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## How do I cancel my subscription?

Travis - 2023-07-05 - Account Purchase/Cancellation/Reactivation

Cancel Automatic Renewal:

All PIA accounts (except for a select few payment methods) are subscription-based. This means, at the end of every billing cycle, your account will renew automatically.

However, we understand that some users do not want automatic payments or would only like to use our application for a specific amount of time. We offer the option to cancel an accounts automatic payment at any time directly within your Client Control Panel (CCP) which is located on the [My Account page](#) on our Website.

To cancel your accounts automatic payments, please follow the below instructions:

### **Step 1: Log into your Client Control Panel (CCP)**

Log in to the client control panel using your account username (p1234567) and password.

The screenshot shows a login form titled "Log in to your PIA account". It contains two input fields: "Your username" and "Your password", both with red eye icons for toggling visibility. Below the fields is a green "Log In" button and a link for "Forgot password?".

### **Step 2: Cancel Subscription**

After logging into the CCP select the sub tab "**Subscription Overview**"

Within this page you should see your Subscription Information. You will see three dots to the right of the word "**Subscription**". Once clicked, the option "Turn off Auto Renewal" will appear and can be clicked on to cancel your future payments.

The screenshot shows the Private Internet Access account management interface. On the left is a navigation menu with options: Subscription Overview, Account Settings, Downloads, Identity Guard, Dedicated IP, Smart DNS, Contact Support, and Log Out. The main content area displays the user's account ID 'p1234567' and membership start date 'MEMBER SINCE JUL 15, 2021'. Under the 'Subscription' section, there is a 'Turn off auto-renewal' button highlighted with a red box. Below this, subscription details are shown: 'SUBSCRIPTION RENEWS ON Nov 12, 2022' with a progress bar for '345 DAYS LEFT' and '90 days free granted'; 'PAYMENT METHOD Credit Card' with a link to 'Update payment details'; and 'NEXT BILLING Nov 12, 2022 - USD \$9.95' with a link to 'See billing history'. An 'Upgrade subscription' section follows, with a warning that upgrades are irreversible. Three plans are listed: 'Three Years' (RECOMMENDED, USD \$71.94, renewal USD \$79.00), 'Two Years' (USD \$62.89, renewal USD \$69.95), and 'Yearly' (USD \$32.89, renewal USD \$39.95). At the bottom, a green banner promotes a 'REFER A FRIEND, GET 30 DAYS FREE' offer with a 'Refer a Friend' button.

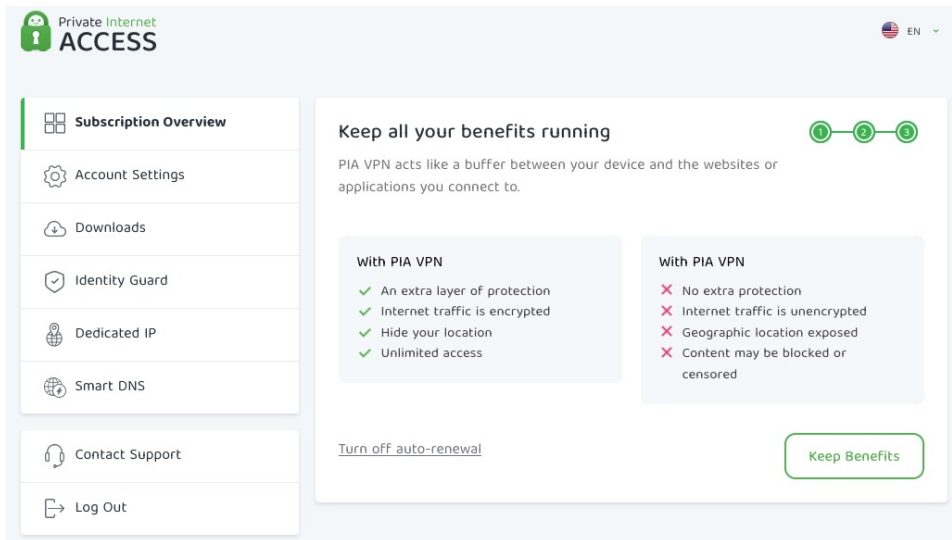
### Step 3: Verify you wish to cancel

After clicking the Cancel Subscription button, a new window will appear that will ask you to verify you wish to continue with the cancellation of your auto-renewal.

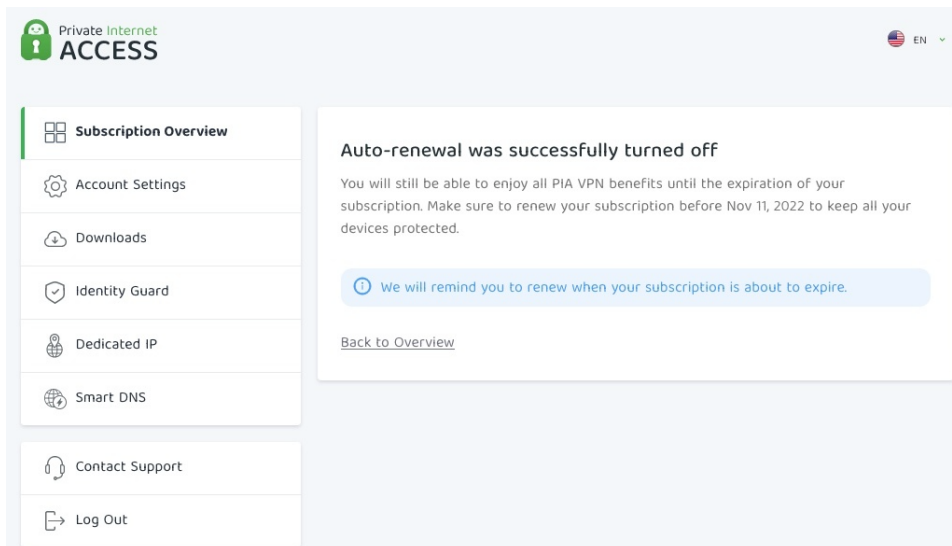
This screenshot shows the 'Turn off auto-renewal' confirmation dialog. It features a progress indicator at the top right with three steps, the first of which is active. The text states: 'You have 344 days left out of your VPN subscription.' A warning box with a red triangle icon contains the text: 'By turning off auto-renewal, you run the risk of leaving all your devices exposed to online threats:'. Below this, three icons illustrate the risks: 'Exposed internet activity' (a laptop with a red 'X'), 'Geo-restricted content' (a smartphone with a red 'X'), and 'Vulnerable data' (a cloud with a red 'X'). At the bottom, there are two buttons: 'Continue' and 'Keep Devices Protected'.

You will be asked to provide your main reason for turning off your automatic payments.

Following the cancellation reason, you will be asked to confirm your decision or to keep the automatic payments turned on.



Continuing with the cancellation, you will be greeted with a confirmation screen with a note that a subscription reminder will be sent out before the subscription is set to expire and the option to return to the subscription Overview.



After completing the cancellation, you will be returned to your CCP, where you will see a green button below the subscription information labeled, "Turn on auto-renewal". This will indicate that the subscriptions automatic payments have been successfully cancelled.

Private Internet ACCESS

Subscription Overview

Account Settings

Downloads

Identity Guard

Dedicated IP

Smart DNS

Contact Support

Log Out

**p1234567**  
MEMBER SINCE JUL 14, 2021

**Subscription**

SUBSCRIPTION RENEWS ON: Nov 11, 2022  
344 DAYS LEFT  
90 days free granted

PAYMENT METHOD: Credit Card  
[Update payment details](#)

NEXT BILLING: Auto-renewal is off  
[See billing history](#)

[Turn on auto-renewal](#)

★ **REFER A FRIEND. GET 30 DAYS FREE.**  
Refer your Friends and Family. For every sign up we'll give you both 30 days free.

[Refer a Friend →](#)

Additionally, you will receive a confirmation email from our support system stating that we have received a cancellation request for your account.

Tags

Cancel

Cancelled

Payment

payments

Subscription