13.10 My Account Says Restricted or Suspended

Open **Settings → Plan & Billing** and read the status card. It identifies the controlling reason, deadline, and available action.

Restricted indicates limited service while verification, trial billing, reinstatement confirmation, or another account action is pending. **Suspended** indicates a 14-day limited-access period after a canceled term, unresolved failed payment, or standard policy action.

Complete the displayed payment, plan, policy, or confirmation step. Download important data while access permits it. If the status is policy-related or no self-service action appears, contact Support and include the LightDrive ID and status message.

Current online article: https://help.lightdrive.one/troubleshooting/my-account-says-restricted-or-suspended

Generated September 29, 2026