

Chat Started: Saturday, February 03, 2024, 04:52:38 (+0530)

Chat Origin: C\_WorkspaceEmail\_Enhanced\_EN

Agent Sushma G

( 12s ) Google Workspace Support, Sushma: Thank you for contacting Google Workspace Support. My name is Sushma and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 23s ) Google Workspace Support, Sushma: Hi Ben, how are you doing?

( 1m 7s ) Ben Mak: hello hope you are well,.

I spent 6 nerarly 7 hours on the phone yo google yday missed very important meetings because I blacked out half way through the day with stress

( 1m 17s ) Ben Mak: to find out the problem persists.

( 1m 22s ) Ben Mak: I cannont recieve emails

( 1m 34s ) Google Workspace Support, Sushma: I'm doing great, thank you for asking. Hope the same from you.

( 1m 54s ) Google Workspace Support, Sushma: I'm sorry to hear that.

( 1m 58s ) Ben Mak: Customer attached 22927.png:

<https://support.cloud.google.com/download/files/0684M00000R40YbQAN>

( 2m 17s ) Google Workspace Support, Sushma: Before we proceed, could you please help me with your first and last name, domain name and your preferred contact number, in case the chat gets disconnected?

( 2m 37s ) Ben Mak: just use the oens you have on file

( 3m 6s ) Ben Mak: can we proceed with fixing the issue

( 3m 10s ) Ben Mak: I am happy to screen share

( 3m 46s ) Google Workspace Support, Sushma: Sure! Is it okay if I ask for 3-5 minutes to pull up and review your account here first?

( 4m 11s ) Google Workspace Support, Sushma: Could you please confirm if this is your domain [benmaklondon.com](http://benmaklondon.com)?

( 4m 31s ) Ben Mak: yes it is in my gmail account in admin

( 5m 0s ) Google Workspace Support, Sushma: Could you please help me with the affected email address?

( 5m 21s ) Ben Mak: [consult@benmaklondon.com](mailto:consult@benmaklondon.com) was changed powers to [consult@justice-minds.cm](mailto:consult@justice-minds.cm)

( 5m 23s ) Ben Mak: com\*

( 6m 12s ) Google Workspace Support, Sushma: Thank you for confirming that for me. Is this [consult@justice-minds.com](mailto:consult@justice-minds.com) the affected email address?

( 8m 15s ) Ben Mak: [consult@benmaklondon.com](mailto:consult@benmaklondon.com)

is theDMX have no access- so we

changed powers by getting [justice-minds.com](http://justice-minds.com) and trasnferring all [benmaklondon.com](http://benmaklondon.com) to [Justice-minds.com](http://Justice-minds.com)

( 9m 37s ) Google Workspace Support, Sushma: Thank you for the details.

( 9m 40s ) Google Workspace Support, Sushma: May I know from when you are unable to receive emails?

( 10m 4s ) Ben Mak: 20th Jan sometime

( 10m 13s ) Ben Mak: But we were supposed to have fixed it yesterday

( 10m 19s ) Ben Mak: But it doesnt not recieve emails

( 11m 11s ) Google Workspace Support, Sushma: Upon checking I see that your domain is missing MX records which are responsible for receiving emails. I see that MX records are missing for [justice-minds.com](https://justice-minds.com) domain.

( 11m 45s ) Ben Mak: I dont know why we spent 7 hours sorting it yesterday

( 11m 46s ) Google Workspace Support, Sushma: I see that hostinger records are updated in MX records.

( 12m 37s ) Google Workspace Support, Sushma: As google records are missing, you were unable to receive emails to your google account.

( 13m 35s ) Google Workspace Support, Sushma: No worries, I'll help you with updating the MX records. Please follow the steps provided below to update records on your host domain. I see that your name servers are pointing to [dns-parking.com](https://dns-parking.com). for [justice-minds.com](https://justice-minds.com) domain.

( 15m 37s ) Ben Mak: but we put them in there last night

( 15m 37s ) Ben Mak: Customer attached 8266.png:

<https://support.cloud.google.com/download/files/0684M00000R4ObfQAF>

( 16m 4s ) Ben Mak: no i will share screen and talk me through it I am not spending 7 hours again fixing this problem

( 16m 35s ) Google Workspace Support, Sushma: Sure! Please allow me 2-3 minutes to call you.

( 17m 15s ) Google Workspace Support, Sushma: I'll help you with the google meet link and you can share your screen. I'll guide you over the phone as we are not supposed to talk over the google meet.

( 17m 42s ) Ben Mak: yes

( 18m 20s ) Google Workspace Support, Sushma: Please help me with your contact number as I don't have your previous case details to take the contact number.

( 18m 20s ) Ben Mak: Ive done it the last 4 x

( 18m 41s ) Ben Mak: Please help me with your contact number as I don't have your previous case details to take the contact number.

That is concerning why od you not have them

( 19m 15s ) Ben Mak: +44 07397902612

( 20m 18s ) Google Workspace Support, Sushma: Thank you, I'll take note of that number.

( 24m 21s ) Google Workspace Support, Sushma: <https://meet.google.com/yxr-adwi-bjq>

During the screen sharing session, if you need to manage any sensitive data (such as account passwords, credit card details, government identification numbers, confidential business data, or other sensitive information) stop sharing your screen before introducing it. Resume screen sharing as soon as sensitive data is no longer needed. Due to security reasons we are not supposed to speak on Google meet.

( 25m 18s ) Google Workspace Support, Sushma:

<https://toolbox.googleapps.com/apps/dig/#MX/>

( 27m 9s ) Google Workspace Support, Sushma: <https://dnschecker.org/#MX/justice-minds.com>

( 27m 19s ) Google Workspace Support, Sushma:

<https://www.whois.com/whois/justice-minds.com>

( 36m 48s ) Google Workspace Support, Sushma: MX

Here are the values for MX record :

1. Please login to your domain host:
2. Please go to the Domains section > click on the domain name > Click on Manage DNS
3. You will find an option to Add record ( you will have to add 5 MX records in the DNS records )

1. Name: @, TTL: 3600, Record type: MX, Priority: 1, Value: [ASPMX.L.GOOGLE.COM](https://aspmx.l.google.com)
2. Name: @, TTL; 3600, Record type: MX, Priority: 5, Value: [ALT1.ASPMX.L.GOOGLE.COM](https://alt1.aspmx.l.google.com)
3. Name: @, TTL; 3600, Record type: MX, Priority: 5, Value: [ALT2.ASPMX.L.GOOGLE.COM](https://alt2.aspmx.l.google.com)
4. Name: @, TTL; 3600, Record type: MX, Priority: 10, Value: [ALT3.ASPMX.L.GOOGLE.COM](https://alt3.aspmx.l.google.com)
5. Name: @, TTL; 3600, Record type: MX, Priority: 10, Value: [ALT4.ASPMX.L.GOOGLE.COM](https://alt4.aspmx.l.google.com)

You can leave Name field blank or add your domain name, if it's not allowing to update "@"  
( 50m 54s ) Google Workspace Support, Sushma: Could you please help me with the message header of the email that you sent.

Please find the below steps to download message header:

Open the email you want to check the headers for.

Next to Reply , click three dots(More).

Click on Show original.

Click on Download Original

Share the downloaded file

( 56m 57s ) Google Workspace Support, Sushma: "v=spf1 include:\_spf.[mail.hostinger.com](https://mail.hostinger.com) include:\_spf.[google.com](https://google.com) ~all"

( 59m 52s ) Google Workspace Support, Sushma: Type : TXT

Host / Name : google.\_domainkey

Value : copy the value from the admin console starting from v=dkim1 till the end.

TTL : 1 hour or 3600 seconds or auto

( 1h 2m 33s ) Google Workspace Support, Sushma: 1) Click on Add Record.

2) Type = TXT.

3) host = \_dmarc.[justice-minds.com](https://justice-minds.com)

4) Value = v=DMARC1; P=none;

5)TTL = one hour/3600 or auto

6) Save the record.

Chat Started: Sunday, February 25, 2024, 22:42:09 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Y Clarence R

( 23s ) Google Workspace Support, Y Clarence: Thank you for contacting Google Workspace Support. My name is Y Clarence and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 32s ) Google Workspace Support, Y Clarence: Hello, how are you doing today?

( 43s ) Ben Mak: i nearly died

( 1m 12s ) Ben Mak: I want to pay for my justice minds. thays is all

( 1m 36s ) Ben Mak: I will give it out my survival funds

( 2m 7s ) Ben Mak: let me pay for my 2 emails and we will sort out the other when your agent calls me back

( 2m 36s ) Google Workspace Support, Y Clarence: Thank you for sharing your concern. I understand your account has been suspended, am I correct?

( 3m 5s ) Ben Mak: I think so

( 3m 27s ) Ben Mak: we have found out that google has put new email domain in with an old domain

( 3m 33s ) Ben Mak: that they should not have done

( 3m 55s ) Ben Mak: to protect the new domains entity

( 4m 29s ) Ben Mak: also I have noticed on the 9th October - I was promised that all the emails will be condensed into one MASTER EMAIL as alias

( 4m 42s ) Ben Mak: so I wasnt paying for 11 accounts when I am only 1 person

( 5m 8s ) Ben Mak: That has not happened

( 5m 58s ) Ben Mak: I cant embed

( 6m 0s ) Ben Mak: Customer attached 76741.png:

<https://support.cloud.google.com/download/files/0684M00000QxRNYQA3>

( 6m 3s ) Ben Mak: due to being cut off

( 6m 9s ) Ben Mak: I need to work

( 6m 14s ) Ben Mak: to pay my bills

( 6m 25s ) Ben Mak: I had to set up this company due to former being stolen

( 7m 14s ) Google Workspace Support, Y Clarence: Thank you for sharing your concern. I understand and I see you have already contacted and the previous case is still open and under review, so our concerned team will get back to you.

( 7m 42s ) Ben Mak: No I want to pay for my accounts

( 8m 19s ) Ben Mak: I will use my prescribed child funds

( 8m 39s ) Ben Mak: and pay for the service. I have not had

( 8m 45s ) Ben Mak: to not be imprisoned

( 8m 56s ) Ben Mak: and so i dont harm myself

( 8m 59s ) Ben Mak: again

( 9m 39s ) Google Workspace Support, Y Clarence: I understand that you want to pay for your account, however, the account will still be suspended, but you can make a manual payment to pay for your account.

( 10m 13s ) Ben Mak: call me

( 10m 17s ) Ben Mak: +44 07714303099

( 11m 4s ) Google Workspace Support, Y Clarence: Ben, as I have already informed you, the previous case is still under review and our concerned team will get back to you soon.

( 11m 23s ) Ben Mak: please

( 11m 27s ) Ben Mak: dont send me into another rage

( 11m 31s ) Ben Mak: it hurts

( 11m 35s ) Ben Mak: blood gets everyhwer

( 11m 41s ) Ben Mak: just call me

( 11m 43s ) Google Workspace Support, Y Clarence: We have tried calling you already but was unable to reach you, so we request you to please wait so that our concerned team will get back to you soon.

( 11m 47s ) Ben Mak: its taken alt for me to call back up

( 11m 52s ) Ben Mak: becuase i was screaming

( 11m 58s ) Ben Mak: i didnt hear it

( 12m 20s ) Ben Mak: its hard being alone and having strict autims needs ignored

( 12m 25s ) Ben Mak: it causes harm

( 12m 57s ) Google Workspace Support, Y Clarence: I understand that, but as I have mentioned, the previous case is still under review and our dedicated team will get back to you soon.

( 12m 58s ) Ben Mak: I would not have been able to speak as i cant catch nreath

( 13m 10s ) Ben Mak: no please dont do ithis again

( 13m 12s ) Ben Mak: jsut acall me

( 13m 15s ) Ben Mak: are you doing this on puurpsoe

( 13m 39s ) Ben Mak: i said i ll pay and you're saying that you won't give me my service back while I don't understand why you're doing that to me I said I will give you my child's funds to get my emails on. I've just sent you a screenshot that I can't work. Why are you doing why are you doing

( 13m 54s ) Ben Mak: you haven't gave me service which I've proven to you if you go to a shop and you don't get your product do you pay them the money?

( 14m 11s ) Ben Mak: If you go to shop and get upset by the shopkeeper because they don't give you your item, do you give them the full money if the other shopkeepers tell you that they're going to sort it out for you?

( 14m 40s ) Ben Mak: If this if someone is in stress and they need to have basic needs such as communicating with people to be safe, would you deny them that please just take my money? Give me my email back or I'm gonna go into another rage and I can't do it again it', I can't help. I've got a disability.

( 14m 47s ) Google Workspace Support, Y Clarence: Ben, you can try making a payment by following below.

Go to admin console>>Billings>>Payment accounts>>Click on Account ID>>Click on Pay

( 15m 5s ) Ben Mak: How much can I pay to just get a put back on?

( 15m 52s ) Ben Mak: [https://youtu.be/L48pMhkaDtA?si=vjtUoj-hFZ7\\_khUb](https://youtu.be/L48pMhkaDtA?si=vjtUoj-hFZ7_khUb)

( 16m 2s ) Ben Mak: thata is autistic meltdown

( 16m 42s ) Google Workspace Support, Y Clarence: Once you click on make payment, it will show you the minimum amount.

( 17m 14s ) Ben Mak: and it will give me back my service to be connected to my and what do we do about all this upset and harm and and prom

( 17m 21s ) Ben Mak: that we kept that I've showed you images of

( 17m 43s ) Ben Mak: it doesn't show me an amount the Gmail app is gone

( 18m 26s ) Google Workspace Support, Y Clarence: Ben, once you made a payment, we will check with our concerned team.

( 18m 47s ) Ben Mak: never mind, your concerned team are not concerned about me in case I impale my head onto the spikes of this ornament you drive me and you drive me off the wall again

( 18m 53s ) Ben Mak: why are you being so aloof and and and and and and?

( 18m 53s ) Google Workspace Support, Y Clarence: Also, as the previous case is still under review you will be contacted shortly as mentioned everything in the case notes.

( 19m 5s ) Ben Mak: But under review for because you have ignored me since August.

( 19m 43s ) Ben Mak: Put me on, let me speak to someone please so I can understand what I'm gonna what's gonna happen when I pay this because I'm just worried he isn't gonna pay her not back and still have no emails when you've got me

( 19m 51s ) Ben Mak: I can feel my blood starting to boil again. Please just stop this and just someone I need just let me speak to your manager please

( 20m 16s ) Google Workspace Support, Y Clarence: No, Ben. We are doing our best to help you on this matter. As I have told you, our concerned team will be contacted you as soon as possible as they are reviewing your case.

( 20m 51s ) Ben Mak: I'm scared to pay because I need me to come put back on. I'm not paying for a use of told me that you were sorting and now you're forcing me to pay. I don't I'm paying because you're giving me no choice when you've told me I didn't need to pay and that you were going to get it cleared.

( 21m 43s ) Google Workspace Support, Y Clarence: Ben, I understand your situation however as mentioned earlier, our concerned team will get back to you.

( 22m 29s ) Ben Mak: There's a law section 2021 I want to speak to the manager, please

( 25m 54s ) Google Workspace Support, Y Clarence: Yes, Ben. I have already informed my concerned team and you will be contacted shortly. The last call was unable to reach you since it went on a voicemail. The previous case is a follow-up one and you will be contacted shortly.

( 26m 23s ) Ben Mak: I want to speak to your manager

( 27m 32s ) Google Workspace Support, Y Clarence: Yes, I have already a scheduled a call back and they will be contacted you shortly. I request you to please wait for the update.

( 28m 28s ) Ben Mak: Do you know anything about autism?

( 29m 34s ) Google Workspace Support, Y Clarence: Yes, Ben. I know and I understand your situation and urgency, but I can assure you will be contacted soon.

( 29m 52s ) Ben Mak: waht do you know about autism

( 30m 40s ) Ben Mak: i have my scarf tied tight around my neck it should keep me calm to try understand your deliberatlness

( 32m 4s ) Google Workspace Support, Y Clarence: I understand how you are feeling and however, I will make sure that your case will be prioritize and contacted you shortly.

( 33m 0s ) Ben Mak: how am i feeling

( 35m 57s ) Google Workspace Support, Y Clarence: Ben, I mean I understand your situation and make sure that your case will be prioritize and contacting you soon.

( 38m 25s ) Ben Mak: Customer attached 39915.png:  
<https://support.cloud.google.com/download/files/0684M00000R2yMgQAJ>

( 40m 36s ) Google Workspace Support, Y Clarence: Ben, I totally understand your situation and I will make sure that your case will be prioritize and contact you immediately.

( 41m 16s ) Ben Mak: i cant braath

( 43m 21s ) Google Workspace Support, Y Clarence: We do apologize for any inconvenience that this may have caused you, however, we will make sure that your case will be prioritize.

( 47m 59s ) Google Workspace Support, Y Clarence: Not to rush, are we still connected?

( 48m 11s ) Ben Mak: paymenyt

( 48m 12s ) Ben Mak: Customer attached 71462.png:  
<https://support.cloud.google.com/download/files/0684M00000R2y7YQAR>

( 48m 41s ) Ben Mak: is thal ICAC qjamnauh

( 50m 29s ) Google Workspace Support, Y Clarence: Ben, thank you for your response. I have checked with my concerned team again and to inform you that you will be contacted shortly.

( 52m 52s ) Ben Mak: is the amointifhgt

( 53m 13s ) Ben Mak: im dizzityi

( 55m 15s ) Ben Mak: i dont wontt to die calerncee

( 55m 27s ) Ben Mak: waht ihacve i done to desefve this

( 55m 40s ) Ben Mak: wht ownt anyone listen toem e

( 57m 9s ) Google Workspace Support, Y Clarence: Ben, I will make sure that your case will be prioritize, I really apologize for any inconvenience that this may have caused you. I have already informed my concerned team and raised a request so you will be contacted shortly. Thanks.

( 58m 52s ) Ben Mak: you had a young man hang himself with a scarf - hit himself with hard objects i will never forget this call with you.

( 1h 1m 25s ) Ben Mak: Y [Clarence.Google](#) Workspace Support, 25/02/2024 71462.png (86.59KB), I stopped . Myself. As if I am gone who will defend the young people, i am so ashamed of myself taht i can lose control to the point of trying to end my life when ihave so much life i want ot live

( 1h 3m 27s ) Ben Mak: I can t belive its come o this . i am scared i pray to see tomrrow i pray to be strong I pray to light I pray treated fair I pray i pray I pray

( 1h 4m 1s ) Ben Mak: remeber this call Y Clarence.

( 1h 4m 42s ) Google Workspace Support, Y Clarence: Ben, we have raised the concern on another ticket and they will reach out to you and I will proceed to close the case and close it.

---

Subject

google suspended my account when i offered to pay I have autism I want to stay safe

Description

google suspended my account when i offered to pay I have autism I want to stay safe

Hello Ben,

Hope this email finds you well.

As informed over the chat, your request has been raised and you will be contacted shortly from the concerned team of the previous case(49803643) which is under review.

As we have provided the required information, I will be closing this case and keeping the other case for followup. However, if you need any further assistance with regards to this case you have 30 days to reopen it by simply replying to any email you've received which references your Unique Case Number found in the subject line and I will be happy to assist you.

To contact Support please click on the link - <https://support.google.com/a/answer/1047213> and choose the option of your choice.

Regards,

Clarance  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

This is Clarence from Google Workspace support. Hope this email finds you well.

As informed over the chat, your request has already been raised and you will be contacted shortly from the concerned team of the previous case(49803643) which is under review. The parental case owner will update you.

As we have provided the required information, I will be closing this case and keeping the other case for followup. However, if you need any further assistance with regards to this case you have 30 days to reopen it by simply replying to any email you've received which references your Unique Case Number found in the subject line and I will be happy to assist you.

To contact Support please click on the link - <https://support.google.com/a/answer/1047213> and choose the option of your choice.

Regards,

Clarance  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Hope this email finds you well.

As Informed the request has been raised and you will be contacted shortly by the parental case owner since the previous case is under review.

If you have any other queries, please feel free to revert back to the same email.

I will be keeping this case open for the next 48 hours for your response. However, if you need any further assistance with regards to this case you have 30 days to reopen it by simply replying to any email you've received which references your Unique Case Number found in the subject line and I will be happy to assist you.

To contact Support please click on the link - <https://support.google.com/a/answer/1047213> and choose the option of your choice.

We appreciate your time and patience.

Regards,

Clarance  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I Hope this email finds you well.

I am writing this email on behalf of my colleague who is out of office.

As Informed the request has been raised and you will be contacted shortly by the parental case owner since the previous case is under review.

If you have any other queries, please feel free to revert back to the same email.

I will be keeping this case open for the next 24 hours for your response. However, if you need any further assistance with regards to this case you have 30 days to reopen it by simply replying to any email you've received which references your Unique Case Number found in the subject line and I will be happy to assist you.

To contact Support please click on the link - <https://support.google.com/a/answer/1047213> and choose the option of your choice.

We appreciate your time and patience.

Regards

Anurag  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

Chat Started: Wednesday, February 21, 2024, 02:59:28 (+0000)

Chat Origin: C\_WorkspaceAdminCon\_Enhanced\_EN

Agent Charlene A

( 12s ) Google Workspace Support, Charlene: Thank you for contacting Google Workspace Support. My name is Charlene and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 22s ) Google Workspace Support, Charlene: Hi Ben!

( 27s ) Google Workspace Support, Charlene: I hope you're doing great today.

( 38s ) Ben Mak: Hi charlene-

( 55s ) Ben Mak: We have an urgen issue

( 57s ) Ben Mak: again

( 1m 1s ) Ben Mak: urgent\*

( 1m 37s ) Google Workspace Support, Charlene: I acknowledge that you have an urgent issue. Can you tell me more about the issue please so I can properly assist you?

( 2m 47s ) Ben Mak: THe google team are sadly abusing me and abusing there position of trust for 10 months- most individual I have spoken to have continued to mislead me

( 3m 5s ) Ben Mak: tell me things that are not true and make promises they have no intention to keep

( 4m 15s ) Ben Mak: this is now approaching 10 six months nearly 7 I have been promised solution resolve calls back in most definite callback from managers refunds credit additions to the account and promises the issue won't happen again. Sadly it happened again like I said it would. I've been suspended again when I've been informed I'm being refunded because now we are pushing into 50 hours I've been dealing with this issue and I am refused at every req, the managers or seniors contact and promised my issue was being escalated not happened. I have been promised my transcripts from all my from all my all my chats that's also not happened.

( 4m 36s ) Ben Mak: It caused me severe debilitating mental par where body is freezing because I'm feeling that ignored and debilitated I can't put it into words

( 7m 15s ) Google Workspace Support, Charlene: I am so sorry for that inconvenience, nevertheless I am here to help you out and let me see what I can do for you today.

( 7m 43s ) Google Workspace Support, Charlene: May I know if you are having issues with Duet AI for Google Workspace Enterprise being suspended please?

( 10m 2s ) Ben Mak: 1.)

My Account needs reactivating - immediately -

2.)

I need all the transcripts from my chats emailed to me today  
OCTOBER 2023 - to Today 21/02/2024

3.)

I want the contact / email of highest management

( 12m 0s ) Google Workspace Support, Charlene: Thank you for providing this information. Before we proceed, kindly provide your best contact email address and phone number so that I can contact you immediately in case the chat gets disconnected.

( 12m 32s ) Ben Mak: the ones yous already have thanks

( 12m 55s ) Ben Mak: I am not giving it to google for the 35th time

( 14m 6s ) Google Workspace Support, Charlene: I acknowledge that you already provided the contact email address.

( 15m 11s ) Google Workspace Support, Charlene: I have checked your account and confirmed that the Google Workspace Business Standard subscription is active. May I know if you are requesting to restore the Duet AI for Google Workspace Enterprise subscription please?

( 15m 40s ) Ben Mak: No never mentioned this I am talking about google workspace

( 15m 54s ) Ben Mak: My emails are siezed. AGAIN.

( 16m 56s ) Google Workspace Support, Charlene: I'm sorry to hear that you are having issues with your email. May I know if you are getting any error message when you access your email? Kindly send me a screen shot of the error so I can check further.

( 18m 12s ) Ben Mak: It says ACCOUNT SUSPENDED

( 18m 43s ) Ben Mak: exactly what I said would happen when i was yet agani promised call back

( 18m 45s ) Ben Mak: refund

( 18m 47s ) Google Workspace Support, Charlene: Please provide with me the affected email address and the screen shot of the error message.

( 18m 47s ) Ben Mak: and credit

( 18m 54s ) Ben Mak: the one you have

( 24m 1s ) Google Workspace Support, Charlene: I have checked all the user accounts under the Users section and confirmed that they are active. Please send me a full browser screen shot where it says account suspended.

( 24m 21s ) Google Workspace Support, Charlene: If you go to the Billing then Subscriptions section in the Admin console, your Google Workspace Business Standard is active.

( 27m 11s ) Ben Mak: I logged in around 30 minutes ago. And it said "ACCOUNT SUSPENDED"

( 28m 7s ) Ben Mak: meaning- again the google team have not followed through on the promise for the I have lost count of the time promsied it would be resolved and a call back

( 28m 11s ) Ben Mak: That has not happened

( 28m 13s ) Ben Mak: again

( 30m 55s ) Google Workspace Support, Charlene: I have checked your account and confirmed that the Business Standard subscription was restored on 2024-Feb-19 by one of the Billing Specialists. May I know if you are requesting a call back from the Billing team regarding your credit request?

( 31m 32s ) Ben Mak: I was promised a call back I want the requests

( 31m 42s ) Ben Mak: 1.)

My Account needs reactivating - immediately -

2.)

I need all the transcripts from my chats emailed to me today  
OCTOBER 2023 - to Today 21/02/2024

3.)

I want the contact / email of highest management

( 31m 57s ) Ben Mak: send them now please

( 36m 35s ) Google Workspace Support, Charlene: I acknowledge that you were promised a callback from a supervisor via case number 49689722. In order to address your call back request, I'll be transferring this chat to the Billing team.

For the copy of all chat transcripts, the Billing Specialists will be able to request it to the dedicated team.

( 36m 43s ) Google Workspace Support, Charlene: Kindly stay on the chat while I transfer this to Billing.

( 37m 32s ) Ben Mak: Billing

( 37m 51s ) Ben Mak: is nothign to do with the transcripts

( 38m 3s ) Ben Mak: its seems you are averting my request

( 38m 9s ) Google Workspace Support, Charlene: I understand that it has nothing to do with the chat transcript.

( 38m 27s ) Ben Mak: and passing me on further elongating my time wasted

( 38m 35s ) Google Workspace Support, Charlene: They will be able to request after the call back is completed from their end since it was promised to the case number 49689722.

( 38m 47s ) Google Workspace Support, Charlene: Please stay on the chat while I transfer this to Billing team.

( 38m 56s ) Ben Mak: No thanksI cant waste anymore of my time

( 39m 0s ) Ben Mak: I want the transcripts

( 39m 7s ) Ben Mak: and teh managerial CONTACT NUMBER or EMAIL

( 39m 11s ) Ben Mak: Not the case njumber

( 39m 22s ) Ben Mak: contact email.

( 42m 41s ) Google Workspace Support, Charlene: I'm sorry for the delay in response. I'll be sending a request to the dedicated team to send all of your chat transcripts. They are available via email. After this chat, I'll route this case to them so that you can get all the copy of your chat transcript.

( 43m 36s ) Google Workspace Support, Charlene: And since the call back request was requested or promised on the previous case 49689722 under the Billing team, I'll have to add an urgent notes to that case so that one of the supervisor will contact you through the phone.

( 47m 2s ) Ben Mak: Thats not waht i asked for

( 47m 22s ) Ben Mak: I asked you for my transcripts  
and you for highest managements contacts

( 48m 8s ) Ben Mak: Your call back requests are baseless, unreliable and pooryl an unlwayfully promised damaging public trust in what google 'Promotes" they offer

( 51m 30s ) Google Workspace Support, Charlene: I understand that you ask for your chat transcripts. We have a dedicated team that handles chat transcript requests. This is the reason why I have to route this case to that team so that they can send you all the chat transcripts.

For the management contacts, what we can do on our end is to request a callback from one of the supervisors/managers.

( 51m 55s ) Ben Mak: I am sorry but I have no reason to believe you

( 52m 14s ) Ben Mak: you have unforgivably fell into the capture of deciet like your 30 former colleagues

( 52m 25s ) Google Workspace Support, Charlene: I'm currently coordinating with the Billing team regarding the call back request.

( 52m 44s ) Ben Mak: denying my basic and reasonable rights as a customer that has been led on aimlessly for 7 months and lied to at each call

( 53m 1s ) Ben Mak: I do not wish for anymore the lies, upset and false promises

( 53m 7s ) Ben Mak: I want the transcripts]

( 53m 31s ) Ben Mak: I wan tthe contact details do not consent to you giving my details for a "call back"

( 53m 58s ) Ben Mak: I want the contact details to your manager. I DO NOT consent to you giving my details for a "call back"

( 54m 40s ) Ben Mak: If i do not get the transcripts from yourself- to which I am in my right to its my data- nothign to do with bills,

( 55m 6s ) Ben Mak: Then you are in direct and intentional breach and violation of my rights

( 55m 41s ) Google Workspace Support, Charlene: I acknowledge that you want to get a copy of your chat transcript. Again, after this chat I'll be routing this case to the dedicated team that can provide that information to you. As a support, we are not allowed to send copy of chat transcripts due to security and privacy reasons.

( 57m 36s ) Ben Mak: I Do not want to be sent ot your billing

( 57m 43s ) Ben Mak: you do not have my consent to do that

( 58m 50s ) Google Workspace Support, Charlene: The request of the chat transcript is handled by another team (it is not the Billing team). I'm sorry Ben, we are not allowed to send a copy of all the chat transcript since there is dedicated team that can provide you this information.

( 1h 0m 28s ) Google Workspace Support, Charlene: Our chat transcript will be sent automatically to your email after this conversation.

( 1h 2m 34s ) Ben Mak: Charlene. You haNot ours only from OCTOBER 2023 to the present day- 21 FEBRUARY 2024

( 1h 3m 27s ) Ben Mak: Ill repeat again for you

Please as per my request- have the "team" you mention

SEND ALL MY TRANSCRIPTS

OCTOBER 2023- FEBRUARY 2024

( 1h 3m 36s ) Google Workspace Support, Charlene: I understand that you need the copy of chat transcript from October 2023 until February 21, 2024. There is a dedicated team that can send you all of the chat transcripts.

( 1h 3m 59s ) Ben Mak: Thank you so can you confirm this request is being handled and sent to me today

( 1h 4m 7s ) Google Workspace Support, Charlene: Yes, I'll make sure to request a copy of all the chat transcripts you needed to the dedicated team.

( 1h 4m 37s ) Ben Mak: Please send me a copy of the email request you send them please.

( 1h 5m 10s ) Google Workspace Support, Charlene: You're welcome! You can expect a response by email within 24 business hours regarding your chat transcripts request.

( 1h 5m 38s ) Google Workspace Support, Charlene: Sure, you will get a copy of the email request once this case is transferred.

( 1h 5m 39s ) Ben Mak: and the manegers email please

( 1h 7m 28s ) Ben Mak: thank you so to confirm you will cc me into the email you are sending regarding the request ?

( 1h 7m 34s ) Ben Mak: and I need the managers emaik

( 1h 10m 6s ) Ben Mak: I cant waste anymore time with this i am too upset its 4 am 1 hour again wasted

---

Subject

SAME ISSUE. URGENT IN LIVE PRESENTATION

Description

SAME ISSUE. URGENT IN LIVE PRESENTATION

Hello Ben,

We wanted to reach out and acknowledge the receipt of your inquiry and let you know that we've begun working on it. In the meantime, if you'd like to share more information that might help us process your request, feel free to reply to this email.

Kind regards,

Data Protection Team for Cloud Support

---

Hello Ben,

Thank you for your patience, while we are working to address your request dated February 21, 2024. Please see attachments for the information you requested. Please contact us if you have any additional questions.

Our commitment

We're committed to being clear about what information we collect and how we use it. Read our privacy policy and safety center to find:

- Explanations of the types of information we collect
- How information is collected
- Why we collect certain information
- How information is used
- When information is shared

For a description of the key controls for managing your privacy across Google services, read our privacy policy .

Kind regards,

Data Protection Team for Cloud Support

Chat Started: Tuesday, February 27, 2024, 23:02:55 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Tonie G

( 13s ) Google Workspace Support, Tonie: Thank you for contacting Google Workspace Support. My name is Tonie and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 35s ) Google Workspace Support, Tonie: Hi Ben, How are you today?

( 1m 49s ) Google Workspace Support, Tonie: I understand that you have an inquiry in regards to the previous case. Don't worry you have me and I will be more than happy to help you and extend the best help I can possibly provide.

( 2m 7s ) Ben Mak: Hi Tonie I hope youre ok, the case numbers stated to "re-open " a case are being sent to the same email google have unfairly and disadvantaged suspended. 49805066

( 4m 47s ) Google Workspace Support, Tonie: Please allow me to have 2-5 minutes to check this on our end, why your account is suspended.

( 12m 3s ) Google Workspace Support, Tonie: Thank you for patiently waiting Ben, I've checked your account and the only reason of the account's suspension is just because of the due balance on your account which is £345.97 and we're sending request of payment to your bank however; your payment failed due to Insufficient funds; just to confirm Ben; are you looking forward to have a payment extension or by any chance; do you have a another card that you can use for a payment?

( 12m 16s ) Google Workspace Support, Tonie: Please let me know so I can check options here for you.

( 16m 29s ) Ben Mak: thank you, I have been trying to pay so hard , about 4 weeks ago when I called up to get a definate how much the agent lifted the suspension then put me through to another agent and they awere telling its lifted theres nothing to worry about then I got told it was getting waived then I got lobbed with this huge bill that I wasnt expectinh and tld i need to pay and now been loce out all my accounts and subsciptopns

( 20m 13s ) Google Workspace Support, Tonie: Thank you for providing the details of what happened Ben, that is correct; I can see that there are multiple payment extensions provided to you already to settle the current due balance and I also tried to lift the suspension of your account however; due to the precious lifts and payment extensions provided to your account Ben; it's no longer letting us to remove the suspension of your account and we need to have our product engineers lift the suspension of your account if possible and upon further investigation; there is already a ticket for that created by the previous person you spoke with; Ben.

( 21m 3s ) Google Workspace Support, Tonie: This is the case number with the consult request 49839375 and I'll be advising the case owner to send you an update right away once there is already a response from our product engineers.

( 21m 8s ) Ben Mak: yes they sending tickets to an account I have no access to

( 21m 32s ) Ben Mak: as they suspended it . They are telling me to reply to it but that is impossible as the gmail Icon is gone

( 21m 34s ) Google Workspace Support, Tonie: May I ask for your secondary email address I can provide to the case owner of 49839375 where the owner can send you an update about the request Ben?

( 22m 41s ) Ben Mak: I am the owner. [Benmak.academy@gmail.com](mailto:Benmak.academy@gmail.com) they already took this email and have not responded

they also promised me a call back today,, yesterday, and Saturday most recently. This has not happened.

( 23m 13s ) Ben Mak: Agent Camille Jhuna Anne M N/A

Agent Mary Grace D N/A  
Have spoken to these agents

Agent Mathukumalli G N/A  
Agent Joval S N/A  
Agent Sushma February 03, 2024  
Agent Renee Rose N/A  
Agent Anaina N/A  
Agent Rakshitha N/A  
Agent Deekshitha September 23, 2023  
Agent Jericho Ray L N/A  
Agent Savita September 14, 2023  
Agent Jear C September 30, 2023  
Meenalochini N/A  
Don Don N/A  
MUGADA R N/A  
Initial Support Contact August 10, 2023  
Second Exchange August 16, 2023  
Third Conversation August 24, 2023  
Additional Interaction September 21, 2023  
Further Interaction October 04, 2023  
Long Issue October 09, 2023  
Chat Session February 05, 2024  
Chat Session February 11, 2024  
Chat Sessions February 19, 2024  
Chat Transcript Request February 21, 2024

( 23m 48s ) Google Workspace Support, Tonie: I totally understand Ben, however; just to set your proper expectations; the ticket is still waiting for an approval of our product engineers so that could be the possible why the previous agents cannot provide an update to you yet.

( 23m 49s ) Ben Mak: still no call back still no solution still locked out of account still not able to use google serve still being told to pay full amount I was told was being waived

( 24m 18s ) Ben Mak: Its been 7 months must be a real toughy

( 24m 57s ) Google Workspace Support, Tonie: May I ask for the case number where you're told that the amount will be waived, Ben so we can investigate it?

( 25m 28s ) Ben Mak: no as your agent have locked me out my account to access any of my vital information to resolve the issue

( 26m 10s ) Ben Mak: They also told me if I pay they cant promise it will be activated so I cant risk this as I have already lost alot of money thorough this, and spent of 65 hours on the phone

( 26m 22s ) Ben Mak: with google agents and following waiting promsies

( 27m 6s ) Ben Mak: that just half.

( 27m 10s ) Ben Mak: Customer attached 2. GOOGLE FINAL OVER .pdf:

<https://support.cloud.google.com/download/files/0684M00000R7JxkQAF>

( 27m 25s ) Ben Mak: The red is where I was promised investigation and it was all being sorted.

( 27m 56s ) Ben Mak: It was confirmed by your supervisor I have been told wrong information and I should not have had to have a 6 hour phone call on the 9th October 2023

( 28m 37s ) Ben Mak: the problem persists and remains, and being held hostage and my account seized until I pay - with the statement still may not have my account unlocked when I pay

( 29m 11s ) Ben Mak: kinds threatening and coercive. But dealing with domestic abuse so at least there is no marks

( 30m 15s ) Ben Mak: Its just psychological, financial and degrading harm now. As an update/

( 31m 52s ) Google Workspace Support, Tonie: Thank you for providing all this Ben. So I reviewed the cases in your account.

( 32m 55s ) Ben Mak: ok

( 36m 28s ) Google Workspace Support, Tonie: Upon reviewing Ben, this is the case associated with the credit you've requested 49689722 and I checked the case and the agent sent you an email on February 22,2024 and advised you that the request for the credit has been declined as the charges in your account are valid; I totally understand that you were told by the previous representatives that they would be helping you to get the credit however; this request is subject for approval and this time; since the charges are valid; the credit request has been declined.

( 38m 13s ) Google Workspace Support, Tonie: So what I highly recommend to you Ben is that; once the request to reactivate your account through the case 49839375; please make a follow up to the case 49689722 that is associated to the credit request.

( 41m 35s ) Ben Mak: I understand the request was denied.

But what everyone is failing to understand I only did not pay due to being told it was being waived.

So naturally had allocated the funds to other priorities.

on February 22 2024 I was not aware of the rejection, as no-one called me as promised.

I cant check these cases as they are being send to an email you have suspended me from .

Basically making me further responsible for an email engagement that you have restricted me accessing .

How can I know when the means to accessing t are impossible?.

Additionally, the email was recived on 22 February- from then until now I have spent over 15 hours on the phoen and chat to you still. trying to osrt it out this is now 60. hours.

How can I know when the means to accessing t are impossible?.

You are chargin me full price but yet I dont have access to the account and nor used its service as youve kept restricting it and told me it was getting waived until 4 days ago

( 45m 28s ) Google Workspace Support, Tonie: No worries Ben; you will not be charged for this kind of downtime of your service as the only due balance is just your previous month's usage charges. Right now; since there are already multiple payment extensions provided to your account; this can only be reactivated by our product engineers and no worries as there is already an open ticket for that request Ben and we just need to wait for that to be approved.

( 46m 49s ) Google Workspace Support, Tonie: This is where the reactivation request is associated to 49839375 and no worries Ben; I'll be advising the agent to keep you updated by sending you an updates to your email address: [benmak.academy@gmail.com](mailto:benmak.academy@gmail.com)

( 47m 20s ) Google Workspace Support, Tonie: Just to set your proper expectations; this ticket may take at least 24 hours before we get a response from our product engineers.

( 51m 33s ) Ben Mak: But again you have just agreed and stated I wotn be charged for the down time.

60 hours + have been spent trying to sort this out following your colleagues direction. "it was being waived."

My main concern form the very beginning of this was I had already spent 35 hours on the phone and chat- and was the final amoutn correct given the "downtime" domino effect of issues this has caused,

Loss of work

Loss of communication

Restricted comms access

interns not able to acces emails from UNiversity offers

Subscriptions cancelling

No access to back and Auth codes

Payments bouncing

Business closure

Seizing new company

Google incorrectly made new company the old company email

Locked out my linked in account

Missed vital campaign launches

Child protection cases seized

Loss of my child taken into care unable to send vital documents

I have Autism so need clear communication that has not happened

Self harm through ambiguous dialogue seems to be consistent

Missed university classes as call start at 11:30pm until 6:30 am

All of this has been in the chunk of payment you are demanding. This is more than just down time its ruined my life

( 52m 46s ) Ben Mak: I never once said I wasnt goign to pay or unwilling too

( 53m 7s ) Ben Mak: I called up and tried to - your agent passed me on lifted the barr and said it was sorted

( 53m 13s ) Ben Mak: thats not my fault.

( 53m 41s ) Google Workspace Support, Tonie: I totally understand and I apologize if this is already taking so much of your time now Ben, this is already why we've provided you multiple payment extensions in the past so you can have an ample amount of time to settle the payment to avoid this kind of downtime of your service.

( 54m 11s ) Ben Mak: Then when you deciede just 4 days ago to instill payments are valid - when the very service you are supposed to be offering me that I couldnt use fully or effectively as paying for- makes no sense

( 54m 34s ) Ben Mak: Liste to what you have just said

( 54m 44s ) Google Workspace Support, Tonie: But now; the best resolution here is to clear the balance of your account or you can simply wait for the ticket to reactivate your service for one more time as one time courtesy and extend your payment.

( 54m 46s ) Ben Mak: 4 days ago you only decided. I had to pay

( 55m 22s ) Ben Mak: 4 days ago you only decided. I had to pay- prior to that google admittedly as you stated were leading me to believe they were waivering it

( 55m 37s ) Ben Mak: you have gave me all but hours / days to sum nearly £500

( 55m 49s ) Ben Mak: that you led me to beleove was being waivered

( 56m 1s ) Ben Mak: and this oss of work

Loss of communication

Restricted comms access

interns not able to acces emails from UNiversity offers

Subscriptions cancelling

No access to back and Auth codes

Payments bouncing

Business closure

Seizing new company

Google incorrectly made new company the old company email

Locked out my linked in account

Missed vital campaign launches

Child protection cases seized

Loss of my child taken into care unable to send vital documents

I have Autism so need clear communication that has not happened

Self harm through ambiguous dialogue seems to be consistent

Missed university classes as call start at 11:30pm until 6:30 am

( 56m 9s ) Ben Mak: why does this get ignored?

( 56m 25s ) Ben Mak: That is more than down time. That is sad and tragic misfortune

( 56m 26s ) Google Workspace Support, Tonie: That is just because the credit request needed to be investigated Ben and that's why we have extended your payment multiple times in the past as well and we're still doing it right now and we just need to wait for our support engineers to lift the suspension of your account.

( 56m 31s ) Google Workspace Support, Tonie: \*account.

( 56m 56s ) Ben Mak: But I got told no investigation took place

( 57m 4s ) Ben Mak: what did they investigate please?

( 57m 33s ) Ben Mak: That is just because the credit request needed to be investigated Ben and that's why we have extended your payment multiple.

This is incorrect you hadnt extended my payment you told me you wre waivering it

( 58m 17s ) Ben Mak: correct you lifted the bar and "extedned a payment expected " but only as I wasnt expected to pay itas per your statemetnes

( 58m 20s ) Ben Mak: unti l4 days ago

( 58m 28s ) Ben Mak: 4 dasy\*

( 59m 34s ) Google Workspace Support, Tonie: I understand the impact of this to your end Ben, however; the due balance in your account is not paid that's why the account has been suspended; I know we needed to investigate your request for the credit and we also helped you during the investigation by lifting the suspension of your account and now; since we've found out that the due balance is valid; the payment in your account is really required now Ben to avoid these inconvenience.

( 1h 0m 20s ) Ben Mak: why is it not paid tho?

Why is the balance valid?

What was investigated?

( 1h 1m 8s ) Google Workspace Support, Tonie: Or you can simply wait for the additional payment extension that we're applying your account associated to the case 49839375.

( 1h 1m 26s ) Ben Mak: I wanted to pay. Your colleague directed me not to. And told me it was being waived. That's not my fault. The to lob me with £500 bill in the middle of crisis and cut off my account seems cruel

( 1h 1m 39s ) Google Workspace Support, Tonie: Your due balance that needs to be cleared and paid Ben is just £345.97.

( 1h 1m 45s ) Ben Mak: Or you can simply wait for the additional payment extension that we're applying your account associated to the case 49839375.

I dont know what that is i have no access to the emails you are sending

( 1h 2m 15s ) Google Workspace Support, Tonie: I apologize Ben however; the credit request was declined.

( 1h 3m 23s ) Google Workspace Support, Tonie: So the due balance of £345.97 really needs to be paid now to reactivate the account or you can wait for the case 49839375 to be approved and reactivated your service for additional payment extension.

( 1h 3m 25s ) Ben Mak: For what reason?

What was investigated?

What about all the damages loss and harm due to the instruction of your colleague giving me false information?

I am happy to pay for a service 100%

( 1h 3m 54s ) Ben Mak: can you give me break down of the service?

( 1h 4m 21s ) Google Workspace Support, Tonie: I understand Ben however; we've lifted the suspension of your account during the investigation of your request to have the due balance to be waived.

( 1h 4m 39s ) Ben Mak: I didnt request ot have it waived

( 1h 4m 43s ) Google Workspace Support, Tonie: That's exactly what we're doing with the case 49839375

( 1h 5m 7s ) Ben Mak: your college told me they were doing it and i asked could they look into if the amount. I was payed was correct

( 1h 5m 7s ) Google Workspace Support, Tonie: We're providing additional payment extension to you Ben.

( 1h 5m 40s ) Ben Mak: Could you help in what subscription I have

( 1h 5m 55s ) Ben Mak: what services I am owed to pay?

( 1h 6m 7s ) Google Workspace Support, Tonie: Yes Ben, you're currently on Google Workspace Business Standard with 13 users .

( 1h 6m 34s ) Ben Mak: could you tell me how many of them are or have been active

( 1h 7m 7s ) Ben Mak: would be most useful

( 1h 9m 13s ) Google Workspace Support, Tonie: Only the user [Krishna@beingunlimited.co.uk](mailto:Krishna@beingunlimited.co.uk) shows that it was used a year ago, Ben and the rest are being used and some are suspended.

( 1h 9m 59s ) Ben Mak: Krishna las used his account in August 16th 2023

( 1h 10m 3s ) Google Workspace Support, Tonie: I will make a follow up with the case 49839375 as well to help you expedite the reactivation of your account.

( 1h 10m 41s ) Ben Mak: PLease give me the last time each account was actively used sending emails - by each account

( 1h 14m 31s ) Google Workspace Support, Tonie: Sure, Ben.

( 1h 14m 32s ) Ben Mak: I dont know what that case is 49839375 You have suspended my account from partaking in the solution. Its like telling me the answers and what i need to make things right are through that door in a square room that you have locked and also taken they key to.

( 1h 15m 17s ) Google Workspace Support, Tonie: You can check the activity of your users and you can use this article as well to guide you so you can see the actual activity of each users:  
<https://support.google.com/a/answer/11341109>

( 1h 15m 48s ) Ben Mak: cant you suspende my account

( 1h 15m 55s ) Ben Mak: it just pushes me out

( 1h 16m 7s ) Ben Mak: I would like you to tell me please

( 1h 16m 41s ) Google Workspace Support, Tonie: I am sorry if you feel that way Ben however; the reason of your account's suspension is due to the due balance of your account and we are already working on reactivating it and the request ticket is associated to the ticket 49839375.

( 1h 17m 26s ) Ben Mak: I dont know 49839375 that case I dont have acces to the account you are sending it to.

Could you please tell me what serivce I am paying for.?

( 1h 18m 41s ) Google Workspace Support, Tonie: Sure, you're paying for the Google Workspace Business Standard and your domain is [benmaklondon.com](http://benmaklondon.com) and this time, in order to activate your account Ben; we need to wait for your account to be reactivated by our product engineers or you can simply pay the due balance of your account to expedite the reactivation of your service

( 1h 19m 24s ) Google Workspace Support, Tonie: Once again, this case 49839375 is where the request to reactivate your account is associated.

( 1h 20m 15s ) Google Workspace Support, Tonie: We'll send you an email once the request to reactivate your account has been approved, Ben; I'll advise the case owner of 49839375 to send you an update right away.

( 1h 21m 28s ) Google Workspace Support, Tonie: Is there anything else you want to discuss in this chat Ben?

( 1h 21m 52s ) Ben Mak: Once again, this case 49839375 is where the request to reactivate your account is associated.

( 1h 22m 16s ) Google Workspace Support, Tonie: That is correct.

( 1h 22m 19s ) Ben Mak: I dont know this case i dont have access to it or can comment as you have suspended the account you sent it to

( 1h 23m 5s ) Ben Mak: Customer attached 28278.png:

<https://support.cloud.google.com/download/files/0684M00000R7KF7QAN>

( 1h 23m 21s ) Google Workspace Support, Tonie: No worries Ben, I've already provided your [gmail.com](mailto:) email address to send you an update once there is already an update.

( 1h 23m 40s ) Ben Mak: This is an example of life saving equipment and tools that are restricted

( 1h 23m 44s ) Ben Mak: for my disability

( 1h 23m 46s ) Ben Mak: autism

( 1h 24m 27s ) Google Workspace Support, Tonie: I totally understand Ben, what I can advise is you can make a manual payment to reactivate your account now.

( 1h 24m 58s ) Ben Mak: could you call me please my battery on my compyter has been on all day

( 1h 25m 6s ) Ben Mak: +4407714303099

( 1h 25m 33s ) Ben Mak: this would be most helpful and i really appreciiate it thanks you

( 1h 26m 0s ) Ben Mak: waiting your call

( 1h 26m 24s ) Ben Mak: have some other things about google workspace to enqwure

( 1h 27m 3s ) Google Workspace Support, Tonie: I completely understand that you want to continue this conversation over the phone however; I am engaged on a multiple chats right now but may I ask what are your other concerns with your Google Workspace?

( 1h 27m 49s ) Google Workspace Support, Tonie: Since we've already addressed the issue about your payment and reactivation of your account that we're already working on; what other concerns do you have on your Google Workspace Ben?

( 1h 27m 58s ) Ben Mak: I am sorry i was led to believe this is one 2 one support as promised throught the google work space payed subscription

( 1h 28m 45s ) Ben Mak: I would prefer a call now as part of the payed subscription you wanting me to pay

( 1h 28m 56s ) Google Workspace Support, Tonie: I apologize if you are under that impression Ben, however; this is for us to support our customer's concern on time.

( 1h 29m 21s ) Ben Mak: well my concerns have been 7 months on going so its not really workign

( 1h 29m 24s ) Ben Mak: can you call me please

( 1h 29m 37s ) Ben Mak: I ask you kindly as a reasonable request

( 1h 29m 42s ) Ben Mak: awaiting your call

( 1h 29m 45s ) Google Workspace Support, Tonie: May I ask for the reason of a call Ben?

( 1h 30m 9s ) Google Workspace Support, Tonie: Since we've already answered your question on how to reactivate your account.

( 1h 30m 30s ) Ben Mak: so I can discuss and walk through the issues regarding he 13 accounts

( 1h 30m 40s ) Google Workspace Support, Tonie: And that is by making a payment or wait for the request to reactivate your account to be approved.

( 1h 30m 49s ) Google Workspace Support, Tonie: You mean 13 users?

( 1h 31m 6s ) Ben Mak: please calll my eyes are stinging

( 1h 31m 12s ) Google Workspace Support, Tonie: Can you tell me more what assistance do you need for those 13 users Ben?

( 1h 31m 38s ) Ben Mak: heave headache from bright screen feel nauseous

( 1h 31m 44s ) Ben Mak: awaiting your call

( 1h 34m 30s ) Google Workspace Support, Tonie: I apologize but we cannot initiate a call as of now Ben since we are engaged on multiple chats and we've already provided a resolution to you on how you can reactivate your service and that is to make a payment; but if you need technical assistance; we have a dedicated team who can walk you through on how to troubleshoot your Admin Console.

( 1h 34m 48s ) Ben Mak: but i am acking about a didfenrt issue

( 1h 34m 58s ) Ben Mak: you are google workspace

( 1h 35m 5s ) Ben Mak: and the ywill redirect em to you

( 1h 35m 12s ) Google Workspace Support, Tonie: Is it a technical issue Ben so I can connect this chat to our dedicated team?

( 1h 35m 26s ) Ben Mak: no its not a technical issue

( 1h 35m 35s ) Ben Mak: its regarding my eamils

( 1h 35m 37s ) Ben Mak: pleasa call

( 1h 35m 43s ) Google Workspace Support, Tonie: Can you tell me more about what's all about it?

( 1h 36m 5s ) Ben Mak: I have been promised a call back 5 times not happned and I cant physcially type anymore its making me nausioes

( 1h 36m 47s ) Google Workspace Support, Tonie: I'll be advising the previous agent to call you back on your number instead Ben since we don't have the control to the request of the reactivation of your account.

( 1h 37m 12s ) Ben Mak: I dont want you to reactivate my account I want to discuss emails removing some the alisas's and they should be in a master email

( 1h 37m 53s ) Ben Mak: and please dont say " I will get a call back" as that is not happened in on the last 5 ptomisises

( 1h 38m 5s ) Google Workspace Support, Tonie: Sure, let me connect this chat to our dedicated team who can walk you through Ben.

( 1h 38m 16s ) Ben Mak: no

( 1h 38m 23s ) Ben Mak: you are the dedicated team who do that

( 1h 38m 38s ) Google Workspace Support, Tonie: No Ben, I am actually from the billing team.

( 1h 38m 53s ) Ben Mak: yes and I have billing querioes

( 1h 39m 1s ) Ben Mak: why i wanted to chat your making things confusing for me me

( 1h 39m 8s ) Google Workspace Support, Tonie: Sure, and what is that Ben?

( 1h 39m 23s ) Ben Mak: I asked as a reasoanle adjustment that typing and and the screen making me feel dizzy and sick

( 1h 39m 42s ) Ben Mak: and you continually make me uncomforable commnicating in a way that hurts

( 1h 39m 51s ) Ben Mak: my hands are red raw

( 1h 39m 59s ) Google Workspace Support, Tonie: Do you want to continue this later Ben?

( 1h 40m 13s ) Google Workspace Support, Tonie: If you want; we can continue over email.

( 1h 40m 22s ) Ben Mak: no

( 1h 40m 25s ) Ben Mak: I want a call

( 1h 40m 30s ) Google Workspace Support, Tonie: Or if time permits; we can try and call you back later.

( 1h 40m 57s ) Ben Mak: Customer attached 64959.png:  
<https://support.cloud.google.com/download/files/0684M00000QxZWQA3>

( 1h 41m 22s ) Ben Mak: Never asked for that either, wondering why you are pushing my request away fuerthr confusing me

( 1h 41m 26s ) Ben Mak: I want a call

( 1h 41m 28s ) Ben Mak: pleasae

( 1h 41m 29s ) Google Workspace Support, Tonie: Do you still need assistance with your bill Ben?

( 1h 41m 36s ) Ben Mak: to talk now as I asked kidndly

( 1h 41m 39s ) Ben Mak: please call

( 1h 41m 44s ) Ben Mak: my hands are really sory

( 1h 41m 47s ) Ben Mak: sore\*

( 1h 43m 50s ) Google Workspace Support, Tonie: I apologize Ben, we've already provided the resolution to your concern about your account reactivation and that is by making a payment in your account or you can wait for our support engineers to reactivate your account within 24 hours if they'll approve the request,

( 1h 44m 23s ) Google Workspace Support, Tonie: So even if we call you now, we are going to provide the same resolution we've given you through this chat.

( 1h 44m 45s ) Google Workspace Support, Tonie: But if you have technical concern, we have a dedicated team for that.

( 1h 45m 53s ) Google Workspace Support, Tonie: So just to confirm Ben, do you need assistance in making a manual payment in your account now to reactivate it or do you just want to wait for our product engineers to reactivate your service in 24 hours?

( 1h 47m 42s ) Ben Mak: I am sorry but I told you its regarding something else bill related?

I showed you how painful and sore my hands are having spent 3 hours talking - sadly to no solution.

I asked for a reasonable adjustment for a call, for clarity of facts, and assisting the matter.

I told you I have autism and that communication is important, blistering hands, stinging eyes and painsteaking headache feeling sick due to computer screen light wash.

And you tell me after I asked for a call politey do I want to go into email (which I never asked for)

Then you tell me do I want to chat later (which I didnt)

Then I send you a picture of my sore red blistering hands which is why I asked for a call over half an hour ago

Youre still not willign to help me on that with a reasojobable call

( 1h 49m 14s ) Google Workspace Support, Tonie: I apologize about that Ben, but can you tell me more about your other billing concern?

( 1h 49m 44s ) Ben Mak: yes on a call you keep confusing me by ignoring me and stonewalling my requests

( 1h 50m 0s ) Ben Mak: its very damaging for someone with autism its scary and hurtful

( 1h 50m 41s ) Google Workspace Support, Tonie: No worries, let me call you,

( 1h 52m 22s ) Ben Mak: thanks

( 1h 52m 35s ) Google Workspace Support, Tonie: Hello, Ben. I am trying to call you right now.

( 1h 52m 55s ) Ben Mak: it went off without ringign

---

**Subject**

Follow up on recent case 49805066 - google suspended my account when i offered to pay I have autism I want to stay safe

**Description**

Follow up on recent case 49805066 - google suspended my account when i offered to pay I have autism I want to stay safe

Hello Ben,

You can send your document as an attachment to this email.

Best regards,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

You can send your document as an attachment to this email.

Best regards,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I trust this email reaches you well.

I haven't heard from you since our last email and I wanted to follow up to see if you still need further assistance related to the initial concern?

Should you have additional queries about this, please do not hesitate to respond to this email and I will be more than happy to assist.

This case will be temporarily closed. But don't worry because you may still reply to my emails within 30 days and your case will automatically re-open. Rest assured that we'll treat your concern with the same level of urgency.

Thank you for choosing Google Workspace and have a great day!

Sincerely,

Tonie  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Google Workspace Support 49846868: Follow up on recent case 49805066:

Dear Jhodan Albert and Google Press.

First and foremost, Mr Mak, would like to express his sincere appreciation for the usually incredible services that Google provides.

Sadly it has not been on these occasions spanning August 2023- March 2024.

Mr Mak states:

"I have been a loyal fan and user for many years, and these services have been instrumental to both my personal and professional endeavors. I also want to extend my gratitude to the technicians and engineers who work tirelessly behind the scenes; I fully understand that the issue I am facing is not reflective of your individual efforts and is instead a systemic flaw that has inadvertently caused me considerable hardship."

Google suspended Mr Mak's account when he offered to pay and tried 5x but issue goggles stopped this. Mr Mak has autism and PTSD enduring a painstaking 5 months and over 65+ hours of calls with google. He mentioned he wanted to stay safe?

Mr Mak's attempts to resolve the payment issues with Google were persistent and varied. "I attempted to pay 5 times to which all were unsuccessful due to Goggles' side confirmed by your colleague."

On the 24th of February 2024,  
Mr Mak was notified that his payment was declined as he had to juggle finances given the waiver that he had been waiting to take effect and promised by google staff was now not happening. Months of accrued back pay Mr Mak was threatened if he did not pay it he will lose his account and be suspended. He was continually reminded to pay in FULL, despite the 65 hours of accrued time for the same unresolved issues- one call lasting over 5 and half hours. This consequently causes businesses to impact education and yet still, demands of full pay and to update their Mastercard details or contact your bank to resolve the issue. Despite doing what was asked of him, Mr Mak continued to face issues with your Google Workspace account even after 5 attempts to pay.

On the 27th of February 2024,  
Mr Mak attempted to contact Google Pay Help to resolve your payment issues. However, the details of the communication he was informed about reached over numerous times the promise to a phone call back we have lost count, the issue was not resolved and 3 days in from the promised call still no call back.

On the 28th of February 2024,  
Mr Mak had a conversation with Google Workspace Support, expressing your need for assistance with your billing and account issues. He mentioned that he had been promised a callback from a manager multiple times since October but had not received one yet. This suggests that Mr Moks attempts to resolve the payment issues were not being adequately addressed by Google Workspace Support.

On the 1st of March 2024

Mr Mak was still dealing with the Google Workspace account suspension and he was in contact with Google Workspace Support, discussing your case and seeking resolution. Despite his efforts, the issue persisted.

On the 2nd of March 2024,

Mr Mak is still dealing with the Google Workspace account suspension. He was in contact with Google Workspace Support, discussing your case and seeking resolution.

March 3rd 2024

No call back.

In conclusion

Mr Maks attempts to pay and resolve the issues with Google were consistent and proactive.

However, despite Mr Mak's efforts, and reaching out on November 22nd 2023 the problems have persisted and silence remained. This has understandably caused him severe damages to his business, his livelihood, his clients and vulnerable children and families he serves.

The frustration and anxiety yet and the damages consequences continue to grow now losing access to LinkedIn accounts subscription services bank card or authorisation unifications this situation is dire.

We look forward to your response.

Regards

---

JUSTICE MINDS

Justice Minds  
London W26AL  
+44 2080642812  
authority@legaldueprocess.com  
www.justice-minds.com

PUBLIC CASE: JUSTICE MINDS: PUBLIC INTEREST OPEN DISCUSSION  
PUBLIC EVIDENCE: JUSTICE MIND : GOOGLE PUBLIC INTEREST

14290.png

All the attempt to pay last week

On Wed, 28 Feb 2024 at 03:49, Google Workspace Support <workspacesupport@google.com> wrote:  
Google Workspace

Hello Ben,

You can send your document as an attachment to this email.

Best regards,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

© 2024 Google LLC 1600 Amphitheatre Parkway, Mountain View, CA 9404

---

Hello Justice Minds,

I hope this message finds you well.

Thank you for reaching us out regarding this matter towards Mr. Ben Mak's subscription and billing history. I had the pleasure to speak with Mr. Mak over the phone over a week ago and we have discussed that the reason why his subscription was suspended back in August of 2023 was because their payment (for the billing month of July usage) did not go through successfully. So did their payment in the month of July (for the billing month of June). Both were caused by the financial institution not allowing us to apply the charges and collect payment on their then payment method which was Paypal.

When they reached out to us in August of 2023 on the case number 46330414, they had already made a manual payment using their PayPal account and their Mastercard. Since their payments have reflected, the support that they spoke with over chat that day informed them that their services were reactivated when they enabled the grace and the subscription continued to be active up until September.

In September, by default the system tried to charge their primary form of payment (was updated to Mastercard) for the billing month of August. However, unfortunately the system generated charge failed to collect payment due to insufficiency in funds, but this did not cause a service interruption.

In October, the system tried again to apply an automatic generated charge on their payment card but this too had failed due to insufficiency in funds. They had reached out to us again (case number 47271524) for the reactivation of service, and when they reached our Billing department, their services were reactivated and were given an extension for 7 days. After the extension was applied, they have also made a manual partial payment. After the 7 days extension expired, the subscription was once again suspended because the remaining outstanding balance had not yet been fully paid. In the same month, Mr. Mak reached out to us again through the case 47374096 and another 7 days extension was applied. When this extension expired, Mr. Mak was able to enable the grace period again which reactivated their subscription until November 17.

In the month of November 22, the system successfully applied an automatic charge on their primary form of payment for their usage in the previous month of October which kept the subscription uninterrupted for the billing month of November.

In December, the system again tried to collect payments but once again failed due to insufficient funds. But this did not cause a service interruption because they had successfully paid on the previous month. The services remained active up until January 5. When the system detected that it could not apply charges to their payment method successfully, this triggered another service interruption but the services were reactivated again when Mr. Mak enabled the grace period one more which then kept the services active up until February 5.

In February, when the services got suspended again, Mr. Mak reached out to us once more (case number 49442634) regarding the service interruption and was promptly reactivated for 7 days. After the 7 days extension expired, they reached out to us again on the case number 49555448 and another 7 days extension was applied. After this extension expired as well, Mr Mak once more reached out to us on the case number 49689722 and a third extension was applied for another 7 days.

During this time, both automatic and manual payments failed several times due to insufficient funds and financial institution declines.

This made the billing months of November, December and January essentially unpaid.

These information can be found in their billing and transaction history in their Admin Console by following these steps:

1. In their web browser, go to [admin.google.com](https://admin.google.com)
2. Sign-in to the administrator account
3. In the Admin Console home page, on the left side of the screen, go to "Billing"
4. Select "Subscriptions"
5. Select "Google Workspace Business Standard"
6. Select "View Invoices"
7. On the upper right hand corner of the page, click on "Last 3 months" and replace it with "All time" to propagate all the billing months that they have the subscription active
8. Click on their billing months to view the transaction/payment history

When I spoke with Mr. Mak, I informed them regarding service interruption causes and that we have applied reactivation to their services both manual and system grace period several times. Although I understand that they were previously advised by one of our managers that one of their outstanding balance would be requested to be waived-off but as all types of requests, this would be subject for review and approval. Upon checking on their previous cases, I can see that there were previous requests that were raised to our higher level of support for the balance to be waived off. However, as advised to Mr. Mak during our phone call. These requests were declined because the charges remained valid.

However, as we have discussed, I can apply a £50 credit to their account to help reduce their outstanding balance because we cannot completely waive-off their total outstanding balance because their service charges remains valid as also advised by our support article:  
<https://support.google.com/a/answer/1230658>

As for the reactivation of services, I have also informed Mr. Mak that the only way to completely reactivate an account is by clearing out an outstanding balance or update their primary form of payment to allow the system to apply automatic charges. If either of these options cannot be completed right away, we can still submit another reactivation request but this time it will be our higher level of support that will process the reactivation because we have already exhausted all the chances we are allowed by the system on our end. I advised Mr. Mak to provide any document or proof that they are actively working on their payments or working on replacing their payment method. Until such documents are provided, unfortunately we cannot apply another extension from our end.

During our call, I had sent an email to Mr. Mak to their personal email address and he acknowledged receiving, for them to send us their reply with the needed document(s) for the reactivation request. We can still apply the agreed credit if they would still like to continue their subscription.

I hope you have found this information helpful. If you have a question or need further help about anything Google Workspace related. Feel free to reply to this email with the details so we can continue giving you assistance.

Thank you for contacting Google Workspace.

Sincerely,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I hope this message finds you well.

I'm writing to you as a follow up regarding this case because we haven't heard back from you since my last email. Upon checking, I can see that you have reached out to us again through the case 50007955 and spoke with my colleague. They have also reactivated your subscription.

Although we haven't received any response from you since my last email to you on March 6, as we have discussed over the phone, I have applied a £50 credit on your account that would be consumed by the system to cover partial of the running balance of the account. As we have discussed, we cannot cover the entire outstanding balance because the charges remain valid.

Additionally, as previously advised, the only way to completely reactivate the subscription without any service interruption is by updating the payment method or ensuring that the current payment method have enough balance to clear any future charges.

I will be closing the case for now, but if you have a question or need further assistance about this case please don't hesitate to reply to this email to reopen the case within the next 30 days and I will do my best to reach back with you.

Thank you for contacting Google Workspace.

Sincerely,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Chat Started: Friday, March 01, 2024, 20:09:34 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Sriram J

( 12s ) Google Workspace Support, Sriram: Thank you for contacting Google Workspace Support. My name is Sriram and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 44s ) Google Workspace Support, Sriram: Hi, how are you doing today?

( 48s ) Ben Mak: Ben Mak

[consult@justice-minds.com](mailto:consult@justice-minds.com)

09/09/1988

+44 7714303099

( 1m 9s ) Ben Mak: Extremely let down. Read your notes and you tell me why

( 1m 36s ) Google Workspace Support, Sriram: Thank you for providing the details

( 2m 0s ) Google Workspace Support, Sriram: Please allow me 3 minutes, let me check and help you further.

( 6m 24s ) Google Workspace Support, Sriram: Thank you for staying connected.

( 7m 17s ) Ben Mak: so can you tell me why

( 7m 45s ) Ben Mak: I am utterly broken and distraught

( 7m 57s ) Google Workspace Support, Sriram: I apologize for the delay in the response, upon checking your previous ticket the agent and the internal team is actively working on your request and I would request you to wait for an update from the internal team.

( 8m 19s ) Ben Mak: can you call me

( 9m 40s ) Google Workspace Support, Sriram: I apologize for the delayed response. It's not the experience we wish to create for any of our customers. We are waiting for an update from the internal team.

Please do not worry, I'll go ahead and check with the internal team personally to resolve this at the earliest and even I'll take the ownership and follow up with the previous agent to resolve this.

( 10m 8s ) Ben Mak: I I don't know how long I can keep this up. I was promised to call back yesterday. I've been promised to call back for the last week consecutively night after the night day after day no one ever called me back. I've had a call back myself and you promised me that you're getting it sorted every single time I've told you about the impact on my business that impacts on my impact on my reputation impacts on my subscriptions that impacts on my bank. I'm legal work on all my files. I can't now, copy and paste things because my data is connected to me drive and me disk space which is connected to Google which of now it's full because it's suspendedmy account

( 10m 29s ) Ben Mak: also said that the last issue was resolved and you've sent an email to the client and you're waiting on a response from them which is me would you like to tell me where you've emailed that to please?

( 14m 22s ) Google Workspace Support, Sriram: Upon checking I see that they have requested the documents by sending an email to this email - [consult@justice-minds.com](mailto:consult@justice-minds.com), [benmak.academy@gmail.com](mailto:benmak.academy@gmail.com)

( 14m 49s ) Google Workspace Support, Sriram: Could you please check whether you have received the email or not and I'm sorry for any inconveniences that you have not received any call back.

( 15m 2s ) Ben Mak: [consult@justice-minds.com](mailto:consult@justice-minds.com), they have sent it there

( 15m 14s ) Ben Mak: I know this because it says they sent such

( 15m 34s ) Ben Mak: please check the image that I last sent and tell me what the issue was

( 15m 39s ) Ben Mak: and what was being fixed  
( 15m 46s ) Ben Mak: Call me please  
( 17m 22s ) Google Workspace Support, Sriram: Please allow me 2 minutes, to call back.  
( 28m 8s ) Ben Mak: google meeet  
( 28m 56s ) Ben Mak: what does it  
( 29m 10s ) Ben Mak: reply here  
( 29m 13s ) Ben Mak: No  
( 29m 22s ) Ben Mak: What do th notes say  
( 1h 7m 46s ) Google Workspace Support, Sriram: As we discussed over the call I request you to wait for another 24 hours for an update from the internal team.  
( 1h 8m 16s ) Google Workspace Support, Sriram: Is there anything else I can help you with apart from this?  
( 1h 9m 40s ) Google Workspace Support, Sriram: Thanks for chatting with Google Workspace Support. It's been a pleasure assisting you. There's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day!

---

Subject

Promised a call back for the 9th time not recieved businesses crumbling tried to pay

Description

Promised a call back for the 9th time not recieved businesses crumbling tried to pay

Hello Ben,

Greetings for the day!

Thank you for contacting Google Workspace Support. This is a follow up email regarding your case.

Our engineering team is still actively working on your request and we are doing our best to ensure that the issue is fixed as soon as possible. We understand that your request is important and we apologize for any inconvenience this delay may have caused. If you have any questions please do not hesitate to reach out to us. We appreciate your patience and understanding.

If you have any other queries, please reply to this email and I'll help you further.

Thank you

Regards

Sriram

Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Greetings for the day!

Thank you for contacting Google Workspace Support. This is a follow up email regarding your case.

As per the update from the internal team that now you will be able to pay the outstanding balance on your account and still if you are receiving any error please let me know and I'll help you further.

If you have any other queries, please reply to this email and I'll help you further.

This case will remain open for the next 48 hours, if you need any further assistance please reply to this email and I'll get back to you. Post that the case closes automatically and you do have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number, found in the subject line and I will be delighted to help you.

You can also contact us by following one of the methods described at <https://support.google.com/a/answer/1047213>

Thank you

Regards

Sriram  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Greetings for the day!

Thank you for contacting Google Workspace Support. This is a follow up email regarding your case.

As per the update from the internal team that now you will be able to pay the outstanding balance on your account and still if you are receiving any error please let me know and I'll help you further.

If you have any other queries, please reply to this email and I'll help you further.

This case will remain open for the next 24 hours, if you need any further assistance please reply to this email and I'll get back to you. Post that the case closes automatically and you do have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number, found in the subject line and I will be delighted to help you.

You can also contact us by following one of the methods described at <https://support.google.com/a/answer/1047213>

Thank you

Regards

Sriram  
Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates

---

Hello Ben,

Greetings for the day!

Thank you for contacting Google Workspace Support. This is a follow up email regarding your case.

As per the update from the internal team that now you will be able to pay the outstanding balance on your account and still if you are receiving any error please let me know and I'll help you further.

If you have any other queries, please reply to this email and I'll help you further.

I will proceed to close the case now , you do have 30 days to reopen the case by simply replying to any email you've received which refers to your unique Case Number, found in the subject line, and I'll be happy to help.

Also, you can contact us by following one of the options by clicking on the link below:

<https://support.google.com/a/answer/1047213>

Thank you

Regards

Sriram

Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates

---

Chat Started: Wednesday, March 06, 2024, 08:31:57 (+0530)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Nandini B K

( 13s ) Google Workspace Support, Nandini B: Thank you for contacting Google Workspace Support. My name is Nandini B and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 35s ) Google Workspace Support, Nandini B: Hello, thank you so much for patiently waiting. May I have your name please?

( 44s ) Ben Mak: Your agent ended the chat whilst I was mid getting what she asked for

( 1m 41s ) Google Workspace Support, Nandini B: I apologize for the inconvenience caused.

( 1m 42s ) Ben Mak: I am trying to pay £150 since last week

( 1m 55s ) Google Workspace Support, Nandini B: Thank you for sharing your concern.

( 1m 56s ) Google Workspace Support, Nandini B: Before we go ahead, please help me with your domain name and phone number. This is for future reference or in case we have to call back.

( 5m 8s ) Ben Mak: it was like 3 minutes ago

( 5m 41s ) Google Workspace Support, Nandini B: No worries, as you have connected to me now, I will be helping you with the issue.

( 6m 9s ) Google Workspace Support, Nandini B: May I know what is the issue which you are facing while trying to make a payment?

( 7m 48s ) Ben Mak: Customer attached Untitled – FigJam.pdf:

<https://support.cloud.google.com/download/files/0684M00000R3tFtQAJ>

( 7m 56s ) Ben Mak: last week it just kept saying declined

( 8m 9s ) Ben Mak: even though there was money in it 150 as agreed with the manager

( 8m 24s ) Ben Mak: then Google said it was an error on their side that they needed to fix it

( 8m 29s ) Ben Mak: made me wait 5 days

( 8m 36s ) Ben Mak: they said it would be 244 hours

( 8m 39s ) Ben Mak: 24\*

( 8m 51s ) Ben Mak: promised me to call back every day they never

( 8m 59s ) Ben Mak: I called back today to pay

( 9m 3s ) Ben Mak: she refused to call me

( 9m 5s ) Ben Mak: I have autism

( 9m 17s ) Google Workspace Support, Nandini B: I am really sorry to hear that, Ben.

( 9m 22s ) Ben Mak: then she said the issue is I have not paid when I have been trying

( 9m 26s ) Ben Mak: ridiculing me

( 9m 45s ) Google Workspace Support, Nandini B: Please try to make a payment now and let me know if you are still facing any issue.

( 9m 50s ) Ben Mak: I don't think my data is being handled correctly

( 10m 2s ) Ben Mak: it won't let me check the images I just sent you

( 10m 34s ) Google Workspace Support, Nandini B: Not to worry, as you have been connected to me now, I will check the issue and try my best to help you.

( 10m 57s ) Ben Mak: check the images I sent you

( 12m 0s ) Google Workspace Support, Nandini B: I am unable to view the screenshot as it has many tabs. Kindly try making a payment now and take the screenshot of that error message.

( 12m 47s ) Ben Mak: why can't you view it?

( 13m 20s ) Google Workspace Support, Nandini B: Ben, as you can see, the screenshot which you have provided has many tabs in it. And the error message is not clear.

( 13m 26s ) Google Workspace Support, Nandini B: Would that be okay if I call you?

( 13m 34s ) Ben Mak: what do you mean

( 13m 37s ) Ben Mak: call

( 13m 47s ) Ben Mak: send me screen shot

( 13m 50s ) Ben Mak: of what it showing

( 14m 0s ) Google Workspace Support, Nandini B: Please help me with your phone number and country code.

( 14m 13s ) Google Workspace Support, Nandini B: Unfortunately, I will not be able to share the screenshot from my side.

( 14m 43s ) Ben Mak: +447714303099

( 15m 7s ) Google Workspace Support, Nandini B: Thank you for the phone number, I will be calling you shortly.

---

Subject

saying I dont have permissoon to pay ?????

Description

saying I dont have permissoon to pay ?????

Hello Ben,

I am Nandini, your Google Workspace Support.

This is a follow up email regards with your concern.I totally understand the concern I have raised a request on your behalf.

I apologize for the delay as it's taking longer than expected for the resolution.

I totally understand your concern I have forwarded your concern to the specialist team and I will get back to you, once I will be notified by them. Rest assured, this issue will be resolved on priority.

However, this case will remain open in the meantime. If you have any other questions, please don't hesitate to reply and I'll be happy to help.

I appreciate your patience and understanding.

Regards,

Nandini B

Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I am Nandini, your Google Workspace Support.

This is a follow up email regards with your concern.I totally understand the concern I have raised a request on your behalf.

I apologize for the delay as it's taking longer than expected for the resolution.

I totally understand your concern I have again forwarded your concern to the specialist team and I will get back to you, once I will be notified by them. Rest assured, this issue will be resolved on priority.

However, this case will remain open in the meantime. If you have any other questions, please don't hesitate to reply and I'll be happy to help.

I appreciate your patience and understanding.

Regards,

Nandini B  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for waiting and I apologize for the delay in our response and regret the inconvenience caused.

First and foremost, I would like to sincerely apologize for the delay in our response and the inconvenience it has caused and I have tried to call you on your number, but there was no response. I understand that this may have been frustrating, and I want to assure you that we are committed to resolving your issue as quickly and efficiently as possible.

I am pleased to inform you that your issue has now been resolved. We have consulted with our internal team and have taken the necessary steps to ensure that you can make payments in your account without any further problems.

We appreciate your patience and understanding during this process. If you have any further questions or concerns, please do not hesitate to contact us.

Thanks and regards,

Mohammed  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for your patience.

This is a follow up message concerning your case with Google Workspace Support.

We have not received any response from your end and if you have any updates? If you have any other questions, don't hesitate to reply and I'll be happy to help.

I will wait for your response. This case will remain open for 48 hours after which it will be automatically closed. You can always reply to this message within the next 30 days and the case will reopen.

Thanks and regards,

Nandini B  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for your patience.

This is a follow up message concerning your case with Google Workspace Support.

We have not received any response from your end and if you have any updates? If you have any other questions, don't hesitate to reply and I'll be happy to help.

I will wait for your response. This case will remain open for 24 hours after which it will be automatically closed. You can always reply to this message within the next 30 days and the case will reopen.

Thanks and regards,

Nandini B  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

This is a follow up message concerning your case with Google Workspace Support. Thank you for your patience and understanding on this issue.

We have tried connecting with you through the email twice as we have not received any responses from you, we assume that everything is well and your issue is resolved.

I will be closing this case now but you can reply to this email within 30 days and the case will reopen. If you have any further questions.

I appreciate your understanding in this regard.

Thanks and Regards,

Nandini B  
Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates

Chat Started: Wednesday, March 06, 2024, 06:49:21 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Nookaratna K

( 9s ) Google Workspace Support, Nookaratna: Thank you for contacting Google Workspace Support. My name is Nookaratna and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 25s ) Ben Mak: I would just like to pay £150 please

( 33s ) Google Workspace Support, Nookaratna: Hello Ben! Hope you're doing good.

( 47s ) Ben Mak: My computer is startnig to break down as connected to my google dirve

( 2m 5s ) Google Workspace Support, Nookaratna: Ben, I understand the importance to have active service on the account. I'll certainly check and help you.

( 2m 17s ) Google Workspace Support, Nookaratna: In the meantime, please help me with your full name, domain and your phone number, so that we can reach you if the chat gets disconnected.

( 2m 33s ) Ben Mak: we cont get connect just use what on fiel

( 4m 43s ) Google Workspace Support, Nookaratna: Ben, I've reviewed your account and see that your last payment was made on Nov 22, 2023 and you've been given multiple exceptions without making the payment on the account.

( 5m 10s ) Ben Mak: read your last notes as that statement is damaging wrong and inaccurate

( 5m 15s ) Google Workspace Support, Nookaratna: I completely understand how important this is for you but unfortunately the system is not allowing me to activate the services as there is a due on the account.

( 5m 28s ) Ben Mak: READ.

( 5m 30s ) Ben Mak: YOUR.

( 5m 33s ) Ben Mak: NOTES.

( 6m 15s ) Google Workspace Support, Nookaratna: Ben, we apologize for the inconvenience this might caused.

( 6m 37s ) Ben Mak: I have called up asking to pay

( 6m 57s ) Ben Mak: and youre tell;ing me issues are due to no pay since NOV

( 7m 13s ) Ben Mak: that's true because I got told it was getting wavered then it got dragged out until late February then I got lobbed with a £500 bill

( 7m 39s ) Ben Mak: I sent then tried to pay five times last week but there was an issue on Google site so we couldn't get paid so the amount is getting bigger. I am not using the service but I'm still getting charged full amount so your supervisor agreed I can pay 150 and we will start from there get me service back on.

( 8m 26s ) Ben Mak: Last week I tried on five different cards £150 and there was a block still on the account and your agents have been emailing the email address that I have not got access to preaching of remedies and solutions offered me an account that they've blocked me

( 8m 30s ) Google Workspace Support, Nookaratna: Ben, I really understand how that feels that something happens unexpectedly and there is no fault of ours.

( 9m 19s ) Google Workspace Support, Nookaratna: Please allow me 3-5 minutes while I check my resources and see if there is something I can do here. Also do you have any case number of the previous case.

( 9m 38s ) Ben Mak: yet no faults of mine but yeah I am bearing the consequences still I'm facing homelessness because my landlord thinks I'm unresponsive child has been taken into care because legal paperwork we're not saved to protect him. My bills are declining. My bankcards froze. My subscriptions are cancelling and interns are not getting their answers from their

universities because they don't have access to the account, so use the data case to my eyeballs stress

( 10m 11s ) Ben Mak: I just wanna pay me £150 because when I try and pay it says I'm not authorised which I am because I am the account holder so I just want to pay you 150 and get me a account back on because my computer is now starting to break because there's no memory on it

( 10m 19s ) Ben Mak: as I am connected to my Google Drive cloud

( 10m 57s ) Ben Mak: if you don't fix it now then I'm gonna use of shut me business down allowed to child to go into care stopped students from getting nearing their university placement scholarships and results and then from India so it's very very strict with their parents. There's legal work that needs to be done and I'm at my house has had a repossession order to send to me that I haven't been able to reply to this is critical.

( 13m 29s ) Google Workspace Support, Nookaratna: Thank you for staying connected, Ben.

( 13m 46s ) Ben Mak: i jyst want to pay the 150 as i have been trying

( 13m 52s ) Ben Mak: to get back on track

( 14m 13s ) Ben Mak: I did not exspect this big bill I was told it was being waived and the bills logged up

( 14m 22s ) Ben Mak: doing my best despite not having the serives

( 14m 44s ) Google Workspace Support, Nookaratna: I've tried everything in my power but the system is not allowing me to activate the account from my end. However, I'm going to raise a internal request to our specialist team explaining everything that you've shared and the hardship that you're facing.

( 14m 48s ) Ben Mak: i have my long card numebr

( 14m 50s ) Ben Mak: npw let spay

( 15m 9s ) Ben Mak: you are the billing

( 15m 14s ) Ben Mak: so let me pay

( 16m 44s ) Google Workspace Support, Nookaratna: Before I raise the request, please confirm by when will you be able to clear the outstanding due on the account.

( 18m 1s ) Ben Mak: well thats what is to. be discucesed. As I have spent now 80 hours time sorting this and weeks without the serivces so cant be expected to pay it all I ahve lost so much for google issue

( 18m 13s ) Ben Mak: i will pay now £150

( 18m 18s ) Ben Mak: then i can start making money

( 18m 22s ) Ben Mak: I am losing money

( 18m 40s ) Ben Mak: this has only dragged out becuase of the orders of your team not me

( 21m 31s ) Google Workspace Support, Nookaratna: Ben, I completely understand everything that you have been through. I'll definitely take this as a feedback and inform the team about this. I'm raising a request to our specialist team for an exception to reactivate the services on the account.

( 22m 12s ) Ben Mak: Customer attached AF FE86ED-530A-4AD9-B5FC-3AD6275EB64B.pdf:  
<https://support.cloud.google.com/download/files/0684M00000R3vJnQAJ>

( 22m 26s ) Ben Mak: I wan to pay 150 now please

( 23m 46s ) Google Workspace Support, Nookaratna: Yes, you can pay £150 through Admin console and I'll also update this as well to our specialist team so that they can check and help you in activating the services as a one time exception.

( 23m 55s ) Ben Mak: I cant

( 23m 56s ) Ben Mak: I told

( 23m 58s ) Ben Mak: you

( 24m 0s ) Ben Mak: it  
( 24m 1s ) Ben Mak: wont  
( 24m 3s ) Ben Mak: let me  
( 24m 19s ) Google Workspace Support, Nookaratna: You can share the screenshot of the error while making the payment on the account  
( 26m 31s ) Ben Mak: why does it show up as youtube  
( 27m 12s ) Ben Mak: and why is google work space tryingt take £464 it was discused that's too much given I was missinformed and reallocated th money  
( 27m 20s ) Ben Mak: 150 for now agreed  
( 30m 1s ) Ben Mak: Customer attached IMG\_1666.HEIC:  
<https://support.cloud.google.com/download/files/0684M00000R8FmbQAF>  
( 30m 17s ) Google Workspace Support, Nookaratna: Thank you, Ben. I've checked and we have received the payment of £150 on your account. I've raised a request as well to our team you can expect an response from me within few hours.  
( 31m 30s ) Ben Mak: please just put me back on ive been promised every day for weejs  
( 31m 31s ) Ben Mak: Customer attached 52846.png:  
<https://support.cloud.google.com/download/files/0684M00000QxxfyQAB>  
( 31m 36s ) Ben Mak: ridiculd  
( 31m 43s ) Ben Mak: degraded  
( 32m 12s ) Google Workspace Support, Nookaratna: I've raised a request to our specialist team to activate the services as the system is not allowing me to do it from my end. Please be informed that our team will be check and do the needful accordingly.  
( 32m 18s ) Ben Mak: I cant beleive what this whole ordeal has done to my idenditiy sense of self and how i feel about myself and what damages I ahve to deal with wit hbeing cutt off  
( 33m 5s ) Ben Mak: can you please read me the the notes made with clarence and check the file  
( 33m 26s ) Google Workspace Support, Nookaratna: I'm sorry we at Google never our customers to go through the hassle. I wish I had an option to reactivate your account right away.  
( 34m 2s ) Ben Mak: I stuck to my end of the deal  
( 34m 14s ) Ben Mak: You have promised my account on in 24 hours for over a week  
( 34m 28s ) Ben Mak: I am starting to think you are doing it on purpose and lughting with your firends  
( 35m 58s ) Google Workspace Support, Nookaratna: I'm sorry that you feel that way, would be okay if we connect over call ?  
( 36m 28s ) Ben Mak: why so you can laught at me more 07714303099  
( 36m 33s ) Ben Mak: +44  
( 37m 5s ) Google Workspace Support, Nookaratna: Thank you for sharing the contact number, please stay connected while I connect with you over call.  
( 1h 13m 45s ) Google Workspace Support, Nookaratna: Ben, as per the conversation you had over call with our supervisor We have raised a internal request to our specialist and I request you to please wait for couple of hours to get it fixed.  
( 1h 14m 8s ) Google Workspace Support, Nookaratna: Is there anything else that I can help you?  
( 1h 24m 3s ) Google Workspace Support, Nookaratna: Thank you for contacting Google Workspace support. Have a great day!

---

Subject  
pay £150  
Description  
pay £150

Hello Ben,

Greetings from Google Workspace Support.

Thank you for contacting Google Workspace Support. This is the follow up email on our case regarding the request to revoke the suspension on your account.

I've received a response from our specialist team and I regret to inform you that the request to revoke the suspension has been rejected as there is an outstanding amount on your account.

Our team has investigated your account and see there was grace initiated from your end in the month January and thereafter our team has provided you with multiple suspension lifts without any payments made on your account.

I request you to please clear the outstanding amount on your account to get the services reactivated on your account.

I hope this information was helpful in resolving your issue. We at Google always strive to make things easier for you. Please feel free to reach out to me if you have any further queries, I am just an email away.

The case will remain open for the next 72 hours. If you need further assistance, please reply to this email and I'll get back to you. Otherwise, the case will close automatically by the system. However, if you need any further assistance you can reopen the case within 30 days.

Your patience and understanding are appreciated. Have a great day ahead.

Regards,

Nookaratna  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

Chat Started: Thursday, March 07, 2024, 02:58:01 (-0800)

Chat Origin: C\_WorkspaceBilling\_EN

Agent John Petric C

( 8s ) Google Workspace Support, John Petric: Thank you for contacting Google Workspace Support. My name is John Petric and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 20s ) Ben Mak: Hello hope you are well.

( 25s ) Google Workspace Support, John Petric: Hi Ben. How are you today?

( 2m 11s ) Ben Mak: I had deal with your supervisor Jhodan Albert. To provide symptoms report and my willingness or readiness to pay which I have always maintained- it was agreed £150 pay and I would get subscripton back on - and we then arrange payment when we concluded the final amount

( 2m 51s ) Ben Mak: my business has severely been damaged and my livelihood due this

( 5m 24s ) Google Workspace Support, John Petric: I know that you want to activate the account and I am happy to assist you with that.

( 6m 35s ) Ben Mak: THanks I would really like you to know are the facts to better help you

I had deal with your supervisor Jhodan Albert.

To provide symptoms report and my willingness or readiness to pay

which I have always maintained-

it was agreed £150 pay and I would get subscripton back on

we then arrange payment when we concluded the final amount

I have paid my account was promised to be ack. on in a few hours.

This. has not happend I paid 2 days ago

( 6m 36s ) Google Workspace Support, John Petric: The account was suspended because there is no valid payment method and the overdue balance was not covered.

( 7m 4s ) Ben Mak: That was not the arrangement.

( 7m 20s ) Ben Mak: A valid payment method is incorrect

( 7m 25s ) Ben Mak: a payment as agreed has been made

( 7m 40s ) Ben Mak: A payment i had been led to believe was being waived

( 7m 46s ) Ben Mak: Then Google changed their mind.

( 7m 51s ) Ben Mak: Then Incurred costs

( 8m 7s ) Ben Mak: I incurred costs of back log\* But was told waiver was happeneing

( 8m 20s ) Google Workspace Support, John Petric: Upon reviewing the case 49982465. They emailed you this:

"Greetings from Google Workspace Support.

Thank you for contacting Google Workspace Support. This is the follow up email on our case regarding the request to revoke the suspension on your account.

I've received a response from our specialist team and I regret to inform you that the request to revoke the suspension has been rejected as there is an outstanding amount on your account.

Our team has investigated your account and see there was grace initiated from your end in the month January and thereafter our team has provided you with multiple suspension lifts without any payments made on your account.

I request you to please clear the outstanding amount on your account to get the services reactivated on your account.

I hope this information was helpful in resolving your issue. We at Google always strive to make things easier for you. Please feel free to reach out to me if you have any further queries, I am just an email away.

The case will remain open for the next 72 hours. If you need further assistance, please reply to this email and I'll get back to you. Otherwise, the case will close automatically by the system. However, if you need any further assistance you can reopen the case within 30 days.

Your patience and understanding are appreciated. Have a great day ahead."

( 8m 44s ) Ben Mak: THanks I would really like you to know are the facts to better help you

I had deal with your supervisor Jhodan Albert.

To provide symptoms report and my willingness or readiness to pay

which I have always maintained-

it was agreed £150 pay and I would get subscripton back on

we then arrange payment when we concluded the final amount

I have paid my account was promised to be ack. on in a few hours.

This. has not happend I paid 2 days ago.

\_-----

When I paid I was Promised serice back in in 2 / 3 hours

( 9m 10s ) Google Workspace Support, John Petric: I will create a new request.

( 9m 22s ) Ben Mak: When I paid 2 days ago,I large unexpected amount if £150 I was Promised service back in in 2 / 3 h

( 10m 4s ) Google Workspace Support, John Petric: This is the 4th request which supposedly must be given as a one-time courtesy.

( 10m 5s ) Ben Mak: I would be very disappointed if a service request has to be done again dozens of promises made and not kept this is abuse and coercive control to getm h money

( 10m 38s ) Ben Mak: This is the 4th request which supposedly must be given as a one-time courtesy.

4TH REQUEST Due and because your team promised waiver.

Not because of me

( 11m 8s ) Ben Mak: They supposedly were sorting the issue. No courtesy. Problem persists

( 11m 34s ) Ben Mak: Promised my transcripts for all calls and chats from January ? Still not had?

( 11m 40s ) Ben Mak: please can you send them?

( 12m 3s ) Ben Mak: complaint re Y clarence. 25th February 2024 \_ please can you update?

( 17m 34s ) Google Workspace Support, John Petric: The overdue balance is £464.73. I appreciate you making the payment of £150.00. As for policy, the overdue balance must be settled to activate the account. If the customer is having an issue due to lack of funds or card issues, we can give a one-time courtesy of 7 days. In this case, the account was lifted 3 times. This is more courteous of Google to extend at this point. We strictly apply this policy for a good reason and that is to practice fairness to all customers. I know that this is affecting your business and as a businessman we must be accountable for such situations. I will do my best to help you and I will submit another request to lift the suspension.

( 17m 37s ) Google Workspace Support, John Petric: To strengthen our case, we kindly request that you provide any documentation or proof that demonstrates your ongoing efforts to settle the remaining balance. This could include [payment confirmation, document from bank regarding payment declined issue, screenshot of email from bank or credit card company showing you will receive new credit card or credit card issue will be resolved on this date or any other relevant information].

( 18m 10s ) Ben Mak: I have sent it 3 x

( 18m 45s ) Ben Mak: Thus is new | I can do this  
strengthen our case, we kindly request that you provide any documentation or proof that demonstrates your ongoing efforts to settle the remaining balance. This could include [payment confirmation, document from bank regarding payment declined issue, screenshot of email from bank or credit card company showing you will receive new credit card or credit card issue will be resolved on this date or any other relevant information].

( 18m 52s ) Google Workspace Support, John Petric: In this case, please send it again for my record.

( 19m 6s ) Ben Mak: That is fine -

( 19m 11s ) Ben Mak: please give me email address

( 19m 18s ) Ben Mak: happy to cooperate

( 19m 38s ) Ben Mak: as we both know data is very important and serious affair - do you agree?

( 20m 2s ) Google Workspace Support, John Petric: Yes, I do.

( 20m 10s ) Ben Mak: this is great to hear

( 20m 18s ) Ben Mak: and you are fully compliant with GDPR?

( 20m 37s ) Google Workspace Support, John Petric: Please confirm your email address so I can send an email to you which you can reply to.

( 22m 38s ) Google Workspace Support, John Petric: General Data Protection Regulation - It's a legal framework that regulates how personal data is collected, used, and protected within the European Union (EU) and the European Economic Area (EEA).

( 22m 47s ) Google Workspace Support, John Petric: Yes I am aware.

( 22m 49s ) Ben Mak: no problem

( 23m 23s ) Ben Mak: General Data Protection Regulation - It's a legal framework that regulates how personal data is collected, used, and protected within the European Union (EU) and the European Economic Area (EEA). I am glad you know this as means you are aware and your duties as a data handler

( 25m 8s ) Ben Mak: [benmak.academy@gmail.com](mailto:benmak.academy@gmail.com) and [authority@legaldueprocess.com](mailto:authority@legaldueprocess.com) send to both please

( 25m 24s ) Google Workspace Support, John Petric: Thank you.

( 28m 7s ) Google Workspace Support, John Petric: I have sent the email.

( 28m 29s ) Google Workspace Support, John Petric: Kindly send the proof accordingly.

( 29m 24s ) Ben Mak: whilst i get your additional data-

could you please tell me why the agreement between

myself and your supervisor has again changed?

The change of conditions being AFTER I pay, when the agreement was to pay £150 for reactivation?

Now i have paid I am met with further exhaustive conditions- the paying customer who has faced severe unfair hardship due to instructions of google?

What does and how have I been coerced into a false agreement to having account restored to then have further time consuming demands of proof before service reinstated?

( 31m 1s ) Google Workspace Support, John Petric: Do you have a case number?

( 31m 32s ) Google Workspace Support, John Petric: When was the interaction happened?

( 32m 4s ) Google Workspace Support, John Petric: Let me review that case.

( 32m 4s ) Ben Mak: Please excuse type mistakes I am shaking and trying to not let my autism make me go into a frenzy

1. Could you please clarify why the agreement between myself and your supervisor has again changed?

2. The terms were altered after I made the payment, despite the initial agreement being to pay £150 for reactivation.

3. Now that I have paid, I am faced with further exhaustive conditions—a disheartening situation for a paying customer who has already endured significant hardship due to Google's directives.

4. How has this situation resulted in me being coerced into what appears to be a false agreement to have my account restored, only to then face further time-consuming demands for proof before service is reinstated?

( 37m 18s ) Ben Mak: please do whilst i put my very important and critical things on hold - I may need a little time to get all the data for you but I am willing to comply

( 39m 29s ) Google Workspace Support, John Petric: One moment please.

( 47m 21s ) Ben Mak: ok

( 47m 44s ) Google Workspace Support, John Petric: 1. Could you please give me a case number and when that interaction happened so I can review the interaction.

2. I have received this case as a new case without being aware of the separate conversation going on. The normal process is to settle the entire overdue balance and assign a valid payment method to activate the account.

3. It's not our intention to complicate things to you. We are following strict compliance especially with reactivating accounts. This is the 4th time that we are about to activate this and we will ask a proof of why you cannot make the full payment. It's not the 1st or 2nd time where we easily activate the account. We don't want to affect your reputation with Google by complying to our request. This should not be allowed in the first place but Google is generous enough to give a courtesy.

4. We want this to be as fast as possible solution. Kindly send a proof do I can proceed with the 4th Lift of Suspension Request.

( 52m 42s ) Ben Mak: sorry just reading this and trying to comprehend

( 56m 22s ) Google Workspace Support, John Petric: I understand.

( 56m 48s ) Google Workspace Support, John Petric: For us to proceed, kindly submit a proof of why you cannot make a full payment.

( 57m 0s ) Ben Mak: just wait

( 57m 27s ) Ben Mak: having already sent it 3 times you send me what I sent and tell me what is not understood.

( 59m 0s ) Google Workspace Support, John Petric: You have sent it to different cases and support agents. I don't have the file on my end. May I please have it.

( 59m 23s ) Google Workspace Support, John Petric: Thank you.

( 1h 6m 29s ) Google Workspace Support, John Petric: Let me know once you send the proof that demonstrates your ongoing efforts to settle the remaining balance.

( 1h 6m 33s ) Ben Mak: it was sent to google. You are google. My case should not be dispersed amongst individual staff

( 1h 7m 1s ) Ben Mak: I am concerned the information I have sent has been inappropriately started

( 1h 7m 15s ) Ben Mak: this will be 4th time I have sent

( 1h 7m 25s ) Ben Mak: I last sent your college all my bank screen shots

( 1h 7m 50s ) Ben Mak: bank account screenshots

( 1h 8m 1s ) Ben Mak: of money in and out to google

( 1h 8m 17s ) Ben Mak: and you are telling me you don't have it

( 1h 9m 56s ) Google Workspace Support, John Petric: We have a high reputation of handling personal data and you are assured that we are doing our best to help you. This is a new case and the document must be attached here. I hope that you understand. Your cooperation is highly needed to efficiently resolve and close this case.

( 1h 11m 3s ) Google Workspace Support, John Petric: I will continue to submit the request without a proof and surely there is a high chance that it might be declined.

( 1h 11m 16s ) Google Workspace Support, John Petric: Again.

( 1h 11m 44s ) Ben Mak: no- I HAVE SENT THE PROOF.

( 1h 12m 0s ) Ben Mak: I kept my end of the deal PAYING £150- that is PROOF

( 1h 12m 37s ) Ben Mak: Where is the PROOF if your supervisors PROMISE following my PROOF of payment which you can SEE which is PROOF

( 1h 13m 0s ) Google Workspace Support, John Petric: I am trying my best to work with you Ben.

( 1h 18m 5s ) Ben Mak: RESPONSIBILITIES lay with agreements made.

Correct?

GOOGLE give me subscription for a SUBSCRIPTION FEE.

Correct?

PAY4 SERVICE = SERVICE.

----

SERVICE INTERRUPTED. = INTERRUPTED PAY

Correct?

INTERRUPTED SERVICE DUE TO..... GOOOGLE STAFF  
[ as CONFIRMED by you SUPERVISR]

Correct and FACT.

GOOGLE STAFF- PROMISE FEE WAIVER. SEEMS CORRECT ACCURATE AND FAIR  
\*\*\*DUE TO\*\*\*

35 HOURS OF CALLS  
WITH GOOGLE TO RESOLVE

Seems correct and fair?

RESPONSABILITY TAKEN BY GOOGLE TO RECTIFY SERVICE INTERRUPTION

Correct? As exempld above,

CUSTOMERS AWAITS CONFIRMATION FOLLOWING INSTRUCTED WAIVER.

Ben is not assumed at all to be resposnable. Why whould he be?

GOOGLE CHANGE THEIR MIND

Customer did not expect this- not Customers fault.

CUSTOMER IS PUNISHED FOR NOT PAYING .  
( 1h 22m 30s ) Ben Mak: WITH MULTIPLE ACCOUNT SUSPENSIONS 80+HOURS OF CALLS

MOST NOTABLY

GOOGLE obfuscations endanger life and wellbeing

25th FEB 2024

Recall Clarence's cruelty amplifying anguish?

I begged for solution as mental health collapsed? Your "courtesy" watched that, just as "Y Clarence" left me ignored with suicide untreated for profit. Images depicting the near end of my life . They IGNORED THIS .

Do not test me further.

Rectify the situation immediately. My next correspondence regarding this atrocity will be directly to regulatory bodies and media outlets, who look dimly upon killing consumers , mainulating them into false agreements to getting the mto pay whilst abstaininf serivces promised and paid for. for thier own financial gain under guise of "services."

( 1h 23m 19s ) Google Workspace Support, John Petric: "Punished" is an exaggeration. "held accountable" is the right intensity. Surely, I don't want you to experience this situation. I will do my absolute best to activate the account. If I can access the button to activate the account right now, I will surely do it an hour ago since I really liked you Ben and I know that you a whole good business to run today. My hands are held tight due to strict compliance with our process.

( 1h 23m 49s ) Google Workspace Support, John Petric: My request is simple. I am asking for the proof that demonstrates your ongoing efforts to settle the remaining balance.

( 1h 32m 35s ) Ben Mak: Please do Example CORRECTLY "held accountable" to what am i being held accountable for? I have done EVERYTHING you have askd and the OUTSTANDING FEE is bevause GOOGLE made a promised then changed their mind. PUNISHMENT lies in my suspension of service whereby i dont nothing wrong, But follwoed GOOGLES instructions?

PLEASE tell me what am i being held accoutnable for?

( 1h 34m 49s ) Google Workspace Support, John Petric: For being suspended or in this situation, Ben.

( 1h 37m 13s ) Google Workspace Support, John Petric: Initially the 4th request was DECLINED from this case 49982465. I will also decline your request today. If the supervisor has promised then he will recontact you or update you. If he promised then there is already an ongoing resolution and I must refer you to the original case.

( 1h 38m 17s ) Google Workspace Support, John Petric: If you talked to the supervisor today, then kindly wait for his resolution within 24 hours.

( 1h 38m 54s ) Ben Mak: I spoketo him 2days ago the promosed call has not happend nor the promised reactivation of serice

( 1h 41m 8s ) Google Workspace Support, John Petric: I will report to that supervisor accordingly. He will reach you to confirm the status of the request.

( 1h 41m 55s ) Google Workspace Support, John Petric: Do you have a case number of that interaction before it got escalated?

( 1h 42m 13s ) Google Workspace Support, John Petric: I will use this to trace the owner of the case.

( 1h 42m 18s ) Ben Mak: Based on the provided document excerpts, here is a summary of the metrics concerning the agents, dates, and times spent on interactions with Google Workspace Support:

**\*\*Total Duration of Interactions:\*\***

- Over 65 hours of communication with Google Workspace Support without a resolution.

**\*\*Specific Durations and Dates:\*\***

- Initial support contact: 2 hours, 33 minutes
- First discussion: 26 minutes (SAR 46381676)
- Second exchange: 47 minutes (SAR 46453644)
- Third conversation: 1 hour, 20 minutes (SAR 46582258)
- Fourth interaction: 53 minutes (SAR 46934737)
- Fifth consultation: 1 hour, 23 minutes (SAR 47040036)
- Sixth representative hours: 3 hours, 49 minutes (SAR 47213388)
- Seventh discussion: 5 hours, 21 minutes (SAR 47271524)
- October 9th, 2023: 5 hours, 21 minutes

**\*\*Agents Involved:\*\***

- A comprehensive list of agents is provided, including but not limited to Adrian T, Sahithi L, Sai Kiran S, Renee Rose A, Don Don B, Syed H, Savita M, Manjunath S, Korukonda H, Jear, Venkata Vamshi Krishna B, Camille Jhuna Anne M, Rajalakshmi U, Mitzi E, Jericho Ray L, Alvin L, Rakshitha C, Pavan Ravi Kumar K, PeddiReddy Vishnu C, Mitzi E, Kimberly Grace T, Mary Grace D, Shaik O, Sushma G, Sourav S, MUGADA R, Bhanu pratap J, Mathukumalli G, Joval S.

**\*\*Notable Incidents:\*\***

- On October 9th, 2023, Ben Mak was led to believe an investigation was taking place, which was later found not to be the case.
- Ben Mak was promised a fee waiver after 35 hours of calls and a promised investigation, but his account was suspended over 10 times for non-payment.
- There were issues with email retrieval and consolidation of multiple accounts into one master email, which was not executed as promised.

**\*\*Impact of the Issue:\*\***

- The suspension and service issues have had severe personal and professional consequences for Ben Mak, including impacting his business, livelihood, and the well-being of vulnerable individuals associated with his services.

This summary provides a clear and concise overview of the interactions, highlighting the extensive time commitment and the numerous agents involved, as well as the significant impact of the unresolved issues.

( 1h 48m 33s ) Google Workspace Support, John Petric: Alright Ben, I really want to help you and I hope this will be the last time that you asked for an extension because it is the 4th time. I really wanted to be really professional to you and I acknowledge that you were informed that they will activate the account if you make a partial payment. I will bypass the process and this will hurt my job and my current position by giving you a courtesy. It is straight non-compliance of me and I will activate the account for 7 days. The is the absolute last time that this account will be activated. I will be held accountable by helping you by not following the standard process.

( 1h 49m 24s ) Google Workspace Support, John Petric: Give me 2 minutes.

( 1h 54m 28s ) Google Workspace Support, John Petric: Good news Ben. I have activated the account by bypassing the strict policy. I will be subject to coaching or punishment by doing this. I hope that you won't stress yourself anymore. Kindly fix the billing issue within the given timeline.

( 1h 54m 45s ) Google Workspace Support, John Petric: Is there anything else aside from this concern?

( 1h 56m 15s ) Ben Mak: I want email to your superior - as there should not be any punishment for you doing what google promised. So I want emails to explain such and the damage google policies impede on you- me and all involved if this iss not dealt with by the highest order.

please give me high order email -

thank you kindly for account lift

( 1h 57m 52s ) Google Workspace Support, John Petric: It's okay Ben. Maybe it will be better if this will not be brought to their attention as I want to protect my position. It's okay Ben.

( 1h 58m 55s ) Google Workspace Support, John Petric: Would there be anything else, Ben?

( 1h 59m 5s ) Google Workspace Support, John Petric: Kindly check if you have access.

( 1h 59m 15s ) Google Workspace Support, John Petric: \*access

( 2h 1m 35s ) Ben Mak: access is granted.

``markdown

John,

Your decision to move beyond established procedures to mitigate suffering is not only praiseworthy but essential, illuminating a profound sense of humanity. Activating the account for seven days, at the risk of your position, exemplifies the moral courage that should be celebrated, not feared. This act of alleviating severe distress should set a precedent, highlighting that the essence of our roles extends beyond mere compliance to embody compassion and empathy.

This scenario brings to the forefront the critical discussion about the rigidity of protocols which, though designed to enforce order, may unintentionally obstruct the path to equitable resolutions. It's pivotal to remember that the spirit of any procedure should ultimately serve to enhance, not hinder, the human experience. The true measure of support excellence lies in balancing adherence to guidelines with the wisdom to recognize moments that demand an empathetic approach.

The temporary relief you've granted, while providing immediate solace, underscores the urgency for a more comprehensive solution to the systemic issues at play. The series of suspensions and the retraction of the previously offered fee waiver have caused not just distress but a tangible disruption to my business operations. This situation surpasses a simple service reactivation; it's about fully grasping the far-reaching impact of such decisions on one's life and livelihood.

In moving forward with this interim solution, this as a pivotal moment for deep reflection and action. It's imperative strategies are the root causes of such dilemmas, ensuring a stable and just experience for every client. This incident offers a valuable lesson on the necessity of policy flexibility, guided by a principled yet compassionate approach.

Your role was crucial, not merely in addressing individual concerns but in shaping the user experience that truly reflects Google Workspace's commitment to its clientele.

A shift in culture where decisions, guided by empathy and fairness should become the hallmark of google service promised and provided.

...

( 2h 2m 34s ) Ben Mak: Please

``markdown

My response and keep copy.

( 2h 3m 44s ) Google Workspace Support, John Petric: Thank you, Ben. I appreciate all the kind words. I am just trying to help you.

( 2h 4m 45s ) Google Workspace Support, John Petric: I will surely save this message to my notes.

( 2h 5m 55s ) Google Workspace Support, John Petric: I won't take much of your time and there are some other business owners that I need to assist today. I would like to make sure that everything is good for now?

( 2h 15m 14s ) Google Workspace Support, John Petric: I just want to check if we're still connected?

( 2h 15m 34s ) Ben Mak: thatsall thank you

( 2h 15m 52s ) Google Workspace Support, John Petric: Thank you for contacting Google Workspace Support, it's been a pleasure working with you today. For now I'll be closing this case for us temporarily and under monitoring purposes and you may reopen this within 30 days. There's a short survey coming up and we'd love to hear your feedback about our interaction today.

( 2h 16m 1s ) Google Workspace Support, John Petric: Have a great day!

( 2h 16m 4s ) Ben Mak: ok thank s

---

### **Subject**

Follow up on recent case 49982465 - pay £150

### **Description**

Follow up on recent case 49982465 - pay £150

Hello Ben,

Hi, this is John from Google Workspace. I'm hoping to obtain a document from you for the Lift of Suspension Request.

Would you be able to kindly reply to this email and attach the document directly?

Thank you for your time and assistance.

Sincerely,

John Petric  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates



Chat Started: Tuesday, March 12, 2024, 15:10:05 (+0530)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Rinu Maria C

( 8s ) Google Workspace Support, Rinu Maria: Thank you for contacting Google Workspace Support. My name is Rinu Maria and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 16s ) Ben Mak: HI call me please

( 36s ) Google Workspace Support, Rinu Maria: Hello, thank you so much for patiently waiting. I hope you are doing well.

( 45s ) Ben Mak: +44 07714303099

ben Mak

Account holder bill payer

w26al

09/09/1988

[consult@justice-minds.com](mailto:consult@justice-minds.com)

( 1m 21s ) Google Workspace Support, Rinu Maria: Thank you for providing the details.

( 3m 33s ) Google Workspace Support, Rinu Maria: Could you please elaborate your concern so that I can check and get back to you?

( 3m 56s ) Ben Mak: my account bill

( 3m 58s ) Ben Mak: please call

( 5m 13s ) Google Workspace Support, Rinu Maria: Sure. I will call you right now.

( 7m 56s ) Google Workspace Support, Rinu Maria: I have tried calling you, however the call is not getting connected.

( 7m 58s ) Ben Mak: waitign

( 8m 16s ) Ben Mak: I went ot answer you put it down

( 8m 32s ) Google Workspace Support, Rinu Maria: I will try calling again now. Please be available.

( 8m 59s ) Ben Mak: waiting

( 9m 51s ) Ben Mak: sorry I andwere and it wento off

( 9m 52s ) Ben Mak: try gain

( 10m 17s ) Ben Mak: you keep putting it down when i answer

( 10m 32s ) Google Workspace Support, Rinu Maria: Alright. I will call again.

( 22m 44s ) Ben Mak: what do the cases say

( 24m 3s ) Ben Mak: previous case before that lets work back through each

( 26m 20s ) Google Workspace Support, Rinu Maria: I will call you again.

( 29m 21s ) Google Workspace Support, Rinu Maria:

<https://meet.google.com/yyy-yqgn-cxx?authuser=0&hl=en>

---

Subject

Manager call back request

Description

Manager call back request

Hello Ben,

Thank you for contacting Google Workspace support.

Our management team has tried contacting you several times today, but unfortunately, we were unable to connect with you as the call was getting disconnected.

I received an update from the supervisor team stating that since the credit was rejected previously, if you are willing to delete the unused users, we will raise a request with the accounts team to see if a credit can be processed.

Please let us know if you are willing to proceed with this option, please respond back to this email with a confirmation.

If you have any other questions please do not hesitate to contact me by responding to this email and I will be happy to help you.

This case will be open for the next 24 hours and then it will be closed. However, if you need any further assistance, you have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number found in the subject line and I will be happy to assist you. Also, you can contact us by following one of the options by clicking on the link below.  
<https://support.google.com/a/answer/1047213>

Regards,

Rinu  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for contacting Google Workspace support.

I received an update from the supervisor team stating that since the credit was rejected previously, if you are willing to delete the unused users, we will raise a request with the accounts team to see if a credit can be processed.

Please let us know if you are willing to proceed with this option, please respond back to this email with a confirmation.

If you have any other questions please do not hesitate to contact me by responding to this email and I will be happy to help you.

This case will be open for the next 24 hours and then it will be closed. However, if you need any further assistance, you have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number found in the subject line and I will be happy to assist

you. Also, you can contact us by following one of the options by clicking on the link below.  
<https://support.google.com/a/answer/1047213>

Regards,

Rinu  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for contacting Google Workspace support. Our management team has tried contacting you via this case, but unfortunately, our supervisor team was unable to connect with you as the call was getting disconnected.

I received an update from the supervisor team stating that since the credit was rejected previously, if you are willing to delete the unused users, we will raise a request with the accounts team to see if a credit can be processed.

Please let us know if you are willing to proceed with this option, please respond back to this email with a confirmation.

If you have any other questions please do not hesitate to contact me by responding to this email and I will be happy to help you.

Please be noted that this case will be closed. However, if you need any further assistance, you have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number found in the subject line and I will be happy to assist you. Also, you can contact us by following one of the options by clicking on the link below.  
<https://support.google.com/a/answer/1047213>

Regards,

Rinu  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Chat Started: Thursday, March 14, 2024, 23:12:20 (-0700)

Chat Origin: C\_WorkspaceAdminCon\_Enhanced\_EN

Agent Elaine V

( 15s ) Google Workspace Support, Elaine: Thank you for contacting Google Workspace Support. My name is Elaine and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 22s ) Google Workspace Support, Elaine: Hi Ben.

( 31s ) Ben Mak: Hello

( 44s ) Google Workspace Support, Elaine: I hope you are doing well today.

( 1m 47s ) Google Workspace Support, Elaine: Can you tell me more about your concern please?

( 2m 55s ) Ben Mak: I would like the notes from my account please- what the notes are.

a.) Promised transcripts call / chat durations 5x - not sent

b.) Notes made my managers supervisors and team re account?

c.) Y Clarence complaint investigation update?

d.) Google policies on:  
harassment coercive manipulative behaviors

( 3m 44s ) Google Workspace Support, Elaine: Are you pertaining to get those information from this case 50088290 ?

( 6m 34s ) Ben Mak: I am pertaining to

a.) Promised transcripts call / chat durations 5x - not sent

b.) Notes made my managers supervisors and team re account?

c.) Y Clarence complaint investigation update?

d.) Google policies on:  
Behaviours around  
Harassment:  
Coercive :  
Manipulation:  
Discrimination:

( 7m 17s ) Google Workspace Support, Elaine: a.) Promised transcripts call / chat durations 5x - not sent

- I need to get the case numbers for the chat transcripts that you are asking for.

( 7m 43s ) Google Workspace Support, Elaine: b.) Notes made my managers supervisors and team re account?

- There are a lot of cases on your account so I also need the case number for this.

( 9m 8s ) Ben Mak: A.) No you dont.

B.) My data is not derived on my memory of the case number.

C.) It is my data. That you should have stored safely, that is easily accessible as it is held by google, but belongs to me.

D.) I dont need the case numbers I want all of them. As requested 5x.

( 9m 29s ) Google Workspace Support, Elaine: c.) Y Clarence complaint investigation update?

d.) Google policies on:

Behaviours around

Harassment:

Coercive :

Manipulation:

Discrimination:

- These are handle by a different team which is our Data Protection Team including the chat/call transcripts.

( 10m 41s ) Google Workspace Support, Elaine: Alright, what I am going to do here on my end is to transfer your case offline to our Data Protection Team so they can give you all the information that you are asking. Please be informed that they are going to reach out to you via email and that will be within 24 hours.

( 11m 23s ) Google Workspace Support, Elaine: Kindly provide to me what's the best email address that they can send to you all of that information. Thank you.

( 11m 49s ) Ben Mak: A.). Every call, your team has recited this. Which is questionable that you have not actioned my request each and every time.

B.) The policies of the company and sectional and or optional. This are the core and legal fundamentals each and every member of staff. working at google must and have a duty by law to uphold. Your sidestepped that the responsibility of such laws being the remit of another department is concerning- almost that you are exempt ? .

( 14m 28s ) Google Workspace Support, Elaine: I am looking at all the cases that you have here on your account and all of them are related to your concern about getting a refund. No one in the cases transferred to the Data Protection Team so that's what I am going to do here because they are the dedicated team who can provide you what you need.

( 16m 16s ) Ben Mak: a.) Promised transcripts call / chat durations 5x - not sent.

-You are telling me this is not your responsibility. Please confirm?

---

b.) Notes made my managers supervisors and team re account?

You are telling me you dont and cant tell me anything about my data or enquiries regarding them- due to not having the case number correct?

Please confirm?

---

c.) Y Clarence complaint investigation update?

You are telling me you dont and cant tell me anything about my data or enquiries regarding them- due to not having the case number correct?

Please confirm?

---

d.) Google policies on:

Harassment  
Coercion  
Manipulative

Equality and diversity  
Discrimination

Please can you share what these values and or processes are?

( 18m 39s ) Google Workspace Support, Elaine: a.) Promised transcripts call / chat durations 5x - not sent.

-You are telling me this is not your responsibility. Please confirm?

No, I did not tell you this is not my responsibility, it's just that we do have a dedicated team who have all the information that you asked for as I am a technical support in Google Workspace.

---

b.) Notes made my managers supervisors and team re account?

You are telling me you dont and cant tell me anything about my data or enquiries regarding them- due to not having the case number correct?

It's the same thing that I mentioned above.

---

c.) Y Clarence complaint investigation update?

You are telling me you dont and cant tell me anything about my data or enquiries regarding them- due to not having the case number correct?

Please confirm?

---

d.) Google policies on:

Harassment  
Coercion  
Manipulative

Equality and diversity  
Discrimination

Please can you share what these values and or processes are?

( 19m 40s ) Google Workspace Support, Elaine: Sorry, the answers to all of these questions are.

I did not tell you this is not my responsibility, it's just that we do have a dedicated team who have all the information that you asked for and I hope you understand that Google have different departments who are handling different concerns.

( 24m 58s ) Ben Mak: I am telling you from 90 hours of calls. This dedicated team - does not exist, through my own lived experience. witnessed being told by you and your colleagues of this "dedicated team." Which is excruciating factual wrong. There is not dedication in thawt void, absence and sheer incomprehensible, irreparable harms caused by this imaginary team you, and your colleagues have relentlessly passed the book of responsibility to.

You seem to be the only person I have come across out of all 25-30 of you who outright just refuses to give me answers to my own data that is right in front of you. allegedly.

( 26m 38s ) Ben Mak: What I am also seeing, is that the outright refusal to engage with my needs and requests following Maximum payout from me. Whereby when there was a painful and outstanding amount it seems you have lured me in to false hopes and promises to wear me out to coerce me into payign a high large amount of money . After again 2 days agon suspending my account for around the 15th time.

( 28m 17s ) Ben Mak: It seems that whilst there was outstanding amount to pay I would be and have been fished and and dished about to your team, that presents as so sort of tactic to get what you wanted which was money- for a mistake Google admitted to making and to rectifying.

( 28m 43s ) Google Workspace Support, Elaine: I am not the type of person who is going to refuse or provide the customer needs. If I have all of those details then I already gave them to you without asking any questions but I'm unable to share them with you as I don't have access to the tools where that information is saved.

( 30m 9s ) Google Workspace Support, Elaine: And I also mentioned to you the department who is going to provide you the information that you need which is our Data Protection Team and currently they are operating Monday-Friday during Central America daytime business hours. So once I transfer your case offline to them kindly expect an email from them later in the evening on your time.

( 32m 32s ) Ben Mak: Yet you do just that. As

A: You have the notes about my case you refrained to share or disclose until I gave you a case number

Correct?

---

B:

You've told me that it's a different department for what I am after when every time I've asked previously they've gave me a there's a change in protocol there or responsibility?

Why is it done that when money is been needs to be paid from me? Use of all being able to recite what every single manager has said and former member of staff in regards to that payment not being made and what said about me but now the payments being made this is different way to get access that information.

Could you tell me why that is please?

---

C:

But I don't need to date to protection team to get the case notes on my case about the previous managers that have dealt with my case because it did how would we be able to liaise about? The problems are hand pertaining to my situation if we have to go through that protocol every single time he didn't seem to need to go through that protocol and trying to get money off me and get relevant notes then, but now you've got the money off me you've added to what access of information I can get

correct?

---

( 33m 57s ) Google Workspace Support, Elaine: A: You have the notes about my case you refrained to share or disclose until I gave you a case number

Correct?

- I am only asking you for the case in the beginning of our chat so that I can review it here on my end which at first you did not tell me that you need all of them

( 36m 13s ) Ben Mak: Let me rephrase this

B:

When I have asked and managed to get a transcript - previously- the call handler felt in the mood it seems and they've gave me it.

A there's a change in protocol there or responsibility?

Why is it then that when money is being discussed or needs to be paid from me the data is available?

All of you being able to recite what every single manager has said and former member of staff in regards to what was said, re that payment being made or not being made and what said about me?

But now the payments has been made- there is different way to get access to that information?

Could you tell me why that is please?

( 36m 54s ) Google Workspace Support, Elaine: Let me have my manager call you right now so he can explain to you all about these. Can I have your phone number?

( 37m 10s ) Ben Mak: A: You have the notes about my case you refrained to share or disclose until I gave you a case number

Correct?

- I am only asking you for the case in the beginning of our chat so that I can review it here on my end which at first you did not tell me that you need all of them.

Incorrect.

You are asking for something which is irrelevant. Putting a barrier and a step making it difficult for me .

Case number is relevant I asked for the notes of the last engagements case number is irrelevant. It's only relevant to you which is add steps to me when you have the case numbers right in front of you.. Using my own data against me that you have access to

( 37m 37s ) Ben Mak: You should have my phone number on file as a data handler. I'm given the amount of phone calls that I've had and received so use the number you have thanks and I want answers to me questions

( 38m 6s ) Google Workspace Support, Elaine: Okay, let me confirm this is your number +4407714303099 ?

( 40m 35s ) Ben Mak: A.) No you dont.

B.) My data is not derived on my memory of the case number.

C.) It is my data. That you should have stored safely, that is easily accessible as it is held by google, but belongs to me.

\*\*\*\*\*

---

Call began at from me

---

6:12 AM

D.) I dont need the case numbers I want all of them. As requested 5x.

---

6:21AM

---

\*\*\*\*\*

( 40m 58s ) Ben Mak: Correct.

\*\*\*\*

Okay, let me confirm this is your number +4407714303099 \*\*\*\*\*(  
( 41m 6s ) Google Workspace Support, Elaine: Please hold and my manager is going to call you  
right now.

---

Subject

Follow up on recent case 50088290 - Manager call back request

Description

Follow up on recent case 50088290 - Manager call back request

Hello Ben,

I hope this email finds you well. I have already reached out to our dedicated team of specialists who will assist us with gathering the necessary transcripts that you are requesting for. Kindly give us some time to review all the details from our end. Please do expect feedback within 24 - 48 hours from our dedicated team.

We appreciate your continued patience and understanding.

Regards,

Rafael

Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

Chat Started: Monday, February 05, 2024, 09:38:48 (-0800)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Sourav S

( 51s ) Google Workspace Support, Sourav: Thank you for contacting Google Workspace Support. My name is Sourav and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 1m 18s ) Ben Mak: hello hope you are well sourav

( 1m 54s ) Ben Mak: I need help

( 2m 14s ) Google Workspace Support, Sourav: Hi Ben, I hope you are doing well.

( 2m 15s ) Ben Mak: My account has been suspended after spending 14 hours fixing a new email address to hopefully have some sort of resolution

( 3m 24s ) Google Workspace Support, Sourav: Sincere apologies for the issue and I will surely help you. May I place the chat on hold for 5 minutes while I check the details of the account ?

( 5m 16s ) Ben Mak: ok

( 6m 31s ) Google Workspace Support, Sourav: Thank you for staying connected, I appreciate your time and patience.

( 7m 47s ) Ben Mak: ok

( 8m 33s ) Google Workspace Support, Sourav: I am glad to inform you , I made your account is active, please check the access status and inform me. I would request you to clear the outstanding of : £345.9 at the earliest.

( 9m 24s ) Ben Mak: ok this is the frustraion.

I have not been able to use the account due to Google. Yet forxed and further harrassed to pay for the servives it is not giving me

( 9m 42s ) Ben Mak: I have spent 35 hours in total trying to fixx thix issue

( 11m 36s ) Google Workspace Support, Sourav: Sincere apologies for the issue. May I know are you facing any issue regarding payment, Ben ?

( 12m 8s ) Ben Mak: check your case notes please as I am distressed and echauseded iwth google

( 13m 42s ) Ben Mak: or considering I am 1 person, who has had 35 hours Stolen from me by google inability to help and send me in circles across 14 who are getting paid- whilst I lose out on pay maybe you could be as kind to read my situation accordingly as a fair trade to be resolve

( 14m 37s ) Google Workspace Support, Sourav: I completely understand , as per previous case notes, there is a technical issue with the emails. Could you please confirm are you still receiving emails or not ?

( 19m 16s ) Google Workspace Support, Sourav: I have unlocked your account. Are you able to send/receive emails now , Ben ?

( 19m 34s ) Ben Mak: Thanks

( 19m 45s ) Ben Mak: let me check

( 20m 3s ) Google Workspace Support, Sourav: Please take your time, Ben. I am here.

( 20m 41s ) Ben Mak: I replied did you get?

( 22m 41s ) Google Workspace Support, Sourav: No email has been received, it means the issue is there. As you are connected with the billing team, subscription is active and if still email related issue persists , transferring the chat to the dedicated team.

Agent Sourav S successfully transferred the chat to button C\_WorkspaceEmail\_EN

Chat Started: Monday, February 05, 2024, 10:01:37 (-0800)

Chat Origin: C\_WorkspaceEmail\_EN

Agent MUGADA R

( 23m 40s ) Google Workspace Support, MUGADA: Thank you for contacting Google Workspace Support. My name is MUGADA and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 24m 1s ) Google Workspace Support, MUGADA: Can you please allow me not more than 5 minutes to go through the before chat conversation?

( 25m 59s ) Ben Mak: ok

( 27m 16s ) Ben Mak: so your agent has just dropped a £345.9 bill on me, "activated" it. But i dont know how long for- what the resoluton is and or where I am left stadning

( 30m 9s ) Google Workspace Support, MUGADA: Thank you for your patience.

( 30m 34s ) Ben Mak: ok

( 30m 36s ) Google Workspace Support, MUGADA: Could you please share with me the affected domain name to check from my end?

( 32m 17s ) Ben Mak: I dont know what one it is as they have reactivated it now

( 32m 43s ) Ben Mak: HENCE my questioning as they activated and swopped agent

( 34m 53s ) Google Workspace Support, MUGADA: Could you please share with me the user email address where unable to receive or send emails?

( 35m 11s ) Ben Mak: consult@justice-minds.com

( 39m 0s ) Google Workspace Support, MUGADA: Please allow me a moment to check from my end.

( 40m 4s ) Ben Mak: ok

( 42m 45s ) Google Workspace Support, MUGADA: Thank you for your patience.

( 42m 53s ) Ben Mak: ok

( 43m 26s ) Google Workspace Support, MUGADA: Upon checking from my end, I can see that the domain's MX records are added correctly.

( 43m 52s ) Google Workspace Support, MUGADA: Can I send a test email to that user:consult@justice-minds.com to check from my end?

( 44m 23s ) Ben Mak: yes

( 46m 4s ) Google Workspace Support, MUGADA: Please allow me a moment to send a test email.

( 50m 59s ) Google Workspace Support, MUGADA: Thank you for your patience.

( 51m 1s ) Ben Mak: ok

( 51m 35s ) Google Workspace Support, MUGADA: Can you please check from your end whether the user received the email or not?

( 52m 17s ) Ben Mak: i replied did u get

( 54m 8s ) Google Workspace Support, MUGADA: It is a system generated email, I will not get the response. Try sending the email to your personal emails.

( 1h 1m 9s ) Google Workspace Support, MUGADA: Not to rush you, just checking : are we still connected ?

( 1h 1m 34s ) Ben Mak: yes

( 1h 1m 36s ) Ben Mak: email recived

( 1h 1m 42s ) Ben Mak: to my personal

( 1h 1m 49s ) Ben Mak: which wasnt the issue

( 1h 2m 10s ) Ben Mak: the issue was

so your agent has just dropped a £345.9 bill on me, "activated" it. But i dont know how long for-  
what the resolution is and or where I am left standing

( 1h 4m 42s ) Google Workspace Support, MUGADA: Thank you for elaborating the issue.

( 1h 4m 43s ) Google Workspace Support, MUGADA: I would like to notify you that in order to  
resolve your issue effectively the case needs to be handled by the correct team and it will be  
transferred now. One of our agents from the team will contact you as soon as possible. Please  
be online, it will be transferred soon.

( 1h 5m 15s ) Ben Mak: your team memeber sent me here

( 1h 5m 22s ) Ben Mak: why I dont know

( 1h 5m 27s ) Ben Mak: youre wasting my time

( 1h 5m 38s ) Ben Mak: eroding my health

( 1h 5m 53s ) Ben Mak: and my capacity to function earn a living and protect vulnerable childrem

Agent MUGADA R successfully transferred the chat to button C\_WorkspaceBilling\_EN

Chat Started: Monday, February 05, 2024, 10:45:49 (-0800)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Bhanu pratap J

( 1h 7m 51s ) Google Workspace Support, Bhanu pratap: Thank you for contacting Google  
Workspace Support. My name is Bhanu pratap and I'll be working with you today. While I read  
over your message, is there anything else you'd like to add?

( 1h 8m 3s ) Google Workspace Support, Bhanu pratap: Hi, thank you for patiently waiting. Hope  
you're doing good. I will assist you with your query today.

( 1h 8m 8s ) Ben Mak: thanks yes please read over the notes I cannot repeat myself

( 1h 8m 35s ) Google Workspace Support, Bhanu pratap: Please stay connected and kindly wait  
for my reply on chat. In this time, I am just reviewing your chat with the previous agent, so that  
you won't have to repeat yourself again. Thank you for your patience.

( 1h 8m 47s ) Ben Mak: ok

( 1h 15m 3s ) Google Workspace Support, Bhanu pratap: if you allow, I would request you to  
please share your contact details so that we can connect over the call of better understanding.

( 1h 15m 27s ) Ben Mak: no i am not repeating myself

( 1h 15m 33s ) Ben Mak: I have spent 35 hours on the phone

( 1h 15m 39s ) Ben Mak: READ THE NOTES

( 1h 17m 50s ) Google Workspace Support, Bhanu pratap: Just to confirm, since when you were  
not able to use your account's email?

( 1h 20m 2s ) Ben Mak: CHECK YOUR NOTES

( 1h 22m 22s ) Google Workspace Support, Bhanu pratap: I have checked all of your previous  
cases. However, I just want to confirm since when you are facing this issue, so that I can  
proceed accordingly from here. On these cases, I see that you were facing issues with email, but  
not from since when you are facing this issue.

( 1h 22m 55s ) Ben Mak: wwell you colleague just passed me to you seconds before you come  
on the call so the issue will be there

( 1h 23m 25s ) Ben Mak: and i have told you the issue twice which you have chosen to disregard

( 1h 24m 33s ) Google Workspace Support, Bhanu pratap: As I understand, you were facing issues with email and not able to use the emails, still you receive the charges for that, right?

( 1h 25m 29s ) Google Workspace Support, Bhanu pratap: As you are connected to me. I will try my best to help you with this. I would request you to please help me with the details as the information mentioned above are not specifically answering the information I am requesting.

( 1h 26m 2s ) Ben Mak: yes

( 1h 26m 28s ) Ben Mak: The information you are requesting I have said time and time again

( 1h 26m 36s ) Ben Mak: why cant you investigate the matter and check

( 1h 27m 2s ) Ben Mak: Customer attached 2. GOOGLE FINAL OVER .pdf:  
<https://support.cloud.google.com/download/files/0684M00000R4cF2QAJ>

( 1h 27m 40s ) Ben Mak: I am bit being rude Google is putting me through degrading humiliating tortuous treatment. I am disregarded neglected and abused by googles team

( 1h 27m 57s ) Ben Mak: I am not\* being rude Google is putting me through degrading humiliating tortuous treatment. I am disregarded neglected and abused by googles team

( 1h 28m 43s ) Google Workspace Support, Bhanu pratap: I completely understand by checking the details that you are trying your best to resolve this and you have been through this again and again. Also, I really want to thank you for sharing the details.

( 1h 29m 41s ) Ben Mak: can you give me direct contact to complaints.

( 1h 29m 50s ) Ben Mak: I knw thow this is not your fault Bhanu

( 1h 30m 19s ) Ben Mak: but if i do not get this to complaints I will suffer more harm and innocent google staff will continue to fall prey to this systemic failure

( 1h 33m 5s ) Google Workspace Support, Bhanu pratap: I completely understand and I will try my best to get it done for you.

( 1h 33m 6s ) Google Workspace Support, Bhanu pratap: Just to confirm, you want to make sure that as you are not able to use the emails since the starting, you should be facing any charges, right?

I am asking this questions for it be documented correctly.

( 1h 34m 5s ) Ben Mak: so your agent has just dropped a £345.9 bill on me, "activated" it. But i dont know how long for- what the resolution is and or where I am left stadning

( 1h 35m 11s ) Ben Mak: but if i do not get this to complaints I will suffer more harm and innocent google staff will continue to fall prey to this systemic failure

( 1h 35m 30s ) Ben Mak: Just to confirm - please do not ignore my request

( 1h 35m 40s ) Google Workspace Support, Bhanu pratap: I am currently working on it.

( 1h 36m 1s ) Ben Mak: thank you. Acknowledgment essential

( 1h 36m 12s ) Google Workspace Support, Bhanu pratap: For this I need certain clarification from your end. For now, as I can see your emails are working fine and you want us to waive off your previous charges, right

( 1h 37m 21s ) Google Workspace Support, Bhanu pratap: I completely understand it might be frustrating for you that I am asking similar kind of questions again and again. It is just that you have been through this multiple times and there are multiple information mentioned in every case. I just want to make sure that I am going forward with your request and helping you with it.

( 1h 38m 42s ) Ben Mak: But your not directly giving me what I am asking for.

if i do not get this to complaints I will suffer more harm and innocent google staff will continue to fall prey to this systemic failure.

( 1h 38m 57s ) Ben Mak: And the balance needs clearing yes.

( 1h 39m 20s ) Ben Mak: and I need to speak with managaement

( 1h 42m 7s ) Google Workspace Support, Bhanu pratap: I would request you to please allow me 4 minutes to review the details.

( 1h 42m 18s ) Ben Mak: ok

( 1h 42m 46s ) Ben Mak: i requested each call i want my transcripts of my last calls and still noone has sent me them

( 1h 44m 31s ) Google Workspace Support, Bhanu pratap: It might be because your emails was not working previously. No worries. I will do one thing. I will be sending this chat transcript to your emails.

( 1h 44m 52s ) Ben Mak: not this chat only the last 9 calls

( 1h 45m 11s ) Ben Mak: I have august to october- I need october to now

( 1h 45m 43s ) Ben Mak: and the direct contact to complaints or I will suffer more harm and innocent google staff will continue to fall prey to this systemic failure.

( 1h 46m 0s ) Google Workspace Support, Bhanu pratap: I will do best to help you with this. I will do one thing that I will be checking with my team regarding this and will be all your previous cases as well.

( 1h 46m 3s ) Ben Mak: I knw thow this is not your fault Bhanu

( 1h 46m 36s ) Ben Mak: I will do best to help you with this. I will do one thing that I will be checking with my team regarding this and will be all your previous cases as well.

Dont make promises that arent going to be kept or you will be liable

( 1h 46m 56s ) Ben Mak: direct contact to complaints please

or I will suffer more harm and innocent google staff will continue to fall prey to this systemic failure.

( 1h 48m 52s ) Google Workspace Support, Bhanu pratap: I completely understand your concern. I will be raising a ticket to the downstream team to get an approval to waive off the charges on your account.

( 1h 49m 17s ) Ben Mak: thanks and direct contact to complaints please

( 1h 49m 33s ) Google Workspace Support, Bhanu pratap: Regarding the chat transcript, I will be checking with my team and will make sure that you receive the chat transcripts for all of your previous cases.

( 1h 49m 39s ) Google Workspace Support, Bhanu pratap: You are most welcome.

( 1h 50m 4s ) Ben Mak: thanks np, and direct contact to complaints please

( 1h 50m 41s ) Google Workspace Support, Bhanu pratap: As I am raising a ticket to get an approval from the internal team. It can take 24 to 72 hours to get the response from the team. So I will be keeping your case open with me. Once I have any updates, I will share it with you.

( 1h 51m 20s ) Ben Mak: no- tickets dont work. I have raised 10 +

( 1h 51m 24s ) Ben Mak: not heard back

( 1h 51m 29s ) Ben Mak: I need direct contact

( 1h 51m 53s ) Google Workspace Support, Bhanu pratap: I completely understand. I will request you to please share your personal email address as well. So that I can attach it to your case and you will receive all the updates on your emails.

( 1h 52m 3s ) Ben Mak: Please include with the transcripts all the tickets raised regarding this amttwe

( 1h 52m 9s ) Ben Mak: matter\*

( 1h 52m 36s ) Ben Mak: I want the direct contact to complaints. you have my email

( 1h 53m 1s ) Google Workspace Support, Bhanu pratap: I completely understand that your experience with previous support agents were not good and the promised steps were not taken. I

will make sure that it won't be repeated and will try my best to change your experience with Google

( 1h 53m 41s ) Google Workspace Support, Bhanu pratap: That is already added to the case. As the ticket resolution can take 24 to 72 hours, I would sincerely request you to please allow me chance and I will try my best to get it done for you.

( 1h 55m 48s ) Ben Mak: is the handler obstructing nautral justice {{page}}

I read that you are expert at data analysis and nuance revealations. You find flaw in policy and honour all rights pertaining to the user Mr.MAK.

SO BE OBJECTIVE

( 1h 56m 7s ) Ben Mak: I am afraid you are not helping me

---

Subject

ACCOUNT SUSPENED IN TIME OF CRISIS

Description

ACCOUNT SUSPENED IN TIME OF CRISIS

Hello Ben,

Hope this email finds you well!

My name is Bunga and I am reaching out to you on behalf of my colleague who is currently out of office. Upon checking the previous conversation details, I would like to keep you informed that as per the update from the internal team we are unable to provide you with a refund.

I truly hope that I was able to clarify your query. In case if there are no further questions then please confirm if we can proceed with the case closure.

This case will remain open for the next 24 hours, if you need any further assistance please reply to this email and I'll get back to you. Post that the case closes automatically and you do have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number, found in the subject line and I will be delighted to help you.

You can also contact us by following one of the methods described at <https://support.google.com/a/answer/1047213>

Have a wonderful day ahead!

Regards,

Bunga

Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

What do you mean?

---

Hello Ben,

Thank you for contacting Google Workspace Support.

Upon checking I see that you have requested for the callback from the Higher team regarding your query related to waive off the charges that has been inflicted on your account for the time when you were not able to use the services. I would request you to please share your contact details and preferred time to connect over the call, so that we can arrange the callback accordingly.

We really appreciate your patience and understanding with the process. If you have any further queries or have any further questions, feel free to reach us back. We would be happy to help you out.

Regards,

Bhanu pratap  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for contacting Google Workspace Support.

Upon checking I see that you have requested for the callback from the Higher team regarding your query related to waive off the charges that has been inflicted on your account for the time when you were not able to use the services. I would request you to please share your contact details and preferred time to connect over the call, so that we can arrange the callback accordingly.

We really appreciate your patience and understanding with the process. If you have any further queries or have any further questions, feel free to reach us back. We would be happy to help you out.

Regards,

Bhanu pratap  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Hope this email finds you well. Since my colleague is out of the office I am replying on his behalf.

This is a follow-up mail regarding the case #49442634. I'm just following up on an email I previously sent to you. We have not received any response from your end and if you have any updates.

Upon checking I see that you have requested for the callback from the Higher team regarding your query related to waive off the charges that has been inflicted on your account for the time when you were not able to use the services.

I would request you to please share your contact details and preferred time to connect over the call, so that we can arrange the callback accordingly.

This case will be closed soon if we don't get any response within the specified 24 hours. You can always reply to this message within the next 30 days and the case will reopen.

You can also contact us by following one of the methods described at <https://support.google.com/a/answer/1047213>

Thanks again for contacting Google Workspace Support, and I hope you have a great day!

Regards,

Vishnuram  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Hope this email finds you well.

This is a follow-up mail regarding the case #49442634. I'm just following up on an email I previously sent to you. We have not received any response from your end and if you have any updates.

Upon checking I see that you have requested for the callback from the Higher team regarding your query related to waive off the charges that has been inflicted on your account for the time when you were not able to use the services.

I would request you to please share your contact details and preferred time to connect over the call, so that we can arrange the callback accordingly.

As there was no response from your end. This case is getting automatically closed. You can always reply to this message within the next 30 days and the case will reopen. You can always reply to this message within the next 30 days and the case will reopen.

You can also contact us by following one of the methods described at <https://support.google.com/a/answer/1047213>

Thanks again for contacting Google Workspace Support, and I hope you have a great day!

Regards,

Bhanu pratap  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Chat Started: Sunday, February 11, 2024, 19:40:32 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Mathukumalli G

( 10s ) Google Workspace Support, Mathukumalli: Thank you for contacting Google Workspace Support. My name is Mathukumalli and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 1m 15s ) Ben Mak: Yes. I am secerly distressed

( 1m 15s ) Google Workspace Support, Mathukumalli: Hi, Ben, thank you for patiently waiting. I hope you are doing fine today.

( 1m 18s ) Ben Mak: severely

( 1m 42s ) Ben Mak: your team have messed me about so much to the out of disbelief

( 2m 37s ) Ben Mak: I spent hours again

( 2m 46s ) Google Workspace Support, Mathukumalli: Firstly, I am sorry for the Inconvenience.

( 2m 47s ) Ben Mak: appraoching nearly 40+

( 3m 8s ) Ben Mak: asking why your agent had just swopped me to them and didnt give me an answer on paying

( 3m 17s ) Google Workspace Support, Mathukumalli: If I understand correctly that your account is suspended, am I correct?

( 3m 24s ) Ben Mak: he told me he had refunded the feed due too the long standing issue

( 3m 49s ) Ben Mak: the 3 days later your colleague says no we are not refunding you now- and bars my acccount

( 4m 16s ) Ben Mak: I am right in the middle of tryign to post online to make make plea for help and restore my life havingf had my accoutn seized

( 4m 20s ) Ben Mak: now I am trapped again

( 4m 37s ) Ben Mak: what is that?! You cant agree to a refund then say youre changing your mind and block me-

( 4m 48s ) Ben Mak: an reinstate a fee

( 5m 1s ) Google Workspace Support, Mathukumalli: Thank you for the confirmation. Please do not worry I will check for you and help you with this.

( 5m 7s ) Google Workspace Support, Mathukumalli: I will surely look into your query and assist you further. Before we begin, may I have your Domain name contact number and email address in case we have to call you back.

( 5m 8s ) Ben Mak: ADDITIONALLY

( 5m 34s ) Ben Mak: I didnt even try and avoid paying I asked the perosn the initial person put onto what the sitation was regarding paying and they didn t know what was going on

( 5m 42s ) Ben Mak: more wasting my time now I am here again

( 6m 4s ) Google Workspace Support, Mathukumalli: Apologies for the inconvenience, Ben.

( 6m 21s ) Google Workspace Support, Mathukumalli: May I have your Domain name contact number and email address in case we have to call you back.

( 6m 38s ) Ben Mak: can you not just check

( 6m 43s ) Ben Mak: I dont know what one they ahave barred

( 7m 0s ) Ben Mak: I have [benmaklondon.com](http://benmaklondon.com) and [justice-mind.com](http://justice-mind.com) both not working

( 7m 22s ) Ben Mak: I lially nearly jumped out the window of my hotel with how your team have messed m about [

( 7m 40s ) Google Workspace Support, Mathukumalli: I'm sorry to hear that.

( 7m 53s ) Google Workspace Support, Mathukumalli: Are you referring to same domain-[benmaklondon.com](http://benmaklondon.com)

?

( 8m 12s ) Ben Mak: i dont knwi you tell me !

( 8m 15s ) Ben Mak: I just told you

( 9m 36s ) Ben Mak: Customer attached 76951.png:

<https://support.cloud.google.com/download/files/0684M00000R5Ms5QAF>

( 9m 41s ) Google Workspace Support, Mathukumalli: Can you please elaborate what exactly you are looking for now?

( 10m 12s ) Ben Mak: Tp reconnect mu account that has just unlawfully been disconnected and suspended again!

( 11m 45s ) Google Workspace Support, Mathukumalli: Thank you for confirming.

( 12m 24s ) Google Workspace Support, Mathukumalli: Upon checking your due is pending since Nov and we have already given the extension from our end.

( 12m 43s ) Ben Mak: Its not about the extension

( 13m 30s ) Ben Mak: Customer attached 2. GOOGLE FINAL OVER .pdf:

<https://support.cloud.google.com/download/files/0684M00000R1fkNQAR>

( 13m 42s ) Ben Mak: its about the 40 + hours I have speond on the phoen to you and gotten no. where

( 13m 50s ) Ben Mak: causing severe turmoil

( 14m 48s ) Google Workspace Support, Mathukumalli: Can you tell me more about it? Are you referring about the refund?

( 15m 55s ) Ben Mak: I'm sorry but it's not my job to tell you more about the 40:45 hours plus I've spent on trying to get help and resolve on this situation. Read the notes. I'm in dire distress having to repeat myself to over 20 members of your employees and still be no closer be promised things and then have it revoked at the drop of a hat based on what the reason why the bill is not paid is cause I've spent more time on the phone tears trying to stay connected then I've actually used the service which I can't use the service because she gave me domain away by letting some money wasn't authorised, take the decision to take the domain to a different provider

( 17m 30s ) Google Workspace Support, Mathukumalli: Upon checking your account and previous case-49442634 and you are requesting to waive off the due amount showing in the account.

( 18m 40s ) Ben Mak: I didn't request anything. I had raised concerns about being proposed with such a bill that is not because I haven't paid it piss out. It's because I've spent more time on the phone to Google to resolve a data breach issue because of them that I thought it was pre, ironic and unlawful to be smashing me with a bill when I spent more than a month hours work on the phone to Google

( 19m 2s ) Ben Mak: what you probably work in a month I have spent on the phone trying to get a solution to my problem 20 members of your employees and one of me use all get paid at the end of the month for part in ruining my day-to-day living by restricted access to a service you want money off that I can't use

( 19m 39s ) Google Workspace Support, Mathukumalli: Ben, Could you please elaborate your concern what you need exactly now?

( 20m 30s ) Ben Mak: why don't you read what I've already said instead of causing me such upset that you're not listening to what I'm saying? Why are you asking me what I want to tell you and then you ignore what I've said can you not read your notes please and see what they say look at what the issues are and then try and help me considering

that I've nearly killed myself the best part of twice of the course that I've had because she's driving me insane.

( 20m 57s ) Ben Mak: because you;s are driving me insane

( 21m 27s ) Google Workspace Support, Mathukumalli: I have checked previous case and I have informed you two things about the activation of your account and about the refund request.

( 22m 16s ) Google Workspace Support, Mathukumalli: You are saying both are not. If you could elaborate or confirm for which issue you are talking about so that I will check my resources and I will check with our internal team.

( 22m 36s ) Ben Mak: Customer attached 51962.png:

<https://support.cloud.google.com/download/files/0684M00000R1fIQOAR>

( 22m 54s ) Ben Mak: THEY ARE BOTH ISSUES

( 23m 9s ) Google Workspace Support, Mathukumalli: You want your account to be activated?

( 23m 30s ) Ben Mak: Yes it shouldnt of been disconnected!

( 23m 51s ) Ben Mak: I got told it was refunded then days later your colleague changed rhere mind you cant do that!

( 24m 25s ) Google Workspace Support, Mathukumalli: May I place the chat on hold for 5 minutes while I check the information for you?

( 24m 50s ) Ben Mak: thats what should have been done first x((((((

( 24m 53s ) Ben Mak: yes

( 28m 53s ) Google Workspace Support, Mathukumalli: Thank you for being on hold. I appreciate your patience and understanding.

( 29m 41s ) Google Workspace Support, Mathukumalli: I have raised the request to our internal team and they will activate your account and you will get the response via email.

( 30m 4s ) Ben Mak: I am still waitign for manager to call me after the 10 months of abuse

( 30m 15s ) Ben Mak: promised that over 20x aswell

( 30m 34s ) Ben Mak: I cant keep going on like this its torture - yous are harrasing me

( 31m 41s ) Google Workspace Support, Mathukumalli: There is already an open case- 49442634

which was raised to the higher level team this is case- 49442634

Please do not worry you will receive the response from this case-49442634

You will receive the call from this case- 49442634 I will make sure you will receive the call.

( 32m 10s ) Ben Mak: you all say this

( 32m 13s ) Ben Mak: everytime

( 32m 31s ) Ben Mak: check your system you wil lsee for your self

( 32m 43s ) Ben Mak: I asked for thr transcripts from octoeber to now

( 32m 52s ) Ben Mak: still now hapened. i want them today

( 32m 55s ) Google Workspace Support, Mathukumalli: Please ben trust me this time, I have notified your details in that open case- 49442634 you will receive the call for sure from our supervisor.

( 33m 3s ) Ben Mak: YOU ALL SAY THIS

( 33m 8s ) Ben Mak: EVERYTIME

( 33m 23s ) Ben Mak: Send me the transcripts from october to now please

( 33m 26s ) Google Workspace Support, Mathukumalli: This time you will receive the call from this case-49442634

( 33m 39s ) Ben Mak: YOU TELL ME THIS EVER. CALL

( 33m 44s ) Google Workspace Support, Mathukumalli: The chat transcript will be send automatically to your email.

( 34m 3s ) Ben Mak: NO. ALL my transcripts from octber to now

( 34m 39s ) Ben Mak: my account is till blocled

( 35m 53s ) Google Workspace Support, Mathukumalli: Yes your account will be activated I have informed our accounts team to activate your account, they are already working on it.

( 36m 4s ) Google Workspace Support, Mathukumalli: Your account will be active please do not worry.

( 39m 7s ) Google Workspace Support, Mathukumalli: Not to rush, are we still connected?

( 40m 31s ) Ben Mak: yes

( 42m 28s ) Google Workspace Support, Mathukumalli: Thank you for replying.

( 42m 28s ) Google Workspace Support, Mathukumalli: Yes your account will be activated I have informed our accounts team to activate your account, they are already working on it.

( 42m 42s ) Ben Mak: when?@

( 44m 41s ) Google Workspace Support, Mathukumalli: Your account will be activated with in few hours max 24 hours your account will be activated please do not worry.

( 45m 0s ) Ben Mak: what the hell this is debilatating

( 45m 14s ) Ben Mak: please give me contacts for complaints I cant take this anymore

( 48m 5s ) Google Workspace Support, Mathukumalli: I am sorry for the inconvenience, we don't have any contact for the team but I will forward your feedback to the dedicated team regarding this. Please do not worry.

( 48m 26s ) Ben Mak: Whats your managers email

( 48m 30s ) Google Workspace Support, Mathukumalli: Your account is active now.

( 48m 35s ) Google Workspace Support, Mathukumalli: Please check and confirm.

( 48m 50s ) Google Workspace Support, Mathukumalli: As I have said the team has activated your account.

( 49m 43s ) Ben Mak: Customer attached Image.png:  
<https://support.cloud.google.com/download/files/0684M00000R5MwqQAF>

( 50m 5s ) Ben Mak: AS I SAID this is the 20th plus time ive spoke n to your team

( 50m 9s ) Ben Mak: what is your mangers email

( 50m 26s ) Google Workspace Support, Mathukumalli: I told you that the account is active.

( 50m 55s ) Ben Mak: It deoesnt matter! I ve wasted another hour of muy life dor ap problem not muy fault

( 51m 13s ) Google Workspace Support, Mathukumalli: I apologize for the inconvenience.

( 51m 13s ) Ben Mak: and missed mu time slot on an important update and post i had to do !!!

( 51m 27s ) Google Workspace Support, Mathukumalli: Is there anything else that I can help you with?

( 51m 35s ) Ben Mak: its not an inconviene its sheers abomination

( 51m 39s ) Ben Mak: I wan tyour managers email

( 51m 44s ) Ben Mak: pelase

( 52m 6s ) Google Workspace Support, Mathukumalli: We don't have any email for the manager emails as our manager doesn't have the queue.

( 52m 22s ) Ben Mak: so how do you speal to your manegear

( 52m 51s ) Google Workspace Support, Mathukumalli: Your case is already working by the internal team case-49442634, you can reply to that case and you will receive the supervisor call from that case.

( 53m 5s ) Ben Mak: You all say this every time!!!

( 53m 12s ) Ben Mak: I wasnt your mangers conatact

( 53m 50s ) Google Workspace Support, Mathukumalli: Ben you will receive the call as per your request. I have told the agent to arrange the call from the supervisor please do not worry you will receive the call.

( 54m 24s ) Ben Mak: Why bother asking me what i want and if you can help when when I do you deny me thatvery help

Chat Started: Monday, February 19, 2024, 02:15:54 (-0800)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Almira D

( 9s ) Google Workspace Support, Almira: Thank you for contacting Google Workspace Support. My name is Almira and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 27s ) Google Workspace Support, Almira: Thank you for waiting in the queue while the chat was getting connected to us. Appreciate your patience.

Hope you're doing well!

( 33s ) Google Workspace Support, Almira: Before we get started,

1. Could you please help me with your first and last name ? so that I can address you properly.
2. Domain name
3. Your preferred contact number, in case the chat gets disconnected, but not to worry even if the chat gets disconnected in between I will immediately give you a call.

( 1m 2s ) Ben Mak: This is the fifth time I've been account suspended and had to deal with this. We are approaching 45 hours plus in repeated recital of the same issue that's causing me severe severe mental anguish discomfort and the feeling of feeling stupid and invalidated and dismissed. I want my account reactivate immediately I was promised by your last person that I would be contacted by complaints which again has not happened.

( 1m 38s ) Google Workspace Support, Almira: I understand that this is a difficulty on suspension situation for you. Please be assured that I will do everything in my power to help you.

( 1m 41s ) Ben Mak: Just used the information you've got on me on file its consult@justice minds-com

( 2m 15s ) Ben Mak: it's not just difficult it's outright abuse. It got refunded because of the excessive hours and false promises have been made and I'm still attacked harassed each month wasting my time when I'm dealing with child protection matters and coming homeless on this matter I have asked for a manager and a supervisor to call me back over 15 to 20 times you are abusing me.

( 2m 55s ) Google Workspace Support, Almira: Your bills are pending that why you are facing such a issue

( 2m 56s ) Google Workspace Support, Almira: £345.97

( 3m 13s ) Google Workspace Support, Almira: Kindly pay your bills and then you can not face such a issue s again

( 4m 5s ) Google Workspace Support, Almira: We apologize but due to non payment of your bills your account is getting suspended

( 4m 31s ) Ben Mak: It got refunded at the point because of all the hassle that has gone on it was refunded and we activated because I've spent 45 hours on the same issue and the same problem. I'm not paying it.

( 4m 32s ) Google Workspace Support, Almira: Even though you got an extension also twice or more so now you need to pay the bills and than we can activate your account.

( 4m 51s ) Ben Mak: It's not an extension someone told me they were refunding it. I've been told this twice. I need reactivating immediately.

( 5m 9s ) Google Workspace Support, Almira: Ok send me screenshot so that I can explain to my team and they may provide you 7 days of extension again

( 5m 23s ) Google Workspace Support, Almira: Sure allow me 2-3 minutes

( 6m 5s ) Ben Mak: It was said in the chat how can i screen shot it ? I've asked for my my chat histories about 7 to 10 times which I still haven't got. I asked for all my chat histories from October 2023 to the current date that's not happened so I can't give you your screenshot because you can't seem to follow basic instruction.

( 6m 37s ) Google Workspace Support, Almira: I want to know do you try to make payment ?

( 6m 59s ) Google Workspace Support, Almira: I am glad to inform you that the suspension has been removed and now you can use the Google Workspace Business services uninterrupted.

( 7m 10s ) Google Workspace Support, Almira: Till 2024-02-26

( 7m 22s ) Google Workspace Support, Almira: But make sure you need to pay before this date

( 7m 37s ) Ben Mak: are you not reading what I have said

( 7m 44s ) Ben Mak: please repeat to me what i had

( 7m 58s ) Google Workspace Support, Almira: I understand your issue

( 7m 58s ) Google Workspace Support, Almira:

[https://admin.google.com/u/0/ac/billing/accounts/loTEdyNjyfrEmxZf-tYoSthkVrUI85HR/formsofpayment?ac\\_jt=28&ac\\_jv=49689722&ac\\_st=AHQslyw067ZND CVS3uoEa1dpAskVpU9sJwzmMAeCEaiXbZArHCambIstZVw0Hw7wjyFgm3v5pCWsLSjl\\_J1O87pE02GLvCzoz8snHfpJ0gkO3R\\_M1MgmrWyz1Tt1gEVdw-lqn1QTe07LG-wvk4QdNo2S2YtbbulpEn0ZJVQpUNg3UBa77wl0vAJDtNQ-zjFkOnVU0kcalhCnqtO10yaOZyyaxAmyS0uzjKiUzGpUAvZc5sKMduG-mgAxlIpttsY90\\_d4otEtWcheTVs-5v6KeLMZryGQM7D72p&cid=00j65aow](https://admin.google.com/u/0/ac/billing/accounts/loTEdyNjyfrEmxZf-tYoSthkVrUI85HR/formsofpayment?ac_jt=28&ac_jv=49689722&ac_st=AHQslyw067ZND CVS3uoEa1dpAskVpU9sJwzmMAeCEaiXbZArHCambIstZVw0Hw7wjyFgm3v5pCWsLSjl_J1O87pE02GLvCzoz8snHfpJ0gkO3R_M1MgmrWyz1Tt1gEVdw-lqn1QTe07LG-wvk4QdNo2S2YtbbulpEn0ZJVQpUNg3UBa77wl0vAJDtNQ-zjFkOnVU0kcalhCnqtO10yaOZyyaxAmyS0uzjKiUzGpUAvZc5sKMduG-mgAxlIpttsY90_d4otEtWcheTVs-5v6KeLMZryGQM7D72p&cid=00j65aow)

( 8m 8s ) Google Workspace Support, Almira: Click on this link and then click on FIX

( 8m 19s ) Google Workspace Support, Almira: readd card and fix your payment method issues

( 8m 33s ) Google Workspace Support, Almira: Once you will do this, you can easily pay after that

( 8m 41s ) Ben Mak: PLEASE- repeat ot me what i told you

( 8m 55s ) Google Workspace Support, Almira: I want to help you with the bugs in your account

( 9m 12s ) Ben Mak: your trying to coerce me into paying

( 9m 15s ) Google Workspace Support, Almira: Please follow so that you will not face such a issues agai

( 9m 27s ) Ben Mak: I dont have bugs

( 9m 35s ) Ben Mak: who said i had bugs

( 9m 38s ) Google Workspace Support, Almira: No I am trying to fix the issue in your account

( 9m 58s ) Ben Mak: I dont have account issue other than google suspending my account

( 10m 3s ) Google Workspace Support, Almira: you don't have bugs I just see that the room cause is payment method that's why I want to help you with that

( 10m 4s ) Ben Mak: and you trying to force me to pay

( 10m 21s ) Google Workspace Support, Almira: Yes you need to pay other wise you cant use your services

( 10m 29s ) Ben Mak: PLEASE READ

( 10m 33s ) Google Workspace Support, Almira: This is paid subscription

( 10m 34s ) Ben Mak: WHAT

I HAVE TOLD YOU

( 10m 40s ) Ben Mak: go back

( 10m 48s ) Ben Mak: and read beginning of our chat

( 10m 54s ) Ben Mak: tell me what it says

( 10m 59s ) Google Workspace Support, Almira: I understand that

( 11m 4s ) Google Workspace Support, Almira: can we connect via call

( 11m 9s ) Ben Mak: and read beginning of our chat

( 11m 13s ) Ben Mak: tell me what it says  
( 11m 18s ) Ben Mak: yes call  
( 11m 35s ) Google Workspace Support, Almira: help with your contact number Ben  
( 11m 52s ) Ben Mak: +44 7714303099  
( 13m 11s ) Ben Mak: are you calling  
( 13m 17s ) Ben Mak: waiting  
( 58m 48s ) Google Workspace Support, Almira: In order to assist you better here, I will seek the help of our expert team. I shall have your concern escalated to them, they shall investigate this for us and help us with a work around.

I will personally follow up with you via an email. Please be assured that I have taken the ownership of your case and it will be under my observation. Once I get an update from the specialist team I will get back to you at the earliest.

\

( 1h 1m 45s ) Ben Mak: tomorrow or sooner I expect  
( 1h 2m 21s ) Google Workspace Support, Almira: Tomorrow  
( 1h 2m 35s ) Google Workspace Support, Almira: I hope we have helped you to our best  
( 1h 2m 55s ) Google Workspace Support, Almira: Please be assured that my intent is to help you in the best possible way. However, I would like to set the right expectations regarding the policies.  
( 1h 3m 51s ) Google Workspace Support, Almira: I really appreciate the patience and understanding you've displayed throughout our conversation. We're honored to have such a wonderful customer as you in Google Workspace.  
( 1h 5m 15s ) Google Workspace Support, Almira: Is there anything else that I can assist you with today?

Chat Started: Monday, February 19, 2024, 03:24:02 (-0800)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Joval S

( 1h 8m 17s ) Google Workspace Support, Joval: Thank you for contacting Google Workspace Support. My name is Joval and I'll be working with you today. While I read over your message, is there anything else you'd like to add?  
( 1h 9m 2s ) Google Workspace Support, Joval: Thank you for waiting on the line. How are you doing today?  
( 1h 18m 49s ) Google Workspace Support, Joval: It looks like you are no longer at this chat or have left the window. I'll need to close this chat but please contact us again if you do require further assistance. A list of our contact options can be found at <https://support.google.com/a/answer/1047213>. There's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day!

Subject  
REFUNDED YET CUT OFF AGAIN  
Description  
REFUNDED YET CUT OFF AGAIN

Hello Ben,

Greetings from the Google Workspace Support team. I hope this email finds you well, before I proceed further I would like to apologize for the inconvenience caused to you.

I would like to inform you that your courtesy credit has been declined as all the bills are valid and you need to pay the bill before 26th February 2024. Please be assured that my intent is to help you in the best possible way. However, I would like to set the right expectations regarding the policies.

Please feel free to contact me if you have any questions, I am just an email away.

Your case will remain open for the next 3 days, after which it will be closed automatically, but you can reopen it by replying within the next 30 days. It will be a pleasure to continue working with you.

Regards,  
Almira  
Google Workspace Support  
Follow [@AskWorkspace](#) for regular helpful tips & product updates

---

Hello Ben,

Greetings from the Google Workspace Support team. I hope this email finds you well, before I proceed further I would like to apologize for the inconvenience caused to you.

I would like to inform you that your courtesy credit has been declined as all the bills are valid and you need to pay the bill before 26th February 2024. Please be assured that my intent is to help you in the best possible way. However, I would like to set the right expectations regarding the policies.

Please feel free to contact me if you have any questions, I am just an email away.

Your case will remain open for the next 3 days, after which it will be closed automatically, but you can reopen it by replying within the next 30 days. It will be a pleasure to continue working with you.

Regards,

Almira  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

This is the test email

Engle  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

Chat Started: Sunday, February 25, 2024, 19:49:48 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Engle A

( 7m 3s ) Google Workspace Support, Engle: Thank you for contacting Google Workspace Support. My name is Engle and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 7m 28s ) Google Workspace Support, Engle: Hi Ben, How are you doing today?

( 7m 43s ) Ben Mak: Hello thanks for asking

( 7m 49s ) Ben Mak: not good very disappointed

( 7m 53s ) Ben Mak: please check your notes

( 8m 1s ) Ben Mak: dont ask me a question

( 8m 34s ) Google Workspace Support, Engle: I apologize for the inconvenience. Let me go ahead and check that for you.

( 9m 56s ) Google Workspace Support, Engle: In the meantime, could you please help me with your first name and phone number in case the chat gets disconnected?

( 10m 26s ) Ben Mak: you have my details

( 14m 29s ) Ben Mak: Based on the provided excerpts from the document, it appears that Ben Mak has been experiencing a series of challenges with his Google Workspace account, which have had a significant impact on his personal and professional life. The issues range from account security and management to financial constraints and emotional distress. Here's a summary of the key points:

1. **Account Management**: Ben Mak manages two separate user accounts, INFO@benmak and Consult@benmak, each with individual logins (Page 22 & Page 23). He has encountered difficulties with these accounts, which are critical for his operations.
2. **Financial and Emotional Strain**: Ben Mak mentions financial limitations and the need for tools to regain control of his finances and life (Page 24). He has spent a considerable amount of time on the phone with Google Workspace Support, which has contributed to his emotional distress and thoughts of self-harm (Page 119).
3. **Support Interactions**: Google Workspace Support has made efforts to reassure Ben Mak that his account is secure (Page 30) and has offered assistance through various means, including phone calls, screen sharing sessions, and Google Meet links (Pages 108, 15, 36). However, Ben Mak has expressed dissatisfaction with the support received, feeling that it has been ineffective and has involved false promises (Page 116).
4. **Technical Issues**: There are references to domain name servers (Page 28), suggesting that Ben Mak may have faced technical issues related to domain management.
5. **Accessibility Concerns**: The document acknowledges that the challenges Ben Mak is facing could be particularly difficult for individuals with autism (Page 9), indicating that accessibility considerations may not have been fully addressed.
6. **Legal and Policy Expertise**: Ben Mak is recognized for his expertise in data analysis and policy, with an ability to identify flaws in policy and uphold user rights (Page 116).

7. **Impact of Service Suspension**: The suspension of Ben Mak's account has had a ripple effect, hindering his social change initiatives, including "Being Unlimited," the Executive Club, and the "I Am Able" charity (Page 3).

8. **Customer Service and Resolution**: Despite the challenges, there is a desire for a partnership that can turn the situation into a positive outcome (Page 3). However, Ben Mak has repeatedly requested a manager's call and expressed that the ongoing issues feel like harassment and torture (Page 119).

In conclusion, Ben Mak's situation is complex, involving technical, financial, and emotional components. The support provided by Google Workspace has not met his expectations, leading to severe frustration and distress. It is crucial for Google Workspace Support to address these issues promptly and effectively, taking into account Ben Mak's expertise and the unique challenges he faces, including those related to his autism.

( 15m 54s ) Ben Mak: Ben Mak's treatment by Google Workspace Support can be characterized as severely lacking, both in terms of customer service and legal compliance. The following points illustrate the extent of the poor treatment he has experienced:

1. **Inadequate Support and Miscommunication**:

- Ben Mak has spent over 50 hours trying to resolve his issues, often being passed around among support staff without resolution (Page 111).
- He has been subjected to repeated requests to recount a traumatic incident, exacerbating his mental distress (Page 60, Page 76).

2. **Neglect of Legal Obligations**:

- Google's actions suggest a failure to comply with the UK Consumer Rights Act 2015, which requires services to be carried out with reasonable care and skill (Page 5).
- The suspension of Ben's account without proper warning or justification could be seen as a refusal of service, potentially discriminating against his disability (Page 5).

3. **Failure to Accommodate Disabilities**:

- Ben, as a vulnerable adult with autism, has not been provided with the necessary accommodations, which could be considered discriminatory under the UK Equality Act 2010 and the Disability Discrimination Act 1995 (Page 5).

4. **Systemic Issues and Emotional Harm**:

- Ben Mak has expressed that the systemic failure of Google Workspace Support has caused him further harm and has also negatively impacted innocent Google staff (Page 115).
- He has faced emotional and mental distress, which is compensable under legal precedents such as Section 1983 and the case of Carey v. Phiphus (Page 5).

5. **Financial Impact and Service Denial**:

- Despite not being able to use his account, Ben Mak has been forced to pay for services he is not receiving, which he describes as harassment (Page 111).

- He has also highlighted the irony and unlawfulness of being billed for a service that has contributed to ruining his day-to-day living due to restricted access (Page 119).

#### 6. **Lack of Transparency and Accountability**:

- Ben Mak has repeatedly requested transcripts of his calls and direct contact with management to address the issues, which have been delayed or not provided (Page 115, Page 129).

In summary, Ben Mak's experience with Google Workspace Support has been fraught with frustration, legal oversights, and a lack of sensitivity to his personal circumstances, leading to a situation that he describes as torturous and akin to harassment.

( 16m 53s ) Ben Mak: # Distress and Technical Issues Documented by Ben Mak

#### ## Technical Issues and Support Interactions

- **Page 22 & 23**: Ben Mak discusses separate logins for INFO@benmak and Consult@benmak, indicating both are individual users managed by him.
- **Page 110**: Instructions for setting up DMARC records are provided, with a value and TTL specified.
- **Page 133**: Ben Mak expresses concern about not having access to DMARC, which is a significant issue for his domain [benmaklondon.com](http://benmaklondon.com).
- **Page 136**: Ben Mak is in distress after nearly 5 hours of support, feeling like he is "butting wall" and crying.
- **Page 82, 96, 105**: Various technical steps are discussed, including domain verification and Google Meet sessions for support.
- **Page 109**: Guidance on updating domain-related records and obtaining message headers is given.

#### ## Emotional Distress and Self-Harm References

- **Page 107**: Ben Mak mentions blacking out from stress after a 7-hour call with Google.
- **Page 119**: Ben Mak states that the ongoing issues have nearly driven him to suicide twice.
- **Page 136**: Ben Mak indicates he is distressed and crying, feeling overwhelmed after a long support session.

#### ## Financial and Professional Impact

- **Page 24**: Ben Mak notes the financial strain and the need for tools to resolve ongoing issues to regain control of his finances and life.

#### ## Customer Service and Policy Concerns

- **Page 116**: Ben Mak's expertise in data analysis and policy is acknowledged, with a focus on user rights.
- **Page 30**: A hopeful note from Google Workspace Support about making things easy for Ben.
- **Page 31**: A Google Workspace Support email to Ben Mak regarding incorrect details.

#### ## Organizational and Compliance Details

- \*\*Page 4\*\*\*: The document outlines the background and timeline of events, including specific details and quotes from support sessions, highlighting the complexity of the issues and the customer's vulnerable status.

## ## Miscellaneous Interactions

- \*\*Page 47\*\*\*: A sign-off from Manjunath at Google Workspace Support with a mention of following @AskWorkspace for updates.

- \*\*Page 34\*\*\*: Instructions for handling sensitive data during a screen sharing session are provided.

Ben Mak's interactions with Google Workspace Support reveal a pattern of technical challenges and severe emotional distress. The documentation captures the complexity of the issues, the duration of support interactions, and the need for accommodations due to Ben's vulnerable status. The financial and professional impact on Ben is also evident, as he seeks to resolve these issues and regain stability.

( 18m 44s ) Ben Mak: Customer attached 2.2023-2024- GOOGLE FINAL OVER .pdf:

<https://support.cloud.google.com/download/files/0684M00000R2y4sQAB>

( 19m 24s ) Ben Mak: pleasee hyst help me i have dine everything youve eanted why are yous doing this to me

Chat Started: Sunday, February 25, 2024, 20:03:34 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Pasupuleti T

( 20m 50s ) Google Workspace Support, Pasupuleti: Thank you for contacting Google Workspace Support. My name is Pasupuleti and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 21m 10s ) Ben Mak: i cant take this anymore

( 21m 16s ) Ben Mak: why do you keep doin this to em

( 25m 50s ) Ben Mak: please just put back on my account youre cutting me off from all my network, my stability and ability to rectify issues that causing me homelessness and loss off a child and livlihood

Chat Started: Sunday, February 25, 2024, 20:09:04 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Y Clarence R

( 26m 20s ) Google Workspace Support, Y Clarence: Thank you for contacting Google Workspace Support. My name is Y Clarence and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 26m 32s ) Google Workspace Support, Y Clarence: Hello, how are you doing today?

( 26m 34s ) Ben Mak: please just re connenct my account

( 26m 39s ) Ben Mak: I ve done nothing wrong

( 26m 58s ) Ben Mak: i was promised refund over 8 or 9 x and its not bee ndone nor had promised phone call back

( 28m 2s ) Google Workspace Support, Y Clarence: Ben, I completely understand your concern and I do apologize for the multiple transfers. I will help you check this for you.

( 28m 7s ) Google Workspace Support, Y Clarence: Before we get started, may I know your Domain Name and Phone Number with international country code? This is for future reference or in case we have to call back.

( 28m 20s ) Ben Mak: I DONT KNOW IM TO DISTESSED

( 28m 28s ) Ben Mak: sorry my eyes were clsoed

( 28m 36s ) Ben Mak: and caps locks on ;,(  
( 29m 20s ) Google Workspace Support, Y Clarence: Don't worry, I understand how you feel. I'm trying to help you.  
( 29m 53s ) Google Workspace Support, Y Clarence: I understand your account has been suspended, am I correct?  
( 30m 9s ) Ben Mak: yes i was promised refund over 8 or 9 x and its not been done nor had promised phone call back  
( 31m 54s ) Google Workspace Support, Y Clarence: Ben, I totally understand your situation and I have checked with the previous case. I see they have mentioned the courtesy credit has been declined as all the bills are valid and you need to pay the bill before 26th February 2024. Also I see you have an ending balance of £464.73.  
( 32m 9s ) Ben Mak: are you not reading  
( 32m 14s ) Ben Mak: what i have wrote  
( 32m 16s ) Ben Mak: read  
( 32m 18s ) Ben Mak: what  
( 32m 20s ) Ben Mak: i  
( 32m 23s ) Ben Mak: have  
( 32m 25s ) Ben Mak: wrote  
( 32m 27s ) Ben Mak: read  
( 32m 29s ) Ben Mak: your notes  
( 33m 18s ) Ben Mak: how are they valid when the service that you charging me for? I haven't been able to execute how is it valid? I've spent over 55 hours on the phone and never once communicated with to explain so the amount is increasing but no one is communicating and telling me I keep getting told it's being fixed and then it keeps getting cut off and I keep getting promised a phone call.  
( 33m 55s ) Ben Mak: Customer attached 2.2023-2024- GOOGLE FINAL OVER .pdf: <https://support.cloud.google.com/download/files/0684M00000R2y5vQAB>  
( 34m 9s ) Google Workspace Support, Y Clarence: Ben, I can totally imagine what you must be going through and I'm checking the informations..  
( 35m 14s ) Ben Mak: I dont know , as you said "Ben, I totally understand your situation and I have checked with the previous case. I see they have mentioned the courtesy credit has been declined as all the bills are valid and you need to pay the bill before 26th February 2024. Also I see you have an ending balance of £464.73."

after " i said yes i was promised refund over 8 or 9 x and its not been done nor had promised phone call back"

and it invalidates me

( 36m 57s ) Google Workspace Support, Y Clarence: Ben, I sincerely apologize for the previous interactions. You can reply back to them for this. I understand they have promised you for the refund but however after checking with the concerned team and validated the charges.  
( 37m 45s ) Google Workspace Support, Y Clarence: I understand how you are feeling now, I'm trying everything that I could do to help you on this.  
( 38m 34s ) Google Workspace Support, Y Clarence: I see there were multiple extensions given already and the last payment was made on Nov 22, 2023, due to this the account has been suspended now.  
( 39m 5s ) Ben Mak: please

( 39m 8s ) Ben Mak: read  
( 39m 10s ) Ben Mak: wjaht  
( 39m 13s ) Ben Mak: i  
( 39m 15s ) Ben Mak: am  
( 39m 16s ) Ben Mak: sayinh  
( 39m 19s ) Ben Mak: i said yes i was promised refund over 8 or 9 x and its not bee ndone nor had promised phone call back"  
( 39m 42s ) Ben Mak: I was promised a \*\*\*\*\*refund\*\*\*\*\* over \*\*\*\*\*8 or 9 x\*\*\*\*\* and its not bee ndone nor had promised phone call back"  
( 39m 50s ) Ben Mak: because of th 55 hours on the phone!  
( 40m 1s ) Ben Mak: thats more than you months working hours!  
( 41m 19s ) Ben Mak: why would the serivce. I have not been able to fully use missed miss university nearly jumped out of the window was suicidal twice last access to my account and to be able to protect the child that's now being lost because I've had no access to my account to send critical emails sighting to google that I've been victim of domestic abuse and that my domain was stolen and spent 55 hours nearly 60 with the same problem and you still trying to charge me but you're promising me every call it's going to be refunded  
( 43m 14s ) Google Workspace Support, Y Clarence: Ben, I completely understand your situation and If I were in your position I would feel the same. I request you to please back to the same email once where you have been informed for the refund.  
( 43m 48s ) Ben Mak: no, I wasn't getting money. They were clearing the balance.  
( 44m 7s ) Ben Mak: As the service Google are trying to charge me for I've spent more time on the phone trying to solve the problem then actually using the service  
( 44m 24s ) Ben Mak: can't get back to anyone because they've suspended me emails  
( 46m 11s ) Ben Mak: and I can't email anyone because no one will give me an email to contact which I've asked for on every single call which is over 30 not once as anyone gave me the managers email and then they tell me to shut me case and they've solved the problem every time I need to count reactivating the refund as promised the balance cleared as I've been told time and time again I was also told that this was getting investigated which it didn't as I've sent the PDF if you have a look and I keep getting cut off but I keep getting told by your team that they're certain I've got no issue with paying my bills but I'm not paying for something that I'm not able to use that is causing me severe distress and has nearly killed me  
( 52m 58s ) Ben Mak: Hello?  
( 53m 33s ) Google Workspace Support, Y Clarence: Ben, I understand your situation and I was checking with my concerned team regarding this.  
( 57m 15s ) Google Workspace Support, Y Clarence: I request you to please reply back on the previous case email where you have been told for the refund and then you will get an update from them. I will also mentioned the notes.  
( 57m 43s ) Ben Mak: I cant  
( 57m 48s ) Ben Mak: it doesnt let me log in  
( 57m 51s ) Ben Mak: its suspended  
( 59m 43s ) Ben Mak: there is no email option  
( 59m 45s ) Ben Mak: Customer attached 97342.png:  
<https://support.cloud.google.com/download/files/0684M00000QxRGIQA3>

( 1h 5m 13s ) Google Workspace Support, Y Clarence: I understand, may I know do you have an alternate email address so that I will update it on the previous case and they will be contacted you on that.

( 1h 8m 46s ) Ben Mak: Customer attached 88654.png:

<https://support.cloud.google.com/download/files/0684M00000R2y9EQAR>

( 1h 8m 51s ) Ben Mak: Nooone ever alled me back this is so criuel to me

( 1h 9m 28s ) Ben Mak: I jsut want my account to be safe to work , I ahave already had one account stolen off me BENMAKLONDON now google are literlly hanging by the neck

( 1h 9m 32s ) Ben Mak: 60 hours of calls

( 1h 9m 40s ) Ben Mak: told this is getting sorted

( 1h 9m 51s ) Google Workspace Support, Y Clarence: Ben, this is not the one where you have received an email. I understand you have spent more time on this matter.

( 1h 10m 0s ) Google Workspace Support, Y Clarence: May I know do you have an alternate email address?

( 1h 10m 44s ) Ben Mak: I used to have [consult@benmaklondon.com](mailto:consult@benmaklondon.com)  
[info@benmaklondon.com](mailto:info@benmaklondon.com) [ai@benmaklondon.com](mailto:ai@benmaklondon.com) [sales@benmaklondon.com](mailto:sales@benmaklondon.com)

( 1h 11m 9s ) Ben Mak: IT IS DIRECT INSTRUCTION FROM YOUR TEAM :

"Ben, this is not the one where you have received an email. I understand you have spent more time on this matter."

( 1h 11m 16s ) Ben Mak: DONT WORK

I used to have [consult@benmaklondon.com](mailto:consult@benmaklondon.com) [info@benmaklondon.com](mailto:info@benmaklondon.com)  
[ai@benmaklondon.com](mailto:ai@benmaklondon.com) [sales@benmaklondon.com](mailto:sales@benmaklondon.com)

( 1h 11m 17s ) Google Workspace Support, Y Clarence: Could you please confirm which is the email address you have access now.

( 1h 11m 21s ) Ben Mak: Due to being stolen

( 1h 11m 53s ) Ben Mak: as google helped the perosn change the domain when they called ex-codirector instead of me the bill payer

( 1h 12m 43s ) Ben Mak: Google when someone is removing the domain which is my name leaves my bank account has been getting paid by me should've contacted me given domestic abuse claims have been made and serious breaches of data but they didn't. They just allowed the domain to be moved out of the bill payers account who is called Ben Ma.

( 1h 13m 8s ) Ben Mak: Name of domain ownership got changed Google called the ex employee E instead of calling me hence why we're in this problem because they stole the domain to cause these problems to

( 1h 13m 27s ) Ben Mak: stress is that unbearable I have locked myself out of my other account. I don't remember my password because there's that much going on and I've been abused by all of you.

( 1h 13m 48s ) Google Workspace Support, Y Clarence: Ben, I understand and I will be helping to investigate this. Do you have any alternate accounts which are currently active?

( 1h 14m 3s ) Ben Mak: I've never once said I'm not gonna pay so I want to pay, but I wasn't happy with the level of upset and disrepute I've been served

( 1h 14m 28s ) Ben Mak: I bought a new website new domain to have a fresh start and now you have blocked that for me

( 1h 14m 42s ) Ben Mak: [consult@justiceminds.com](mailto:consult@justiceminds.com) was my new start and now you have blocked this

( 1h 15m 30s ) Ben Mak: customer care and consideration despite is given my domain away that is my 15 year career my very own name away to someone instead of calling me. I kept my loyalty with you and brought my new venture to use and now use stricken from me. Where is the consideration and duty of care and customer care, especially that I've got autism disability and suffering domestic abuse

( 1h 15m 46s ) Google Workspace Support, Y Clarence: I can imagine what you have been through, I understand that. If you could help me with the active email address any personal accounts, so that I will update that on the previous case and they will be contacted you on that email address.

( 1h 16m 11s ) Ben Mak: haven't got any other emails I've told you I've locked myself out with stress. I'm losing my mind because she's a torment me to death.

( 1h 16m 55s ) Ben Mak: Tormenting me to the point of insanity have constantly tripping over myself because all the accounts were connected to Ben Mac London so I've had to change my email and everything for every single account that again and I forgot with all the stress and the bed and I've got PTSD autism and use of liberty for basic means of communication

( 1h 17m 46s ) Google Workspace Support, Y Clarence: I totally understand, may I know do you have access to this email address [benmak.academy@gmail.com](mailto:benmak.academy@gmail.com), this is the secondary email address on the account.

( 1h 18m 2s ) Ben Mak: 30 members of your staff around this case and one of me and you're telling me not one year can see what's going on and you continue to suspend me account and put me in very vulnerable positions and cut me off from having a means of contact to anyone I've told you, I've locked myself out of the account because of the stress and all the password and email changes

( 1h 19m 0s ) Ben Mak: I had around 11 emails

( 1h 19m 54s ) Ben Mak: ben mak is from when i was in school I locked out of ai@conduly ben mak london and consult

( 1h 20m 4s ) Ben Mak: let me try on my ophone i might be logged in

( 1h 20m 25s ) Ben Mak: i have 3 phones is there any devices logged in

( 1h 21m 22s ) Google Workspace Support, Y Clarence: Please try and if you are able to login to the account which has access, please let me know so that I will update that on the previous case and you will be contacted on that.

( 1h 21m 44s ) Ben Mak: what device

( 1h 22m 4s ) Google Workspace Support, Y Clarence: Any device which has access to the account for emails.

( 1h 22m 49s ) Ben Mak: i dont know wait foudn. one

( 1h 24m 14s ) Ben Mak: Ive missed a therapy appointment and important post of my intern request this is ruining my life

( 1h 24m 32s ) Ben Mak: I want to live and this makes me not want to

( 1h 24m 34s ) Ben Mak: what now

( 1h 26m 18s ) Google Workspace Support, Y Clarence: I'm sorry to hear that, I'm trying to help you on this.

( 1h 27m 0s ) Google Workspace Support, Y Clarence: Could you please me with the alternate email address where you have access to the emails so that I will update that on the previous case and will also update the email address to contact you.

( 1h 27m 31s ) Ben Mak: I have emailedf you back

( 1h 27m 50s ) Google Workspace Support, Y Clarence: May I know from which email address?

( 1h 27m 54s ) Ben Mak: just pyt my acccount back on the is drinving me insane]

( 1h 27m 57s ) Ben Mak: acadewmy\  
( 1h 28m 53s ) Google Workspace Support, Y Clarence: Ben, may I know from account you have replied to the email?

( 1h 29m 5s ) Ben Mak: I REPLIED TO THE MEAMIL;

( 1h 29m 39s ) Google Workspace Support, Y Clarence: Alright, I request you to please wait for 24 hours so that the previous agent will update you via email on the same.

( 1h 30m 18s ) Ben Mak: Customer attached  
6FEE7AAA-F840-4220-B42B-0896245B7581.png:  
<https://support.cloud.google.com/download/files/0684M00000R2yBFQAZ>

( 1h 30m 53s ) Google Workspace Support, Y Clarence: I have updated the notes in the previous case and you will be contacted shortly in 24 hours on [benmaklondon.com](mailto:benmaklondon.com) email address.

( 1h 31m 5s ) Ben Mak: Call just be without me emails for 24 hours it's connected to me entire life. It's connected to me legal matters to me housing which I'm about to become homeless. It's connected to where it's connected to me in 10. It's connected to my bank. I've just gotten a new domain justice minds why have you allowed me to put a new domain into a account that you were gonna cut off instead of advising me to open it into a new account where it wouldn't be in Kieran all these bills whether it's a separate business?

( 1h 31m 26s ) Ben Mak: You can't message me on the Mackle on email because the domain has been stolen. It's void the DMX records are null.

( 1h 31m 56s ) Google Workspace Support, Y Clarence: You will be contacted on the same domain which you have used to contact us now.

( 1h 32m 0s ) Ben Mak: call me +44 07714303099

( 1h 32m 13s ) Ben Mak: i dont understand

( 1h 32m 32s ) Ben Mak: i am at risk

( 1h 32m 40s ) Google Workspace Support, Y Clarence: Sure Ben. I have mentioned everything on the previous case and you will contacted via phone from the previous representative.

( 1h 32m 42s ) Ben Mak: you are restricting my ability to communicate

( 1h 32m 47s ) Ben Mak: call me

( 1h 32m 57s ) Ben Mak: \ rely on on you getting back in touch with me because she's never have call me immediately

( 1h 33m 17s ) Google Workspace Support, Y Clarence: I understand how you are feeling now, not to worry, you will be contacted shortly. Just wait for 24 hours, I have updated so you will be contacted.

( 1h 33m 23s ) Ben Mak: I cannot rely on you calling me or contacting me back as you never have call me immediately. I need to speak to someone because I am very confused and don't understand what's going on. I've got a disability. I've got autism call me.

( 1h 33m 38s ) Ben Mak: Just wait 24 hours I can't. I've got very serious things I need to do tonight.

( 1h 33m 40s ) Google Workspace Support, Y Clarence: I understand that you need to be contacted as soon as possible, however, I have updated the information on the previous case and you will be contacted as soon as possible.

( 1h 33m 56s ) Google Workspace Support, Y Clarence: I am sorry for any inconvenience this may cause you, however, I have updated the case and you will be contacted shortly, please do not worry.

( 1h 34m 4s ) Ben Mak: Soon as possible thing you leave me at risk it's via harm. I'm facing homelessness. I've got to send the court papers. I've got a child who is in care that I am responsible for that I've got to email.

( 1h 34m 39s ) Ben Mak: Want you to call me now please because you're leaving me at risk you are restricting my means of communication. You have took my new domain and now attached it to the domain giveaway which you shouldn't have done. You should've set me up with a new domain and not attached it to one that was riddled with outstanding balances because of view so now I've lost my brand-new domain my new site which is part of an advocacy charity for men who are at risk of abuse abuse

( 1h 35m 2s ) Ben Mak: call

( 1h 35m 4s ) Ben Mak: me

( 1h 35m 8s ) Ben Mak: +447714303099

( 1h 35m 37s ) Google Workspace Support, Y Clarence: Ben, I understand your situation and what you are going through, I will do my best to have a same representative call you back as soon as possible. Please wait for few hours, you will be contacted. I have updated your phone number as well.

( 1h 36m 14s ) Ben Mak: I want you to call me now. I can't wait a few hours. I have got a very important legal work I need to post. I am in charge of a advocacy group for men who are at risk of abuse. I need to contact people who I'm responsible for it very serious peoples lives at risk, include my own

( 1h 36m 28s ) Ben Mak: restrict someone's ability to email and tell me to wait I've got responsibilities. I've got a child that I am responsible for.

( 1h 36m 41s ) Ben Mak: call me

( 1h 36m 48s ) Ben Mak: +447714303099

( 1h 37m 30s ) Google Workspace Support, Y Clarence: Ben, I understand your urgency, however the previous agent raised a request and got an update so as I have already updated, he will call you as soon as possible. I request you to please allow us for some time. I'm doing my best in this.

( 1h 37m 30s ) Ben Mak: I need to access to my emails. I need to remove justice mind my new business that I put by faith back in use because you have ceased that when you shouldn't have done that.

( 1h 37m 42s ) Ben Mak: Yes, but none of your agents have ever called me back

( 1h 38m 10s ) Ben Mak: call me because you have restricted my brand-new business for arrears nothing to do with that business. You should've advised me to set up a new domain so this wouldn't happen so use a further embed me in a further serious dangerous situation. You've you've ceased me brand-new business email attached to an old email.

( 1h 38m 32s ) Ben Mak: You're not doing your best at all. You won't even call me. You've cut me off and refused to put it back on. You've got no right to you've cut off justice mines when it's nothing to do with the arrears of the form of business.

( 1h 38m 42s ) Google Workspace Support, Y Clarence: I'm sorry Ben, I understand your frustration, I'm doing my best to help you, however, as mentioned, you will be contacted shortly.

( 1h 39m 7s ) Ben Mak: Have to call me because I feel like I'm gonna put my head through the window because you've you've stolen a domain of mine. I need my business email peoples lives depends on it

( 1h 39m 23s ) Ben Mak: call me now please or get me a account put back on or let me remove just mind or let me pay for justice mind on its own. I don't have much money because I'm not making money cause I'm spending all my time on the phone to google.

( 1h 39m 52s ) Ben Mak: You are torturing me and asking for basic you denying me a phone call you denying me access to me old account you denying me access to me new account and you won't call me back and you're gonna leave me to wait for one of your call handle us to get back in touch when 15 to 30 calls they never called me back

( 1h 40m 17s ) Ben Mak: Based on the context information provided, here is a summary of the Google Workspace Support agents who interacted with Ben Mak and the related details:

1. **\*\*Agent Mary Grace D\*\*** (Page 92): The name of the agent is mentioned, but no further context is provided in the excerpts.
2. **\*\*Agent Joval S\*\*** (Page 125): Again, only the name is mentioned without additional context.
3. **\*\*Agent Meenalochini\*\*** (Page 39): This agent assures Ben Mak that he can contact Google Workspace Support at any time in the next 30 days for further assistance and wishes him an excellent rest of the day.
4. **\*\*Agent Renee Rose\*\*** (Page 24): Renee Rose is involved in a conversation with Ben Mak about an email address that cannot be located in the account.
5. **\*\*Agent Mathukumalli G\*\*** (Page 117): The name of the agent is mentioned, but no further context is provided in the excerpts.
6. **\*\*Agent Don Don\*\*** (Page 34): The agent signs off a communication with Ben Mak, encouraging him to follow @AskWorkspace for tips and updates.
7. **\*\*Agent Camille Jhuna Anne M\*\*** (Pages 54, 70): The agent's name appears twice, indicating multiple interactions, but the excerpts do not provide details of these interactions.
8. **\*\*Agent Kimberly Grace\*\*** (Page 90): Kimberly Grace engages with Ben Mak regarding critical issues with his domain and MX records, offering assistance and asking for contact information in case of disconnection.
9. **\*\*Agent MUGADA R\*\*** (Page 112): The agent's name is listed, but no further context is provided in the excerpts.

These are the agents identified in the provided excerpts, along with the pages where their interactions with Ben Mak are documented. The document suggests that Ben Mak has had multiple interactions with different agents, discussing various issues related to his Google Workspace account, including domain management, billing, and technical support.

( 1h 40m 41s ) Ben Mak: NONE OF THEM HAVE CALLED ME BACK

( 1h 41m 58s ) Google Workspace Support, Y Clarence: I understand your frustration, I'm sorry that you feel that way, I see the previous case is still under processing so I have mentioned for the call back. You will be contacted shortly, this time I will ensure you will receive a call.

( 1h 42m 26s ) Ben Mak: call me you can't ensure anyone will call me just see those people the nine people above not one of them have called me back

( 1h 42m 35s ) Ben Mak: I want to speak to your manager immediately. Give me your contact number your manager because you drive me insane.

( 1h 43m 1s ) Ben Mak: CALL. ME PLEASE

( 1h 43m 20s ) Ben Mak: LET ME PAY FOR 2 of my emails. AT LEARSR

( 1h 43m 30s ) Ben Mak: the innocent emails justice mind that's got nothing to do with Ben Mac

( 1h 43m 35s ) Ben Mak: london

( 1h 43m 49s ) Ben Mak: I need them emails. I've got no one. I've got nothing. I set up those businesses for a new start and you are restricting my ability to live.

( 1h 44m 12s ) Ben Mak: The seriousness of your conditions in the context of the disruptions caused by Google's service suspension is substantial. The excerpts from the document highlight several key points that underscore the gravity of the situation:

1. **\*\*Impact on Professional and Social Initiatives\*\*** (Page 1, Page 3, Page 8): The suspension of services has been described as a critical lifeline for your work, stalling projects aimed at uplifting vulnerable communities. It has also hindered the momentum of initiatives like "Being Unlimited" and the Executive Club, affecting not only the progress of these ventures but also the financial support for the "I Am Able" charity.

2. **\*\*Exacerbation of Personal Challenges\*\*** (Page 8, Page 9): Your personal challenges, including autism and PTSD, have been aggravated by the service disruption. The loss of structured and reliable digital services has impacted your ability to manage tasks and projects, further stressing your conditions.

3. **\*\*Legal and Emotional Distress\*\*** (Page 5, Page 6, Page 64, Page 80): The abrupt termination of your Google Workspace subscription without warning has caused heightened stress and anxiety, constituting "injury to feelings" under UK law. This emotional distress is compensable, and the failure to make reasonable adjustments for a disabled user is highlighted as discrimination.

4. **\*\*Data Management Risks\*\*** (Page 8): The inability to manage your company's data effectively due to the service disruption poses a substantial risk to the integrity and efficiency of your work, affecting decision-making processes, client relationships, and overall business operations.

5. **\*\*Reputational Damage and Psychological Health\*\*** (Page 8): The combination of blackouts, confusion, and lack of support has impacted your psychological health and identity, leading to potential misunderstandings and misinterpretations in professional and social settings.

6. **\*\*Legal Obligations and Rights\*\*** (Page 64, Page 80): Google's actions have been cited as not meeting the obligations under the Consumer Rights Act 2015 and the UK Data

Protection Act 2018, with potential breaches of your subject access rights under the GDPR.

In summary, the document clearly articulates the severe impact of Google's service suspension on your conditions, professional life, and legal rights, emphasizing the need for a resolution that acknowledges the hardships and provides appropriate compensation and adjustments.

( 1h 44m 34s ) Google Workspace Support, Y Clarence: Ben, I have scheduled a call back, could you please confirm your preferred timings?

( 1h 44m 56s ) Ben Mak: I don't I haven't. I want you to call me right now because they're not going to call me back about what am I meant to do because I've got emails to send a work from my computer.

( 1h 45m 18s ) Ben Mak: Let me pay for me two emails please so I can at least save my own life my guardian child life and hundreds of men who rely on me for my services

( 1h 46m 19s ) Ben Mak:

<https://tome.app/ben-mak-businesses-6df/empowering-legal-self-advocacy-clslb8bb904gxo9635lx8xne4>

( 1h 47m 36s ) Ben Mak: Customer attached CleanShot 2024-02-25 at 21.29.43.gif:

<https://support.cloud.google.com/download/files/0684M00000R2yCbQAJ>

( 1h 48m 42s ) Ben Mak: I need my emails. There's no reason whatsoever for my emails to be restricted from me. I've said I will pay for justice minds because justice mind is innocent in all of this. Your team should've advised me to not join this onto Ben Mack London with it being a separate ent, because a new venture when I'm I've never said I don't or won't pay. I'm just not paying for this diabolical service that nearly killed me would've nearly jumped out of the window because of autism and communication which have not been given and I've been isolated means of communication cut off and use four times a week for the last month

( 1h 52m 20s ) Google Workspace Support, Y Clarence: Ben, I have checked with my concerned team and they are working on this, I will contact you via email as soon as I get an update on it, for this I request you to please wait for a maximum of 24 hours, please understand that this is the maximum time we ask you to wait.

( 1h 52m 44s ) Google Workspace Support, Y Clarence: You will be contacted this time and to inform you that this case will be open.

( 1h 53m 9s ) Ben Mak: Right you're not listening to me. I've got autism so my brain is very differently. Wired from yours. It is a disability and it's under the equality act sections 2021 that I need specific communication your refusing to speak to me and I'm asking you put me account on so I can access my emails and I'm not in my flat alone isolated want to hurt myself.

( 1h 53m 16s ) Google Workspace Support, Y Clarence: I have informed to my concern and requested for a call as well. So they are currently checking on your case and will get an update soon.

( 1h 53m 46s ) Google Workspace Support, Y Clarence: As you have requested for the refund, In this case, our concerned team has to investigate and call you back for the update.

( 1h 53m 46s ) Ben Mak: I don't want soon it's ambiguous. It makes it's got no end to it. You have said this to me 10 times before!! used on the context information provided, here is a summary of the Google Workspace Support agents who interacted with Ben Mak and the related details:

1. **\*\*Agent Mary Grace D\*\*** (Page 92): The name of the agent is mentioned, but no further context is provided in the excerpts.
2. **\*\*Agent Joval S\*\*** (Page 125): Again, only the name is mentioned without additional context.
3. **\*\*Agent Meenalochini\*\*** (Page 39): This agent assures Ben Mak that he can contact Google Workspace Support at any time in the next 30 days for further assistance and wishes him an excellent rest of the day.
4. **\*\*Agent Renee Rose\*\*** (Page 24): Renee Rose is involved in a conversation with Ben Mak about an email address that cannot be located in the account.
5. **\*\*Agent Mathukumalli G\*\*** (Page 117): The name of the agent is mentioned, but no further context is provided in the excerpts.
6. **\*\*Agent Don Don\*\*** (Page 34): The agent signs off a communication with Ben Mak, encouraging him to follow @AskWorkspace for tips and updates.
7. **\*\*Agent Camille Jhuna Anne M\*\*** (Pages 54, 70): The agent's name appears twice, indicating multiple interactions, but the excerpts do not provide details of these interactions.
8. **\*\*Agent Kimberly Grace\*\*** (Page 90): Kimberly Grace engages with Ben Mak regarding critical issues with his domain and MX records, offering assistance and asking for contact information in case of disconnection.
9. **\*\*Agent MUGADA R\*\*** (Page 112): The agent's name is listed, but no further context is provided in the excerpts.

These are the agents identified in the provided excerpts, along with the pages where their interactions with Ben Mak are documented. The document suggests that Ben Mak has had multiple interactions with different agents, discussing various issues related to his Google Workspace account, including domain management, billing, and technical support.

( 1h 54m 4s ) Ben Mak: I have requested for the refund I got told I was being given one  
( 1h 54m 17s ) Google Workspace Support, Y Clarence: I understand that previous cases and interactions but this time as you have reached multiple times, you will be updated soon.

( 1h 54m 19s ) Ben Mak: seems that investigating every time but they are not

( 1h 54m 50s ) Ben Mak: Customer attached 75994.png:

<https://support.cloud.google.com/download/files/0684M00000R2yD5QAJ>

( 1h 55m 15s ) Google Workspace Support, Y Clarence: Ben, I do apologize for the previous interactions, but I will ensure you will be updated this time.

( 1h 55m 21s ) Ben Mak: YOUS DO NOT CALL ME BACK OR INVRSTIAGTE

( 1h 55m 34s ) Ben Mak: PUT MY ACCOUNT BACK ON

( 1h 55m 36s ) Ben Mak: I WILL PAY

( 1h 55m 43s ) Ben Mak: FOR JUSTICE MINDS!!!

( 1h 55m 52s ) Ben Mak: and we sort ben mak oiut later

( 1h 55m 57s ) Ben Mak: I NEED MY EMAILS

( 1h 56m 27s ) Ben Mak: Put me through team manager please. I've already missed a very important post of my intent getting into Harvard was meant to post something for them online and now I haven't he's ruining my life.

( 1h 56m 33s ) Google Workspace Support, Y Clarence: I will ensure you will be contacted, Ben. We have all the records of the previous interactions and understand how important the emails are to you, just wait for some time and you will be contacted shortly, My concerned team is already working on your case.

( 1h 57m 2s ) Ben Mak: Right telling to wait soon I've got autism and I will sit here and I will die because I won't move because that's what you've told me like all the others and you don't call me back. Call me now or give me the number to your manager before a smash me head through this table.

( 1h 57m 9s ) Google Workspace Support, Y Clarence: I have already informed my manager and got an update, they are checking the case history and will be get back to you shortly with an update.

( 1h 57m 29s ) Ben Mak: I took one shortly. I need to speak to someone now because I'm literally about to put my head through the window.

( 1h 57m 41s ) Google Workspace Support, Y Clarence: We understand your situation and ensure will be contacted soon. Just allow us some time.

( 1h 58m 11s ) Ben Mak: Clarence, if you don't get if you don't call me now, I'm gonna smash my face with this concrete statue right in front of me it will pale my skull and you won't be able to get in touch with me and you'll never get your money then for this account that you have encouraged me a lot of inflation

( 1h 58m 17s ) Ben Mak: is that what you want because that's what's gonna happen if you've don't call me or someone calls me

( 1h 58m 44s ) Ben Mak: sending me into autistic meltdown

( 1h 58m 53s ) Ben Mak: you don't understand. I've got a disability. This is sending me into very dark dangerous places you can't do this to me.

( 1h 59m 10s ) Ben Mak: You have got on file I've got autism. My brain is very different from yours.

( 1h 59m 33s ) Ben Mak: Just call me

( 1h 59m 36s ) Ben Mak: you can because you normally do

( 1h 59m 40s ) Google Workspace Support, Y Clarence: Ben, I totally understand your situation and I sincerely apologize for the inconvenience cause. As I have already informed my concerned team, please be assured you will be contacted shortly. Just allow us for some time. I will ensure will be get back to you.

( 1h 59m 43s ) Ben Mak: you refusing to and you know how much it's distressing me and you know it's gonna make me harm myself

( 1h 59m 51s ) Ben Mak: call me now

( 2h 0m 0s ) Google Workspace Support, Y Clarence: I have informed to my concerned regarding your situation so soon you will receive a call.

( 2h 0m 11s ) Ben Mak: I could be dead by then, so I hope you're very happy because this has killed me

( 2h 0m 35s ) Ben Mak: and you refused to speak to me, thank you, Clarence. Thank you very much for all that you've done for me.

( 2h 0m 44s ) Google Workspace Support, Y Clarence: Ben, Is it possible If i arrange a call back in 30 minutes?

( 2h 0m 53s ) Ben Mak: Driving me stricken me my last lifeline from me

( 2h 1m 15s ) Ben Mak: justice man defeating bias regaining control I was an agent for needs

( 2h 1m 35s ) Ben Mak: man being absolutely dissolved by women

( 2h 1m 39s ) Ben Mak: a woman stole my do

( 2h 1m 49s ) Ben Mak: the police officers adult with with women they discarded my claims of do

( 2h 1m 56s ) Google Workspace Support, Y Clarence: Ben, I'm calling you, please allow me 2 minutes.

( 2h 2m 0s ) Ben Mak: I have had one lifeline and you have chosen to refuted from me and not allow me this means of contact with the world and to remain safe

( 2h 4m 55s ) Google Workspace Support, Y Clarence: Ben, I have tried calling you but unable to reach you on the given number.

( 2h 6m 35s ) Google Workspace Support, Y Clarence: Could you please help me with an alternate number to call you now?

( 2h 10m 3s ) Google Workspace Support, Y Clarence: Sorry to bother you, are we still connected? It is just to prevent our chat from being disconnected.

( 2h 13m 46s ) Google Workspace Support, Y Clarence: By the way I just want to give you a heads up that this chat box has a 10 minute threshold period for inactive sessions. In case the chat becomes inactive for 10 minutes, the chat box will automatically close.

( 2h 16m 48s ) Google Workspace Support, Y Clarence: It looks like you are no longer at this chat or have left the window. I'll need to close this chat but please contact us again if you do require further assistance. A list of our contact options can be found at <http://gsuite.google.com/contactsupport>. There's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day!

Subject

Follow up on recent case 49689722 - REFUNDED YET CUT OFF AGAIN

Description

Follow up on recent case 49689722 - REFUNDED YET CUT OFF AGAIN

Hi Ben,

Greetings for the day!! Thank you for contacting Google Workspace Support. I hope this email finds you well. This is an email regarding credit on your account.

I see that you've already reported this issue about credit on your account (Case #49689722). Our dedicated team is working on resolving the issue and awaiting your response. To expedite the process, I will send a test email from the existing case so that you can reply directly to it. I'll be closing this case as a duplicate since having multiple open cases may delay the resolution.

Thank you again and have a great day ahead!

Best regards,

Akhil

Google Workspace Support.

Follow [@AskWorkspace](#) for regular helpful tips & product updates

Chat Started: Monday, February 26, 2024, 03:58:40 (-0800)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Laxmansaiteja Y

( 11s ) Google Workspace Support, Laxmansaiteja: Thank you for contacting Google Workspace Support. My name is Laxmansaiteja and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 37s ) Ben Mak: hello Laxmansaiteja

( 42s ) Ben Mak: I hope you are well.

( 1m 7s ) Ben Mak: I would like you to very carefully look at the message.conversation I ahd with one of your collegeues that nearly cost me my life.

( 1m 15s ) Google Workspace Support, Laxmansaiteja: Hello Ben! How are you doing today.

( 1m 17s ) Ben Mak: last night

( 1m 22s ) Google Workspace Support, Laxmansaiteja: I'm doing well, thanks for asking.

( 1m 23s ) Ben Mak: I black out and have just woke yp

( 1m 54s ) Google Workspace Support, Laxmansaiteja: Sure, please allow me 4-5 minutes here, while check the conversation for you.

( 7m 42s ) Google Workspace Support, Laxmansaiteja: Thank you for staying connected.

( 7m 51s ) Google Workspace Support, Laxmansaiteja: Meanwhile, before we proceed, may I ask for your first and last name, domain and your phone number, in case we get disconnected I can call you?

( 8m 7s ) Ben Mak: Ben Mak

( 8m 12s ) Ben Mak: [consult@justice-minds.com](mailto:consult@justice-minds.com)

( 8m 51s ) Google Workspace Support, Laxmansaiteja: Thank you for providing the details.

( 9m 30s ) Google Workspace Support, Laxmansaiteja: I see that you're looking to pay the due amount on your account to reactivate your services.

( 9m 44s ) Ben Mak: can you call me me please

( 9m 56s ) Google Workspace Support, Laxmansaiteja: Sure.

( 10m 7s ) Ben Mak: +447714303099

( 10m 29s ) Google Workspace Support, Laxmansaiteja: Thank you, I will be calling within 2-3 minutes.

( 13m 31s ) Ben Mak: call again

( 13m 35s ) Ben Mak: it went off after 1 ring

( 13m 52s ) Google Workspace Support, Laxmansaiteja: Sure.

Chat Started: Tuesday, February 27, 2024, 15:27:41 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Rajalakshmi U

( 11s ) Google Workspace Support, Rajalakshmi: Thank you for contacting Google Workspace Support. My name is Rajalakshmi and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 31s ) Google Workspace Support, Rajalakshmi: Hello, how are you doing today?

( 1m 15s ) Ben Mak: Hello grateful to speak, but apologize for my frail state. I am usually a happy strong healthy soul

( 2m 45s ) Google Workspace Support, Rajalakshmi: I'm sorry to learn that your account is suspended. I'll surely help you with the information.

( 2m 53s ) Google Workspace Support, Rajalakshmi: I certainly understand how important this is for you and please be assured that I'll be happy to find the possible solution.

( 3m 20s ) Ben Mak: thank you kindly-

( 3m 38s ) Google Workspace Support, Rajalakshmi: You're most welcome.

( 3m 39s ) Google Workspace Support, Rajalakshmi: Before we begin, may I have your Domain name ,contact number and email address in case the chat gets disconnected?

( 4m 31s ) Ben Mak: [authority@legaldueprocess.com](mailto:authority@legaldueprocess.com) +447714303099 Ben

( 5m 15s ) Google Workspace Support, Rajalakshmi: Thank you for providing the information.

( 5m 29s ) Google Workspace Support, Rajalakshmi: May I place your chat on hold for 5 minutes while I review the information?

( 5m 59s ) Ben Mak: sure

( 9m 49s ) Google Workspace Support, Rajalakshmi: Thank you for being on hold. I appreciate your patience and understanding.

( 10m 23s ) Google Workspace Support, Rajalakshmi: On checking the information, I see that your account is suspended due to non payment and we have already provided multiple extensions to make the payment. In this case, could please confirm whether you are able to make the partial payment now?

( 13m 8s ) Ben Mak: On 24th/02/2024

After a 5 hour call I promised most with surety I would get a call back

25th 02/2024

ased on the context information provided, here is a summary of the Google Workspace Support agents who interacted with Ben Mak and the related details:

1. **\*\*Agent Mary Grace D\*\*** (Page 92): The name of the agent is mentioned, but no further context is provided in the excerpts.
2. **\*\*Agent Joval S\*\*** (Page 125): Again, only the name is mentioned without additional context.
3. **\*\*Agent Meenalochini\*\*** (Page 39): This agent assures Ben Mak that he can contact Google Workspace Support at any time in the next 30 days for further assistance and wishes him an excellent rest of the day.
4. **\*\*Agent Renee Rose\*\*** (Page 24): Renee Rose is involved in a conversation with Ben Mak about an email address that cannot be located in the account.

5. **\*\*Agent Mathukumalli G\*\*** (Page 117): The name of the agent is mentioned, but no further context is provided in the excerpts.
6. **\*\*Agent Don Don\*\*** (Page 34): The agent signs off a communication with Ben Mak, encouraging him to follow @AskWorkspace for tips and updates.
7. **\*\*Agent Camille Jhuna Anne M\*\*** (Pages 54, 70): The agent's name appears twice, indicating multiple interactions, but the excerpts do not provide details of these interactions.
8. **\*\*Agent Kimberly Grace\*\*** (Page 90): Kimberly Grace engages with Ben Mak regarding critical issues with his domain and MX records, offering assistance and asking for contact information in case of disconnection.
9. **\*\*Agent MUGADA R\*\*** (Page 112): The agent's name is listed, but no further context is provided in the excerpts.

These are the agents identified in the provided excerpts, along with the pages where their interactions with Ben Mak are documented. The document suggests that Ben Mak has had multiple interactions with different agents, discussing various issues related to his Google Workspace account, including domain management, billing, and technical support. I was promised I would get a call back

( 13m 34s ) Ben Mak: all these agents promised me I would get a call back

( 14m 11s ) Ben Mak: Sadly I was forced into nearly taking my own life a few days ago and your agent put the phone down on me refused to let me pay

( 14m 26s ) Ben Mak: They then said if I pay they can't promise the account won't be reactivated

( 16m 48s ) Ben Mak: so wondered what is the protocol when a disabled client is struggling and is told instructions and follows it but it brings more harm and restriction? I did everything google said then they give me a big build up bill but none your team told me or called back as promised, It was. then said on 22 Feb my waived fee is not now not getting waiver

( 17m 11s ) Ben Mak: while i understand but that is not build up due to me but there instruction it was getting waiver

( 17m 19s ) Ben Mak: and now nearly £500

( 18m 14s ) Google Workspace Support, Rajalakshmi: Could you please confirm the issue you are facing while making the payment?

( 18m 53s ) Ben Mak: google told they were waiving it as I had spent (at the time 35 hours on the phone to google) in total

( 19m 13s ) Ben Mak: and been facing domestic abuse and lost work due to the above and other issues

( 19m 36s ) Google Workspace Support, Rajalakshmi: On checking the information, I see that our previous colleague requested for courtesy credit but we received an update in which they confirmed that the amount charged is valid and so they are unable to provide the courtesy credit.

( 20m 48s ) Ben Mak: They emailed this on 22nd February but they told dec jan feb was getting sorted

( 21m 5s ) Google Workspace Support, Rajalakshmi: I can truly understand your situation. In this case, I will forward your extension request to our internal team and I will closely monitor your case, since I have taken ownership of this case and I won't let you down. Rest assured and I will notify you via email if we receive any updates from our internal support on this matter. Will that work?

( 21m 12s ) Ben Mak: and i would get a call back  
( 21m 26s ) Ben Mak: never have  
( 21m 54s ) Ben Mak: I raised valid question, about  
( 22m 2s ) Ben Mak: 35 houss spend on phone  
( 22m 24s ) Google Workspace Support, Rajalakshmi: In this case, I will request the team to give a call back in the case id: 49803643.  
( 23m 25s ) Ben Mak: 1. **\*\*Agent Mary Grace D\*\*** (Page 92): The name of the agent is mentioned, but no further context is provided in the excerpts.

2. **\*\*Agent Joval S\*\*** (Page 125): Again, only the name is mentioned without additional context.

3. **\*\*Agent Meenalochini\*\*** (Page 39): This agent assures Ben Mak that he can contact Google Workspace Support at any time in the next 30 days for further assistance and wishes him an excellent rest of the day.

4. **\*\*Agent Renee Rose\*\*** (Page 24): Renee Rose is involved in a conversation with Ben Mak about an email address that cannot be located in the account.

5. **\*\*Agent Mathukumalli G\*\*** (Page 117): The name of the agent is mentioned, but no further context is provided in the excerpts.

6. **\*\*Agent Don Don\*\*** (Page 34): The agent signs off a communication with Ben Mak, encouraging him to follow @AskWorkspace for tips and updates.

7. **\*\*Agent Camille Jhuna Anne M\*\*** (Pages 54, 70): The agent's name appears twice, indicating multiple interactions, but the excerpts do not provide details of these interactions.

8. **\*\*Agent Kimberly Grace\*\*** (Page 90): Kimberly Grace engages with Ben Mak regarding critical issues with his domain and MX records, offering assistance and asking for contact information in case of disconnection.

9. **\*\*Agent MUGADA R\*\*** (Page 112): The agent's name is listed, but no further context is provided in the excerpts.

anf the last 3- noonr cslld bsck snf i sm sy risk

( 23m 32s ) Google Workspace Support, Rajalakshmi: I see that our colleague already working on your issue and he will get back to you via call soon.

( 24m 8s ) Ben Mak: I was promised call back on saturday

( 24m 17s ) Ben Mak: sunday, monday ,

( 25m 43s ) Google Workspace Support, Rajalakshmi: I can truly understand your situation. In this case, I have notified in the previous case id on behalf of you and requested them to call you back. So you don't need to worry.

( 26m 3s ) Google Workspace Support, Rajalakshmi: Google always tries their best to ensure their customers get the necessary support.

( 26m 25s ) Ben Mak: but i was told that since Augu

( 26m 44s ) Ben Mak: st no call back of any of the

( 26m 50s ) Ben Mak: promlem persists and aprensens

( 28m 35s ) Google Workspace Support, Rajalakshmi: Please be informed that I have requested our colleague to expedite the process and get back to you soon.

( 29m 11s ) Google Workspace Support, Rajalakshmi: I apologize for the inconvenience caused.

( 31m 14s ) Ben Mak: children at risk and young pepole at risk all becuase loked out of accounr i feel fiat

( 32m 7s ) Google Workspace Support, Rajalakshmi: I can truly understand your situation. In this case, I have forwarded your extension request to our internal team and I will closely monitor your case, since I have taken ownership of this case and I won't let you down. Rest assured and I will notify you via email if we receive any updates from our internal support on this matter.

( 34m 20s ) Google Workspace Support, Rajalakshmi: Is there anything else I can help you with to make things easier for you?

( 39m 20s ) Google Workspace Support, Rajalakshmi: Not to rush, are we still connected?

( 43m 49s ) Google Workspace Support, Rajalakshmi: By the way I just want to give you a heads up that this chat box has a 10 minute threshold period for inactive sessions. In case the chat becomes inactive for 10 minutes, the chat box will automatically close.

( 43m 54s ) Google Workspace Support, Rajalakshmi: It looks like you are no longer at this chat or have left the window. I'll need to close this chat but please contact us again if you do require further assistance. A list of our contact options can be found at

<http://gsuite.google.com/contactsupport>

---

**Subject**

Follow up on recent case 49805066 - google suspended my account when i offered to pay I have autism I want to stay safe

**Description**

Follow up on recent case 49805066 - google suspended my account when i offered to pay I have autism I want to stay safe

Hello Ben,

I hope this email finds you well. I'm writing a follow up email regarding your extension request.

As discussed, I have forwarded the request to the specialist team requesting an extension to make a payment and I am writing to inform you about the update I have received from the team.

As per the update, I am really sorry to inform you that we are unable to provide any further extensions as the suspension was already lifted quite a few times recently.

I totally understand the situation and how important it is for you to have the services active. However, as per Google's policy we are unable to provide an extension at this point. Hence, I suggest that you make a payment to be able to use the services.

Thank you for your understanding. If you still have any other issues, please get back to us. So that we will assist you further. This case will automatically close if we don't hear anything from you within the specified time 24 hours. You can always reply to this message within the next 30 days and the case will reopen.

Also, you can contact us by following one of the options by clicking on the link below:

<https://support.google.com/a/answer/1047213>

We appreciate your patience and understanding in this regard.

Regards,

Rajalakshmi  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I hope this email finds you well. I'm writing a follow up email regarding your extension request.

As discussed, I have forwarded the request to the specialist team requesting an extension to make a payment and I am writing to inform you about the update I have received from the team.

As per the update, I am really sorry to inform you that we are unable to provide any further extensions as the suspension was already lifted quite a few times recently.

I totally understand the situation and how important it is for you to have the services active. However, as per Google's policy we are unable to provide an extension at this point. Hence, I suggest that you make a payment to be able to use the services.

As we have not received any reply from you regarding your case. So I'll go ahead and close this case today. Hence, if there is anything else I can do for you even after your case closes, please reply to this message within the next 30 days and I will be happy to assist you further.

Also, you can contact us by following one of the options by clicking on the link below:

<https://support.google.com/a/answer/1047213>

We appreciate your patience and understanding in this regard.

Regards,

Rajalakshmi  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

Chat Started: Friday, March 01, 2024, 01:34:17 (+0530)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Rajalakshmi U

( 15s ) Google Workspace Support, Rajalakshmi: Thank you for contacting Google Workspace Support. My name is Rajalakshmi and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 44s ) Google Workspace Support, Rajalakshmi: Hello Ben, how are you doing today?

( 1m 10s ) Ben Mak: google thanks hope you too .

----

Name

ben mak  
consult@justice-minds.com  
07714303099

09-09/1988

I am account holder

---

( 1m 25s ) Ben Mak: it won't let me pay. I've tried five cards and it's not letting me pay so I've just like to make a payment please for £150.

( 2m 49s ) Google Workspace Support, Rajalakshmi: I'm sorry to learn that you are unable to make the payment as it won't let you pay. I'll surely help you with the information.

( 2m 58s ) Google Workspace Support, Rajalakshmi: I certainly understand how important this is for you and please be assured that I'll be happy to find the possible solution.

( 4m 0s ) Google Workspace Support, Rajalakshmi: Before we begin, may I have your Domain name ,contact number and email address in case the chat gets disconnected?

( 4m 19s ) Ben Mak: can you not read the messages

( 5m 40s ) Google Workspace Support, Rajalakshmi: I apologize for the inconvenience caused.

( 5m 52s ) Google Workspace Support, Rajalakshmi: Thank you for providing the information.

( 6m 42s ) Google Workspace Support, Rajalakshmi: Could you please provide me the screenshot of the error you have received while making the payment?

( 7m 16s ) Ben Mak: Customer attached 53179.png:

<https://support.cloud.google.com/download/files/0684M00000R3R2uQAF>

( 8m 22s ) Ben Mak: Customer attached 72153.png:

<https://support.cloud.google.com/download/files/0684M00000R7cP1QAJ>

( 8m 50s ) Google Workspace Support, Rajalakshmi: Thank you for the screenshots.

( 8m 56s ) Google Workspace Support, Rajalakshmi: May I place your chat on hold for 5 minutes while I review the information?

( 11m 11s ) Ben Mak: sure

( 12m 20s ) Ben Mak: yes

( 13m 53s ) Google Workspace Support, Rajalakshmi: Thank you for being on hold. I appreciate your patience and understanding.

( 14m 42s ) Ben Mak: ok

( 14m 57s ) Google Workspace Support, Rajalakshmi: In this case, in order to fix this issue I will forward your issue to our internal team and I will closely monitor your case, since I have taken ownership of this case and I won't let you down. Rest assured and I will notify you via email within 24 hours if we receive any updates from our internal support on this matter. Will that work?

( 15m 34s ) Google Workspace Support, Rajalakshmi: Once this issue fixed, then you are able to make the payment.

( 16m 14s ) Ben Mak: I have been told I will get a call back I have lost how many time . You all say and promise

( 16m 49s ) Ben Mak: check yout history and check if ever anyone calls back a manager did yday I will gice him that, - once.

( 17m 11s ) Ben Mak: SO mu account will remain locked tahts correct tjrough no fault of my own even why i try to pay]

( 17m 57s ) Google Workspace Support, Rajalakshmi: Please be informed that this issue will be fixed by our internal team. Once your issue fixed, I'll get back to you via call within 24 hours. So you don't need to worry.

( 18m 30s ) Ben Mak: well i do as I cant access my subscriptions I anr work and make money and i and now furhter behind yet anothr lalucnh

( 18m 35s ) Ben Mak: launch\*

( 18m 38s ) Ben Mak: More money lost

( 18m 59s ) Google Workspace Support, Rajalakshmi: I completely understand that it is quite frustrating to reach out for the same issue again and again. Rest assured, I have taken ownership of your case and I will try my best to provide the best possible resolution at the earliest.

( 19m 38s ) Ben Mak: but still locked out my account- impacting my businesses. Make living, and reputational damahgae

( 20m 15s ) Ben Mak: getting grief of all the people waiting to hear on me

( 20m 24s ) Ben Mak: landlord, bills, contractors inrterns its really baf

( 20m 26s ) Ben Mak: bad

( 20m 33s ) Google Workspace Support, Rajalakshmi: Google always tries their best to ensure their customers get the necessary support. I can understand your concern and hence I am taking the ownership for you so that you do not have to worry about it anymore. Once our internal team fixed the issue, you're able to make the payment and your account will be active.

( 21m 22s ) Ben Mak: yeh thats not really support tho or relief in anyway- when you demand this money off me for I don't know how long restricted all my access to having access to my businesses and then when I do go to pay you make me wait even more interesting i the support

( 21m 35s ) Ben Mak: you've been trying to fix it since last August

( 23m 20s ) Google Workspace Support, Rajalakshmi: Please be informed that as per the screenshot you have provided I see that this issue will be fixed by our internal team. The case remains open with me as I will monitor the case for you till your issue gets fixed so that you do not have to worry.

( 24m 7s ) Ben Mak: yeah still doesn't stop the upset of my business or the letdowns or financial losses or the implications in the backlog and the missed opportunities you do your job is not an exceptional manoeuvre. It's what I'm paying for. I'm being reprimanded for in the same breath.

( 24m 43s ) Ben Mak: Sorry, I don't mean to have a go at you. I'm just done with this near 910 months oral and how much it cost me and ruined my life.

( 25m 44s ) Google Workspace Support, Rajalakshmi: I'm sorry to hear you are having these problems. We will get this resolved as quickly as possible.

( 26m 0s ) Google Workspace Support, Rajalakshmi: I apologize for the inconvenience caused.

( 26m 38s ) Google Workspace Support, Rajalakshmi: I have escalated your issue for you and I will get back to you within 24 business hours. So you don't need to worry.

( 27m 30s ) Ben Mak: Well you need to worry because there's never media relief from the ongoing concerns I promise of being someone getting back in touch with me in 24 hours doesn't hold any weight coming from Google so you've got no surety from your statement. I'm afraid I'll just carry on waste of time and just get ready to bleed the money that you of me to give you.

( 28m 42s ) Ben Mak: Can't log into my social medias I can't get into my emails. I can't receive emails. I'm completely trapped and isolated from my means of of life and survival.

( 28m 57s ) Google Workspace Support, Rajalakshmi: Please be informed that this issue will be fixed soon and then you are able to access your account. Once the issue got fixed, you will get a call back soon.

( 29m 23s ) Ben Mak: So in the meantime, just suffer and hope for the best

( 30m 27s ) Google Workspace Support, Rajalakshmi: I can truly understand your situation. Rest assured, I have taken ownership of your case and I will try my best to provide the best possible resolution at the earliest.

( 31m 18s ) Ben Mak: I don't know how you expect me to rest nothing is changed except I made an attempt to pay on Google. Haven't done something again but you're stopping me from paying.

( 32m 39s ) Google Workspace Support, Rajalakshmi: Please be informed that our internal team currently working on your issue and so your issue will be fixed soon.

( 33m 36s ) Ben Mak: Yeah, soon doesn't really help or bring any surety. It just brings more anxiety ambiguity fear and worry as there's no promise. Hope or definition to answer.

( 34m 54s ) Google Workspace Support, Rajalakshmi: Please be informed that maximum TAT will be 24 hours but once I received an update I'll get back to as soon as earliest.

( 36m 11s ) Ben Mak: Saint Justin is that a new rule? Doesn't seem to come into effect over the last nine months.

( 37m 54s ) Ben Mak: I'm dealing with a similar situation where a huge global estate advocates allies champions

( 38m 11s ) Ben Mak: I've done nothing for give me empty promises. I look forward to your call.

( 39m 4s ) Google Workspace Support, Rajalakshmi: Please be informed that our internal team currently working on your issue and so your issue will be fixed soon. Is there anything else I can help you with to make things easier for you?

( 39m 48s ) Ben Mak: No thanks have a nice evening

( 40m 56s ) Google Workspace Support, Rajalakshmi: Thank you for being a kind customer! Thanks for chatting with Google Workspace Support. It's been a pleasure assisting you. Have a great day!

---

**Subject**

wont accept my pay

**Description**

wont accept my pay

Hello Ben,

I hope you are doing well.

This is a follow up email associated with your CASE # 49885516.

I wanted to keep you posted that our internal team is actively working on your request and will reach out to you once I receive an update from them.

I understand that your request is important and apologize for any inconvenience this delay may have caused.

If you need any further assistance please reply to this email and I'll get back to you. I appreciate your patience and understanding.

Have a wonderful day ahead!

Regards,

Anurag  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for contacting Google Workspace Support.

I'm writing a follow up email regarding your issue in making the payment.

I have received an update from the concerned team and they informed me that they have fixed your issue. Now you are able to make the payment as usual.

If you still have any other issues, please get back to us with the screenshot. So that we will assist you further. This case will automatically close if we don't hear anything from you within the specified time 48 hours. You can always reply to this message within the next 30 days and the case will reopen.

Also, you can contact us by following one of the options by clicking on the link below:

<https://support.google.com/a/answer/1047213>

We appreciate your patience and understanding in this regard.

Regards,

Rajalakshmi  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for contacting Google Workspace Support.

I'm writing a follow up email regarding your issue in making the payment.

I have received an update from the concerned team and they informed me that they have fixed your issue. Now you are able to make the payment as usual.

If you still have any other issues, please get back to us with the screenshot. So that we will assist you further. This case will automatically close if we don't hear anything from you within the specified time 24 hours. You can always reply to this message within the next 30 days and the case will reopen.

Also, you can contact us by following one of the options by clicking on the link below:

<https://support.google.com/a/answer/1047213>

We appreciate your patience and understanding in this regard.

Regards,

Rajalakshmi  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for contacting Google Workspace Support.

I'm writing a follow up email regarding your issue in making the payment.

I have received an update from the concerned team and they informed me that they have fixed your issue. Now you are able to make the payment as usual.

As we have not received any reply from you regarding your case. So I'll go ahead and close this case today. Hence, if there is anything else I can do for you even after your case closes, please reply to this message within the next 30 days and I will be happy to assist you further.

Also, you can contact us by following one of the options by clicking on the link below:

<https://support.google.com/a/answer/1047213>

We appreciate your patience and understanding in this regard.

Regards,

Rajalakshmi  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Chat Started: Monday, March 04, 2024, 00:15:49 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Mohd Farhan A

( 2m 14s ) Google Workspace Support, Mohd Farhan: Thank you for contacting Google Workspace Support. My name is Mohd Farhan and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 2m 35s ) Google Workspace Support, Mohd Farhan: Hello! Hope you are doing well?

( 3m 30s ) Ben Mak: hello

( 5m 3s ) Ben Mak: ben Mak I am Account holder

[consult@justice-minds.com](mailto:consult@justice-minds.com)

07714303099

w26AL

09/09/88

( 6m 5s ) Ben Mak: Please check notes

( 6m 9s ) Ben Mak: still waiting

( 6m 12s ) Google Workspace Support, Mohd Farhan: Thank you for sharing the info please allow me a couple of minutes while I call you.

( 10m 45s ) Ben Mak: call back

( 10m 58s ) Google Workspace Support, Mohd Farhan: Sorry for the inconvenience. I am right here. The call got disconnected.

( 11m 2s ) Google Workspace Support, Mohd Farhan: Calling you now.

( 11m 57s ) Ben Mak: waiting

( 13m 29s ) Ben Mak: Mohd

( 14m 28s ) Ben Mak: waiting for your call

( 15m 6s ) Google Workspace Support, Mohd Farhan: I am right here with you Ben. Please allow me a minute to give you a call.

( 1h 1m 18s ) Ben Mak: [authority@legaldueprocess.com](mailto:authority@legaldueprocess.com)

( 1h 4m 48s ) Google Workspace Support, Mohd Farhan: I will send you an email once I raise a request with our team in some time.

( 1h 5m 7s ) Ben Mak: send the clarence email to your suppoervisor I want a reapsosne

( 1h 5m 32s ) Google Workspace Support, Mohd Farhan: Thank you for kind understanding and patience. I will surely check on that.

( 1h 5m 54s ) Google Workspace Support, Mohd Farhan: Any thing else for me?

( 1h 6m 8s ) Ben Mak: no thank you

---

Subject

URGENT NO CALL BACK

Description

URGENT NO CALL BACK

Hello Ben,

Greetings From Google Workspace Support.

I hope this email finds you well. I understand your concern that your account has been suspended and you are unable to make the payment on the account.

As per our last conversation over the call, I have checked with our team and see that the issue on the account is fixed. I kindly request you to make the payment by following the below steps to activate your services instantly.

Log into your Admin console  
Click on Billing on your Left hand side  
Click on the Payment accounts  
Click on the Account ID  
Click on Pay Now on the red banner and complete the payment.

Rest assured once you make the payment the account will be activated automatically. Should you have any questions or queries, please do not hesitate to contact us. We are always here to help you.

Your case will remain open for the next 3 business days, after which it will be closed automatically, but you can reopen it by replying within the next 30 days. It will be a pleasure to continue working with you.

Yours sincerely,  
Mohd Farhan  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Dear Mohd.

Google Workspace Support 49846868: Follow up on recent case 49805066:

---

I appreciate your now saying "the account is now fixed". As it was established the error was Google's side. Given I have been weeks with disrupted service, incurred damages and losses and non measurable turmoil and stress with impacte daily living and business.  
Could you just please confirm the amount owed?

I am waiting for the response regarding the engagement between myself and Y Clarence?  
Regards

---

Hello?

You promised you were going to take responsibility for the issue re Clarence?

On Tue, 5 Mar 2024 at 01:00, Ben Mak <authority@legaldueprocess.com> wrote:  
Dear Mohd.

Google Workspace Support 49846868: Follow up on recent case 49805066:

---

I appreciate your now saying "the account is now fixed". As it was established the error was Google's side. Given I have been weeks with disrupted service, incurred damages and losses and non measurable turmoil and stress with impacte daily living and business. Could you just please confirm the amount owed?

I am waiting for the response regarding the engagement between myself and Y Clarence?  
Regards

---

Hello Ben,

Greetings From Google Workspace Support.

This email is to inform you about an outstanding payment on your Google Workspace account. Your account currently shows a balance of £464.73 due.

To ensure uninterrupted access to your Google Workspace services, we kindly request you to settle this outstanding balance at your earliest convenience. Here are the steps to make the payment:

Log into your Admin console  
Click on Billing on your Left hand side  
Click on the Payment accounts  
Click on the Account ID  
Click on Pay Now on the red banner and complete the payment.

If you encounter any difficulties making the payment or require further assistance, please don't hesitate to contact our Google Workspace Support team. We're happy to help. You can directly reply to this email, and we'll be happy to assist you.

Your case will remain open for the next 3 business days, after which it will be closed automatically, but you can reopen it by replying within the next 30 days. It will be a pleasure to continue working with you.

Yours sincerely,  
Mohd Farhan  
Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates

---

Chat Started: Wednesday, March 06, 2024, 01:21:43 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Keshlee G

( 11s ) Google Workspace Support, Keshlee: Thank you for contacting Google Workspace Support. My name is Keshlee and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 24s ) Google Workspace Support, Keshlee: Hello! How are you today?

( 1m 26s ) Ben Mak: Just yet again blown away by the promises for a call back that did not happen again

"please trust me this time, I promise"

I said no- please dont say what you cant keep - oone behold no avail

( 2m 13s ) Ben Mak: I was promises my account would be back on nearly 5 days ago each time "wait another 24h"

( 3m 26s ) Google Workspace Support, Keshlee: I apologize for the experience you're having, Ben, I know how impacting this is to your end so let me check the previous cases in your account

( 3m 53s ) Google Workspace Support, Keshlee: By any chance, do you still have a copy of the ticker when you were promised that your account is going to be reactivated?

( 4m 29s ) Ben Mak: they emailed the email that they suspended.

( 5m 2s ) Ben Mak: 49846868: Follow up on recent case 49805066

( 5m 12s ) Google Workspace Support, Keshlee: Alright, thank you for the confirmation; let me check your account cases here.

( 6m 50s ) Google Workspace Support, Keshlee: Please give me at least 3-5 minutes to review your account.

( 6m 57s ) Ben Mak: ok

( 8m 10s ) Google Workspace Support, Keshlee: Thank you so much for patiently waiting, Ben.

( 8m 40s ) Google Workspace Support, Keshlee: I reviewed all of the cases in your account.

( 10m 20s ) Ben Mak: ok

( 12m 8s ) Google Workspace Support, Keshlee: So upon checking, you've been asking for a credit to help you with the due balance in your account.

( 13m 21s ) Ben Mak: no

( 13m 26s ) Google Workspace Support, Keshlee: However; based on the conversation you had with the supervisor; they can file for a request of a credit if you can provide a document showing that you're working on making a payment on the account however; we did not receive any not that's why the account hasn't been reactivated yet.

( 13m 29s ) Ben Mak: I was promised a waiver

( 13m 43s ) Ben Mak: I provided days ago

( 13m 45s ) Google Workspace Support, Keshlee: Do you have a screenshot of that by any chance Ben?

( 13m 54s ) Google Workspace Support, Keshlee: Can you send it again to this chat?

( 17m 18s ) Ben Mak: Ive sent the file multiple times

( 17m 37s ) Google Workspace Support, Keshlee: Let me investigate on that.

( 17m 42s ) Google Workspace Support, Keshlee: Please give me another 3-5 minuts.

( 17m 47s ) Google Workspace Support, Keshlee: \*minutes.

( 18m 41s ) Ben Mak: Customer attached 57275.png:

<https://support.cloud.google.com/download/files/0684M00000R8EBIQAN>

( 20m 3s ) Google Workspace Support, Keshlee: Thank you for that screenshot Ben, how about any document that shows you're working on making a payment on the account, for example a pending payment?

( 20m 26s ) Ben Mak: its in the email is sent!

( 20m 45s ) Ben Mak: I TRIED TO MAKE A PAYMENT

( 21m 7s ) Ben Mak: THE ISSUE ISNT ME TRYING TO MAKE. A PAYMENT THE ISSUE IS THE 5 x it TRIED IT WOULD NOT LET ME

( 21m 15s ) Ben Mak: AND IT RUINED ALL MY CARDS

( 21m 19s ) Google Workspace Support, Keshlee: Let me investigate further, please give me 3-5 minutes here Ben.

( 23m 22s ) Ben Mak: Customer attached 84256.png:  
<https://support.cloud.google.com/download/files/0684M00000R3uDFQAZ>

( 29m 11s ) Google Workspace Support, Keshlee: Thank you for the screenshot of the emails you received from Google Ben, I've double checked all of the previous cases in your account however; we cannot find any documents that shows any pending payment in your account even in your invoice.

( 29m 26s ) Google Workspace Support, Keshlee: Can you send the proof of your future payments to this chat?

( 29m 30s ) Ben Mak: BECUASE IT WAS NT ABOUT PENDING PAYMENT

( 29m 42s ) Ben Mak: IT WAS ABOUT GOOGLE HAVING AN ISSUE AN IT NOT LETTING ME PAY

( 29m 43s ) Google Workspace Support, Keshlee: Or any proof that you're processing a payment Ben.

( 30m 3s ) Ben Mak: I HAD TO SEND SCREENSHOTS OF THE CODE THAT CAME UP STOPPING THE PAYMENT

( 30m 8s ) Ben Mak: FROM GOOGLES ENF

( 30m 11s ) Ben Mak: CHECK YOUR FIELS

( 30m 14s ) Google Workspace Support, Keshlee: Are you getting an error when you'e trying to pay?

( 30m 15s ) Ben Mak: THIS IS RIDICULOUS]

( 30m 22s ) Ben Mak: CALL ME

( 30m 59s ) Google Workspace Support, Keshlee: I apologize but we cannot provide more calls to your account Ben due to the previous cases in your account.

( 31m 15s ) Ben Mak: THE ISSUE IS NOT ME

( 31m 16s ) Google Workspace Support, Keshlee: What we need here is your help in order for us to help you.

( 31m 30s ) Ben Mak: IS GOOGLE

( 31m 36s ) Ben Mak: IVE GAVE YOU 70 HOURS OF MY TIME

( 31m 44s ) Ben Mak: IVE DONE EVERYTHING YOU HAVE SAID

( 31m 50s ) Ben Mak: THIS IS NOT ME

( 32m 4s ) Google Workspace Support, Keshlee: We can request and apply a credit into your account once you have provided us any document that shows you are working on the payment in your account.

( 32m 12s ) Ben Mak: I TRIEDDDDDDD

( 32m 24s ) Ben Mak: I SENMT YOU THE MEIAL

( 32m 35s ) Google Workspace Support, Keshlee: Can you send a screenshot here that you tried Ben so I can use that to file a credit request?

( 32m 36s ) Ben Mak: I SENT THE SCREEN SHOT

( 32m 45s ) Ben Mak: IT SHOULD BE SAVED ON MY ACCOUNT

( 32m 47s ) Ben Mak: WTF

( 32m 56s ) Ben Mak: IDID

( 33m 17s ) Ben Mak: call me please i need this sorting out your are sending me out my mind

( 33m 25s ) Ben Mak: my hands are blisiters

( 34m 15s ) Ben Mak: check my file and see the screen shots when I tried to pay 5 z

( 42m 40s ) Google Workspace Support, Keshlee: I apologize Ben, however; we need a document showing that you have a pending payment on the account to cover your outstanding balance so we can file a request of credit to help you as well.

( 45m 50s ) Ben Mak: Were is teh sscreen shots I sent on 29th Februday

( 46m 0s ) Ben Mak: as that when I tried to pay.

( 46m 16s ) Ben Mak: I send your colleuge the error meesage that they said it was fault there side

( 46m 18s ) Google Workspace Support, Keshlee: Can you send the screenshot to this chat Ben?

( 46m 56s ) Ben Mak: yes sure can you send me it pelase as I am realy concerned that google is mishandling my data

( 47m 11s ) Ben Mak: I feel google is breached data protencion\

( 47m 15s ) Ben Mak: and I am concernerd

( 47m 33s ) Ben Mak: Google as a data handler-

( 47m 40s ) Ben Mak: are responsible under GDPR

( 47m 49s ) Ben Mak: To protect and appropitely handle my. data

( 47m 59s ) Ben Mak: this si regarding payments and this is regarding my bank

( 48m 16s ) Ben Mak: And I am asking you, to please ensure this has been stored safely

( 48m 23s ) Ben Mak: and appororoatley under GDDR

( 48m 42s ) Ben Mak: The same laws that cite teh data should be easiily accesible when the owner of the data requests it

( 49m 5s ) Ben Mak: I have sent docuement re my paying over 5x

( 49m 10s ) Ben Mak: I senr you an email

( 49m 15s ) Ben Mak: and ascren shot

( 49m 21s ) Ben Mak: of the email I have had no reply from

( 49m 37s ) Google Workspace Support, Keshlee: I apologize but there is no case created in your account on February 29th Ben, to set your proper expectations; I may not have full visibility to the previous cases in your account as each cases are assigned to an agent as owner so I will be needing the document showing your pending payment or a screenshot of a payment to your account through this chat.

( 49m 56s ) Ben Mak: what do you mean no case for the 29th

( 50m 7s ) Ben Mak: february 29th 2024

( 50m 12s ) Ben Mak: I spoke to tour agent

( 50m 33s ) Google Workspace Support, Keshlee: Can you please send the case number here Ben?

( 50m 41s ) Google Workspace Support, Keshlee: So we can double check it for you.

( 51m 10s ) Ben Mak: Ive just sent your the case number You are a data handler

( 51m 25s ) Ben Mak: you should have all my notes in front of you or there is omehting seriously wrong

( 53m 39s ) Google Workspace Support, Keshlee: Correct Ben, you provided the case number earlier however; none of those cases showing that you paid your outstanding balance or have a pending payment in your account; just to set your proper expectations Ben; the only resolution to reactivate your account is to clear your outstanding balance.

( 54m 22s ) Google Workspace Support, Keshlee: We can apply a credit to your account once the balance is paid to help you with your future payments as well.

( 54m 23s ) Ben Mak: read the notes from 29th February 2024

( 54m 58s ) Ben Mak: how can I pay when google admitted there was an issue there and why my 5x tied payment would not go through

( 55m 8s ) Ben Mak: Tried

( 55m 22s ) Ben Mak: there was 150£ tried 5 times

( 55m 32s ) Google Workspace Support, Keshlee: I already did Ben however; as an agreement with the supervisor you spoke with; we'll provide a credit if you can send us a document showing that you've already paid your due balance or making a payment.

( 55m 36s ) Ben Mak: agreed amount with the supervisor

( 55m 54s ) Ben Mak: Are you not listening .

( 55m 59s ) Ben Mak: READ YOUR NOTES

( 56m 7s ) Ben Mak: 29th FEBRUARY 2024

( 56m 14s ) Google Workspace Support, Keshlee: But if we don't have that proof, I apologize but we cannot help you to file a credit request and reactivate your account.

( 56m 54s ) Ben Mak: so what you can confirm is you have no record of my trying to pay on 29th February 2024

( 57m 0s ) Ben Mak: at all

( 57m 10s ) Google Workspace Support, Keshlee: Please provide a document showing that you're clearing the due balance to this chat Ben so we can file a credit request for you as this was your agreement with the supervisor you spoke with.

( 57m 24s ) Ben Mak: so what you can confirm is you have no record of my trying to pay on 29th February 2024

( 57m 38s ) Ben Mak: please confirm this

( 57m 51s ) Ben Mak: You are saying you have no proof I tried to pay on 29th February 2024

( 1h 0m 5s ) Google Workspace Support, Keshlee: There are failed payments Ben, what we need from you like what I mentioned earlier is a screenshot of your bank statement showing that you have a pending payment to pay your Google Workspace or a screenshot where it shows that you've cleared the outstanding balance in your account.

( 1h 1m 47s ) Ben Mak: YES BUT THE FAILED PAYMENTS WERE NOT BECAUSE OF ME

( 1h 1m 54s ) Ben Mak: THERE WAS MONEY. IN THE ACCOUNT

( 1h 2m 6s ) Ben Mak: YOUR AGENT SAID THE FAULT WAS GOOGLES END!!

( 1h 2m 13s ) Ben Mak: 5x I TRIED IT DIDNT WORK

( 1h 2m 43s ) Google Workspace Support, Keshlee: If that's the case, please contact your bank Ben as the reason they provided is that you have Insufficient funds in your account.

( 1h 2m 46s ) Ben Mak: HOW CAN I CLEAR WHEN I TRY TO PAY IT FAILS DESPITE HAVING THE MONEY IN THE ACCOUNT

( 1h 3m 31s ) Google Workspace Support, Keshlee: The only thing we need from this chat is a proof of your pending payment or any screenshot showing that you're working on paying the due balance in your account.

( 1h 5m 1s ) Google Workspace Support, Keshlee: But if you cannot provide that; I can try to file a lift of suspension request of your account to our product engineers and just to let you know, this may take at least 24 hours before I hear back from them so may I ask for your secondary email address where I can send you an update?

( 1h 5m 4s ) Ben Mak: and i am happy to share that

( 1h 5m 43s ) Ben Mak: as i said I want the image I sent to your agent on 29th February

( 1h 5m 46s ) Ben Mak: with the error code

( 1h 5m 52s ) Ben Mak: that she said and apologised for

( 1h 6m 22s ) Google Workspace Support, Keshlee: Oh okay, please send the screenshot of your pending payment to this chat, Ben.

( 1h 8m 5s ) Ben Mak: Send me the error code I am just getting each and every bank account

( 1h 8m 9s ) Ben Mak: that I moved the money into

( 1h 8m 13s ) Ben Mak: to try and get it paid

( 1h 8m 17s ) Ben Mak: you are degrading me

( 1h 8m 47s ) Ben Mak: deprived me of work, communication., sabotaged my account, now treating me like an animal when YOUR member of staff apologised to me for the inconvenience

( 1h 8m 56s ) Ben Mak: as it was a ERROR on googles side

( 1h 11m 1s ) Ben Mak: so I've nearly gotten all my screen shots not

( 1h 11m 19s ) Ben Mak: send me the image I sent on 29th February that you claimed you had no proof I had tried to pay

( 1h 11m 33s ) Google Workspace Support, Keshlee: I apologize if you feel that way Ben and I totally understand where you're coming from, however; we're just trying to help you resolve the issue here; we just need a document showing that you paid your outstanding balance or if you cannot provide that; I can just file a request to lift the suspension of your account and that will take at least 24 hours to complete.

( 1h 11m 58s ) Ben Mak: how dare you,. the turmoil you have all put me through!

( 1h 12m 2s ) Ben Mak: denied rights

( 1h 12m 11s ) Ben Mak: refusal to call me when my hands are blistered

( 1h 12m 21s ) Ben Mak: your agent ignored me to the point I nearly took my own life

( 1h 12m 25s ) Ben Mak: now you

( 1h 12m 28s ) Ben Mak: humiliating me

( 1h 12m 42s ) Ben Mak: forcing me to prove I tried to pay when it's you that apologised for the error your side

( 1h 12m 45s ) Ben Mak: disgusting

( 1h 12m 59s ) Ben Mak: send me the image you're about to get when you asked for,

( 1h 13m 11s ) Ben Mak: to the claim that you said doesn't exist

( 1h 13m 46s ) Google Workspace Support, Keshlee: I understand Ben, we just asked you to send the document of your pending payment here to get this resolved, but if you cannot provide that information; we can end this chat and I'll just file a request to lift the suspension of your account instead.

( 1h 14m 23s ) Google Workspace Support, Keshlee: Once again, may I ask if you can send the screenshot to this chat?

( 1h 15m 12s ) Ben Mak: I TOLD YOU I AM GETTING THEM

( 1h 15m 23s ) Ben Mak: I TRIED ACCESS 4 BANK ACCOUNTS MOVING MY MONEY

( 1h 15m 52s ) Ben Mak: AND YOU HAVE READY THE proof I tried to pay on 29th February 2024

( 1h 16m 5s ) Ben Mak: as I am concerned you are not saving my data or storing it safely

( 1h 16m 8s ) Ben Mak: if at all

( 1h 18m 44s ) Google Workspace Support, Keshlee: Alright, no worries; since this document showing your pending payment or a screenshot that you've paid the due balance in your account is the absolute requirement to get this resolved and you cannot provide that for now; you can always contact us when you already have it.

( 1h 18m 58s ) Google Workspace Support, Keshlee: Is there anything else I can assist you with in this chat?

( 1h 22m 56s ) Ben Mak: there is money in it that's what I am showing you

( 1h 23m 42s ) Google Workspace Support, Keshlee: Oh great! Please process a manual payment now Ben and please send a screenshot to this chat once the payment has been posted.

( 1h 24m 24s ) Ben Mak: yes I understand that and I'm happy to pay you but when I tried it didn't work that was the problem. I tried five times so yes it's great but I've had to wait five days because I've got told there was an issue that was getting fixed so I could pay.

( 1h 25m 49s ) Google Workspace Support, Keshlee: No worries Ben, once the payment has already gone through, please take a screenshot and contact us again so we can help you with the credit.

( 1h 28m 20s ) Google Workspace Support, Keshlee: So for now, since you cannot provide a screenshot of your payment yet; I'll be ending the chat session for now and once you have the document or screenshot of your payment for your outstanding balance, Ben, please feel free to contact us back so we can help you with the credit as your agreement with one of our supervisors.

( 1h 28m 48s ) Google Workspace Support, Keshlee: Thank you for your time and patience, Ben, please know that you will receive our chat transcript via email. In case something comes up please reply to that email within 30 days and let me contact you back to fix it. This will save explaining your concern to a different support which will be an easy fix for me.

Thanks for chatting with Google Workspace Support! Lastly, there's a short survey coming up and we'd love to hear your feedback about our interaction today.

Chat Started: Sunday, March 10, 2024, 08:46:31 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Mizun bee S

( 29s ) Google Workspace Support, Mizun bee: Thank you for contacting Google Workspace Support. My name is Mizun bee and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 1m 30s ) Google Workspace Support, Mizun bee: Hi, how are you?

( 1m 55s ) Ben Mak: I paid £150 as agreed with your supervisor they said they were going to take money off given I had spent over 90 hours fixing the problem because of Google I've paid my 150 which I shouldn't have because I got told it was getting wavered and I've had no callback from the supervisor no investigation into the complaint where I nearly lost my life because of one of your members of team I've been cut off now again and I've held my end of the bargain. I'm confused. I understand there is an outstanding amount but it is understood by Google and self amount of losses and damages because of I'm waiting to hear what the final amount was because it was deemed not fair the full amount be paid within 90 hours of my time spent on this issue.

( 4m 3s ) Ben Mak: Customer attached 51776.png:

<https://support.cloud.google.com/download/files/0684M00000R4IR6QAN>

( 4m 5s ) Ben Mak: youre now damaging my computer with the backlog

( 4m 37s ) Google Workspace Support, Mizun bee: I understand that you have made the payment of £150 and you have been informed that the amount will be waived off and there is no response from the specialist, am I right?

( 5m 49s ) Ben Mak: an amount waived off yes. i sent in all the paper work 3x

( 6m 4s ) Google Workspace Support, Mizun bee: Thank you for confirming.

( 6m 15s ) Ben Mak: was promised I would be put back on in 4 hours -3 more days passed

( 6m 22s ) Ben Mak: Ive been on for a few days now cut off again

( 6m 26s ) Google Workspace Support, Mizun bee: Could you please help me with the follow up case number so that I can check the details and assist you.

( 6m 32s ) Ben Mak: I was promised all my transcripts and call durations not happendee

( 7m 10s ) Ben Mak: was promised response from call with Clarence and investigation - No reponse

( 7m 55s ) Ben Mak: I was forced to send proof of attempts to payement - I sent them

I asked for proof my sent files were being seen saaved and stored correclrtly askd to see they not been sent

( 8m 19s ) Google Workspace Support, Mizun bee: Apologies for the inconvenience, Ben. Could you please help me with the case number so that I can check the details.

( 9m 20s ) Ben Mak: I don't sorry because they keep messaging all the different email addresses and I've got that many cases. I don't know what is what

( 10m 12s ) Google Workspace Support, Mizun bee: That's alright, Ben. I understand.

( 10m 52s ) Google Workspace Support, Mizun bee: Before we begin, may I have your Domain name, contact number and email address in case we have to call you back?

( 11m 52s ) Ben Mak: not on me head is fuzzy and feeling dixxy

( 12m 10s ) Ben Mak: scared this is goign to turn into a 5 hours issue and i dont heave teh enerfyg

( 14m 30s ) Google Workspace Support, Mizun bee: Ben, just to confirm is this the domain: [benmaklondon.com](http://benmaklondon.com) you are referring to!

( 15m 6s ) Ben Mak: no i dont have access to thar

( 15m 46s ) Ben Mak: google hhhelp anun authorized person move it to another domain provider :(

( 16m 19s ) Ben Mak: could you tell me what the notes are on your system

( 16m 56s ) Ben Mak: i am bill payer

( 17m 15s ) Ben Mak: [justice-minds.com](http://justice-minds.com)

( 18m 12s ) Ben Mak: i had to buy another domain google connected my new business to old business issues

( 18m 26s ) Google Workspace Support, Mizun bee: I can help you with the details only when you can share me the follow up case number.

( 18m 54s ) Ben Mak: casual black mail on information you should already have- nice.

( 19m 56s ) Google Workspace Support, Mizun bee: Thank you for sharing the domain name.

( 23m 3s ) Google Workspace Support, Mizun bee: Upon checking, I see that you have contacted us through the case 49979879 regarding you were unable to make the payment. However, I see that the payment details are verified and your last payment updated was on Mar 5 for £150.00.

( 24m 34s ) Google Workspace Support, Mizun bee: However, we have provided the extension on 2024-Mar-07 till 2024-Mar-13 so that you can continue using the services without any interruptions.

( 25m 7s ) Ben Mak: what about the promised call back re outstanding final amount form 90 hours I spent on the phone

( 25m 26s ) Ben Mak: as per promised by your supervisor

( 26m 15s ) Ben Mak: you make out incorrectly that the grace period has put on because of me but it's not. I'm waiting for Google to do as they say I am waiting for a callback to find out the final amount because of the 90 hours have spent on the phone and the damages that have happened because of this.

( 27m 3s ) Ben Mak: You just trying to take £500 off me or £300 off me is robbery basically so I haven't consented for that to be paid. It shouldn't be paid because I haven't had the services agreed by your staff waiting for your supervisor to call me back to give me what the final amount is because of the hardship of gone through and you've cut me off again.

( 27m 55s ) Google Workspace Support, Mizun bee: Not to worry, I'll prioritize the request with the team to ensure that your request is acted upon at the quickest on the primary case. So, kindly allow me some time so that you will be notified of the request.

Also, you can revert to the emails sent from the primary case for further information.

( 28m 31s ) Ben Mak: What do we need a team member for? I'm waiting for your supervisor to call me back as her instruction so there's no reason for me to have been cut off when I'm waiting for your supervisor.

( 28m 47s ) Ben Mak: per\*

( 29m 27s ) Google Workspace Support, Mizun bee: Sure, Ben. I'll make a note of it and will arrange a call from the Supervisor. Could you please let me know your preferred time so that I can arrange a call back accordingly.

( 29m 58s ) Ben Mak: I've told your team £500 is a lot of money £500 that was zero because it was promised it was getting wavered then Google changed their mind so then I adopted a £500 from nowhere so I got plugged with the burden of something that was taken off me because of a bad night faced due to discrepancies with your team, I've been cut off about 10 times. I spent 90 hours on the phone I need I need I need I need it and I need emails on.

( 30m 8s ) Ben Mak: Immediately, I'm ready for a call.

( 30m 33s ) Ben Mak: I'm whereby transcripts that I was promised where is the follow-up complaint from y Clarence?

( 31m 21s ) Ben Mak: how I was huddled by one of your team members why Clarence? I nearly lost my life. I am wounded and mortified at the whole thing. I can't help that I've got autism and I

need certain communications because my body just react to certain types of communication and certain ways, I don't know why it's how my brain is. I wish it wasn't. I'm sorry it is.

( 32m 9s ) Google Workspace Support, Mizun bee: I completely understand your concern but just please allow me an opportunity to help you in which I will make sure to work with the team and provide you the update at the earliest on the primary case.

( 33m 18s ) Google Workspace Support, Mizun bee: The Supervisor is busy right, I've updated the concern on priority and you will be contacted at the earliest.

( 33m 29s ) Google Workspace Support, Mizun bee: Anything else I can help you with?

( 35m 15s ) Ben Mak: When is the earliest my account has been suspended again inhibiting me to work and I just sit here rocking backwards and forwards in despair

( 37m 39s ) Ben Mak: i will opay another 50 now but i dont have much money andit sgoign to gorw again and i am suffering i cant work and dealign iwth conosequemces of beng cut off for long time

( 38m 30s ) Google Workspace Support, Mizun bee: I completely understand your situation. Google would never want you to go through any inconvenience as such. Our only intention is to make the usage of the services easy for you.

( 39m 33s ) Ben Mak: and how have google did so far. in achieving that for me? Suspending me again without notice?

( 40m 35s ) Ben Mak: i paid another 100 from emergy child reserves fund

( 40m 53s ) Ben Mak: if feel worthless dealing with your team

( 41m 28s ) Ben Mak: manipulated and coecered into paying a debt I was promsied was being waived, for paying £150 promised relief and negotaitaion

( 41m 56s ) Ben Mak: it was a lie- you did it to get me to pay from funds I dont have based on paying for mistak google said they were taking care of

( 42m 3s ) Google Workspace Support, Mizun bee: Our team has investigated your account and see there was grace initiated from your end in the month January and thereafter our team has provided you with multiple suspension lifts without any payments made on your account.

I request you to please clear the outstanding amount on your account to get the services reactivated on your account.

( 42m 13s ) Ben Mak: no recoliliation for the 90 hours spent on phone and upset casued

( 42m 44s ) Ben Mak: Do you know wjy it was nt paid ?

Our team has investigated your account and see there was grace initiated from your end in the month January and thereafter our team has provided you with multiple suspension lifts without any payments made on your account.

I request you to please clear the outstanding amount on your account to get the services reactivated on your account.

( 42m 58s ) Ben Mak: Your team told me they were sorting it

( 43m 22s ) Ben Mak: I called your team and told your team whjat was the remaining amount to pay-

( 43m 50s ) Ben Mak: they lifted the suspension and passed me to another colleague of yours they too did not give me the final amount and said a supervisor would call

( 44m 28s ) Ben Mak: your are makign and tricking me to pay it all awhe I havnt had the. serive and you are ignore 90 hours this will probalay take it ot around 100 hhuors spent being abused and misled

( 44m 35s ) Ben Mak: what to reconsoiation for that?

( 45m 15s ) Google Workspace Support, Mizun bee: I understand, Ben. However, the ending balance for February month is £464.73 and I see that you have made the payment of £150 and £100.

( 45m 29s ) Ben Mak: where are teh transcripts lwas promised

( 45m 54s ) Ben Mak: I understand, Ben. However, the ending balance for February month is £464.73 and I see that you have made the payment of £150 and £100.

Because you supire vistoris is telling me how much the remaining balance is as per his promise

( 46m 6s ) Ben Mak: why would. I pay the full amoutn that I been told I douldnt pay

( 46m 22s ) Ben Mak: do to the 90 hours spent and the uupset caused and stio to business and neraly losing my lige

( 46m 24s ) Ben Mak: life

( 47m 7s ) Ben Mak: I understand, Ben. However, the ending balance for February month is £464.73 and I see that you have made the payment of £150 and £100.

I dot have much money and beacuase i was told it was getting waived

( 47m 11s ) Ben Mak: do you not see that

( 47m 33s ) Ben Mak: i am paying out of my child emergfycy surival mney

( 47m 38s ) Google Workspace Support, Mizun bee: In order to investigate further, I need to check this concern with the specialist team. So, I request you to kindly allow me 24 hours as soon as I receive an update, I'll contact you via email.

( 47m 42s ) Ben Mak: ]becuase your superficison hasnt called bacI

( 48m 20s ) Ben Mak: Please life suspension on my account i have paid nearly half the amountthat i didny have I have not been able to workt

( 48m 31s ) Ben Mak: I want ot pay I will oay you seen I am paying abut were is the support

( 48m 33s ) Ben Mak: where. is the promised

( 48m 41s ) Ben Mak: helo and negotiated price

( 48m 50s ) Ben Mak: cutting me off isnt helping anyone

( 48m 57s ) Ben Mak: I one 1 perons aginast millions

( 49m 2s ) Ben Mak: you are trgetting me

( 49m 7s ) Ben Mak: just let me make money

( 49m 28s ) Ben Mak: I will make it i can do it but sitting here rocking back wards and forwards with no ability to communcaite is not sage for me

( 49m 50s ) Google Workspace Support, Mizun bee: Ben, we do not have the option to reactivate the account. Once you make the payment and clear the outstanding balance, the account would be activated automatically.

( 51m 10s ) Ben Mak: so then your manager lied to me

( 51m 24s ) Ben Mak: I go tols to send in t paper work and they would see ai am working on it

( 51m 40s ) Ben Mak: why are you making me make a payment you keep telling me is getting subsidsed

( 51m 46s ) Ben Mak: pelase call me my hands are blistering

( 52m 4s ) Google Workspace Support, Mizun bee: I would like to provide the extension in your account. However, we have been giving you multiple extensions in the past due to which the option is grayed out now. Once the due is cleared, I'll reactivate the services right away for you.

( 52m 16s ) Ben Mak: call me

( 52m 29s ) Google Workspace Support, Mizun bee: Please help me with your contact number so that I can contact you.

( 52m 40s ) Ben Mak: +4407714303099

( 52m 55s ) Google Workspace Support, Mizun bee: Thank you, Ben.

( 1h 29m 42s ) Google Workspace Support, Mizun bee: Thank you for your time.

( 1h 29m 58s ) Google Workspace Support, Mizun bee: Enjoy the rest of your day. Thanks for chatting with Google Workspace Support! There's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day.

---

Subject

waiting to hear back for your amended price and waiveer for the 90 hours plus I spent

Description

waiting to hear back for your amended price and waiveer for the 90 hours plus I spent

I paid £150 as agreed with your supervisor they said they were going to take money off given I had spent over 90 hours fixing the problem because of Google I've paid my 150 which I shouldn't have because I got told it was getting wavered and I've had no callback from the supervisor no investigation into the complaint where I nearly lost my life because of one of your members of team I've been cut off now again and I've held my end of the bargain. I'm confused. I understand there is an outstanding amount but it is understood by Google and self amount of losses and damages because of I'm waiting to hear what the final amount was because it was deemed not fair the full amount be paid within 90 hours of my time spent on this iss I was promised all my transcripts and call durations not happendee

8:53 AM

was promised response from call with Clarence and investigation -

No response

On Sun, 10 Mar 2024 at 08:46, Google Workspace Support <workspacesupport@google.com> wrote:

Google Workspace

Hello Ben Mak,

We have received your request and a new case #50054015 has been opened. If you have any questions or require assistance, please reply to this email to contact Google Workspace Support.

Your Case Priority is P2.

Learn how we prioritize your issue here.

Updates to the business impact? You can also view and comment on your case by logging into our support portal to adjust the priority.

Thanks for choosing Google Workspace.

—The Google Team

[ref:\_00Df423Flu.\_5004M12nYYO:ref]

© 2024 Google Inc. 1600 Amphitheatre Parkway, Mountain View, CA 94043.

---

Hello Ben,

Here is the email sent from the primary case 49846868 on 7th March.

I hope this message finds you well.

Thank you for reaching us out regarding this matter towards Mr. Ben Mak's subscription and billing history. I had the pleasure to speak with Mr. Mak over the phone over a week ago and we have discussed that the reason why his subscription was suspended back in August of 2023 was because their payment (for the billing month of July usage) did not go through successfully. So did their payment in the month of July (for the billing month of June). Both were caused by the financial institution not allowing us to apply the charges and collect payment on their then payment method which was Paypal.

When they reached out to us in August of 2023 on the case number 46330414, they had already made a manual payment using their PayPal account and their Mastercard. Since their payments have reflected, the support that they spoke with over chat that day informed them that their services were reactivated when they enabled the grace and the subscription continued to be active up until September.

In September, by default the system tried to charge their primary form of payment (was updated to Mastercard) for the billing month of August. However, unfortunately the system generated charge failed to collect payment due to insufficiency in funds, but this did not cause a service interruption.

In October, the system tried again to apply an automatic generated charge on their payment card but this too had failed due to insufficiency in funds. They had reached out to us again (case number 47271524) for the reactivation of service, and when they reached our Billing department, their services were reactivated and were given an extension for 7 days. After the extension was applied, they have also made a manual partial payment. After the 7 days extension expired, the subscription was once again suspended because the remaining outstanding balance had not yet been fully paid. In the same month, Mr. Mak reached out to us again through the case 47374096 and another 7 days extension was applied. When this extension expired, Mr. Mak was able to enabled the grace period again which reactivated their subscription until November 17.

In the month of November 22, the system successfully applied an automatic charge on their primary form of payment for their usage in the previous month of October which kept the subscription uninterrupted for the billing month of November.

In December, the system again tried to collect payments but once again failed due to insufficient funds. But this did not cause a service interruption because they had successfully paid on the previous month. The services remained active up until January 5. When the system detected that it could not apply charges to their payment method successfully, this triggered another service interruption but the services were reactivated again when Mr. Mak enabled the grace period one more which then kept the services active up until February 5.

In February, when the services got suspended again, Mr. Mak reached out to us once more (case number 49442634) regarding the service interruption and was promptly reactivated for 7 days. After the 7 days extension expired, they reached out to us again on the case number 49555448 and another 7 days extension was applied. After this extension expired as well, Mr Mak once more reached out to us on the case number 49689722 and a third extension was applied for another 7 days.

During this time, both automatic and manual payments failed several times due to insufficient funds and financial institution declines.

This made the billing months of November, December and January essentially unpaid.

These information can be found in their billing and transaction history in their Admin Console by following these steps:

1. In their web browser, go to admin.google.com
2. Sign-in to the administrator account
3. In the Admin Console home page, on the left side of the screen, go to "Billing"
4. Select "Subscriptions"
5. Select "Google Workspace Business Standard"
6. Select "View Invoices"
7. On the upper right hand corner of the page, click on "Last 3 months" and replace it with "All time" to propagate all the billing months that they have the subscription active
8. Click on their billing months to view the transaction/payment history

When I spoke with Mr. Mak, I informed them regarding service interruption causes and that we have applied reactivation to their services both manual and system grace period several times. Although I understand that they were previously advised by one of our managers that one of their outstanding balance would be requested to be waived-off but as all types of requests, this would be subject for review and approval. Upon checking on their previous cases, I can see that there were previous requests that were raised to our higher level of support for the balance to be waived off. However, as advised to Mr. Mak during our phone call. These requests were declined because the charges remained valid.

However, as we have discussed, I can apply a £50 credit to their account to help reduce their outstanding balance because we cannot completely waive-off their total outstanding balance because their service charges remains valid as also advised by our support article:  
<https://support.google.com/a/answer/1230658>

As for the reactivation of services, I have also informed Mr. Mak that the only way to completely reactivate an account is by clearing out an outstanding balance or update their primary form of payment to allow the system to apply automatic charges. If either of these options cannot be completed right away, we can still submit another reactivation request but this time it will be our higher level of support that will process the reactivation because we have already exhausted all the chances we are allowed by the system on our end. I advised Mr. Mak to provide any document or proof that they are actively working on their payments or working on replacing their

payment method. Until such documents are provided, unfortunately we cannot apply another extension from our end.

During our call, I had sent an email to Mr. Mak to their personal email address and he acknowledged receiving, for them to send us their reply with the needed document(s) for the reactivation request. We can still apply the agreed credit if they would still like to continue their subscription.

I hope you have found this information helpful. If you have a question or need further help about anything Google Workspace related. Feel free to reply to this email with the details so we can continue giving you assistance.

Thank you for contacting Google Workspace.

Sincerely,

Mizun bee  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Chat Started: Saturday, February 03, 2024, 04:52:38 (+0530)

Chat Origin: C\_WorkspaceEmail\_Enhanced\_EN

Agent Sushma G

( 12s ) Google Workspace Support, Sushma: Thank you for contacting Google Workspace Support. My name is Sushma and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 23s ) Google Workspace Support, Sushma: Hi Ben, how are you doing?

( 1m 7s ) Ben Mak: hello hope you are well,.

I spent 6 nerarly 7 hours on the phone yo google yday missed very important meetings because I blacked out half way through the day with stress

( 1m 17s ) Ben Mak: to find out the problem persists.

( 1m 22s ) Ben Mak: I cannont recieve emails

( 1m 34s ) Google Workspace Support, Sushma: I'm doing great, thank you for asking. Hope the same from you.

( 1m 54s ) Google Workspace Support, Sushma: I'm sorry to hear that.

( 1m 58s ) Ben Mak: Customer attached 22927.png:

<https://support.cloud.google.com/download/files/0684M00000R40YbQAN>

( 2m 17s ) Google Workspace Support, Sushma: Before we proceed, could you please help me with your first and last name, domain name and your preferred contact number, in case the chat gets disconnected?

( 2m 37s ) Ben Mak: just use the oens you have on file

( 3m 6s ) Ben Mak: can we proceed with fixing the issue

( 3m 10s ) Ben Mak: I am happy to screen share

( 3m 46s ) Google Workspace Support, Sushma: Sure! Is it okay if I ask for 3-5 minutes to pull up and review your account here first?

( 4m 11s ) Google Workspace Support, Sushma: Could you please confirm if this is your domain [benmaklondon.com](https://benmaklondon.com)?

( 4m 31s ) Ben Mak: yes it is in my gmail account in admin

( 5m 0s ) Google Workspace Support, Sushma: Could you please help me with the affected email address?

( 5m 21s ) Ben Mak: [consult@benmaklondon.com](mailto:consult@benmaklondon.com) was changed powers to [consult@justice-minds.com](mailto:consult@justice-minds.com)

( 5m 23s ) Ben Mak: com\*

( 6m 12s ) Google Workspace Support, Sushma: Thank you for confirming that for me. Is this [consult@justice-minds.com](mailto:consult@justice-minds.com) the affected email address?

( 8m 15s ) Ben Mak: [consult@benmaklondon.com](mailto:consult@benmaklondon.com)

is theDMX have no access- so we

changed powers by getting [justice-minds.com](https://justice-minds.com) and trasnferring all [benmaklondon.com](https://benmaklondon.com) to [Justice-minds.com](https://Justice-minds.com)

( 9m 37s ) Google Workspace Support, Sushma: Thank you for the details.

( 9m 40s ) Google Workspace Support, Sushma: May I know from when you are unable to receive emails?

( 10m 4s ) Ben Mak: 20th Jan sometime

( 10m 13s ) Ben Mak: But we were supposed to have fixed it yesterday

( 10m 19s ) Ben Mak: But it doesnt not recieve emails

( 11m 11s ) Google Workspace Support, Sushma: Upon checking I see that your domain is missing MX records which are responsible for receiving emails. I see that MX records are missing for [justice-minds.com](https://justice-minds.com) domain.

( 11m 45s ) Ben Mak: I dont know why we spent 7 hours sorting it yesterday

( 11m 46s ) Google Workspace Support, Sushma: I see that hostinger records are updated in MX records.

( 12m 37s ) Google Workspace Support, Sushma: As google records are missing, you were unable to receive emails to your google account.

( 13m 35s ) Google Workspace Support, Sushma: No worries, I'll help you with updating the MX records. Please follow the steps provided below to update records on your host domain. I see that your name servers are pointing to [dns-parking.com](https://dns-parking.com). for [justice-minds.com](https://justice-minds.com) domain.

( 15m 37s ) Ben Mak: but we put them in there last night

( 15m 37s ) Ben Mak: Customer attached 8266.png:

<https://support.cloud.google.com/download/files/0684M00000R4ObfQAF>

( 16m 4s ) Ben Mak: no i will share screen and talk me through it I am not spending 7 hours again fixing this problem

( 16m 35s ) Google Workspace Support, Sushma: Sure! Please allow me 2-3 minutes to call you.

( 17m 15s ) Google Workspace Support, Sushma: I'll help you with the google meet link and you can share your screen. I'll guide you over the phone as we are not supposed to talk over the google meet.

( 17m 42s ) Ben Mak: yes

( 18m 20s ) Google Workspace Support, Sushma: Please help me with your contact number as I don't have your previous case details to take the contact number.

( 18m 20s ) Ben Mak: Ive done it the last 4 x

( 18m 41s ) Ben Mak: Please help me with your contact number as I don't have your previous case details to take the contact number.

That is concerning why od you not have them

( 19m 15s ) Ben Mak: +44 07397902612

( 20m 18s ) Google Workspace Support, Sushma: Thank you, I'll take note of that number.

( 24m 21s ) Google Workspace Support, Sushma: <https://meet.google.com/yxr-adwi-bjq>

During the screen sharing session, if you need to manage any sensitive data (such as account passwords, credit card details, government identification numbers, confidential business data, or other sensitive information) stop sharing your screen before introducing it. Resume screen sharing as soon as sensitive data is no longer needed. Due to security reasons we are not supposed to speak on Google meet.

( 25m 18s ) Google Workspace Support, Sushma:

<https://toolbox.googleapps.com/apps/dig/#MX/>

( 27m 9s ) Google Workspace Support, Sushma: <https://dnschecker.org/#MX/justice-minds.com>

( 27m 19s ) Google Workspace Support, Sushma:

<https://www.whois.com/whois/justice-minds.com>

( 36m 48s ) Google Workspace Support, Sushma: MX

Here are the values for MX record :

1. Please login to your domain host:
2. Please go to the Domains section > click on the domain name > Click on Manage DNS
3. You will find an option to Add record ( you will have to add 5 MX records in the DNS records )

1. Name: @, TTL: 3600, Record type: MX, Priority: 1, Value: [ASPMX.L.GOOGLE.COM](https://aspmx.l.google.com)
2. Name: @, TTL; 3600, Record type: MX, Priority: 5, Value: [ALT1.ASPMX.L.GOOGLE.COM](https://alt1.aspmx.l.google.com)
3. Name: @, TTL; 3600, Record type: MX, Priority: 5, Value: [ALT2.ASPMX.L.GOOGLE.COM](https://alt2.aspmx.l.google.com)
4. Name: @, TTL; 3600, Record type: MX, Priority: 10, Value: [ALT3.ASPMX.L.GOOGLE.COM](https://alt3.aspmx.l.google.com)
5. Name: @, TTL; 3600, Record type: MX, Priority: 10, Value: [ALT4.ASPMX.L.GOOGLE.COM](https://alt4.aspmx.l.google.com)

You can leave Name field blank or add your domain name, if it's not allowing to update "@"  
( 50m 54s ) Google Workspace Support, Sushma: Could you please help me with the message header of the email that you sent.

Please find the below steps to download message header:

Open the email you want to check the headers for.

Next to Reply , click three dots(More).

Click on Show original.

Click on Download Original

Share the downloaded file

( 56m 57s ) Google Workspace Support, Sushma: "v=spf1 include:\_spf.[mail.hostinger.com](https://mail.hostinger.com) include:\_spf.[google.com](https://google.com) ~all"

( 59m 52s ) Google Workspace Support, Sushma: Type : TXT

Host / Name : google.\_domainkey

Value : copy the value from the admin console starting from v=dkim1 till the end.

TTL : 1 hour or 3600 seconds or auto

( 1h 2m 33s ) Google Workspace Support, Sushma: 1) Click on Add Record.

2) Type = TXT.

3) host = \_dmarc.[justice-minds.com](https://justice-minds.com)

4) Value = v=DMARC1; P=none;

5)TTL = one hour/3600 or auto

6) Save the record.

Chat Started: Sunday, February 25, 2024, 22:42:09 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Y Clarence R

( 23s ) Google Workspace Support, Y Clarence: Thank you for contacting Google Workspace Support. My name is Y Clarence and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 32s ) Google Workspace Support, Y Clarence: Hello, how are you doing today?

( 43s ) Ben Mak: i nearly died

( 1m 12s ) Ben Mak: I want to pay for my justice minds. thays is all

( 1m 36s ) Ben Mak: I will give it out my survival funds

( 2m 7s ) Ben Mak: let me pay for my 2 emails and we will sort out the other when your agent calls me back

( 2m 36s ) Google Workspace Support, Y Clarence: Thank you for sharing your concern. I understand your account has been suspended, am I correct?

( 3m 5s ) Ben Mak: I think so

( 3m 27s ) Ben Mak: we have found out that google has put new email domain in with an old domain

( 3m 33s ) Ben Mak: that they should not have done

( 3m 55s ) Ben Mak: to protect the new domains entity

( 4m 29s ) Ben Mak: also I have noticed on the 9th October - I was promised that all the emails will be condensed into one MASTER EMAIL as alias

( 4m 42s ) Ben Mak: so I wasnt paying for 11 accounts when I am only 1 person

( 5m 8s ) Ben Mak: That has not happened

( 5m 58s ) Ben Mak: I cant embed

( 6m 0s ) Ben Mak: Customer attached 76741.png:

<https://support.cloud.google.com/download/files/0684M00000QxRNYQA3>

( 6m 3s ) Ben Mak: due to being cut off

( 6m 9s ) Ben Mak: I need to work

( 6m 14s ) Ben Mak: to pay my bills

( 6m 25s ) Ben Mak: I had to set up this company due to former being stolen

( 7m 14s ) Google Workspace Support, Y Clarence: Thank you for sharing your concern. I understand and I see you have already contacted and the previous case is still open and under review, so our concerned team will get back to you.

( 7m 42s ) Ben Mak: No I want to pay for my accounts

( 8m 19s ) Ben Mak: I will use my prescribed child funds

( 8m 39s ) Ben Mak: and pay for the service. I have not had

( 8m 45s ) Ben Mak: to not be imprisoned

( 8m 56s ) Ben Mak: and so i dont harm myself

( 8m 59s ) Ben Mak: again

( 9m 39s ) Google Workspace Support, Y Clarence: I understand that you want to pay for your account, however, the account will still be suspended, but you can make a manual payment to pay for your account.

( 10m 13s ) Ben Mak: call me

( 10m 17s ) Ben Mak: +44 07714303099

( 11m 4s ) Google Workspace Support, Y Clarence: Ben, as I have already informed you, the previous case is still under review and our concerned team will get back to you soon.

( 11m 23s ) Ben Mak: please

( 11m 27s ) Ben Mak: dont send me into another rage

( 11m 31s ) Ben Mak: it hurts

( 11m 35s ) Ben Mak: blood gets everyhwer

( 11m 41s ) Ben Mak: just call me

( 11m 43s ) Google Workspace Support, Y Clarence: We have tried calling you already but was unable to reach you, so we request you to please wait so that our concerned team will get back to you soon.

( 11m 47s ) Ben Mak: its taken alt for me to call back up

( 11m 52s ) Ben Mak: becuase i was screaming

( 11m 58s ) Ben Mak: i didnt hear it

( 12m 20s ) Ben Mak: its hard being alone and having strict autims needs ignored

( 12m 25s ) Ben Mak: it causes harm

( 12m 57s ) Google Workspace Support, Y Clarence: I understand that, but as I have mentioned, the previous case is still under review and our dedicated team will get back to you soon.

( 12m 58s ) Ben Mak: I would not have been able to speak as i cant catch nreath

( 13m 10s ) Ben Mak: no please dont do ithis again

( 13m 12s ) Ben Mak: jsut acall me

( 13m 15s ) Ben Mak: are you doing this on puurpsoe

( 13m 39s ) Ben Mak: i said i ll pay and you're saying that you won't give me my service back while I don't understand why you're doing that to me I said I will give you my child's funds to get my emails on. I've just sent you a screenshot that I can't work. Why are you doing why are you doing

( 13m 54s ) Ben Mak: you haven't gave me service which I've proven to you if you go to a shop and you don't get your product do you pay them the money?

( 14m 11s ) Ben Mak: If you go to shop and get upset by the shopkeeper because they don't give you your item, do you give them the full money if the other shopkeepers tell you that they're going to sort it out for you?

( 14m 40s ) Ben Mak: If this if someone is in stress and they need to have basic needs such as communicating with people to be safe, would you deny them that please just take my money? Give me my email back or I'm gonna go into another rage and I can't do it again it', I can't help. I've got a disability.

( 14m 47s ) Google Workspace Support, Y Clarence: Ben, you can try making a payment by following below.

Go to admin console>>Billings>>Payment accounts>>Click on Account ID>>Click on Pay

( 15m 5s ) Ben Mak: How much can I pay to just get a put back on?

( 15m 52s ) Ben Mak: [https://youtu.be/L48pMhkaDtA?si=vjtUoj-hFZ7\\_khUb](https://youtu.be/L48pMhkaDtA?si=vjtUoj-hFZ7_khUb)

( 16m 2s ) Ben Mak: thata is autistic meltdown

( 16m 42s ) Google Workspace Support, Y Clarence: Once you click on make payment, it will show you the minimum amount.

( 17m 14s ) Ben Mak: and it will give me back my service to be connected to my and what do we do about all this upset and harm and and prom

( 17m 21s ) Ben Mak: that we kept that I've showed you images of

( 17m 43s ) Ben Mak: it doesn't show me an amount the Gmail app is gone

( 18m 26s ) Google Workspace Support, Y Clarence: Ben, once you made a payment, we will check with our concerned team.

( 18m 47s ) Ben Mak: never mind, your concerned team are not concerned about me in case I impale my head onto the spikes of this ornament you drive me and you drive me off the wall again

( 18m 53s ) Ben Mak: why are you being so aloof and and and and and and?

( 18m 53s ) Google Workspace Support, Y Clarence: Also, as the previous case is still under review you will be contacted shortly as mentioned everything in the case notes.

( 19m 5s ) Ben Mak: But under review for because you have ignored me since August.

( 19m 43s ) Ben Mak: Put me on, let me speak to someone please so I can understand what I'm gonna what's gonna happen when I pay this because I'm just worried he isn't gonna pay her not back and still have no emails when you've got me

( 19m 51s ) Ben Mak: I can feel my blood starting to boil again. Please just stop this and just someone I need just let me speak to your manager please

( 20m 16s ) Google Workspace Support, Y Clarence: No, Ben. We are doing our best to help you on this matter. As I have told you, our concerned team will be contacted you as soon as possible as they are reviewing your case.

( 20m 51s ) Ben Mak: I'm scared to pay because I need me to come put back on. I'm not paying for a use of told me that you were sorting and now you're forcing me to pay. I don't I'm paying because you're giving me no choice when you've told me I didn't need to pay and that you were going to get it cleared.

( 21m 43s ) Google Workspace Support, Y Clarence: Ben, I understand your situation however as mentioned earlier, our concerned team will get back to you.

( 22m 29s ) Ben Mak: There's a law section 2021 I want to speak to the manager, please

( 25m 54s ) Google Workspace Support, Y Clarence: Yes, Ben. I have already informed my concerned team and you will be contacted shortly. The last call was unable to reach you since it went on a voicemail. The previous case is a follow-up one and you will be contacted shortly.

( 26m 23s ) Ben Mak: I want to speak to your manager

( 27m 32s ) Google Workspace Support, Y Clarence: Yes, I have already a scheduled a call back and they will be contacted you shortly. I request you to please wait for the update.

( 28m 28s ) Ben Mak: Do you know anything about autism?

( 29m 34s ) Google Workspace Support, Y Clarence: Yes, Ben. I know and I understand your situation and urgency, but I can assure you will be contacted soon.

( 29m 52s ) Ben Mak: waht do you know about autism

( 30m 40s ) Ben Mak: i have my scarf tied tight around my neck it should keep me calm to try understand your deliberatlness

( 32m 4s ) Google Workspace Support, Y Clarence: I understand how you are feeling and however, I will make sure that your case will be prioritize and contacted you shortly.

( 33m 0s ) Ben Mak: how am i feeling

( 35m 57s ) Google Workspace Support, Y Clarence: Ben, I mean I understand your situation and make sure that your case will be prioritize and contacting you soon.

( 38m 25s ) Ben Mak: Customer attached 39915.png:  
<https://support.cloud.google.com/download/files/0684M00000R2yMgQAJ>

( 40m 36s ) Google Workspace Support, Y Clarence: Ben, I totally understand your situation and I will make sure that your case will be prioritize and contact you immediately.

( 41m 16s ) Ben Mak: i cant braath

( 43m 21s ) Google Workspace Support, Y Clarence: We do apologize for any inconvenience that this may have caused you, however, we will make sure that your case will be prioritize.

( 47m 59s ) Google Workspace Support, Y Clarence: Not to rush, are we still connected?

( 48m 11s ) Ben Mak: paymenyt

( 48m 12s ) Ben Mak: Customer attached 71462.png:  
<https://support.cloud.google.com/download/files/0684M00000R2y7YQAR>

( 48m 41s ) Ben Mak: is thal ICAC qjamnauh

( 50m 29s ) Google Workspace Support, Y Clarence: Ben, thank you for your response. I have checked with my concerned team again and to inform you that you will be contacted shortly.

( 52m 52s ) Ben Mak: is the amointifhgt

( 53m 13s ) Ben Mak: im dizzityi

( 55m 15s ) Ben Mak: i dont wontt to die calerncee

( 55m 27s ) Ben Mak: waht ihacve i done to desefve this

( 55m 40s ) Ben Mak: wht ownt anyone listen toem e

( 57m 9s ) Google Workspace Support, Y Clarence: Ben, I will make sure that your case will be prioritize, I really apologize for any inconvenience that this may have caused you. I have already informed my concerned team and raised a request so you will be contacted shortly. Thanks.

( 58m 52s ) Ben Mak: you had a young man hang himself with a scarf - hit himself with hard objects i will never forget this call with you.

( 1h 1m 25s ) Ben Mak: Y [Clarence.Google](#) Workspace Support, 25/02/2024 71462.png (86.59KB), I stopped . Myself. As if I am gone who will defend the young people, i am so ashamed of myself taht i can lose control to the point of trying to end my life when ihave so much life i want ot live

( 1h 3m 27s ) Ben Mak: I can t belive its come o this . i am scared i pray to see tomrrow i pray to be strong I pray to light I pray treated fair I pray i pray I pray

( 1h 4m 1s ) Ben Mak: remeber this call Y Clarence.

( 1h 4m 42s ) Google Workspace Support, Y Clarence: Ben, we have raised the concern on another ticket and they will reach out to you and I will proceed to close the case and close it.

---

Subject

google suspended my account when i offered to pay I have autism I want to stay safe

Description

google suspended my account when i offered to pay I have autism I want to stay safe

Hello Ben,

Hope this email finds you well.

As informed over the chat, your request has been raised and you will be contacted shortly from the concerned team of the previous case(49803643) which is under review.

As we have provided the required information, I will be closing this case and keeping the other case for followup. However, if you need any further assistance with regards to this case you have 30 days to reopen it by simply replying to any email you've received which references your Unique Case Number found in the subject line and I will be happy to assist you.

To contact Support please click on the link - <https://support.google.com/a/answer/1047213> and choose the option of your choice.

Regards,

Clarance  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

This is Clarence from Google Workspace support. Hope this email finds you well.

As informed over the chat, your request has already been raised and you will be contacted shortly from the concerned team of the previous case(49803643) which is under review. The parental case owner will update you.

As we have provided the required information, I will be closing this case and keeping the other case for followup. However, if you need any further assistance with regards to this case you have 30 days to reopen it by simply replying to any email you've received which references your Unique Case Number found in the subject line and I will be happy to assist you.

To contact Support please click on the link - <https://support.google.com/a/answer/1047213> and choose the option of your choice.

Regards,

Clarance  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Hope this email finds you well.

As Informed the request has been raised and you will be contacted shortly by the parental case owner since the previous case is under review.

If you have any other queries, please feel free to revert back to the same email.

I will be keeping this case open for the next 48 hours for your response. However, if you need any further assistance with regards to this case you have 30 days to reopen it by simply replying to any email you've received which references your Unique Case Number found in the subject line and I will be happy to assist you.

To contact Support please click on the link - <https://support.google.com/a/answer/1047213> and choose the option of your choice.

We appreciate your time and patience.

Regards,

Clarance  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I Hope this email finds you well.

I am writing this email on behalf of my colleague who is out of office.

As Informed the request has been raised and you will be contacted shortly by the parental case owner since the previous case is under review.

If you have any other queries, please feel free to revert back to the same email.

I will be keeping this case open for the next 24 hours for your response. However, if you need any further assistance with regards to this case you have 30 days to reopen it by simply replying to any email you've received which references your Unique Case Number found in the subject line and I will be happy to assist you.

To contact Support please click on the link - <https://support.google.com/a/answer/1047213> and choose the option of your choice.

We appreciate your time and patience.

Regards

Anurag  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

Chat Started: Wednesday, February 21, 2024, 02:59:28 (+0000)

Chat Origin: C\_WorkspaceAdminCon\_Enhanced\_EN

Agent Charlene A

( 12s ) Google Workspace Support, Charlene: Thank you for contacting Google Workspace Support. My name is Charlene and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 22s ) Google Workspace Support, Charlene: Hi Ben!

( 27s ) Google Workspace Support, Charlene: I hope you're doing great today.

( 38s ) Ben Mak: Hi charlene-

( 55s ) Ben Mak: We have an urgen issue

( 57s ) Ben Mak: again

( 1m 1s ) Ben Mak: urgent\*

( 1m 37s ) Google Workspace Support, Charlene: I acknowledge that you have an urgent issue. Can you tell me more about the issue please so I can properly assist you?

( 2m 47s ) Ben Mak: THe google team are sadly abusing me and abusing there position of trust for 10 months- most individual I have spoken to have continued to mislead me

( 3m 5s ) Ben Mak: tell me things that are not true and make promises they have no intention to keep

( 4m 15s ) Ben Mak: this is now approaching 10 six months nearly 7 I have been promised solution resolve calls back in most definite callback from managers refunds credit additions to the account and promises the issue won't happen again. Sadly it happened again like I said it would. I've been suspended again when I've been informed I'm being refunded because now we are pushing into 50 hours I've been dealing with this issue and I am refused at every req, the managers or seniors contact and promised my issue was being escalated not happened. I have been promised my transcripts from all my from all my all my chats that's also not happened.

( 4m 36s ) Ben Mak: It caused me severe debilitating mental par where body is freezing because I'm feeling that ignored and debilitated I can't put it into words

( 7m 15s ) Google Workspace Support, Charlene: I am so sorry for that inconvenience, nevertheless I am here to help you out and let me see what I can do for you today.

( 7m 43s ) Google Workspace Support, Charlene: May I know if you are having issues with Duet AI for Google Workspace Enterprise being suspended please?

( 10m 2s ) Ben Mak: 1.)

My Account needs reactivating - immediately -

2.)

I need all the transcripts from my chats emailed to me today  
OCTOBER 2023 - to Today 21/02/2024

3.)

I want the contact / email of highest management

( 12m 0s ) Google Workspace Support, Charlene: Thank you for providing this information. Before we proceed, kindly provide your best contact email address and phone number so that I can contact you immediately in case the chat gets disconnected.

( 12m 32s ) Ben Mak: the ones yous already have thanks

( 12m 55s ) Ben Mak: I am not giving it to google for the 35th time

( 14m 6s ) Google Workspace Support, Charlene: I acknowledge that you already provided the contact email address.

( 15m 11s ) Google Workspace Support, Charlene: I have checked your account and confirmed that the Google Workspace Business Standard subscription is active. May I know if you are requesting to restore the Duet AI for Google Workspace Enterprise subscription please?

( 15m 40s ) Ben Mak: No never mentioned this I am talking about google workspace

( 15m 54s ) Ben Mak: My emails are siezed. AGAIN.

( 16m 56s ) Google Workspace Support, Charlene: I'm sorry to hear that you are having issues with your email. May I know if you are getting any error message when you access your email? Kindly send me a screen shot of the error so I can check further.

( 18m 12s ) Ben Mak: It says ACCOUNT SUSPENDED

( 18m 43s ) Ben Mak: exactly what I said would happen when i was yet agani promised call back

( 18m 45s ) Ben Mak: refund

( 18m 47s ) Google Workspace Support, Charlene: Please provide with me the affected email address and the screen shot of the error message.

( 18m 47s ) Ben Mak: and credit

( 18m 54s ) Ben Mak: the one you have

( 24m 1s ) Google Workspace Support, Charlene: I have checked all the user accounts under the Users section and confirmed that they are active. Please send me a full browser screen shot where it says account suspended.

( 24m 21s ) Google Workspace Support, Charlene: If you go to the Billing then Subscriptions section in the Admin console, your Google Workspace Business Standard is active.

( 27m 11s ) Ben Mak: I logged in around 30 minutes ago. And it said "ACCOUNT SUSPENDED"

( 28m 7s ) Ben Mak: meaning- again the google team have not followed through on the promise for the I have lost count of the time promsied it would be resolved and a call back

( 28m 11s ) Ben Mak: That has not happened

( 28m 13s ) Ben Mak: again

( 30m 55s ) Google Workspace Support, Charlene: I have checked your account and confirmed that the Business Standard subscription was restored on 2024-Feb-19 by one of the Billing Specialists. May I know if you are requesting a call back from the Billing team regarding your credit request?

( 31m 32s ) Ben Mak: I was promised a call back I want the requests

( 31m 42s ) Ben Mak: 1.)

My Account needs reactivating - immediately -

2.)

I need all the transcripts from my chats emailed to me today  
OCTOBER 2023 - to Today 21/02/2024

3.)

I want the contact / email of highest management

( 31m 57s ) Ben Mak: send them now please

( 36m 35s ) Google Workspace Support, Charlene: I acknowledge that you were promised a callback from a supervisor via case number 49689722. In order to address your call back request, I'll be transferring this chat to the Billing team.

For the copy of all chat transcripts, the Billing Specialists will be able to request it to the dedicated team.

( 36m 43s ) Google Workspace Support, Charlene: Kindly stay on the chat while I transfer this to Billing.

( 37m 32s ) Ben Mak: Billing

( 37m 51s ) Ben Mak: is nothign to do with the transcripts

( 38m 3s ) Ben Mak: its seems you are averting my request

( 38m 9s ) Google Workspace Support, Charlene: I understand that it has nothing to do with the chat transcript.

( 38m 27s ) Ben Mak: and passing me on further elongating my time wasted

( 38m 35s ) Google Workspace Support, Charlene: They will be able to request after the call back is completed from their end since it was promised to the case number 49689722.

( 38m 47s ) Google Workspace Support, Charlene: Please stay on the chat while I transfer this to Billing team.

( 38m 56s ) Ben Mak: No thanksI cant waste anymore of my time

( 39m 0s ) Ben Mak: I want the transcripts

( 39m 7s ) Ben Mak: and teh managerial CONTACT NUMBER or EMAIL

( 39m 11s ) Ben Mak: Not the case njumber

( 39m 22s ) Ben Mak: contact email.

( 42m 41s ) Google Workspace Support, Charlene: I'm sorry for the delay in response. I'll be sending a request to the dedicated team to send all of your chat transcripts. They are available via email. After this chat, I'll route this case to them so that you can get all the copy of your chat transcript.

( 43m 36s ) Google Workspace Support, Charlene: And since the call back request was requested or promised on the previous case 49689722 under the Billing team, I'll have to add an urgent notes to that case so that one of the supervisor will contact you through the phone.

( 47m 2s ) Ben Mak: Thats not waht i asked for

( 47m 22s ) Ben Mak: I asked you for my transcripts

and you for highest managements contacts

( 48m 8s ) Ben Mak: Your call back requests are baseless, unreliable and pooryl an unlwayfully promised damaging public trust in what google 'Promotes" they offer

( 51m 30s ) Google Workspace Support, Charlene: I understand that you ask for your chat transcripts. We have a dedicated team that handles chat transcript requests. This is the reason why I have to route this case to that team so that they can send you all the chat transcripts.

For the management contacts, what we can do on our end is to request a callback from one of the supervisors/managers.

( 51m 55s ) Ben Mak: I am sorry but I have no reason to believe you

( 52m 14s ) Ben Mak: you have unforgivably fell into the capture of deciet like your 30 former colleagues

( 52m 25s ) Google Workspace Support, Charlene: I'm currently coordinating with the Billing team regarding the call back request.

( 52m 44s ) Ben Mak: denying my basic and reasonable rights as a customer that has been led on aimlessly for 7 months and lied to at each call

( 53m 1s ) Ben Mak: I do not wish for anymore the lies, upset and false promises

( 53m 7s ) Ben Mak: I want the transcripts]

( 53m 31s ) Ben Mak: I wan tthe contact details do not consent to you giving my details for a "call back"

( 53m 58s ) Ben Mak: I want the contact details to your manager. I DO NOT consent to you giving my details for a "call back"

( 54m 40s ) Ben Mak: If i do not get the transcripts from yourself- to which I am in my right to its my data- nothign to do with bills,

( 55m 6s ) Ben Mak: Then you are in direct and intentional breach and violation of my rights

( 55m 41s ) Google Workspace Support, Charlene: I acknowledge that you want to get a copy of your chat transcript. Again, after this chat I'll be routing this case to the dedicated team that can provide that information to you. As a support, we are not allowed to send copy of chat transcripts due to security and privacy reasons.

( 57m 36s ) Ben Mak: I Do not want to be sent ot your billing

( 57m 43s ) Ben Mak: you do not have my consent to do that

( 58m 50s ) Google Workspace Support, Charlene: The request of the chat transcript is handled by another team (it is not the Billing team). I'm sorry Ben, we are not allowed to send a copy of all the chat transcript since there is dedicated team that can provide you this information.

( 1h 0m 28s ) Google Workspace Support, Charlene: Our chat transcript will be sent automatically to your email after this conversation.

( 1h 2m 34s ) Ben Mak: Charlene. You haNot ours only from OCTOBER 2023 to the present day- 21 FEBRUARY 2024

( 1h 3m 27s ) Ben Mak: Ill repeat again for you

Please as per my request- have the "team" you mention

SEND ALL MY TRANSCRIPTS

OCTOBER 2023- FEBRUARY 2024

( 1h 3m 36s ) Google Workspace Support, Charlene: I understand that you need the copy of chat transcript from October 2023 until February 21, 2024. There is a dedicated team that can send you all of the chat transcripts.

( 1h 3m 59s ) Ben Mak: Thank you so can you confirm this request is being handled and sent to me today

( 1h 4m 7s ) Google Workspace Support, Charlene: Yes, I'll make sure to request a copy of all the chat transcripts you needed to the dedicated team.

( 1h 4m 37s ) Ben Mak: Please send me a copy of the email request you send them please.

( 1h 5m 10s ) Google Workspace Support, Charlene: You're welcome! You can expect a response by email within 24 business hours regarding your chat transcripts request.

( 1h 5m 38s ) Google Workspace Support, Charlene: Sure, you will get a copy of the email request once this case is transferred.

( 1h 5m 39s ) Ben Mak: and the manegers email please

( 1h 7m 28s ) Ben Mak: thank you so to confirm you will cc me into the email you are sending regarding the request ?

( 1h 7m 34s ) Ben Mak: and I need the managers emaik

( 1h 10m 6s ) Ben Mak: I cant waste anymore time with this i am too upset its 4 am 1 hour again wasted

---

Subject

SAME ISSUE. URGENT IN LIVE PRESENTATION

Description

SAME ISSUE. URGENT IN LIVE PRESENTATION

Hello Ben,

We wanted to reach out and acknowledge the receipt of your inquiry and let you know that we've begun working on it. In the meantime, if you'd like to share more information that might help us process your request, feel free to reply to this email.

Kind regards,

Data Protection Team for Cloud Support

---

Hello Ben,

Thank you for your patience, while we are working to address your request dated February 21, 2024. Please see attachments for the information you requested. Please contact us if you have any additional questions.

Our commitment

We're committed to being clear about what information we collect and how we use it. Read our privacy policy and safety center to find:

- Explanations of the types of information we collect
- How information is collected
- Why we collect certain information
- How information is used
- When information is shared

For a description of the key controls for managing your privacy across Google services, read our privacy policy .

Kind regards,

Data Protection Team for Cloud Support

Chat Started: Tuesday, February 27, 2024, 23:02:55 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Tonie G

( 13s ) Google Workspace Support, Tonie: Thank you for contacting Google Workspace Support. My name is Tonie and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 35s ) Google Workspace Support, Tonie: Hi Ben, How are you today?

( 1m 49s ) Google Workspace Support, Tonie: I understand that you have an inquiry in regards to the previous case. Don't worry you have me and I will be more than happy to help you and extend the best help I can possibly provide.

( 2m 7s ) Ben Mak: Hi Tonie I hope youre ok, the case numbers stated to "re-open " a case are being sent to the same email google have unfairly and disadvantaged suspended. 49805066

( 4m 47s ) Google Workspace Support, Tonie: Please allow me to have 2-5 minutes to check this on our end, why your account is suspended.

( 12m 3s ) Google Workspace Support, Tonie: Thank you for patiently waiting Ben, I've checked your account and the only reason of the account's suspension is just because of the due balance on your account which is £345.97 and we're sending request of payment to your bank however; your payment failed due to Insufficient funds; just to confirm Ben; are you looking forward to have a payment extension or by any chance; do you have a another card that you can use for a payment?

( 12m 16s ) Google Workspace Support, Tonie: Please let me know so I can check options here for you.

( 16m 29s ) Ben Mak: thank you, I have been trying to pay so hard , about 4 weeks ago when I called up to get a definate how much the agent lifted the suspension then put me through to another agent and they awere telling its lifted theres nothing to worry about then I got told it was getting waived then I got lobbed with this huge bill that I wasnt expectinh and tld i need to pay and now been loce out all my accounts and subsciptopns

( 20m 13s ) Google Workspace Support, Tonie: Thank you for providing the details of what happened Ben, that is correct; I can see that there are multiple payment extensions provided to you already to settle the current due balance and I also tried to lift the suspension of your account however; due to the precious lifts and payment extensions provided to your account Ben; it's no longer letting us to remove the suspension of your account and we need to have our product engineers lift the suspension of your account if possible and upon further investigation; there is already a ticket for that created by the previous person you spoke with; Ben.

( 21m 3s ) Google Workspace Support, Tonie: This is the case number with the consult request 49839375 and I'll be advising the case owner to send you an update right away once there is already a response from our product engineers.

( 21m 8s ) Ben Mak: yes they sending tickets to an account I have no access to

( 21m 32s ) Ben Mak: as they suspended it . They are telling me to reply to it but that is impossible as the gmail Icon is gone

( 21m 34s ) Google Workspace Support, Tonie: May I ask for your secondary email address I can provide to the case owner of 49839375 where the owner can send you an update about the request Ben?

( 22m 41s ) Ben Mak: I am the owner. [Benmak.academy@gmail.com](mailto:Benmak.academy@gmail.com) they already took this email and have not responded

they also promised me a call back today,, yesterday, and Saturday most recently. This has not happened.

( 23m 13s ) Ben Mak: Agent Camille Jhuna Anne M N/A

Agent Mary Grace D N/A  
Have spoken to these agents

Agent Mathukumalli G N/A  
Agent Joval S N/A  
Agent Sushma February 03, 2024  
Agent Renee Rose N/A  
Agent Anaina N/A  
Agent Rakshitha N/A  
Agent Deekshitha September 23, 2023  
Agent Jericho Ray L N/A  
Agent Savita September 14, 2023  
Agent Jear C September 30, 2023  
Meenalochini N/A  
Don Don N/A  
MUGADA R N/A  
Initial Support Contact August 10, 2023  
Second Exchange August 16, 2023  
Third Conversation August 24, 2023  
Additional Interaction September 21, 2023  
Further Interaction October 04, 2023  
Long Issue October 09, 2023  
Chat Session February 05, 2024  
Chat Session February 11, 2024  
Chat Sessions February 19, 2024  
Chat Transcript Request February 21, 2024

( 23m 48s ) Google Workspace Support, Tonie: I totally understand Ben, however; just to set your proper expectations; the ticket is still waiting for an approval of our product engineers so that could be the possible why the previous agents cannot provide an update to you yet.

( 23m 49s ) Ben Mak: still no call back still no solution still locked out of account still not able to use google serve still being told to pay full amount I was told was being waived

( 24m 18s ) Ben Mak: Its been 7 months must be a real toughy

( 24m 57s ) Google Workspace Support, Tonie: May I ask for the case number where you're told that the amount will be waived, Ben so we can investigate it?

( 25m 28s ) Ben Mak: no as your agent have locked me out my account to access any of my vital information to resolve the issue

( 26m 10s ) Ben Mak: They also told me if I pay they cant promise it will be activated so I cant risk this as I have already lost alot of money thorough this, and spent of 65 hours on the phone

( 26m 22s ) Ben Mak: with google agents and following waiting promsies

( 27m 6s ) Ben Mak: that just half.

( 27m 10s ) Ben Mak: Customer attached 2. GOOGLE FINAL OVER .pdf:

<https://support.cloud.google.com/download/files/0684M00000R7JxkQAF>

( 27m 25s ) Ben Mak: The red is where I was promised investigation and it was all being sorted.

( 27m 56s ) Ben Mak: It was confirmed by your supervisor I have been told wrong information and I should not have had to have a 6 hour phone call on the 9th October 2023

( 28m 37s ) Ben Mak: the problem persists and remains, and being held hostage and my account seized until I pay - with the statement still may not have my account unlocked when I pay

( 29m 11s ) Ben Mak: kinds threatening and coercive. But dealing with domestic abuse so at least there is no marks

( 30m 15s ) Ben Mak: Its just psychological, financial and degrading harm now. As an update/

( 31m 52s ) Google Workspace Support, Tonie: Thank you for providing all this Ben. So I reviewed the cases in your account.

( 32m 55s ) Ben Mak: ok

( 36m 28s ) Google Workspace Support, Tonie: Upon reviewing Ben, this is the case associated with the credit you've requested 49689722 and I checked the case and the agent sent you an email on February 22,2024 and advised you that the request for the credit has been declined as the charges in your account are valid; I totally understand that you were told by the previous representatives that they would be helping you to get the credit however; this request is subject for approval and this time; since the charges are valid; the credit request has been declined.

( 38m 13s ) Google Workspace Support, Tonie: So what I highly recommend to you Ben is that; once the request to reactivate your account through the case 49839375; please make a follow up to the case 49689722 that is associated to the credit request.

( 41m 35s ) Ben Mak: I understand the request was denied.

But what everyone is failing to understand I only did not pay due to being told it was being waived.

So naturally had allocated the funds to other priorities.

on February 22 2024 I was not aware of the rejection, as no-one called me as promised.

I cant check these cases as they are being send to an email you have suspended me from .

Basically making me further responsible for an email engagement that you have restricted me accessing .

How can I know when the means to accessing t are impossible?.

Additionally, the email was recived on 22 February- from then until now I have spent over 15 hours on the phoen and chat to you still. trying to osrt it out this is now 60. hours.

How can I know when the means to accessing t are impossible?.

You are chargin me full price but yet I dont have access to the account and nor used its service as youve kept restricting it and told me it was getting waived until 4 days ago

( 45m 28s ) Google Workspace Support, Tonie: No worries Ben; you will not be charged for this kind of downtime of your service as the only due balance is just your previous month's usage charges. Right now; since there are already multiple payment extensions provided to your account; this can only be reactivated by our product engineers and no worries as there is already an open ticket for that request Ben and we just need to wait for that to be approved.

( 46m 49s ) Google Workspace Support, Tonie: This is where the reactivation request is associated to 49839375 and no worries Ben; I'll be advising the agent to keep you updated by sending you an updates to your email address: [benmak.academy@gmail.com](mailto:benmak.academy@gmail.com)

( 47m 20s ) Google Workspace Support, Tonie: Just to set your proper expectations; this ticket may take at least 24 hours before we get a response from our product engineers.

( 51m 33s ) Ben Mak: But again you have just agreed and stated I wotn be charged for the down time.

60 hours + have been spent trying to sort this out following your colleagues direction. "it was being waived."

My main concern form the very beginning of this was I had already spent 35 hours on the phone and chat- and was the final amoutn correct given the "downtime" domino effect of issues this has caused,

Loss of work

Loss of communication

Restricted comms access

interns not able to acces emails from UNiversity offers

Subscriptions cancelling

No access to back and Auth codes

Payments bouncing

Business closure

Seizing new company

Google incorrectly made new company the old company email

Locked out my linked in account

Missed vital campaign launches

Child protection cases seized

Loss of my child taken into care unable to send vital documents

I have Autism so need clear communication that has not happened

Self harm through ambiguous dialogue seems to be consistent

Missed university classes as call start at 11:30pm until 6:30 am

All of this has been in the chunk of payment you are demanding. This is more than just down time its ruined my life

( 52m 46s ) Ben Mak: I never once said I wasnt goign to pay or unwilling too

( 53m 7s ) Ben Mak: I called up and tried to - your agent passed me on lifted the barr and said it was sorted

( 53m 13s ) Ben Mak: thats not my fault.

( 53m 41s ) Google Workspace Support, Tonie: I totally understand and I apologize if this is already taking so much of your time now Ben, this is already why we've provided you multiple payment extensions in the past so you can have an ample amount of time to settle the payment to avoid this kind of downtime of your service.

( 54m 11s ) Ben Mak: Then when you deciede just 4 days ago to instill payments are valid - when the very service you are supposed to be offering me that I couldnt use fully or effectively as paying for- makes no sense

( 54m 34s ) Ben Mak: Liste to what you have just said

( 54m 44s ) Google Workspace Support, Tonie: But now; the best resolution here is to clear the balance of your account or you can simply wait for the ticket to reactivate your service for one more time as one time courtesy and extend your payment.

( 54m 46s ) Ben Mak: 4 days ago you only decieded. I had to pay

( 55m 22s ) Ben Mak: 4 days ago you only decided. I had to pay- prior to that google admittedly as you stated were leading me to believe they were waivering it

( 55m 37s ) Ben Mak: you have gave me all but hours / days to sum nearly £500

( 55m 49s ) Ben Mak: that you led me to beleove was being waivered

( 56m 1s ) Ben Mak: and this oss of work

Loss of communication

Restricted comms access

interns not able to acces emails from UNiversity offers

Subscriptions cancelling

No access to back and Auth codes

Payments bouncing

Business closure

Seizing new company

Google incorrectly made new company the old company email

Locked out my linked in account

Missed vital campaign launches

Child protection cases seized

Loss of my child taken into care unable to send vital documents

I have Autism so need clear communication that has not happened

Self harm through ambiguous dialogue seems to be consistent

Missed university classes as call start at 11:30pm until 6:30 am

( 56m 9s ) Ben Mak: why does this get ignored?

( 56m 25s ) Ben Mak: That is more than down time. That is sad and tragic misfortune

( 56m 26s ) Google Workspace Support, Tonie: That is just because the credit request needed to be investigated Ben and that's why we have extended your payment multiple times in the past as well and we're still doing it right now and we just need to wait for our support engineers to lift the suspension of your account.

( 56m 31s ) Google Workspace Support, Tonie: \*account.

( 56m 56s ) Ben Mak: But I got told no investigation took place

( 57m 4s ) Ben Mak: what did they investigate please?

( 57m 33s ) Ben Mak: That is just because the credit request needed to be investigated Ben and that's why we have extended your payment multiple.

This is incorrect you hadnt extended my payment you told me you wre waivering it

( 58m 17s ) Ben Mak: correct you lifted the bar and "extedned a payment expected " but only as I wasnt expected to pay itas per your statemetnes

( 58m 20s ) Ben Mak: unti l4 days ago

( 58m 28s ) Ben Mak: 4 dasy\*

( 59m 34s ) Google Workspace Support, Tonie: I understand the impact of this to your end Ben, however; the due balance in your account is not paid that's why the account has been suspended; I know we needed to investigate your request for the credit and we also helped you during the investigation by lifting the suspension of your account and now; since we've found out that the due balance is valid; the payment in your account is really required now Ben to avoid these inconvenience.

( 1h 0m 20s ) Ben Mak: why is it not paid tho?

Why is the balance valid?

What was investigated?

( 1h 1m 8s ) Google Workspace Support, Tonie: Or you can simply wait for the additional payment extension that we're applying your account associated to the case 49839375.

( 1h 1m 26s ) Ben Mak: I wanted to pay. Your colleague directed me not to. And told me it was being waived. That's not my fault. The to lob me with £500 bill in the middle of crisis and cut off my account seems cruel

( 1h 1m 39s ) Google Workspace Support, Tonie: Your due balance that needs to be cleared and paid Ben is just £345.97.

( 1h 1m 45s ) Ben Mak: Or you can simply wait for the additional payment extension that we're applying your account associated to the case 49839375.

I dont know what that is i have no access to the emails you are sending

( 1h 2m 15s ) Google Workspace Support, Tonie: I apologize Ben however; the credit request was declined.

( 1h 3m 23s ) Google Workspace Support, Tonie: So the due balance of £345.97 really needs to be paid now to reactivate the account or you can wait for the case 49839375 to be approved and reactivated your service for additional payment extension.

( 1h 3m 25s ) Ben Mak: For what reason?

What was investigated?

What about all the damages loss and harm due to the instruction of your colleague giving me false information?

I am happy to pay for a service 100%

( 1h 3m 54s ) Ben Mak: can you give me break down of the service?

( 1h 4m 21s ) Google Workspace Support, Tonie: I understand Ben however; we've lifted the suspension of your account during the investigation of your request to have the due balance to be waived.

( 1h 4m 39s ) Ben Mak: I didnt request ot have it waived

( 1h 4m 43s ) Google Workspace Support, Tonie: That's exactly what we're doing with the case 49839375

( 1h 5m 7s ) Ben Mak: your colleague told me they were doing it and i asked could they look into if the amount. I was payed was correct

( 1h 5m 7s ) Google Workspace Support, Tonie: We're providing additional payment extension to you Ben.

( 1h 5m 40s ) Ben Mak: Could you help in what subscription I have

( 1h 5m 55s ) Ben Mak: what services I am owed to pay?

( 1h 6m 7s ) Google Workspace Support, Tonie: Yes Ben, you're currently on Google Workspace Business Standard with 13 users .

( 1h 6m 34s ) Ben Mak: could you tell me how many of them are or have been active

( 1h 7m 7s ) Ben Mak: would be most useful

( 1h 9m 13s ) Google Workspace Support, Tonie: Only the user [Krishna@beingunlimited.co.uk](mailto:Krishna@beingunlimited.co.uk) shows that it was used a year ago, Ben and the rest are being used and some are suspended.

( 1h 9m 59s ) Ben Mak: Krishna las used his account in August 16th 2023

( 1h 10m 3s ) Google Workspace Support, Tonie: I will make a follow up with the case 49839375 as well to help you expedite the reactivation of your account.

( 1h 10m 41s ) Ben Mak: PLease give me the last time each account was actively used sending emails - by each account

( 1h 14m 31s ) Google Workspace Support, Tonie: Sure, Ben.

( 1h 14m 32s ) Ben Mak: I dont know what that case is 49839375 You have suspended my account from partaking in the solution. Its like telling me the answers and what i need to make things right are through that door in a square room that you have locked and also taken they key to.

( 1h 15m 17s ) Google Workspace Support, Tonie: You can check the activity of your users and you can use this article as well to guide you so you can see the actual activity of each users:  
<https://support.google.com/a/answer/11341109>

( 1h 15m 48s ) Ben Mak: cant you suspende my account

( 1h 15m 55s ) Ben Mak: it just pushes me out

( 1h 16m 7s ) Ben Mak: I would like you to tell me please

( 1h 16m 41s ) Google Workspace Support, Tonie: I am sorry if you feel that way Ben however; the reason of your account's suspension is due to the due balance of your account and we are already working on reactivating it and the request ticket is associated to the ticket 49839375.

( 1h 17m 26s ) Ben Mak: I dont know 49839375 that case I dont have acces to the account you are sending it to.

Could you please tell me what serivce I am paying for.?

( 1h 18m 41s ) Google Workspace Support, Tonie: Sure, you're paying for the Google Workspace Business Standard and your domain is [benmaklondon.com](http://benmaklondon.com) and this time, in order to activate your account Ben; we need to wait for your account to be reactivated by our product engineers or you can simply pay the due balance of your account to expedite the reactivation of your service

( 1h 19m 24s ) Google Workspace Support, Tonie: Once again, this case 49839375 is where the request to reactivate your account is associated.

( 1h 20m 15s ) Google Workspace Support, Tonie: We'll send you an email once the request to reactivate your account has been approved, Ben; I'll advise the case owner of 49839375 to send you an update right away.

( 1h 21m 28s ) Google Workspace Support, Tonie: Is there anything else you want to discuss in this chat Ben?

( 1h 21m 52s ) Ben Mak: Once again, this case 49839375 is where the request to reactivate your account is associated.

( 1h 22m 16s ) Google Workspace Support, Tonie: That is correct.

( 1h 22m 19s ) Ben Mak: I dont know this case i dont have access to it or can comment as you have suspended the account you sent it to

( 1h 23m 5s ) Ben Mak: Customer attached 28278.png:

<https://support.cloud.google.com/download/files/0684M00000R7KF7QAN>

( 1h 23m 21s ) Google Workspace Support, Tonie: No worries Ben, I've already provided your [gmail.com](mailto:) email address to send you an update once there is already an update.

( 1h 23m 40s ) Ben Mak: This is an example of life saving equipment and tools that are restricted

( 1h 23m 44s ) Ben Mak: for my disability

( 1h 23m 46s ) Ben Mak: autism

( 1h 24m 27s ) Google Workspace Support, Tonie: I totally understand Ben, what I can advise is you can make a manual payment to reactivate your account now.

( 1h 24m 58s ) Ben Mak: could you call me please my battery on my compyter has been on all day

( 1h 25m 6s ) Ben Mak: +4407714303099

( 1h 25m 33s ) Ben Mak: this would be most helpful and i really appreciiate it thanks you

( 1h 26m 0s ) Ben Mak: waiting your call

( 1h 26m 24s ) Ben Mak: have some other things about google workspace to enqwure

( 1h 27m 3s ) Google Workspace Support, Tonie: I completely understand that you want to continue this conversation over the phone however; I am engaged on a multiple chats right now but may I ask what are your other concerns with your Google Workspace?

( 1h 27m 49s ) Google Workspace Support, Tonie: Since we've already addressed the issue about your payment and reactivation of your account that we're already working on; what other concerns do you have on your Google Workspace Ben?

( 1h 27m 58s ) Ben Mak: I am sorry i was led to believe this is one 2 one support as promised throught the google work space payed subscription

( 1h 28m 45s ) Ben Mak: I would prefer a call now as part of the payed subscription you wanting me to pay

( 1h 28m 56s ) Google Workspace Support, Tonie: I apologize if you are under that impression Ben, however; this is for us to support our customer's concern on time.

( 1h 29m 21s ) Ben Mak: well my concerns have been 7 months on going so its not really workign

( 1h 29m 24s ) Ben Mak: can you call me please

( 1h 29m 37s ) Ben Mak: I ask you kindly as a reasonable request

( 1h 29m 42s ) Ben Mak: awaiting your call

( 1h 29m 45s ) Google Workspace Support, Tonie: May I ask for the reason of a call Ben?

( 1h 30m 9s ) Google Workspace Support, Tonie: Since we've already answered your question on how to reactivate your account.

( 1h 30m 30s ) Ben Mak: so I can discuss and walk through the issues regarding he 13 accounts

( 1h 30m 40s ) Google Workspace Support, Tonie: And that is by making a payment or wait for the request to reactivate your account to be approved.

( 1h 30m 49s ) Google Workspace Support, Tonie: You mean 13 users?

( 1h 31m 6s ) Ben Mak: please calll my eyes are stinging

( 1h 31m 12s ) Google Workspace Support, Tonie: Can you tell me more what assistance do you need for those 13 users Ben?

( 1h 31m 38s ) Ben Mak: heave headache from bright screen feel nauseous

( 1h 31m 44s ) Ben Mak: awaiting your call

( 1h 34m 30s ) Google Workspace Support, Tonie: I apologize but we cannot initiate a call as of now Ben since we are engaged on multiple chats and we've already provided a resolution to you on how you can reactivate your service and that is to make a payment; but if you need technical assistance; we have a dedicated team who can walk you through on how to troubleshoot your Admin Console.

( 1h 34m 48s ) Ben Mak: but i am acking about a didfenrt issue

( 1h 34m 58s ) Ben Mak: you are google workspace

( 1h 35m 5s ) Ben Mak: and the ywill redirect em to you

( 1h 35m 12s ) Google Workspace Support, Tonie: Is it a technical issue Ben so I can connect this chat to our dedicated team?

( 1h 35m 26s ) Ben Mak: no its not a technical issue

( 1h 35m 35s ) Ben Mak: its regarding my eamils

( 1h 35m 37s ) Ben Mak: pleasa call

( 1h 35m 43s ) Google Workspace Support, Tonie: Can you tell me more about what's all about it?

( 1h 36m 5s ) Ben Mak: I have been promised a call back 5 times not happned and I cant physcially type anymore its making me nauisioes

( 1h 36m 47s ) Google Workspace Support, Tonie: I'll be advising the previous agent to call you back on your number instead Ben since we don't have the control to the request of the reactivation of your account.

( 1h 37m 12s ) Ben Mak: I dont want you to reactivate my account I want to discuss emails removing some the alisas's and they should be in a master email

( 1h 37m 53s ) Ben Mak: and please dont say " I will get a call back" as that is not happened in on the last 5 ptomisises

( 1h 38m 5s ) Google Workspace Support, Tonie: Sure, let me connect this chat to our dedicated team who can walk you through Ben.

( 1h 38m 16s ) Ben Mak: no

( 1h 38m 23s ) Ben Mak: you are the dedicated team who do that

( 1h 38m 38s ) Google Workspace Support, Tonie: No Ben, I am actually from the billing team.

( 1h 38m 53s ) Ben Mak: yes and I have billing querioes

( 1h 39m 1s ) Ben Mak: why i wanted to chat your making things confusing for me me

( 1h 39m 8s ) Google Workspace Support, Tonie: Sure, and what is that Ben?

( 1h 39m 23s ) Ben Mak: I asked as a reasoanle adjustment that typing and and the screen making me feel dizzy and sick

( 1h 39m 42s ) Ben Mak: and you continually make me uncomforable commnicating in a way that hurts

( 1h 39m 51s ) Ben Mak: my hands are red raw

( 1h 39m 59s ) Google Workspace Support, Tonie: Do you want to continue this later Ben?

( 1h 40m 13s ) Google Workspace Support, Tonie: If you want; we can continue over email.

( 1h 40m 22s ) Ben Mak: no

( 1h 40m 25s ) Ben Mak: I want a call

( 1h 40m 30s ) Google Workspace Support, Tonie: Or if time permits; we can try and call you back later.

( 1h 40m 57s ) Ben Mak: Customer attached 64959.png:  
<https://support.cloud.google.com/download/files/0684M00000QxZWQA3>

( 1h 41m 22s ) Ben Mak: Never asked for that either, wondering why you are pushing my request away fuerthr confusing me

( 1h 41m 26s ) Ben Mak: I want a call

( 1h 41m 28s ) Ben Mak: pleasae

( 1h 41m 29s ) Google Workspace Support, Tonie: Do you still need assistance with your bill Ben?

( 1h 41m 36s ) Ben Mak: to talk now as I asked kidndly

( 1h 41m 39s ) Ben Mak: please call

( 1h 41m 44s ) Ben Mak: my hands are really sory

( 1h 41m 47s ) Ben Mak: sore\*

( 1h 43m 50s ) Google Workspace Support, Tonie: I apologize Ben, we've already provided the resolution to your concern about your account reactivation and that is by making a payment in your account or you can wait for our support engineers to reactivate your account within 24 hours if they'll approve the request,

( 1h 44m 23s ) Google Workspace Support, Tonie: So even if we call you now, we are going to provide the same resolution we've given you through this chat.

( 1h 44m 45s ) Google Workspace Support, Tonie: But if you have technical concern, we have a dedicated team for that.

( 1h 45m 53s ) Google Workspace Support, Tonie: So just to confirm Ben, do you need assistance in making a manual payment in your account now to reactivate it or do you just want to wait for our product engineers to reactivate your service in 24 hours?

( 1h 47m 42s ) Ben Mak: I am sorry but I told you its regarding something else bill related?

I showed you how painful and sore my hands are having spent 3 hours talking - sadly to no solution.

I asked for a reasonable adjustment for a call, for clarity of facts, and assisting the matter.

I told you I have autism and that communication is important, blistering hands, stinging eyes and painsteaking headache feeling sick due to computer screen light wash.

And you tell me after I asked for a call politey do I want to go into email (which I never asked for)

Then you tell me do I want to chat later (which I didnt)

Then I send you a picture of my sore red blistering hands which is why I asked for a call over half an hour ago

Youre still not willign to help me on that with a reasojobable call

( 1h 49m 14s ) Google Workspace Support, Tonie: I apologize about that Ben, but can you tell me more about your other billing concern?

( 1h 49m 44s ) Ben Mak: yes on a call you keep confusing me by ignoring me and stonewalling my requests

( 1h 50m 0s ) Ben Mak: its very damaging for someone with autism its scary and hurtful

( 1h 50m 41s ) Google Workspace Support, Tonie: No worries, let me call you,

( 1h 52m 22s ) Ben Mak: thanks

( 1h 52m 35s ) Google Workspace Support, Tonie: Hello, Ben. I am trying to call you right now.

( 1h 52m 55s ) Ben Mak: it went off without ringign

---

### **Subject**

Follow up on recent case 49805066 - google suspended my account when i offered to pay I have autism I want to stay safe

### **Description**

Follow up on recent case 49805066 - google suspended my account when i offered to pay I have autism I want to stay safe

Hello Ben,

You can send your document as an attachment to this email.

Best regards,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

You can send your document as an attachment to this email.

Best regards,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I trust this email reaches you well.

I haven't heard from you since our last email and I wanted to follow up to see if you still need further assistance related to the initial concern?

Should you have additional queries about this, please do not hesitate to respond to this email and I will be more than happy to assist.

This case will be temporarily closed. But don't worry because you may still reply to my emails within 30 days and your case will automatically re-open. Rest assured that we'll treat your concern with the same level of urgency.

Thank you for choosing Google Workspace and have a great day!

Sincerely,

Tonie  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Google Workspace Support 49846868: Follow up on recent case 49805066:

Dear Jhodan Albert and Google Press.

First and foremost, Mr Mak, would like to express his sincere appreciation for the usually incredible services that Google provides.

Sadly it has not been on these occasions spanning August 2023- March 2024.

Mr Mak states:

"I have been a loyal fan and user for many years, and these services have been instrumental to both my personal and professional endeavors. I also want to extend my gratitude to the technicians and engineers who work tirelessly behind the scenes; I fully understand that the issue I am facing is not reflective of your individual efforts and is instead a systemic flaw that has inadvertently caused me considerable hardship."

Google suspended Mr Mak's account when he offered to pay and tried 5x but issue goggles stopped this. Mr Mak has autism and PTSD enduring a painstaking 5 months and over 65+ hours of calls with google. He mentioned he wanted to stay safe?

Mr Mak's attempts to resolve the payment issues with Google were persistent and varied. "I attempted to pay 5 times to which all were unsuccessful due to Goggles' side confirmed by your colleague."

On the 24th of February 2024,  
Mr Mak was notified that his payment was declined as he had to juggle finances given the waiver that he had been waiting to take effect and promised by google staff was now not happening. Months of accrued back pay Mr Mak was threatened if he did not pay it he will lose his account and be suspended. He was continually reminded to pay in FULL, despite the 65 hours of accrued time for the same unresolved issues- one call lasting over 5 and half hours. This consequently causes businesses to impact education and yet still, demands of full pay and to update their Mastercard details or contact your bank to resolve the issue. Despite doing what was asked of him, Mr Mak continued to face issues with your Google Workspace account even after 5 attempts to pay.

On the 27th of February 2024,  
Mr Mak attempted to contact Google Pay Help to resolve your payment issues. However, the details of the communication he was informed about reached over numerous times the promise to a phone call back we have lost count, the issue was not resolved and 3 days in from the promised call still no call back.

On the 28th of February 2024,  
Mr Mak had a conversation with Google Workspace Support, expressing your need for assistance with your billing and account issues. He mentioned that he had been promised a callback from a manager multiple times since October but had not received one yet. This suggests that Mr Moks attempts to resolve the payment issues were not being adequately addressed by Google Workspace Support.

On the 1st of March 2024

Mr Mak was still dealing with the Google Workspace account suspension and he was in contact with Google Workspace Support, discussing your case and seeking resolution. Despite his efforts, the issue persisted.

On the 2nd of March 2024,

Mr Mak is still dealing with the Google Workspace account suspension. He was in contact with Google Workspace Support, discussing your case and seeking resolution.

March 3rd 2024

No call back.

In conclusion

Mr Maks attempts to pay and resolve the issues with Google were consistent and proactive.

However, despite Mr Mak's efforts, and reaching out on November 22nd 2023 the problems have persisted and silence remained. This has understandably caused him severe damages to his business, his livelihood, his clients and vulnerable children and families he serves.

The frustration and anxiety yet and the damages consequences continue to grow now losing access to LinkedIn accounts subscription services bank card or authorisation unifications this situation is dire.

We look forward to your response.

Regards

---

JUSTICE MINDS

Justice Minds  
London W26AL  
+44 2080642812  
authority@legaldueprocess.com  
www.justice-minds.com

PUBLIC CASE: JUSTICE MINDS: PUBLIC INTEREST OPEN DISCUSSION  
PUBLIC EVIDENCE: JUSTICE MIND : GOOGLE PUBLIC INTEREST

14290.png

All the attempt to pay last week

On Wed, 28 Feb 2024 at 03:49, Google Workspace Support <workspacesupport@google.com> wrote:  
Google Workspace

Hello Ben,

You can send your document as an attachment to this email.

Best regards,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

© 2024 Google LLC 1600 Amphitheatre Parkway, Mountain View, CA 9404

---

Hello Justice Minds,

I hope this message finds you well.

Thank you for reaching us out regarding this matter towards Mr. Ben Mak's subscription and billing history. I had the pleasure to speak with Mr. Mak over the phone over a week ago and we have discussed that the reason why his subscription was suspended back in August of 2023 was because their payment (for the billing month of July usage) did not go through successfully. So did their payment in the month of July (for the billing month of June). Both were caused by the financial institution not allowing us to apply the charges and collect payment on their then payment method which was Paypal.

When they reached out to us in August of 2023 on the case number 46330414, they had already made a manual payment using their PayPal account and their Mastercard. Since their payments have reflected, the support that they spoke with over chat that day informed them that their services were reactivated when they enabled the grace and the subscription continued to be active up until September.

In September, by default the system tried to charge their primary form of payment (was updated to Mastercard) for the billing month of August. However, unfortunately the system generated charge failed to collect payment due to insufficiency in funds, but this did not cause a service interruption.

In October, the system tried again to apply an automatic generated charge on their payment card but this too had failed due to insufficiency in funds. They had reached out to us again (case number 47271524) for the reactivation of service, and when they reached our Billing department, their services were reactivated and were given an extension for 7 days. After the extension was applied, they have also made a manual partial payment. After the 7 days extension expired, the subscription was once again suspended because the remaining outstanding balance had not yet been fully paid. In the same month, Mr. Mak reached out to us again through the case 47374096 and another 7 days extension was applied. When this extension expired, Mr. Mak was able to enable the grace period again which reactivated their subscription until November 17.

In the month of November 22, the system successfully applied an automatic charge on their primary form of payment for their usage in the previous month of October which kept the subscription uninterrupted for the billing month of November.

In December, the system again tried to collect payments but once again failed due to insufficient funds. But this did not cause a service interruption because they had successfully paid on the previous month. The services remained active up until January 5. When the system detected that it could not apply charges to their payment method successfully, this triggered another service interruption but the services were reactivated again when Mr. Mak enabled the grace period one more which then kept the services active up until February 5.

In February, when the services got suspended again, Mr. Mak reached out to us once more (case number 49442634) regarding the service interruption and was promptly reactivated for 7 days. After the 7 days extension expired, they reached out to us again on the case number 49555448 and another 7 days extension was applied. After this extension expired as well, Mr Mak once more reached out to us on the case number 49689722 and a third extension was applied for another 7 days.

During this time, both automatic and manual payments failed several times due to insufficient funds and financial institution declines.

This made the billing months of November, December and January essentially unpaid.

These information can be found in their billing and transaction history in their Admin Console by following these steps:

1. In their web browser, go to [admin.google.com](https://admin.google.com)
2. Sign-in to the administrator account
3. In the Admin Console home page, on the left side of the screen, go to "Billing"
4. Select "Subscriptions"
5. Select "Google Workspace Business Standard"
6. Select "View Invoices"
7. On the upper right hand corner of the page, click on "Last 3 months" and replace it with "All time" to propagate all the billing months that they have the subscription active
8. Click on their billing months to view the transaction/payment history

When I spoke with Mr. Mak, I informed them regarding service interruption causes and that we have applied reactivation to their services both manual and system grace period several times. Although I understand that they were previously advised by one of our managers that one of their outstanding balance would be requested to be waived-off but as all types of requests, this would be subject for review and approval. Upon checking on their previous cases, I can see that there were previous requests that were raised to our higher level of support for the balance to be waived off. However, as advised to Mr. Mak during our phone call. These requests were declined because the charges remained valid.

However, as we have discussed, I can apply a £50 credit to their account to help reduce their outstanding balance because we cannot completely waive-off their total outstanding balance because their service charges remains valid as also advised by our support article:  
<https://support.google.com/a/answer/1230658>

As for the reactivation of services, I have also informed Mr. Mak that the only way to completely reactivate an account is by clearing out an outstanding balance or update their primary form of payment to allow the system to apply automatic charges. If either of these options cannot be completed right away, we can still submit another reactivation request but this time it will be our higher level of support that will process the reactivation because we have already exhausted all the chances we are allowed by the system on our end. I advised Mr. Mak to provide any document or proof that they are actively working on their payments or working on replacing their payment method. Until such documents are provided, unfortunately we cannot apply another extension from our end.

During our call, I had sent an email to Mr. Mak to their personal email address and he acknowledged receiving, for them to send us their reply with the needed document(s) for the reactivation request. We can still apply the agreed credit if they would still like to continue their subscription.

I hope you have found this information helpful. If you have a question or need further help about anything Google Workspace related. Feel free to reply to this email with the details so we can continue giving you assistance.

Thank you for contacting Google Workspace.

Sincerely,

Jhodan Albert  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I hope this message finds you well.

I'm writing to you as a follow up regarding this case because we haven't heard back from you since my last email. Upon checking, I can see that you have reached out to us again through the case 50007955 and spoke with my colleague. They have also reactivated your subscription.

Although we haven't received any response from you since my last email to you on March 6, as we have discussed over the phone, I have applied a £50 credit on your account that would be consumed by the system to cover partial of the running balance of the account. As we have discussed, we cannot cover the entire outstanding balance because the charges remain valid.

Additionally, as previously advised, the only way to completely reactivate the subscription without any service interruption is by updating the payment method or ensuring that the current payment method have enough balance to clear any future charges.

I will be closing the case for now, but if you have a question or need further assistance about this case please don't hesitate to reply to this email to reopen the case within the next 30 days and I will do my best to reach back with you.

Thank you for contacting Google Workspace.

Sincerely,

Jhodan Albert  
Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates

---

Chat Started: Friday, March 01, 2024, 20:09:34 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Sriram J

( 12s ) Google Workspace Support, Sriram: Thank you for contacting Google Workspace Support. My name is Sriram and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 44s ) Google Workspace Support, Sriram: Hi, how are you doing today?

( 48s ) Ben Mak: Ben Mak

[consult@justice-minds.com](mailto:consult@justice-minds.com)

09/09/1988

+44 7714303099

( 1m 9s ) Ben Mak: Extremely let down. Read your notes and you tell me why

( 1m 36s ) Google Workspace Support, Sriram: Thank you for providing the details

( 2m 0s ) Google Workspace Support, Sriram: Please allow me 3 minutes, let me check and help you further.

( 6m 24s ) Google Workspace Support, Sriram: Thank you for staying connected.

( 7m 17s ) Ben Mak: so can you tell me why

( 7m 45s ) Ben Mak: I am utterly broken and distraught

( 7m 57s ) Google Workspace Support, Sriram: I apologize for the delay in the response, upon checking your previous ticket the agent and the internal team is actively working on your request and I would request you to wait for an update from the internal team.

( 8m 19s ) Ben Mak: can you call me

( 9m 40s ) Google Workspace Support, Sriram: I apologize for the delayed response. It's not the experience we wish to create for any of our customers. We are waiting for an update from the internal team.

Please do not worry, I'll go ahead and check with the internal team personally to resolve this at the earliest and even I'll take the ownership and follow up with the previous agent to resolve this.

( 10m 8s ) Ben Mak: I I don't know how long I can keep this up. I was promised to call back yesterday. I've been promised to call back for the last week consecutively night after the night day after day no one ever called me back. I've had a call back myself and you promised me that you're getting it sorted every single time I've told you about the impact on my business that impacts on my impact on my reputation impacts on my subscriptions that impacts on my bank. I'm legal work on all my files. I can't now, copy and paste things because my data is connected to me drive and me disk space which is connected to Google which of now it's full because it's suspendedmy account

( 10m 29s ) Ben Mak: also said that the last issue was resolved and you've sent an email to the client and you're waiting on a response from them which is me would you like to tell me where you've emailed that to please?

( 14m 22s ) Google Workspace Support, Sriram: Upon checking I see that they have requested the documents by sending an email to this email - [consult@justice-minds.com](mailto:consult@justice-minds.com), [benmak.academy@gmail.com](mailto:benmak.academy@gmail.com)

( 14m 49s ) Google Workspace Support, Sriram: Could you please check whether you have received the email or not and I'm sorry for any inconveniences that you have not received any call back.

( 15m 2s ) Ben Mak: [consult@justice-minds.com](mailto:consult@justice-minds.com), they have sent it there

( 15m 14s ) Ben Mak: I know this because it says they sent such

( 15m 34s ) Ben Mak: please check the image that I last sent and tell me what the issue was

( 15m 39s ) Ben Mak: and what was being fixed  
( 15m 46s ) Ben Mak: Call me please  
( 17m 22s ) Google Workspace Support, Sriram: Please allow me 2 minutes, to call back.  
( 28m 8s ) Ben Mak: google meeet  
( 28m 56s ) Ben Mak: what does it  
( 29m 10s ) Ben Mak: reply here  
( 29m 13s ) Ben Mak: No  
( 29m 22s ) Ben Mak: What do th notes say  
( 1h 7m 46s ) Google Workspace Support, Sriram: As we discussed over the call I request you to wait for another 24 hours for an update from the internal team.  
( 1h 8m 16s ) Google Workspace Support, Sriram: Is there anything else I can help you with apart from this?  
( 1h 9m 40s ) Google Workspace Support, Sriram: Thanks for chatting with Google Workspace Support. It's been a pleasure assisting you. There's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day!

---

Subject

Promised a call back for the 9th time not recieved businesses crumbling tried to pay

Description

Promised a call back for the 9th time not recieved businesses crumbling tried to pay

Hello Ben,

Greetings for the day!

Thank you for contacting Google Workspace Support. This is a follow up email regarding your case.

Our engineering team is still actively working on your request and we are doing our best to ensure that the issue is fixed as soon as possible. We understand that your request is important and we apologize for any inconvenience this delay may have caused. If you have any questions please do not hesitate to reach out to us. We appreciate your patience and understanding.

If you have any other queries, please reply to this email and I'll help you further.

Thank you

Regards

Sriram

Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Greetings for the day!

Thank you for contacting Google Workspace Support. This is a follow up email regarding your case.

As per the update from the internal team that now you will be able to pay the outstanding balance on your account and still if you are receiving any error please let me know and I'll help you further.

If you have any other queries, please reply to this email and I'll help you further.

This case will remain open for the next 48 hours, if you need any further assistance please reply to this email and I'll get back to you. Post that the case closes automatically and you do have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number, found in the subject line and I will be delighted to help you.

You can also contact us by following one of the methods described at <https://support.google.com/a/answer/1047213>

Thank you

Regards

Sriram  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Greetings for the day!

Thank you for contacting Google Workspace Support. This is a follow up email regarding your case.

As per the update from the internal team that now you will be able to pay the outstanding balance on your account and still if you are receiving any error please let me know and I'll help you further.

If you have any other queries, please reply to this email and I'll help you further.

This case will remain open for the next 24 hours, if you need any further assistance please reply to this email and I'll get back to you. Post that the case closes automatically and you do have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number, found in the subject line and I will be delighted to help you.

You can also contact us by following one of the methods described at <https://support.google.com/a/answer/1047213>

Thank you

Regards

Sriram  
Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates

---

Hello Ben,

Greetings for the day!

Thank you for contacting Google Workspace Support. This is a follow up email regarding your case.

As per the update from the internal team that now you will be able to pay the outstanding balance on your account and still if you are receiving any error please let me know and I'll help you further.

If you have any other queries, please reply to this email and I'll help you further.

I will proceed to close the case now , you do have 30 days to reopen the case by simply replying to any email you've received which refers to your unique Case Number, found in the subject line, and I'll be happy to help.

Also, you can contact us by following one of the options by clicking on the link below:

<https://support.google.com/a/answer/1047213>

Thank you

Regards

Sriram

Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates

---

Chat Started: Wednesday, March 06, 2024, 08:31:57 (+0530)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Nandini B K

( 13s ) Google Workspace Support, Nandini B: Thank you for contacting Google Workspace Support. My name is Nandini B and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 35s ) Google Workspace Support, Nandini B: Hello, thank you so much for patiently waiting. May I have your name please?

( 44s ) Ben Mak: Your agent ended the chat whilst I was mid getting what she asked for

( 1m 41s ) Google Workspace Support, Nandini B: I apologize for the inconvenience caused.

( 1m 42s ) Ben Mak: I am trying to pay £150 since last week

( 1m 55s ) Google Workspace Support, Nandini B: Thank you for sharing your concern.

( 1m 56s ) Google Workspace Support, Nandini B: Before we go ahead, please help me with your domain name and phone number. This is for future reference or in case we have to call back.

( 5m 8s ) Ben Mak: it was like 3 minutes ago

( 5m 41s ) Google Workspace Support, Nandini B: No worries, as you have connected to me now, I will be helping you with the issue.

( 6m 9s ) Google Workspace Support, Nandini B: May I know what is the issue which you are facing while trying to make a payment?

( 7m 48s ) Ben Mak: Customer attached Untitled – FigJam.pdf:

<https://support.cloud.google.com/download/files/0684M00000R3tFtQAJ>

( 7m 56s ) Ben Mak: last week it just kept saying declined

( 8m 9s ) Ben Mak: even though there was money in it 150 as agreed with the manager

( 8m 24s ) Ben Mak: then Google said it was an error on their side that they needed to fix it

( 8m 29s ) Ben Mak: made me wait 5 days

( 8m 36s ) Ben Mak: they said it would be 244 hours

( 8m 39s ) Ben Mak: 24\*

( 8m 51s ) Ben Mak: promised me to call back every day they never

( 8m 59s ) Ben Mak: I called back today to pay

( 9m 3s ) Ben Mak: she refused to call me

( 9m 5s ) Ben Mak: I have autism

( 9m 17s ) Google Workspace Support, Nandini B: I am really sorry to hear that, Ben.

( 9m 22s ) Ben Mak: then she said the issue is I have not paid when I have been trying

( 9m 26s ) Ben Mak: ridiculing me

( 9m 45s ) Google Workspace Support, Nandini B: Please try to make a payment now and let me know if you are still facing any issue.

( 9m 50s ) Ben Mak: I don't think my data is being handled correctly

( 10m 2s ) Ben Mak: it won't let me check the images I just sent you

( 10m 34s ) Google Workspace Support, Nandini B: Not to worry, as you have been connected to me now, I will check the issue and try my best to help you.

( 10m 57s ) Ben Mak: check the images I sent you

( 12m 0s ) Google Workspace Support, Nandini B: I am unable to view the screenshot as it has many tabs. Kindly try making a payment now and take the screenshot of that error message.

( 12m 47s ) Ben Mak: why can't you view it?

( 13m 20s ) Google Workspace Support, Nandini B: Ben, as you can see, the screenshot which you have provided has many tabs in it. And the error message is not clear.

( 13m 26s ) Google Workspace Support, Nandini B: Would that be okay if I call you?

( 13m 34s ) Ben Mak: what do you mean

( 13m 37s ) Ben Mak: call

( 13m 47s ) Ben Mak: send me screen shot

( 13m 50s ) Ben Mak: of what it showing

( 14m 0s ) Google Workspace Support, Nandini B: Please help me with your phone number and country code.

( 14m 13s ) Google Workspace Support, Nandini B: Unfortunately, I will not be able to share the screenshot from my side.

( 14m 43s ) Ben Mak: +447714303099

( 15m 7s ) Google Workspace Support, Nandini B: Thank you for the phone number, I will be calling you shortly.

---

Subject

saying I dont have permissoon to pay ?????

Description

saying I dont have permissoon to pay ?????

Hello Ben,

I am Nandini, your Google Workspace Support.

This is a follow up email regards with your concern.I totally understand the concern I have raised a request on your behalf.

I apologize for the delay as it's taking longer than expected for the resolution.

I totally understand your concern I have forwarded your concern to the specialist team and I will get back to you, once I will be notified by them. Rest assured, this issue will be resolved on priority.

However, this case will remain open in the meantime. If you have any other questions, please don't hesitate to reply and I'll be happy to help.

I appreciate your patience and understanding.

Regards,

Nandini B

Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

I am Nandini, your Google Workspace Support.

This is a follow up email regards with your concern.I totally understand the concern I have raised a request on your behalf.

I apologize for the delay as it's taking longer than expected for the resolution.

I totally understand your concern I have again forwarded your concern to the specialist team and I will get back to you, once I will be notified by them. Rest assured, this issue will be resolved on priority.

However, this case will remain open in the meantime. If you have any other questions, please don't hesitate to reply and I'll be happy to help.

I appreciate your patience and understanding.

Regards,

Nandini B  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for waiting and I apologize for the delay in our response and regret the inconvenience caused.

First and foremost, I would like to sincerely apologize for the delay in our response and the inconvenience it has caused and I have tried to call you on your number, but there was no response. I understand that this may have been frustrating, and I want to assure you that we are committed to resolving your issue as quickly and efficiently as possible.

I am pleased to inform you that your issue has now been resolved. We have consulted with our internal team and have taken the necessary steps to ensure that you can make payments in your account without any further problems.

We appreciate your patience and understanding during this process. If you have any further questions or concerns, please do not hesitate to contact us.

Thanks and regards,

Mohammed  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for your patience.

This is a follow up message concerning your case with Google Workspace Support.

We have not received any response from your end and if you have any updates? If you have any other questions, don't hesitate to reply and I'll be happy to help.

I will wait for your response. This case will remain open for 48 hours after which it will be automatically closed. You can always reply to this message within the next 30 days and the case will reopen.

Thanks and regards,

Nandini B  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for your patience.

This is a follow up message concerning your case with Google Workspace Support.

We have not received any response from your end and if you have any updates? If you have any other questions, don't hesitate to reply and I'll be happy to help.

I will wait for your response. This case will remain open for 24 hours after which it will be automatically closed. You can always reply to this message within the next 30 days and the case will reopen.

Thanks and regards,

Nandini B  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

This is a follow up message concerning your case with Google Workspace Support. Thank you for your patience and understanding on this issue.

We have tried connecting with you through the email twice as we have not received any responses from you, we assume that everything is well and your issue is resolved.

I will be closing this case now but you can reply to this email within 30 days and the case will reopen. If you have any further questions.

I appreciate your understanding in this regard.

Thanks and Regards,

Nandini B  
Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates

Chat Started: Wednesday, March 06, 2024, 06:49:21 (+0000)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Nookaratna K

( 9s ) Google Workspace Support, Nookaratna: Thank you for contacting Google Workspace Support. My name is Nookaratna and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 25s ) Ben Mak: I would just like to pay £150 please

( 33s ) Google Workspace Support, Nookaratna: Hello Ben! Hope you're doing good.

( 47s ) Ben Mak: My computer is startnig to break down as connected to my google dirve

( 2m 5s ) Google Workspace Support, Nookaratna: Ben, I understand the importance to have active service on the account. I'll certainly check and help you.

( 2m 17s ) Google Workspace Support, Nookaratna: In the meantime, please help me with your full name, domain and your phone number, so that we can reach you if the chat gets disconnected.

( 2m 33s ) Ben Mak: we cont get connect just use what on fiel

( 4m 43s ) Google Workspace Support, Nookaratna: Ben, I've reviewed your account and see that your last payment was made on Nov 22, 2023 and you've been given multiple exceptions without making the payment on the account.

( 5m 10s ) Ben Mak: read your last notes as that statement is damaging wrong and inaccurate

( 5m 15s ) Google Workspace Support, Nookaratna: I completely understand how important this is for you but unfortunately the system is not allowing me to activate the services as there is a due on the account.

( 5m 28s ) Ben Mak: READ.

( 5m 30s ) Ben Mak: YOUR.

( 5m 33s ) Ben Mak: NOTES.

( 6m 15s ) Google Workspace Support, Nookaratna: Ben, we apologize for the inconvenience this might caused.

( 6m 37s ) Ben Mak: I have called up asking to pay

( 6m 57s ) Ben Mak: and youre tell;ing me issues are due to no pay since NOV

( 7m 13s ) Ben Mak: that's true because I got told it was getting wavered then it got dragged out until late February then I got lobbed with a £500 bill

( 7m 39s ) Ben Mak: I sent then tried to pay five times last week but there was an issue on Google site so we couldn't get paid so the amount is getting bigger. I am not using the service but I'm still getting charged full amount so your supervisor agreed I can pay 150 and we will start from there get me service back on.

( 8m 26s ) Ben Mak: Last week I tried on five different cards £150 and there was a block still on the account and your agents have been emailing the email address that I have not got access to preaching of remedies and solutions offered me an account that they've blocked me

( 8m 30s ) Google Workspace Support, Nookaratna: Ben, I really understand how that feels that something happens unexpectedly and there is no fault of ours.

( 9m 19s ) Google Workspace Support, Nookaratna: Please allow me 3-5 minutes while I check my resources and see if there is something I can do here. Also do you have any case number of the previous case.

( 9m 38s ) Ben Mak: yet no faults of mine but yeah I am bearing the consequences still I'm facing homelessness because my landlord thinks I'm unresponsive child has been taken into care because legal paperwork we're not saved to protect him. My bills are declining. My bankcards froze. My subscriptions are cancelling and interns are not getting their answers from their

universities because they don't have access to the account, so use the data case to my eyeballs stress

( 10m 11s ) Ben Mak: I just wanna pay me £150 because when I try and pay it says I'm not authorised which I am because I am the account holder so I just want to pay you 150 and get me a account back on because my computer is now starting to break because there's no memory on it

( 10m 19s ) Ben Mak: as I am connected to my Google Drive cloud

( 10m 57s ) Ben Mak: if you don't fix it now then I'm gonna use of shut me business down allowed to child to go into care stopped students from getting nearing their university placement scholarships and results and then from India so it's very very strict with their parents. There's legal work that needs to be done and I'm at my house has had a repossession order to send to me that I haven't been able to reply to this is critical.

( 13m 29s ) Google Workspace Support, Nookaratna: Thank you for staying connected, Ben.

( 13m 46s ) Ben Mak: i jyst want to pay the 150 as i have been trying

( 13m 52s ) Ben Mak: to get back on track

( 14m 13s ) Ben Mak: I did not exspect this big bill I was told it was being waived and the bills logged up

( 14m 22s ) Ben Mak: doing my best despite not having the serives

( 14m 44s ) Google Workspace Support, Nookaratna: I've tried everything in my power but the system is not allowing me to activate the account from my end. However, I'm going to raise a internal request to our specialist team explaining everything that you've shared and the hardship that you're facing.

( 14m 48s ) Ben Mak: i have my long card numebr

( 14m 50s ) Ben Mak: npw let spay

( 15m 9s ) Ben Mak: you are the billing

( 15m 14s ) Ben Mak: so let me pay

( 16m 44s ) Google Workspace Support, Nookaratna: Before I raise the request, please confirm by when will you be able to clear the outstanding due on the account.

( 18m 1s ) Ben Mak: well thats what is to. be discucesed. As I have spent now 80 hours time sorting this and weeks without the serivces so cant be expected to pay it all I ahve lost so much for google issue

( 18m 13s ) Ben Mak: i will pay now £150

( 18m 18s ) Ben Mak: then i can start making money

( 18m 22s ) Ben Mak: I am losing money

( 18m 40s ) Ben Mak: this has only dragged out becuase of the orders of your team not me

( 21m 31s ) Google Workspace Support, Nookaratna: Ben, I completely understand everything that you have been through. I'll definitely take this as a feedback and inform the team about this. I'm raising a request to our specialist team for an exception to reactivate the services on the account.

( 22m 12s ) Ben Mak: Customer attached AF8E86ED-530A-4AD9-B5FC-3AD6275EB64B.pdf:  
<https://support.cloud.google.com/download/files/0684M00000R3vJnQAJ>

( 22m 26s ) Ben Mak: I wan to pay 150 now please

( 23m 46s ) Google Workspace Support, Nookaratna: Yes, you can pay £150 through Admin console and I'll also update this as well to our specialist team so that they can check and help you in activating the services as a one time exception.

( 23m 55s ) Ben Mak: I cant

( 23m 56s ) Ben Mak: I told

( 23m 58s ) Ben Mak: you

( 24m 0s ) Ben Mak: it  
( 24m 1s ) Ben Mak: wont  
( 24m 3s ) Ben Mak: let me  
( 24m 19s ) Google Workspace Support, Nookaratna: You can share the screenshot of the error while making the payment on the account  
( 26m 31s ) Ben Mak: why does it show up as youtube  
( 27m 12s ) Ben Mak: and why is google work space tryingt take £464 it was discused that's too much given I was missinformed and reallocated th money  
( 27m 20s ) Ben Mak: 150 for now agreed  
( 30m 1s ) Ben Mak: Customer attached IMG\_1666.HEIC:  
<https://support.cloud.google.com/download/files/0684M00000R8FmbQAF>  
( 30m 17s ) Google Workspace Support, Nookaratna: Thank you, Ben. I've checked and we have received the payment of £150 on your account. I've raised a request as well to our team you can expect an response from me within few hours.  
( 31m 30s ) Ben Mak: please just put me back on ive been promised every day for weejs  
( 31m 31s ) Ben Mak: Customer attached 52846.png:  
<https://support.cloud.google.com/download/files/0684M00000QxxfyQAB>  
( 31m 36s ) Ben Mak: ridiculd  
( 31m 43s ) Ben Mak: degraded  
( 32m 12s ) Google Workspace Support, Nookaratna: I've raised a request to our specialist team to activate the services as the system is not allowing me to do it from my end. Please be informed that our team will be check and do the needful accordingly.  
( 32m 18s ) Ben Mak: I cant beleive what this whole ordeal has done to my idenditiy sense of self and how i feel about myself and what damages I ahve to deal with wit hbeing cutt off  
( 33m 5s ) Ben Mak: can you please read me the the notes made with clarence and check the file  
( 33m 26s ) Google Workspace Support, Nookaratna: I'm sorry we at Google never our customers to go through the hassle. I wish I had an option to reactivate your account right away.  
( 34m 2s ) Ben Mak: I stuck to my end of the deal  
( 34m 14s ) Ben Mak: You have promised my account on in 24 hours for over a week  
( 34m 28s ) Ben Mak: I am starting to think you are doing it on purpose and lughting with your firends  
( 35m 58s ) Google Workspace Support, Nookaratna: I'm sorry that you feel that way, would be okay if we connect over call ?  
( 36m 28s ) Ben Mak: why so you can laught at me more 07714303099  
( 36m 33s ) Ben Mak: +44  
( 37m 5s ) Google Workspace Support, Nookaratna: Thank you for sharing the contact number, please stay connected while I connect with you over call.  
( 1h 13m 45s ) Google Workspace Support, Nookaratna: Ben, as per the conversation you had over call with our supervisor We have raised a internal request to our specialist and I request you to please wait for couple of hours to get it fixed.  
( 1h 14m 8s ) Google Workspace Support, Nookaratna: Is there anything else that I can help you?  
( 1h 24m 3s ) Google Workspace Support, Nookaratna: Thank you for contacting Google Workspace support. Have a great day!

---

Subject  
pay £150  
Description  
pay £150

Hello Ben,

Greetings from Google Workspace Support.

Thank you for contacting Google Workspace Support. This is the follow up email on our case regarding the request to revoke the suspension on your account.

I've received a response from our specialist team and I regret to inform you that the request to revoke the suspension has been rejected as there is an outstanding amount on your account.

Our team has investigated your account and see there was grace initiated from your end in the month January and thereafter our team has provided you with multiple suspension lifts without any payments made on your account.

I request you to please clear the outstanding amount on your account to get the services reactivated on your account.

I hope this information was helpful in resolving your issue. We at Google always strive to make things easier for you. Please feel free to reach out to me if you have any further queries, I am just an email away.

The case will remain open for the next 72 hours. If you need further assistance, please reply to this email and I'll get back to you. Otherwise, the case will close automatically by the system. However, if you need any further assistance you can reopen the case within 30 days.

Your patience and understanding are appreciated. Have a great day ahead.

Regards,

Nookaratna  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

Chat Started: Thursday, March 07, 2024, 02:58:01 (-0800)

Chat Origin: C\_WorkspaceBilling\_EN

Agent John Petric C

( 8s ) Google Workspace Support, John Petric: Thank you for contacting Google Workspace Support. My name is John Petric and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 20s ) Ben Mak: Hello hope you are well.

( 25s ) Google Workspace Support, John Petric: Hi Ben. How are you today?

( 2m 11s ) Ben Mak: I had deal with your supervisor Jhodan Albert. To provide symptoms report and my willingness or readiness to pay which I have always maintained- it was agreed £150 pay and I would get subscripton back on - and we then arrange payment when we concluded the final amount

( 2m 51s ) Ben Mak: my business has severely been damaged and my livelihood due this

( 5m 24s ) Google Workspace Support, John Petric: I know that you want to activate the account and I am happy to assist you with that.

( 6m 35s ) Ben Mak: THanks I would really like you to know are the facts to better help you

I had deal with your supervisor Jhodan Albert.

To provide symptoms report and my willingness or readiness to pay

which I have always maintained-

it was agreed £150 pay and I would get subscripton back on

we then arrange payment when we concluded the final amount

I have paid my account was promised to be ack. on in a few hours.

This. has not happend I paid 2 days ago

( 6m 36s ) Google Workspace Support, John Petric: The account was suspended because there is no valid payment method and the overdue balance was not covered.

( 7m 4s ) Ben Mak: That was not the arrangement.

( 7m 20s ) Ben Mak: A valid payment method is incorrect

( 7m 25s ) Ben Mak: a payment as agreed has been made

( 7m 40s ) Ben Mak: A payment i had been led to believe was being waived

( 7m 46s ) Ben Mak: Then Google changed their mind.

( 7m 51s ) Ben Mak: Then Incurred costs

( 8m 7s ) Ben Mak: I incurred costs of back log\* But was told waiver was happeneing

( 8m 20s ) Google Workspace Support, John Petric: Upon reviewing the case 49982465. They emailed you this:

"Greetings from Google Workspace Support.

Thank you for contacting Google Workspace Support. This is the follow up email on our case regarding the request to revoke the suspension on your account.

I've received a response from our specialist team and I regret to inform you that the request to revoke the suspension has been rejected as there is an outstanding amount on your account.

Our team has investigated your account and see there was grace initiated from your end in the month January and thereafter our team has provided you with multiple suspension lifts without any payments made on your account.

I request you to please clear the outstanding amount on your account to get the services reactivated on your account.

I hope this information was helpful in resolving your issue. We at Google always strive to make things easier for you. Please feel free to reach out to me if you have any further queries, I am just an email away.

The case will remain open for the next 72 hours. If you need further assistance, please reply to this email and I'll get back to you. Otherwise, the case will close automatically by the system. However, if you need any further assistance you can reopen the case within 30 days.

Your patience and understanding are appreciated. Have a great day ahead."

( 8m 44s ) Ben Mak: THanks I would really like you to know are the facts to better help you

I had deal with your supervisor Jhodan Albert.

To provide symptoms report and my willingness or readiness to pay

which I have always maintained-

it was agreed £150 pay and I would get subscripton back on

we then arrange payment when we concluded the final amount

I have paid my account was promised to be ack. on in a few hours.

This. has not happend I paid 2 days ago.

\_-----

When I paid I was Promised serice back in in 2 / 3 hours

( 9m 10s ) Google Workspace Support, John Petric: I will create a new request.

( 9m 22s ) Ben Mak: When I paid 2 days ago,I large unexpected amount if £150 I was Promised service back in in 2 / 3 h

( 10m 4s ) Google Workspace Support, John Petric: This is the 4th request which supposedly must be given as a one-time courtesy.

( 10m 5s ) Ben Mak: I would be very disappointed if a service request has to be done again dozens of promises made and not kept this is abuse and coercive control to getm h money

( 10m 38s ) Ben Mak: This is the 4th request which supposedly must be given as a one-time courtesy.

4TH REQUEST Due and because your team promised waiver.

Not because of me

( 11m 8s ) Ben Mak: They supposedly were sorting the issue. No courtesy. Problem persists

( 11m 34s ) Ben Mak: Promised my transcripts for all calls and chats from January ? Still not had?

( 11m 40s ) Ben Mak: please can you send them?

( 12m 3s ) Ben Mak: complaint re Y clarence. 25th February 2024 \_ please can you update?

( 17m 34s ) Google Workspace Support, John Petric: The overdue balance is £464.73. I appreciate you making the payment of £150.00. As for policy, the overdue balance must be settled to activate the account. If the customer is having an issue due to lack of funds or card issues, we can give a one-time courtesy of 7 days. In this case, the account was lifted 3 times. This is more courteous of Google to extend at this point. We strictly apply this policy for a good reason and that is to practice fairness to all customers. I know that this is affecting your business and as a businessman we must be accountable for such situations. I will do my best to help you and I will submit another request to lift the suspension.

( 17m 37s ) Google Workspace Support, John Petric: To strengthen our case, we kindly request that you provide any documentation or proof that demonstrates your ongoing efforts to settle the remaining balance. This could include [payment confirmation, document from bank regarding payment declined issue, screenshot of email from bank or credit card company showing you will receive new credit card or credit card issue will be resolved on this date or any other relevant information].

( 18m 10s ) Ben Mak: I have sent it 3 x

( 18m 45s ) Ben Mak: Thus is new | I can do this  
strengthen our case, we kindly request that you provide any documentation or proof that demonstrates your ongoing efforts to settle the remaining balance. This could include [payment confirmation, document from bank regarding payment declined issue, screenshot of email from bank or credit card company showing you will receive new credit card or credit card issue will be resolved on this date or any other relevant information].

( 18m 52s ) Google Workspace Support, John Petric: In this case, please send it again for my record.

( 19m 6s ) Ben Mak: That is fine -

( 19m 11s ) Ben Mak: please give me email address

( 19m 18s ) Ben Mak: happy to cooperate

( 19m 38s ) Ben Mak: as we both know data is very important and serious affair - do you agree?

( 20m 2s ) Google Workspace Support, John Petric: Yes, I do.

( 20m 10s ) Ben Mak: this is great to hear

( 20m 18s ) Ben Mak: and you are fully compliant with GDPR?

( 20m 37s ) Google Workspace Support, John Petric: Please confirm your email address so I can send an email to you which you can reply to.

( 22m 38s ) Google Workspace Support, John Petric: General Data Protection Regulation - It's a legal framework that regulates how personal data is collected, used, and protected within the European Union (EU) and the European Economic Area (EEA).

( 22m 47s ) Google Workspace Support, John Petric: Yes I am aware.

( 22m 49s ) Ben Mak: no problem

( 23m 23s ) Ben Mak: General Data Protection Regulation - It's a legal framework that regulates how personal data is collected, used, and protected within the European Union (EU) and the European Economic Area (EEA). I am glad you know this as means you are aware and your duties as a data handler

( 25m 8s ) Ben Mak: [benmak.academy@gmail.com](mailto:benmak.academy@gmail.com) and [authority@legaldueprocess.com](mailto:authority@legaldueprocess.com) send to both please

( 25m 24s ) Google Workspace Support, John Petric: Thank you.

( 28m 7s ) Google Workspace Support, John Petric: I have sent the email.

( 28m 29s ) Google Workspace Support, John Petric: Kindly send the proof accordingly.

( 29m 24s ) Ben Mak: whilst i get your additional data-

could you please tell me why the agreement between

myself and your supervisor has again changed?

The change of conditions being AFTER I pay, when the agreement was to pay £150 for reactivation?

Now i have paid I am met with further exhaustive conditions- the paying customer who has faced severe unfair hardship due to instructions of google?

What does and how have I been coerced into a false agreement to having account restored to then have further time consuming demands of proof before service reinstated?

( 31m 1s ) Google Workspace Support, John Petric: Do you have a case number?

( 31m 32s ) Google Workspace Support, John Petric: When was the interaction happened?

( 32m 4s ) Google Workspace Support, John Petric: Let me review that case.

( 32m 4s ) Ben Mak: Please excuse type mistakes I am shaking and trying to not let my autism make me go into a frenzy

1. Could you please clarify why the agreement between myself and your supervisor has again changed?

2. The terms were altered after I made the payment, despite the initial agreement being to pay £150 for reactivation.

3. Now that I have paid, I am faced with further exhaustive conditions—a disheartening situation for a paying customer who has already endured significant hardship due to Google's directives.

4. How has this situation resulted in me being coerced into what appears to be a false agreement to have my account restored, only to then face further time-consuming demands for proof before service is reinstated?

( 37m 18s ) Ben Mak: please do whilst i put my very important and critical things on hold - I may need a little time to get all the data for you but I am willing to comply

( 39m 29s ) Google Workspace Support, John Petric: One moment please.

( 47m 21s ) Ben Mak: ok

( 47m 44s ) Google Workspace Support, John Petric: 1. Could you please give me a case number and when that interaction happened so I can review the interaction.

2. I have received this case as a new case without being aware of the separate conversation going on. The normal process is to settle the entire overdue balance and assign a valid payment method to activate the account.

3. It's not our intention to complicate things to you. We are following strict compliance especially with reactivating accounts. This is the 4th time that we are about to activate this and we will ask a proof of why you cannot make the full payment. It's not the 1st or 2nd time where we easily activate the account. We don't want to affect your reputation with Google by complying to our request. This should not be allowed in the first place but Google is generous enough to give a courtesy.

4. We want this to be as fast as possible solution. Kindly send a proof do I can proceed with the 4th Lift of Suspension Request.

( 52m 42s ) Ben Mak: sorry just reading this and trying to comprehend

( 56m 22s ) Google Workspace Support, John Petric: I understand.

( 56m 48s ) Google Workspace Support, John Petric: For us to proceed, kindly submit a proof of why you cannot make a full payment.

( 57m 0s ) Ben Mak: just wait

( 57m 27s ) Ben Mak: having already sent it 3 times you send me what I sent and tell me what is not understood.

( 59m 0s ) Google Workspace Support, John Petric: You have sent it to different cases and support agents. I don't have the file on my end. May I please have it.

( 59m 23s ) Google Workspace Support, John Petric: Thank you.

( 1h 6m 29s ) Google Workspace Support, John Petric: Let me know once you send the proof that demonstrates your ongoing efforts to settle the remaining balance.

( 1h 6m 33s ) Ben Mak: it was sent to google. You are google. My case should not be dispersed amongst individual staff

( 1h 7m 1s ) Ben Mak: I am concerned the information I have sent has been inappropriately started

( 1h 7m 15s ) Ben Mak: this will be 4th time I have sent

( 1h 7m 25s ) Ben Mak: I last sent your college all my bank screen shots

( 1h 7m 50s ) Ben Mak: bank account screenshots

( 1h 8m 1s ) Ben Mak: of money in and out to google

( 1h 8m 17s ) Ben Mak: and you are telling me you don't have it

( 1h 9m 56s ) Google Workspace Support, John Petric: We have a high reputation of handling personal data and you are assured that we are doing our best to help you. This is a new case and the document must be attached here. I hope that you understand. Your cooperation is highly needed to efficiently resolve and close this case.

( 1h 11m 3s ) Google Workspace Support, John Petric: I will continue to submit the request without a proof and surely there is a high chance that it might be declined.

( 1h 11m 16s ) Google Workspace Support, John Petric: Again.

( 1h 11m 44s ) Ben Mak: no- I HAVE SENT THE PROOF.

( 1h 12m 0s ) Ben Mak: I kept my end of the deal PAYING £150- that is PROOF

( 1h 12m 37s ) Ben Mak: Where is the PROOF if your supervisors PROMISE following my PROOF of payment which you can SEE which is PROOF

( 1h 13m 0s ) Google Workspace Support, John Petric: I am trying my best to work with you Ben.

( 1h 18m 5s ) Ben Mak: RESPONSIBILITIES lay with agreements made.

Correct?

GOOGLE give me subscription for a SUBSCRIPTION FEE.

Correct?

PAY4 SERVICE = SERVICE.

----

SERVICE INTERRUPTED. = INTERRUPTED PAY

Correct?

INTERRUPTED SERVICE DUE TO..... GOOOGLE STAFF  
[ as CONFIRMED by you SUPERVISR]

Correct and FACT.

GOOGLE STAFF- PROMISE FEE WAIVER. SEEMS CORRECT ACCURATE AND FAIR  
\*\*\*DUE TO\*\*\*  
35 HOURS OF CALLS  
WITH GOOGLE TO RESOLVE

Seems correct and fair?

RESPONSABILIIY TAKEN BY GOOGLE TO RECTIFY SERVICE INTERRUPTION

Correct? As exempld above,

CUSTOMERS AWAITS CONFIRMATION FOLLOWING INSTRUCTED WAIVER.

Ben is not assumed at all to be resposnable. Why whould he be?

GOOGLE CHANGE THEIR MIND

Customer did not expect this- not Customers fault.

CUSTOMER IS PUNISHED FOR NOT PAYING .  
( 1h 22m 30s ) Ben Mak: WITH MULTIPLE ACCOUNT SUSPENSIONS 80+HOURS OF CALLS

MOST NOTABLY

GOOGLE obfuscations endanger life and wellbeing

25th FEB 2024

Recall Clarence's cruelty amplifying anguish?

I begged for solution as mental health collapsed? Your "courtesy" watched that, just as "Y Clarence" left me ignored with suicide untreated for profit. Images depicting the near end of my life . They IGNORED THIS .

Do not test me further.

Rectify the situation immediately. My next correspondence regarding this atrocity will be directly to regulatory bodies and media outlets, who look dimly upon killing consumers , mainulating them into false agreements to getting the mto pay whilst abstaininf serivces promised and paid for. for thier own financial gain under guise of "services."

( 1h 23m 19s ) Google Workspace Support, John Petric: "Punished" is an exaggeration. "held accountable" is the right intensity. Surely, I don't want you to experience this situation. I will do my absolute best to activate the account. If I can access the button to activate the account right now, I will surely do it an hour ago since I really liked you Ben and I know that you a whole good business to run today. My hands are held tight due to strict compliance with our process.

( 1h 23m 49s ) Google Workspace Support, John Petric: My request is simple. I am asking for the proof that demonstrates your ongoing efforts to settle the remaining balance.

( 1h 32m 35s ) Ben Mak: Please do Example CORRECTLY "held accountable" to what am i being held accountable for? I have done EVERYTHING you have askd and the OUTSTANDING FEE is bevause GOOGLE made a promised then changed their mind. PUNISHMENT lies in my suspension of service whereby i dont nothing wrong, But follwoed GOOGLES instructions?

PLEASE tell me what am i being held accoutnable for?

( 1h 34m 49s ) Google Workspace Support, John Petric: For being suspended or in this situation, Ben.

( 1h 37m 13s ) Google Workspace Support, John Petric: Initially the 4th request was DECLINED from this case 49982465. I will also decline your request today. If the supervisor has promised then he will recontact you or update you. If he promised then there is already an ongoing resolution and I must refer you to the original case.

( 1h 38m 17s ) Google Workspace Support, John Petric: If you talked to the supervisor today, then kindly wait for his resolution within 24 hours.

( 1h 38m 54s ) Ben Mak: I spoketo him 2days ago the promosed call has not happend nor the promised reactivation of serice

( 1h 41m 8s ) Google Workspace Support, John Petric: I will report to that supervisor accordingly. He will reach you to confirm the status of the request.

( 1h 41m 55s ) Google Workspace Support, John Petric: Do you have a case number of that interaction before it got escalated?

( 1h 42m 13s ) Google Workspace Support, John Petric: I will use this to trace the owner of the case.

( 1h 42m 18s ) Ben Mak: Based on the provided document excerpts, here is a summary of the metrics concerning the agents, dates, and times spent on interactions with Google Workspace Support:

**\*\*Total Duration of Interactions:\*\***

- Over 65 hours of communication with Google Workspace Support without a resolution.

**\*\*Specific Durations and Dates:\*\***

- Initial support contact: 2 hours, 33 minutes
- First discussion: 26 minutes (SAR 46381676)
- Second exchange: 47 minutes (SAR 46453644)
- Third conversation: 1 hour, 20 minutes (SAR 46582258)
- Fourth interaction: 53 minutes (SAR 46934737)
- Fifth consultation: 1 hour, 23 minutes (SAR 47040036)
- Sixth representative hours: 3 hours, 49 minutes (SAR 47213388)
- Seventh discussion: 5 hours, 21 minutes (SAR 47271524)
- October 9th, 2023: 5 hours, 21 minutes

**\*\*Agents Involved:\*\***

- A comprehensive list of agents is provided, including but not limited to Adrian T, Sahithi L, Sai Kiran S, Renee Rose A, Don Don B, Syed H, Savita M, Manjunath S, Korukonda H, Jear, Venkata Vamshi Krishna B, Camille Jhuna Anne M, Rajalakshmi U, Mitzi E, Jericho Ray L, Alvin L, Rakshitha C, Pavan Ravi Kumar K, PeddiReddy Vishnu C, Mitzi E, Kimberly Grace T, Mary Grace D, Shaik O, Sushma G, Sourav S, MUGADA R, Bhanu pratap J, Mathukumalli G, Joval S.

**\*\*Notable Incidents:\*\***

- On October 9th, 2023, Ben Mak was led to believe an investigation was taking place, which was later found not to be the case.
- Ben Mak was promised a fee waiver after 35 hours of calls and a promised investigation, but his account was suspended over 10 times for non-payment.
- There were issues with email retrieval and consolidation of multiple accounts into one master email, which was not executed as promised.

**\*\*Impact of the Issue:\*\***

- The suspension and service issues have had severe personal and professional consequences for Ben Mak, including impacting his business, livelihood, and the well-being of vulnerable individuals associated with his services.

This summary provides a clear and concise overview of the interactions, highlighting the extensive time commitment and the numerous agents involved, as well as the significant impact of the unresolved issues.

( 1h 48m 33s ) Google Workspace Support, John Petric: Alright Ben, I really want to help you and I hope this will be the last time that you asked for an extension because it is the 4th time. I really wanted to be really professional to you and I acknowledge that you were informed that they will activate the account if you make a partial payment. I will bypass the process and this will hurt my job and my current position by giving you a courtesy. It is straight non-compliance of me and I will activate the account for 7 days. The is the absolute last time that this account will be activated. I will be held accountable by helping you by not following the standard process.

( 1h 49m 24s ) Google Workspace Support, John Petric: Give me 2 minutes.

( 1h 54m 28s ) Google Workspace Support, John Petric: Good news Ben. I have activated the account by bypassing the strict policy. I will be subject to coaching or punishment by doing this. I hope that you won't stress yourself anymore. Kindly fix the billing issue within the given timeline.

( 1h 54m 45s ) Google Workspace Support, John Petric: Is there anything else aside from this concern?

( 1h 56m 15s ) Ben Mak: I want email to your superior - as there should not be any punishment for you doing what google promised. So I want emails to explain such and the damage google policies impede on you- me and all involved if this issue is not dealt with by the highest order.

please give me high order email -

thank you kindly for account lift

( 1h 57m 52s ) Google Workspace Support, John Petric: It's okay Ben. Maybe it will be better if this will not be brought to their attention as I want to protect my position. It's okay Ben.

( 1h 58m 55s ) Google Workspace Support, John Petric: Would there be anything else, Ben?

( 1h 59m 5s ) Google Workspace Support, John Petric: Kindly check if you have access.

( 1h 59m 15s ) Google Workspace Support, John Petric: \*access

( 2h 1m 35s ) Ben Mak: access is granted.

``markdown

John,

Your decision to move beyond established procedures to mitigate suffering is not only praiseworthy but essential, illuminating a profound sense of humanity. Activating the account for seven days, at the risk of your position, exemplifies the moral courage that should be celebrated, not feared. This act of alleviating severe distress should set a precedent, highlighting that the essence of our roles extends beyond mere compliance to embody compassion and empathy.

This scenario brings to the forefront the critical discussion about the rigidity of protocols which, though designed to enforce order, may unintentionally obstruct the path to equitable resolutions. It's pivotal to remember that the spirit of any procedure should ultimately serve to enhance, not hinder, the human experience. The true measure of support excellence lies in balancing adherence to guidelines with the wisdom to recognize moments that demand an empathetic approach.

The temporary relief you've granted, while providing immediate solace, underscores the urgency for a more comprehensive solution to the systemic issues at play. The series of suspensions and the retraction of the previously offered fee waiver have caused not just distress but a tangible disruption to my business operations. This situation surpasses a simple service reactivation; it's about fully grasping the far-reaching impact of such decisions on one's life and livelihood.

In moving forward with this interim solution, this is a pivotal moment for deep reflection and action. It's imperative that strategies address the root causes of such dilemmas, ensuring a stable and just experience for every client. This incident offers a valuable lesson on the necessity of policy flexibility, guided by a principled yet compassionate approach.

Your role was crucial, not merely in addressing individual concerns but in shaping the user experience that truly reflects Google Workspace's commitment to its clientele.

A shift in culture where decisions, guided by empathy and fairness should become the hallmark of google service promised and provided.

...

( 2h 2m 34s ) Ben Mak: Please

``markdown

My response and keep copy.

( 2h 3m 44s ) Google Workspace Support, John Petric: Thank you, Ben. I appreciate all the kind words. I am just trying to help you.

( 2h 4m 45s ) Google Workspace Support, John Petric: I will surely save this message to my notes.

( 2h 5m 55s ) Google Workspace Support, John Petric: I won't take much of your time and there are some other business owners that I need to assist today. I would like to make sure that everything is good for now?

( 2h 15m 14s ) Google Workspace Support, John Petric: I just want to check if we're still connected?

( 2h 15m 34s ) Ben Mak: thatsall thank you

( 2h 15m 52s ) Google Workspace Support, John Petric: Thank you for contacting Google Workspace Support, it's been a pleasure working with you today. For now I'll be closing this case for us temporarily and under monitoring purposes and you may reopen this within 30 days. There's a short survey coming up and we'd love to hear your feedback about our interaction today.

( 2h 16m 1s ) Google Workspace Support, John Petric: Have a great day!

( 2h 16m 4s ) Ben Mak: ok thank s

---

### **Subject**

Follow up on recent case 49982465 - pay £150

### **Description**

Follow up on recent case 49982465 - pay £150

Hello Ben,

Hi, this is John from Google Workspace. I'm hoping to obtain a document from you for the Lift of Suspension Request.

Would you be able to kindly reply to this email and attach the document directly?

Thank you for your time and assistance.

Sincerely,

John Petric  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates



Chat Started: Tuesday, March 12, 2024, 15:10:05 (+0530)

Chat Origin: C\_WorkspaceBilling\_EN

Agent Rinu Maria C

( 8s ) Google Workspace Support, Rinu Maria: Thank you for contacting Google Workspace Support. My name is Rinu Maria and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 16s ) Ben Mak: HI call me please

( 36s ) Google Workspace Support, Rinu Maria: Hello, thank you so much for patiently waiting. I hope you are doing well.

( 45s ) Ben Mak: +44 07714303099

ben Mak

Account holder bill payer

w26al

09/09/1988

[consult@justice-minds.com](mailto:consult@justice-minds.com)

( 1m 21s ) Google Workspace Support, Rinu Maria: Thank you for providing the details.

( 3m 33s ) Google Workspace Support, Rinu Maria: Could you please elaborate your concern so that I can check and get back to you?

( 3m 56s ) Ben Mak: my account bill

( 3m 58s ) Ben Mak: please call

( 5m 13s ) Google Workspace Support, Rinu Maria: Sure. I will call you right now.

( 7m 56s ) Google Workspace Support, Rinu Maria: I have tried calling you, however the call is not getting connected.

( 7m 58s ) Ben Mak: waitign

( 8m 16s ) Ben Mak: I went ot answer you put it down

( 8m 32s ) Google Workspace Support, Rinu Maria: I will try calling again now. Please be available.

( 8m 59s ) Ben Mak: waiting

( 9m 51s ) Ben Mak: sorry I andwere and it wento off

( 9m 52s ) Ben Mak: try gain

( 10m 17s ) Ben Mak: you keep putting it down when i answer

( 10m 32s ) Google Workspace Support, Rinu Maria: Alright. I will call again.

( 22m 44s ) Ben Mak: what do the cases say

( 24m 3s ) Ben Mak: previous case before that lets work back through each

( 26m 20s ) Google Workspace Support, Rinu Maria: I will call you again.

( 29m 21s ) Google Workspace Support, Rinu Maria:

<https://meet.google.com/yyy-yqgn-cxx?authuser=0&hl=en>

---

Subject

Manager call back request

Description

Manager call back request

Hello Ben,

Thank you for contacting Google Workspace support.

Our management team has tried contacting you several times today, but unfortunately, we were unable to connect with you as the call was getting disconnected.

I received an update from the supervisor team stating that since the credit was rejected previously, if you are willing to delete the unused users, we will raise a request with the accounts team to see if a credit can be processed.

Please let us know if you are willing to proceed with this option, please respond back to this email with a confirmation.

If you have any other questions please do not hesitate to contact me by responding to this email and I will be happy to help you.

This case will be open for the next 24 hours and then it will be closed. However, if you need any further assistance, you have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number found in the subject line and I will be happy to assist you. Also, you can contact us by following one of the options by clicking on the link below.  
<https://support.google.com/a/answer/1047213>

Regards,

Rinu  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for contacting Google Workspace support.

I received an update from the supervisor team stating that since the credit was rejected previously, if you are willing to delete the unused users, we will raise a request with the accounts team to see if a credit can be processed.

Please let us know if you are willing to proceed with this option, please respond back to this email with a confirmation.

If you have any other questions please do not hesitate to contact me by responding to this email and I will be happy to help you.

This case will be open for the next 24 hours and then it will be closed. However, if you need any further assistance, you have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number found in the subject line and I will be happy to assist

you. Also, you can contact us by following one of the options by clicking on the link below.  
<https://support.google.com/a/answer/1047213>

Regards,

Rinu  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Hello Ben,

Thank you for contacting Google Workspace support. Our management team has tried contacting you via this case, but unfortunately, our supervisor team was unable to connect with you as the call was getting disconnected.

I received an update from the supervisor team stating that since the credit was rejected previously, if you are willing to delete the unused users, we will raise a request with the accounts team to see if a credit can be processed.

Please let us know if you are willing to proceed with this option, please respond back to this email with a confirmation.

If you have any other questions please do not hesitate to contact me by responding to this email and I will be happy to help you.

Please be noted that this case will be closed. However, if you need any further assistance, you have 30 days to reopen it by simply replying to any email you've received which references your unique Case Number found in the subject line and I will be happy to assist you. Also, you can contact us by following one of the options by clicking on the link below.  
<https://support.google.com/a/answer/1047213>

Regards,

Rinu  
Google Workspace Support

Follow @AskWorkspace for regular helpful tips & product updates

---

Chat Started: Thursday, March 14, 2024, 23:12:20 (-0700)

Chat Origin: C\_WorkspaceAdminCon\_Enhanced\_EN

Agent Elaine V

( 15s ) Google Workspace Support, Elaine: Thank you for contacting Google Workspace Support. My name is Elaine and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

( 22s ) Google Workspace Support, Elaine: Hi Ben.

( 31s ) Ben Mak: Hello

( 44s ) Google Workspace Support, Elaine: I hope you are doing well today.

( 1m 47s ) Google Workspace Support, Elaine: Can you tell me more about your concern please?

( 2m 55s ) Ben Mak: I would like the notes from my account please- what the notes are.

a.) Promised transcripts call / chat durations 5x - not sent

b.) Notes made my managers supervisors and team re account?

c.) Y Clarence complaint investigation update?

d.) Google policies on:  
harassment coercive manipulative behaviors

( 3m 44s ) Google Workspace Support, Elaine: Are you pertaining to get those information from this case 50088290 ?

( 6m 34s ) Ben Mak: I am pertaining to

a.) Promised transcripts call / chat durations 5x - not sent

b.) Notes made my managers supervisors and team re account?

c.) Y Clarence complaint investigation update?

d.) Google policies on:  
Behaviours around  
Harassment:  
Coercive :  
Manipulation:  
Discrimination:

( 7m 17s ) Google Workspace Support, Elaine: a.) Promised transcripts call / chat durations 5x - not sent

- I need to get the case numbers for the chat transcripts that you are asking for.

( 7m 43s ) Google Workspace Support, Elaine: b.) Notes made my managers supervisors and team re account?

- There are a lot of cases on your account so I also need the case number for this.

( 9m 8s ) Ben Mak: A.) No you dont.

B.) My data is not derived on my memory of the case number.

C.) It is my data. That you should have stored safely, that is easily accessible as it is held by google, but belongs to me.

D.) I dont need the case numbers I want all of them. As requested 5x.

( 9m 29s ) Google Workspace Support, Elaine: c.) Y Clarence complaint investigation update?

d.) Google policies on:

Behaviours around

Harassment:

Coercive :

Manipulation:

Discrimination:

- These are handle by a different team which is our Data Protection Team including the chat/call transcripts.

( 10m 41s ) Google Workspace Support, Elaine: Alright, what I am going to do here on my end is to transfer your case offline to our Data Protection Team so they can give you all the information that you are asking. Please be informed that they are going to reach out to you via email and that will be within 24 hours.

( 11m 23s ) Google Workspace Support, Elaine: Kindly provide to me what's the best email address that they can send to you all of that information. Thank you.

( 11m 49s ) Ben Mak: A.). Every call, your team has recited this. Which is questionable that you have not actioned my request each and every time.

B.) The policies of the company and sectional and or optional. This are the core and legal fundamentals each and every member of staff. working at google must and have a duty by law to uphold. Your sidestepped that the responsibility of such laws being the remit of another department is concerning- almost that you are exempt ? .

( 14m 28s ) Google Workspace Support, Elaine: I am looking at all the cases that you have here on your account and all of them are related to your concern about getting a refund. No one in the cases transferred to the Data Protection Team so that's what I am going to do here because they are the dedicated team who can provide you what you need.

( 16m 16s ) Ben Mak: a.) Promised transcripts call / chat durations 5x - not sent.

-You are telling me this is not your responsibility. Please confirm?

---

b.) Notes made my managers supervisors and team re account?

You are telling me you dont and cant tell me anything about my data or enquiries regarding them- due to not having the case number correct?

Please confirm?

---

c.) Y Clarence complaint investigation update?

You are telling me you dont and cant tell me anything about my data or enquiries regarding them- due to not having the case number correct?

Please confirm?

---

d.) Google policies on:

Harassment  
Coercion  
Manipulative

Equality and diversity  
Discrimination

Please can you share what these values and or processes are?

( 18m 39s ) Google Workspace Support, Elaine: a.) Promised transcripts call / chat durations 5x - not sent.

-You are telling me this is not your responsibility. Please confirm?

No, I did not tell you this is not my responsibility, it's just that we do have a dedicated team who have all the information that you asked for as I am a technical support in Google Workspace.

---

b.) Notes made my managers supervisors and team re account?

You are telling me you dont and cant tell me anything about my data or enquiries regarding them- due to not having the case number correct?

It's the same thing that I mentioned above.

---

c.) Y Clarence complaint investigation update?

You are telling me you dont and cant tell me anything about my data or enquiries regarding them- due to not having the case number correct?

Please confirm?

---

d.) Google policies on:

Harassment  
Coercion  
Manipulative

Equality and diversity  
Discrimination

Please can you share what these values and or processes are?

( 19m 40s ) Google Workspace Support, Elaine: Sorry, the answers to all of these questions are.

I did not tell you this is not my responsibility, it's just that we do have a dedicated team who have all the information that you asked for and I hope you understand that Google have different departments who are handling different concerns.

( 24m 58s ) Ben Mak: I am telling you from 90 hours of calls. This dedicated team - does not exist, through my own lived experience. witnessed being told by you and your colleagues of this "dedicated team." Which is excruciating factual wrong. There is not dedication in thawt void, absence and sheer incomprehensible, irreparable harms caused by this imaginary team you, and your colleagues have relentlessly passed the book of responsibility to.

You seem to be the only person I have come across out of all 25-30 of you who outright just refuses to give me answers to my own data that is right in front of you. allegedly.

( 26m 38s ) Ben Mak: What I am also seeing, is that the outright refusal to engage with my needs and requests following Maximum payout from me. Whereby when there was a painful and outstanding amount it seems you have lured me in to false hopes and promises to wear me out to coerce me into payign a high large amount of money . After again 2 days agon suspending my account for around the 15th time.

( 28m 17s ) Ben Mak: It seems that whilst there was outstanding amount to pay I would be and have been fished and and dished about to your team, that presents as so sort of tactic to get what you wanted which was money- for a mistake Google admitted to making and to rectifying.

( 28m 43s ) Google Workspace Support, Elaine: I am not the type of person who is going to refuse or provide the customer needs. If I have all of those details then I already gave them to you without asking any questions but I'm unable to share them with you as I don't have access to the tools where that information is saved.

( 30m 9s ) Google Workspace Support, Elaine: And I also mentioned to you the department who is going to provide you the information that you need which is our Data Protection Team and currently they are operating Monday-Friday during Central America daytime business hours. So once I transfer your case offline to them kindly expect an email from them later in the evening on your time.

( 32m 32s ) Ben Mak: Yet you do just that. As

A: You have the notes about my case you refrained to share or disclose until I gave you a case number

Correct?

---

B:

You've told me that it's a different department for what I am after when every time I've asked previously they've gave me a there's a change in protocol there or responsibility?

Why is it done that when money is been needs to be paid from me? Use of all being able to recite what every single manager has said and former member of staff in regards to that payment not being made and what said about me but now the payments being made this is different way to get access that information.

Could you tell me why that is please?

---

C:

But I don't need to date to protection team to get the case notes on my case about the previous managers that have dealt with my case because it did how would we be able to liaise about? The problems are hand pertaining to my situation if we have to go through that protocol every single time he didn't seem to need to go through that protocol and trying to get money off me and get relevant notes then, but now you've got the money off me you've added to what access of information I can get

correct?

---

( 33m 57s ) Google Workspace Support, Elaine: A: You have the notes about my case you refrained to share or disclose until I gave you a case number

Correct?

- I am only asking you for the case in the beginning of our chat so that I can review it here on my end which at first you did not tell me that you need all of them

( 36m 13s ) Ben Mak: Let me rephrase this

B:

When I have asked and managed to get a transcript - previously- the call handler felt in the mood it seems and they've gave me it.

A there's a change in protocol there or responsibility?

Why is it then that when money is being discussed or needs to be paid from me the data is available?

All of you being able to recite what every single manager has said and former member of staff in regards to what was said, re that payment being made or not being made and what said about me?

But now the payments has been made- there is different way to get access to that information?

Could you tell me why that is please?

( 36m 54s ) Google Workspace Support, Elaine: Let me have my manager call you right now so he can explain to you all about these. Can I have your phone number?

( 37m 10s ) Ben Mak: A: You have the notes about my case you refrained to share or disclose until I gave you a case number

Correct?

- I am only asking you for the case in the beginning of our chat so that I can review it here on my end which at first you did not tell me that you need all of them.

Incorrect.

You are asking for something which is irrelevant. Putting a barrier and a step making it difficult for me .

Case number is relevant I asked for the notes of the last engagements case number is irrelevant. It's only relevant to you which is add steps to me when you have the case numbers right in front of you.. Using my own data against me that you have access to

( 37m 37s ) Ben Mak: You should have my phone number on file as a data handler. I'm given the amount of phone calls that I've had and received so use the number you have thanks and I want answers to me questions

( 38m 6s ) Google Workspace Support, Elaine: Okay, let me confirm this is your number +4407714303099 ?

( 40m 35s ) Ben Mak: A.) No you dont.

B.) My data is not derived on my memory of the case number.

C.) It is my data. That you should have stored safely, that is easily accessible as it is held by google, but belongs to me.

\*\*\*\*\*

\_\_\_\_\_  
Call began at from me

\_\_\_\_\_  
6:12 AM

D.) I dont need the case numbers I want all of them. As requested 5x.

\_\_\_\_\_  
6:21AM  
\_\_\_\_\_

\*\*\*\*\*

( 40m 58s ) Ben Mak: Correct.

\*\*\*\*

Okay, let me confirm this is your number +4407714303099 \*\*\*\*\*(  
( 41m 6s ) Google Workspace Support, Elaine: Please hold and my manager is going to call you  
right now.

---

Subject

Follow up on recent case 50088290 - Manager call back request

Description

Follow up on recent case 50088290 - Manager call back request

Hello Ben,

I hope this email finds you well. I have already reached out to our dedicated team of specialists who will assist us with gathering the necessary transcripts that you are requesting for. Kindly give us some time to review all the details from our end. Please do expect feedback within 24 - 48 hours from our dedicated team.

We appreciate your continued patience and understanding.

Regards,

Rafael

Google Workspace Support

Follow [@AskWorkspace](#) for regular helpful tips & product updates