

Limits, Thresholds, and Overages 🗝️

This article applies to:

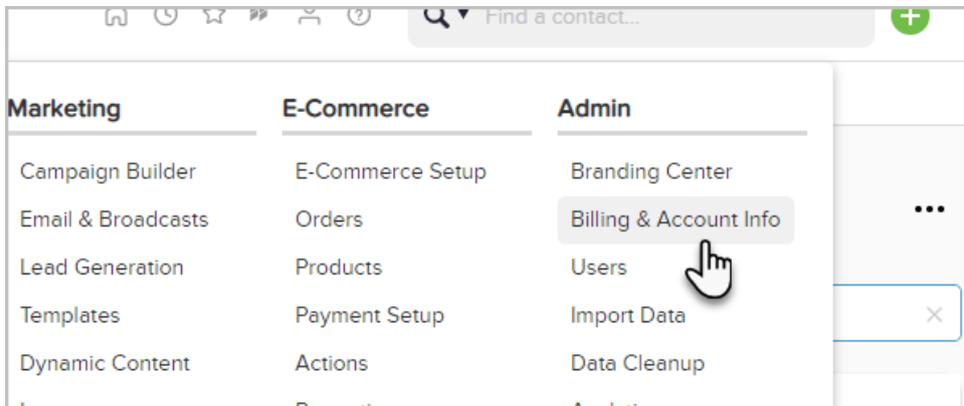
[Max Classic](#)

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. Keap 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. Keap will wait until your next billing date to increase your subscription's additional contacts and begin billing you for the increase.**

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Edit your subscription

1. To manage your contact limit, choose **Billing & Account Info** under the **Admin** section of the main menu



2. Now, click on **Manage my plan** to change your contact limit

My Account

Your subscription:

Keap Max Classic Edition

1000 Contacts, 101 Users

Your current subscription usage:

Contacts



2503 of 1000 contacts used

You've hit a limit on contacts

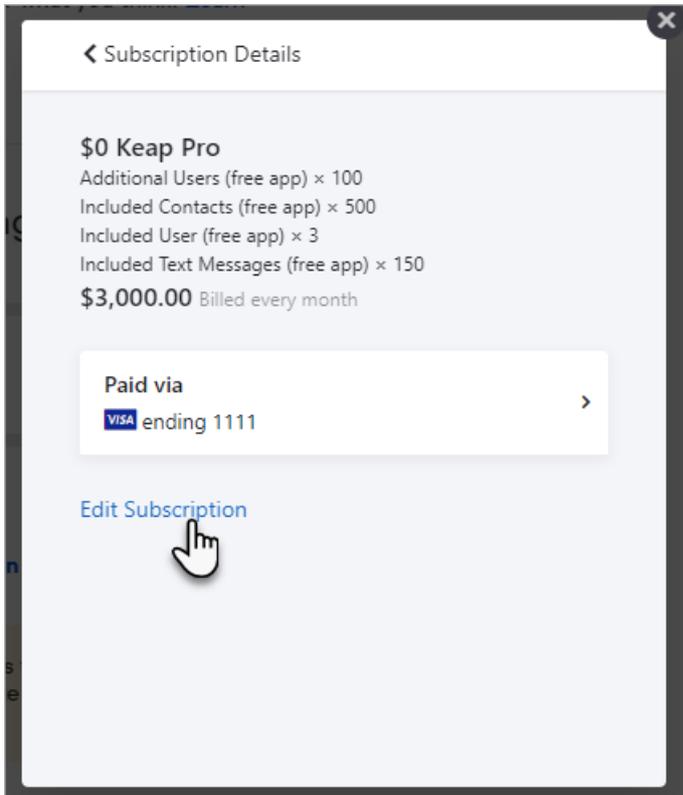


We'll automatically increase your contacts limit. These changes will be made to your subscription by your next bill.

[Manage my plan](#)

[Learn more](#)

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



Adding a contact

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

The screenshot shows the 'Add a Contact' form in the Keap Max Classic app. At the top, there is a search bar with a magnifying glass icon and the text 'Find a contact...' and a green plus icon. Below this is the 'Add a Contact' section with several input fields: 'First Name', 'Last Name', 'Email', 'Work' (with a dropdown arrow), 'Phone', and 'Ext'. A blue 'Save' button is positioned to the right of the 'Phone' field. A green notification box is overlaid on the bottom half of the form. The notification has a title 'Looks like you're growing' and a close 'X' icon. The text inside reads: 'You're approaching the contacts limit for your Keap plan. We recommend cleaning up your contacts or upgrading the limit on your plan.' Below the text is a blue progress bar. Underneath the bar, it says '499 of 500 contacts used'. At the bottom of the notification are two buttons: 'Manage my plan' and 'Learn more'.

Add a Contact

Select which form you want to fill out: Basic Add Contact Form

Select Action Set Please select one

First Name

Last Name

Email

Phone 1 Work

Fax 1 Work

Want to import contacts from somewhere else?

[Import contacts](#)

Add tags

Tags are used to categorize your contacts or trigger automated campaigns

Looks like you're growing

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

499 of 500 contacts used

[Manage my plan](#)

[Learn more](#)

[Save](#)

[Save & Add Another Contact](#)

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.

Find a contact...



Add a Contact

First Name

Last Name

Email

Work



Phone

Ext

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.

2503 of 1000 contacts used

[Manage my plan](#)

[Learn more](#)

Add a Contact

Select which form you want to fill out: Basic Add Contact Form ▼

Select Action Set Please select one ▼

First Name

Last Name

Email

Phone 1 Work ▼

Fax 1 Work ▼

Add tags

Tags are used to categorize your contacts or trigger automated campaigns

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.

2503 of 1000 contacts used

[Manage my plan](#)

[Learn more](#)

Importing contacts

When importing contacts into your Max Classic 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.

Import your data into Keap

Pick what you would like to import and click Go.

Contacts ▼ Go

Or, use one of our import tools for:

[AWeber™](#)

[Constant Contact™](#)

[iContact™](#)

[iShoppingCart™](#)

[Outlook™](#)

You can also view your previous imports

Looks like you're growing ×

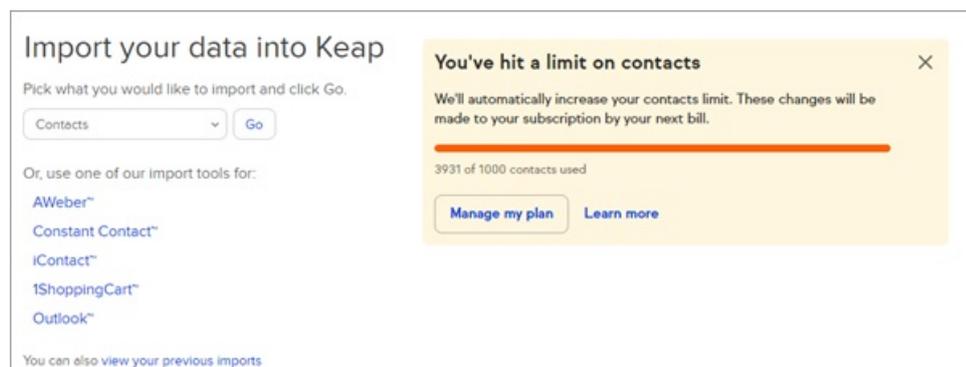
You're approaching the contacts limit for your Keap plan. We recommend cleaning up your contacts or upgrading the limit on your plan.

499 of 500 contacts used

[Manage my plan](#)

[Learn more](#)

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 displays the 'Import your data into Keap' section. On the left, there is a dropdown menu set to 'Contacts' and a 'Go' button. Below this, it lists import tools: AWeber, Constant Contact, iContact, 1ShoppingCart, and Outlook. A link for 'previous imports' is at the bottom. On the right, a yellow warning box titled 'You've hit a limit on contacts' states that the contact limit will be automatically increased. It includes a progress bar showing '3931 of 1000 contacts used' and buttons for 'Manage my plan' and 'Learn more'.

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.
