

Ticket
09854195

Ticket Status	Subject	Date/Time Opened	Date/Time Updated
Closed	IMPORTANT - Your Account ...	12/17/2021, 01:35 PM EST	12/21/2021, 09:11 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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4000 characters remaining

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Comment

 Comment From Mark Berchowitz - 2021-12-21 21:11:04

Good day

During my live chat with Dennis, my payment extension is applied and your server is brought back online.

I close this ticket, now directed to 0986-7594.

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 Comment From Mark Berchowitz - 2021-12-21 18:51:51

CHAT WITH A HUMAN

Good day

I see server your server 69.16.246.46 is non-responsive and possibly already taken offline.

Apply the payment extension and bring your server back online.

Mark

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Email From Amy Bell - 2021-12-20 16:07:09

To: mark@greengazette.co.za

Subject: [Ticket #: 09854195] IMPORTANT - Your Account Is Past-Due [ref:_00D30pmDy_5003a1Bic9K:ref]

Hello Mark,

Kindly confirm if you'd like us to apply the payment extension to your account.

Regarding the other questions, I'm afraid once the account is suspended due to non-payment, you'll only have limited access to it. That means all the data needed should be copied or backed up when the server is still active.

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

Kind regards,
Amy Bell

Ticket #09854195

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_5003a1Bic9K:ref

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Comment From Mark Berchowitz - 2021-12-20 14:52:18

Good day Travis

That's in line with Amy's extension offer as per ticket 0983-1994.

In the event your server at 69.16.246.46 is taken offline due to non-payment:

What is the cost to have select information mirrored and / or copied to external HDD(s) for shipping to where I'm at?

How much time do I have to confirm receipt of that data, before you write format disks currently in service on that server?

It's at this time I'm financially self-sustainable at basic accommodation and food level.

That means I don't go for admitting myself to the Salvation Army.

I see signs of improvement on my health and financial position.

Mark

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Email From Travis Miller - 2021-12-20 12:58:49

CHAT WITH A HUMAN

To: mark@greengazette.co.za

Subject: [Ticket #: 09854195] IMPORTANT - Your Account Is Past-Due [ref:_00D30pmDy_5003a1Bic9K:ref]

Hello,

If you are looking for additional time to cover your past due we can apply an extension to your account that lasts for 2 weeks, do note that extension can only be applied once every 12 months.

Please let us know if you'd like us to do that.

Best Regards,

Travis Miller
Account Services Senior

Ticket #09854195
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_5003a1Bic9K:ref

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Comment From Mark Berchowitz - 2021-12-20 11:52:27

Good day

Your team tell me to get back to you on the 20th.

I'm not able to provide you with a "response" on this thread at this time.

Mark

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Reopen Ticket

CHAT WITH A HUMAN