



Plans and trials FAQ

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Learn about our plans, pricing, and add-ons.

30-day free trial

We know choosing a knowledge base provider can be a complicated decision.

That's why we offer a free [30-day free trial of any plan](#).

The trial version of the software includes all features, functionality, and support with one exception: we don't let you create a fully public knowledge base in a trial account to avoid having bad actors abuse our free trials. If you're in a trial and you'd really like to test setting **Security and access > Security settings > Authentication settings > Content authentication to Public**, please [contact us](#) with some info about why you're requesting it and we can enable full public access for your trial.

If you choose to become a paid subscriber, you keep the same account so you won't lose any of the work. You can choose to continue using your trial knowledge base or delete it and start over--whatever works best for you!

When your trial is over, you can [extend it another 30 days](#) or become a paid subscriber. [Contact us](#) if you need to extend your trial a second time; we're happy to help in any way we can!

Our system will delete expired trials after 90 days of inactivity. [Contact us](#) if you need us to store your expired trial for longer.

Pricing model

We try to keep our pricing as simple and transparent as possible. You choose your base plan (Basic, Pro, Business, or Enterprise) then you can add the following à la carte, as needed:

- Number of knowledge bases (sites)
- Number of authors (people who create and manage your content)

All essential features are available for all customers, including:

- Unlimited readers (people who can view your knowledge base)
- Unlimited category nesting
- Unlimited views of your content
- Robust authoring features
- A google-like search feature that requires no setup

You can [view current pricing on our website](#) or [contact us](#) to discuss a customized plan. Our pricing does increase

from time to time, but we will adjust your pricing gradually and notify you well in advance so you can make informed decisions. Refer to our [Fair Pricing Policy](#) for more information on how we adjust prices.

We offer 10% discounts for annual payments, 15% for 2-year payments, and 20% for 3-year payments. We also offer 25% off annual accounts for non-profit organizations, certified B corporations, and other purpose-driven organizations.

Plans

We offer four different plan levels: Basic, Pro, Business, and Enterprise.

Refer to our [pricing page](#) for our current plan offerings, pricing, and more details.

Fair Pricing Policy

As a small company deeply connected with our customers, we understand that pricing changes can be unsettling, disruptive, and downright annoying. Regardless of how much we dislike price changes, price adjustments are sometimes necessary to continue providing our customers with exceptional service and to keep our offerings competitive and sustainable. This policy is a commitment to our customers that any KnowledgeOwl pricing updates will be fair, transparent, and in everyone's best interest.

What Drives Our Pricing Changes?

Our principle is clear: any change in pricing is anchored in enhancing the value and quality of the service our customers receive. Every six months, our pricing team takes a comprehensive look at various factors, including operational costs, market dynamics, and how we can further improve our services, to make sure our prices are sustainable and reflect the true worth of what we offer.

Our Pricing Promises

When reviewing and increasing our pricing, we commit to the following fair pricing policies:

- **Fixed Pricing for New Customers:** New customers will be guaranteed their sign-up pricing for one full year, offering them stability and assurance from the start.
- **Yearly Price Stability:** We commit to increasing our pricing for individual customers no more than once every year, ensuring predictability and stability.
- **Cap on Increases:** When we find it necessary to increase prices, we will strive to ensure that yearly price increases for individual customers do not exceed 5% or the US annual inflation rate (whichever is higher), safeguarding them from unexpected high costs.
- **Gradual Adjustment:** Should necessary overall price increases exceed the individual set cap of 5%, we will implement these increases gradually over time, allowing our customers to adapt smoothly to the new pricing structure. Gradual increases will be implemented at 5% or the US annual inflation rate per year until the current pricing is reached.
- **Price Lock-In Options:** Prior to any pricing change, customers can lock in their existing prices through 1, 2, and 3-year upfront purchases, providing them opportunities for savings and long-term price security.
- **Discounts for Yearly Payments:** We offer [discounts](#) for companies who prepay for 1, 2, or 3 year periods. The discounts for prepayments are:

- 10% discount for one year
- 15% for two years
- 20% for three years
- **Price Lock-In Expiration:** After a lock-in period expires, the new price of the account will increase to no more than the price cap percent per year that the term was locked in for. For example, an account that was locked in for 2 years will not increase in price by more than 10% when the term expires. The customer can prepay for another term at the updated price to defer further price increases, but they cannot lock in the rate from the original term.
- **Discounts for Nonprofits, B Corps, and Purpose-driven Orgs:** Through our KO for Good program, we offer a [25% discount](#) for companies who are nonprofits, B Corps, or otherwise purpose-driven.
- **Advance Notice:** Customers will always be provided with at least a 90-day notice before any price increase takes effect, ensuring that they have ample time to make informed decisions regarding their subscriptions.
- **Pricing for New Features:** New features or functionality might come at a cost. During the lock-in period, customers will not be forced to upgrade or pay more for additional features that were not part of the plan they signed up for. Some features or functionality might require an extra cost or an upgrade to a new plan. These will always be opt-in (not forced) choices made by the customer themselves.
- **Flexibility and Understanding:** We understand that each customer's situation is unique. While our policy outlines our standard approach, we remain flexible and open to dialogue, especially with our long-standing customers or those facing special circumstances.

These commitments are designed to maintain a balance between the need for business sustainability and growth and the importance of customer trust and loyalty.

If you have any questions or comments about our Fair Pricing Policy, feel free to [contact us](#).

Priority support

All KnowledgeOwl customers receive complimentary email and phone support. Business and Enterprise customers have priority support, which means that their requests are addressed first by our team.

Enterprise customers also get a dedicated account manager.

Subscription add-ons

At KnowledgeOwl, we pride ourselves on trying to create software that just does what you need it to do. All customers have access to our amazing support team through email and our in-app help widget, as well as access to our emergency phone line.

We're often asked what we provide beyond our standard subscription plans.

We offer these subscription add-ons:

Custom SSL certificates

- **Plans:** Custom [SSL certificates](#) (or certs) are included for customers with [Business](#) and [Enterprise](#) plans; all other subscribers can pay for this add-on.
- **Price:** \$500 per certificate for non-Business or Enterprise customers

- **How it works:** We offer free Let's Encrypt SSL certificates at all subscription plan levels. If you can't or don't want to use a Let's Encrypt certificate, you can pay for us to use your custom SSL certificate instead. The add-on fee is per certificate. You're welcome to send us the cert components through any method that you feel comfortable with. We'll need:
 - the SSL certificate
 - the certificate chain
 - the site key
- **Turnaround:** These certificates generally take at least two business days to get set up once we receive them; we prefer to have at least a week to get them set up.

Vendor security forms

- **Plans:** Included for customers with [Enterprise](#) plans; all other customers can add this as an add-on.
- **Price:** \$500 fee per form for all non-Enterprise customers
- **How it works:** If you have a vendor security assessment, form, or questionnaire that you need us to fill out, you can add on to your subscription to have our security team fill out your form. We charge per form.
- **Turnaround:** Our turnaround times generally depend on how involved your security form is. They generally take at least 10 business days for our team to complete.
- If you need some type of vendor security assessment but can't afford the add-on, you can check out our [Consensus Assessments Initiative Questionnaire \(CAIQ\)](#). This questionnaire covers a lot of the same topics as most security assessments, and we provide it free of charge!

Sponsored features

- **Plans:** Available to all customer accounts.
- **Price:** Variable, based on our estimates of time and complexity, as well as our Statement of Work (SOW) negotiations.
- **How it works:** We offer sponsored features as a way to help individual customers get functionality that might not yet be on our roadmap, but to do so in a way that makes sure our team is spending time building things that all of our customers benefit from. If there's a feature that you're really interested in seeing added to KnowledgeOwl, you can choose to sponsor that feature:
 - We'll quote you a delivery date and cost estimate, and we'll work to write a detailed SOW to guarantee that the feature meets your needs as well as those of our larger customer base.
 - You agree to the SOW and pay upfront, and our delivery timeline begins the moment we receive payment.
 - Once the feature is available, we guarantee it will continue to meet the requirements outlined in the SOW for a set period of time, and the feature becomes available to our full customer base. We may continue to build on or add to that functionality at our own discretion moving forward.
 - We only offer sponsored features for features we're already interested in doing, and we build them in a way that they benefit our entire customer base. These are not one-off or bespoke customizations, but full functionality that has gone through our full QA process and will have dedicated menu items, settings/configuration options, etc., within app.knowledgeowl.com, as appropriate.
- **Turnaround:** Our turnaround times vary based on the feature being requested and our current roadmap. It generally takes us at least one week to provide cost and timeline estimates to start creating the SOW. Our development timeline begins once both sides have agreed to the SOW and we have received payment.

If you're interested in any of these subscription add-ons, [contact us](#) to get the conversation going!
