

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.

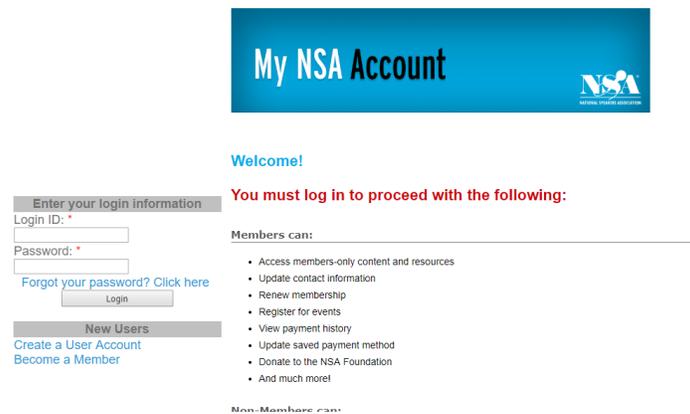
Benefits (as outlined here <https://zoom.us/pricing> under Pro, Business, Enterprise):

- 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?

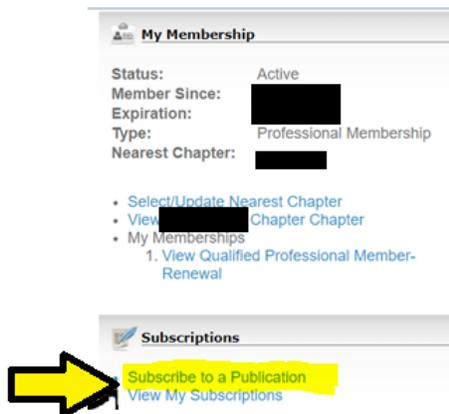
1. Log in to your [My NSA Profile](#):

National Speakers Association (NSA)



The screenshot shows the NSA website's login page. At the top, there is a blue banner with the text "My NSA Account" and the NSA logo. Below the banner, a "Welcome!" message is followed by a red instruction: "You must log in to proceed with the following:". To the left, there is a login form with fields for "Login ID: *" and "Password: *", a "Forgot your password? Click here" link, and a "Login" button. Below the login form, there is a "New Users" section with links for "Create a User Account" and "Become a Member". To the right of the login form, there is a list of "Members can:" followed by several bullet points: "Access members-only content and resources", "Update contact information", "Renew membership", "Register for events", "View payment history", "Update saved payment method", "Donate to the NSA Foundation", and "And much more!". Below this list, there is a section for "Non-Members can:".

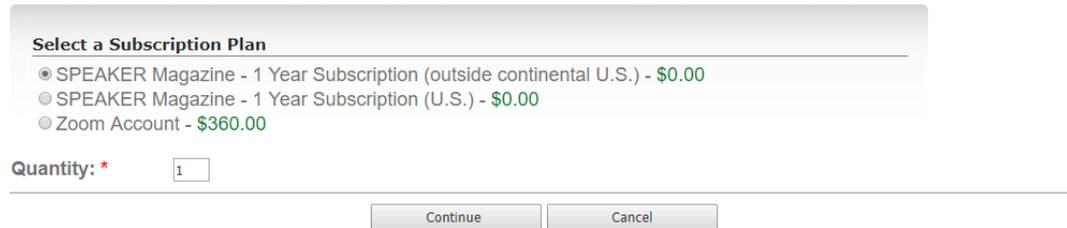
2. Once you are logged in, click on "Subscribe to a Publication": under "Subscriptions":



The screenshot shows the NSA website's "My Membership" and "Subscriptions" pages. The "My Membership" section displays the following information: "Status: Active", "Member Since: [redacted]", "Expiration: [redacted]", "Type: Professional Membership", and "Nearest Chapter: [redacted]". Below this information, there are several links: "Select/Update Nearest Chapter", "View [redacted] Chapter Chapter", and "My Memberships". Under "My Memberships", there is a link for "1. View Qualified Professional Member-Renewal". Below the "My Membership" section, there is a "Subscriptions" section with two links: "Subscribe to a Publication" and "View My Subscriptions". A yellow arrow points to the "Subscribe to a Publication" link.

3. Select "Zoom account", and proceed to payment screen for \$360:

Subscribe to a Publication



Select a Subscription Plan

- SPEAKER Magazine - 1 Year Subscription (outside continental U.S.) - \$0.00
- SPEAKER Magazine - 1 Year Subscription (U.S.) - \$0.00
- Zoom Account - \$360.00

Quantity: *

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.

You are accepting the invitation to join the account of Julie

Your account balance

\$0.00

The refund will be ready within 24 hours after you accept the invitation.

Choose how to refund the balance

- Refund to me
 Refund to account Julie

The refund will be ready within 24 hours after you accept the invitation.

I agree to join the new account

Finish

Please note, the reimbursement of the prorated amount will come directly from Zoom in approximately seven business days. For questions about the refund, email billing@zoom.us.

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](#).

SUPPORT CONTACTS

Licensing:

NSA Member Services: memberservices@nsaspeaker.org

Zoom Support

Zoom Billing: 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>