

Podio Hybrid Pricing – Customer FAQ

This FAQ explains the upcoming hybrid pricing update for Progress® Podio® customers. It is intended to help you understand what is changing, what is not changing, how to review usage and what actions may be needed during the grace period.

Quick Summary

What is changing? Podio software is introducing a hybrid pricing model that combines seat-based plans with optional usage add-ons. This gives customers a way to purchase additional API or Workflow Automation capacity as their operations scale.

What is not changing? Your current seat-based plan remains in place. Seats will continue to provide access to collaboration capabilities and the features included in your Podio plan. This update does not change how users are added or managed in your organization, or which plan features are included with your current plan.

Why is the Podio platform introducing this model? Hybrid pricing helps align pricing more closely with how customers use the Podio system. Seats continue to support collaboration and plan features, while add-ons provide a way to scale higher-workload API and Workflow Automation usage when needed. So, it gives customers more flexibility to scale up usage as their operations grow, while supporting continued investment in system performance, stability, automation, AI and user experience improvements.

Is this a blanket price increase? No. Most customers are expected to remain within the included base limits. Only customers with higher API or Workflow Automation usage will need an add-on if their usage exceeds the included capacity after the grace period ends. This approach avoids a blanket seat-price increase and removes the need to add seats solely to increase usage capacity.

Key Dates

Date	What happens
July 1, 2026	Customer notification sent out and grace period begins
August 1, 2026	Usage add-ons become available for purchase
September 1, 2026	Grace period ends and new usage limits apply for existing customers

Usage Limits and Add-ons

Are API base limits changing? No. Standard included API limits remain based on the existing two-limit model:

- **Limit A: 250 API calls per hour** for resource-intensive API calls
- **Limit B: 1,000 API calls per hour** for all other API calls

These limits are measured on a rolling-hour basis. Customers who need API capacity above the included limits can purchase an API Add-on once add-ons become available.

What is changing for Workflow Automation? The included base limit for Workflow Automation will be adjusted to 25,000 actions per month. If your organization uses Workflow Automation above the included base limit, you will need to purchase a Workflow Automation Add-on before the grace period ends to maintain your current usage level.

Are add-ons automatic or pay-as-you-go? No. Add-ons are prepaid and must be purchased if additional capacity is needed. There are no automatic overage charges.

Do I need an eligible paid plan to purchase add-ons? Yes. Add-ons extend the capacity included with eligible paid Podio plans. API Add-ons are available for both Plus and Premium plans. Workflow Automation Add-ons are available only for Premium plans.

Do I need an add-on if my organization stays within the included limits? No. If your API and Workflow Automation usage remains within the included base limits, you do not need to purchase an add-on.

What happens if I exceed the included limits after the grace period? After the grace period ends, the new included limits apply. If your API or Workflow Automation usage exceeds those limits and you have not purchased the appropriate add-on or reduced usage, you may no longer be able to continue operating above the included capacity. This could cause disruption or failure in workflows, integrations and related business operations. To

avoid disruption, review your usage during the grace period and, if your organization needs additional capacity, purchase the required add-on before the grace period ends.

What happens when usage reaches the applicable limit? Once the applicable limit is reached, activity above the included or purchased capacity may be limited or fail until capacity becomes available again or an appropriate add-on is purchased. This can affect integrations, automations and related business workflows.

Are API and Workflow Automation add-ons separate? Yes. API Add-ons and Workflow Automation Add-ons increase different types of capacity. API Add-ons increase hourly API call rate limits for specific API keys, while Workflow Automation Add-ons increase monthly automation action capacity for a Workflow Automation account.

Can I reduce usage instead of buying an add-on? Yes. You can reduce or optimize usage to stay within the limits included in your plan. If you are not sure how to optimize, we recommend requesting [assistance from a trusted Podio Partner](#) who can guide you on the best path forward.

When should I take action? To avoid disruption, review usage and complete any required add-on purchase before September 1, 2026.

Billing and Contract Details

How are add-ons billed? Add-ons are prepaid and added to your existing Podio contract. They follow the same billing cadence as your Podio plan, whether monthly or annual.

Who can purchase add-ons?

Add-on purchases must be completed by the organization's contract owner, the authorized billing contact. Organization admins, API key owners or automation account owners may need to coordinate with the contract owner if additional capacity is required.

What happens if I purchase an Add-on mid-cycle? If an Add-on is purchased mid-cycle, the purchase may be prorated for the remaining term of the current billing period. The Add-on will then align with the monthly or annual tenure of your existing Podio plan contract.

Can I upgrade my Add-on if I need higher limits later? Yes. If you purchase an Add-on and later determine that your organization needs higher limits, you can upgrade to a higher Add-on tier to increase your available capacity. If you upgrade mid-cycle, the upgrade will be prorated for the remaining term of the current billing period, and the payment already made for the lower-tier add-on will be adjusted toward the higher-tier add-on.

Can I cancel an add-on? Yes. You can cancel an add-on, but it will remain active until the end of the current billing cycle. Canceled add-ons will not renew in the next billing cycle.

Can add-ons be refunded? Add-ons are prepaid, and should be treated as non-refundable. Customers should review usage carefully during the grace period and select the appropriate Add-on tier based on expected needs.

Grace Period and Next Steps

What can customers do during the grace period? During the grace period, customers can review API and Workflow Automation usage, identify high-volume workflows or integrations, optimize usage where possible and determine whether an add-on is required.

What happens if no action is taken? If your organization remains within the included limits, no action is needed. If your organization exceeds the included limits and does not purchase an add-on or reduce usage before the grace period ends, usage above the included limits may be disrupted after September 1, 2026.

Can customers get help reviewing or optimizing usage? Yes. Customers who want expert help understanding their usage or optimizing their Podio workflows can [fill in the form](#) to request help from a trusted Podio partner.

Usage Visibility and Alerts

How can customers review usage? Customers can review API usage from the [API Keys Settings page](#) and Workflow Automation usage from the [Workflow Automation Account Details page](#). These views help show recent API call activity and automation action usage so customers can assess whether optimization or an add-on may be needed. [Learn more here](#).

Will there be a dashboard to manage purchased add-ons?

Yes. As part of the rollout, a dashboard will be available for organization admins and partner users, where applicable, to view purchased add-ons, track associated usage and manage add-on assignments.

Who may receive usage visibility or alerts? Usage visibility and alerts may be shown to contract owners, organization admins, API key owners and automation account owners, depending on role and usage ownership.

Will customers receive alerts before reaching limits? The planned approach includes alerts to help customers understand when usage is approaching or exceeding included limits, so they can evaluate whether to optimize usage or purchase additional capacity.

How will I know if my organization is impacted?

API key usage is associated with individual API keys, which may be owned by different users within your organization. If your organization relies on specific API keys for

organization-wide integrations, the API key owner should review the actual usage for those keys regularly during the grace period.

Usage alerts will also be sent to the relevant API key owners and Workflow Automation account owners as part of the rollout. If those owners receive alerts that usage is approaching or exceeding included limits, they should work with the organization's contract owner and organization admins to determine whether the relevant API key or Workflow Automation account needs to be upgraded.

API Add-ons

What do API Add-ons cover? API Add-ons increase API hourly rate limits for integrations, extensions and system operations that rely on the Podio API.

How are API Add-ons applied? API Add-ons apply to the API key that needs additional capacity. API keys may be owned by different users within an organization. If higher limits are needed for a specific API key, the API key owner should coordinate with the organization's contract owner to purchase the appropriate API Add-on. If multiple API keys require higher limits, each key may need its own Add-on.

Can an API Add-on be transferred to another API key? Yes. If the original API key is no longer usable—for example, if the key owner has left the organization or the key has been compromised—the prepaid API Add-on can be reassigned to another API key. The organization's contract owner or organization admin can help manage the transfer.

How are API limits measured? API limits are measured on a rolling-hour basis. Usage is evaluated over a continuously rolling 60-minute window.

Do API Add-ons remove all throttling? No. Add-ons increase hourly API capacity, but platform safeguards may still apply to protect system stability during unusually high short-term activity.

Do API Add-ons increase API trust level too? No. API Add-ons are currently designed to only provide higher rate limits. They do not modify the API key trust level. If you need a trust level increase, please follow the existing exception request process via [Podio support](#).

Is the limit of 5 API keys per user still valid? Yes. Every Podio user can create only up to 5 API keys. An API Add-on can be purchased for each of the 5 API keys, but purchasing API Add-on does not increase the per user key limit.

Where can I learn more about the Podio API?

Power users, admins and anyone using the API for integrations can refer to the [Podio API](#)

[documentation](#) for more information about API usage, authentication, endpoints and development guidance.

Workflow Automation Add-ons

What do Workflow Automation Add-ons cover? Workflow Automation Add-ons increase the monthly allowance for automation actions used by customers with higher automation workloads. They apply to Podio workflow automation flows.

How are Workflow Automation Add-ons applied? Workflow Automation Add-ons apply to the Workflow Automation account that needs additional monthly action capacity.

How are automation actions counted? A Workflow Automation action generally corresponds to an action block executed in a workflow. Action usage may be counted differently depending on how the workflow is configured:

- **Single actions** generally count once per execution, such as sending an email or creating a task.
- **Actions that process multiple items** may count once for each item processed, such as updating multiple related or collected items.
- **Loop-based actions** may count based on the number of items and iterations processed.
- **Database syncs** count toward Workflow Automation usage.
- **Some preparation or data lookup steps** may not count as actions.

This helps usage more accurately reflect the amount of automation work being performed.

Where can I learn more about Podio Workflow Automation?

Podio Workflow Automation is available on Podio Premium and helps customers build, manage and optimize automated workflows. Customers can refer to the [Podio Workflow Automation documentation](#) for more information about creating and managing Workflow Automation flows.

Support and Assistance

Where can customers get help? Customers can review their usage during the grace period and work with their account team or implementation partner where applicable. Customers who want expert advice or assistance understanding their usage and optimizing their operations can [fill out the form](#) to request help from a trusted Podio partner.

What if I anticipate a significant billing impact? If your organization anticipates a significant billing impact from API or Workflow Automation usage, please contact your Progress account representative during the grace period. You can also [fill out the pricing feedback form](#) to request Podio team's help reviewing your usage, discussing available options and planning your billing transition before the new limits apply.

What should customers do now? Review your API and Workflow Automation usage, identify any high-volume workflows or integrations, consider whether optimization is possible and determine whether an add-on may be needed before the grace period ends.

If you have questions or need help understanding usage, evaluating impact or upgrading to the right add-on, fill in the [pricing feedback form](#) so we can help guide you through the next steps.