**Mail Writing Assignment**

**Context:**

OSlash uses Tera for some business purposes, which gets charged as per the number of seats used on the platform. The team got an unexpected bill of ~$1,800, for which we gotten the following response from their team.

**Mail Reponse**

*Hey Sumanyu,*

*So sorry for the scare, and thank you for reaching out! Of course, I'll be happy to get this squared away for you. I can explain what happened and make sure we arrive at a good arrangement. Please bear with the somewhat lengthy explanation, I wanted to provide full context from what I'm seeing on my end.*

*Back in June of 2021 you all changed your plan from the Pro plan ($144 annually at the time) to the Small Business plan, which runs $1,010 per year. It looks like you all are taking advantage of the features on the Small Business plan, as I do see multiple team members on your Tera account with activity throughout 2022. It looks like due to the timing of the change right after you paid for the Pro plan ($144 on June 15th, 2021), the pro-rated upcharge for billing was added on to next year's billing cycle. This invoice attached is for the June 2021 - June 2022 year on Small Business ($971.26), as well as your upcoming year, 2022-2023 ($1,010). I'm attaching a screenshot from our payment software so you can see the history, which includes the initial $144 on June 15th, then the drafted pro-rated price for the mid-billing cycle upgrade to Small Business on June 29th, 2021. The June 15th invoice is for the invoice you attached to this email, which included that mid-cycle change and your next year's Tera subscription.*

*There are a few things we can do here. First, we've updated our pricing since last year and our yearly plan, which includes team members, is only $600 for the five profiles you have attached ($120 annually per profile). This is much reduced from the $1,010 you were charged, and we can get you all migrated to the updated pricing and issue a refund of $410 for your 2022-2023 billing cycle. This will allow you to continue with your plan as configured right now, with the five profiles connected and three team members. In terms of the $971.26 charge, this would be for the previous year prior to that pricing change. It does look like there has been usage on the account that matches the Small Business plan, as you all have multiple profiles and team members connected. Since this account was in use, the $971.26 charge was for the prorated time you all used the Small Business plan last year after initially paying $144 for the Pro plan. Of course, for your 2022-2023 billing cycle we can make any changes you like and issue a refund for whatever the difference is between the plan you want and what you were charged for.*

*Let me know how you all are wanting to have your Tera configured, I can definitely work with you to make sure we arrive in a good spot and you all feel comfortable with everything going on with your account. I'm one of our Customer Advocacy Managers, so please feel free to stay in touch directly at this email. I'll be out of town tomorrow, but will do my best to get back to you as soon as possible over the weekend.*

*Warmly,*

*Mike*

**Problem Statement**

1. The team is refusing to come over calls, and you need to make the case by telling the following
	1. Not being aware of the upgrade, asking about the POC from both sides who confirmed it and ask evidence for the same.
	2. The team which uses Tera is only 2 members - ask for details on the activity
	3. Payments are expected to be told beforehand- they are changing plans and telling the end of year.
	4. Ask for pausing the billing till we sort this out, and ask for a downgrade
	5. Be polite in the email and talk about long term association