

Re: [Zendesk Support] Re: upgraded specifically for voice and chat and neither work.

Tom Leeson

Fri 3/31/2023 6:27 AM

To: Support <support@zendesk.com>

I'm very sad to report

Zendesk has told me that it was my fault for making the order mistake of annual and not monthly and they will not fix it and do not care at all that there are no services delivered .

"Upon checking, your account has recently renewed last February 1, 2023 for the billing service period 02/01/2023 to 01/31/2024 (February 1, 2023 to January 31, 2024) and you have reached out to downgrade your subscription to monthly."

My sincere apologies, but we are unable to provide your mid-term downgrade. Subscription downgrades may only take effect upon renewal as per the terms of our [Master Subscription Agreement](#). Unfortunately, your request occurred *during* your subscription term and cannot be honored at this time. Per our Master Subscription Agreement:

1. we were forced to upgrade to get talk and voice
2. we selected a monthly upgrade but we make a mistake going back and forth reading and comparing plans and it went back on to annual as we upgraded
3. we did not know we had made a mistake until surprise bill we were not expecting arrived
4. we got none of the services delivered no talk no text
5. we then got told tough luck by Zendesk people and are stuck on the wrong sub and cannot change seats for agents or use the growth plan

Absolutely gutted, feel ripped and abandoned

Tom Leeson

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From: Support <support@zendesk.com>
Sent: Thursday, March 30, 2023 12:01 PM
To: MicroTrends Support <support@microtrends.pro>
Subject: [Zendesk Support] Re: upgraded specifically for voice and chat and neither work.

zendesk You have **2 new messages** from Ahn L.. To continue the conversation, reply to this email or return to Zendesk Support.

[27700W-32Z56]

Ahn L.

Hi, Tom! We appreciate your patience in waiting.

I was advised that the finance team will reach out to you regarding your Talk activation and your billing concern shortly. Kindly wait for their update. Appreciate your time. I'll mark this as temporarily solved for now but please don't hesitate to respond if you need further help so this gets reopened right away. Thank you and have a great day ahead!



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