



Maybeth Ordillano (C) (Zoom)

Jun 22, 2023, 22:16 EDT

Hi Joe,

Thank you for contacting Zoom Billing!

I appreciate you reaching out regarding your account. I'd be happy to help.

We have confirmed that you do have 2 separate active accounts. You have mentioned you're requesting to refund the 7 licenses and this is under account 30261552. I have confirmed the cancelation request for this account so we can submit a request to our Office team for further assistance.

Also, for security purposes, do not provide sensitive information thru email such as account details, password or any personal sensitive information.

Please feel free to reach out if you have any additional questions.

Best regards,
Maybeth

Want to learn more? Feel free to visit our website (<https://support.zoom.us>). You can also use our chatbot, Zoe, questions by selecting the chat icon on the bottom right of the page in the Zoom Help Centre. You can also join the Zoom Community to find solutions, ask questions, and connect with other Zoom users.



Joe B Charlotte

Jun 22, 2023, 09:58 EDT

1. Original ACA Chapel Hill account (2020-2023) held by Zoom acct. 110828390 (John Benziger); one license, acah6064@gmail.com , with PW: eH8@jyPn76.
2. Account change to ACA Chapel Hill (May 11, 2023) held by Zoom Acct. 3026155213 (John Botti); 7 licenses, jbotti50@gmail.com with PW: FEA4UZDtTxJRKdM. Brokered with Zoom acct. executive Irene Luceno with Rob Froelich and John Botti. Personal meeting ID: 951 856 7901 - never used in 2023. Host key 203457 - never used
3. Several discussions with Ms. Luceno since May 11 with request to have:
 - a. conversion back to single license account as new account did not resolve needs of aCA Chapel Hill for daily Zoom meetings and intra-hosting of several members;
 - b. account switch from 110828390 (John Benziger) to 3026155213 (John Botti);
 - c. continuation of single license account with 3026155213 at single license rate through May 11, 2024; reimbursement of 7 license subscription.