

**PANTHEON®**

# New Site Plans

**Effective March 4, 2024**

## Customer FAQ



### 1. Why is Pantheon making this change now?

Pantheon is committed to delivering more value to our customers and partners, year-after-year. In fact, we haven't increased prices since 2018, despite widespread price increases in cloud computing during that time.

### 2. When are these plan changes effective?

The new pricing and traffic limits detailed below are effective March 4, 2024, and apply to all new customers and renewals on or after March 4.

### 3. What's changing for **credit card** customers with **annual** subscriptions?

Great news! We're increasing the site visits included in Basic and Performance plans by 40%, effective March 4, and your subscription cost remains the same. This allows you to grow your online businesses even more without having to purchase a larger plan.

Annual Subscription Prices and Traffic Limits	
Price (no change)	Traffic Limits (increasing)
Basic - \$500	Basic - 25k -> <b>35k</b>
Perf S - \$1,925	Perf S - 25k -> <b>35k</b>
Perf M - \$3,300	Perf M - 50k -> <b>70k</b>
Perf L - \$6,600	Perf L - 150k -> <b>210k</b>
Perf XL - \$11,000	Perf XL - 300k -> <b>420k</b>
Perf 2XL - \$16,500	Perf 2XL - 600k -> <b>840k</b>

Subscription cost, billed annually

For example, a Performance Large annual subscription today includes 150,000 site visitors a month. Starting in March, this increases to 210,000 visitors a month.

You'll automatically receive the additional site visitors starting March 4, even if your subscription renews after that. There is no action needed from you.

#### 4. What's changing for credit card customers with monthly subscriptions?

Costs of monthly plans are increasing, approximately 9%, depending on your plan. Traffic limits will not change for customers who remain on monthly plans.

Monthly Subscription Prices and Traffic Limits	
Price (increasing)	Traffic Limits (no change)
Basic - \$600 -> <b>\$660</b>	Basic - 25k
Perf S - \$2,100 -> <b>\$2,400</b>	Perf S - 25k
Perf M - \$3,600 -> <b>\$4,200</b>	Perf M - 50k
Perf L - \$7,200 -> <b>\$8,400</b>	Perf L - 150k
Perf XL - \$12,000 -> <b>\$13,800</b>	Perf XL - 300k
Perf 2XL - \$18,000 -> <b>\$20,700</b>	Perf 2XL - 600k

Total annual subscription cost, billed monthly

However, switching to an annual plan can save you money and deliver more value.

For example, if you are a Performance Medium customer today, you're paying \$300 per month for 50,000 site visitors a month. If you switch to an annual subscription when new prices go live on March 4, your cost drops to \$275 per month (paid annually up front), and you are entitled to 70,000 site visitors a month. So, in this example, you will get 40% more site visits while you save 9% on the subscription, with more pricing certainty by having more site visitors included in the plan.

#### 5. What's changing for contract customers?

Contract customers that have Basic or Performance site plans will also benefit from the higher included traffic limits mentioned above, as well as the new overage policy

benefits, both of which are effective on March 4. As well, if contract customers add sites during your current contract term, you will continue to receive your current pricing for these new subscriptions.

## **6. With the new traffic limits, are you changing the way you measure traffic?**

No, we will maintain the same methods of traffic measurement. [Learn more about traffic measurement here.](#)

## **7. What about the Pantheon Overages Process?**

We are making exciting changes to the Overages Process, too. Pantheon is simplifying the way we calculate and apply site visitor overages. This change will help reduce excess billing and unplanned costs should a site exceed its plan limits.

Effective for usage starting on January 1, 2024, overages will be billed \$40 for each 10,000 site visitors or portion thereof that exceeds the amount of included visitors in the subscription.

In addition, we are enhancing Overage Protection. All Pantheon customers, except for Basic plans and monthly subscriptions, will have one month of overages waived every 12 months during the subscription term. Qualifying nonprofit organizations will receive four months of overages waived for every 12 months during the subscription term.

## **8. What additional benefits does Pantheon give to nonprofits?**

We're SO excited you asked! For the first time ever, qualifying nonprofit groups will receive Preferred Pricing and our best-in-class four months of overage protection. This allows the organization to have overages in any four months out of a 12 month period, without having to pay any overage fees.

To qualify for these benefits, the nonprofit organization or its Pantheon partner simply needs to provide Pantheon with a copy of its US 501(c)(3) nonprofit status and tax exemption certificate, or the country's equivalent, to [helpdesk@pantheon.io](mailto:helpdesk@pantheon.io).

## **9. Do these changes apply to both credit card and contract customers?**

Yes, the changes above, including both the new plan pricing and 40% higher site visits for annual subscriptions, apply to all Pantheon subscription plans, whether you purchase it online via credit card or through a contract. The increased site visitors included in annual subscriptions will automatically start March 4, 2024, while the new pricing applies to renewals starting on or after March 4, 2024.

## 10. How do I get access to Overage Protection?

Upgrade to an annual Performance plan to get access to overage protection.

Performance plans also come with a host of benefits beyond just Overage Protection.

See below for more details on the Site Plan tiers and benefits.

		PERFORMANCE PLANS				
		Basic	Small	Medium	Large	XL
Plan Features	Product Features					
	Automatic Launch Check	✓	✓	✓	✓	✓
	One-Click Core Updates	✓	✓	✓	✓	✓
	99.9% Uptime	✓	✓	✓	✓	✓
	New Relic Monitoring		✓	✓	✓	✓
	Page Speed + Conversion Optimization		✓	✓	✓	✓
	Object Cache Pro		✓	✓	✓	✓
	Flexible Growth Pricing		✓	✓	✓	✓
	Traffic Overage Protection (annual subscriptions only)		✓	✓	✓	✓
	<b>Traffic Overage Protection (only available with annual subscriptions)</b>					
	1 month of free overages every 12 months		✓	✓	✓	✓
	3 month of free overages every 12 months for eligible non-profits		✓	✓	✓	✓
	<p>Overages billed monthly for online customers and quarterly for contract customers. If you upgrade to a new plan, Pantheon will waive overages for the past 3 months and your traffic overage protection will restart. Overages are billed at \$40 for each block of 10,000 site visitors or portion thereof over your plan limit. For example, if your plan includes 70,000 site visits, and your site has 78,000 site visitors in a month, you will be billed for one block of 10,000 additional site visitors for that month, or \$40.</p>					
	<p><b>Eligible non-profit:</b></p> <p>A 501(c)(3) organization is a nonprofit organization established charitable, educational, scientific, literary, testing for public safety, or preventing cruelty to children or animals</p>					