

Re: [Zendesk Support] Re: Conversation with Tom Leeson(Algo Trading Systems LLC)

Tom Leeson

Fri 3/31/2023 6:18 AM

To: MicroTrends Support <support@microtrends.pro>; Support <support+id11380406@zendesk.com>

Without Prejudice

"Good day to you! This is Ivy from Zendesk Finance and I'd be happy to assist.

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 "

Hi

Thank you for your response, sorry no this is not the correct version of events you have written to me with, please bare with me and understand what happened was a mistake in the ordering process not a change of mind.

No.

"i did not reach out to change my sub to monthly after suddenly deciding i wanted a monthly sub later to downgrade"

I reached out as soon as i saw my mistake in the ordering process - due to the surprise bill amount for annual not monthly via paypal. I reported my mistake and asked for assistance to rectify my mistake in ordering annual instead of my selection of monthly.

Yes.

I did change the active sub after i had realized the mistake was made after my report, to see if i could fix my mistake. as you can see also that would apply in 2024 but that did not work

What happened was:

As i upgraded to unlock talk and text as i thought i had to.

I selected monthly and then somehow lost that and got annual, maybe it was because i clicked back and forth to read before committing to upgrade and lost the setting of monthly.

There was not way to confirm this pre buying and no post pay notice we saw and did not realize until paypal sent me the bill and so next day we acted.

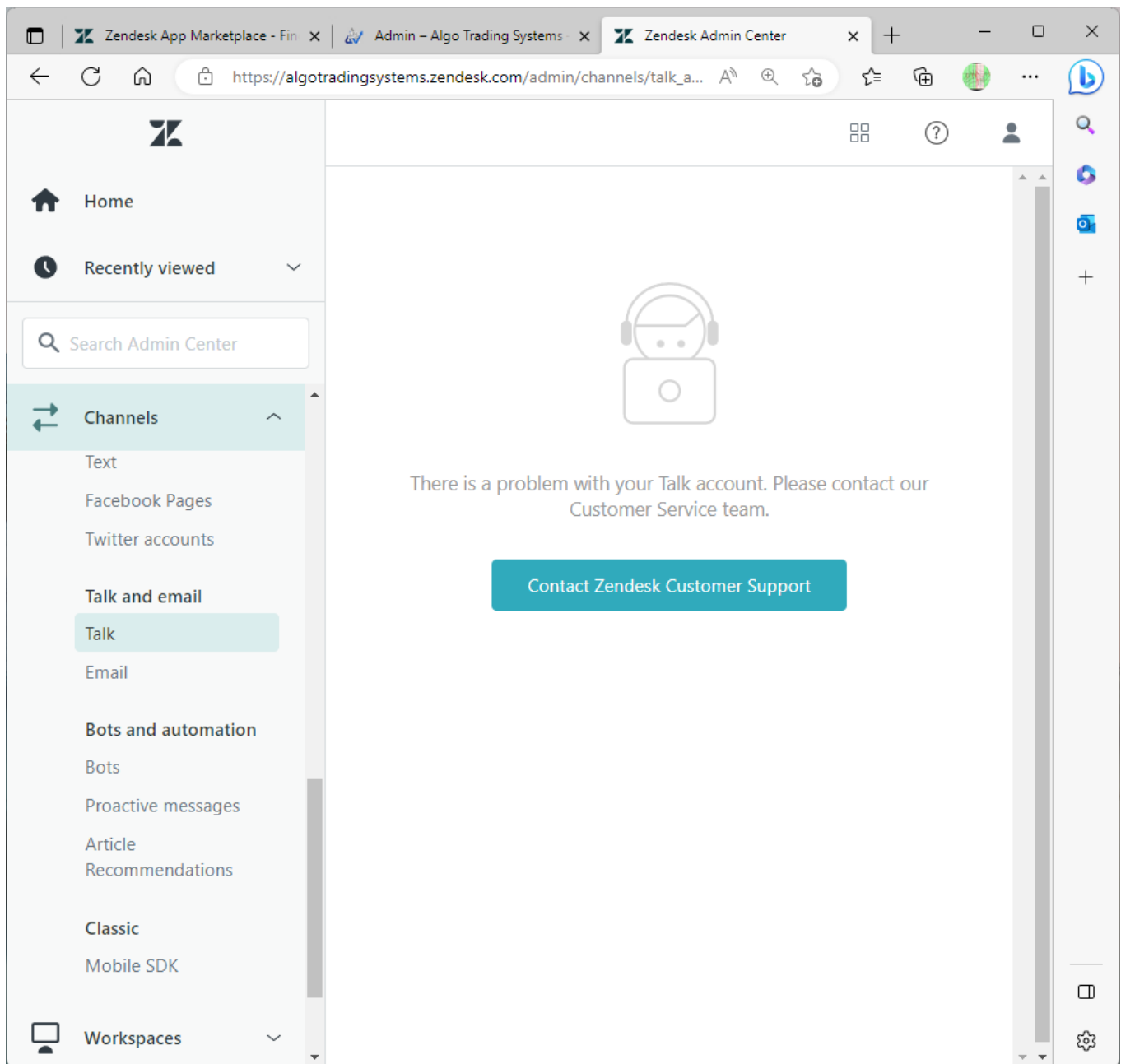
Why did i upgrade?

I upgraded to get talks and chat and still does not work!!!

As you can see below in the image... this is being worked on..

but we dont even need it now we are using a different zendesk voice and chat with our other account:

<https://algofuturetrader.zendesk.com/hc/en-us>



So let me tell you the plan we want and then maybe there is something that can be done so we are all happy.

i do not want to be stuck on team and need growth but there are some caveats now.

- Multiple Zendesk brand - Growth Sub not Team...
- 1 Agent to begin with Annual is ok or Monthly
- algofuturetrader.zendesk.com
- algotradingsystems.zendesk.com
- plus to come: alphawebtrader.zendesk.com

We need to somehow combine the above help desks into 1 - Multi Brand Growth
1 agent to begin with then add it 1 or more later on monthly so we can control our costs.

1. Can you understand my mistake and cancel the annual and let me on monthly?
2. or Can we then take the money paid cancel the 2 agents - downsize to 1 agent and then upgrade to growth for 1 agent.

Note:

We are not a big company and that budget is required for other costs - it was a nasty surprise to get that bill for annual. We are trying to release products and build them self funded and hope in time to make a profit and we chose Zendesk as our partner to do this. we hope then Zendesk can understand and assist our stupid mistake with the order process and then address that part to make sure others don't fall Array of the same pitfall of the Zendesk upgrade system.

Note:

I do not want to do a PayPal dispute or do charge backs with the Amex credit card for non delivery of services.

But i have to tell you this s what we will do and provide them this proof of your non delivery of services and the fact you would not assist by direct mediation.

i do not want to post reviews that tell how we reported our ordering process mistake and were told it was tough luck, i want to post a review to our community post to tell them how you saved us from our clumsy mistake and then got us on the right plan we needed to - and i hope to work with your support team to get our services running soon !

Please let me know if you will assist or not assist

many thanks

Tom

Tom Leeson

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Algorithmic Trading Systems Consultancy, Quantitative Developers

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From: Ivy Masilungan (Support) <support@zendesk.com>
Sent: Friday, March 31, 2023 2:03 AM
To: MicroTrends Support <support@microtrends.pro>
Subject: [Zendesk Support] Re: Conversation with Tom Leeson(Algo Trading Systems LLC)

zendesk

Your request ([#11380406](#)) has been updated. To add additional comments, reply to this email.



Ivy Masilungan (Zendesk Support)

Mar 31, 2023, 2:03 AM CDT

Hello, Tom!

Good day to you! This is Ivy from Zendesk Finance and I'd be happy to assist.

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:

SECTION 4. BILLING, PLAN MODIFICATIONS AND PAYMENTS

4.3 Downgrades. You may not downgrade Your Service Plan or reduce the number of Agents under any Service Plan during Your Subscription Term. If You desire to downgrade Your Service Plan or reduce the number of Agents under any Service Plan for a subsequent Subscription Term, You must provide Zendesk with thirty (30) days advance written notice prior to the end of Your then current Subscription Term. Downgrading Your Service Plan may cause loss of content, features, or capacity of the Service as available to You under Your Account, and Zendesk does not accept any liability for such loss.

I see that you have already downgraded your subscription of which our system has automatically made effective on your next renewal, February 1, 2024 in accordance with our downgrade policy as stated above.

I hope this clarifies. I will mark this ticket as solved for now but please don't hesitate to reach out again for further assistance.

Sincerely,

Ivy | FSS Revenue Operations Analyst | APAC - Manila



Tom Leeson

Mar 30, 2023, 6:29 AM CDT

hi no email or contact from Zendesk
we do not want annual and want the monthly as selected
manty thanks

Tom



Tom Leeson

Mar 29, 2023, 9:18 PM CDT

even after the upgrade we still got issues:

There is a problem with your Talk account. Please contact our Customer Service team.



System (Zendesk Support)

Mar 29, 2023, 9:14 PM CDT

(8:59:27 PM) Z Bot: Hi there.

(8:59:28 PM) Z Bot: Need help with your order?

CONNECT TO SALES

(8:59:35 PM) Web User

alpha@algosignaltrader.com_zendesk_105...: incorrect billing and subscription

(8:59:43 PM) Z Bot: Let me connect you to a Sales team member.

(9:00:41 PM) Web User

alpha@algosignaltrader.com_zendesk_105...: we wanted team monthly for 2 agents for monthly and somehow got the annual
(9:01:19 PM) Marvin: Hi, Tom! This is Marvin from Zendesk Sales.
(9:01:25 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: Hi Marvin
(9:01:31 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: my power might go out
(9:01:49 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: scheduled outage
(9:01:50 PM) Marvin: The plan you are trying to purchase is Zendesk Suite Team?
(9:01:54 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: so excuse me if that happens
(9:02:00 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: So we wanted to use the Team
(9:02:03 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: for 2 agents
(9:02:16 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: and somehow i messed up and got annual instead of monthly
(9:03:01 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: i i thought i needed to upgrade yesterday to get chat and various items
(9:03:44 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: so i did that and today i see a charge for 973.32
(9:04:01 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: look at the sub it thinkis was feb
(9:04:07 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: so not sure what happened tbh
(9:04:16 PM) Marvin: Since this is a billing concern, I will transfer you to our Finance team for the possibility of changing to monthly. Please expect a response from them by email.
(9:04:26 PM) Web User
alpha@algosignaltrader.com_zendesk_105...: ok np

Your friends from Zendesk



This email is a service from Zendesk Support. To learn more about using Zendesk, see our [Product Documentation](#).

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