

11.5 Suspended Accounts

A Suspended account has limited access during a 14-day grace or policy-review period.

Suspension can follow the end of a canceled term, seven unresolved days after a failed payment, or a standard policy action. LightDrive clamps Vault storage to 1 MB and restricts service operations while preserving the data needed for recovery.

The Plan & Billing status card shows the reason and grace-period deadline. Resolve payment, reactivate an eligible plan, complete the required policy action, or contact Support before the deadline. At the end of an applicable grace period, the account moves to Soft-deleted and normal access is disabled.

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

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