1. **What does “plus more” mean in terms of features?**

With the NSA package members receive:

- 1 Meeting License ($14.99 if bought individually)
- 1 Webinar 500 License ($140 if bought individually)
- Unlimited Cloud Recording (Minimum $40 if bought individually)

If you were to purchase the enterprise-level plus the webinar license outside of NSA, you would be paying approximately $195/month ($2,340/year) as outlined above.

Benefits (as outlined here [https://zoom.us/pricing](https://zoom.us/pricing) under Pro, Business, Enterprise):

- Unlimited meeting duration for all meeting sizes
- User management
- Admin feature controls
- Reporting
- Custom Personal Meeting ID
- Assign scheduler
- REST API
- Skype for Business (Lync) interoperability
- Dedicated phone support
- Admin dashboard
- Option for on-premise deployment
- Managed domains
- Single sign-on
- Company branding
- Custom emails
- LTI integration
- Cloud Recording Transcripts
- Unlimited Cloud Storage
- Dedicated Customer Success Manager
- Executive Business Reviews
- Bundle discounts on Webinars and Zoom Rooms
2. How do I sign up to take advantage of the NSA Zoom Enterprise discounted rate?

1. Log in to your My NSA Profile:

2. Once you are logged in, click on “Subscribe to a Publication”: under “Subscriptions”:
3. Select “Zoom account”, and proceed to payment screen for $360:

![Subscription Plan]

3. What if I currently have a Zoom account?
If you’re already using Zoom, you can transfer your account to NSA’s discounted program. You will need to use the same email address that is associated with your current Zoom account. More information is listed below, but it’s possible to get a prorated refund for your remaining subscription.

4. Once I have completed my payment on My NSA Profile, what are the next steps?
You will receive a confirmation email from NSA after your purchase, asking you to allow two business days for NSA to process your order. Look for the email in your spam/junk folder if you’re unable to find it in your regular inbox.

If you receive the confirmation to a different email address than the one you would like associated with your Zoom subscription, contact NSA at MemberServices@NSAspeaker.org.
5. What will the email that I receive from Zoom to transfer my account look like?

6. When I receive an email from Zoom requesting to transfer my account to NSA, what does this mean?
   Your account payments are managed by NSA, but the individual account and settings are still managed by you.

7. How do I get my prorated refund?
   If you have an existing account, Zoom will identify your email address, and ask you several questions that will guide you through your reimbursement process.

   When prompted, select “Refund to me” for Zoom to reimburse you, noted in the image below.

   Note: The second option refunds the remaining balance to the NSA master account. It’s still possible to get the prorated refund; however, it will increase the length of time it takes to receive it.
8. I think I am eligible for a refund, what actions should I take?
   If you followed the listed steps when transferring your account, there should be no action needed. If you have any questions, contact information for Zoom is provided on the last page of this document.

9. I have scheduled meetings and webinars; will these be on my upgraded account?
   Yes. Any meetings and webinars that you have scheduled already will automatically transfer over to your new account.

10. How many hosts can I have at the NSA price?
    Our program includes one host license. If you would like multiple licenses, you can create additional accounts by using different email addresses, and paying the annual fee to NSA for each email address.
11. Why isn’t my Zoom account showing “Enterprise License” if I have the benefits?
You will continue to see the “Pro License,” but will receive enterprise-level features. All features within the meeting are the same, but you have access to unlimited cloud recording, and increased meeting and webinar sizes, which are included in the “Enterprise License.”

12. How does Zoom know that I should receive these benefits?
With NSA’s partnership with Zoom, an NSA staff member personally works with Zoom for your account transfer, which is why it can take up to two business days. Once this is complete, Zoom can see that you are part of our program.

13. Are you able to customize the Vanity URL?
The vanity URL is part of the NSA account, so members will not have their own vanity URL. You can customize and brand your own webinars, which you can read more about [here](https://support.zoom.us/hc/en-us/requests/new).

**SUPPORT CONTACTS**

**Licensing:**
NSA Member Services: [memberservices@nsaspeaker.org](mailto:memberservices@nsaspeaker.org)

**Zoom Support**
Zoom Billing: [billing@zoom.us](mailto:billing@zoom.us)
Zoom Customer Support: 1-888-799-9666 (2 for Support, 3 for Billing)
Zoom Support Ticket: [https://support.zoom.us/hc/en-us/requests/new](https://support.zoom.us/hc/en-us/requests/new)