

Ticket  
09867594

Ticket Status	Subject	Date/Time Opened	Date/Time Updated
Open	IMPORTANT - Your Account ...	12/21/2021, 01:35 PM EST	1/29/2022, 03:21 AM EST

Dear Liquid Web Customer,

We have made several attempts to notify you regarding your failed payment attempt. Your Liquid Web account (289254) is now suspended due to non-payment.

We are happy to work with you to ensure payment is made and your services are restored. To make a payment and restore services, please log in to your manage account at <https://manage.liquidweb.com/>

Please note that your services will be completely terminated if we don't receive payment for your account within the next 14 days.

It is important that you contact us as soon as possible to avoid any of your data being deleted permanently. We're here to help.

Please call us at: 800-580-4985 (International: 1-517-322-0434), and choose the Billing option as soon as possible.

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All Attachments:

- [2011-140867-07-revenue-2021.pdf \(/servlet/servlet.FileDownload?file=00P3a00001dmON8EAM\)](#)
- [20220115-0000-2011-140867-07-revenue-projected-2022.pdf \(/servlet/servlet.FileDownload?file=00P3a00001dmpXEEAY\)](#)
- [20220121-1639 Account #289254 balance not updated after payment to you @ \\$55.67.png \(/servlet/servlet.FileDownload?file=00P3a00001dnOomEAA\)](#)
- [20220117-1625 PayFast successful billings for GGSA.png \(/servlet/servlet.FileDownload?file=00P3a00001dmqfgEAA\)](#)
- [2011-140867-07-revenue-2020.pdf \(/servlet/servlet.FileDownload?file=00P3a00001dmOLMEA2\)](#)

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Write a new comment...

4000 characters remaining

Attach Files

Comment

Comment From Mark Berchowitz - 2022-01-29 03:21:25

CHAT WITH A HUMAN

Good day Maya

You pass that information onto Travis.

I see there's no response from your end yet in so far as "I make payments to you on an "ongoing" basis, where reasonably possible from this end until I'm able to pay for you invoice upon presentation, if that's OK with you" goes...?

Mark

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**Email From Maya Pickman - 2022-01-29 03:08:47**

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Thank you for your payment.

You have fully paid your account and you have no outstanding invoices or past due.

You have a positive account balance of \$200 and your next invoice will be generated on February 8th, 2022.

Best Regards,

Maya Pickman

Ticket #09867594

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\_5003a1Bj8Nh:ref

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**Comment From Mark Berchowitz - 2022-01-29 03:07:15**

Good day Travis

I make a further payment to you of \$200.

My account balance with you is now at -\$200.

I make payments to you on an "ongoing" basis, where reasonably possible from this end until I'm able to pay for you invoice upon presentation, if that's OK with you.

Mark

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**Comment From Mark Berchowitz - 2022-01-27 22:20:17**

Good day Travis

Go ahead and close this ticket after you receive and / or review my prior comment.

Mark

SHOW LESS

CHAT WITH A HUMAN

 **Comment From Mark Berchowitz - 2022-01-27 22:08:50**

Good day Travis

I go ahead with a further payment to you of \$100

My overdue account balance with you is now at \$0

It's most likely I'm not able to pay you on presentation of your upcoming invoice on the 8th of February, although my repayment rate is improving.

Unless there's more "anomalies" happening and / or upcoming my financial position must be up to date latest during, or towards the end of the month of March (as per my cash flow projection I send you).

Mark

SHOW LESS

 **Comment From Mark Berchowitz - 2022-01-26 03:26:55**

Good day Travis

As an update from this end, I get ~12 hours to vacate from the guest house I'm at, when I go for extending my rental for an additional week, ~2 days before my current paid for rental is up. I'm checked in at this guest house at 228 York Avenue, Ferndale, since 22 December 2021.

[https://drive.google.com/drive/folders/ljGPBH\\_4QlXgw04ueOmbwk\\_qhncY9IE6v?usp=sharing](https://drive.google.com/drive/folders/ljGPBH_4QlXgw04ueOmbwk_qhncY9IE6v?usp=sharing)  
That's the url link to a copy of the transcript between myself, and the "support group" for the guest house

The eviction notice impacts, at least, my financial position to some extent.

Go ahead and close this ticket after you receive this comment.

Mark

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 **Comment From Mark Berchowitz - 2022-01-25 04:26:08**

Good day Travis

I make a further payment to you of \$210

The balance due on my account with you is now at \$100

I abort on my loan application with Nazreen / Vernil at Nedbank

The Whatsapp transcript between myself and Vernil

Is now in excess of 835+ pages of screenshots

Go ahead and close this ticket after you receive this comment

Mark

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 **Email From Alison Gregg - 2022-01-22 15:54:41**

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

CHAT WITH A HUMAN

Hello,

Thank you for letting us know.

I am closing this ticket as you requested, but if at any time you have any questions or concerns in regard to this notification, please feel free to reply to this email.

Best regards,

Alison Gregg

Ticket #09867594  
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\_5003a1Bj8Nh:ref

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**Comment From Mark Berchowitz - 2022-01-22 15:11:30**

Good day Travis

I make a further payment to you of \$260

The balance due on my account with you is now at \$310

Go ahead and close this ticket after you receive this update

Mark

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**Email From Yvonne Sheffield - 2022-01-21 17:10:30**

**To:** mark@greengazette.co.za

**Subject:** [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Thank you for your payments!

The numbers provided are correct.

If you need any other help, do not hesitate to contact us.

Please let us know if you have any questions or need any assistance.

Best regards,

Yvonne Sheffield

Ticket #09867594  
Liquid Web, LLC  
Customer Help Center  
Liquid Web Status  
800-580-4985 Toll Free  
517-322-0434 Intl.

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517-322-9412 Secure Fax  
517-322-3158 Fax  
ref:\_00D30pmDy\_5003a1Bj8Nh:ref

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Comment From Mark Berchowitz - 2022-01-21 16:42:39

Good day Travis

I make a further payment to you of \$55.67

My overdue balance with you is now at \$570

Mark

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Attachments:

[20220121-1639 Account #289254 balance not updated after payment to you @ \\$55.67.png](#) (/servlet/servlet.FileDownload?file=00P3a00001dn0omEAA)



Comment From Mark Berchowitz - 2022-01-20 01:49:55

Good day Travis

I make a further payment to you of \$104.53.

My overdue balance with you is now at \$625.67.

Go ahead and close this ticket after you receive this comment.

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-18 19:03:15

Good day Travis

Thank you for approving, and for confirming the update on my payment extension to 1 February, 2022.

I make with a further payment to you of \$142.46.

My overdue balance with you is now at \$730.20.

Go ahead and close this ticket after you receive this comment.

Mark

SHOW LESS



Email From Travis Miller - 2022-01-18 13:15:53

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

I have applied another extension to your account which will last until February 1st.

Best Regards,

Travis Miller

CHAT WITH A HUMAN

Account Services Senior

Ticket #09867594  
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\_5003a1Bj8Nh:ref

SHOW LESS

 **Comment From Mark Berchowitz - 2022-01-18 04:46:08**

Good day Maya

I'm done with your games.

Get this ticket on over to your director and do so immediately.

Mark

SHOW LESS

 **Email From Maya Pickman - 2022-01-18 04:07:17**

To: mark@greengazette.co.za  
Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Unfortunately, every account is eligible for 1 payment extension once every 12 months from the last activation. You will be eligible for another 14 - day payment extension next year in January 2023.

Billing Senior agents are out of office for the day, their working hours are from 8 am to 4 pm EST.

The ticket was set to wait on customer as I have sent you a reply to your question to our Billing Senior Agent Matthew.

I will leave this ticket open so that our senior billing agents can review it when they get back in office tomorrow morning, but no promises on you getting another payment extension as the system is set to allow only on extension per account and as I mentioned above you will be eligible for another payment extension in January 2023 as payment extensions can only be applied once in 12 months from the last one.

Best Regards,

Maya Pickman

Ticket #09867594  
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\_5003a1Bj8Nh:ref

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CHAT WITH A HUMAN



Comment From Mark Berchowitz - 2022-01-18 04:05:50

Good day Matthew

You must not play childish corporate games with me, and and go for creating drama on this account recovery success in process.

Get someone on your team with at least a nominal level of maturity and accounting capability, to read my comments, at least at 2022-01-17 04:25:18, and confirm for me I have until the end of the month to pay my overdue balance in full, which I prove to you based on recent payments is possible.

Don't come back to me with a stupid response I have three days when I explain to you exactly how I correct this account status for you, with all the facts including bank statements.

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-18 03:58:10

Good day Matthew

My intention, as I tell your team in my comment at 2022-01-17 04:25:18 is to commit to paying you on an ongoing basis towards settling my overdue account with you.

I have funds in excess of \$100 available to make another payment to you.

There's no point in me doing that, if you take your server 69.16.246.46 offline on the 21st.

As senior account specialist, are you the ultimate decision maker, in so far as me bringing my account with you up to date goes?

It appears you completely misinterpret and / or misread at least my comment at 2022-01-17 04:25:18.

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-18 03:49:20

Good day Matthew

Following the question I put across to you at 2022-01-17 23:21:18, your dashboard tells me "waiting on customer"

That question is:

As senior account specialist, are you the ultimate decision maker, in so far as me bringing my account with you up to date goes?

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-17 23:21:18

Good day Matthew

As senior account specialist, are you the ultimate decision maker in so far as me bringing my account with you up to date?

Mark

SHOW LESS

CHAT WITH A HUMAN

**Email From Matthew Loveless - 2022-01-17 16:44:39****To:** mark@greengazette.co.za**Subject:** [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Greetings,

Looking at your account, it is up for suspension on the date of 01/21/2022 if payment is not received. Unfortunately you are not eligible for any payment extension at this point in time.

M. Loveless  
Mon-Fri 0800-1600  
Senior Account Services Specialist.

Ticket #09867594  
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\_5003a1Bj8Nh:ref

[SHOW LESS](#)**Comment From Mark Berchowitz - 2022-01-17 16:36:12**

Good day Travis

I see there's no response yet from your end on 2022-01-17 04:25:18 specifically with regards to:

Is it possible you can give me until the end of January to bring my account with you up to date?

I send you that comment, and the two following that for motivation on the request of mine.

Mark

[SHOW LESS](#)**Comment From Mark Berchowitz - 2022-01-17 16:27:48**

Good day Travis

What I tell you is not intended to be taken in an offensive, or insulting way by your and / or your members of your team, at all. Based on the excessively high levels of "bad luck" at this end, one of the only conclusions I can draw, is that happens more often than not in so far as GGSA goes.

I close the likely system generated ticket at your end 0997-6407.

I detect an increase in revenue for GGSA via the "last and remaining" payment gateway for GGSA, PayFast. Billings so far for today via that channel is R3,608, or \$233.62. That may fluctuate on a daily basis considerably. It's possible I switch gateways from 2checkout to PayFast earlier than end of February last year.

I attach a screenshot on proof on incoming payments, which your team may be able to verify and / or confirm via SMTP protocol inbound from noreply@payfast.co.za if you and / or your team choose to do so.

Go ahead and close this ticket when you decide to do so

I send you further updates most often when I have more funds to pay towards my overdue account with you.

Mark

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Attachments:

[20220117-1625 PayFast successful billings for GGSA.png \(/servlet/servlet.FileDownload?file=OOP3a00001dmqfqEAA\)](#)**Email From Travis Miller - 2022-01-17 07:35:08**

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Rest assured we do not accept any bribes to take servers offline and will not accept any to take yours down either.

Best Regards,

Travis Miller  
Account Services SeniorTicket #09867594  
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\_5003a1Bj8Nh:ref[SHOW LESS](#)**Comment From Mark Berchowitz - 2022-01-17 05:14:24**

Good day Travis

I'm guessing one of the reasons we make it down the road together this far, on my crisis, is since your team have a level of integrity and ethics that makes that possible, with me on my situation. There are too many others, that default on me. I hope you and your team are the exception to the many "evil and unscrupulous others" that engage in collaborative forced hostile takeovers.

If anyone offers you and / or any of your team members money to take your server 69.16.246.46 offline, report them to your FBI, or something - that's up to you.

Mark

[SHOW LESS](#)**Comment From Mark Berchowitz - 2022-01-17 05:00:54**

Good day Travis

There's something else I want to tell you:

"Out of the blue", I'm approached by one investor linked to many others, possibly on a tip-off from the banks. That investor times his response to be the day your server 69.16.246.46 is to be taken offline and goes for a 100% buyout of GGSA. That's a definite no-go from this end. That clearly looks like a collaborative assault, setup auction, and one bidder. I tell that investor off.

If anyone offers you, and / or anyone on your team money and / or some incentive to make the incorrect, and unreasonable decision going forward, you must give me their name, contact details and so on. Those people must be exposed. The reason GGSA's position is compromised is a result of abuse of power from governments, financial institutions and others. That must

[CHAT WITH A HUMAN](#)

come to an end immediately.

Mark

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 **Comment From Mark Berchowitz - 2022-01-17 04:44:11**

Good day Travis

In other words, that annual revenue projection report is a conservative estimate. The reason why January (and February) are low is since the annual subscriptions from last year aren't billed by 2Checkout. They don't bill any of GGSA's customers' cards for months now.

In March there's a boost. That's when I send out my report on fraud on the Visa network last year. Then soon after there's another counter effect so that gain doesn't persist much for April and May. That boost period is billed by PayFast since I switch gateways back to them around that time last year when I abort on new billings via 2Checkout.

Mark

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 **Comment From Mark Berchowitz - 2022-01-17 04:36:14**

Good day Travis

Further to 2022-01-17 04:25:18, I also attach my revenue projection report for GGSA's for 2022:

It's based only on committed and / or upcoming card billings plus estimate inbound EFTs. I apply a flat R/\$ rate of 15.37 to estimate collections via PayPal since those GGSA service contracts are billed in USD. For GGSA's card revenue estimates, I assume 2Checkout don't bill another customer of GGSA again. My calculations on that also assume other gateways, PayPal and PayFast at least, successfully bill GGSA's existing customers' cards going forward. I apply an average per month billing rate from last year on inbound EFT payments @ R8225 for this years forecast.

So that report is "guaranteed" already committed business (existing customers), excluding any new business for GGSA.

Mark

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Attachments:

[20220115-0000-2011-140867-07-revenue-projected-2022.pdf \(/servlet/servlet.FileDownload?file=00P3a00001dmpXEEAY\)](https://drive.google.com/uc?export=download&id=140867-07-revenue-projected-2022.pdf)

 **Comment From Mark Berchowitz - 2022-01-17 04:25:18**

Good day Travis

I go ahead with a further payment to you of \$131.21.

The balance now due on my account with you is at \$872.66.

Tomorrow, the 18th of January, my payment extension with you expires, or is up for review.

I'm in the process of liaising with my account Hemant Vanmali [+27-76-920-1848] to get the rest of Nedbank's mandatory documentation together for my first business loan application with them. Hemant currently has urgent family matters to attend to, at KZN, which is a different province (or state) to where I'm currently at, being Gauteng.

I publish an updated snapshot of GGSA's two bank accounts,  
And payout notifications from PayFast at the same URL as previously:

[https://drive.google.com/drive/folders/1RYLMKpNGiWFH7TNbS\\_Po25ZFdOGJQOX6](https://drive.google.com/drive/folders/1RYLMKpNGiWFH7TNbS_Po25ZFdOGJQOX6)

CHAT WITH A HUMAN

It looks as if there's something strange going on on my FNB bank statement I review online, [FNB-20220117-20220110\_6287-664-0098]. The dates of the transactions on that bank statement are out of sequence.

Below is a list of most recent dates and payments I make to you:

2022-01-08 | \$124.64  
2022-01-11 | \$120.06  
2022-01-12 | \$109.44  
2022-01-17 | \$131.21

Based on that payment schedule, the overdue balance in my account with you drops by \$485.35 per 9 days.

The vast majority of that money is from what's left of GGSA's existing customer base (recurring billings). If I'm able to keep up that ongoing payment schedule, the balance due to you, is paid on or before the end of this month.

Both I and my business are at a "deadlock", possibly on the delay in getting my loan since it appears the market is near to or at a boycott on GGSA so that means little to no new business, only existing (possibly due to rumors, or something else)

I'm in the process of applying for work to supplement my business income.  
I only have two "leads" to go with on that at this time, both from the UK.

Factoring in:

- i) my ongoing payment schedule to you,
- ii) me possibly getting closer to a loan approval with the bank, and
- iii) the "FBI factor" which I tell you about previously
- iv) my in-progress application for "employment"

Is it possible you can give me until the end of January to bring my account with you up to date?

Mark

I have a snapshot copy of my data from your server 69.16.246.46 from a few days prior.  
That's at my Google cloud drive and it's in place for disaster non-recovery.

SHOW LESS

 **Comment From Mark Berchowitz - 2022-01-12 11:29:16**

Good day

I close ticket 0994-8217

I go ahead with payment of \$109.44

Towards my overdue balance with you

Now at \$1,003.87.

This ticket may be closed at your end

Once you receive this notification

Mark

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 **Comment From Mark Berchowitz - 2022-01-11 12:22:43**

CHAT WITH A HUMAN

Good day

I make a payment this morning of \$120.06 bringing the amount due to you at \$1,113,31

I publish updated snapshots of my bank statements for FNB, Nedbank and payouts from the "last" payment gateway, PayFast at:

[https://drive.google.com/drive/folders/1RYLMKpNGiWFH7TNbs\\_Po25ZFdOGJQOX6](https://drive.google.com/drive/folders/1RYLMKpNGiWFH7TNbs_Po25ZFdOGJQOX6)

From GGSA's annual revenue report:

All payments from 2Checkout are blocked by them. Revenue via that channel is in the small chart at the top right hand side of my reports. So you see all those expected annual subscriptions from September 2020, to February 2021 for that chart on each of the two reports is dropped. That means all that "guaranteed" income to be collected by 2Checkout is gone.

GGSA's existing customers are then billed by PayFast from March / April 2021. Money from those annual subscriptions should be collected, same time this year if PayFast also doesn't default on collecting money via cards.

I start and / or am in the process of getting contract work to supplement what's left of GGSA's income.

Go ahead and close this ticket once you've reviewed this information.

Mark

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Comment From Mark Berchowitz - 2022-01-10 01:42:46

Good day Travis

I take snapshot screenshots of two of my business bank accounts and publish that online:

[https://drive.google.com/drive/folders/1RYLMKpNGiWFH7TNbs\\_Po25ZFdOGJQOX6](https://drive.google.com/drive/folders/1RYLMKpNGiWFH7TNbs_Po25ZFdOGJQOX6)

Nedbank (NED) is where funds are deposited from payment gateway PayFast (PFA). Payout "receipts" from PayFast to Nedbank are included in that set of images. When there's money coming in, I cover my basic costs, and where reasonably possible, I pay the difference towards my overdue balance in my account with you.

Go ahead and close this ticket after you review this information.

Mark

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Email From Alison Gregg - 2022-01-08 21:40:23

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh.ref ]

Hello,

Thank you for letting us know.

We received your \$124.64 payment and it was applied to the invoice 6117475.

Let us know if you have any questions.

Best regards,

Alison Gregg

Ticket #09867594

Liquid Web, LLC

Customer Help Center

Liquid Web Status

800-580-4985 Toll Free

CHAT WITH A HUMAN

517-322-0434 Intl.  
517-322-9412 Secure Fax  
517-322-3158 Fax  
ref:\_00D30pmDy\_5003a1Bj8Nh:ref

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Comment From Mark Berchowitz - 2022-01-08 19:24:49

Good day Travis

I go ahead with a payment of \$124.64 towards my overdue balance on my account with you.

Mark

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Email From Maya Pickman - 2022-01-06 06:31:30

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Thank you for the updates, it is not required for you to keep us in the loop.

Best Regards,

Maya Pickman

Ticket #09867594  
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\_5003a1Bj8Nh:ref

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Email From Maya Pickman - 2022-01-06 06:31:28

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Unfortunately, every account is eligible for 1 payment extension once every 12 months from the last activation.

You will be eligible for another 14 - day payment extension next year in January 2023.

Best Regards,

Maya Pickman

Ticket #09867594  
Liquid Web, LLC  
Customer Help Center  
Liquid Web Status  
800-580-4985 Toll Free  
517-322-0434 Intl.

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517-322-9412 Secure Fax  
517-322-3158 Fax  
ref:\_00D30pmDy.\_5003a1Bj8Nh:ref

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 **Comment From Mark Berchowitz** - 2022-01-06 06:05:38

Good day Travis

It appears I have R2,000 in my FNB account

I must pay for my rental

It doesn't look as if I can make that payment this week yet

I don't sleep for two days

I wish the FBI can be involved in whatever is going on

Mark

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 **Comment From Mark Berchowitz** - 2022-01-06 06:03:05

Good day Travis

My prior comment may be incorrect

I'm overwhelmed

Hours after I go to that pharmacy yesterday

And get my injection

Something goes wrong for me hours later

The nurse changes the cocktail or something

I don't know what's going on

Mark

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 **Comment From Mark Berchowitz** - 2022-01-06 05:49:07

Good day Travis

My calculations on money coming in appears to be incorrect

I detect a discrepancy on my two business accounts:

For Nedbank there's a transaction:

03 Jan 2022 | 62876640098 | - R1 578.46 | R1 870.23

That transfer of R1,578.46 doesn't appear on my FNB account:

ACCOUNT TRANSACTION HISTORY

CHAT WITH A HUMAN

Name: Mark Berchowitz  
 Account: 62876640098 [62876640098]  
 Balance: 5145.62 26.48

Date	Amount	Balance	Description
2022/01/05	-125.11	5,145.62	Spar Ferndale 485442*1241 01 JAN
2022/01/05	-64	5,270.73	Spar Ferndale 485442*1241 31 DEC
2022/01/05	-3.68	5,334.73	#ATM MINI STATEMENT CHRG
2022/01/05	-250	5,338.41	ATM CASH 00877419 485442*1241
2022/01/05	643.77	5,588.41	STANDARD BANK
2022/01/05	-100	4,944.64	ATM CASH 00877419 485442*1241
2022/01/05	-400	5,044.64	ATM CASH 00877419 485442*1241
2022/01/05	1170.51	5,444.64	NEDBANK
2022/01/05	2000	4,274.13	NEDBANK
2022/01/04	-117	2,274.13	ASIAN POINT 485442*1241 02 JAN
2022/01/03	-8.5	2,391.13	#FEE DECLINED PURCH TRAN 400568*****339
2022/01/03	-8.5	2,399.63	#FEE DECLINED PURCH TRAN 400568*****339
2022/01/04	-99	2,408.13	MOBILE
2022/01/04	1850.23	2,507.13	NEDBANK
2022/01/03	-542.41	656.90	Spar Ferndale 485442*1241 29 DEC
2022/01/03	-117	1,199.31	ASIAN POINT 485442*1241 30 DEC
2022/01/03	-117	1,316.31	ASIAN POINT 485442*1241 31 DEC
2022/01/03	-87.22	1,433.31	Spar Ferndale 485442*1241 30 DEC
2022/01/03	-64	1,520.53	Spar Ferndale 485442*1241 30 DEC
2022/01/03	-40	1,584.53	FERNDALE SPAR COFFE 485442*1241 29 DEC
2022/01/03	-37.94	1,624.53	Spar Ferndale 485442*1241 30 DEC
2022/01/03	-33.99	1,662.47	Spar Ferndale 485442*1241 30 DEC
2022/01/03	129	1,696.46	INT-BANKING PMT FRM IN058793
2022/01/03	-1450	1,567.46	ATM CASH 00877419 485442*1241
2022/01/03	1578.46	3,017.46	NEDBANK

Even adding that missing R1,578.46, it doesn't add up to what I expect  
 I can't see what else happened yet on those two incoming payments from PayFast  
 They appear on my Nedbank statement although the available funds is less than I expect

This is the copy paste from my Nedbank account:

Date	Description	Amount	Balance
06-Jan-22	62876640098 - R102.93	R10.00	
06-Jan-22	62876640098 - R2 000.00	R112.93	
05-Jan-22	Instant payment fee - R20.00	R2 112.93	
05-Jan-22	Notification Fee: E-mail - R1.00	R2 132.93	
05-Jan-22	62876640098 - R1 170.51	R2 133.93	
05-Jan-22	62876640098 - R2 000.00	R3 304.44	
05-Jan-22	ABSA BANK IN0058795/So...	R695.00	R5 304.44
05-Jan-22	PAYFAST 1471657	R1 418.93	R4 609.44
04-Jan-22	Instant payment fee - R10.00	R3 190.51	
04-Jan-22	62876640098 - R1 850.23	R3 200.51	
04-Jan-22	PAYFAST 1470882	R3 190.51	R5 050.74
03-Jan-22	Instant payment fee - R10.00	R1 860.23	
03-Jan-22	62876640098 - R1 578.46	R1 870.23	
03-Jan-22	PAYFAST 1468714	R1 860.23	R3 448.69
31-Dec-21	Notification Fee: E-mail - R2.30	R1 588.46	
31-Dec-21	PAYFAST 1467513	R1 591.91	R1 590.76
30-Dec-21	Instant payment fee - R20.00	- R1.15	
30-Dec-21	Notification Fee: E-mail - R1.15	R18.85	
30-Dec-21	62876640098 - R211.51	R20.00	

The ones with reference 62876640098 is to my FNB account

Mark

CHAT WITH A HUMAN

[SHOW LESS](#)**Comment From Mark Berchowitz - 2022-01-05 13:16:35**

Good day Travis

I now see your most recent comment

I put a hold on sending you further updates on this ticket unless the update applies specifically and directly to my account with you

Mark

[SHOW LESS](#)**Comment From Mark Berchowitz - 2022-01-05 13:12:04**

Good day Travis

Business: Cash:

It's at this time I have R138.03 (~\$8.67) in my FNB bank accounts

And R122.00 (~\$13.95) in cash for a total of \$22.64.

I take a walk to the nearest Dischem pharmacy for my emergency Neurobin injection (vitamin B1, B6, B12)

The cost of my injection is R120 (~\$7.54)

There are two payouts from payment gateway PayFast to be paid to GGSA's account

For amounts of R3,190.51 (~\$200.54), and R1,418.93 (~\$89.19)

My weekly accommodation rental

Payable in advance of R1,000 (~\$62.85) is due by the 7th

it's likely I'm able to pay a minimum of \$100 towards my account with you

Before the end of this week

The current balance owing to you being \$323.55

Mark

[SHOW LESS](#)**Email From Travis Miller - 2022-01-05 13:00:43**

**To:** mark@greengazette.co.za

**Subject:** [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Thank you for the updates, it is not required for you to keep us in the loop.

Best Regards,

Travis Miller  
Account Services Senior

Ticket #09867594  
Liquid Web, LLC  
Customer Help Center

[CHAT WITH A HUMAN](#)

Liquid Web Status  
800-580-4985 Toll Free  
517-322-0434 Intl.  
517-322-9412 Secure Fax  
517-322-3158 Fax  
ref:\_00D30pmDy\_5003a1Bj8Nh:ref

SHOW LESS



Comment From Mark Berchowitz - 2022-01-05 11:38:39

Good day Travis

I only require your billing team, other than the reviewer of the most recent comments, be kept in the loop on these updates, if that person believes it to be necessary to inform your other team members on that or those update comment(s) from this end.

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-05 11:17:35

Good day

Mailgun and Chat-API are two of the lesser cost core service providers for my business (GGSA). I document and publish those two and the few others online for my calculation of GGSA's op-costs:

<https://drive.google.com/file/d/1DxKkBFk1k2iPqEvVd1bbCV3SDdZTTiLC/view?usp=sharing>

That's the first of eleven Whatsapp screenshots for my list of lesser cost suppliers

I also pay Regus R474.96 for GGSA's virtual office space (~\$29.77). My account with those suppliers are now all up to date. My LiquidWeb monthly service fees is more than 3/4 cost component of the total monthly op-costs for GGSA

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-05 10:56:55

Good day

Correction at 10:50:32:

The phrase "early this morning (GMT+2)" must be added after the word "account"

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-05 10:50:32

Good day

Business: Cash: Update:

R3,190.51 (~\$199.37) is deposited to my business account

From payment gateway PayFast

I pay some of that money to Chat-API (\$39) and Mailgun (\$99)

CHAT WITH A HUMAN

To restore my business' messaging services

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-05 06:25:39

Good day Travis

Business: Loan:

There is a further update on my communications with Vernil at Nedbank on my loan application:  
<https://drive.google.com/drive/folders/1dX1lltpD5wdlaXGY44y6Q7lwnquzSSNe?usp=sharing>

If Maya, or Yvonne or another member of your team attends to this comment

Keep all relevant members in the loop on this

As previously, go ahead with closing this ticket when you've reviewed this information

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-04 19:51:19

Good day Travis

Correction at 18:59:48:

The phrase "for the time being" must be inserted between the words "initiatives", and "to".

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-04 18:59:48

Good day Travis

Business: Loan: Update:

I abort on my initiatives to get my first loan approved, after being in business for more than a decade, debt free (since inception), since that appears to be next to, or impossible for me to achieve.

Mark

SHOW LESS



Comment From Mark Berchowitz - 2022-01-04 18:24:41

Good day Travis

Business: Loan: Update:

20220104-0018 Vernil Arumugam at Nedbank sets irrelevant targets for my "no brainer" emergency loan  
<https://drive.google.com/drive/folders/1dX1lltpD5wdlaXGY44y6Q7lwnquzSSNe?usp=sharing>

Go ahead and close this ticket one you receive and / or review the update.

CHAT WITH A HUMAN

I re-open this ticket when I have further updates for you on this thread.

Mark

SHOW LESS



**Email From Travis Miller - 2022-01-04 13:43:01**

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Thank you for the updates, the tickets are closed if there is no issue or question present for us but you can reopen it at any time you have relevant information about it that you feel should be added in the ticket by replying to the email or in your help center.

Best Regards,

Travis Miller  
Account Services Senior

Ticket #09867594  
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\_5003a1Bj8Nh:ref

SHOW LESS



**Comment From Mark Berchowitz - 2022-01-04 06:25:23**

Good day Maya

I provide you with comprehensive information as to the situation, and why I reach out to your FBI on applicable tickets, as well as whether or not you as a US based company can assist me on that. The fact I choose to publish the information on relevant tickets is for my business and for my own safety. It doesn't mean if you grant me payment extensions, others can go for those decisions you make for me.

Mark

SHOW LESS



**Comment From Mark Berchowitz - 2022-01-04 06:00:16**

Good day

It appears this ticket is set as "CLOSED" at your end, after my prior comment. I go ahead with a payment to you of \$115. The balance due to you on the outstanding invoice is now \$323.55

If I provide you with an update with arrangements I go for and / or make progress on, to bring my account with you up to date, this ticket is marked as "OPEN". If I don't ask you anything, I don't expect a response. Then the ticket remains "OPEN", right? If any further updates from this end are irrelevant, in so far as the deadline you give me goes, then you must tell me that, and only then mark the ticket as "CLOSED", ok?

Mark

SHOW LESS

CHAT WITH A HUMAN



Comment From Mark Berchowitz - 2022-01-04 02:02:11

Good day Maya

My business banker Nazreen is on leave since Monday, the 3rd. I resume and / or restart my application with another appointed business banker at Nedbank, Vernil Arumugam. I publish a copy of my response to his email online at:

\* <https://drive.google.com/drive/folders/1dX1lltpD5wdlaXGY44y6Q7lwnqzSSNe>

It previously takes me several months to get my mobile number updated on their system while I'm overseas:

\* [https://avalanches.com/id/borobudur\\_nedbank\\_cant\\_figure\\_out\\_how\\_to\\_update\\_my\\_mobile\\_number910375\\_15\\_10\\_2020](https://avalanches.com/id/borobudur_nedbank_cant_figure_out_how_to_update_my_mobile_number910375_15_10_2020)

\* [https://drive.google.com/drive/folders/1Nwsg67sQVUAF85uEzCuGN6\\_BHIDIighN](https://drive.google.com/drive/folders/1Nwsg67sQVUAF85uEzCuGN6_BHIDIighN)

What I tell you is relevant in that regard, since bank's delaying and stalling tactics, at least for that bank previously confirm they go for every "trick in the book" so as to not give me what I want. And previously access to my money and / or banking functionality.

I'm engaged in a "war" with among others, fraudulent financial institutions that abuse their power.

If updates from this end in my attempts to secure a loan to pay you what's due is irrelevant, I put a hold on that going forward.

Thank you for my two payment extensions, and to your team for however they assist me with my situation.

Mark

SHOW LESS



Email From Maya Pickman - 2022-01-04 01:13:01

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

I understand you are having issues with your business and are keeping us in the loop, but this information is not relevant and is unnecessary to your request.

As mentioned in an earlier email you have a 14-day payment extension active and as my colleague Yvonne said it will be active till January 18th on your account.

Best Regards,

Maya Pickman

Ticket #09867594

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\_5003a1Bj8Nh:ref

SHOW LESS



Comment From Mark Berchowitz - 2022-01-03 22:16:13

CHAT WITH A HUMAN

Good day Yvonne and Maya

Business: Loan:

Linked to my most recent two prior comments:

The loan amount I want from the bank

Is from \$1,893 to \$6,310

That's my first business loan application

For my, until only recently, debt-free business

Now trading for more than a decade

Mark

[SHOW LESS](#)



**Comment From Mark Berchowitz** - 2022-01-03 22:05:27

Good day Yvonne and Maya

I now confirm in my prior comment there's only one attachment

I re-attach my annual revenue report for my tiny business for 2021

In this comment

[https://drive.google.com/drive/folders/1D3bQHxNH71cQ50Gm\\_XXaeTo-pfbruh2k](https://drive.google.com/drive/folders/1D3bQHxNH71cQ50Gm_XXaeTo-pfbruh2k)

That's the link to my business documentation

As well as copies of those two annual reports

Mark

[SHOW LESS](#)

Attachments:

[2011-140867-07-revenue-2021.pdf \(/servlet/servlet.FileDownload?file=00P3a00001dmON8EAM\)](#)



**Comment From Mark Berchowitz** - 2022-01-03 22:01:29

Good day Yvonne and Maya

I send you an update:

Business: Loan:

My business is rock-solid and stable for more than a decade. Leading up to, and during December, it's a disaster for both me and my business for a number of exceptions, either documented in recent tickets, and / or online. It's highly likely it recovers within 2-3 months conservatively, if production is maintained.

I attach my annual revenue report for my tiny business, for 2020 at R992,907 or \$62,593, and 2021 is R662.852 or \$41,799. Monthly op-costs is at R20,043 or \$1263.91, It's previously debt free since inception. It runs for more than a decade on a P&L basis, with zero assets, and zero liabilities (until now).

Looking at those reports and the numbers for my business, it doesn't take much more than two brain cells to see a loan for my business must be granted.

[CHAT WITH A HUMAN](#)

The "two brain cells" is a figure of speech which translates to "it's among the easiest of decisions someone and / or a team at a lending institution with the authority to do so, can make, excluding those involving corruption".

I anticipate possible challenges in getting my loan approved from a bank where their mandatory requirements include:

- i) financial statements, balance sheets (with zero assets and "zero liabilities")
- ii) management reports (my business doesn't have managers, or departments, it's a digital system)
- iii) properties they can use to cede and retrieve funds (which I don't have)
- iv) my debtors list (from the perspective of confidentiality)

I already detect signs of delays from their end, which may result in other of my core business supplier services being shut down, and output being interrupted for any recovery on progress during January.

In view of the interview and some of the information I provide the bank with thus far at, <https://drive.google.com/drive/folders/1Wlrjpmo1kclkiyWJX3I656tOWAjWVex> a lot of which is not directly relevant to you, it's possible my life may be at risk.

I publish the four most relevant tickets, this being one of them, online at <https://drive.google.com/drive/folders/1SOpX6OX4hUjGkFPpUDkxOCESihPtciEQ>

Mark

When I add the second attachment (annual revenue report), it appears the first is cleared. I go ahead and hit the "comment" button.

SHOW LESS

Attachments:

[2011-140867-07-revenue-2020.pdf \(/servlet/servlet.FileDownload?file=00P3a00001dmOLMEA2\)](#)

 **Email From Maya Pickman - 2022-01-02 07:24:35**

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

Thank you for the update.

You have a 14-day payment extension active and as my colleague Yvonne said it will be active till January 18th on your account.

As for any security questions you can direct them to ticket 09831565.

Best Regards,

Maya Pickman

Ticket #09867594  
 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\_5003a1Bj8Nh:ref

SHOW LESS

 **Comment From Mark Berchowitz - 2022-01-01 16:33:56**

CHAT WITH A HUMAN

Good day Yvonne

In so far as an update goes from this end:

Bank loan:

A summary on the update of where I'm at

With my application for my loan from the bank

Is available at:

[https://drive.google.com/file/d/1KeGSISNxHxgdPvPs6CSpgeJJt7dGe\\_NO/view](https://drive.google.com/file/d/1KeGSISNxHxgdPvPs6CSpgeJJt7dGe_NO/view)

It's is from that screenshot of whatsapp onwards

At that Google drive folder that URL points to

Food and shelter:

For the past 1-week I go for maintaining "shelter"

As well as an alternative means of securing a loan

Proof of that is at:

[https://drive.google.com/drive/folders/15IztRtTl4-Jl11xlUdMwQuAZ4x\\_q0Def](https://drive.google.com/drive/folders/15IztRtTl4-Jl11xlUdMwQuAZ4x_q0Def)

It's -150+ screenshot pages from whatsapp

Between myself and my host where I rent a room

Most of that content is not directly relevant

To my outstanding bill with you

Although it proves I'm at "full throttle" this end

On my quest resolve the situation

The URL to the second Google drive folder

Also points to more information as to why

I reach out to your FBI of the US

Mark

SHOW LESS



Comment From Mark Berchowitz - 2021-12-30 18:01:41

Good day Yvonne

Thank you for giving me until the 18th of January

To see what I can do to bring my account with you

Up do date

Mark

CHAT WITH A HUMAN

**Email From Daniel Fernandez** - 2021-12-28 00:59:52[SHOW LESS](#)**To:** mark@greengazette.co.za**Subject:** [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello Mark,

My name is Daniel. I am the Windows Technician that has picked up your ticket. In order to assist you in restoring files or folders for you, please provide the date/time of the backup from which you wish to recover those files or folders. Acronis Backup supports two types of backup:

Full. Each time you create a backup, the backup includes all data regardless of the time when the data was last updated.  
Incremental. An incremental backup contains only the data that has changed since the time of the last backup.

By default, Acronis restores everything to the date of the last successful backup. The time required to complete restoration depends on the amount of data to process, read/write speed of the system disk, the device where the backup is stored, and the connection between them.

If there are any questions or concerns, please let me know, and I will be glad to help.

Regards,

Daniel F.  
Windows Support

Ticket #09867594  
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\_5003a1Bj8Nh:ref

[SHOW LESS](#)

Attachments:

**Email From Yvonne Sheffield** - 2021-12-28 00:28:22**To:** mark@greengazette.co.za**Subject:** [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

From what I can see, the once-in-a-year payment extension has already been added to your account.

We can give you until January 18th to make the payment.

Regarding the technical issue you have, I would be happy to transfer this ticket to our Support team to assist you with this. Please allow some time for the next agent to begin working.

Please let us know if you have any questions or need any assistance.

Best regards,

Yvonne Sheffield

Ticket #09867594  
Liquid Web, LLC

[CHAT WITH A HUMAN](#)

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\_5003a1Bj8Nh:ref

SHOW LESS



Comment From Mark Berchowitz - 2021-12-27 21:12:33

Good day Kathy

There isn't a requirement from this end to restore data

I must get my data off your infrastructure before the suspension kicks in

There's already a Windows Server Backup on one of the disk volumes

As per prior comment from this end

Microsoft OneDrive, Dropbox and Google cloud don't solve that

Google sync is in progress on your server, 69.16.246.46

The sync is slow likely due to the number of files on the filesystem

On a prior attempt to sync the Windows Server Backup files

Google sync appears to "stall"

Possibly due to the size of the files >1Tb

And there's also a 750Gb daily transfer limit on my account

At Google

Mark

SHOW LESS



Comment From Mark Berchowitz - 2021-12-27 16:40:52

Good day

Keep in mind:

This account is in good standing since I sign up with you.

And I don't have any debt, other than what's owing to you.

Mark

SHOW LESS



Email From Kathryn Fruchey - 2021-12-27 16:33:04

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

CHAT WITH A HUMAN

Hello,

If you look again at the instructions Daniel sent, they tell you how you can download the Acronis backups now while they are still accessible:

From Acronis Dashboard, you can view/download all of your existing Backups. To recover data from those backups, follow these steps:

Click Recover button

Select the backup location if you have more than one in use.

Select the date/time of the backup from which you wish to recover files and click Recover Files/Folders.

Select the files/folders/volumes/entire machine you want to recover.

Click Recover to begin restoring the files to their original location. If the selected files are less than 100 MB, you can also choose to download the files to your local workstation.

This article describes how to get to the dashboard: <https://help.liquidweb.com/s/article/Accessing-Acronis-Backups>

You may also be able to zip the files or create a Windows Backup and download them through FTP. This would be much faster and more reliable than trying to transfer them over RDP.

Unfortunately, we are unable to provide full support for any third-party software, but I wanted to see if I could help with Dropbox, but it appears we do not have the Administrator password on file for any of your servers.

We can help you with FTP or Acronis though if you have space locally and if you are unable to get Drop Box to work.

I will get you to the Billing Team so that they can discuss the billing request with you.

Thank you,

Kathy Fruchey  
Windows Support

Liquid Web Inc  
<https://www.liquidweb.com>  
Customer Help Center: <https://help.liquidweb.com>  
800-580-4985 Toll Free  
517-322-0434 Intl.  
517.322.9412 Secure Fax  
517.322.3158 Fax  
ref:\_00D30pmDy\_5003a1Bj8Nh:ref

SHOW LESS



Comment From Mark Berchowitz - 2021-12-27 16:31:48

Good day

In summary on billing:

It appears unlikely I get my loan approved, and / or contract work before the upcoming suspension date. Which is on the 4th of January, 2022. Is there any way based on information I provide you with on tickets 0979-6860, 0983-1565, 0983-1994, 0985-4195, 0986-7594 you can give me until February 8th at which time the amount owing on this account is equal to or less than \$1,565.07.

Mark

SHOW LESS



Comment From Mark Berchowitz - 2021-12-27 16:22:19

CHAT WITH A HUMAN

Good day

In so far as billing and finances go:

In addition to that loan I apply for at banks:

Today, I go for contacting

i) My first and only employer, TLC Software

They have three directors, Terry, Louis, and Chris

Louis, a part time lecturer at the University of the Witwatersrand

Invites me to join their team

Before I get a chance to type up my CV

After I complete my 4 year B.Sc Degree at that university

Way back in 1995

They specialize in engineering software

Their offices are now closed, likely for year end

ii) My first and primary provider of contract work, Ampros

Or Anglo American Properties

The guy heading their IT team, is Deon van Schoor

I'm unable to trace Deon

Not at Sebenza Management Services's

Last known address either

iii) A top accounting firm, Sage

I look to engage in a partnership with them previously

I meet with one of their directors, Steven Cohen

Who's "familiar" with some of my competencies

And their preferred programming language

Happens to be mine

Their offices are also closed at this time

Those are all software development houses

Other organizations I write code for

Before I establish my own business

Are for systems and / or projects

And more likely unsuitable on availability of immediate

CHAT WITH A HUMAN

Contract work for me to get started on

Mark

SHOW LESS

 **Comment From Mark Berchowitz - 2021-12-27 15:42:53**

Good day Daniel

In addition:

The Google sync

Currently running on that server

Tells me my current method using google drive

Is impractical for "large" files, and or information

That spans a large number of files on the file system

Since the first sync

And possible future restore both take days

Or longer

To review the Google drive sync status

Click on show hidden icons

Then the Google drive icon

Mark

SHOW LESS

 **Comment From Mark Berchowitz - 2021-12-27 15:24:00**

Good day Daniel

My disaster "non-recovery" plan for my business

Is to have a copy of my data off your infrastructure

Before your server 69.16.246.46

Is taken offline, on the 4th of January, 2022

Since after the suspension kicks in

I don't have access to that server, or backups

Acronis included, right?

Mark

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 **Email From Daniel Fernandez - 2021-12-27 01:53:15**

CHAT WITH A HUMAN

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello Mark,

My name is Daniel. I am the Windows Technician that has picked up your ticket. According to your request, reviewing your Acronis Dashboard, I noticed you have 11 (eleven) recovery points in place.

<https://my.liquidweb.com/servers/dedicated/2BZ2X4/backups/>

From Acronis Dashboard, you can view/download all of your existing Backups. To recover data from those backups, follow these steps:

Click Recover button

Select the backup location if you have more than one in use.

Select the date/time of the backup from which you wish to recover files and click Recover Files/Folders.

Select the files/folders/volumes/entire machine you want to recover.

Click Recover to begin restoring the files to their original location. If the selected files are less than 100 MB, you can also choose to download the files to your local workstation.

If there are any questions or concerns, please let me know, and I will be glad to help.

Regards,

Daniel F.  
Windows Support

Ticket #09867594  
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Comment From Mark Berchowitz - 2021-12-26 22:18:03



Comment From Mark Berchowitz - 2021-12-26 22:18:00

Good day Thomas

So for the current attempt:

The pros include the remote, off-site backup

Is more up to date

Resulting in less chance of data loss

The cons include that a full restore

May take days (or more)

Which translates to extended downtime

CHAT WITH A HUMAN

In the event a "disaster" occurs

Mark

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Comment From Mark Berchowitz - 2021-12-26 21:52:05

Good day Thomas

To keep you in the loop

On the data transfer to remote, off-site:

Yesterday, I abort the Google Drive sync

For the WSB backup volume

Since I can't tell if the sync stalls on those "large" files or not

I set the "live" data drive "D:\" to be included in the sync

That's in process although the quantity of small files

Especially in the order of Kb, slows down the sync

When I go for adding the "C:\" drive to the sync

The Google Drive app tells me it can't be done

Since there are "configuration files" on that drive

Setting the Google Drive cache folder

To a different disk doesn't solve that either

Once "D:\" is synchronized with the remote silo

My plan is to try add "C:\" at a subfolder level

If that works

The "live" data on your server is synchronized

And maintained in "real-time"

To the remote silo at Google

Again, there's no telling at this time

On network bandwidth usage and efficiency

Going this method

Mark

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Email From Thomas Knapp - 2021-12-26 15:39:25

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

CHAT WITH A HUMAN

Hello Mark,

Thank you for the additional details. I am getting this ticket over to our billing team with the details and for any further billing assistance with your account. If you need anything else please feel free to let us know and we will be glad to help.

Best Regards,

Thomas K.  
Windows Support

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Comment From Mark Berchowitz - 2021-12-26 14:43:01

Good day Thomas

The url to a copy of my interview

For my loan with Nedbank

Is updated on an ongoing basis

So if you or member of your team review that previously

There may be further updates on that thread as well

The link to that interview, as per prior ticket is:

<https://drive.google.com/drive/folders/1Wlrjpmo1kclkiyWJX3I656tOWAjWVex>

Mark

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Email From Thomas Knapp - 2021-12-25 13:10:20

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

I have picked up your ticket this morning and will be glad to help answer your questions.

1. Unfortunately we are unable to directly ship you the hardware used in the server. However you may send us an external hard disk, such as an enclosed hard disk with a USB connection (a USB drive), which can be connected to the USB port on the server, and used to copy the data onto. Once the data is copied onto the USB drive we are able to ship this back to you.

To accomplish this you will need to package up a USB drive with enough space and provide paid shipping labels in both directions. This way we are able to send it back to you afterwards. Putting the return label in the box will work as well. Please also provide the account number and ticket number in the shipping information to us so we can track it:

Liquid Web  
ACCT 289254 / Ticket 09867594

CHAT WITH A HUMAN

2703 Ena Dr.  
Lansing, MI 48917

Due to the holidays it may take some time for the mail carriers to ship the drive so I would be mindful of that as well.

2. Once your account is suspended for non-payment you will have some time to make a payment to bring it back into good status. If it remains in suspended status for a while the account is then unfortunately terminated. I would highly recommend working with our billing team to try and keep it in a good status until you are able to recover the data you need.

If there are any questions or concerns please let us know and we will be glad to help!

Thank You,

Thomas K.  
Windows Support

Ticket #09867594  
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**Email From Dominic Hudson - 2021-12-25 12:48:25**

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

I can see you have a Windows based server, therefore I will be transferring this ticket to our Windows Support team.

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

Best regards,  
Dominic Hudson

Ticket #09867594  
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**Comment From Mark Berchowitz - 2021-12-25 11:15:39**

Good day

You must factor in my account history with you and information I provide you with. More recently on tickets 0979-6860, 0983-1565, 0983-1994, 0985-4195, 0986-7594, in so far as what you are able to, and what you can do, to assist me.

[CHAT WITH A HUMAN](#)

Which may not apply

To other customers of yours

For example, if someone goes for a free-trial with you to test out your services and maxes out, and / or abuses those services. Then wants a copy of that data shipped to them, that may be denied from your end.

Which may be a valid request

On this account, at this time

Mark

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Comment From Mark Berchowitz - 2021-12-25 08:55:59

Good day

As a further alternative from this end

What's the cost of that 4Tb HDD

On your server 69.16.246.46

Labelled "Disk 1" in Windows Disk Management

It's possible I can rearrange those volume partitions

So I can include the WSB dataset (B:\)

And the "I:" drive on that single physical disk

And how much time do I have

To pay for that HDD

For you to keep it aside for me

Until I can arrange for, and pay for a courier

To get that HDD on over to where I'm at

Mark

SHOW LESS



Comment From Mark Berchowitz - 2021-12-25 08:41:16

Good day

Your team don't give me any concrete peace of mind nor assurance

I get my data and latest "copy" of my life's work

After my server is taken offline on the 4th

It's at this time I feel

After I have confirmation my data is accessible to me past that date

CHAT WITH A HUMAN

I let my business go

In exchange for my health and well being

Mark

SHOW LESS



Comment From Mark Berchowitz - 2021-12-25 08:33:23

Good day

I send that information out to you

A few hours ago

before I get sleep and wake up

Now feeling dysfunctional

Mark

SHOW LESS



Comment From Mark Berchowitz - 2021-12-25 04:50:54

Good day

Business: Technical:

In so far as the disaster "non-recovery" plan goes this end:

I open the most recent invoice 611-7475 on your portal to see what bandwidth you include in my monthly service. My laptop screen tells me it's 15Tb.

I upgrade my Google Drive capacity to 5Tb. I then assign a drive letter to the latest Windows Server Backup (WSB) volume WSB | DS.6130 mounted as Disk 1 in Windows Disk Management on your server 69.16.246.46.

I set the Google Drive app on your server to synchronize that backup volume "B:\", plus the "I:\\" drive volume with Google cloud storage.

That means if the Windows backup set includes all the correct folders and data, an online, remote off-site backup of relevant data on 69.16.246.46 will be effective.

The "bare metal recovery" and "system volume" from WSB may or may not be used for the restore function at a future date (since that's possibly on different hardware).

There's no telling at this time how optimized Google sync is for those "large" WSB backup files, and how efficiently that translates to bandwidth usage. And for ongoing WSB incremental updates (currently scheduled as daily on your server).

Those efforts from this end is not intended to adversely overlap or interrupt plans or activities your team may be considering or engaging in for similar purpose.

In summary

There's a sync "in progress"

Of relevant data from 69.16.246.46

To Google cloud storage

CHAT WITH A HUMAN

I discover there's a 750Gb data transfer limit as Google's end on my single user plan with them. It may be for that reason it looks as if the sync stalls for file 97e7de8c-d087-4b55-b568-476f9d25c8aa.vhdx which is over 1Tb.

I put a hold on WSB while the syncing is "in progress". My baseline goal is to get a first backup snapshot across. It appears Microsoft Onedrive don't offer storage plans for the required capacity. Dropbox doesn't support some vhdx files.

SHOW LESS



Comment From Mark Berchowitz - 2021-12-25 04:28:13

Good day

I send you an update on my situation

Personal:

The church guest house becomes increasingly inhospitable for me. That's most likely on intent from the other end. There are blatant efforts to deprive me of sleep.

Which fuels my PTSD traumas.

I relocate to 388 York Avenue, Ferndale, Randburg three days ago. The property owner is Amos [+27-66-426-7952]. The fees are almost identical to prior. I go for extending my rental on a weekly basis.

A big plus is I'm now able to make use of my laptop at my new rental address.

Business: Loan:

My business has a registered bank account at 4 financial institutions. On that same day I relocate, I visit 2 banks at the Killarney Mall:

FNB bank have an automated loan approval assessment which disqualifies my business on a technicality. Business banker "Nos" tells me my fall back option on that includes mandatory collateral as property or investment. Which I don't have.

My application with Nedbank is in process. My loan is subject to approval after I provide them with their required documentation.

<https://drive.google.com/drive/folders/1WLrjpmo1kclkiyWJX3I656tOWAjWVex>

That's the link to a copy of my whatsapp chat (and interview) with my Nedbank business banker, Nazreen Mutrie [+27-79-819-2194].

Mark

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Email From Angela Covell - 2021-12-23 16:09:36

To: mark@greengazette.co.za

Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Good morning. Your currently assigned CSM, Mackenzie Gladney, is out of the office for the holiday and will return on December 28. I am unsure how to answer your inquiry at this time, but I will investigate it on her behalf. If I am unable to find an answer before EOB today, you will have to wait until her return to follow up with you.

Holiday Schedule: I will be out of the office Fri. Dec. 24 through Tues. Dec. 28.

--

Angela Covell  
Customer Success Manager  
acovell@liquidweb.com

[Schedule a Meeting](#) | [LinkedIn](#)

CHAT WITH A HUMAN

----- Original Message -----

From: Liquid Web Support [support@liquidweb.com]  
Sent: 12/21/2021 5:44 PM  
To: mark@greengazette.co.za  
Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

With the payment extension applied on 2021-12-21, you have until January 4th to make the payment.

For the rest of your questions, I would be happy to transfer this ticket to our Customer Success Management team. Please allow some time for the next agent to begin working.

Please let us know if you have any questions or need any assistance.

Best regards,

Yvonne Sheffield

Ticket #09867594  
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Email From Yvonne Sheffield - 2021-12-22 00:43:29

To: mark@greengazette.co.za  
Subject: [ Ticket #: 09867594 ] IMPORTANT - Your Account Is Now Suspended For Non-Payment [ ref:\_00D30pmDy\_5003a1Bj8Nh:ref ]

Hello,

With the payment extension applied on 2021-12-21, you have until January 4th to make the payment.

For the rest of your questions, I would be happy to transfer this ticket to our Customer Success Management team. Please allow some time for the next agent to begin working.

Please let us know if you have any questions or need any assistance.

Best regards,

Yvonne Sheffield

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CHAT WITH A HUMAN



Comment From Mark Berchowitz - 2021-12-21 21:50:26

Good day

The current status on this account is the 14 day payment extension is now applied and active (from 20th December).

At this time, it appears more likely than not, that I'm not able to meet my financial obligation to you to when my extension lapses.

Which is on the 2nd of January, right?

That is, the full remaining balance due on invoice 611-7475 @ \$1,028.10, of \$581.91.

In preparation for possible disaster "non-recovery" this end due to my payment extension lapsing, for server 69.16.246.46:

1. What is the external HDD disk cost (and service) for me to mirror and / or copy data to from that server, for shipping to where I'm at?
2. 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 still for me to evaluate whether or not it's more feasible for me to rent online data storage space, and transfer that data to the storage silo.

That's pending an ok from your end on network bandwidth (and cost) for that, in the event there's a default on my account.

Mark

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Expand All | Collapse All

[!\(6\) \(/s/case/related/5003a00001Bj8NhAAJ/CombinedAttachments\)](/s/case/related/5003a00001Bj8NhAAJ/CombinedAttachments)

- 20220121-1639 Account #289254 balance not updated after payment to you @ \$55.67.png  
Jan 21, 2022 · Attachment
- 20220117-1625 PayFast successful billings for GGSA.png  
Jan 17, 2022 · Attachment
- 20220115-0000-2011-140867-07-revenue-projected-2022.pdf  
Jan 16, 2022 · Attachment
- 2011-140867-07-revenue-2021.pdf  
Jan 3, 2022 · Attachment
- 2011-140867-07-revenue-2020.pdf  
Jan 3, 2022 · Attachment
- Image\_2021-12-27\_16-59-43.png  
Dec 27, 2021 · 44KB · png

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</s/case/related/5003a00001Bj8NhAAJ/CombinedAttachments>

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Close Ticket

CHAT WITH A HUMAN

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