

Joe B Charlotte

Jul 11, 2023, 10:39 EDT

That could possibly work, depending on the agreed pro rata. I'm certainly willing to approach things that way. By the way, I have a RoboKiller call surveillance system that works most of the time. Irene Luceno had no problem when I cleared her phone number. If you would consider the option of working over the phone, provide me with a number that you would use to call me and I can allow that number through RoboKiller. Thanks for continuing to work with me.

John Botti



AJ Agustin (Zoom)

Jul 11, 2023, 10:32 EDT

John,

I tried calling but got the VM.

Our best option would be to cancel asap and request for a prorated refund since this is still considered late notice.

Let me know if that works.

Thanks,
Aj

Joe B Charlotte

Jul 10, 2023, 10:16 EDT

Ticket [#17499608](#)

For A J Agustin

Re: my note of July 5,2023

Perhaps it would be appropriate to pick up on this conversation by phone in order to put rest for both are organizations. I had positive phone interactions with Irene Luceno from Zoom throughout the month of June. My phone number is 717-551-2510.

John J Botti, MD

Representing ACA Chapel Hill

Sent from my iPhone

On Jul 5, 2023, at 10:42 AM, John Botti <jbotti50@gmail.com> wrote:

Thank you for keeping me in the loop about#17499068. As expressed before, there was confusion in the early discussions about how ACA CH should re-subscribe for 2023-2024. We were led to believe that a 7-license subscription would solve potential problems with mulhoss and issues with two factor authentication, raised by Zoom staff. That turned out not the case as ACA CH and similar organizations were and are able to carry on daily meetings with different hosts, using a single log-in ID and password. When Zoom staff agreed the seven-license subscription was not an improvement over historical Zoom use with one license by ACA CH, our organization requested reversion to the original subscription for 11082839 but transferred to my account ID 3026155213 as a single license. See my note from June 22, 2023. All we are asking is in the substance of those notes, as the 7-license account was never completed for use once we were appraised by Zoom staff that the single license account was still the best set-up for the organization Zoom account. In summary ACA CH would continue with the single license account originally under ID 11082839, transferred to account ID 3026155213, with cancellation of the never used 7-license subscription. I believe ACA CH is up to date on payments for the single license account. I understand the subscription contract and your offer for 10% discount of existing 7-license subscription, but I maintain that ACA CH was misled about the limitations of the seven license subscription and the substantial increase in subscription price when the single license model was already working for ACA CH. Thus, we request credit for the transaction of May 9-11, 2023 at least from June 11, 2023 as the account was in flux until then. We are otherwise intent on continuing services with Zoom for the good of ACA CH.

John Botti