

How to Change Your Plan on Dotmac Selfcare

A clear mobile guide for reviewing your current service, selecting a new plan and submitting the change.

Open: **selfcare.dotmac.io**

1

Dashboard

2

Menu

3

Services

4

Select Plan

5

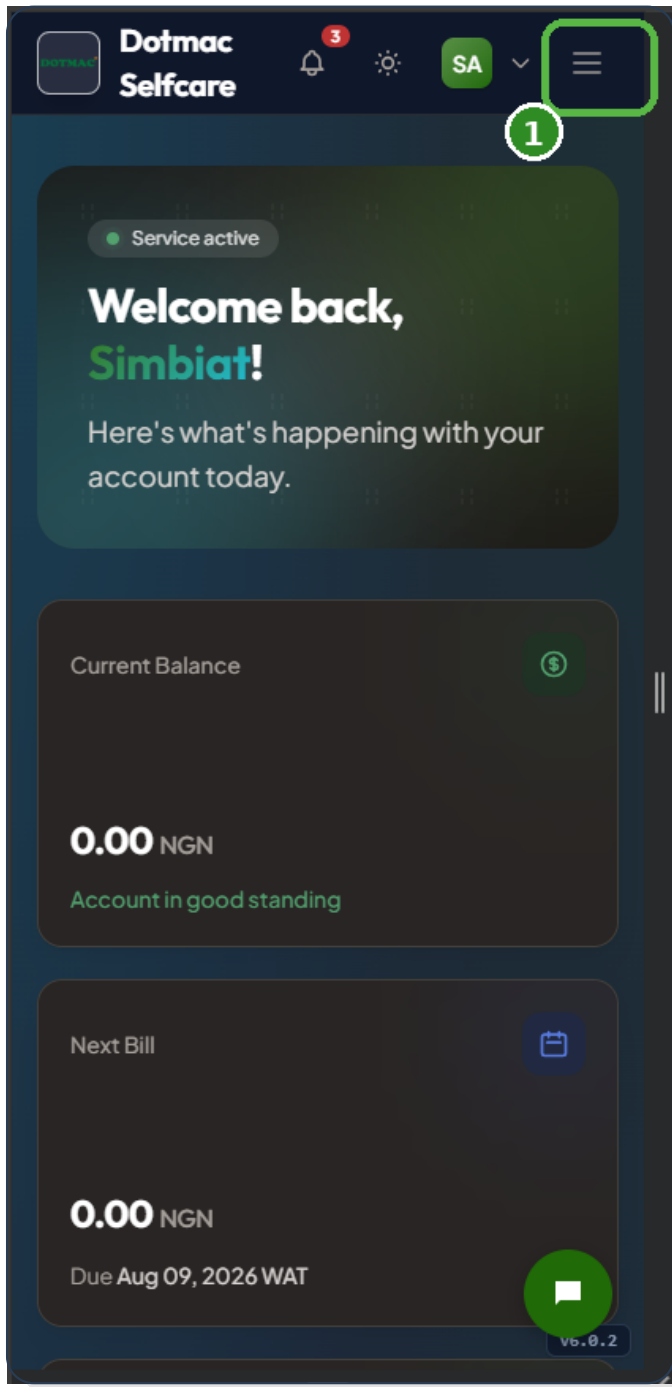
Submit

What this guide covers

This is the plan-change process. For payments or invoice settlement, choose Billing from the menu instead.

Tip: Confirm the plan name and monthly price before you submit.

Open your dashboard



Sign in and check your account

The dashboard shows the main information connected to your account, including your balance, next bill and service status.

1 Check your service status

Confirm that your service shows as active before requesting a plan change.

2 Open the main menu

Tap the three-line menu icon at the top-right corner of the screen.

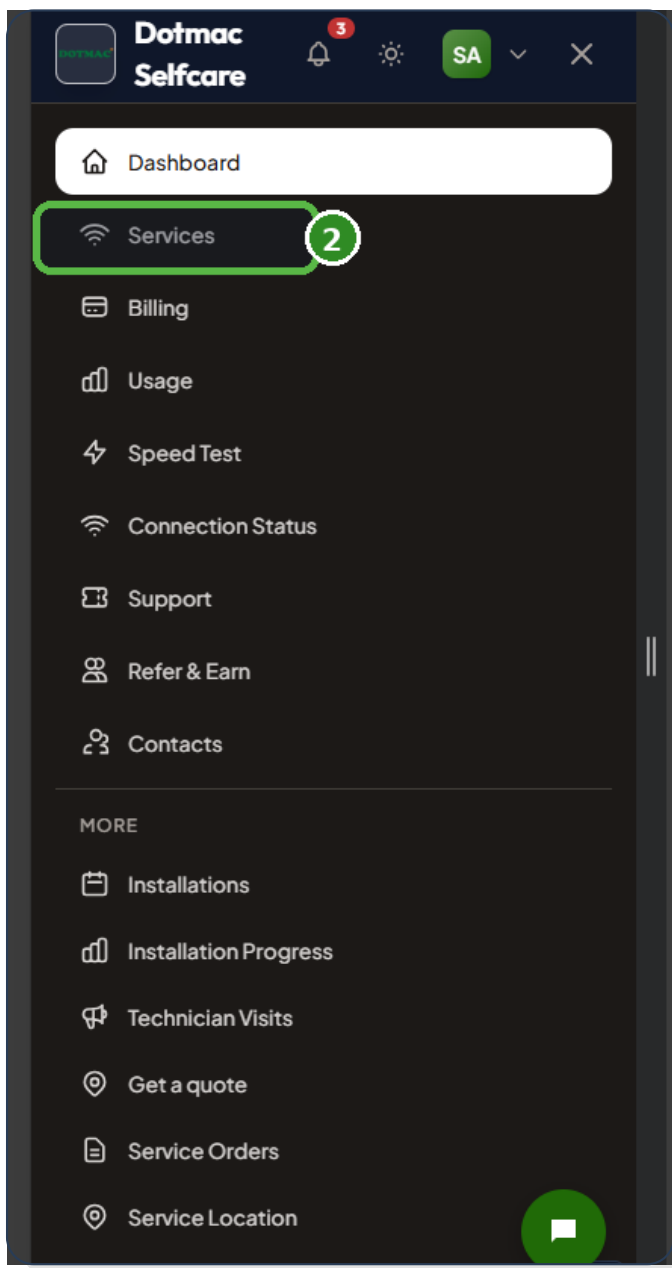
Good to know

Your balance and next-bill information are displayed on the dashboard for easy reference.

Choose Services

Go to your service list

After opening the menu, locate Services. This is where you can review your active subscription and request a plan change.



1 Tap Services

Select Services from the menu to see the plans connected to your account.

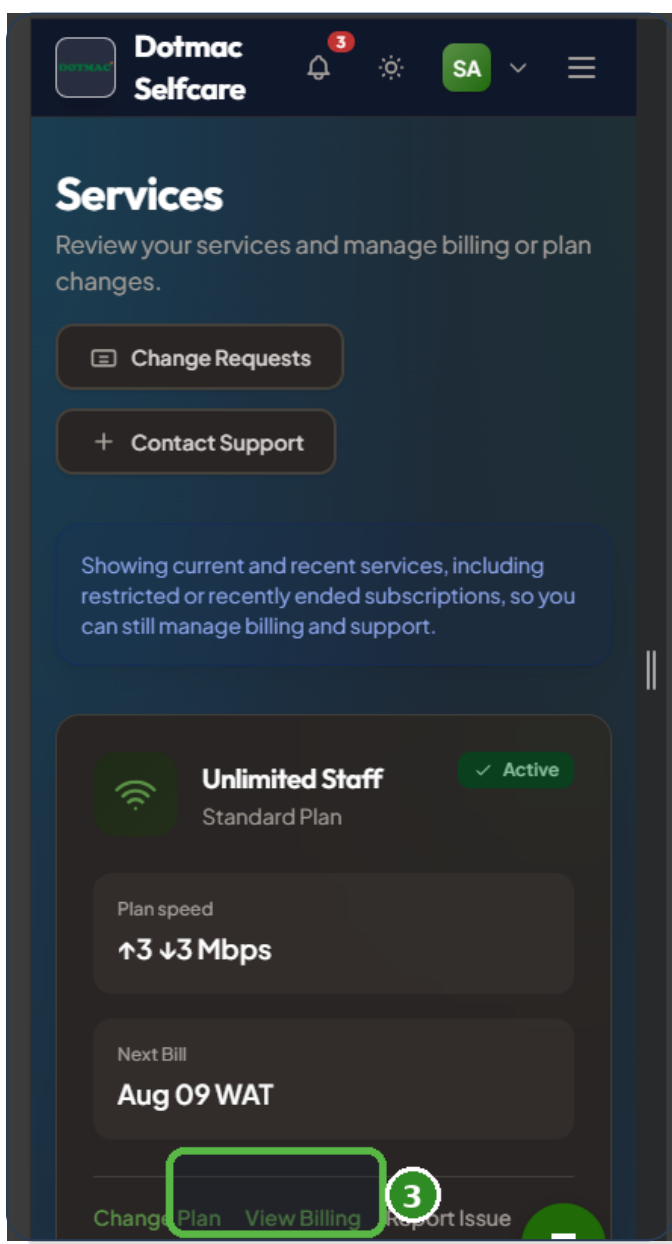
For payments

Choose Billing, not Services, when you need to view invoices or submit a payment.

Open Change Plan

Select the correct service

The Services page displays your current plan, status, speed and next billing date. Make sure you are changing the correct active service.



1 Find the active plan

Look for the green Active label on the service card.

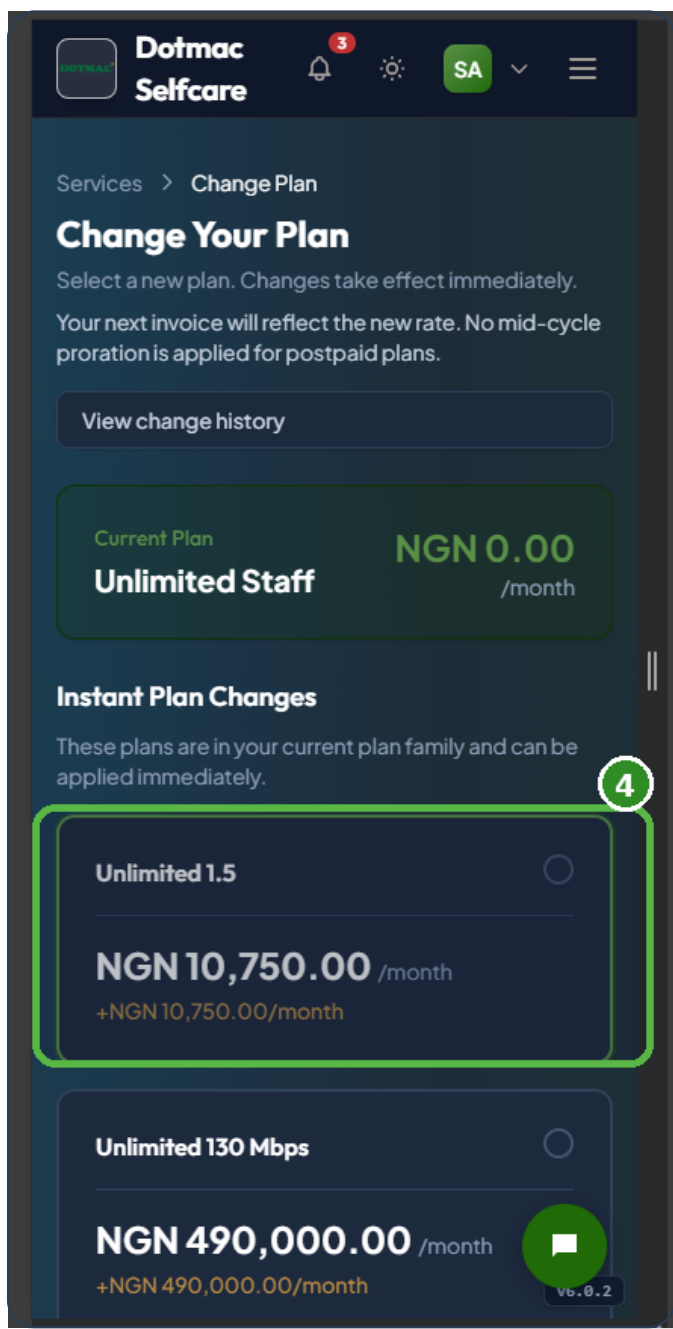
2 Tap Change Plan

Scroll within the service card if needed, then select Change Plan at the bottom.

Select a new plan

Review the available options

The screen shows your current plan and the plans available for switching. Tap the circle or plan card to select an option.



1 Check the monthly rate

Review the plan name, speed and displayed monthly price before selecting it.

Instant Plan Changes

Plans in the same family can be applied immediately. The next invoice will reflect the new rate.

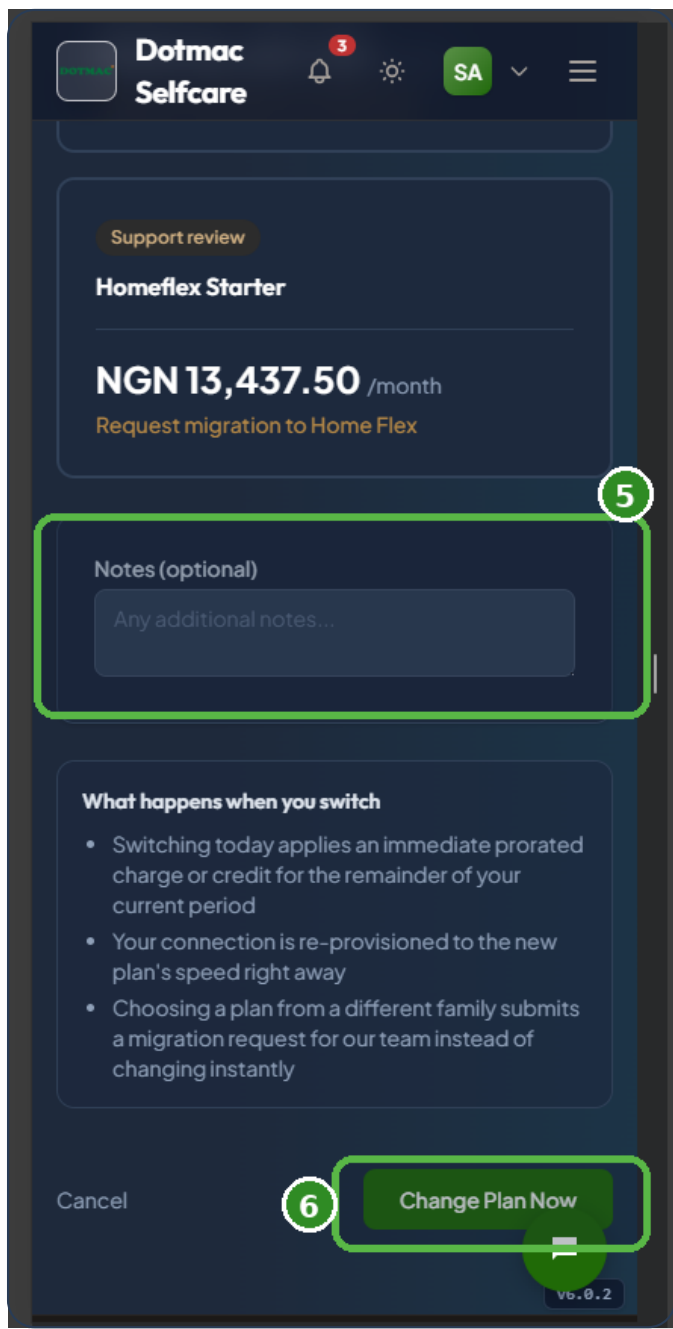
Requires Support

Plans in a different family create a migration request for review instead of changing instantly.

Review and submit

Complete the request

Scroll to the bottom of the page after choosing a plan. You can include extra information for the support team before submitting.



1 Add a note if needed

Use the Notes box for any important information. This field is optional.

2 Read what happens next

Review the billing and service-change information shown on the page.

3 Tap Change Plan Now

Submit the selected plan. Review any confirmation message before confirming again.

What happens next?



Instant change

- The new plan may be applied immediately.
- Your connection can be re-provisioned to the new speed.
- Your next invoice reflects the new rate.
- For postpaid plans, the portal states that no mid-cycle proration is applied.



Support review

- A migration request is sent to the Dotmac support team.
- The change is not completed instantly.
- Track the request under Change Requests or contact Support.
- Wait for review or further instructions from the team.

Before you submit

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- Confirm that you selected the correct service and plan.
- Check the monthly price and any displayed increase.
- Use Notes only when extra information is necessary.
- Do not press the submit button repeatedly.
- Use Support if the plan you need is not displayed.

Need help?

Open Support from the Selfcare menu or contact Dotmac customer support with your account details.