

Joe B Charlotte

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Thank you for keeping me in the loop about #17499068. As expressed before, confusion in the early discussions about how ACA CH should re-subscribe for Zoom were led to believe that a 7-license subscription would solve potential problems and issues with two factor authentication, raised by Zoom staff. That turned out to be the case as ACA CH and similar organizations were and are able to carry on with different hosts, using a single log-in ID and password. When Zoom staff offered a seven-license subscription, it was not an improvement over historical Zoom usage. When ACA CH license by ACA CH, our organization requested reversion to the original subscription ID 11082839 but transferred to my account ID 3026155213 as a single license. Since June 22, 2023. All we are asking is in the substance of those notes, as the new account was never completed for use once we were apprised by Zoom staff that the single license account was still the best set-up for the organization Zoom account. ACA CH would continue with the single license account originally under ID 11082839 and account ID 3026155213, with cancellation of the never used 7-license subscription. 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. 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 presented for ACA CH. Thus, we request credit for the transaction of May 9-11, 2023 and 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