


Let's be clear you ignoring the section 20 and 21

Google Workspace Support, George 23 mins ago




I just want to set your expectation that I can assist you with any technical issues related to your account. Any legal arguments and action please refer to the <https://support.google.com/faqs/answer/6151275>  for serving civil subpoenas on Google .

You 21 mins ago

It's not a legal argument it's your duty to comply with your own policies

Google Workspace Support, George 21 mins ago



Here in Google Workspace to keep the account active , a valid form of payment that is good for automatic payment is needed to avoid any account suspension related to payment issue . You can also check this link about "Annual/Fixed-Term Plan" to know more about this. <https://support.google.com/a/answer/1247364> 

You can check this help center article about " Fix payment and billing issues" <https://support.google.com/a/answer/2523116>  *****

May I know the reason for having difficulties making a payment and updating the card on file Ben ?

You 19 mins ago


George does Goolge have polices you must adhere to?

May I know the reason for having difficulties making a payment and updating the card on file Ben ?

-----Yes they are on my account a vulnerbailtuy flag please confirm?

Google Workspace Support, George 16 mins ago



Upon checking here the root cause of this account being suspended is due to payment and not valid form of payment .Because of this account is suspended and Google Workspace article <https://support.google.com/a/answer/2523116>  that stating about Fix payment and billing issues will help you to resolved your concern .

You 16 mins ago

This is materially incorrect

the root cause is not the issue - the non payment consequential of the root

please do not alter the narrative this is unlawful

Google Workspace Support, George 14 mins ago



I understand this might not be the result you're hoping for. To reactivate the account please update the card on file and clear outstanding balances.

You 14 mins ago

Knowledge and deliberate refusal

George you acknowledged the understanding 'Section 20 and 21 reasonable adjustment' request.

Why did you refuse this statutory duty based on 'system restrictions'?**

My account has a disability flag I require you to answer these questions and I will go. The equality act section 20 and 21 reasonable adjustments require service provider's to make adjustments if current processes block or disadvantage a person with additional needs.

Knowledge and deliberate refusal

George you acknowledged the understanding 'Section 20 and 21 reasonable adjustment' request.

Why did you refuse this statutory duty based on 'system restrictions'?

Google Workspace Support, George 10 mins ago



We have provided 5 times of lift of suspension for the past 90 days that is equivalent to 70 days of lift of suspension of the past and now the final lift of suspension has come and we can no longer lift any suspension in this account due and making a payment and updating the card file is the only way to reactivate it .

I'm looking forward to your wide understanding about this matter .

You 9 mins ago

Discriminatory Preconditions on Statutory Rights

"Why did Google impose payment preconditions ('settle the outstanding balance') on providing reasonable adjustments under Equality Act S20?"

Google Workspace Support, George 8 mins ago



Google workspace provide consideration in your account that honest must give only 1 time of exemption however system provided it 5 time and now the final decision has come and lift of suspension for 6th time cannot be done .

You 8 mins ago

Preventable Discriminatory Harm

Google stated capability to reactivate

('I'll be more than happy to give lift of suspension')

but chose refusal causing homelessness and court order breaches.

Why prioritise administrative policy over preventing foreseeable discriminatory harm?

Google Workspace Support, George 7 mins ago



The only way to reactivate it now is to clear balance and update the card

You 7 mins ago

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Google Workspace Support, George 1 min ago



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You Now

pleasde asnwer the question

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but

CHOSE REFUSAL CAUSING HOMELESSNESS AND COURT ORDER BREACHES.

Why

Write a message...



You 5 mins ago

pleasde asnwer the question

PREVENTABLE DISCRIMINATORY HARM

Google stated CAPABILITY TO REACTIVATE
(i'll be more than happy to give lift of suspension')
but

CHOSE REFUSAL CAUSING HOMELESSNESS AND COURT ORDER BREACHES.

Why

Google Workspace Support, George 3 mins ago



Given I have provided all necessary information if you done have any other questions, I will go ahead and assist other customers .

Attachments


 C2D49E49-013B-... (276.5 KB)

You 1 min ago

confirm you are aware of the vulnerbality flag and read. as you did ask for evidence f issue to pay i want congirmation you read the evidnede
<https://disability-discrimination-case-report-197771841293.us-west1.run.app/>

Google Workspace Support, George Now



I'll be pleased to assist you with any technical issues related to your account. For legal matters you'll need to contact your legal counsel for further assistance. Information regarding serving civil subpoenas on Google is available at <https://support.google.com/faqs/answer/6151275>  . if you don't have any other questions, I will go ahead and assist other customers .

System



Your chat session has ended. Thank you for contacting Google Workspace support.
We will email a transcript of this chat to you.



We are on it!


We'll work on the issue until it's resolved and contact you by email.

confirm you are aware of the vulnerbality flag and read. as you did ask for evidence f issue to pay i want congirmation you read the evidnede
<https://disability-discrimination-case-report-197771841293.us->



Google Workspace Support, George 1 min ago



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Google Workspace Support, George 4 mins ago



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 . If you don't have any other questions, I will go ahead and assist other customers .

System



Your chat session has ended. Thank you for contacting Google Workspace support. We will email a transcript of this chat to you.



Thanks for chatting with us! If you require further assistance on this particular issue you can continue contacting us by replying to the email confirmation that you received for this case.

evidence f issue to pay i want congirmation you read the evidnedede
<https://disability-discrimination-case-report-197771841293.us-west1.run.app/>



Why did you refuse this statutory duty based on 'system restrictions'?

Google Workspace Support, George 19 mins ago

We have provided 5 times of lift of suspension for the past 90 days that is equivalent to 70 days of lift of suspension of the past and now the final lift of suspension has come and we can no longer lift any suspension in this account due and making a payment and updating the card file is the only way to reactivate it .

I'm looking forward to your wide understanding about this matter .

You 18 mins ago

Discriminatory Preconditions on Statutory Rights

"Why did Google impose payment preconditions ('settle the outstanding balance') on providing reasonable adjustments under Equality Act 2010?"

Google Workspace Support, George 17 mins ago

Google workspace provide consideration in your account that honest must give only 1 time of exemption however system provided it 5 time and now the final decision has come and lift of suspension for 6th time cannot be done .

You 16 mins ago

Preventable Discriminatory Harm

Google stated capability to reactivate

(I'll be more than happy to give lift of suspension)

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Why prioritise administrative policy over preventing foreseeable discriminatory harm?

Google Workspace Support, George 16 mins ago

The only way to reactivate it now is to clear balance and update the card

You 16 mins ago

Preventable Discriminatory Harm

Google stated capability to reactivate

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but chose refusal causing homelessness and court order breaches.

Why prioritise administrative policy over preventing foreseeable discriminatory harm?

Google Workspace Support, George 10 mins ago

Google workspace provide consideration in your account that honest must give only 1 time of exemption however system provided it 5 time and now the final decision has come and lift of suspension for 6th time cannot be done .The only way to reactivate it now is to clear balance and update the card.

You 9 mins ago

please answer the question

PREVENTABLE DISCRIMINATORY HARM

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CHOSE REFUSAL CAUSING HOMELESSNESS AND COURT ORDER BREACHES.

Why

Google Workspace Support, George 7 mins ago

Given I have provided all necessary information if you done have any other questions, I will go ahead and assist other customers .

Attachments

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You 6 mins ago

confirm you are aware of the vulnerbality flag and read, as you did ask for evidence f issue to pay i want congirmation you read the evidhede <https://disability-discrimination-case-report-197771841293.us-west1.run.app/>

Google Workspace Support, George 4 mins ago

I'll be pleased to assist you with any technical issues related to your account. For legal matters you'll need to contact your legal counsel for further assistance. Information regarding serving civil subpoenas on

Thank you for that information Ben, I'll be pleased to assist you with any technical issues related to your account. Regarding any legal matter please refer to this link <https://support.google.com/termsandconditions/answer/151275>

I'll be more than happy to give lift of suspension of your account due to payment related issues however last lift of suspension has been provided and we can no longer do any modification as per system restriction .

To immediately reactivate the account kindly update the card on file and settle the outstanding balance .

I appreciate your understanding and patience, thank you for being polite. Would there be anything else that I can help you with while we are still connected?

You 34 mins ago

Lets be clear you ignoring the section 20 and 21?

Google Workspace Support, George 32 mins ago

I just want to set your expectation that I can assist you with any technical issues related to your account. Any legal arguments and action please refer to the <https://support.google.com/termsandconditions/answer/151275> for serving civil subpoenas on Google .

You 30 mins ago

It's not a legal argument it's your duty to comply with your own policies

Google Workspace Support, George 31 mins ago

Here in Google Workspace to keep the account active , a valid form of payment that is good for automatic payment is needed to avoid any account suspension related to payment issue . You can also check this link about "Annual/Fixed-Term Plan" to know more about this. <https://support.google.com/answer/1247364>

You can check this help center article about " Fix payment and billing issues" <https://support.google.com/answer/2523116> *****

May I know the reason for having difficulties making a payment and updating the card on file Ben ?

You 28 mins ago

George does Google have polices you must adhere to?

May I know the reason for having difficulties making a payment and updating the card on file Ben ?

-----Yes they are on my account a vulnerbailuy flag please confirm?

Google Workspace Support, George 26 mins ago

Upon checking here the root cause of this account being suspended is due to payment and not valid form of payment .Because of this account is suspended and Google Workspace article <https://support.google.com/answer/2523116> that stating about Fix payment and billing issues will help you to resolved your concern .

You 25 mins ago

This is materially incorrect

the root cause is not the issue - the non payment consequential of the root

please do not alter the narrative this is unlawful

Google Workspace Support, George 23 mins ago

I understand this might not be the result you're hoping for. To reactivate the account please update the card on file and clear outstanding balances.

You 23 mins ago

Knowledge and deliberate refusal

George you acknowledged the understanding "Section 20 and 21 reasonable adjustment" request.

Why did you refuse this statutory duty based on 'system restrictions'?"

My account has a disability flag I require you to answer these questions and I will go. The equality act section 20 and 21 reasonable adjustments require service provider's to make adjustments if current processes block or disadvantage a person with additional needs.

without*** access to vital medical and legal paper work to maintain safety.

Google Workspace Support, George 52 mins ago

I can see here that you're having concern with your account being suspended. We appreciate that you brought this issue to our attention.

You 51 mins ago

I appreciate your acknowledgement

Google Workspace Support, George 51 mins ago

Our team provides technical support services for Google Workspace. I'm happy to continue to troubleshoot the technical details of this case. If you have any further questions concerning the technical issue please let me know.

You 49 mins ago

All we require is hasty activation, direct understanding of the laws stated and adherence to them by compliance.

Google Workspace Support, George 49 mins ago

Upon checking your account it has domain benmaklondon.com that has Google Workspace Business Standard. This subscription is currently suspended due to £82.33 and the card on file need to be updated as Google Workspace needs a valid form of payment to keep the account active.

You can check this help center article about "Fix payment and billing issues" <https://support.google.com/answer/2523116>

I'll be pleased to assist you with any technical issues related to your account. For legal matters you'll need to contact your legal counsel for further assistance. Information regarding serving civil subpoenas on Google is available at <https://support.google.com/faqs/answer/9151275>. I hope that you've found this information useful.

You 47 mins ago

George, You are being given one chance, as there are more than enough notes on the account and my position is clear. I don't need a blog- that to which you are relying on.

If you are set on relying on a blog we urge you with severity and caution of you becoming liable to rely on the law presented to you and the risks should you not activate the account.

Google Workspace Support, George 45 mins ago

Understand you want to humbly request for lift of suspension on your account. While I'm normally able to assist with such requests, our system has identified previous instances of account reactivation on your account.

Due to this, our system is no longer allowing me to grant another exemption.

To reactive the account kindly settle the balance and update the card on file to keep it active

You 44 mins ago

Section 20 and 21 reasonable adjustment. 3rd October This is possible.

Google Workspace Support, George 44 mins ago

For legal matters you'll need to contact your legal counsel for further assistance. Information regarding serving civil subpoenas on Google is available at <https://support.google.com/faqs/answer/9151275>

You 42 mins ago

I don't need defecting to legal matters it is already with the FINANCIAL OMBUDSMAN
Please check the website enclosed

<https://disability-discrimination-case-report-197771841293.us-west1.run.app/>

Google Workspace Support, George 40 mins ago

Thank you for that information Ben, I'll be pleased to assist you with any technical issues related to your account. Regarding any legal matter please refer to this link <https://support.google.com/faqs/answer/9151275>

I'll be more than happy to give lift of suspension of your account due to payment related issues however last lift of suspension has been provided and we can no longer do any modification as per system

✓ More

You 22:30

agent

Workspace Support 22:30

G

I see you have reached out to Google Support before. Are you contacting us about one of these previous cases?

You 22:30

Support case

Case 63110681 - CONFIRMATION AND TRANSCRIPT FROM DOCTOR - GOOGLE BLOCKING VITAL CARE AND SUPPORT : updated 7 days ago

Workspace Support 22:30

G

Thank you for confirming your issue is associated to case 63110681.

To continue with a human support representative, please select from the option(s) below.

 Chat (recommended)

✓ More



You 22:30

Start a live chat with the following details.

Issue description

persistant pressure causing constant delays and inability to follow my duties and legal obligations. FINANCIAL OMBUDSMAN HAVE BEEN CONTACTED

Workspace Support 22:32

G

Great, I'll connect you over live chat to an agent to discuss your needs.



Google Workspace Support, George has entered the chat

Please allow a few minutes for Google Workspace Support, George to review a summary of your conversation.

Google Workspace Support, George 22:32

G

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

You 54 mins ago

Hello George,

I hope you are well. I will keep this short. Google have failed to provide reasonable adjustments under the equality act 2010 520 and 21 causing foreseeable harm, endured homelessness, breach of court orders, damaging a child protection case and leaving me with access to vital medical and legal paper work to maintain safety.

I require immediate account access PAYMENT will be MADE on 3rd OCTOBER 2025

Failing to meet this reasonable adjustment will be audited as a conscious and intentional act of harm that is preventable.

Google Workspace Case #62373259

FINANCIAL OMBUDSMAN REF NUMBER | FOS Ref: PNO-6731855-F6V8

.....

LEGAL AUDIT

<https://disability-discrimination-case-report-197771841293.us-west1.run.app/>

My aim is to protect what is valuable. I respect google and its services but its policies are harming me and we are unable to get fair co-operation.

We need restrictions lifted payment promised 3rd October 2025 should no



Chat history is stored

Please do not send any sensitive information. [Learn more](#)

Workspace Support 22:06

G

Please be aware that Google Workspace is currently experiencing some known issues that may affect some products.

For more details and to subscribe to updates, please [click here](#).

Hi, I'm your AI support agent for Google Workspace. Let's solve your issue. You can also ask me to transfer you to a human support agent at any time. When I transfer you to the human agent, we'll share a copy of our conversation with them so they can better assist you.

To start with, please select the product you need help with below.

You 22:30

Product

Google Workspace

Workspace Support 22:30

G

Your emails might be going to spam! Setting up SPF helps your messages reach recipients and protects your domain.

[Set Up SPF Now](#)

Now please describe what you need help with in detail, and I'll do my best to help you resolve the issue.



You 22:30

account restrictions

Workspace Support 22:30

G

As a Google Workspace administrator, you have various options to manage account restrictions for your users, helping you control access to Google services, third-party applications, and data in line with your organization's policies or user roles.

Here are some common types of account restrictions you can implement:

- 1. Age-based access:** For Google Workspace for Education editions, you can restrict access to certain Google services for users designated as under 18 years of age. This affects services like YouTube, Google Search, Google Play, and Google Maps.
[Control access to Google services by age](#)
- 2. Blocking consumer accounts:** You can prevent users from signing into Google services with personal Gmail accounts or managed Google Accounts from other domains, ensuring they only use accounts provided by your organization.
- 3. Controlling access to additional Google services:** You can manage access to Google services that don't have individual On/Off controls in the Admin console, turning them on or off for all users or specific organizational units.
[Manage access to services that aren't controlled individually](#)
- 4. Managing third-party app access:** You can control which third-party applications can access your organization's Google Workspace data, marking them as Trusted, Limited, Specific Google data, or Blocked.
- 5. Restricting group membership:** For supported editions, you can set restrictions on who can join your organization's Google Groups, allowing or excluding specific member types or external members.
- 6. Less secure apps:** Google Workspace accounts no longer support less secure apps that use outdated security standards. You should ensure apps use modern security standards like OAuth.

To implement these settings, you will need to sign in to your Google Admin console with an administrator account. For more information, please see the sources below.



The response is based on the sources listed below



Control access to Google services by age



Block access to consumer accounts

More

You 22:30