

Jennifer Broberg

From: Zoom Customer Care <customercare@zoom.us>
Sent: Wednesday, March 25, 2026 11:09 AM
To: Jennifer Broberg
Subject: Re: Subscription Inquiry

You don't often get email from customercare@zoom.us. [Learn why this is important](#)



Sign In

Hi Jennifer

Thank you for contacting Zoom. We hope we have answered your question or solved your issue. Your request ([BIL2491008](#)) is now marked as solved.

To reopen, please reply to this email or follow the link above.
Thank you for choosing Zoom!

Best Regards,
Zoom Support

2026-03-25 09:08:20 PDT - Christian Lee (C) Additional comments

Hello Jennifer,

Thank you for contacting Zoom Billing!

We're sorry to hear that you wish to have the auto pay disable on the account. Let me go ahead and assist you.

As per our conversation earlier on the phone, auto renew applies for all subscriptions to avoid any interruptions of the service. The renewal date false every 18th of May every year on the account. Estimated amount for the subscription will be 339.80 USD every year.

I will go ahead and mark this ticket as resolved. You may receive a short survey after this interaction, any feedback will be highly appreciated. For further inquiries, please feel free to visit our website at <https://support.zoom.us>

Best Regards,
Ian

Zoom Billing Support | AMER | 7:00 AM to 04:00 PM EST

🔴 *For case escalation, please contact or [submit an escalation](#)*

James Patrick Santos | jp.santos@zoom.us | AMER | 8:00 AM to 05:00 PM EST

📞 *Tip: For a smoother Zoom Support experience, please add your phone number to your profile at zoom.com/profile*

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55 Almaden Blvd, 6th Floor

San Jose, CA 95113

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