



Community English ▾



Requests ▾

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## billing

### Ticket details ▾

Zendesk

Yesterday at 06:56

(6:35:53 AM) Z Bot: Hi, I'm Z Bot, your digital assistant. What would you like to do?

ASK A QUESTION, CONNECT TO SALES, REPORT AN ISSUE, LEARN ABOUT ZENDESK

(6:35:58 AM) Web User e2a9d53ac264db08712664c2: Report an issue

(6:35:58 AM) Z Bot: OK, I can check for incidents or help you troubleshoot an issue.

CHECK FOR INCIDENTS, TROUBLESHOOT ISSUE

(6:36:47 AM) Web User e2a9d53ac264db08712664c2: wrong subscription period

(6:36:50 AM) Z Bot: Let me see what I can find.

(6:36:51 AM) Z Bot: Here you go, these resources might help.

(6:36:51 AM) Z Bot: I made a mistake when selecting options in my subscription. How do I fix it?

[https://support.zendesk.com/hc/en-us/articles/4408843412250-I-made-a-mistake-when-selecting-options-in-my-subscription-How-do-I-fix-it-?auth\\_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNiCl9pZCI6bnVsbCwidGlja2V0X2lkjpucljodWxsLCJkZWZsZWN0aW9uX2lkjjo1NTQxNTk0NzE4MjM0LCJhcnRpY2xlcyI6WzQ0MDg4NDM0MTlyNTAsNDQwODg4MjgyYzY3NCw0NDQ1NjE1Mzg2XSwidG9rZW4iOm51bGwslmV4cCI6MTY4Mjc2ODI5MH0.60SOh-fx-BXZnDGqajM9QI9iSHRRtny6UA2594ZkZxw&utm\\_source=Answerbot](https://support.zendesk.com/hc/en-us/articles/4408843412250-I-made-a-mistake-when-selecting-options-in-my-subscription-How-do-I-fix-it-?auth_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNiCl9pZCI6bnVsbCwidGlja2V0X2lkjpucljodWxsLCJkZWZsZWN0aW9uX2lkjjo1NTQxNTk0NzE4MjM0LCJhcnRpY2xlcyI6WzQ0MDg4NDM0MTlyNTAsNDQwODg4MjgyYzY3NCw0NDQ1NjE1Mzg2XSwidG9rZW4iOm51bGwslmV4cCI6MTY4Mjc2ODI5MH0.60SOh-fx-BXZnDGqajM9QI9iSHRRtny6UA2594ZkZxw&utm_source=Answerbot)

Can I change my account subscription to monthly or annual billing periods?  
[https://support.zendesk.com/hc/en-us/articles/4408882827674-Can-I-change-my-account-subscription-to-monthly-or-annual-billing-periods-?auth\\_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNiCl9pZCI6bnVsbCwidGlja2V0X2lkjpucljodWxsLCJkZWZsZWN0aW9uX2lkjjo1NTQxNTk0NzE4MjM0LCJhcnRpY2xlcyI6WzQ0MDg4NDM0MTlyNTAsNDQwODg4MjgyYzY3NCw0NDQ1NjE1Mzg2XSwidG9rZW4iOm51bGwslmV4cCI6MTY4Mjc2ODI5MH0.60SOh-fx-BXZnDGqajM9QI9iSHRRtny6UA2594ZkZxw&utm\\_source=Answerbot](https://support.zendesk.com/hc/en-us/articles/4408882827674-Can-I-change-my-account-subscription-to-monthly-or-annual-billing-periods-?auth_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNiCl9pZCI6bnVsbCwidGlja2V0X2lkjpucljodWxsLCJkZWZsZWN0aW9uX2lkjjo1NTQxNTk0NzE4MjM0LCJhcnRpY2xlcyI6WzQ0MDg4NDM0MTlyNTAsNDQwODg4MjgyYzY3NCw0NDQ1NjE1Mzg2XSwidG9rZW4iOm51bGwslmV4cCI6MTY4Mjc2ODI5MH0.60SOh-fx-BXZnDGqajM9QI9iSHRRtny6UA2594ZkZxw&utm_source=Answerbot)

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hcnRpY2xlcyI6WzQ0MDg4NDM0MTIyNTAsNDQwODg4MjgyNzY3NCw0NDA4ODQ1NjE1Mzg2XSw  
idG9rZW4iOm51bGwslmV4cCI6MTY4Mjc2ODIxMH0.60SOh-fx-  
BXZnDGqajM9QI9iSHRRtny6UA2594ZkZxw&utm\_source=Answerbot

Why did my subscription change not go into effect immediately?

[https://support.zendesk.com/hc/en-us/articles/4408845615386-Why-did-my-subscription-change-not-go-into-effect-immediately-?](https://support.zendesk.com/hc/en-us/articles/4408845615386-Why-did-my-subscription-change-not-go-into-effect-immediately-?auth_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNlci9pZCI6bnVsbCwidGlja2V0X2lkjpdWxsLCJkZWZsZWNOaW9uX2Ikjjo1NTQxNTk0NzE4MjMOLCJhcnRpY2xlcyI6WzQ0MDg4NDM0MTIyNTAsNDQwODg4MjgyNzY3NCw0NDA4ODQ1NjE1Mzg2XSwidG9rZW4iOm51bGwslmV4cCI6MTY4Mjc2ODIxMH0.60SOh-fx-BXZnDGqajM9QI9iSHRRtny6UA2594ZkZxw&utm_source=Answerbot)

auth\_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNlci9pZCI6bnVsbCwidGlja2V0X2lkjpdWxsLCJkZWZsZWNOaW9uX2Ikjjo1NTQxNTk0NzE4MjMOLCJhcnRpY2xlcyI6WzQ0MDg4NDM0MTIyNTAsNDQwODg4MjgyNzY3NCw0NDA4ODQ1NjE1Mzg2XSwidG9rZW4iOm51bGwslmV4cCI6MTY4Mjc2ODIxMH0.60SOh-fx-  
BXZnDGqajM9QI9iSHRRtny6UA2594ZkZxw&utm\_source=Answerbot

(6:36:51 AM) Z Bot: Did you find what you needed?

YES, NO, I STILL NEED HELP

(6:43:41 AM) Web User e2a9d53ac264db08712664c2: No, I still need help

(6:43:43 AM) Z Bot: Do you want to connect with our sales team, product support team, or another team? You can also ask another question.

CONNECT TO SALES, CONNECT TO PRODUCT SUPPORT, CONNECT TO ANOTHER TEAM, ASK ANOTHER QUESTION

(6:43:50 AM) Web User e2a9d53ac264db08712664c2: Connect to product support

(6:43:50 AM) Z Bot: I just need to confirm that you're a Zendesk customer.

(6:43:51 AM) Z Bot: What is the email address you use to login to your Zendesk account?  
I'll email you a verification code.

(6:45:00 AM) Web User e2a9d53ac264db08712664c2: [alpha@algosignaltrader.com](mailto:alpha@algosignaltrader.com)

(6:45:03 AM) Z Bot: Thanks. Copy the code from the email I sent and paste it here.

I DIDN'T GET A CODE

(6:45:27 AM) Web User e2a9d53ac264db08712664c2: 707589

(6:45:30 AM) Z Bot: Got it.

(6:45:30 AM) Z Bot: OK. Let's get you connected.

(6:45:30 AM) Z Bot: Help me route you to the best agent by answering these questions:

(6:45:30 AM) Z Bot:

(6:46:27 AM) Web User e2a9d53ac264db08712664c2: How is this impacting your business?: I have a question

Which product do you need help with?: Ticketing system (Support)

Share additional details: billing

(6:46:31 AM) Z Bot: OK. I've sent this conversation to our team.

(6:46:31 AM) Z Bot: Most customers hear back in 1 to 2 business days. Feel free to check back later

or watch for an update sent to [alpha@algosignaltrader.com](mailto:alpha@algosignaltrader.com).

(6:46:32 AM) Z Bot: Remember, the more details you provide now, the more helpful our team can be with their first reply. So before you go, make sure to send along any extra information that might help our team get to work.

(6:46:32 AM) Z Bot: Enjoy the rest of your day.

(6:46:47 AM) Web User e2a9d53ac264db08712664c2: this support is so bad where is billing support

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[Tom Leeson](#)

Yesterday at 07:06

Please see the image attached"

I wanted monthly billing, we need flexibility we do not want annual!

We need to refund annual partially and apply monthly sub -

 [zende-desk-wrong-sub.png](#)

100 KB · [Download](#)

This request is closed for comments. You can reach us in your messaging widget if you still need help.

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