

Ticket
09831994

Ticket Status	Subject	Date/Time Opened	Date/Time Updated
Closed	IMPORTANT - Your Account ...	12/11/2021, 01:36 PM EST	12/20/2021, 12:03 PM EST

Dear Liquid Web Customer,

We have been unable to process your payment for your Liquid Web account (289254).

This is a friendly reminder that your account is now past due. We are here to help you make your payment or discuss payment options. Please contact our billing team at: 800-580-4985 (International: 1-517-322-0434), and choose the Billing option.

Please allow us to help you avoid account suspension due to non-payment. Our technicians are happy to help.

We thank you in advance for your immediate attention to this matter. If a payment has already been submitted, please disregard this message.

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Write a new comment...

4000 characters remaining

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Comment



Comment From Mark Berchowitz - 2021-12-20 12:03:29

Good day

I close this ticket

Since the focus of this billing topic

Is directed by your system

CHAT WITH A HUMAN

Or member of your team

To ticket 0985-4195

Mark

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Email From Travis Miller - 2021-12-17 12:42:01

To: mark@greengazette.co.za

Subject: [Ticket #: 09831994] IMPORTANT - Your Account Is Past-Due [ref:_00D30pmDy_5003a1BhjMl:ref]

Hello,

I believe you have meant to contact US Marshals or DoJ , we are Liquid Web your web hosting provider and cannot assist you with witness protection.

Best Regards,

Travis Miller
Account Services Senior

Ticket #09831994
Liquid Web, LLC
Customer Help Center
Liquid Web Status
800-580-4985 Toll Free
517-322-0434 Intl.
517-322-9412 Secure Fax
517-322-3158 Fax
ref:_00D30pmDy_5003a1BhjMl:ref

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Comment From Mark Berchowitz - 2021-12-17 11:57:59

Good day Amy

With reference to ticket 0983-1565:

It's at this time I can barely afford basic food and shelter. Over the past 2-3 weeks I become intermittently dysfunctional.

That may result in delays in me applying for a loan and / or for contract work to supplement what's left of my business revenue. It's year-end as well.

One option is to admit myself to the Salvation Army. I phone them soon after my flight lands at O R Tambo International airport ~2 weeks prior.

They tell me they have stringent requirements for admission.

Dennis, the manager at the "Jesus is Lord" guest house where I rent a room, on 12 Fortesque Road, Yeoville, tells me he may be able to help with my admission.

His number is +27-63-545-5885.

It's unknown from this end whether or not I have access to my phone, laptop and / or Internet when I go ahead with that.

It's either not possible or difficult for me to make use of my laptop where I currently rent a room since rooms don't have power points. My laptop battery is out of commission.

I charge my phone at their office.

CHAT WITH A HUMAN

Is there any way you can get me on the witness protection program?

Mark

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Email From Amy Bell - 2021-12-16 18:32:05

To: mark@greengazette.co.za

Subject: [Ticket #: 09831994] IMPORTANT - Your Account Is Past-Due [ref:_00D30pmDy_5003a1BhjMl:ref]

Hello,

You can contact us back on the 20th and we can give you 14-day payment extension. However, please note that this extension can only be requested once in 12 months.

Feel free to let me know if there's anything else I can do for you.

Kind regards,
Amy Bell

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ref:_00D30pmDy_5003a1BhjMl:ref

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Comment From Mark Berchowitz - 2021-12-16 17:28:04

Good day

There's a high level of uncertainty for me as to:

- i) How much of my remaining customer based is billed, or not
- ii) How long the boycott will last
- iii) When and how quickly new business picks up, if at all
- iv) How long it will take for me to get an effective loan, if at all
- v) How long it will take for me to get contract work

Mark Berchowitz
mark@greengazette.co.za
mark.berchowitz@gmail.com
+27-61-671-9857
+27-83-784-6052

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Email From Travis Miller - 2021-12-15 11:28:40

To: mark@greengazette.co.za

Subject: [Ticket #: 09831994] IMPORTANT - Your Account Is Past-Due [ref:_00D30pmDy_5003a1BhjMl:ref]

Hello,

Could you let us know until which date do you need the extension for?

Best Regards,

CHAT WITH A HUMAN

Travis Miller
Account Services Senior

Ticket #09831994
Liquid Web, LLC
Customer Help Center
Liquid Web Status
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Comment From Mark Berchowitz - 2021-12-15 10:10:02

Good day

Your team tell me to notify you on the 20th for my payment extension.

Mark

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