

**AJ Agustin (Zoom)**

Jun 30, 2023, 17:33 EDT

John,

I apologize for the confusion. Our case ticket is still open and it was never closed.

On the other hand, I see that you had signed a contract for this subscription. I will attach the contract file.

Our best options would be

1. apply a 10% discount on the subscription.
2. cancel on the term end date

Let me know your thoughts.

Thanks,  
Aj

Attachment(s)

[\[10-May-2023 10-55-05 AM\] Quote for Pro Annual 7 Users\\_preview\\_Completed.pdf](#)