

Info: Hi, Welcome to Vonage Business Support UK.

Please select an option below.

17:04, Jan 25

You: Hiiii

17:04, Jan 25

Entry Bot: Can you please describe your inquiry?

17:04, Jan 25

You: Ive been blocked on my vonage account

17:04, Jan 25

Entry Bot: What is your company name please?

17:05, Jan 25

You: Care Staff Recruitment

17:05, Jan 25

Entry Bot: May I ask you what is your first name

17:06, Jan 25

You: Daniel

17:06, Jan 25

Entry Bot: and your last name please ?

17:06, Jan 25

You: Nyarko

17:06, Jan 25

Entry Bot: What is your email address (for all Case Correspondence)?

17:06, Jan 25

You: <a href="mailto:info@carestaffrecruitment.com" target="\_blank" rel="noopener">info@carestaffrecruitment.com</a>

17:06, Jan 25

Entry Bot: Please provide your Vonage Account number (Format VC- xxxxx or 6 digits found on the administration portal home page)

17:08, Jan 25

You: VC-13590

17:08, Jan 25

Entry Bot: Hold on while I transfer you to someone who can help with your inquiry...

17:08, Jan 25

You: Ok please

8:01, Jan 26

Tauffiq: Welcome to Vonage. My name is Tauffiq. Please bear with me a few moments to locate your account.

8:02, Jan 26

Tauffiq: I have not heard from you in some time, so I am now closing this conversation. If you would like to talk again, please click on the chat box to start again. Have a nice day.

Info: Conversation closed by the agent 8:02, Jan 26

8:02, Jan 26

Survey Bot: Thank you for choosing to chat with us, your feedback is always valued.

8:02, Jan 26

Survey Bot: << Sent Rich Content >>

9:02, Jan 26

Survey Bot: The survey has expired. Thank you for your time.

9:17, Jan 26

You: Hiiii

Info: Thank you for contacting us, an agent will be with you shortly.

9:17, Jan 26

Entry Bot: Can you please describe your inquiry?

9:18, Jan 26

You: Hii, please my Vonage account has been deactivated and I wanted to know the actual problem. Vonage Number (VC-13590)

9:18, Jan 26

Entry Bot: What is your company name please?

9:18, Jan 26

Entry Bot: May I ask you what is your first name

9:18, Jan 26

You: Care Staff Recruitment

9:19, Jan 26

You: Daniel Nyarko

9:19, Jan 26

Entry Bot: and your last name please ?

9:19, Jan 26

Entry Bot: What is your email address (for all Case Correspondence)?

9:19, Jan 26

You: Sorry, Firstname: Daniel

9:20, Jan 26

You: <a href="mailto:info@carestaffrecruitment.com" target="\_blank" rel="noopener">info@carestaffrecruitment.com</a>

9:20, Jan 26

Entry Bot: Please provide your Vonage Account number (Format VC- xxxxx or 6 digits found on the administration portal home page)

9:20, Jan 26

You: VC-13590

9:20, Jan 26

Entry Bot: Hold on while I transfer you to someone who can help with your inquiry...

9:23, Jan 26

Sebastian: Welcome to Vonage. My name is Sebastian. Please bear with me a few moments to locate your account.

9:24, Jan 26

Sebastian: Hello Daniel

9:25, Jan 26

Sebastian: Right - I see that Your account is suspended but no case is raisen. I will do it but I need Your payment proof anyway to open this process. Thank You

9:26, Jan 26

Sebastian: Hello, are you still there?

9:28, Jan 26

You: Yes please

9:28, Jan 26

You: What kind of payment details do you need

9:30, Jan 26

Sebastian: We need £ 81.40 to open the process to unblock Your account.

9:30, Jan 26

Sebastian: You can make it via bank transfer

9:30, Jan 26

Sebastian: I will send You the details

9:30, Jan 26

You: Ok please

9:31, Jan 26

Sebastian: Vonage Business Limited Company Number: 05199171 Santander UK PLC Bridle Road Bootle Merseyside L30 4GB Account Name: Vonage Business Limited Sort Code: 09-02-22 Account Number: 106 141 83 IBAN: GB19ABBY09022210614183 Swift: ABBYGB2L

9:31, Jan 26

You: Ok please , after payment how soon would I be reconnected

9:34, Jan 26

Sebastian: It will last some time - to make it faster we need Your payment proof sent to us - then, within max 5 working days Your account will be unblocked. Thank You.

9:36, Jan 26

Sebastian: Our Management works on it. I need to send them only that payment proof - screen or pdf document confirmation from Your bank. Thank You.

9:36, Jan 26

You: Please after this payment are there any other payments and what would be the monthly bills

9:38, Jan 26

Sebastian: After that Your account will be unblocked - the next payment will be only next month like on Your contract.

9:38, Jan 26

You: Ok please

9:39, Jan 26

You: Are there any outstanding debts ?

9:39, Jan 26

Sebastian: It's only that mentioned amount

9:40, Jan 26

You: Ok please , hold on whiles I send the the proof of payment

9:42, Jan 26

Sebastian: Ok, no worries - take Your time.

9:43, Jan 26

You: [JPEG] Please the proof of payment

9:44, Jan 26

Sebastian: Ok

9:45, Jan 26

Sebastian: Please give me a while I will add this screen to the case. Thank You.

9:46, Jan 26

Sebastian: Ok, Can You send the pdf bank confirmation of the transfer ?

9:46, Jan 26

Sebastian: with the amount sent to us on it ? Thank You

9:47, Jan 26

You: Ok please

9:47, Jan 26

You: Is there any way we can speed up the process for re-connection? I ask because we are heavily dependent on the Vonage system. Please if management can speed it up for us today, we would greatly appreciate it and will ensure no other payment is missed. This only happened recently because i was out on vacation.

9:48, Jan 26

Sebastian: I understand You - the faster way only is related with 5 working days - Please send to us payment confirmation from Your bank in the pdf . Thank You

9:49, Jan 26

You: Ok please now sending

9:56, Jan 26

You: [PDF] Proof of payment pdf as requested

9:58, Jan 26

Sebastian: Ok, Thank You - I will add this file opened case. I will be back.

9:59, Jan 26

You: Ok please , would be waiting

10:03, Jan 26

Sebastian: Ok, Thank You for Your waiting - The proof has been added . Management informed. The all process will last to 5 working days. Your case number is 00254235 Thank You

10:03, Jan 26

Sebastian: Is there anything else I can help you with today?

10:05, Jan 26

You: Thank you very much