

Frequently Asked Questions

Q - As I already have a plan with Zoom I am not sure if it could be transferred to the ADRIC plan.

A – Yes, it can. Zoom will automatically provide a prorated refund for your current account when you are signed up for the ADRIC Group Plan.

Q - This is a great benefit for members. Will I have the admin features through a group account that I have through my private account?

A – Yes, it is the [Enterprise Plan](#).

Q - I would want to know if my current subscription would be able to be upgraded and pro-rated for the remainder of my subscription year.

A – If you prepaid, your current subscription would be cancelled and they would send you a prorated refund when you are signed up for the ADRIC Group Plan.

Q - Would like to know if the webinar add-on would also be available at the discount rate.

A – It would be included – plus many other features; see below.

Q - Just wonder if there would each have separate Zoom Meeting IDs or would we need to share one ID amongst everyone and hope that we could host a meeting whenever we wanted to. Thanks.

A – Each would be a completely separate license / ID.

Q - What does this price include ? number of Zoom rooms? unlimited time? number of participants?

A - It is the [Enterprise Plan](#).

The following is from Zoom:

Normally, if a member wanted to purchase a Pro license (\$200 CAD/year) that included a 1,000 participant capacity (\$120 CAD/year) and unlimited cloud recording storage [40GB for \$53 CAD/month (\$636 CAD/year)], it would cost over \$956 CAD/year. And, they would not have dedicated Phone Support in case of technical questions.

With our Enterprise plan, your members will get all of the benefits outlined below for \$275 CAD/year:

- [Zoom For Enterprise](#)
- [Up to 500 participants per meeting](#) (note: previous message indicated 1,000 in error)
- [Unlimited Cloud Recording](#)
- **Dedicated Phone Support & Zoom Training** - ADRIC will have a dedicated Customer Success Manager who will conduct onboarding and trainings with all members to make sure they are all super comfortable with how to use Zoom.
- **24/7 Technical Support phone service** for all Enterprise customers