over your contact limit while importing, you will see the message below. Again, click **Manage my plan** to make any changes to your current contact limit.



The screenshot shows a notification banner at the top with the title "You've hit a limit on contacts" and a close button (X). The text below the banner reads: "We'll automatically increase your contacts limit. These changes will be made to your subscription by your next bill." Below this is a progress bar that is 100% full, with the text "500 of 500 contacts used" underneath. There are two buttons: "Manage my plan" with an external link icon and "Learn more".

Below the notification is a large heading "Import your contacts" and a sub-heading "Pick a contact source to begin." There is a single button labeled "Google contacts" with a person icon on the left and the word "Contacts" on the right.

FAQs

Will I be immediately charged for additional contacts when I go over my limit?

No, Keap will wait until your next billing date to increase your subscription's additional contacts and begin billing you for the increase.

Will Keap adjust my subscription to remove additional contact charges if I reduce the number of contacts in my app?

No, Keap will not remove additional contacts from your subscription automatically. You can reduce the amount of additional contacts on your subscription from your **My Account** page.
