11.1 Understanding Account Status

Account status coordinates access across the Vault, mailbox, calendar, contacts, Books, and billing.

- **Unverified:** registration is incomplete; Vault storage is 1 MB and outgoing mail is disabled.
- **Active:** the account has its plan services and quota.
- **Failed payment:** payment needs attention before suspension.
- **Restricted:** selected access is limited while an account, billing, trial, or policy action is pending.
- **Suspended:** access is limited during a 14-day grace or review period.
- When normal account access is disabled, the account proceeds through the applicable closure and deletion process. Contact Support if you believe access can be restored.

The status card in **Settings → Plan & Billing** gives the controlling reason, date, and available action for your account.

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

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