11.5 Suspended Accounts

A Suspended account has limited access during a grace or policy-review period.

Suspension can follow the end of a canceled term, unresolved payment failure, or a policy action. LightDrive restricts service operations and limits Vault storage while preserving the data needed for recovery.

The **Plan & Billing** status card shows the reason for the suspension and any applicable deadline. Resolve the payment issue, reactivate an eligible plan, complete the required policy action, or contact Support before that deadline.

If the issue is not resolved by the end of an applicable grace period, normal account access is disabled and the account proceeds through the applicable closure and deletion process.

Current online article: https://help.lightdrive.one/account-status-and-service-lifecycle/suspended-accounts

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